

# Self-Response Operations Reporting

7/13/20



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# Mailing Status

7/13/20

- Mailing 6
  - Workload cut 7/1, DSSD review and volume confirmation completed
  - Data delivered to RRD 7/8
  - Production started today 7/13
  - Target in-home dates 7/22-7/28
  
- UL Reminder Postcard
  - Workload cut 7/4, DSSD review complete
  - Data delivered to RRD 7/9
  - Production started today 7/13
  - 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)

# 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%	88,312,652	100.00%	87,269,393	100.00%	1,043,259
	Internet	88.99%	78,593,391	89.09%	77,744,151	81.40%	849,240
	Paper	9.50%	8,386,355	9.41%	8,212,939	16.62%	173,416
	Phone	1.51%	1,332,906	1.50%	1,312,303	1.97%	20,603

Report Run Date:  
7/13/2020 6:40:56 AM ET  
Data updated by CDL on:  
7/13/2020 3:31:30 AM ET

Source: UTS 9700

**TEA 1 Initial Universe:**  
Including 8.6 M unprocessed  
paper responses, total  
responding HUs = **90.2 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	81,597,734	87,096,434	77,574,762	1,311,188	8,210,484
Internet First Panel	112,348,205	67,201,424	71,800,242	69,497,069	1,116,868	1,186,305
English	104,241,135	63,176,319	67,365,893	65,200,669	1,006,621	1,158,603
Bilingual	8,107,070	4,025,105	4,434,349	4,296,400	110,247	27,702
Internet Choice Panel	30,498,663	14,396,310	15,296,192	8,077,693	194,320	7,024,179
English	25,256,241	12,454,875	13,177,116	6,518,191	148,282	6,510,643
Bilingual	5,242,422	1,941,435	2,119,076	1,559,502	46,038	513,536

Report Run Date:  
07/13/2020 6:44:31 AM ET  
Data updated by CDL on:  
7/13/2020 4:47:09 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.28%	12.72%

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
<b>Total Non-ID Cases</b>	14,102,510	100.00%	71,051
<b><i>Total Resolved</i></b>	12,873,827	91.29%	76,772
Resolved in Automated	11,484,887	81.44%	63,072
Resolved in Clerical	1,388,940	9.85%	13,700
<b><i>Remaining Clerical Work</i></b>	1,228,683	8.71%	-5,721
Manual Processing Backlog	487,517	3.46%	-11,434
<i>Not Started</i>	124,106	0.88%	2,290
<i>Waiting for QC</i>	363,411	2.58%	-13,724
OBAV Backlog	741,166	5.26%	5,713

Data updated by CDL on:  
7/13/2020 5:54:40 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 7/13/20

- 17.9 M inbound paper forms
  - 7.5 M PDCC East
  - 10.4 M PDCC West
- 18.4 M paper forms have been checked in
- 9.5 M paper questionnaires have been scanned
  - 4.1 M PDCC East
  - 5.5 M PDCC West
- Staffing for Friday, 7/10

Location	People	FTE
Total, Both PDCCs	727	683
PDCC East	392	365
PDCC West	335	318

- Saturday OT in people: East, 54; West, 133
- Sunday OT in people: East, 4; West, no OT

*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 13, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/12/20	7/13/20
Internet	78,405,534	78,424,002
Paper	8,380,839	8,383,900
Phone	1,331,518	1,331,791
<b>Total Responses All Modes</b>	<b>88,117,891</b>	<b>88,139,693</b>

Paper Response Activity		
Unprocessed Paper Responses	9,507,712	9,506,749
Processed Paper Responses	8,380,839	8,383,900
<b>Total Paper Responses</b>	<b>17,888,551</b>	<b>17,890,649</b>

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	7/6	7/7	7/8	7/9	7/10	7/11	7/12	PTD
English	English	5	8	3	2	5	0	6	11,876
	English Puerto Rico	0	0	0	1	0	0	0	16
	<b>Total</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>11,892</b>
Spanish	Spanish	10	9	5	19	1	0	0	748
	Spanish Puerto Rico	4	2	0	1	0	0	0	119
	<b>Total</b>	<b>14</b>	<b>11</b>	<b>5</b>	<b>20</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>867</b>
Non-English Non-Spanish	Arabic	0	0	0	0	0	0	0	99
	Chinese Cantonese	0	0	0	0	0	2	0	240
	Chinese Mandarin	0	0	0	0	0	0	2	115
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	0	0	2	0	36
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	0	0	0	1	0	381
	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	0	0	1	0	0	219
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1,291</b>
<b>Grand Total</b>		<b>19</b>	<b>19</b>	<b>8</b>	<b>23</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>14,050</b>

