

# Self-Response Reporting

## Weekly Content

### 7/15/20



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# Mailing Status

7/15/20

- • PO Box Mailer
  - Postcard being sent to Group E PO Boxes (receive mail at a PO Box only)
  - Produced at NPC
  - Dispatched from NPC on a flow basis, beginning with the West Coast
  - Mailing is complete (finished Friday, 7/10)

ZIP Code Series	Workload	# Complete
90000	244,053	244,053
80000	294,094	294,094
70000	71,166	71,166
60000	129,043	129,043
50000	198,200	198,200
40000	128,399	128,399
30000	14,808	14,808
20000	64,922	64,922
10000	129,237	129,237
00000	65,206	65,206
<b>Totals</b>	<b>1,339,128</b>	<b>1,339,128</b>



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# Mailing Status, Cont'd

7/15/20

- • 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 delivery to RRD 7/9
  - Production started 7/13, dispatch expected to complete today
  - 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)

# Periodic Performance Management Reports

## 2020 Census: Response by Mode and Type of Enumeration Area

**Status:**

● On Track

**Data current as of:**

July 15, 2020

**Start Date:**

March 24, 2020

**Completion Date:**

October 31, 2020

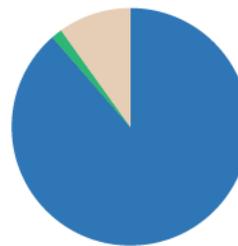
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
<b>Total</b>	87,824,254	100.0%	1,051,687	100%	254,682	100.0%
<b>Internet</b>	77,808,758	88.6%	852,383	81.2%	229,597	90.2%
<b>Phone</b>	1,315,303	1.5%	20,811	2.0%	13,231	5.2%
<b>Paper</b>	8,700,193	9.9%	178,493	17.0%	11,854	4.7%

**Notes:**

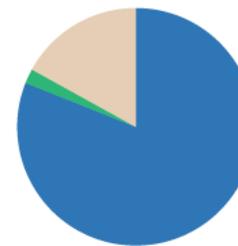
**TEA 1 Initial Universe:**

- Including 8.1 M unprocessed paper responses, total responding HUs = 90.2 M
- For internet and phone response, 87.2% is ID and 12.8% is non-ID.

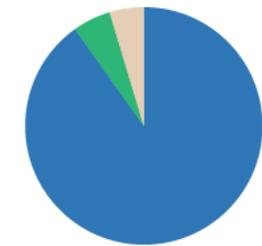
Self-Response



Update Leave - Stateside



Update Leave - Puerto Rico



**Legend**

Internet

Phone

Paper

Source: Unified Tracking System, 9700



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Note: Numbers may not sum due to rounding.

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# Non-ID Processing Workload

	Number	Percent
<b>Total Non-ID Cases</b>	13,678,072	100.00%
<b><i>Total Resolved</i></b>	12,455,579	91.06%
Resolved in Automated	11,342,823	82.93%
Resolved in Clerical	1,112,756	8.14%
<b><i>Remaining Clerical Work</i></b>	1,222,493	8.94%
Manual Processing Backlog	424,445	3.10%
<i>Not Started</i>	76,517	0.56%
<i>Waiting for QC</i>	347,928	2.54%
OBAV Backlog	798,048	5.83%
<i>Not Started</i>	789,187	5.77%
<i>Waiting for QC</i>	8,861	0.06%

Data updated by CDL on:  
7/15/2020 4:44:48 AM ET

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



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# Resolved in Clerical Breakdown

	Number	Percent
<b>Resolved in Clerical</b>	1,112,756	100.00%
<i>Resolved in Manual</i>	1,112,451	99.97%
Matched	685,792	61.63%
Uncodable	426,659	38.34%
<b>Resolved in OBAV</b>	305	0.03%
Verified	52	0.005%
Matched	24	0.002%
Referred to Field Verification	227	0.02%
Uncodable	2	0.0002%

As of: July 15, 2020 5:20 AM

Sources: Non-ID Daily Cumulative Report,  
OBAV Daily Cumulative Report



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# Non-ID Processing Workload (Puerto Rico)

	Number	Percent	Change*
<b>Total Non-ID Cases</b>	132,998	100.00%	2,613
<i>Resolved in Clerical</i>	8,795	6.61%	1,623
<i>Remaining Clerical Work</i>	124,203	93.99%	990
Manual Processing Backlog	121,073	91.03%	-649
<i>Not Started</i>	76,145	57.25%	-2,568
<i>Waiting for QC</i>	44,928	33.78%	1,919
OBAV Backlog	3,130	2.35%	1,639

\*From last report to CIG on 7/8/2020

As of: July 15, 2020 5:20 AM

Sources: Non-ID Daily Cumulative Report



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# Periodic Performance Management Reports

