

Self-Response Reporting

Weekly Content

7/22/20



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Mailing Status, Cont'd

7/22/20

- Mailing 6
 - Workload cut 7/1, DSSD review completed
 - Data delivered to RRD 7/8
 - Production started 7/13
 - Dispatches began Monday 7/20, will continue through 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

Periodic Performance Management Reports

2020 Census: Response by Mode and Type of Enumeration Area

Status:

● On Track

Data current as of:

July 22, 2020

Start Date:

March 24, 2020

Completion Date:

October 31, 2020

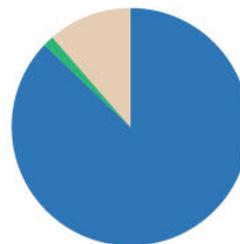
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
Total	89,798,156	100.0%	1,090,054	100%	269,910	100.0%
Internet	78,236,950	87.1%	876,767	80.4%	241,388	89.4%
Phone	1,324,008	1.5%	23,857	2.2%	14,196	5.3%
Paper	10,237,198	11.4%	189,430	17.4%	14,326	5.3%

Notes:

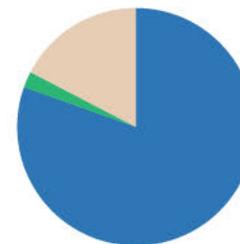
TEA 1 Initial Universe:

- Including 6.6 M unprocessed paper responses, total responding HUs = 90.5M
- For internet and phone response, 86.9% is ID and 13.1% is non-ID.

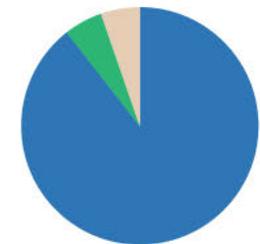
Self-Response



Update Leave - Stateside



Update Leave - Puerto Rico



Legend

Internet

Phone

Paper



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Note: Numbers may not sum due to rounding.

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Source: Unified Tracking System, 9700

Non-ID Processing Workload (Resolved)

	Number	Percent	Change
Total Non-ID Cases	14,107,827	100.00%	114,154
<i>Total Resolved</i>	12,877,232	91.28%	94,414
Resolved in Automated	11,691,422	82.87%	73,645
Resolved in Clerical	1,185,810	8.41%	20,769
<i>Resolved in Manual</i>	1,181,846	8.38%	17,877
<i>Resolved in OBAV</i>	1,295	0.01%	223
<i>Referred to FV</i>	2,669	0.02%	424

Data updated by CDL on:
7/22/2020 4:21:23 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	14,107,827	100.00%	114,154
<i>Remaining Clerical Work</i>	1,230,595	8.72%	19,740
Manual Processing Backlog	391,681	2.78%	126
<i>Not Started</i>	106,774	0.76%	20,392
<i>Waiting for QC</i>	284,907	2.02%	-20,266
OBAV Backlog	838,914	5.95%	19,614
<i>Not Started</i>	812,092	5.76%	16,713
<i>Waiting for QC</i>	26,822	0.19%	2,901

Data updated by CDL on:
7/22/2020 4:21:23 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	Change*
Resolved in Clerical	1,185,810	100.00%	73,054
<i>Resolved in Manual</i>	1,181,846	99.67%	69,395
Matched	727,778	61.58%	41,986
Uncodable	454,068	38.42%	27,409
<i>Resolved in OBAV</i>	1,295	0.11%	1,217
Verified	416	32.12%	364
Matched	838	64.71%	814
Uncodable	41	3.17%	39
<i>Referred to FV</i>	2,669	0.23%	2,442

*From last report to CIG on 7/15/2020

As of: July 22, 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*
Total Non-ID Cases	147,342	100.00%	14,344
<i>Resolved in Clerical</i>	12,308	8.35%	3,513
<i>Remaining Clerical Work</i>	135,034	91.65%	10,831
Manual Processing Backlog	130,396	88.50%	9,323
<i>Not Started</i>	80,957	54.94%	4,812
<i>Waiting for QC</i>	49,439	33.55%	4,511
OBAV Backlog	4,638	3.15%	1,508

*From last report to CIG on 7/15/2020

As of: July 22, 2020 5:20 AM

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



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Distribution.