\*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	5	5,345	2,449	904	181	3,529	79	146
Arabic	0	59	0	12	1	9	1	1
Chinese Cantonese	1	78	0	12	2	24	3	5
Chinese Mandarin	2	36	0	7	4	32	0	0
French	0	3	0	2	1	0	0	0
Haitian Creole	1	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	1	111	0	15	7	24	0	3
<b>Total</b>	<b>10</b>	<b>5,810</b>	<b>2,449</b>	<b>1,004</b>	<b>209</b>	<b>3,652</b>	<b>91</b>	<b>170</b>

# Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	62.6%		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	3,630,923	3,036,999	2,619,783	61.8%	8:47	119,917	417,216	13.7%	4:15
Abandon Rate	14.0%	Spanish	700,709	287,818	264,560	76.2%	14:46	22,530	23,258	8.1%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	75,439	66,975	41,788	40.8%	12:57	24,087	25,187	37.6%	5:06
Avg. Handle Time	9:19	TTY	0	36,512	22,504	59.4%	0:55	38,163	14,008	38.4%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,290	3,969	78.3%	5:31	8,025	321	7.5%	5:44
Total Inbound Call Volume	10,383,613	Grand Total	4,424,571	3,432,594	2,952,604	62.6%	9:19	212,722	479,990	14.0%	4:10
IVR Call Volume	10,026,041										
Deflected Calls	6,738,297										
Short Abandons	212,722										
IVR Calls Offered to CSRs	3,146,236										
Direct to CSR Call Volume	286,358										
Actual Calls Offered to CSRs	3,432,594										
Abandon Call Volume	479,990										
CSR Handled Calls	2,952,604										
<b>CQA Humanify Call Back Volume</b>		<b>Enumeration Dispositions by CSR Handled Calls</b>									
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	95.0%
Deflection Rate	46.1%
Abandon Rate	1.2%
Avg. Speed To Abandon	2:28
Avg. Handle Time	10:27

## CQA Total Inbound Call Volume

Total Inbound Call Volume	1,531
IVR Call Volume	1,466
Deflected Calls	676
Short Abandons	78
IVR Calls Offered to CSRs	744
Direct to CSR Call Volume	33
Actual Calls Offered to CSRs	777
Abandon Call Volume	9
CSR Handled Calls	768

## 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

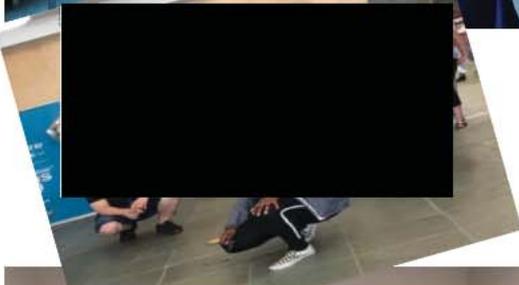
	Planned Calls Offered	Actual Calls Offered to CSRs	CSR Handled Calls	Service Level - 30 Seconds	Avg. Handle Time	Short Abandons	Abandon Call Volume	Abandon Rate	Avg. Speed To Abandon
English	1,550	644	635	93.9%	9:20	36	9	1.4%	2:28
Spanish	235	128	128	100.0%	16:14	10	0	0.0%	0:00
Non-English Non-Spanish	0	0	0	0.0%	0:00	13	0	0.0%	0:00
TTY	0	3	3	100.0%	2:06	15	0	0.0%	0:00
Group Quarters	0	2	2	100.0%	4:56	4	0	0.0%	0:00
<b>Grand Total</b>	<b>1,785</b>	<b>777</b>	<b>768</b>	<b>95.0%</b>	<b>10:27</b>	<b>78</b>	<b>9</b>	<b>1.2%</b>	<b>2:28</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	59.7%
Spanish	65.6%
Non-English Non-Spanish	0.0%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>60.3%</b>



*CQA Celebrates Reaching the Milestone of  
Completing 50,000 Quality Evaluations,  
Program-to-Date*



7/13/2020

# 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