

Self-Response Operations Reporting

7/7/20



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Pre-decisional - Internal Only - Not for Public Distribution.

Mailing Status

7/7/20

- Mailing 6
 - Workload cut 7/1, now in DSSD review (includes volume confirmation)
 - Data delivery to RRD scheduled for 7/8
 - Production start scheduled for 7/12
 - Target in-home dates 7/22-7/28

- UL Reminder Postcard
 - Workload cut 7/4
 - Cleared DSSD review
 - On track for on-time data delivery to RRD, scheduled for 7/9
 - Production start scheduled for 7/12
 - Target in-home date 7/17

S-R MAILING 6	Mail Planning Estimate	Final Workload Count
WL 1106	50,000,000	34,262,370

UL POSTCARD	Mail Planning Estimate	Final Workload Count
WL 3306	4,734,550	4,250,809 (4.785 M in cut workload minus 534 K Puerto Rico exclusions)



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Pre-decisional - Internal Only - Not for Public Distribution.

TEA 1 and TEA 6 Responses by Mode

		Self-Response Total, All TEAs		TEA 1 (Self-Response) Total		TEA 6 (Update Leave) Total	
		% of All Responses	Response Volume	% of All Responses	Response Volume	% of All Responses	Response Volume
National	Total Self-Responses	100.00%	86,885,534	100.00%	85,868,243	100.00%	1,017,291
	Internet	90.24%	78,407,542	90.33%	77,567,039	82.62%	840,503
	Paper	8.23%	7,152,686	8.15%	6,995,942	15.41%	156,744
	Phone	1.53%	1,325,306	1.52%	1,305,262	1.97%	20,044

Report Run Date:
7/7/2020 7:59:19 AM ET
Data updated by CDL on:
7/7/2020 3:37:09 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 9.8 M unprocessed
paper responses, total
responding HUs = **90.1 M**

Notes: Due to duplicate responses for many housing units, responses in the table above are not equivalent to responding housing units. The "TEA 1 Initial Universe" is the original self-response universe of 143.6 M and does not include the TEA 1 NRFU Supplemental universe of 1.4 M.



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau. 3
Pre-decisional - Internal Only - Not for Public Distribution.

TEA 1 Response by Mode and Panel

	Mailing #1 Mailout Workload	Total Responding Households	Total Responses, All Modes	Total Internet Responses	Total Phone Responses	Total Paper Responses
Total Both Panels	142,846,868	80,296,797	85,697,597	77,399,879	1,304,166	6,993,552
Internet First Panel	112,348,205	66,701,724	71,243,485	69,357,119	1,111,811	774,555
English	104,241,135	62,692,260	66,830,251	65,079,435	1,002,516	748,300
Bilingual	8,107,070	4,009,464	4,413,234	4,277,684	109,295	26,255
Internet Choice Panel	30,498,663	13,595,073	14,454,112	8,042,760	192,355	6,218,997
English	25,256,241	11,803,502	12,495,207	6,494,599	147,057	5,853,551
Bilingual	5,242,422	1,791,571	1,958,905	1,548,161	45,298	365,446

Report Run Date:
07/07/2020 8:12:43 AM ET
Data updated by CDL on:
7/7/2020 4:37:51 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.39%	12.61%

Note: The above is the original self-response universe of 143.6 M and does not include the TEA 1 NRFU Supplemental universe of 1.4 M.



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.

This report is for official use only. Not for general distribution outside the U.S. Census Bureau. 4

Pre-decisional - Internal Only - Not for Public Distribution.

Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	13,890,176	100.00%	30,065
<i>Total Resolved</i>	12,616,527	90.83%	47,066
Resolved in Automated	11,326,709	81.54%	11,141
Resolved in Clerical	1,289,818	9.29%	35,925
<i>Remaining Clerical Work</i>	1,273,649	9.17%	-17,001
Manual Processing Backlog	550,656	3.96%	-17,457
<i>Not Started</i>	124,740	0.90%	-552
<i>Waiting for QC</i>	425,916	3.07%	-16,905
OBAV Backlog	722,993	5.21%	456

Data updated by CDL on:
7/7/2020 5:17:17 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report, Non-ID Daily Cumulative Report



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECase-OCS event data as of 11:59 PM the day prior to the report date.

