

Self-Response Operations Reporting

7/23/20



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Mailing Status

7/23/20

- Mailing 6
 - Workload cut 7/1, DSSD review and volume confirmation completed
 - Data delivered to RRD 7/8
 - Production completed 7/22
 - Dispatches ongoing, on track 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%	91,234,135	100.00%	90,138,462	100.00%	1,095,673
	Internet	86.78%	79,176,495	86.86%	78,296,307	80.33%	880,188
	Paper	11.73%	10,706,243	11.67%	10,515,066	17.45%	191,177
	Phone	1.48%	1,351,397	1.47%	1,327,089	2.22%	24,308

Report Run Date:
7/23/2020 7:49:19 AM ET
Data updated by CDL on:
7/23/2020 3:30:49 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 6.3 M unprocessed
paper responses, total
responding HUs = 90.5 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	84,187,672	89,960,276	78,121,930	1,325,923	10,512,423
Internet First Panel	112,348,205	69,263,856	74,075,668	69,927,728	1,127,931	3,020,009
English	104,241,135	65,190,853	69,578,514	65,588,591	1,016,271	2,973,652
Bilingual	8,107,070	4,073,003	4,497,154	4,339,137	111,660	46,357
Internet Choice Panel	30,498,663	14,923,816	15,884,608	8,194,202	197,992	7,492,414
English	25,256,241	12,740,414	13,504,765	6,608,810	151,010	6,744,945
Bilingual	5,242,422	2,183,402	2,379,843	1,585,392	46,982	747,469

Report Run Date:
07/23/2020 7:53:01 AM ET
Data updated by CDL on:
7/23/2020 3:56:06 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.83%	13.17%

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	14,162,446	100.00%	54,619
<i>Total Resolved</i>	12,938,835	91.36%	61,603
Resolved in Automated	11,734,269	82.85%	42,847
Resolved in Clerical	1,204,566	8.51%	18,756
<i>Resolved in Manual</i>	1,199,860	8.47%	18,014
<i>Resolved in OBAV</i>	1,609	0.01%	314
<i>Referred to FV</i>	3,097	0.02%	428

Data updated by CDL on:
7/23/2020 4:21:45 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	14,162,446	100.00%	54,619
<i>Remaining Clerical Work</i>	1,223,661	8.64%	-6,984
Manual Processing Backlog	375,799	2.65%	-15,882
<i>Not Started</i>	111,111	0.78%	4,337
<i>Waiting for QC</i>	264,688	1.87%	-20,219
OBAV Backlog	847,812	5.99%	8,898
<i>Not Started</i>	819,225	5.78%	7,133
<i>Waiting for QC</i>	28,587	0.20%	1,765

Data updated by CDL on:
7/23/2020 4:21:45 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 7/23/20

- 18.0 M inbound paper forms
 - 7.6 M PDCC East
 - 10.4 M PDCC West
- 18.6 M paper forms have been checked in
- 12.2 M paper questionnaires have been scanned
 - 5.6 M PDCC East
 - 6.7 M PDCC West
- Staffing for Wednesday, 7/22

Location	People	FTE
Total, Both PDCCs	788	747
PDCC East	406	380
PDCC West	382	367

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, Usual Daily Update

Date: July 23, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/22/20	7/23/20
Internet	78,939,904	79,002,118
Paper	10,424,063	10,703,600
Phone	1,346,711	1,350,231
Total Responses All Modes	90,710,678	91,055,949

Paper Response Activity		
Unprocessed Paper Responses	7,547,761	7,277,800
Processed Paper Responses	10,424,063	10,703,600
Total Paper Responses	17,971,824	17,981,400

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	7/16	7/17	7/18	7/19	7/20	7/21	7/22	PTD
English	English	5	4	3	14	4	11	78	12,004
	English Puerto Rico	0	0	0	0	0	0	0	16
	Total	5	4	3	14	4	11	78	12,020
Spanish	Spanish	2	17	0	0	0	0	4	782
	Spanish Puerto Rico	0	3	0	0	1	2	3	131
	Total	2	20	0	0	1	2	7	913
Non-English Non-Spanish	Arabic	0	0	0	1	0	0	0	100
	Chinese Cantonese	0	0	1	1	0	0	0	242
	Chinese Mandarin	0	0	2	1	0	0	0	118
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	4	0	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	1	0	1	0	0	0	0	221
	Total	1	0	8	3	0	0	0	1,304
Grand Total		8	24	11	17	5	13	85	14,237

*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	85	5,397	2,445	926	185	3,535	79	149
Arabic	0	59	0	12	1	9	1	1
Chinese Cantonese	0	80	0	13	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	85	5,868	2,445	1,028	214	3,659	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	67.0%	English	3,721,924	3,072,968	2,655,637	62.2%	8:47	122,165	417,331	13.6%	4:14
Abandon Rate	13.8%	Spanish	714,562	296,646	273,285	76.8%	14:42	23,128	23,361	7.9%	3:58
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	77,470	67,489	42,300	41.3%	12:58	24,425	25,189	37.3%	5:06
Avg. Handle Time	9:19	TTY	0	36,609	22,601	59.5%	0:55	38,739	14,008	38.3%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,500	4,175	79.2%	5:29	8,484	325	7.2%	5:41
Total Inbound Call Volume	10,468,597	Grand Total	4,531,456	3,478,212	2,997,998	63.0%	9:19	216,941	480,214	13.8%	4:09
IVR Call Volume	10,105,056										
Deflected Calls	6,773,444										
Short Abandons	216,941										
IVR Calls Offered to CSRs	3,187,287										
Direct to CSR Call Volume	290,925										
Actual Calls Offered to CSRs	3,478,212										
Abandon Call Volume	480,214										
CSR Handled Calls	2,997,998										
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		60.6%							
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	95.0%
Deflection Rate	42.9%
Abandon Rate	0.5%
Avg. Speed To Abandon	0:53
Avg. Handle Time	9:58

CQA Total Inbound Call Volume

Total Inbound Call Volume	15,098
IVR Call Volume	13,837
Deflected Calls	5,931
Short Abandons	651
IVR Calls Offered to CSRs	7,448
Direct to CSR Call Volume	1,068
Actual Calls Offered to CSRs	8,516
Abandon Call Volume	46
CSR Handled Calls	8,470

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	43,185	6,382	6,338	93.4%	9:41	359	44	0.7%	0:53
Spanish	6,573	2,015	2,015	100.0%	10:55	105	0	0.0%	0:00
Non-English Non-Spanish	1,001	75	73	89.3%	13:32	40	2	2.7%	0:51
TTY	0	16	16	100.0%	0:53	93	0	0.0%	0:00
Group Quarters	0	28	28	100.0%	3:02	54	0	0.0%	0:00
Grand Total	50,759	8,516	8,470	95.0%	9:58	651	46	0.5%	0:53

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	59.2%
Spanish	47.6%
Non-English Non-Spanish	49.3%
TTY	0.0%
Group Quarters	0.0%
Grand Total	56.0%

7/23/2020

Self-Response Incident Status

New Incidents:

- N/A

Open/In Progress Incidents:

- N/A

Newly-Resolved Incidents:

- N/A

Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None