## 2020 Census: Paper Data Capture Center Staffing Status

**Status:**

● *On Track*

**Data current as of:**

July 15, 2020

**Start Date:**

January 21, 2020

**Completion Date:**

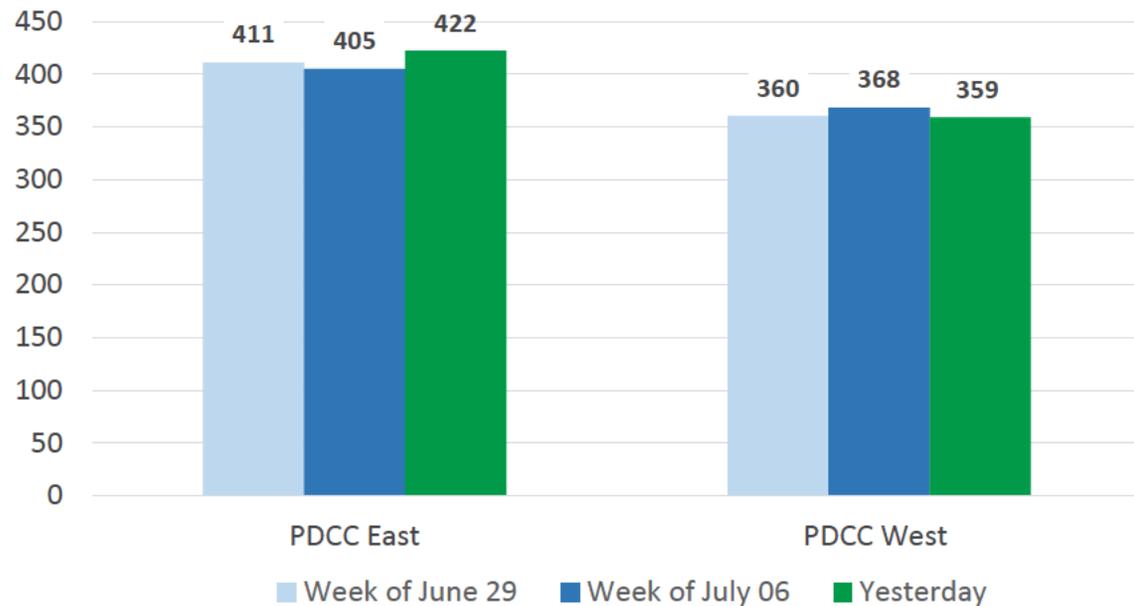
November 30, 2020

**Notes:**

- Staff counts in the chart are people, not FTE
- Fully-staffed, in FTE, is:
  - PDCC East, 522
  - PDCC West, 565
- Yesterday's FTE
  - PDCC East, 396 (76% of fully staffed)
  - PDCC West, 338 (60% of fully staffed)

### Paper Data Capture Staffing by Center

Total Staff: 781 yesterday, -14 from last Wednesday's report



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Source: National Processing Center

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# Periodic Performance Management Reports

## 2020 Census: Paper Data Capture

### Status:

● On Track

### Data current as of:

July 15, 2020

### Start Date:

March 12, 2020

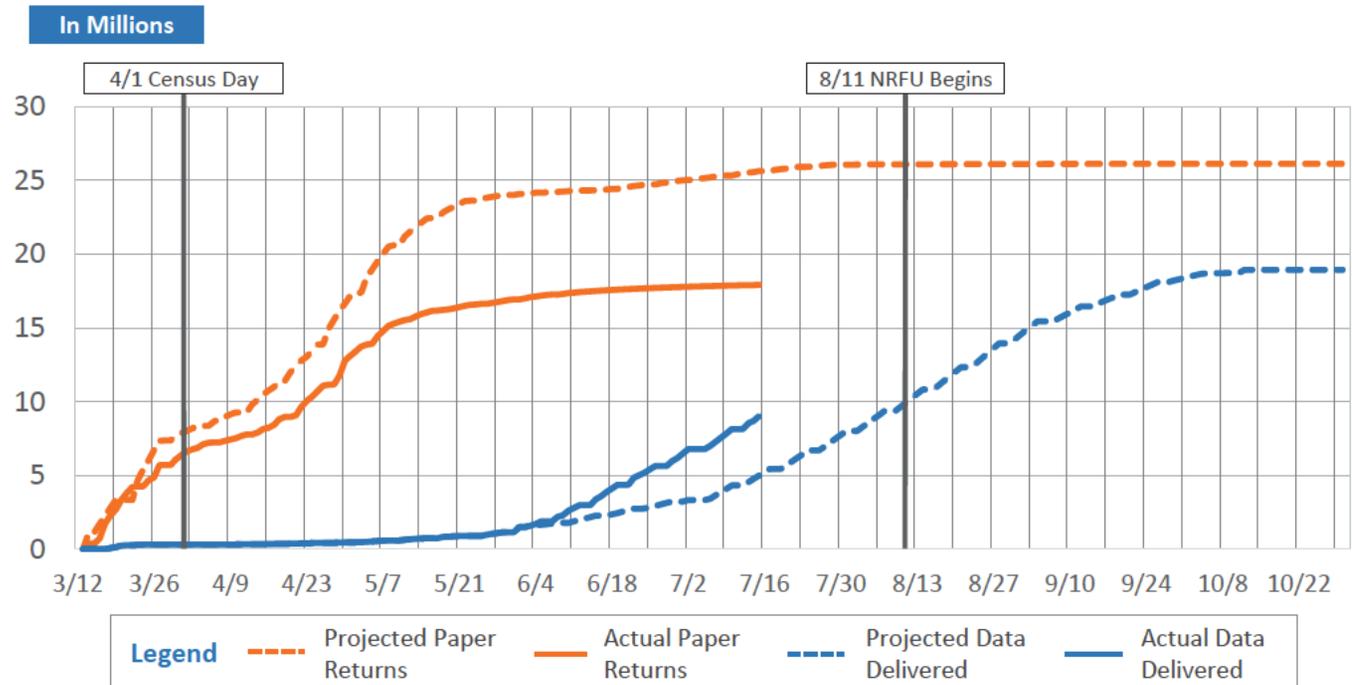
### Completion Date:

November 30, 2020

### Notes:

- Inbound paper returns shown in the table and the data shown in the graph are self-response (TEA 1) and Update Leave (TEA 6) combined.
- Other data elements include all operations.

### Actuals vs. Projections for Paper Questionnaires



Paper Questionnaire Processing					
	Total, Both PDCCs	PDCC East		PDCC West	
		English	Bilingual	English	Bilingual
Inbound paper returns	17,913,305	7,528,026	0	8,285,132	2,100,147
Questionnaires checked in	18,479,129	7,774,972	7,923	8,525,991	2,170,243
Questionnaires scanned	10,295,159	4,580,016	9,906	4,956,822	748,415
Questionnaires data delivered	9,113,767	3,838,829	4,006	4,646,368	624,564

Sources: Unified Tracking System; Intelligent Mail Barcode Postal Tracking System v2; Integrated Computer Assisted Data Entry



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# Inbound Paper Returns by Cohort

7/15/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>17,913,305</b>
<b>Total TEA 1</b>	<b>16,915,443</b>
Internet First Panel	7,930,622
Cohort 1	2,566,449
Cohort 2	1,912,989
Cohort 3	1,895,173
Cohort 4	1,556,011
Internet Choice Panel	8,888,243
Mailing 1 package	7,946,298
Mailing 4 package	941,945
NRFU Supplemental	96,578
<b>Total TEA 6</b>	<b>997,862</b>
Stateside	749,918
Puerto Rico	247,944

Sources: IPTS Reports and UTS 9753



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# Inbound Paper Returns by Language

7/15/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>17,913,305</b>
<b>Total TEA 1</b>	<b>16,915,443</b>
Internet First Panel	7,930,622
English	7,358,711
Bilingual	571,911
Internet Choice Panel	8,888,243
English	7,678,050
Bilingual	1,210,193
NRFU Supplemental	96,578
English	90,998
Bilingual	5,580
<b>Total TEA 6</b>	<b>997,862</b>
Stateside	749,918
English	685,399
Bilingual	64,519
Puerto Rico	247,944

Sources: IPTS Reports and UTS 9753



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# TEA 1 and TEA 6, Combined

Date: July 15, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/14/20	7/15/20
Internet	78,456,132	78,491,020
Paper	8,549,211	8,876,221
Phone	1,333,459	1,334,993
<b>Total Responses All Modes</b>	<b>88,338,802</b>	<b>88,702,234</b>

Paper Response Activity		
Unprocessed Paper Responses	9,350,589	9,037,084
Processed Paper Responses	8,549,211	8,876,221
<b>Total Paper Responses</b>	<b>17,899,800</b>	<b>17,913,305</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	7/8	7/9	7/10	7/11	7/12	7/13	7/14	PTD
English	English	3	2	5	0	6	2	1	11,879
	English Puerto Rico	0	1	0	0	0	0	0	16
	<b>Total</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>11,895</b>
Spanish	Spanish	5	19	1	0	0	6	4	758
	Spanish Puerto Rico	0	1	0	0	0	2	1	122
	<b>Total</b>	<b>5</b>	<b>20</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>5</b>	<b>880</b>
Non-English Non-Spanish	Arabic	0	0	0	0	0	0	0	99
	Chinese Cantonese	0	0	0	2	0	0	0	240
	Chinese Mandarin	0	0	0	0	2	0	0	115
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	2	0	0	0	36
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	0	1	0	1	0	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	1	0	0	0	0	219
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1,292</b>
<b>Grand Total</b>		<b>8</b>	<b>23</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>6</b>	<b>14,067</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	9	5,356	2,444	908	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	0	112	0	15	7	24	0	3
<b>Total</b>	<b>9</b>	<b>5,824</b>	<b>2,444</b>	<b>1,008</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	62.7%		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	3,639,503	3,042,873	2,625,657	61.9%	8:47	120,276	417,216	13.7%	4:15
Abandon Rate	14.0%	Spanish	702,021	289,135	265,861	76.3%	14:46	22,601	23,274	8.0%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	75,732	67,093	41,906	40.9%	12:58	24,159	25,187	37.5%	5:06
Avg. Handle Time	9:19	TTY	0	36,524	22,516	59.4%	0:55	38,243	14,008	38.4%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,346	4,025	78.6%	5:31	8,136	321	7.4%	5:44
Total Inbound Call Volume	10,396,261	Grand Total	4,434,756	3,439,971	2,959,965	62.7%	9:19	213,415	480,006	14.0%	4:10
IVR Call Volume	10,037,718										
Deflected Calls	6,742,875										
Short Abandons	213,415										
IVR Calls Offered to CSRs	3,152,907										
Direct to CSR Call Volume	287,064										
Actual Calls Offered to CSRs	3,439,971										
Abandon Call Volume	480,006										
CSR Handled Calls	2,959,965										
<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		49.5%							

