

# Self-Response Operations Reporting

7/21/20



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# Mailing Status

7/21/20

- Mailing 6
  - Workload cut 7/1, DSSD review and volume confirmation completed
  - Data delivered to RRD 7/8
  - Production ongoing, started 7/13
  - Dispatches started 7/20, scheduled to complete Friday, 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%	90,500,637	100.00%	89,417,427	100.00%	1,083,210
	Internet	87.31%	79,019,212	87.40%	78,147,155	80.51%	872,057
	Paper	11.20%	10,135,970	11.13%	9,948,079	17.35%	187,891
	Phone	1.49%	1,345,455	1.48%	1,322,193	2.15%	23,262

Report Run Date:  
7/21/2020 7:31:24 AM ET  
Data updated by CDL on:  
7/21/2020 3:31:14 AM ET

Source: UTS 9700

**TEA 1 Initial Universe:**  
Including 6.9 M unprocessed  
paper responses, total  
responding HUs = 90.4 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	83,539,908	89,240,660	77,974,081	1,321,044	9,945,535
Internet First Panel	112,348,205	68,718,303	73,474,398	69,812,729	1,124,259	2,537,410
English	104,241,135	64,662,580	68,998,964	65,485,301	1,012,969	2,500,694
Bilingual	8,107,070	4,055,723	4,475,434	4,327,428	111,290	36,716
Internet Choice Panel	30,498,663	14,821,605	15,766,262	8,161,352	196,785	7,408,125
English	25,256,241	12,684,115	13,436,776	6,583,314	150,086	6,703,376
Bilingual	5,242,422	2,137,490	2,329,486	1,578,038	46,699	704,749

Report Run Date:  
07/21/2020 7:36:39 AM ET  
Data updated by CDL on:  
7/21/2020 3:57:18 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.95%	13.05%

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
<b>Total Non-ID Cases</b>	13,993,673	100.00%	211,251
<b><i>Total Resolved</i></b>	12,782,818	91.35%	209,594
Resolved in Automated	11,617,777	83.02%	196,658
Resolved in Clerical	1,165,041	8.33%	12,936
<i>Resolved in Manual</i>	1,163,969	8.32%	14,386
<i>Resolved in OBAV</i>	1,072	0.01%	326
<i>Referred to FV</i>	2,245	0.02%	469

Data updated by CDL on:  
7/21/2020 4:20:44 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
<b>Total Non-ID Cases</b>	13,993,673	100.00%	211,251
<b><i>Remaining Clerical Work</i></b>	1,210,855	8.65%	1,657
Manual Processing Backlog	391,555	2.80%	-6,661
<i>Not Started</i>	86,382	0.62%	8,000
<i>Waiting for QC</i>	305,173	2.18%	-14,661
OBAV Backlog	819,300	5.85%	8,318
<i>Not Started</i>	795,379	5.68%	4,765
<i>Waiting for QC</i>	23,921	0.17%	3,553

Data updated by CDL on:  
7/21/2020 4:20:44 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 7/21/20

- 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
- 11.6 M paper questionnaires have been scanned
  - 5.2 M PDCC East
  - 6.4 M PDCC West
- Staffing for Monday, 7/20

Location	People	FTE
Total, Both PDCCs	757	712
PDCC East	402	376
PDCC West	355	336

*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 21, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/20/20	7/21/20
Internet	78,629,420	78,846,138
Paper	9,902,823	10,133,426
Phone	1,341,566	1,344,306
<b>Total Responses All Modes</b>	<b>89,873,809</b>	<b>90,323,870</b>