This report is for official use only. Not for general distribution outside the U.S. Census Bureau.

Pre-decisional - Internal Only - Not for Public

Distribution.

Paper Data Capture Update

As of 7/07/20

- 17.8 M inbound paper forms
 - 7.5 M PDCC East
 - 10.3 M PDCC West
- 18.4 M paper forms have been checked in
- 8.2 M paper questionnaires have been scanned
 - 3.4 M PDCC East
 - 4.8 M PDCC West
- Staffing for Monday, 7/06

Location	People	FTE
Total, Both PDCCs	774	726
PDCC East	413	384
PDCC West	361	342

Note: Numbers may not sum due to rounding. Counts are self-response and Update Leave, combined. "Fully staffed" for the PDCCs is 1087 total FTE (PDCC East, 522; PDCC West 565).

Sources: IPTS Inbound Questionnaire Tracking Report; UTS 9753; iCADE Questionnaires Past Exception Review Report

TEA 1 and TEA 6, Combined

Date: July 7, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/6/20	7/7/20
Internet	78,216,019	78,240,382
Paper	6,870,913	7,150,296
Phone	1,322,941	1,324,210
Total Responses All Modes	86,409,873	86,714,888

Paper Response Activity		
Unprocessed Paper Responses	10,944,610	10,674,127
Processed Paper Responses	6,870,913	7,150,296
Total Paper Responses	17,815,523	17,824,423

Note: The above includes TEA 1 Original Universe and TEA 6 Stateside only, except for Total Paper Responses, which includes all TEA 1 and TEA 6 paper responses.



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Pre-decisional - Internal Only - Not for Public Distribution.

Inbound: Callback Requests by Language (7-day and PTD)



Call Language Group	Call Language Line	6/30	7/1	7/2	7/3	7/4	7/5	7/6	PTD
English	English	3	2	3	5	4	2	5	11,852
	English Puerto Rico	0	0	0	0	0	0	0	15
	Total	3	2	3	5	4	2	5	11,867
Spanish	Spanish	0	0	1	13	0	0	10	714
	Spanish Puerto Rico	0	0	2	6	0	0	4	116
	Total	0	0	3	19	0	0	14	830
Non-English Non-Spanish	Arabic	0	0	0	0	1	1	0	99
	Chinese Cantonese	0	0	0	0	1	0	0	238
	Chinese Mandarin	0	0	0	0	1	1	0	113
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	0	0	0	0	34
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	1	0	0	1	0	0	380
	Polish	0	0	0	0	0	0	0	39
	Portuguese	0	0	0	0	0	0	0	15
	Russian	0	0	0	0	0	0	0	95
	Tagalog	0	0	0	0	0	0	0	27
	Vietnamese	0	1	0	0	2	0	0	218
	Total	0	2	0	0	6	2	0	1,283
Grand Total		3	4	6	24	10	4	19	13,980

*Note: PTD totals include all Program to Date callback requests since the option was made available on April 7th, 2020.

Inbound: Callback Dispositions - PTD



Language	New/ Unassigned Cases	Interview Complete	Left Voicemail	Hang Up/ Rang No Answer/ Busy	Refusal	Provided Assistance	Do Not Call	Wrong Number/ Wrong Language
English and Spanish	17	5,308	2,444	893	177	3,527	79	143
Arabic	0	58	1	12	1	9	1	1
Chinese Cantonese	0	78	0	12	2	24	3	5
Chinese Mandarin	0	35	1	7	4	32	0	0
French	0	3	0	2	1	0	0	0
Haitian Creole	0	14	0	6	2	5	1	0
Japanese	0	4	0	1	1	4	0	0
Korean	0	84	0	28	6	10	3	12
Polish	0	11	0	5	0	4	0	0
Portuguese	0	7	0	1	1	1	0	0
Russian	0	54	0	10	2	10	0	3
Tagalog	0	4	0	1	1	0	4	0
Vietnamese	0	111	0	15	7	24	0	3
Total	17	5,771	2,446	993	205	3,650	91	167