Periodic Performance Management Reports

2020 Census: Paper Data Capture Center Staffing Status

Status:

● On Track

Data current as of:

July 22, 2020

Start Date:

January 21, 2020

Completion Date:

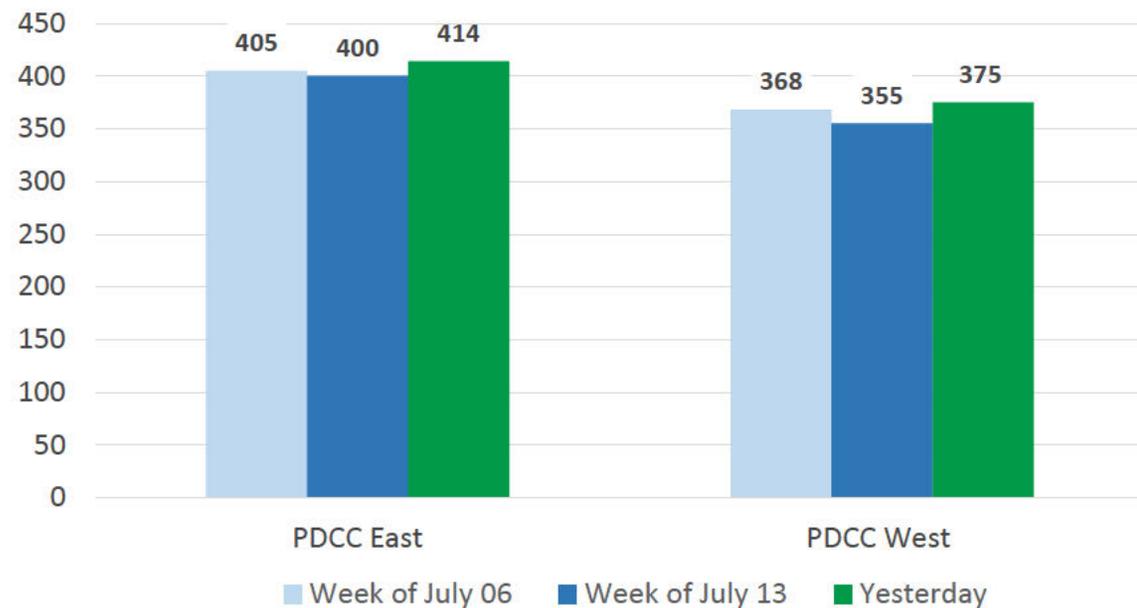
November 30, 2020

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, 389 (75% of fully staffed)
 - PDCC West, 357 (63% of fully staffed)

Paper Data Capture Staffing by Center

Total Staff: 789 yesterday, +8 from last Wednesday's report



Periodic Performance Management Reports

2020 Census: Paper Data Capture

Status:

● On Track

Data current as of:

July 22, 2020

Start Date:

March 12, 2020

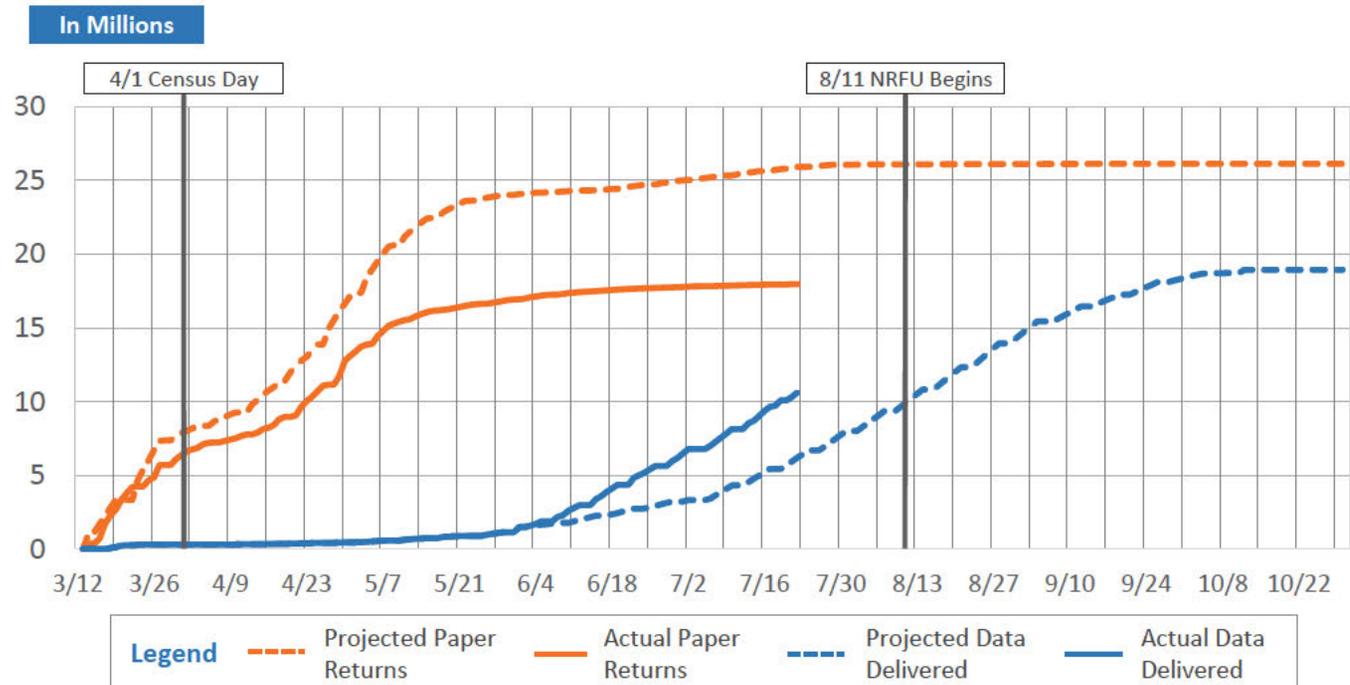
Completion Date:

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	17,971,824	7,543,531	0	8,312,229	2,116,064
Questionnaires checked in	18,568,310	7,798,481	12,994	8,558,397	2,198,438
Questionnaires scanned	12,028,601	5,499,792	9,906	5,584,740	934,163
Questionnaires data delivered	10,709,612	4,719,830	7,548	5,170,068	812,166

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

7/22/20

Universe	Count
Total TEA 1 + TEA 6	17,971,824
Total TEA 1	16,951,552
Internet First Panel	7,956,071
Cohort 1	2,573,683
Cohort 2	1,919,353
Cohort 3	1,901,485
Cohort 4	1,561,550
Internet Choice Panel	8,898,184
Mailing 1 package	7,950,384
Mailing 4 package	947,800
NRFU Supplemental	97,297
Total TEA 6	1,020,272
Stateside	763,135
Puerto Rico	257,137

Sources: IPTS Reports and UTS 9753



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Inbound Paper Returns by Language

7/22/20

Universe	Count
Total TEA 1 + TEA 6	17,971,824
Total TEA 1	16,951,552
Internet First Panel	7,956,071
English	7,381,467
Bilingual	574,604
Internet Choice Panel	8,898,184
English	7,685,409
Bilingual	1,212,775
NRFU Supplemental	97,297
English	91,661
Bilingual	5,636
Total TEA 6	1,020,272
Stateside	763,135
English	697,223
Bilingual	65,912
Puerto Rico	257,137

Sources: IPTS Reports and UTS 9753



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TEA 1 and TEA 6, Usual Daily Update

Date: July 22, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/21/20	7/22/20
Internet	78,846,138	78,939,904
Paper	10,133,426	10,424,063
Phone	1,344,306	1,346,711
Total Responses All Modes	90,323,870	90,710,678

Paper Response Activity		
Unprocessed Paper Responses	7,825,120	7,547,761
Processed Paper Responses	10,133,426	10,424,063
Total Paper Responses	17,958,546	17,971,824

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	7/15	7/16	7/17	7/18	7/19	7/20	7/21	PTD
English	English	6	5	4	3	14	4	11	11,926
	English Puerto Rico	0	0	0	0	0	0	0	16
	Total	6	5	4	3	14	4	11	11,942
Spanish	Spanish	1	2	17	0	0	0	0	778
	Spanish Puerto Rico	0	0	3	0	0	1	2	128
	Total	1	2	20	0	0	1	2	906
Non-English Non-Spanish	Arabic	0	0	0	0	1	0	0	100
	Chinese Cantonese	0	0	0	1	1	0	0	242
	Chinese Mandarin	0	0	0	2	1	0	0	118
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	4	0	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	1	0	1	0	0	0	221
	Total	0	1	0	8	3	0	0	1,304
Grand Total		7	8	24	11	17	5	13	14,152

*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	13	5,392	2,443	923	184	3,534	79	149
Arabic	0	59	0	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
Total	13	5,863	2,444	1,024	213	3,658	91	173

