Self-Response Operations Reporting

7/10/20

DRB Approval Number: CBDRB-FY21-DSEP-002

Mailing Status

7/10/20

- 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 delivered to RRD 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%	87,849,755	100.00%	86,813,650	100.00%	1,036,105
	Internet	89.39%	78,525,790	89.48%	77,679,497	81.68%	846,293
	Paper	9.10%	7,994,192	9.01%	7,824,770	16.35%	169,422
	Phone	1.51%	1,329,773	1.51%	1,309,383	1.97%	20,390

Report Run Date:
7/10/2020 7:38:39 AM ET
Data updated by CDL on:
7/10/2020 3:36:01 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 9.0 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.

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	81,176,594	86,641,494	77,510,881	1,308,278	7,822,335
Internet First Panel	112,348,205	66,939,235	71,514,366	69,444,901	1,114,777	954,688
English	104,241,135	62,919,973	67,087,812	65,155,148	1,004,930	927,734
Bilingual	8,107,070	4,019,262	4,426,554	4,289,753	109,847	26,954
Internet Choice Panel	30,498,663	14,237,359	15,127,128	8,065,980	193,501	6,867,647
English	25,256,241	12,346,566	13,062,100	6,510,397	147,787	6,403,916
Bilingual	5,242,422	1,890,793	2,065,028	1,555,583	45,714	463,731

Report Run Date:
07/10/2020 7:42:10 AM ET
Data updated by CDL on:
7/10/2020 4:05:17 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.31%	12.69%

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.

Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	14,031,459	100.00%	47,847
Total Resolved	12,797,055	91.20%	52,591
Resolved in Automated	11,421,815	81.40%	41,152
Resolved in Clerical	1,375,240	9.80%	11,439
Remaining Clerical Work	1,234,404	8.80%	-4,744
Manual Processing Backlog	498,951	3.56%	-10,520
Not Started	121,816	0.87%	-840
Waiting for QC	377,135	2.69%	-9,680
OBAV Backlog	735,453	5.24%	5,776

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

Data updated by CDL on:
7/10/2020 4:35:50 AM ET

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
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Pre-decisional - Internal Only - Not for Public Distribution.

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Paper Data Capture Update

As of 7/10/20

- 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
- 9.2 M paper questionnaires have been scanned
  - 3.9 M PDCC East
  - 5.2 M PDCC West
- Staffing for Thursday, 7/09

Location	People	FTE
Total, Both PDCCs	783	736
PDCC East	428	399
PDCC West	355	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

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TEA 1 and TEA 6, Combined

Date: July 10, 2020

Self-Response Mode		
	Prior Day	**Today**
Mode	7/9/20	7/10/20
Internet	78,302,505	78,357,174
Paper	7,691,543	7,991,757
Phone	1,326,667	1,328,668
Total Responses All Modes	**87,320,715**	**87,677,599**

Paper Response Activity		
Unprocessed Paper Responses	10,164,523	9,878,377
Processed Paper Responses	7,691,543	7,991,757
Total Paper Responses	**17,856,066**	**17,870,134**

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)

United States Census Bureau

Call Language Group	Call Language Line	7/3	7/4	7/5	7/6	7/7	7/8	7/9	PTD
English	English	5	4	2	5	8	3	2	11,865
	English Puerto Rico	0	0	0	0	0	0	1	16
	Total	**5**	**4**	**2**	**5**	**8**	**3**	**3**	**11,881**
Spanish	Spanish	13	0	0	10	9	5	19	747
	Spanish Puerto Rico	6	0	0	4	2	0	1	119
	Total	**19**	**0**	**0**	**14**	**11**	**5**	**20**	**866**
Non-English Non-Spanish	Arabic	0	1	1	0	0	0	0	99
	Chinese Cantonese	0	1	0	0	0	0	0	238
	Chinese Mandarin	0	1	1	0	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	1	0	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	2	0	0	0	0	0	218
	Total	**0**	**6**	**2**	**0**	**0**	**0**	**0**	**1,283**
Grand Total		**24**	**10**	**4**	**19**	**19**	**8**	**23**	**14,030**

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

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Inbound: Callback Dispositions - PTD

United States Census Bureau

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	23	5,332	2,443	901	180	3,529	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	**23**	**5,797**	**2,443**	**1,001**	**208**	**3,652**	**91**	**168**

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Inbound: Key Metrics - PTD

United States Census Bureau

CQA Key Performance Indicators

Service Level - 30 Seconds	62.5%
Deflection Rate	67.2%
Abandon Rate	14.0%
Avg. Speed To Abandon	4:10
Avg. Handle Time	9:19

CQA Total Inbound Call Volume

Total Inbound Call Volume	10,374,050
IVR Call Volume	10,017,101
Deflected Calls	6,734,439
Short Abandons	212,204
IVR Calls Offered to CSRs	3,141,456
Direct to CSR Call Volume	285,951
Actual Calls Offered to CSRs	3,427,407
Abandon Call Volume	479,979
CSR Handled Calls	2,947,428

CSR Call Volume & Abandonment Metrics by Call Language Group

	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
English	3,623,865	3,033,002	2,615,797	61.7%	8:47	119,682	417,205	13.8%	4:15
Spanish	699,636	286,722	263,464	76.1%	14:46	22,460	23,258	8.1%	3:58
Non-English Non-Spanish	75,381	66,917	41,730	40.8%	12:57	24,021	25,187	37.6%	5:06
TTY	0	36,504	22,496	59.4%	0:55	38,077	14,008	38.4%	0:15
Group Quarters	17,500	4,262	3,941	78.2%	5:32	7,964	321	7.5%	5:44
Grand Total	4,416,382	3,427,407	2,947,428	62.5%	9:19	212,204	479,979	14.0%	4:10

CQA Humanify Call Back Volume

Callbacks Selected - English	48,424
Callbacks Handled - English	45,965
Callbacks Selected - Spanish	57
Callbacks Handled - Spanish	44

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	48.7%
Spanish	60.8%
Non-English Non-Spanish	53.5%
TTY	0.3%
Group Quarters	0.5%
Grand Total	49.4%

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Inbound: Key Metrics - Yesterday

United States Census Bureau

CQA Key Performance Indicators

Service Level - 30 Seconds	98.8%
Deflection Rate	45.5%
Abandon Rate	0.3%
Avg. Speed To Abandon	1:44
Avg. Handle Time	11:27

CQA Total Inbound Call Volume

Total Inbound Call Volume	6,886
IVR Call Volume	6,400
Deflected Calls	2,912
Short Abandons	379
IVR Calls Offered to CSRs	3,261
Direct to CSR Call Volume	334
Actual Calls Offered to CSRs	3,595
Abandon Call Volume	12
CSR Handled Calls	3,583

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	3,465	2,682	2,682	100.0%	9:50	178	0	0.0%	0:00
Spanish	528	826	817	95.3%	16:53	53	9	1.1%	2:15
Non-English Non-Spanish	73	51	51	100.0%	14:58	36	0	0.0%	0:00
TTY	0	10	10	100.0%	1:28	51	0	0.0%	0:00
Group Quarters	0	26	23	88.5%	4:56	61	3	11.5%	0:08
Grand Total	4,066	3,595	3,583	98.8%	11:27	379	12	0.3%	1:44

CQA Humanify Call Back Volume

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

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	53.4%
Spanish	67.6%
Non-English Non-Spanish	49.0%
TTY	0.0%
Group Quarters	0.0%
Grand Total	56.1%

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Self-Response Incident Status

New Incidents:

- N/A

Open/In Progress Incidents:

- N/A

Newly-Resolved Incidents:

- N/A

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Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None

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