

Self-Response Operations Reporting

7/27/20



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Pre-decisional - Internal Only - Not for Public Distribution.

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%	92,267,904	100.00%	91,159,551	100.00%	1,108,353
	Internet	86.17%	79,507,225	86.24%	78,618,842	80.15%	888,383
	Paper	12.33%	11,375,712	12.27%	11,180,852	17.58%	194,860
	Phone	1.50%	1,384,967	1.49%	1,359,857	2.27%	25,110

Report Run Date:
7/27/2020 7:33:45 AM ET
Data updated by CDL on:
7/27/2020 3:31:01 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 5.7 M unprocessed
paper responses, total
responding HUs = 90.8 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.*



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau. 2
Pre-decisional - Internal Only - Not for Public Distribution.

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	85,119,494	90,975,704	78,439,165	1,358,427	11,178,112
Internet First Panel	112,348,205	70,053,219	74,931,492	70,186,780	1,152,720	3,591,992
English	104,241,135	65,920,030	70,367,363	65,824,455	1,038,497	3,504,411
Bilingual	8,107,070	4,133,189	4,564,129	4,362,325	114,223	87,581
Internet Choice Panel	30,498,663	15,066,275	16,044,212	8,252,385	205,707	7,586,120
English	25,256,241	12,834,082	13,610,969	6,653,601	156,951	6,800,417
Bilingual	5,242,422	2,232,193	2,433,243	1,598,784	48,756	785,703

Report Run Date:
07/27/2020 7:41:52 AM ET
Data updated by CDL on:
7/27/2020 4:02:06 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.71%	13.29%

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.



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.

This report is for official use only. Not for general distribution outside the U.S. Census Bureau. 3

Pre-decisional - Internal Only - Not for Public Distribution.

Non-ID Processing Workload (Resolved)

	Number	Percent	Change
Total Non-ID Cases	14,330,957	100.00%	116,517
<i>Total Resolved</i>	13,113,481	91.50%	117,077
Resolved in Automated	11,872,299	82.84%	96,454
Resolved in Clerical	1,241,182	8.66%	20,623
<i>Resolved in Manual</i>	1,234,329	8.61%	19,135
<i>Resolved in OBAV</i>	2,608	0.02%	734
<i>Referred to FV</i>	4,245	0.03%	754

Data updated by CDL on:
7/27/2020 4:24:03 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report,
Non-ID Daily Cumulative Report, OBAV Daily Cumulative Report



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau.
Pre-decisional - Internal Only - Not for Public Distribution.

Non-ID Processing Workload (Remaining)

	Number	Percent	Change
Total Non-ID Cases	14,330,957	100.00%	116,517
<i>Remaining Clerical Work</i>	1,217,476	8.50%	-560
Manual Processing Backlog	345,538	2.41%	-15,006
<i>Not Started</i>	118,565	0.83%	5,095
<i>Waiting for QC</i>	226,973	1.58%	-20,101
OBAV Backlog	871,938	6.08%	14,446
<i>Not Started</i>	840,654	5.87%	13,604
<i>Waiting for QC</i>	31,284	0.22%	842

Data updated by CDL on:
7/27/2020 4:24:03 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report,
Non-ID Daily Cumulative Report, OBAV Daily Cumulative Report



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau.
Pre-decisional - Internal Only - Not for Public Distribution.

Paper Data Capture Update

As of 7/27/20

- 18.0 M inbound paper forms
 - 7.6 M PDCC East
 - 10.5 M PDCC West
- 18.6 M paper forms have been checked in
- 12.9 M paper questionnaires have been scanned
 - 5.9 M PDCC East
 - 7.0 M PDCC West
- Staffing for Friday, 7/24

Location	People	FTE
Total, Both PDCCs	727	691
PDCC East	360	336
PDCC West	367	355

- Saturday OT in people: East, 56; West, 115
- Sunday OT in people: East, 3; no OT at 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



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Pre-decisional - Internal Only - Not for Public Distribution.

TEA 1 and TEA 6 Daily Update

Date: July 27, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/26/20	7/27/20
Internet	79,252,332	79,327,548
Paper	11,372,907	11,372,972
Phone	1,379,004	1,383,537
Total Responses All Modes	92,004,243	92,084,057

Paper Response Activity		
Unprocessed Paper Responses	6,617,641	6,626,264
Processed Paper Responses	11,391,018	11,391,084
Total Paper Responses	18,008,659	18,017,348

Note: The top table includes TEA 1 Original Universe and TEA 6 Stateside only. The bottom table includes all TEA 1 and TEA 6 paper responses.



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Pre-decisional - Internal Only - Not for Public
Distribution.