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	62.4%		Planned Calls Offered to CSRs	Actual Calls Offered to CSRs	CSR Handled Calls	Service Level - 30 Seconds	Avg. Handle Time	Short Abandons	Abandon Call Volume	Abandon Rate	Avg. Speed To Abandon
Deflection Rate	67.3%	English	3,612,776	3,024,522	2,607,317	61.6%	8:47	119,136	417,205	13.8%	4:15
Abandon Rate	14.0%	Spanish	697,943	284,459	261,230	76.0%	14:45	22,302	23,229	8.2%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	75,097	66,763	41,576	40.6%	12:57	23,936	25,187	37.7%	5:06
Avg. Handle Time	9:18	TTY	0	36,474	22,466	59.3%	0:55	37,932	14,008	38.4%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,171	3,856	78.0%	5:32	7,741	315	7.6%	5:50
Total Inbound Call Volume	10,352,869	Grand Total	4,403,317	3,416,389	2,936,445	62.4%	9:18	211,047	479,944	14.0%	4:10
IVR Call Volume	9,997,455										
Deflected Calls	6,725,433										
Short Abandons	211,047										
IVR Calls Offered to CSRs	3,131,510										
Direct to CSR Call Volume	284,879										
Actual Calls Offered to CSRs	3,416,389										
Abandon Call Volume	479,944										
CSR Handled Calls	2,936,445										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	48,424		% of Enumerations
Callbacks Handled - English	45,965	English	48.7%
Callbacks Selected - Spanish	57	Spanish	60.7%
Callbacks Handled - Spanish	44	Non-English Non-Spanish	53.5%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	49.4%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	98.1%
Deflection Rate	45.6%
Abandon Rate	0.5%
Avg. Speed To Abandon	2:10
Avg. Handle Time	10:24

CQA Total Inbound Call Volume

Total Inbound Call Volume	8,265
IVR Call Volume	7,731
Deflected Calls	3,526
Short Abandons	380
IVR Calls Offered to CSRs	3,944
Direct to CSR Call Volume	415
Actual Calls Offered to CSRs	4,359
Abandon Call Volume	20
CSR Handled Calls	4,339

CQA Humanify Call Back Volume

Callbacks Selected - English	0
Callbacks Handled - English	0
Callbacks Selected - Spanish	0
Callbacks Handled - Spanish	0

CSR Call Volume & Abandonment Metrics by Call Language Group

	Planned Calls Offered	Actual Calls Offered to CSRs	CSR Handled Calls	Service Level - 30 Seconds	Avg. Handle Time	Short Abandons	Abandon Call Volume	Abandon Rate	Avg. Speed To Abandon
English	4,285	3,522	3,521	100.0%	9:17	216	1	0.0%	0:09
Spanish	657	738	720	89.3%	15:49	47	18	2.4%	2:24
Non-English Non-Spanish	194	67	67	100.0%	13:50	19	0	0.0%	0:00
TTY	0	12	11	91.7%	1:09	53	1	8.3%	0:03
Group Quarters	0	20	20	100.0%	4:51	45	0	0.0%	0:00
Grand Total	5,135	4,359	4,339	98.1%	10:24	380	20	0.5%	2:10

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	50.7%
Spanish	68.5%
Non-English Non-Spanish	50.7%
TTY	0.0%
Group Quarters	0.0%
Grand Total	53.3%

7/7/2020

Self-Response Incident Status

New Incidents:

- N/A

Open/In Progress Incidents:

- N/A

Newly-Resolved Incidents:

- N/A

Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None