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

Service Level - 30 Seconds	98.9%
Deflection Rate	39.8%
Abandon Rate	0.2%
Avg. Speed To Abandon	1:20
Avg. Handle Time	10:33

## CQA Total Inbound Call Volume

Total Inbound Call Volume	5,924
IVR Call Volume	5,451
Deflected Calls	2,167
Short Abandons	330
IVR Calls Offered to CSRs	3,092
Direct to CSR Call Volume	335
Actual Calls Offered to CSRs	3,427
Abandon Call Volume	7
CSR Handled Calls	3,420

## 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	4,291	2,677	2,677	100.0%	9:24	152	0	0.0%	0:00
Spanish	655	664	657	94.6%	15:22	41	7	1.1%	1:20
Non-English Non-Spanish	116	52	52	100.0%	13:39	37	0	0.0%	0:00
TTY	0	6	6	100.0%	1:31	36	0	0.0%	0:00
Group Quarters	0	28	28	100.0%	4:27	64	0	0.0%	0:00
<b>Grand Total</b>	<b>5,062</b>	<b>3,427</b>	<b>3,420</b>	<b>98.9%</b>	<b>10:33</b>	<b>330</b>	<b>7</b>	<b>0.2%</b>	<b>1:20</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	53.1%
Spanish	62.9%
Non-English Non-Spanish	53.8%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>54.4%</b>

