

Self-Response Operations Reporting

7/20/20



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Mailing Status

7/20/20

- Mailing 6
 - Workload cut 7/1, DSSD review and volume confirmation completed
 - Data delivered to RRD 7/8
 - Production ongoing, started 7/13
 - Dispatch starting today, scheduled for 7/20-7/24
 - 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

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%	90,048,928	100.00%	88,976,427	100.00%	1,072,501
	Internet	87.51%	78,800,859	87.59%	77,936,963	80.55%	863,896
	Paper	11.00%	9,905,360	10.92%	9,719,148	17.36%	186,212
	Phone	1.49%	1,342,709	1.48%	1,320,316	2.09%	22,393

Report Run Date:
7/20/2020 7:27:17 AM ET
Data updated by CDL on:
7/20/2020 3:30:33 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 7.1 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	83,184,189	88,801,308	77,765,524	1,319,173	9,716,611
Internet First Panel	112,348,205	68,433,868	73,124,500	69,649,849	1,122,862	2,351,789
English	104,241,135	64,387,797	68,663,565	65,336,364	1,011,740	2,315,461
Bilingual	8,107,070	4,046,071	4,460,935	4,313,485	111,122	36,328
Internet Choice Panel	30,498,663	14,750,321	15,676,808	8,115,675	196,311	7,364,822
English	25,256,241	12,639,559	13,377,773	6,546,293	149,737	6,681,743
Bilingual	5,242,422	2,110,762	2,299,035	1,569,382	46,574	683,079

Report Run Date:
07/20/2020 7:31:09 AM ET
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Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
87.15%	12.85%

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 (Resolved)

	Number	Percent	Change
Total Non-ID Cases	13,782,422	100.00%	49,087
<i>Total Resolved</i>	12,573,224	91.23%	53,697
Resolved in Automated	11,421,119	82.87%	39,658
Resolved in Clerical	1,152,105	8.36%	14,039
<i>Resolved in Manual</i>	1,149,583	8.34%	12,981
<i>Resolved in OBAV</i>	2,522	0.02%	1,058

Data updated by CDL on:
7/20/2020 4:19:25 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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Non-ID Processing Workload (Remaining)

	Number	Percent	Change
Total Non-ID Cases	13,782,422	100.00%	49,087
<i>Remaining Clerical Work</i>	1,209,198	8.77%	-4,610
Manual Processing Backlog	398,216	2.89%	-10,677
<i>Not Started</i>	78,382	0.57%	2,393
<i>Waiting for QC</i>	319,834	2.32%	-13,070
OBAV Backlog	810,982	5.88%	6,067
<i>Not Started</i>	790,614	5.74%	2,731
<i>Waiting for QC</i>	20,368	0.15%	3,336

Data updated by CDL on:
7/20/2020 4:19:25 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 7/20/20

- 18.0 M inbound paper forms
 - 7.5 M PDCC East
 - 10.4 M PDCC West
- 18.5 M paper forms have been checked in
- 11.2 M paper questionnaires have been scanned
 - 5.0 M PDCC East
 - 6.2 M PDCC West
- Staffing for Friday, 7/17

Location	People	FTE
Total, Both PDCCs	743	700
PDCC East	403	378
PDCC West	340	322

- Saturday OT in people: East, 52; West, 133
- Sunday OT in people: no OT at East or West

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 20, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/19/20	7/20/20
Internet	78,608,987	78,629,420
Paper	9,902,700	9,902,823
Phone	1,341,106	1,341,566
Total Responses All Modes	89,852,793	89,873,809

Paper Response Activity		
Unprocessed Paper Responses	8,047,607	8,048,790
Processed Paper Responses	9,902,700	9,902,823
Total Paper Responses	17,950,307	17,951,613

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	7/13	7/14	7/15	7/16	7/17	7/18	7/19	PTD
English	English	2	1	6	5	4	3	14	11,911
	English Puerto Rico	0	0	0	0	0	0	0	16
	Total	2	1	6	5	4	3	14	11,927
Spanish	Spanish	6	4	1	2	17	0	0	778
	Spanish Puerto Rico	2	1	0	0	3	0	0	125
	Total	8	5	1	2	20	0	0	903
Non-English Non-Spanish	Arabic	0	0	0	0	0	0	1	100
	Chinese Cantonese	0	0	0	0	0	1	1	242
	Chinese Mandarin	0	0	0	0	0	2	1	118
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	0	0	4	0	40
	Japanese	0	0	0	0	0	0	0	18
	Korean	1	0	0	0	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	0	0	0	1	0	1	0	221
	Total	1	0	0	1	0	8	3	1,304
Grand Total		11	6	7	8	24	11	17	14,134

*Note: PTD totals include all Program to Date callback requests since the option was made available on April 7th, 2020.

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	62.8%		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	3,666,228	3,055,663	2,638,386	62.0%	8:47	121,100	417,277	13.7%	4:15
Abandon Rate	13.9%	Spanish	706,087	291,086	267,775	76.4%	14:47	22,752	23,311	8.0%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	76,053	67,280	42,093	41.1%	12:58	24,327	25,187	37.4%	5:06
Avg. Handle Time	9:19	TTY	0	36,559	22,551	59.4%	0:55	38,482	14,008	38.3%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,410	4,086	78.8%	5:31	8,291	324	7.3%	5:42
Total Inbound Call Volume	10,426,507	Grand Total	4,465,868	3,454,998	2,974,891	62.8%	9:19	214,952	480,107	13.9%	4:10
IVR Call Volume	10,066,127										
Deflected Calls	6,756,557										
Short Abandons	214,952										
IVR Calls Offered to CSRs	3,166,670										
Direct to CSR Call Volume	288,328										
Actual Calls Offered to CSRs	3,454,998										
Abandon Call Volume	480,107										
CSR Handled Calls	2,974,891										

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	60.9%
Callbacks Handled - Spanish	52	Non-English Non-Spanish	53.4%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	49.5%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	96.0%
Deflection Rate	44.6%
Abandon Rate	1.5%
Avg. Speed To Abandon	1:33
Avg. Handle Time	9:47

CQA Total Inbound Call Volume

Total Inbound Call Volume	2,278
IVR Call Volume	2,157
Deflected Calls	962
Short Abandons	127
IVR Calls Offered to CSRs	1,140
Direct to CSR Call Volume	49
Actual Calls Offered to CSRs	1,189
Abandon Call Volume	18
CSR Handled Calls	1,171

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	4,072	1,082	1,065	95.7%	9:12	46	17	1.6%	1:27
Spanish	618	103	102	98.1%	15:52	10	1	1.0%	3:23
Non-English Non-Spanish	0	0	0	0.0%	0:00	27	0	0.0%	0:00
TTY	0	2	2	100.0%	7:44	40	0	0.0%	0:00
Group Quarters	0	2	2	100.0%	8:21	4	0	0.0%	0:00
Grand Total	4,690	1,189	1,171	96.0%	9:47	127	18	1.5%	1:33

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	57.1%
Spanish	63.7%
Non-English Non-Spanish	0.0%
TTY	0.0%
Group Quarters	0.0%
Grand Total	57.5%

7/20/2020

Self-Response Incident Status

New Incidents:

- Sev 3 INC%634960 -- Akamai may be blocking legitimate Field users

Open/In Progress Incidents:

- Sev 2 INC%647108 -- SRQA Queries hanging
- 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