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	63.0%		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	3,678,739	3,066,586	2,649,299	62.1%	8:47	121,806	417,287	13.6%	4:15
Abandon Rate	13.8%	Spanish	707,989	294,631	271,270	76.6%	14:44	23,023	23,361	7.9%	3:58
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	76,470	67,414	42,227	41.2%	12:58	24,385	25,187	37.4%	5:06
Avg. Handle Time	9:19	TTY	0	36,593	22,585	59.5%	0:55	38,646	14,008	38.3%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,472	4,147	79.1%	5:30	8,430	325	7.3%	5:41
Total Inbound Call Volume	10,453,499	Grand Total	4,480,698	3,469,696	2,989,528	63.0%	9:19	216,290	480,168	13.8%	4:09
IVR Call Volume	10,091,219										
Deflected Calls	6,767,513										
Short Abandons	216,290										
IVR Calls Offered to CSRs	3,179,839										
Direct to CSR Call Volume	289,857										
Actual Calls Offered to CSRs	3,469,696										
Abandon Call Volume	480,168										
CSR Handled Calls	2,989,528										

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	60.7%
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	96.6%
Deflection Rate	41.4%
Abandon Rate	0.8%
Avg. Speed To Abandon	1:18
Avg. Handle Time	9:46

CQA Total Inbound Call Volume

Total Inbound Call Volume	12,795
IVR Call Volume	11,795
Deflected Calls	4,880
Short Abandons	635
IVR Calls Offered to CSRs	6,464
Direct to CSR Call Volume	816
Actual Calls Offered to CSRs	7,280
Abandon Call Volume	57
CSR Handled Calls	7,223

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	5,934	4,955	4,945	99.3%	9:21	296	10	0.2%	0:55
Spanish	895	2,223	2,177	90.6%	10:45	155	46	2.1%	1:23
Non-English Non-Spanish	160	59	59	98.3%	12:03	24	0	0.0%	0:00
TTY	0	16	16	100.0%	1:15	94	0	0.0%	0:00
Group Quarters	0	27	26	96.3%	3:49	66	1	3.7%	0:41
Grand Total	6,988	7,280	7,223	96.6%	9:46	635	57	0.8%	1:18

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	53.4%
Spanish	47.5%
Non-English Non-Spanish	40.7%
TTY	0.0%
Group Quarters	0.0%
Grand Total	51.2%