# Coverage Improvement: Case Summary - PTD



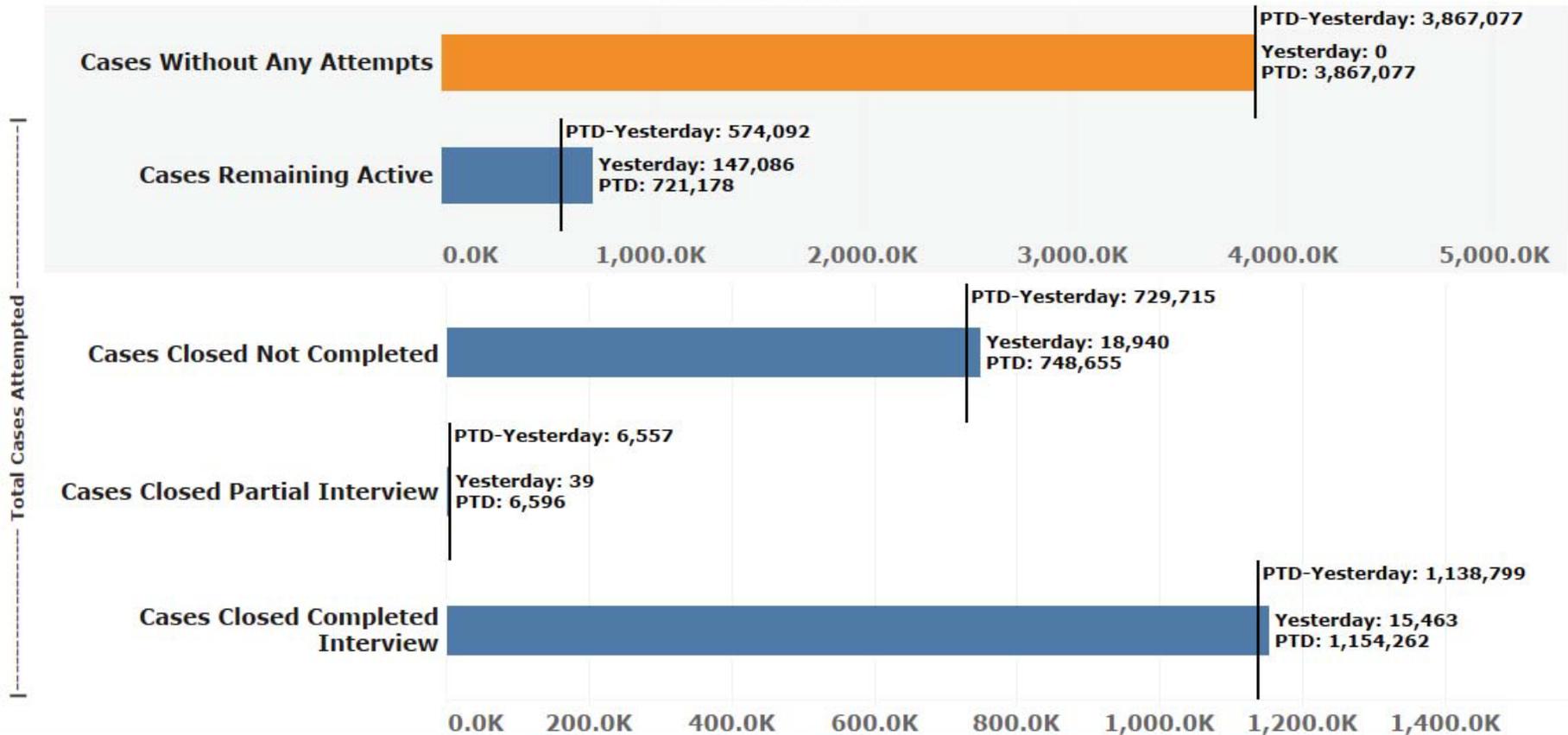
Total Cases Received  
6,497,768

Total Number of Attempts  
11,564,173

Unique Cases Attempted  
2,630,691

Total Cases Closed  
1,909,620

## Case Summary



# Coverage Improvement: Dialer Call Summary - PTD



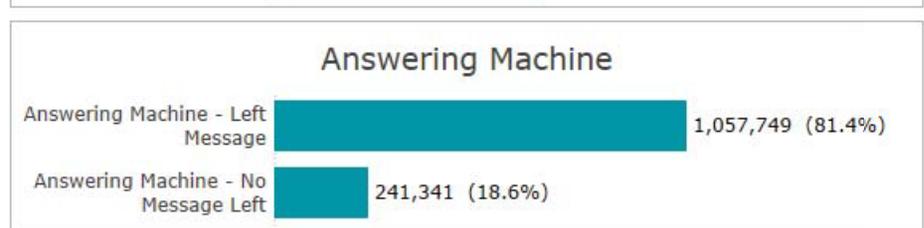
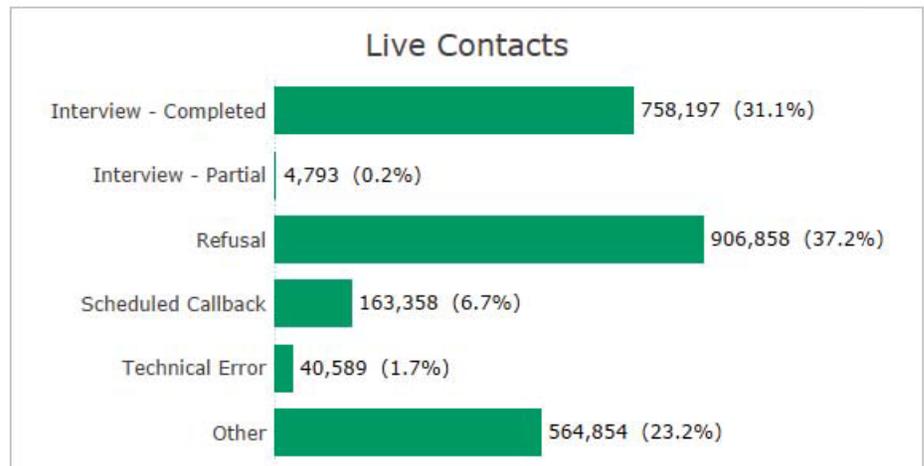
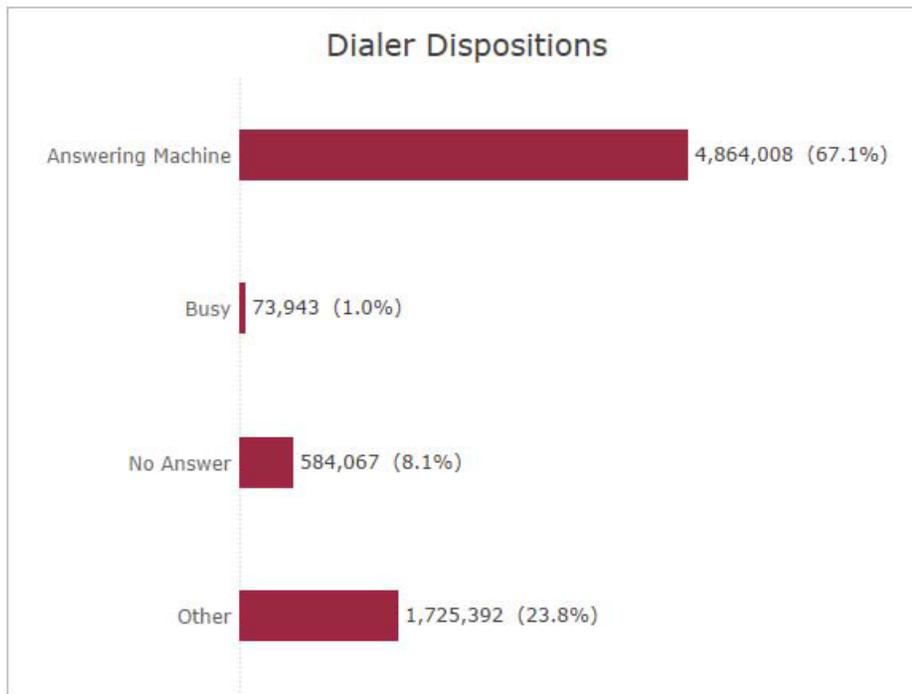
Dial Attempts  
10,985,149

