

Self-Response Operations Reporting

7/17/20



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Mailing Status

7/17/20

- Mailing 6
 - Workload cut 7/1, DSSD review and volume confirmation completed
 - Data delivered to RRD 7/8
 - Production ongoing, started 7/13
 - Dispatch scheduled for 7/20-7/24
 - 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%	89,557,139	100.00%	88,496,102	100.00%	1,061,037
	Internet	87.91%	78,728,473	88.00%	77,872,298	80.69%	856,175
	Paper	10.60%	9,489,326	10.52%	9,305,752	17.30%	183,574
	Phone	1.50%	1,339,340	1.49%	1,318,052	2.01%	21,288

Report Run Date:
7/17/2020 7:18:09 AM ET
Data updated by CDL on:
7/17/2020 3:32:23 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 7.5 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	82,739,224	88,321,723	77,701,574	1,316,920	9,303,229
Internet First Panel	112,348,205	68,073,855	72,737,348	69,598,355	1,121,129	2,017,864
English	104,241,135	64,032,631	68,282,935	65,290,419	1,010,215	1,982,301
Bilingual	8,107,070	4,041,224	4,454,413	4,307,936	110,914	35,563
Internet Choice Panel	30,498,663	14,665,369	15,584,375	8,103,219	195,791	7,285,365
English	25,256,241	12,596,731	13,330,297	6,536,990	149,320	6,643,987
Bilingual	5,242,422	2,068,638	2,254,078	1,566,229	46,471	641,378

Report Run Date:
07/17/2020 7:22:33 AM ET
Data updated by CDL on:
7/17/2020 3:44:30 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.20%	12.80%

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
Total Non-ID Cases	13,733,335	100.00%	22,576
<i>Total Resolved</i>	12,519,527	91.16%	26,931
Resolved in Automated	11,381,461	82.86%	19,100
Resolved in Clerical	1,138,066	8.29%	7,831
<i>Remaining Clerical Work</i>	1,213,808	8.84%	-4,355
Manual Processing Backlog	408,893	2.98%	-7,545
<i>Not Started</i>	75,989	0.55%	-151
<i>Waiting for QC</i>	332,904	2.42%	-7,394
OBAV Backlog	804,915	5.86%	3,190
<i>Not Started</i>	787,883	5.74%	-816
<i>Waiting for QC</i>	17,032	0.12%	4,006

Data updated by CDL on:
7/17/2020 4:14:32 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 7/17/20

- 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
- 10.9 M paper questionnaires have been scanned
 - 4.8 M PDCC East
 - 6.0 M PDCC West
- Staffing for Thursday, 7/16

Location	People	FTE
Total, Both PDCCs	778	734
PDCC East	422	397
PDCC West	356	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

TEA 1 and TEA 6, Combined

Date: July 17, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/16/20	7/17/20
Internet	78,525,390	78,557,749
Paper	9,215,423	9,486,803
Phone	1,336,369	1,338,208
Total Responses All Modes	89,077,182	89,382,760

Paper Response Activity		
Unprocessed Paper Responses	8,709,565	8,448,343
Processed Paper Responses	9,215,423	9,486,803
Total Paper Responses	17,924,988	17,935,146

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	7/10	7/11	7/12	7/13	7/14	7/15	7/16	PTD
English	English	5	0	6	2	1	6	5	11,890
	English Puerto Rico	0	0	0	0	0	0	0	16
	Total	5	0	6	2	1	6	5	11,906
Spanish	Spanish	1	0	0	6	4	1	2	761
	Spanish Puerto Rico	0	0	0	2	1	0	0	122
	Total	1	0	0	8	5	1	2	883
Non-English Non-Spanish	Arabic	0	0	0	0	0	0	0	99
	Chinese Cantonese	0	2	0	0	0	0	0	240
	Chinese Mandarin	0	0	2	0	0	0	0	115
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	2	0	0	0	0	0	36
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	1	0	1	0	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	1	0	0	0	0	0	1	220
	Total	1	5	2	1	0	0	1	1,293
Grand Total		7	5	8	11	6	7	8	14,082

*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	5,367	2,442	911	183	3,530	79	147
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	112	0	15	7	24	0	3
Total	6	5,835	2,442	1,011	211	3,654	91	171

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	67.1%	English	3,649,222	3,048,740	2,631,524	61.9%	8:47	120,659	417,216	13.7%	4:15
Abandon Rate	13.9%	Spanish	703,503	290,339	267,043	76.4%	14:46	22,680	23,296	8.0%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	75,931	67,227	42,040	41.1%	12:58	24,226	25,187	37.5%	5:06
Avg. Handle Time	9:19	TTY	0	36,539	22,531	59.4%	0:55	38,332	14,008	38.3%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,386	4,062	78.7%	5:31	8,239	324	7.4%	5:42
Total Inbound Call Volume	10,410,139	Grand Total	4,446,155	3,447,231	2,967,200	62.7%	9:19	214,136	480,031	13.9%	4:10
IVR Call Volume	10,050,623										
Deflected Calls	6,748,772										
Short Abandons	214,136										
IVR Calls Offered to CSRs	3,159,459										
Direct to CSR Call Volume	287,772										
Actual Calls Offered to CSRs	3,447,231										
Abandon Call Volume	480,031										
CSR Handled Calls	2,967,200										
CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls									
Callbacks Selected - English	48,424			% of Enumerations							
Callbacks Handled - English	45,965	English		48.8%							
Callbacks Selected - Spanish	67	Spanish		60.8%							
Callbacks Handled - Spanish	52	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	97.9%
Deflection Rate	49.3%
Abandon Rate	0.5%
Avg. Speed To Abandon	1:20
Avg. Handle Time	10:42

CQA Total Inbound Call Volume

Total Inbound Call Volume	8,348
IVR Call Volume	7,805
Deflected Calls	3,848
Short Abandons	400
IVR Calls Offered to CSRs	3,694
Direct to CSR Call Volume	406
Actual Calls Offered to CSRs	4,100
Abandon Call Volume	22
CSR Handled Calls	4,078

CQA Humanify Call Back Volume

Callbacks Selected - English	0
Callbacks Handled - English	0
Callbacks Selected - Spanish	10
Callbacks Handled - Spanish	8

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	4,953	3,285	3,285	100.0%	9:30	216	0	0.0%	0:00
Spanish	755	719	697	88.2%	16:11	51	22	3.1%	1:20
Non-English Non-Spanish	95	67	67	100.0%	15:17	32	0	0.0%	0:00
TTY	0	10	10	100.0%	1:37	46	0	0.0%	0:00
Group Quarters	0	19	19	100.0%	6:19	55	0	0.0%	0:00
Grand Total	5,803	4,100	4,078	97.9%	10:42	400	22	0.5%	1:20

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	51.5%
Spanish	70.4%
Non-English Non-Spanish	50.7%
TTY	0.0%
Group Quarters	0.0%
Grand Total	54.4%

7/17/2020

Self-Response Incident Status

New Incidents:

- Sev 2 INC%647108 -- SRQA Queries hanging

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