Coverage Improvement: Case Summary - PTD



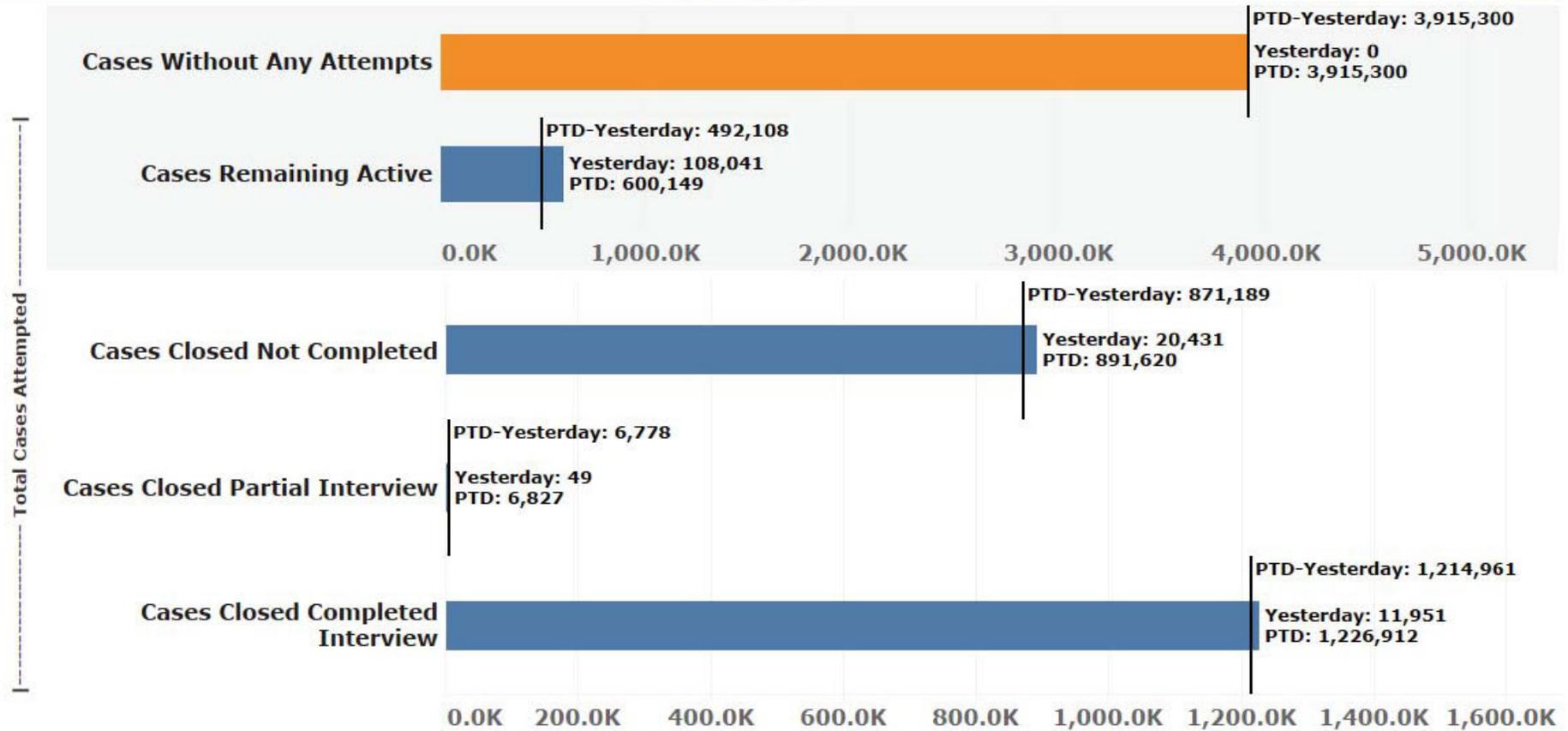
Total Cases Received
6,640,808

Total Number of Attempts
12,498,804

Unique Cases Attempted
2,725,508

Total Cases Closed
2,125,475

Case Summary



Coverage Improvement: Dialer Call Summary - PTD



Dial Attempts
11,882,274

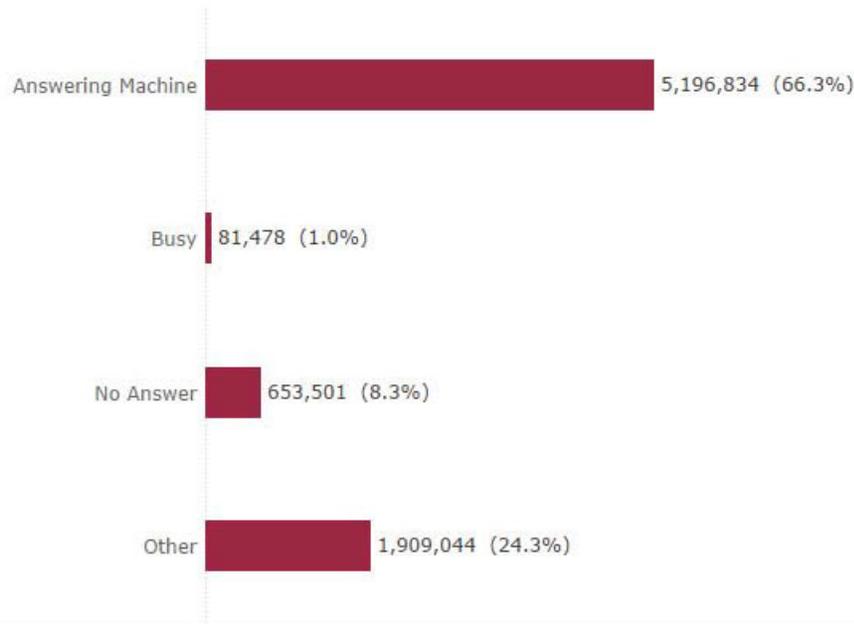
Dialer-only Dispositioned Calls
7,840,857 (66.0%)

CSR Dispositioned Calls
4,041,417 (34.0%)

