

Self-Response Reporting

Weekly Content

7/29/20



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Mailing Status

7/29/20

- Mailing 6 is complete
 - Workload cut 7/1, DSSD review completed
 - Data delivered to RRD 7/8
 - Production started 7/13
 - Dispatches completed Friday 7/24
 - Target in-home dates were 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 29, 2020

Start Date:

March 24, 2020

Completion Date:

October 31, 2020

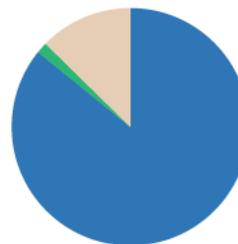
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
Total	91,852,737	100%	1,118,924	100%	286,645	100%
Internet	78,830,346	85.8%	892,714	79.8%	254,954	88.9%
Phone	1,393,294	1.5%	25,630	2.3%	15,624	5.5%
Paper	11,629,097	12.7%	200,580	17.9%	16,067	5.6%

Notes:

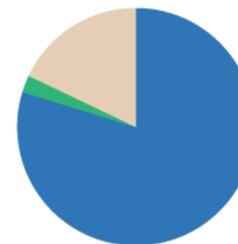
TEA 1 Initial Universe:

- Including 5.3 M unprocessed paper responses, total responding HUs = 91 M
- For internet and phone response, 86.7% is ID and 13.4% is non-ID.

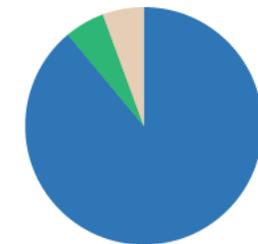
Self-Response



Update Leave - Stateside



Update Leave - Puerto Rico



Legend

Internet

Phone

Paper

Source: Unified Tracking System, 9700



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Note: Numbers may not sum due to rounding.

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Non-ID Processing Workload (Resolved)

	Number	Percent	Change
Total Non-ID Cases	14,418,298	100.00%	43,325
<i>Total Resolved</i>	13,219,738	91.69%	55,411
Resolved in Automated	11,946,791	82.86%	36,352
Resolved in Clerical	1,272,947	8.83%	19,059
<i>Resolved in Manual</i>	1,263,387	8.76%	17,358
<i>Resolved in OBAV</i>	3,815	0.03%	759
<i>Referred to FV</i>	5,745	0.04%	942

Data updated by CDL on:
7/29/2020 4:21:58 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	14,418,298	100.00%	43,325
<i>Remaining Clerical Work</i>	1,198,560	8.31%	-12,086
Manual Processing Backlog	315,378	2.19%	-18,291
<i>Not Started</i>	119,009	0.83%	116
<i>Waiting for QC</i>	196,369	1.36%	-18,407
OBAV Backlog	883,182	6.13%	6,205
<i>Not Started</i>	848,826	5.89%	4,960
<i>Waiting for QC</i>	34,356	0.24%	1,245

Data updated by CDL on:
7/29/2020 4:21:58 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	1,272,947	100.00%	87,137
<i>Resolved in Manual</i>	1,263,387	99.25%	81,541
Matched	776,001	61.42%	48,223
Uncodable	487,386	38.58%	33,318
<i>Resolved in OBAV</i>	3,815	0.30%	2,520
Verified	1,442	37.80%	1,026
Matched	2,257	59.16%	1,418
Uncodable	116	3.04%	75
<i>Referred to FV</i>	5,745	0.45%	3,076

*From last report to CIG on 7/22/2020

As of: July 29, 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	155,599	100.00%	8,257
<i>Resolved in Clerical</i>	16,387	10.53%	4,079
<i>Remaining Clerical Work</i>	139,212	89.47%	4,178
Manual Processing Backlog	131,707	84.65%	1,311
<i>Not Started</i>	81,393	52.31%	436
<i>Waiting for QC</i>	50,314	32.34%	875
OBAV Backlog	7,505	4.82%	2,867

*From last report to CIG on 7/22/2020

As of: July 29, 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 29, 2020

Start Date:

January 21, 2020

Completion Date:

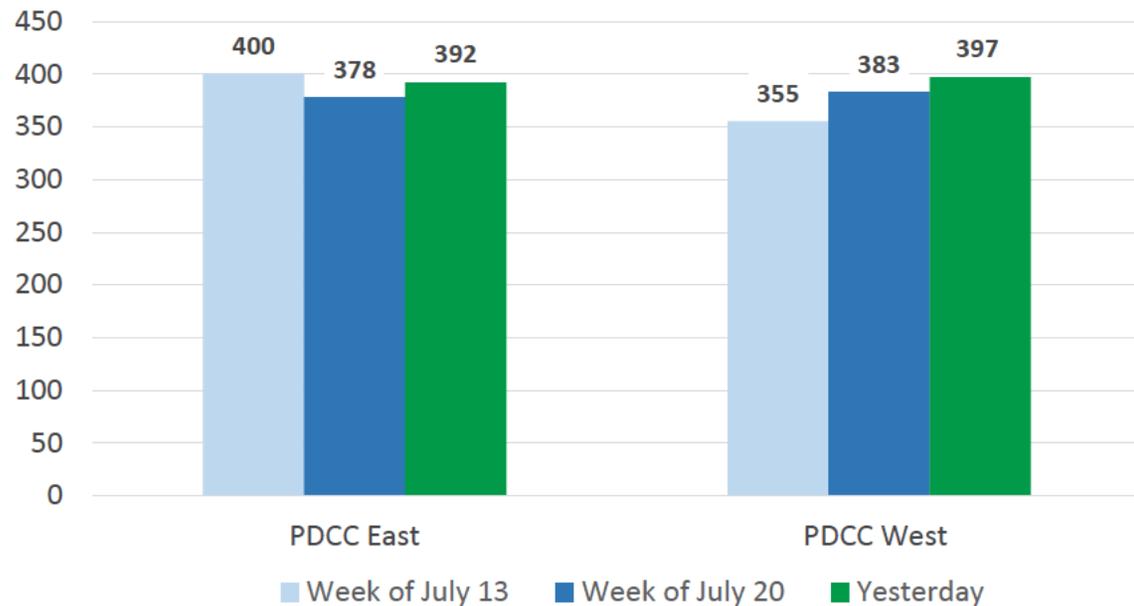
November 30, 2020

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, 365 (70% of fully staffed)
 - PDCC West, 379 (67% of fully staffed)

Paper Data Capture Staffing by Center

Total Staff: 789 yesterday, same as last Wednesday's report



Periodic Performance Management Reports

2020 Census: Paper Data Capture

Status:

● On Track

Data current as of:

July 29, 2020

Start Date:

March 12, 2020

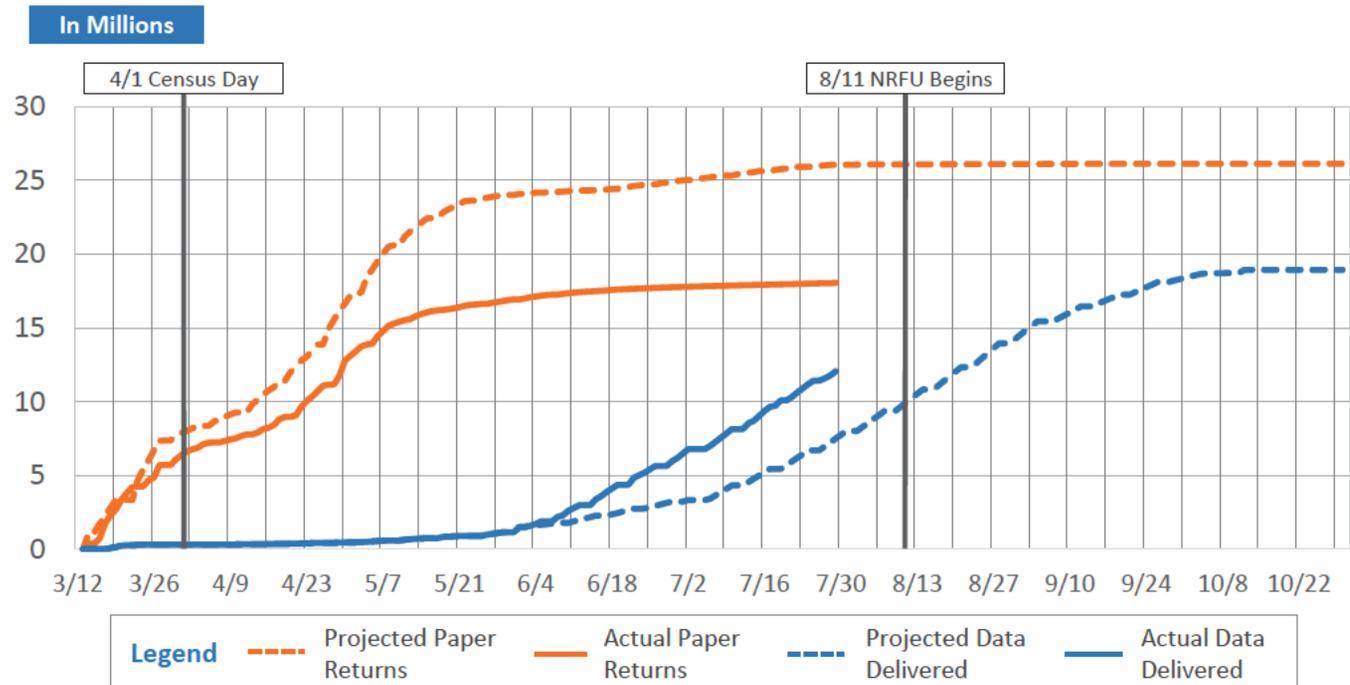
Completion Date:

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	18,050,235	7,565,866	0	8,347,593	2,136,776
Questionnaires checked in	18,647,080	7,832,265	13,006	8,587,677	2,214,132
Questionnaires scanned	13,684,513	6,391,323	13,967	6,064,992	1,214,231
Questionnaires data delivered	12,165,961	5,449,994	8,856	5,721,977	985,134

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

7/29/20

Universe	Count
Total TEA 1 + TEA 6	18,050,235
Total TEA 1	17,005,650
Internet First Panel	7,993,974
Cohort 1	2,584,532
Cohort 2	1,928,894
Cohort 3	1,910,646
Cohort 4	1,569,902
Internet Choice Panel	8,913,221
Mailing 1 package	7,956,427
Mailing 4 package	956,794
NRFU Supplemental	98,455
Total TEA 6	1,044,585
Stateside	775,399
Puerto Rico	269,186

Sources: IPTS Reports and UTS 9753



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Inbound Paper Returns by Language

7/29/20

Universe	Count
Total TEA 1 + TEA 6	18,050,235
Total TEA 1	17,005,650
Internet First Panel	7,993,974
English	7,415,727
Bilingual	578,247
Internet Choice Panel	8,913,221
English	7,696,847
Bilingual	1,216,374
NRFU Supplemental	98,455
English	92,740
Bilingual	5,715
Total TEA 6	1,044,585
Stateside	775,399
English	708,145
Bilingual	67,254
Puerto Rico	269,186

Sources: IPTS Reports and UTS 9753



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TEA 1 and TEA 6, Usual Daily Update

Date: July 29, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/28/20	7/29/20
Internet	79,438,973	79,539,491
Paper	11,551,482	11,826,666
Phone	1,403,114	1,417,240
Total Responses All Modes	92,393,569	92,783,397

Paper Response Activity		
Unprocessed Paper Responses	6,479,771	6,223,569
Processed Paper Responses	11,551,482	11,826,666
Total Paper Responses	18,031,253	18,050,235

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	7/22	7/23	7/24	7/25	7/26	7/27	7/28	PTD
English	English	78	1,018	763	1,683	30	354	37	15,889
	English Puerto Rico	0	0	0	0	0	0	0	16
	Total	78	1,018	763	1,683	30	354	37	15,905
Spanish	Spanish	4	0	0	61	0	16	1	860
	Spanish Puerto Rico	3	1	0	4	0	4	0	140
	Total	7	1	0	65	0	20	1	1,000
Non-English Non-Spanish	Arabic	0	0	0	1	2	0	0	103
	Chinese Cantonese	0	0	0	1	0	4	2	249
	Chinese Mandarin	0	0	1	3	3	0	1	126
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	1	0	0	0	41
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	0	4	3	2	0	391
	Polish	0	0	0	1	1	0	0	41
	Portuguese	0	0	0	3	0	0	0	18
	Russian	0	0	0	1	3	0	1	100
	Tagalog	0	0	1	0	1	0	1	30
	Vietnamese	0	0	0	3	1	0	0	225
	Total	0	0	2	18	14	6	5	1,349
Grand Total		85	1,019	765	1,766	44	380	43	18,254