Inbound: Callback Requests by Language (7-day and PTD)



Call Language Group	Call Language Line	7/20	7/21	7/22	7/23	7/24	7/25	7/26	PTD
English	English	4	11	78	1,018	763	1,683	30	15,498
	English Puerto Rico	0	0	0	0	0	0	0	16
	Total	4	11	78	1,018	763	1,683	30	15,514
Spanish	Spanish	0	0	4	0	0	61	0	843
	Spanish Puerto Rico	1	2	3	1	0	4	0	136
	Total	1	2	7	1	0	65	0	979
Non-English Non-Spanish	Arabic	0	0	0	0	0	1	2	103
	Chinese Cantonese	0	0	0	0	0	1	0	243
	Chinese Mandarin	0	0	0	0	1	3	3	125
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	0	0	1	0	41
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	0	0	0	4	3	389
	Polish	0	0	0	0	0	1	1	41
	Portuguese	0	0	0	0	0	3	0	18
	Russian	0	0	0	0	0	1	3	99
	Tagalog	0	0	0	0	1	0	1	29
	Vietnamese	0	0	0	0	0	3	1	225
	Total	0	0	0	0	2	18	14	1,338
Grand Total		5	13	85	1,019	765	1,766	44	17,831

*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	2,242	5,885	2,812	1,123	214	3,560	86	160
Arabic	0	59	0	12	1	9	1	1
Chinese Cantonese	1	80	0	13	2	24	3	5
Chinese Mandarin	3	37	0	7	4	33	0	0
French	0	3	0	2	1	0	0	0
Haitian Creole	1	15	0	6	3	5	1	0
Japanese	0	4	0	1	1	4	0	0
Korean	3	84	0	28	6	10	3	12
Polish	1	11	0	5	0	4	0	0
Portuguese	2	7	0	1	1	1	0	0
Russian	1	54	0	10	2	10	0	3
Tagalog	0	4	0	1	1	0	4	0
Vietnamese	2	113	0	16	7	24	0	3
Total	2,256	6,356	2,812	1,225	243	3,684	98	184

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	63.4%		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	66.8%	English	3,981,646	3,124,213	2,705,856	62.5%	8:49	124,635	418,357	13.4%	4:14
Abandon Rate	13.6%	Spanish	754,074	304,535	281,042	77.0%	14:42	23,618	23,493	7.7%	3:56
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	79,613	67,722	42,525	41.4%	12:59	24,664	25,197	37.2%	5:06
Avg. Handle Time	9:21	TTY	0	36,664	22,656	59.6%	0:55	39,113	14,008	38.2%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,536	4,211	79.4%	5:28	8,607	325	7.2%	5:41
Total Inbound Call Volume	10,580,154	Grand Total	4,832,834	3,537,670	3,056,290	63.4%	9:21	220,637	481,380	13.6%	4:09
IVR Call Volume	10,210,983										
Deflected Calls	6,821,847										
Short Abandons	220,637										
IVR Calls Offered to CSRs	3,241,893										
Direct to CSR Call Volume	295,777										
Actual Calls Offered to CSRs	3,537,670										
Abandon Call Volume	481,380										
CSR Handled Calls	3,056,290										
CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls									
Callbacks Selected - English	49,576			% of Enumerations							
Callbacks Handled - English	47,074	English		49.1%							
Callbacks Selected - Spanish	246	Spanish		60.7%							
Callbacks Handled - Spanish	227	Non-English Non-Spanish		53.4%							
		TTY		0.3%							
		Group Quarters		0.5%							
		Grand Total		49.8%							

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	100.0%
Deflection Rate	44.4%
Abandon Rate	0.0%
Avg. Speed To Abandon	0:00
Avg. Handle Time	10:52

CQA Total Inbound Call Volume

Total Inbound Call Volume	14,288
IVR Call Volume	13,899
Deflected Calls	6,178
Short Abandons	506
IVR Calls Offered to CSRs	7,352
Direct to CSR Call Volume	252
Actual Calls Offered to CSRs	7,604
Abandon Call Volume	0
CSR Handled Calls	7,604

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	61,426	6,810	6,810	100.0%	10:14	328	0	0.0%	0:00
Spanish	9,331	778	778	100.0%	16:41	44	0	0.0%	0:00
Non-English Non-Spanish	0	0	0	0.0%	0:00	45	0	0.0%	0:00
TTY	0	15	15	100.0%	1:19	84	0	0.0%	0:00
Group Quarters	0	1	1	100.0%	9:28	5	0	0.0%	0:00
Grand Total	70,757	7,604	7,604	100.0%	10:52	506	0	0.0%	0:00

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	68.5%
Spanish	71.6%
Non-English Non-Spanish	0.0%
TTY	0.0%
Group Quarters	0.0%
Grand Total	68.7%

7/27/2020

Self-Response Incident Status

New Incidents:

- N/A

Open/In Progress Incidents:

- N/A

Newly-Resolved Incidents:

- Sev 2 INC%683534 – SRQA: Cardinality error processing re-collect responses due to issues in CDL's t2 response tables (initiated 7/24/20, resolved 7/24/20)

Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None

Supplemental Slides



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Pre-decisional - Internal Only - Not for Public
Distribution.

TEA 1 and TEA 6 , Usual Daily Update

Date: July 27, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/26/20	7/27/20
Internet	79,252,332	79,327,548
Paper	11,372,907	11,372,972
Phone	1,379,004	1,383,537
Total Responses All Modes	92,004,243	92,084,057

Paper Response Activity		
Unprocessed Paper Responses	6,635,752	6,644,376
Processed Paper Responses	11,372,907	11,372,972
Total Paper Responses	18,008,659	18,017,348

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.



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Pre-decisional - Internal Only - Not for Public Distribution.