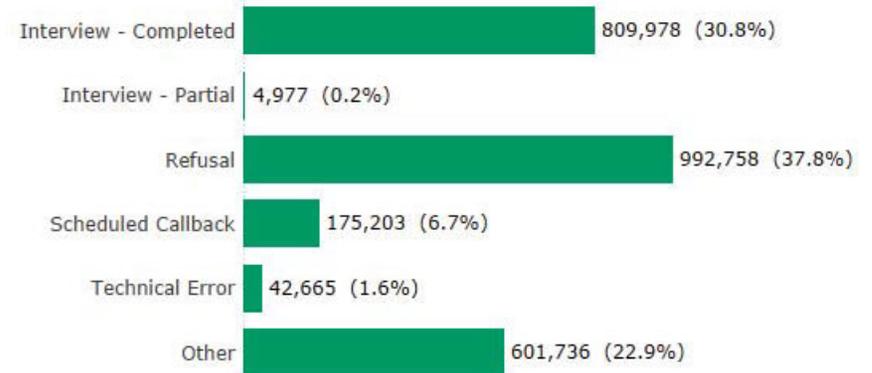
Live Contact Total
2,627,317 (22.1%)

Answering Machine
1,414,100 (11.9%)

Dialer Dispositions



Live Contacts



Answering Machine



Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts
156,642

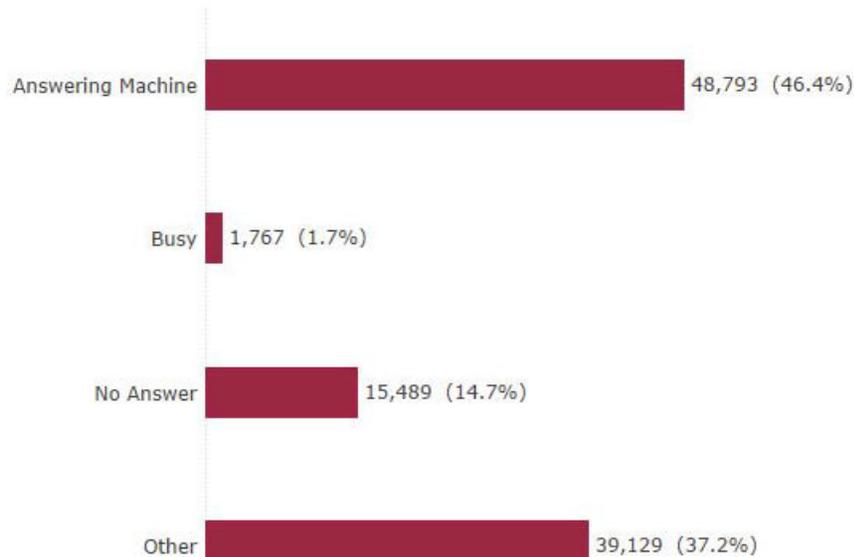
Dialer-only Dispositioned Calls
105,178 (67.1%)

CSR Dispositioned Calls
51,464 (32.9%)

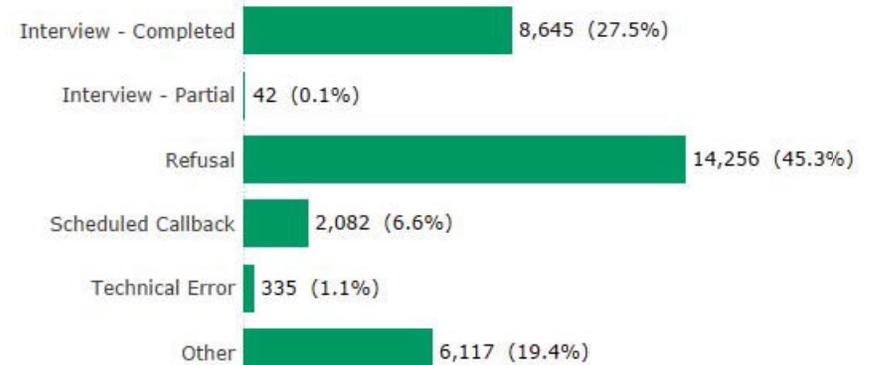
Live Contact Total
31,477 (20.1%)

Answering Machine
19,987 (12.8%)