Paper Response Activity		
Unprocessed Paper Responses	8,048,790	7,825,120
Processed Paper Responses	9,902,823	10,133,426
<b>Total Paper Responses</b>	<b>17,951,613</b>	<b>17,958,546</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	7/14	7/15	7/16	7/17	7/18	7/19	7/20	PTD
English	English	1	6	5	4	3	14	4	11,915
	English Puerto Rico	0	0	0	0	0	0	0	16
	<b>Total</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>14</b>	<b>4</b>	<b>11,931</b>
Spanish	Spanish	4	1	2	17	0	0	0	778
	Spanish Puerto Rico	1	0	0	3	0	0	1	125
	<b>Total</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>904</b>
Non-English Non-Spanish	Arabic	0	0	0	0	0	1	0	100
	Chinese Cantonese	0	0	0	0	1	1	0	242
	Chinese Mandarin	0	0	0	0	2	1	0	118
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	0	4	0	0	40
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	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	1	0	1	0	0	221
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>1,304</b>
<b>Grand Total</b>		<b>6</b>	<b>7</b>	<b>8</b>	<b>24</b>	<b>11</b>	<b>17</b>	<b>5</b>	<b>14,139</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	6	5,389	2,449	918	184	3,532	79	149
Arabic	0	59	1	12	1	9	1	1
Chinese Cantonese	0	80	1	12	2	24	3	5
Chinese Mandarin	0	37	0	7	4	33	0	0
French	0	3	0	2	1	0	0	0
Haitian Creole	0	15	0	6	3	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	113	0	16	7	24	0	3
<b>Total</b>	<b>6</b>	<b>5,860</b>	<b>2,451</b>	<b>1,019</b>	<b>213</b>	<b>3,656</b>	<b>91</b>	<b>173</b>

# Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	62.9%		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	3,672,805	3,061,631	2,644,354	62.1%	8:47	121,510	417,277	13.6%	4:15
Abandon Rate	13.9%	Spanish	707,094	292,408	269,093	76.5%	14:46	22,868	23,315	8.0%	3:58
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	76,310	67,355	42,168	41.2%	12:58	24,361	25,187	37.4%	5:06
Avg. Handle Time	9:19	TTY	0	36,577	22,569	59.5%	0:55	38,552	14,008	38.3%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,445	4,121	79.0%	5:31	8,364	324	7.3%	5:42
Total Inbound Call Volume	10,440,704	Grand Total	4,473,709	3,462,416	2,982,305	62.9%	9:19	215,655	480,111	13.9%	4:10
IVR Call Volume	10,079,424										
Deflected Calls	6,762,633										
Short Abandons	215,655										
IVR Calls Offered to CSRs	3,173,375										
Direct to CSR Call Volume	289,041										
Actual Calls Offered to CSRs	3,462,416										
Abandon Call Volume	480,111										
CSR Handled Calls	2,982,305										

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	53.4%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	49.5%

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

Service Level - 30 Seconds	99.5%
Deflection Rate	45.7%
Abandon Rate	0.1%
Avg. Speed To Abandon	0:43
Avg. Handle Time	9:44

## CQA Total Inbound Call Volume

Total Inbound Call Volume	14,197
IVR Call Volume	13,297
Deflected Calls	6,076
Short Abandons	703
IVR Calls Offered to CSRs	6,705
Direct to CSR Call Volume	713
Actual Calls Offered to CSRs	7,418
Abandon Call Volume	4
CSR Handled Calls	7,414

## 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	6,577	5,968	5,968	99.9%	9:17	410	0	0.0%	0:00
Spanish	1,007	1,322	1,318	97.7%	11:50	116	4	0.3%	0:43
Non-English Non-Spanish	257	75	75	100.0%	12:45	34	0	0.0%	0:00
TTY	0	18	18	100.0%	1:12	70	0	0.0%	0:00
Group Quarters	0	35	35	100.0%	5:28	73	0	0.0%	0:00
<b>Grand Total</b>	<b>7,842</b>	<b>7,418</b>	<b>7,414</b>	<b>99.5%</b>	<b>9:44</b>	<b>703</b>	<b>4</b>	<b>0.1%</b>	<b>0:43</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	53.0%
Spanish	49.3%
Non-English Non-Spanish	42.7%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>51.8%</b>

7/21/2020

# Self-Response Incident Status

## New Incidents:

- INC%662751 – SRQA: Unusual Hive problems affecting SRQA production tonight (initiated 7/20/20)

## Open/In Progress Incidents:

- N/A

## Newly-Resolved Incidents:

- Sev 2 INC%647108 -- SRQA Queries hanging
- Sev 2 INC%633964 -- SRQA: SRQA's Hive queries are failing in Production and showing inconsistent results for the 2020 Census during processing
- Sev 3 INC%634960 -- Akamai may be blocking legitimate Field users

# Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None