Dialer-only Dispositioned Calls  
7,247,410 (66.0%)

CSR Dispositioned Calls  
3,737,739 (34.0%)

Live Contact Total  
2,438,649 (22.2%)

Answering Machine  
1,299,090 (11.8%)



# Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts  
212,473

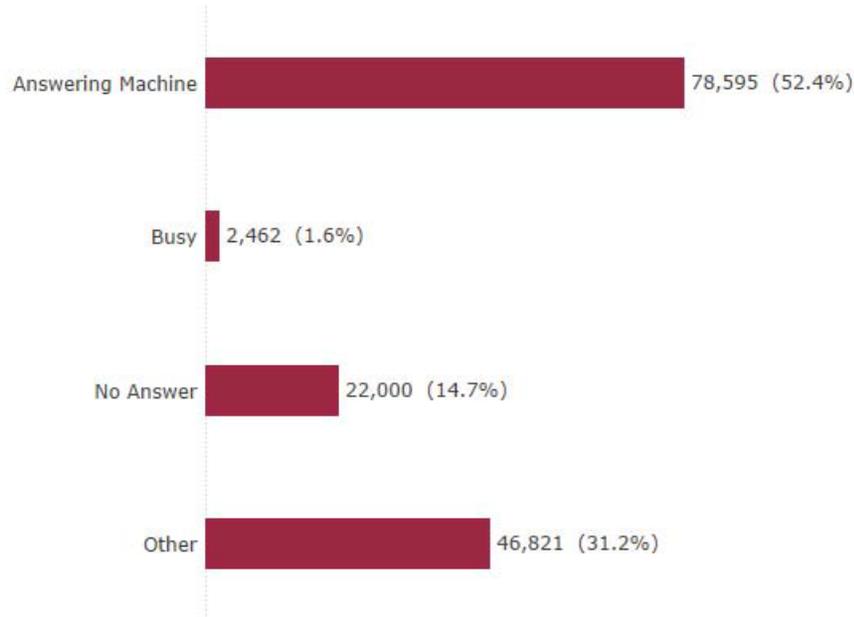
Dialer-only Dispositioned Calls  
149,878 (70.5%)

CSR Dispositioned Calls  
62,595 (29.5%)

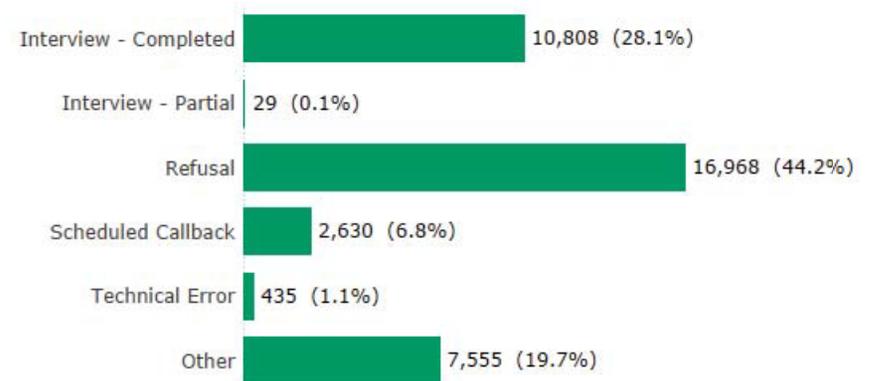
Live Contact Total  
38,425 (18.1%)

Answering Machine  
24,170 (11.4%)