*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	Interview Completed prior to Call	Left Voicemail	Hang Up/ Rang No Answer/ Busy	Refusal	Provided Assistance	Do Not Call	Wrong Number/ Wrong Language
English and Spanish	197	6,921	641	3,170	1,589	309	3,657	103	181
Arabic	0	60	3	1	12	1	9	1	1
Chinese Cantonese	2	80	1	0	14	2	24	3	5
Chinese Mandarin	0	16	1	0	6	3	5	1	0
French	2	55	0	2	10	2	10	0	3
Haitian Creole	0	7	2	1	1	1	1	0	0
Japanese	2	119	45	30	35	5	5	0	6
Korean	0	3	0	0	2	1	0	0	0
Polish	0	11	0	2	5	0	4	0	0
Portuguese	1	4	1	0	1	1	0	4	0
Russian	0	4	0	0	1	1	4	0	0
Tagalog	0	86	0	2	30	6	10	3	12
Vietnamese	1	39	7	0	7	4	34	0	0
Total	205	7,405	701	3,208	1,713	336	3,763	115	208

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	63.8%		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	66.6%	English	4,075,954	3,175,160	2,756,430	63.0%	8:51	126,795	418,730	13.2%	4:14
Abandon Rate	13.4%	Spanish	768,467	310,925	287,334	77.3%	14:44	23,979	23,591	7.6%	3:56
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	82,163	68,158	42,936	41.7%	13:01	24,827	25,222	37.0%	5:06
Avg. Handle Time	9:23	TTY	0	36,703	22,693	59.6%	0:55	39,383	14,010	38.2%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,595	4,270	79.6%	5:28	8,747	325	7.1%	5:41
Total Inbound Call Volume	10,678,702	Grand Total	4,944,084	3,595,541	3,113,663	63.8%	9:23	223,731	481,878	13.4%	4:09
IVR Call Volume	10,304,888										
Deflected Calls	6,859,430										
Short Abandons	223,731										
IVR Calls Offered to CSRs	3,295,718										
Direct to CSR Call Volume	299,823										
Actual Calls Offered to CSRs	3,595,541										
Abandon Call Volume	481,878										
CSR Handled Calls	3,113,663										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	50,045		% of Enumerations
Callbacks Handled - English	47,525	English	49.4%
Callbacks Selected - Spanish	360	Spanish	61.0%
Callbacks Handled - Spanish	339	Non-English Non-Spanish	53.6%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	50.1%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	100.0%
Deflection Rate	39.4%
Abandon Rate	0.0%
Avg. Speed To Abandon	0:00
Avg. Handle Time	10:40

CQA Total Inbound Call Volume

Total Inbound Call Volume	42,015
IVR Call Volume	39,978
Deflected Calls	15,751
Short Abandons	1,361
IVR Calls Offered to CSRs	23,161
Direct to CSR Call Volume	1,742
Actual Calls Offered to CSRs	24,903
Abandon Call Volume	0
CSR Handled Calls	24,903

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	55,120	21,859	21,859	100.0%	9:56	910	0	0.0%	0:00
Spanish	8,395	2,822	2,822	100.0%	15:56	163	0	0.0%	0:00
Non-English Non-Spanish	1,156	180	180	100.0%	17:17	71	0	0.0%	0:00
TTY	0	16	16	100.0%	1:04	133	0	0.0%	0:00
Group Quarters	0	26	26	100.0%	3:27	84	0	0.0%	0:00
Grand Total	64,670	24,903	24,903	100.0%	10:40	1,361	0	0.0%	0:00

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	64.1%
Spanish	70.4%
Non-English Non-Spanish	68.9%
TTY	0.0%
Group Quarters	0.0%
Grand Total	64.7%