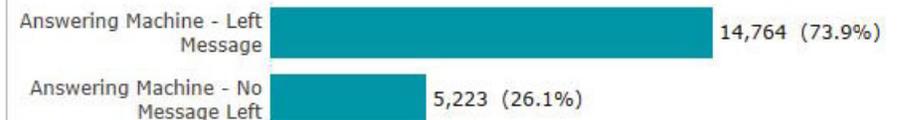
Dialer Dispositions



Live Contacts



Answering Machine



Coverage Improvement: Respondent Callbacks – Trending



	7/21	7 Day Average	Program to Date
Total Respondent Callbacks	10,100	8,821	907,282
Abandoned Calls	0	3	297
Short Abandons	3,987	3,460	290,455
Service Level - 30 Seconds	100.0%	99.9%	99.9%
CSR Handled Calls	6,113	5,358	616,530
With Census ID	4,558	4,007	499,345
With Census ID (%)	74.6%	74.8%	81.0%
Without Census ID	1,555	1,351	117,185
Without Census ID (%)	25.4%	25.2%	19.0%
# Closed Completed	3,314	2,989	418,445
Closed Completed / CSR Handled (%)	54.2%	55.8%	67.9%
Closed Completed / Calls with Census ID (%)	72.7%	74.6%	83.8%
AHT (m:ss)	4:23	4:31	5:40

7 Day Average describes 7/15 through 7/21

7/22/2020

Self-Response Incident Status

New Incidents:

- N/A

Open/In Progress Incidents:

- N/A

Newly-Resolved Incidents:

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

Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None

Back-up CQA Slides



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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?	353,564	1 -	0	2
Can I complete the 2020 Census over the phone?	199,133	2 -	0	1
How do I respond to the Census?	78,458	3 -	0	32
I have more than one home; how do I respond?	67,880	4 -	0	7
Do I need to keep this mail?	61,554	5 -	0	4
I received a paper questionnaire, but I already responded.	58,922	6 -	0	3
Can you mail a questionnaire to me?	55,049	7 -	0	293
Why am I still receiving mail?	54,910	8 -	0	5
How do I answer the race question?	50,925	9 -	0	20
Why do you send so many reminders?	41,461	10 -	0	8

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?	2,001	1 -	0	2
How do I get a paper questionnaire?	1,625	2 -	0	1
I received a paper questionnaire, but I already responded.	1,203	3 ▲	2	6
Do I need to keep this mail?	1,196	4 -	0	5
Why am I still receiving mail?	1,100	5 ▼	-2	8
PAPER-Have you received my response?	534	6 ▲	2	34
I have more than one home; how do I respond?	525	7 ▼	-1	4
Why do you send so many reminders?	480	8 ▲	4	10
Can you let me know when my response is received?	451	9 -	0	20
Working for the 2020 Census	450	10 ▼	-3	56

*7 Day= 7 Day Link Count (7/15 - 7/21)
 *PTD= Program to Date through 7/21

Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	7/21 Total	7/21 Rank	Prior Day Rank Difference	PTD Rank
I received a paper questionnaire, but I already responded.	532	1 ▲	4	6
Can I complete the 2020 Census over the phone?	466	2 ▼	-1	2
How do I get a paper questionnaire?	360	3 ▼	-1	1
Do I need to keep this mail?	344	4 ▼	-1	5
Why am I still receiving mail?	224	5 ▼	-1	8
PAPER-Have you received my response?	153	6 -	0	34
Why do you send so many reminders?	131	7 -	0	10
I have more than one home; how do I respond?	116	8 ▲	5	4
Can you let me know when my response is received?	112	9 -	0	20
I am moving or have moved; how do I respond?	112	9 ▼	-1	21

*PTD= Program to Date through 7/21

Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(7/21)	(7 Day)	(PTD)	(7/21)	(7 Day)	(PTD)	(7/21)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	218	183	19,703	193	162	18,969	25	20	734
2	Is this a scam? - OB	184	162	19,156	174	151	18,818	10	11	338
3	Case Closed – No Action Needed - OB, RC	186	132	3,314	186	132	3,314	0	0	0
4	How do I know you are calling from the Census Bureau? - OB	127	124	18,944	122	119	18,665	5	5	279
5	Why are you calling? - OB	105	85	11,545	101	82	11,378	4	3	167
6	If a college is temporarily closed (including on April 1), where should a college student be counted?	80	77	18,563	77	74	18,434	3	3	129
7	Do I have to complete the follow-up interview? - OB	52	54	5,207	51	51	5,131	1	3	76
8	Can you mail a Coverage Improvement questionnaire to me? - OB	52	39	3,714	49	37	3,635	3	2	79
9	Which people should I count? - OB	26	31	4,101	22	28	4,034	4	3	67
10	Should I count people who are visiting?	38	28	1,532	27	22	1,392	11	5	140