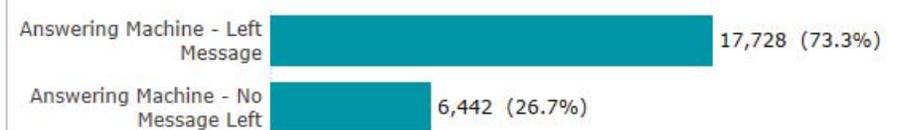
Dialer Dispositions



Live Contacts



Answering Machine



# Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate
	<b>Grand Total</b>	<b>2,630,691</b>		<b>Grand Total</b>	<b>2,630,691</b>
		<b>44.1%</b>			<b>44.1%</b>
1	Alaska	3,004	26	Hawaii	10,257
2	Washington	50,043	27	Florida	164,939
3	Vermont	4,978	28	Montana	7,194
4	Washington, D.C.	5,456	29	Wyoming	3,525
5	Oregon	24,942	30	Texas	213,429
6	Utah	15,881	31	Maine	9,567
7	Minnesota	47,242	32	Arizona	39,246
8	Virginia	86,467	33	South Carolina	46,307
9	Kansas	24,370	34	North Carolina	91,982
10	Nebraska	15,274	35	Connecticut	36,594
11	South Dakota	6,668	36	Ohio	89,672
12	Massachusetts	67,926	37	Kentucky	35,999
13	Missouri	48,301	38	New Jersey	90,139
14	Wisconsin	44,452	39	Tennessee	54,235
15	New York	151,008	40	Michigan	90,552
16	Maryland	58,064	41	Illinois	112,982
17	Idaho	11,275	42	California	282,368
18	New Hampshire	10,858	43	Arkansas	25,906
19	New Mexico	11,990	44	Pennsylvania	108,177
20	Colorado	39,195	45	Rhode Island	7,646
21	Indiana	52,149	46	Alabama	52,870
22	North Dakota	5,555	47	Delaware	7,679
23	Iowa	26,147	48	Mississippi	35,396
24	Georgia	101,557	49	Louisiana	45,179
25	Oklahoma	27,046	50	Nevada	16,483
			51	West Virginia	12,520

# Coverage Improvement: Respondent Callbacks – Trending



	7/14	7 Day Average	Program to Date
<b>Total Respondent Callbacks</b>	12,994	10,865	845,532
<b>Abandoned Calls</b>	0	3	275
<b>Short Abandons</b>	5,126	4,313	266,233
<b>Service Level - 30 Seconds</b>	100.0%	99.9%	99.9%
<b>CSR Handled Calls</b>	7,868	6,549	579,024
<b>With Census ID</b>	5,969	4,957	471,299
<b>With Census ID (%)</b>	75.9%	75.7%	81.4%
<b>Without Census ID</b>	1,899	1,592	107,725
<b>Without Census ID (%)</b>	24.1%	24.3%	18.6%
<b># Closed Completed</b>	4,665	3,911	397,522
<b>Closed Completed / CSR Handled (%)</b>	59.3%	59.7%	68.7%
<b>Closed Completed / Calls with Census ID (%)</b>	78.2%	78.9%	84.3%
<b>AHT (m:ss)</b>	4:40	4:54	5:45

7 Day Average describes 7/8 through 7/14

# Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	<b>Grand Total</b>	<b>11,456,448</b>	<b>471,299</b>	<b>4.1%</b>		<b>Grand Total</b>	<b>11,456,448</b>	<b>471,299</b>	<b>4.1%</b>
1	Alaska	11,416	636	5.6%	26	Nebraska	67,330	2,810	4.2%
2	Wisconsin	198,910	10,105	5.1%	27	North Carolina	396,235	16,340	4.1%
3	Oregon	105,266	5,339	5.1%	28	Illinois	497,745	20,516	4.1%
4	Minnesota	207,662	10,484	5.0%	29	Oklahoma	115,676	4,716	4.1%
5	Washington	211,956	10,457	4.9%	30	Arizona	169,000	6,856	4.1%
6	Colorado	171,930	8,136	4.7%	31	Kentucky	151,563	6,147	4.1%
7	Ohio	391,857	18,423	4.7%	32	Connecticut	162,738	6,494	4.0%
8	Vermont	20,566	966	4.7%	33	Tennessee	231,419	9,058	3.9%
9	Indiana	223,357	10,212	4.6%	34	Delaware	33,299	1,302	3.9%
10	Utah	68,719	3,136	4.6%	35	California	1,260,247	49,147	3.9%
11	Washington, D.C.	21,713	964	4.4%	36	Texas	929,978	36,149	3.9%
12	New Hampshire	47,472	2,100	4.4%	37	Hawaii	45,589	1,771	3.9%
13	Idaho	48,835	2,160	4.4%	38	New York	634,166	24,449	3.9%
14	Missouri	208,787	9,165	4.4%	39	Georgia	443,582	17,030	3.8%
15	Virginia	369,986	16,157	4.4%	40	Wyoming	15,344	589	3.8%
16	Montana	31,608	1,372	4.3%	41	New Jersey	404,593	15,514	3.8%
17	Kansas	105,760	4,563	4.3%	42	New Mexico	50,652	1,933	3.8%
18	Massachusetts	298,327	12,815	4.3%	43	South Carolina	199,123	7,472	3.8%
19	Iowa	116,412	4,997	4.3%	44	Rhode Island	33,920	1,258	3.7%
20	South Dakota	29,137	1,246	4.3%	45	Nevada	71,716	2,635	3.7%
21	Maryland	251,035	10,719	4.3%	46	Arkansas	114,152	4,177	3.7%
22	Michigan	392,116	16,726	4.3%	47	North Dakota	24,134	862	3.6%
23	Pennsylvania	476,907	20,305	4.3%	48	West Virginia	53,557	1,909	3.6%
24	Florida	708,614	29,833	4.2%	49	Alabama	235,929	8,107	3.4%
25	Maine	41,017	1,725	4.2%	50	Mississippi	155,391	4,961	3.2%
					51	Louisiana	200,005	6,356	3.2%

