

# Self-Response Operations Reporting

7/16/20



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# Mailing Status

7/16/20

- 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
  
- UL Reminder Postcard
  - Workload cut 7/4, DSSD review complete
  - Data delivered to RRD 7/9
  - Production completed 7/14
  - Dispatch completed 7/15
  - 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%	89,251,264	100.00%	88,195,033	100.00%	1,056,231
	Internet	88.17%	78,695,829	88.26%	77,841,964	80.84%	853,865
	Paper	10.33%	9,217,940	10.25%	9,036,466	17.18%	181,474
	Phone	1.50%	1,337,495	1.49%	1,316,603	1.98%	20,892

Report Run Date:  
7/16/2020 7:33:48 AM ET  
Data updated by CDL on:  
7/16/2020 3:32:07 AM ET

Source: UTS 9700

**TEA 1 Initial Universe:**  
Including 7.8 M unprocessed  
paper responses, total  
responding HUs = 90.3 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	82,458,568	88,020,951	77,671,525	1,315,477	9,033,949
Internet First Panel	112,348,205	67,853,946	72,501,857	69,574,616	1,120,063	1,807,178
English	104,241,135	63,816,844	68,052,659	65,269,602	1,009,333	1,773,724
Bilingual	8,107,070	4,037,102	4,449,198	4,305,014	110,730	33,454
Internet Choice Panel	30,498,663	14,604,622	15,519,094	8,096,909	195,414	7,226,771
English	25,256,241	12,568,595	13,299,644	6,532,376	149,059	6,618,209
Bilingual	5,242,422	2,036,027	2,219,450	1,564,533	46,355	608,562

Report Run Date:  
07/16/2020 7:37:13 AM ET  
Data updated by CDL on:  
7/16/2020 3:46:37 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.22%	12.78%

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>	13,710,759	100.00%	32,687
<b><i>Total Resolved</i></b>	12,492,596	91.12%	37,017
Resolved in Automated	11,362,361	82.87%	19,538
Resolved in Clerical	1,130,235	8.24%	17,479
<b><i>Remaining Clerical Work</i></b>	1,218,163	8.88%	-4,330
Manual Processing Backlog	416,438	3.04%	-8,007
<i>Not Started</i>	76,140	0.56%	-377
<i>Waiting for QC</i>	340,298	2.48%	-7,630
OBAV Backlog	801,725	5.85%	3,677
<i>Not Started</i>	788,699	5.75%	-488
<i>Waiting for QC</i>	13,026	0.10%	4,165

Data updated by CDL on:  
7/16/2020 4:06:27 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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# Paper Data Capture Update

As of 7/16/20

- 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
- 10.5 M paper questionnaires have been scanned
  - 4.7 M PDCC East
  - 5.8 M PDCC West
- Staffing for Wednesday, 7/15

Location	People	FTE
Total, Both PDCCs	770	727
PDCC East	421	396
PDCC West	349	331

*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 16, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/15/20	7/16/20
Internet	78,491,020	78,525,390
Paper	8,876,221	9,215,423
Phone	1,334,993	1,336,369
<b>Total Responses All Modes</b>	<b>88,702,234</b>	<b>89,077,182</b>

Paper Response Activity		
Unprocessed Paper Responses	9,037,084	8,709,565
Processed Paper Responses	8,876,221	9,215,423
<b>Total Paper Responses</b>	<b>17,913,305</b>	<b>17,924,988</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	7/9	7/10	7/11	7/12	7/13	7/14	7/15	PTD
English	English	2	5	0	6	2	1	6	11,885
	English Puerto Rico	1	0	0	0	0	0	0	16
	<b>Total</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>11,901</b>
Spanish	Spanish	19	1	0	0	6	4	1	759
	Spanish Puerto Rico	1	0	0	0	2	1	0	122
	<b>Total</b>	<b>20</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>881</b>
Non-English Non-Spanish	Arabic	0	0	0	0	0	0	0	99
	Chinese Cantonese	0	0	2	0	0	0	0	240
	Chinese Mandarin	0	0	0	2	0	0	0	115
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	2	0	0	0	0	36
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	1	0	1	0	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	1	0	0	0	0	0	219
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1,292</b>
<b>Grand Total</b>		<b>23</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>6</b>	<b>7</b>	<b>14,074</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	5,362	2,441	911	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>5,830</b>	<b>2,441</b>	<b>1,011</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	3,644,268	3,045,455	2,628,239	61.9%	8:47	120,443	417,216	13.7%	4:15
Abandon Rate	13.9%	Spanish	702,748	289,620	266,346	76.3%	14:46	22,629	23,274	8.0%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	75,836	67,160	41,973	41.0%	12:58	24,194	25,187	37.5%	5:06
Avg. Handle Time	9:19	TTY	0	36,529	22,521	59.4%	0:55	38,286	14,008	38.3%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,367	4,043	78.6%	5:31	8,184	324	7.4%	5:42
Total Inbound Call Volume	10,401,791	Grand Total	4,440,352	3,443,131	2,963,122	62.7%	9:19	213,736	480,009	13.9%	4:10
IVR Call Volume	10,042,818										
Deflected Calls	6,744,924										
Short Abandons	213,736										
IVR Calls Offered to CSRs	3,155,765										
Direct to CSR Call Volume	287,366										
Actual Calls Offered to CSRs	3,443,131										
Abandon Call Volume	480,009										
CSR Handled Calls	2,963,122										

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	99.8%
Deflection Rate	40.2%
Abandon Rate	0.1%
Avg. Speed To Abandon	0:47
Avg. Handle Time	10:56

## CQA Total Inbound Call Volume

Total Inbound Call Volume	5,530
IVR Call Volume	5,100
Deflected Calls	2,049
Short Abandons	321
IVR Calls Offered to CSRs	2,858
Direct to CSR Call Volume	302
Actual Calls Offered to CSRs	3,160
Abandon Call Volume	3
CSR Handled Calls	3,157

## 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	4,758	2,582	2,582	100.0%	10:01	167	0	0.0%	0:00
Spanish	726	485	485	100.0%	15:21	28	0	0.0%	0:00
Non-English Non-Spanish	104	67	67	100.0%	17:00	35	0	0.0%	0:00
TTY	0	5	5	100.0%	0:52	43	0	0.0%	0:00
Group Quarters	0	21	18	76.2%	3:28	48	3	14.3%	0:47
<b>Grand Total</b>	<b>5,587</b>	<b>3,160</b>	<b>3,157</b>	<b>99.8%</b>	<b>10:56</b>	<b>321</b>	<b>3</b>	<b>0.1%</b>	<b>0:47</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	54.8%
Spanish	63.7%
Non-English Non-Spanish	59.7%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>55.8%</b>

7/14/2020

# Self-Response Incident Status

## New Incidents:

- N/A

## Open/In Progress 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)

## Newly-Resolved Incidents:

- N/A

# Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None