*PTD= Program to Date through 7/21
*7 Day= Rolling 7 Day Average (7/15 - 7/21)

Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate
	Grand Total	2,725,508		Grand Total	2,725,508
		45.3%			45.3%
1	Alaska	3,023	26	Wyoming	3,588
2	Washington	51,341	27	Hawaii	10,551
3	Washington, D.C.	5,755	28	Oklahoma	28,093
4	Oregon	25,686	29	Arizona	40,885
5	Utah	16,318	30	North Carolina	94,152
6	Vermont	5,251	31	South Carolina	47,718
7	Minnesota	48,321	32	Texas	221,669
8	Virginia	88,335	33	Maine	10,014
9	South Dakota	6,820	34	Montana	7,466
10	New York	158,678	35	Tennessee	56,249
11	Nebraska	15,623	36	Kentucky	37,821
12	Kansas	25,061	37	Ohio	93,889
13	Missouri	49,614	38	California	293,996
14	Maryland	59,744	39	Connecticut	38,179
15	Idaho	11,630	40	Michigan	93,471
16	New Mexico	12,643	41	New Jersey	93,148
17	North Dakota	5,650	42	Arkansas	26,642
18	Massachusetts	71,147	43	Illinois	117,718
19	Colorado	40,302	44	Pennsylvania	112,023
20	New Hampshire	11,271	45	Delaware	8,005
21	Wisconsin	46,805	46	Alabama	54,030
22	Iowa	26,671	47	Mississippi	36,476
23	Indiana	55,357	48	Rhode Island	8,089
24	Georgia	103,856	49	Louisiana	46,275
25	Florida	170,348	50	Nevada	17,112
			51	West Virginia	12,999

Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	Grand Total	12,381,619	499,345	4.0%		Grand Total	12,381,619	499,345	4.0%
1	Alaska	12,197	663	5.4%	26	Maine	44,781	1,847	4.1%
2	Wisconsin	211,440	10,599	5.0%	27	Illinois	535,583	21,738	4.1%
3	Minnesota	217,496	10,845	5.0%	28	North Carolina	426,574	17,296	4.1%
4	Oregon	114,270	5,652	4.9%	29	Oklahoma	124,474	4,995	4.0%
5	Washington	229,441	11,002	4.8%	30	Arizona	186,839	7,402	4.0%
6	Ohio	423,320	19,619	4.6%	31	Kentucky	167,115	6,589	3.9%
7	Colorado	184,862	8,546	4.6%	32	Connecticut	174,591	6,875	3.9%
8	Vermont	22,250	1,014	4.6%	33	Delaware	36,256	1,389	3.8%
9	Indiana	242,589	10,951	4.5%	34	Tennessee	253,113	9,691	3.8%
10	Utah	74,297	3,300	4.4%	35	Texas	1,007,676	38,295	3.8%
11	New Hampshire	50,513	2,217	4.4%	36	Georgia	470,397	17,825	3.8%
12	Missouri	221,227	9,638	4.4%	37	New Jersey	433,436	16,388	3.8%
13	Washington, D.C.	24,294	1,049	4.3%	38	New York	698,895	26,388	3.8%
14	Idaho	52,988	2,284	4.3%	39	California	1,395,891	52,447	3.8%
15	Virginia	393,214	16,927	4.3%	40	Hawaii	49,541	1,852	3.7%
16	Kansas	112,180	4,766	4.2%	41	Wyoming	16,676	623	3.7%
17	Iowa	122,413	5,200	4.2%	42	South Carolina	214,157	7,926	3.7%
18	Massachusetts	318,546	13,509	4.2%	43	New Mexico	56,303	2,083	3.7%
19	South Dakota	30,914	1,305	4.2%	44	Rhode Island	36,957	1,353	3.7%
20	Maryland	268,231	11,265	4.2%	45	Arkansas	122,088	4,404	3.6%
21	Pennsylvania	511,649	21,458	4.2%	46	North Dakota	25,605	914	3.6%
22	Montana	34,441	1,444	4.2%	47	Nevada	80,911	2,857	3.5%
23	Michigan	422,802	17,694	4.2%	48	West Virginia	59,207	2,062	3.5%
24	Florida	764,514	31,664	4.1%	49	Alabama	251,236	8,539	3.4%
25	Nebraska	70,704	2,920	4.1%	50	Louisiana	214,752	6,759	3.1%
					51	Mississippi	167,773	5,277	3.1%