

# Self-Response Operations Reporting

7/14/20



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# Mailing Status

7/14/20

- Mailing 6
  - Workload cut 7/1, DSSD review and volume confirmation completed
  - Data delivered to RRD 7/8
  - Production started 7/13
  - 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
  - UL stateside production started 7/13, UL PR production started 7/14
  - 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%	88,512,129	100.00%	87,465,665	100.00%	1,046,464
	Internet	88.83%	78,625,887	88.92%	77,775,094	81.30%	850,793
	Paper	9.66%	8,551,666	9.58%	8,376,717	16.72%	174,949
	Phone	1.51%	1,334,576	1.50%	1,313,854	1.98%	20,722

Report Run Date:  
07/14/2020 11:07:46 AM ET  
Data updated by CDL on:  
7/14/2020 5:41:30 AM ET

Source: UTS 9700

**TEA 1 Initial Universe:**  
Including 8.4 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	81,778,057	87,292,338	77,605,339	1,312,737	8,374,262
Internet First Panel	112,348,205	67,338,106	71,949,107	69,521,975	1,118,010	1,309,122
English	104,241,135	63,308,895	67,509,754	65,222,853	1,007,591	1,279,310
Bilingual	8,107,070	4,029,211	4,439,353	4,299,122	110,419	29,812
Internet Choice Panel	30,498,663	14,439,951	15,343,231	8,083,364	194,727	7,065,140
English	25,256,241	12,483,753	13,208,295	6,522,289	148,571	6,537,435
Bilingual	5,242,422	1,956,198	2,134,936	1,561,075	46,156	527,705

Report Run Date:  
07/14/2020 11:07:46 AM ET  
Data updated by CDL on:  
7/14/2020 5:41:30 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.26%	12.74%

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>	14,155,745	100.00%	53,235
<b><i>Total Resolved</i></b>	12,930,891	91.35%	57,064
Resolved in Automated	11,534,023	81.48%	49,136
Resolved in Clerical	1,396,868	9.87%	7,928
<b><i>Remaining Clerical Work</i></b>	1,224,854	8.65%	-3,829
Manual Processing Backlog	480,571	3.39%	-6,946
<i>Not Started</i>	122,655	0.87%	-1,451
<i>Waiting for QC</i>	357,916	2.53%	-5,495
OBAV Backlog	744,283	5.26%	3,117

Data updated by CDL on:  
7/14/2020 7:00:54 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 7/14/20

- 17.9 M inbound paper forms
  - 7.5 M PDCC East
  - 10.4 M PDCC West
- 18.5 M paper forms have been checked in
- 9.9 M paper questionnaires have been scanned
  - 4.3 M PDCC East
  - 5.6 M PDCC West
- Staffing for Monday, 7/13

Location	People	FTE
Total, Both PDCCs	763	716
PDCC East	415	388
PDCC West	348	328

*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 14, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/13/20	7/14/20
Internet	78,424,002	78,456,132
Paper	8,383,900	8,549,211
Phone	1,331,791	1,333,459
<b>Total Responses All Modes</b>	<b>88,139,693</b>	<b>88,338,802</b>

  

Paper Response Activity		
	Prior Day	Today
Unprocessed Paper Responses	9,506,749	9,350,589
Processed Paper Responses	8,383,900	8,549,211
<b>Total Paper Responses</b>	<b>17,890,649</b>	<b>17,899,800</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	7/7	7/8	7/9	7/10	7/11	7/12	7/13	PTD
English	English	8	3	2	5	0	6	2	11,878
	English Puerto Rico	0	0	1	0	0	0	0	16
	<b>Total</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>11,894</b>
Spanish	Spanish	9	5	19	1	0	0	6	754
	Spanish Puerto Rico	2	0	1	0	0	0	2	121
	<b>Total</b>	<b>11</b>	<b>5</b>	<b>20</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>875</b>
Non-English Non-Spanish	Arabic	0	0	0	0	0	0	0	99
	Chinese Cantonese	0	0	0	0	2	0	0	240
	Chinese Mandarin	0	0	0	0	0	2	0	115
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	0	2	0	0	36
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	0	0	1	0	1	382
	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	1	0	0	0	219
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1,292</b>
<b>Grand Total</b>		<b>19</b>	<b>8</b>	<b>23</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>14,061</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	10	5,347	2,447	905	183	3,530	79	146
Arabic	0	59	0	12	1	9	1	1
Chinese Cantonese	0	79	0	12	2	24	3	5
Chinese Mandarin	0	36	0	7	4	33	0	0
French	0	3	0	2	1	0	0	0
Haitian Creole	0	15	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>11</b>	<b>5,814</b>	<b>2,447</b>	<b>1,005</b>	<b>211</b>	<b>3,654</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	3,635,212	3,040,196	2,622,980	61.8%	8:47	120,124	417,216	13.7%	4:15
Abandon Rate	14.0%	Spanish	701,366	288,471	265,204	76.2%	14:46	22,560	23,267	8.1%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	75,616	67,041	41,854	40.9%	12:57	24,122	25,187	37.6%	5:06
Avg. Handle Time	9:19	TTY	0	36,518	22,510	59.4%	0:55	38,207	14,008	38.4%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,318	3,997	78.5%	5:32	8,072	321	7.4%	5:44
Total Inbound Call Volume	10,390,337	Grand Total	4,429,694	3,436,544	2,956,545	62.6%	9:19	213,085	479,999	14.0%	4:10
IVR Call Volume	10,032,267										
Deflected Calls	6,740,708										
Short Abandons	213,085										
IVR Calls Offered to CSRs	3,149,815										
Direct to CSR Call Volume	286,729										
Actual Calls Offered to CSRs	3,436,544										
Abandon Call Volume	479,999										
CSR Handled Calls	2,956,545										

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	49.5%

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

Service Level - 30 Seconds	99.1%
Deflection Rate	38.7%
Abandon Rate	0.2%
Avg. Speed To Abandon	1:50
Avg. Handle Time	10:44

## CQA Total Inbound Call Volume

Total Inbound Call Volume	6,724
IVR Call Volume	6,226
Deflected Calls	2,411
Short Abandons	363
IVR Calls Offered to CSRs	3,579
Direct to CSR Call Volume	371
Actual Calls Offered to CSRs	3,950
Abandon Call Volume	9
CSR Handled Calls	3,941

## 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	4,288	3,197	3,197	99.9%	9:46	207	0	0.0%	0:00
Spanish	657	653	644	94.6%	15:23	30	9	1.4%	1:50
Non-English Non-Spanish	177	66	66	100.0%	14:17	35	0	0.0%	0:00
TTY	0	6	6	100.0%	1:42	44	0	0.0%	0:00
Group Quarters	0	28	28	100.0%	7:08	47	0	0.0%	0:00
<b>Grand Total</b>	<b>5,122</b>	<b>3,950</b>	<b>3,941</b>	<b>99.1%</b>	<b>10:44</b>	<b>363</b>	<b>9</b>	<b>0.2%</b>	<b>1:50</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	55.2%
Spanish	63.2%
Non-English Non-Spanish	54.5%
TTY	0.0%
Group Quarters	3.6%
<b>Grand Total</b>	<b>56.1%</b>

7/14/2020

# 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