Coverage Improvement: Case Summary - PTD



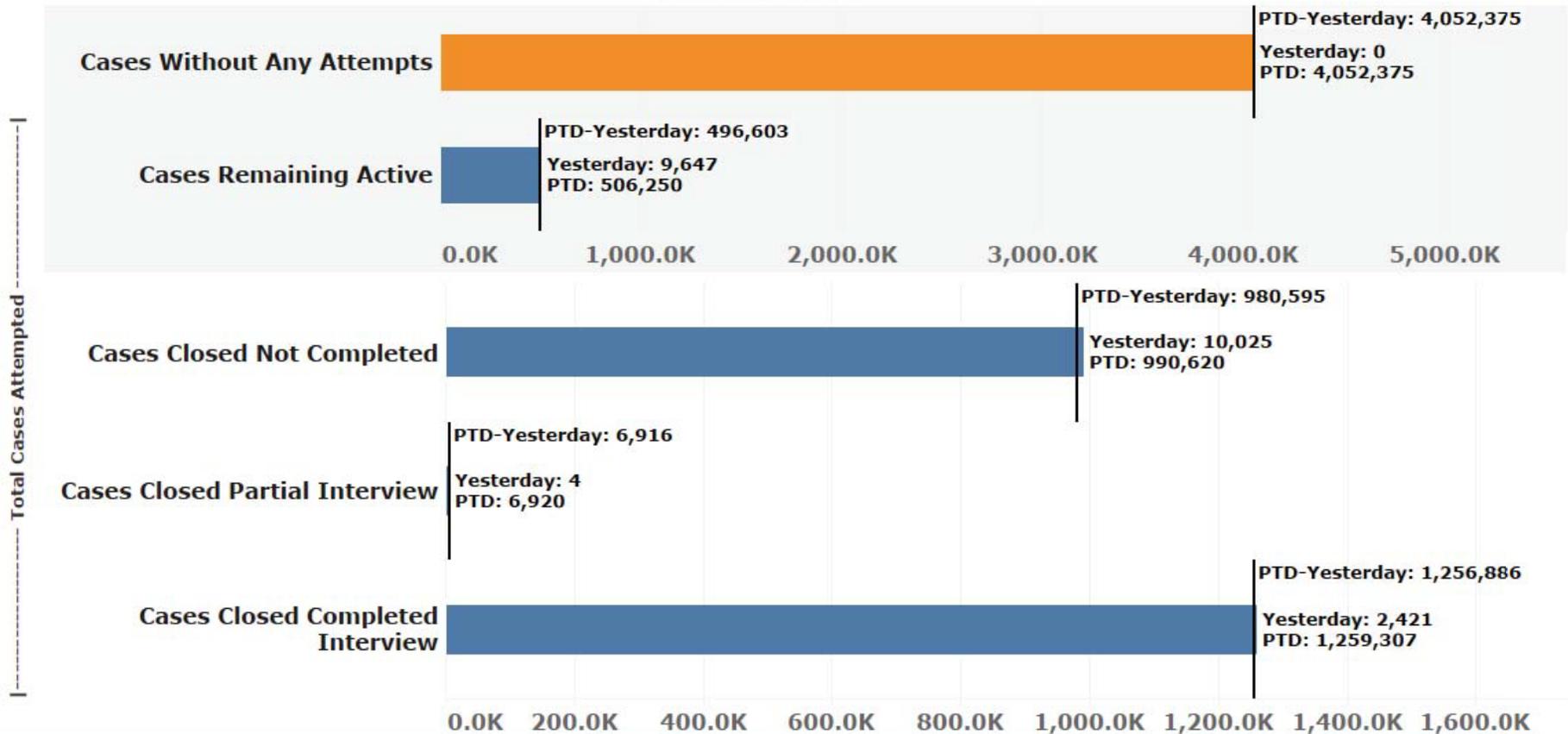
Total Cases Received
6,815,472

Total Number of Attempts
12,999,433

Unique Cases Attempted
2,763,097

Total Cases Closed
2,256,968

Case Summary



Coverage Improvement: Dialer Call Summary - PTD



