

# Self-Response Operations Reporting

7/28/20



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%	92,579,743	100.00%	91,468,435	100.00%	1,111,308
	Internet	86.00%	79,620,812	86.07%	78,730,252	80.14%	890,560
	Paper	12.48%	11,554,236	12.42%	11,358,891	17.58%	195,345
	Phone	1.52%	1,404,695	1.51%	1,379,292	2.29%	25,403

Report Run Date:  
7/28/2020 8:19:00 AM ET  
Data updated by CDL on:  
7/28/2020 3:31:03 AM ET

Source: UTS 9700

**TEA 1 Initial Universe:**  
Including 5.5 M unprocessed  
paper responses, total  
responding HUs = 90.9 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	85,402,647	91,282,261	78,548,413	1,377,711	11,356,137
Internet First Panel	112,348,205	70,296,207	75,193,295	70,276,854	1,167,449	3,748,992
English	104,241,135	66,147,695	70,612,071	65,907,231	1,051,776	3,653,064
Bilingual	8,107,070	4,148,512	4,581,224	4,369,623	115,673	95,928
Internet Choice Panel	30,498,663	15,106,440	16,088,966	8,271,559	210,262	7,607,145
English	25,256,241	12,862,143	13,642,424	6,668,649	160,581	6,813,194
Bilingual	5,242,422	2,244,297	2,446,542	1,602,910	49,681	793,951

Report Run Date:  
07/28/2020 8:15:16 AM ET  
Data updated by CDL on:  
7/28/2020 3:58:47 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.68%	13.32%

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
<b>Total Non-ID Cases</b>	14,374,973	100.00%	44,016
<b><i>Total Resolved</i></b>	13,164,327	91.58%	50,846
Resolved in Automated	11,910,439	82.86%	38,140
Resolved in Clerical	1,253,888	8.72%	12,706
<i>Resolved in Manual</i>	1,246,029	8.67%	11,700
<i>Resolved in OBAV</i>	3,056	0.02%	448
<i>Referred to FV</i>	4,803	0.03%	558

Data updated by CDL on:  
7/28/2020 4:19:10 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
<b>Total Non-ID Cases</b>	14,374,973	100.00%	44,016
<b><i>Remaining Clerical Work</i></b>	1,210,646	8.42%	-6,830
Manual Processing Backlog	333,669	2.32%	-11,869
<i>Not Started</i>	118,893	0.83%	328
<i>Waiting for QC</i>	214,776	1.49%	-12,197
OBAV Backlog	876,977	6.10%	5,039
<i>Not Started</i>	843,866	5.87%	3,212
<i>Waiting for QC</i>	33,111	0.23%	1,827

Data updated by CDL on:  
7/28/2020 4:19:10 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 7/28/20

- 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
- 13.3 M paper questionnaires have been scanned
  - 6.1 M PDCC East
  - 7.1 M PDCC West
- Staffing for Monday, 7/27

Location	People	FTE
Total, Both PDCCs	745	702
PDCC East	367	342
PDCC West	378	360

*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 Daily Update

Date: July 28, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/27/20	7/28/20
Internet	79,327,548	79,438,973
Paper	11,372,972	11,551,482
Phone	1,383,537	1,403,114
<b>Total Responses All Modes</b>	<b>92,084,057</b>	<b>92,393,569</b>

Paper Response Activity		
Unprocessed Paper Responses	6,626,264	6,461,592
Processed Paper Responses	11,391,084	11,569,661
<b>Total Paper Responses</b>	<b>18,017,348</b>	<b>18,031,253</b>

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	7/21	7/22	7/23	7/24	7/25	7/26	7/27	PTD
English	English	11	78	1,018	763	1,683	30	354	15,852
	English Puerto Rico	0	0	0	0	0	0	0	16
	<b>Total</b>	<b>11</b>	<b>78</b>	<b>1,018</b>	<b>763</b>	<b>1,683</b>	<b>30</b>	<b>354</b>	<b>15,868</b>
Spanish	Spanish	0	4	0	0	61	0	16	859
	Spanish Puerto Rico	2	3	1	0	4	0	4	140
	<b>Total</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>20</b>	<b>999</b>
Non-English Non-Spanish	Arabic	0	0	0	0	1	2	0	103
	Chinese Cantonese	0	0	0	0	1	0	4	247
	Chinese Mandarin	0	0	0	1	3	3	0	125
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	0	1	0	0	41
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	0	0	4	3	2	391
	Polish	0	0	0	0	1	1	0	41
	Portuguese	0	0	0	0	3	0	0	18
	Russian	0	0	0	0	1	3	0	99
	Tagalog	0	0	0	1	0	1	0	29
	Vietnamese	0	0	0	0	3	1	0	225
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>18</b>	<b>14</b>	<b>6</b>	<b>1,344</b>
<b>Grand Total</b>		<b>13</b>	<b>85</b>	<b>1,019</b>	<b>765</b>	<b>1,766</b>	<b>44</b>	<b>380</b>	<b>18,211</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	1,244	6,429	3,095	1,417	266	3,629	92	175
Arabic	0	60	0	13	1	9	1	1
Chinese Cantonese	2	80	0	13	2	24	3	5
Chinese Mandarin	0	16	0	6	3	5	1	0
French	4	54	0	10	2	10	0	3
Haitian Creole	2	7	0	1	1	1	0	0
Japanese	54	103	11	31	4	3	0	6
Korean	0	3	0	2	1	0	0	0
Polish	1	11	1	5	0	4	0	0
Portuguese	0	4	0	1	1	0	4	0
Russian	0	4	0	1	1	4	0	0
Tagalog	2	85	2	30	6	10	3	11
Vietnamese	0	38	0	8	4	34	0	0
<b>Total</b>	<b>1,309</b>	<b>6,894</b>	<b>3,109</b>	<b>1,538</b>	<b>292</b>	<b>3,733</b>	<b>104</b>	<b>201</b>

# Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	63.5%		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	66.7%	English	4,020,835	3,153,301	2,734,571	62.7%	8:50	125,885	418,730	13.3%	4:14
Abandon Rate	13.5%	Spanish	760,072	308,103	284,512	77.1%	14:43	23,816	23,591	7.7%	3:56
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	81,007	67,978	42,756	41.5%	13:00	24,756	25,222	37.1%	5:06
Avg. Handle Time	9:22	TTY	0	36,687	22,677	59.6%	0:55	39,250	14,010	38.2%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,569	4,244	79.5%	5:29	8,663	325	7.1%	5:41
Total Inbound Call Volume	10,636,687	Grand Total	4,879,414	3,570,638	3,088,760	63.5%	9:22	222,370	481,878	13.5%	4:09
IVR Call Volume	10,264,910										
Deflected Calls	6,843,679										
Short Abandons	222,370										
IVR Calls Offered to CSRs	3,272,557										
Direct to CSR Call Volume	298,081										
Actual Calls Offered to CSRs	3,570,638										
Abandon Call Volume	481,878										
CSR Handled Calls	3,088,760										
<b>CQA Humanify Call Back Volume</b>		<b>Enumeration Dispositions by CSR Handled Calls</b>									
Callbacks Selected - English	50,045			% of Enumerations							
Callbacks Handled - English	47,525	English		49.3%							
Callbacks Selected - Spanish	360	Spanish		60.9%							
Callbacks Handled - Spanish	339	Non-English Non-Spanish		53.5%							
		TTY		0.3%							
		Group Quarters		0.5%							
		Grand Total		50.0%							

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

Service Level - 30 Seconds	81.5%
Deflection Rate	40.5%
Abandon Rate	1.5%
Avg. Speed To Abandon	0:40
Avg. Handle Time	11:05

## CQA Total Inbound Call Volume

Total Inbound Call Volume	56,533
IVR Call Volume	53,927
Deflected Calls	21,832
Short Abandons	1,733
IVR Calls Offered to CSRs	30,664
Direct to CSR Call Volume	2,304
Actual Calls Offered to CSRs	32,968
Abandon Call Volume	498
CSR Handled Calls	32,470

## CQA Humanify Call Back Volume

Callbacks Selected - English	469
Callbacks Handled - English	451
Callbacks Selected - Spanish	114
Callbacks Handled - Spanish	112

## 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	39,188	29,088	28,715	81.7%	10:29	1,250	373	1.3%	0:32
Spanish	5,997	3,568	3,470	80.4%	15:47	198	98	2.7%	0:40
Non-English Non-Spanish	1,394	256	231	66.9%	16:41	92	25	9.8%	2:39
TTY	0	23	21	87.0%	1:40	137	2	8.7%	0:21
Group Quarters	0	33	33	90.9%	5:59	56	0	0.0%	0:00
<b>Grand Total</b>	<b>46,580</b>	<b>32,968</b>	<b>32,470</b>	<b>81.5%</b>	<b>11:05</b>	<b>1,733</b>	<b>498</b>	<b>1.5%</b>	<b>0:40</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	68.3%
Spanish	72.6%
Non-English Non-Spanish	69.7%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>68.6%</b>

7/28/2020

# 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

# 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 28, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/27/20	7/28/20
Internet	79,327,548	79,438,973
Paper	11,372,972	11,551,482
Phone	1,383,537	1,403,114
<b>Total Responses All Modes</b>	<b>92,084,057</b>	<b>92,393,569</b>

Paper Response Activity		
Unprocessed Paper Responses	6,644,376	6,479,771
Processed Paper Responses	11,372,972	11,551,482
<b>Total Paper Responses</b>	<b>18,017,348</b>	<b>18,031,253</b>

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.