7/15/2020

# Self-Response Incident Status

## New Incidents:

- Sev 2 INC%633964; ALM #TBD – SRQA: SRQA's Hive queries are failing in Production and showing inconsistent results for the 2020 Census during processing (initiated 7/14/20)

## 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

# Back-up CQA Slides



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

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

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# Inbound: Top 10 Knowledge Articles FAQs - Trending



FAQ Title (PTD)	PTD Total	PTD Rank	PTD Rank Difference (Yesterday)	7 Day Rank
How do I get a paper questionnaire?	351,939	1 –	0	2
Can I complete the 2020 Census over the phone?	197,132	2 –	0	1
How do I respond to the Census?	78,301	3 –	0	20
I have more than one home; how do I respond?	67,355	4 –	0	3
Do I need to keep this mail?	60,358	5 –	0	7
I received a paper questionnaire, but I already responded.	57,719	6 –	0	19
Can you mail a questionnaire to me?	55,049	7 –	0	276
Why am I still receiving mail?	53,810	8 –	0	16
How do I answer the race question?	50,665	9 –	0	9
Why do you send so many reminders?	40,981	10 –	0	29

FAQ Title (7 Day)	7 Day Total	7 Day Rank	7 Day Rank Difference (Yesterday)	PTD Rank
Can I complete the 2020 Census over the phone?	1,254	1 –	0	2
How do I get a paper questionnaire?	1,061	2 –	0	1
I have more than one home; how do I respond?	462	3 –	0	4
Working for the 2020 Census	412	4 ▲	1	59
Where do I find my Census ID?	387	5 ▼	-1	15
Was the call I received from the U.S. Census Bureau?	376	6 –	0	48
Do I need to keep this mail?	326	7 –	0	5
I have a question about another government agency	305	8 ▲	1	24
How do I answer the race question?	299	9 ▼	-1	9
ONLINE-Have you received my response?	279	10 –	0	14

\*7 Day= 7 Day Link Count (7/8 - 7/14)  
\*PTD= Program to Date through 7/14

# Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	7/14 Total	7/14 Rank	Prior Day Rank Difference	PTD Rank
Can I complete the 2020 Census over the phone?	211	1 -	0	2
How do I get a paper questionnaire?	189	2 -	0	1
I have more than one home; how do I respond?	89	3 ▲	1	4
Working for the 2020 Census	79	4 ▼	-1	59
Was the call I received from the U.S. Census Bureau?	73	5 ▲	8	48
Where do I find my Census ID?	58	6 ▼	-1	15
Do I need to keep this mail?	55	7 ▼	-1	5
I have a question about another government agency	55	7 -	0	24
ONLINE-Have you received my response?	52	9 ▲	1	14
Can you let me know when my response is received?	51	10 ▼	-2	20

\*PTD= Program to Date through 7/14

# Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(7/14)	(7 Day)	(PTD)	(7/14)	(7 Day)	(PTD)	(7/14)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	264	214	18,425	242	198	17,834	22	17	591
2	How do I know you are calling from the Census Bureau? - OB	202	193	18,079	195	186	17,834	7	7	245
3	Is this a scam? - OB	206	174	18,019	198	164	17,760	8	10	259
4	If a college is temporarily closed (including on April 1), where should a college student be counted?	78	135	18,023	75	131	17,915	3	4	108
5	Why are you calling? - OB	105	95	10,951	104	92	10,803	1	3	148
6	Case Closed – No Action Needed - OB, RC	123	93	2,390	123	93	2,390	0	0	0
7	Do I have to complete the follow-up interview? - OB	75	69	4,832	75	68	4,775	0	2	57
8	Can you mail a Coverage Improvement questionnaire to me? - OB	53	48	3,438	52	45	3,375	1	3	63
9	What if I don't know the address of the college? - OB	19	39	12,100	17	37	11,980	2	2	120
10	Which people should I count? - OB	33	36	3,883	32	34	3,835	1	1	48

\*PTD= Program to Date through 7/14  
\*7 Day= Rolling 7 Day Average (7/8 - 7/14)