

Self-Response Operations Reporting

7/9/20



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

Mailing Status

7/9/20

- Mailing 6
 - Workload cut 7/1, DSSD review and volume confirmation completed
 - Data delivered to RRD 7/8
 - Production start scheduled for 7/12
 - Target in-home dates 7/22-7/28

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

- UL Reminder Postcard
 - Workload cut 7/4, DSSD review complete
 - Data delivery to RRD is in progress, (scheduled for 7/9)
 - Production start scheduled for 7/12
 - Target in-home date 7/17

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)



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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%	87,491,921	100.00%	86,462,307	100.00%	1,029,614
	Internet	89.69%	78,470,219	89.78%	77,626,634	81.93%	843,585
	Paper	8.79%	7,693,938	8.71%	7,528,170	16.10%	165,768
	Phone	1.52%	1,327,764	1.51%	1,307,503	1.97%	20,261

Report Run Date:
7/9/2020 7:46:52 AM ET
Data updated by CDL on:
7/9/2020 3:31:48 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 9.3 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.



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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	80,855,289	86,291,101	77,458,920	1,306,406	7,525,775
Internet First Panel	112,348,205	66,847,331	71,406,457	69,405,437	1,113,460	887,560
English	104,241,135	62,832,398	66,986,072	65,121,370	1,003,867	860,835
Bilingual	8,107,070	4,014,933	4,420,385	4,284,067	109,593	26,725
Internet Choice Panel	30,498,663	14,007,958	14,884,644	8,053,483	192,946	6,638,215
English	25,256,241	12,153,021	12,858,325	6,501,660	147,449	6,209,216
Bilingual	5,242,422	1,854,937	2,026,319	1,551,823	45,497	428,999

Report Run Date:
07/09/2020 7:51:21 AM ET
Data updated by CDL on:
7/9/2020 3:57:26 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.36%	12.64%

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.



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	13,983,612	100.00%	56,714
<i>Total Resolved</i>	12,744,464	91.14%	66,271
Resolved in Automated	11,380,663	81.39%	29,457
Resolved in Clerical	1,363,801	9.75%	36,814
<i>Remaining Clerical Work</i>	1,239,148	8.86%	-9,557
Manual Processing Backlog	509,471	3.64%	-11,610
<i>Not Started</i>	122,656	0.88%	-1,064
<i>Waiting for QC</i>	386,815	2.77%	-10,546
OBAV Backlog	729,677	5.22%	2,053

Data updated by CDL on:
7/9/2020 4:26:24 AM ET

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



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Paper Data Capture Update

As of 7/09/20

- 17.9 M inbound paper forms
 - 7.5 M PDCC East
 - 10.3 M PDCC West
- 18.4 M paper forms have been checked in
- 8.9 M paper questionnaires have been scanned
 - 3.8 M PDCC East
 - 5.1 M PDCC West
- Staffing for Wednesday, 7/08

Location	People	FTE
Total, Both PDCCs	782	737
PDCC East	428	400
PDCC West	354	337

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 9, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/8/20	7/9/20
Internet	78,273,423	78,302,505
Paper	7,421,833	7,691,543
Phone	1,325,423	1,326,667
Total Responses All Modes	87,020,679	87,320,715

Paper Response Activity		
Unprocessed Paper Responses	10,423,671	10,164,523
Processed Paper Responses	7,421,833	7,691,543
Total Paper Responses	17,845,504	17,856,066

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.



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



Call Language Group	Call Language Line	7/2	7/3	7/4	7/5	7/6	7/7	7/8	PTD
English	English	3	5	4	2	5	8	3	11,863
	English Puerto Rico	0	0	0	0	0	0	0	15
	Total	3	5	4	2	5	8	3	11,878
Spanish	Spanish	1	13	0	0	10	9	5	728
	Spanish Puerto Rico	2	6	0	0	4	2	0	118
	Total	3	19	0	0	14	11	5	846
Non-English Non-Spanish	Arabic	0	0	1	1	0	0	0	99
	Chinese Cantonese	0	0	1	0	0	0	0	238
	Chinese Mandarin	0	0	1	1	0	0	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	0	1	0	0	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	0	2	0	0	0	0	218
	Total	0	0	6	2	0	0	0	0
Grand Total		6	24	10	4	19	19	8	14,007

*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	8	5,323	2,445	904	179	3,528	79	144
Arabic	0	59	0	12	1	9	1	1
Chinese Cantonese	0	78	0	12	2	24	3	5
Chinese Mandarin	0	36	0	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	8	5,788	2,445	1,004	207	3,651	91	168

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	62.5%		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	67.2%	English	3,620,401	3,030,320	2,613,115	61.7%	8:47	119,504	417,205	13.8%	4:15
Abandon Rate	14.0%	Spanish	699,108	285,896	262,647	76.1%	14:45	22,407	23,249	8.1%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	75,308	66,866	41,679	40.7%	12:57	23,985	25,187	37.7%	5:06
Avg. Handle Time	9:18	TTY	0	36,494	22,486	59.4%	0:55	38,026	14,008	38.4%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,236	3,918	78.2%	5:32	7,903	318	7.5%	5:47
Total Inbound Call Volume	10,367,164	Grand Total	4,412,316	3,423,812	2,943,845	62.5%	9:18	211,825	479,967	14.0%	4:10
IVR Call Volume	10,010,701										
Deflected Calls	6,731,527										
Short Abandons	211,825										
IVR Calls Offered to CSRs	3,138,195										
Direct to CSR Call Volume	285,617										
Actual Calls Offered to CSRs	3,423,812										
Abandon Call Volume	479,967										
CSR Handled Calls	2,943,845										

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	60.8%
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	98.5%
Deflection Rate	45.2%
Abandon Rate	0.2%
Avg. Speed To Abandon	1:16
Avg. Handle Time	11:09

CQA Total Inbound Call Volume

Total Inbound Call Volume	7,041
IVR Call Volume	6,495
Deflected Calls	2,937
Short Abandons	403
IVR Calls Offered to CSRs	3,323
Direct to CSR Call Volume	378
Actual Calls Offered to CSRs	3,701
Abandon Call Volume	7
CSR Handled Calls	3,694

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	3,350	2,802	2,802	100.0%	9:35	194	0	0.0%	0:00
Spanish	512	801	797	93.6%	16:49	45	4	0.5%	1:42
Non-English Non-Spanish	96	48	48	100.0%	15:14	18	0	0.0%	0:00
TTY	0	11	11	100.0%	0:58	54	0	0.0%	0:00
Group Quarters	0	39	36	84.6%	4:41	92	3	7.7%	0:42
Grand Total	3,958	3,701	3,694	98.5%	11:09	403	7	0.2%	1:16

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	54.2%
Spanish	70.4%
Non-English Non-Spanish	47.9%
TTY	0.0%
Group Quarters	0.0%
Grand Total	57.0%

7/9/2020

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