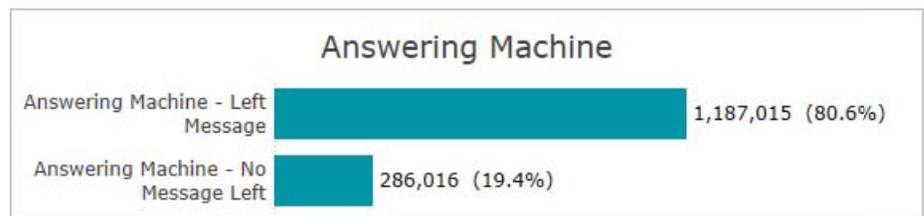
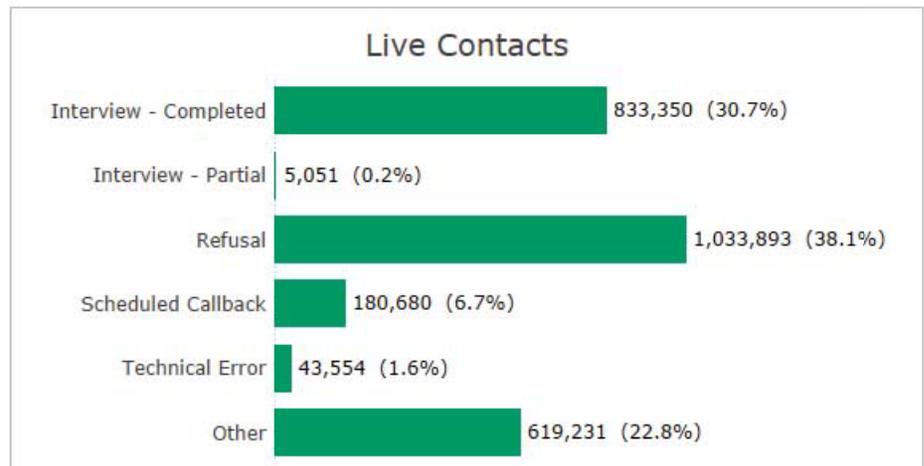
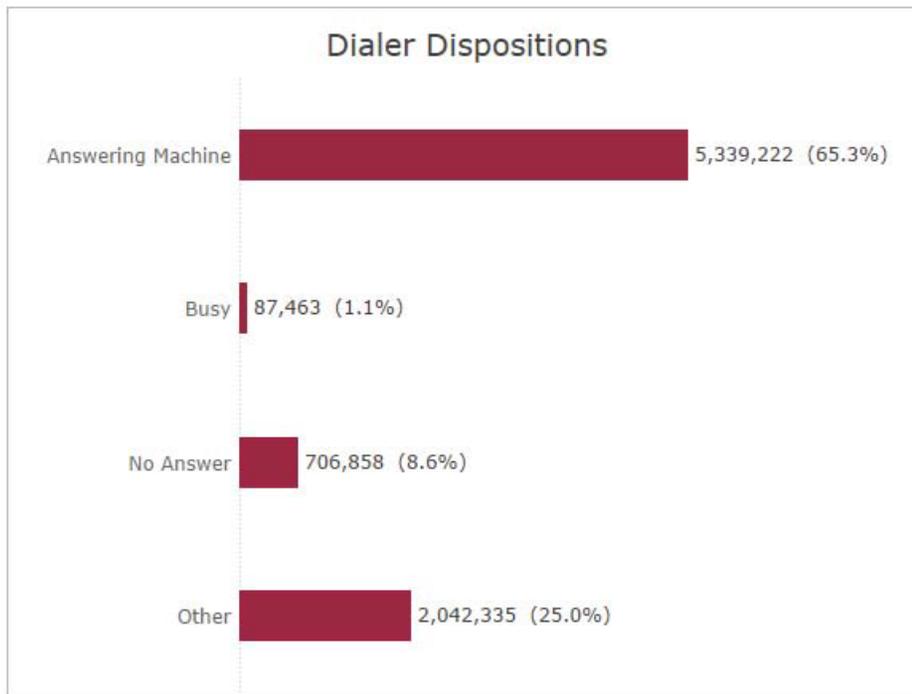
Dial Attempts
12,364,668

Dialer-only Dispositioned Calls
8,175,878 (66.1%)

CSR Dispositioned Calls
4,188,790 (33.9%)

Live Contact Total
2,715,759 (22.0%)

Answering Machine
1,473,031 (11.9%)



Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts
24,409

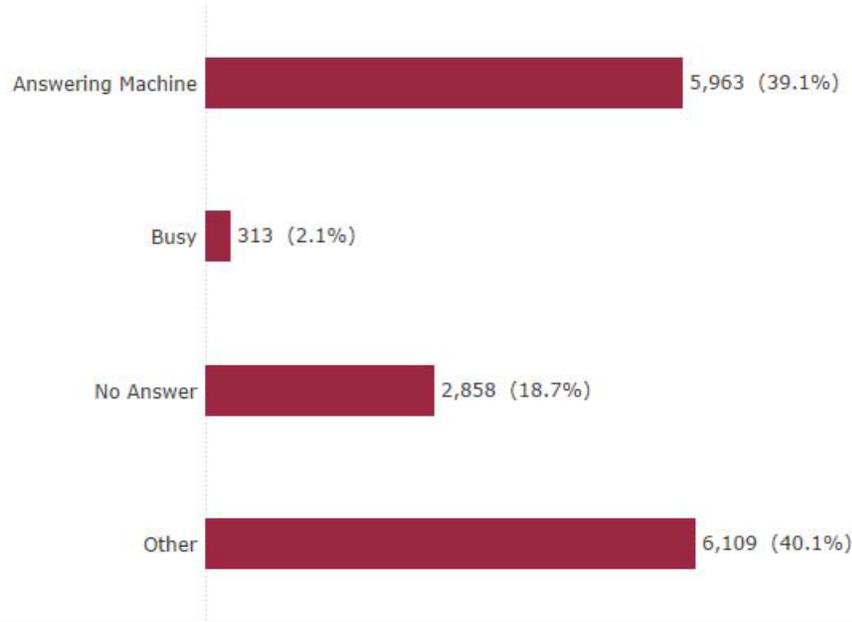
Dialer-only Dispositioned Calls
15,243 (62.4%)

CSR Dispositioned Calls
9,166 (37.6%)

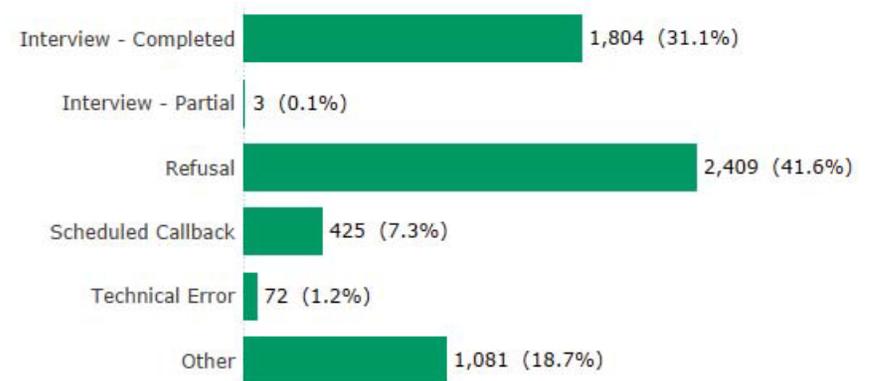
Live Contact Total
5,794 (23.7%)

Answering Machine
3,372 (13.8%)

Dialer Dispositions



Live Contacts



Answering Machine



Coverage Improvement: Respondent Callbacks – Trending



	7/28	7 Day Average	Program to Date
Total Respondent Callbacks	2,288	4,446	938,406
Abandoned Calls	0	0	299
Short Abandons	866	1,841	303,342
Service Level - 30 Seconds	100.0%	100.0%	99.9%
CSR Handled Calls	1,422	2,605	634,765
With Census ID	1,052	1,911	512,725
With Census ID (%)	74.0%	73.4%	80.8%
Without Census ID	370	694	122,040
Without Census ID (%)	26.0%	26.6%	19.2%
# Closed Completed	618	1,291	427,481
Closed Completed / CSR Handled (%)	43.5%	49.6%	67.3%
Closed Completed / Calls with Census ID (%)	58.7%	67.5%	83.4%
AHT (m:ss)	4:46	4:25	5:38

7 Day Average describes 7/22 through 7/28

7/29/2020

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

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?	356,824	1 -	0	2
Can I complete the 2020 Census over the phone?	208,163	2 -	0	1
How do I respond to the Census?	78,956	3 -	0	26
I have more than one home; how do I respond?	69,052	4 -	0	11
Do I need to keep this mail?	64,787	5 -	0	3
I received a paper questionnaire, but I already responded.	62,117	6 -	0	4
Why am I still receiving mail?	57,487	7 -	0	5
Can you mail a questionnaire to me?	55,049	8 -	0	324
How do I answer the race question?	51,601	9 -	0	18
Why do you send so many reminders?	42,875	10 -	0	9

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?	9,030	1 -	0	2
How do I get a paper questionnaire?	3,260	2 ▲	1	1
Do I need to keep this mail?	3,233	3 ▲	1	5
I received a paper questionnaire, but I already responded.	3,195	4 ▼	-2	6
Why am I still receiving mail?	2,577	5 -	0	7
I am moving or have moved; how do I respond?	2,342	6 -	0	20
What is the 2020 Census?	1,727	7 -	0	13
Where do I find my Census ID?	1,642	8 -	0	15
Why do you send so many reminders?	1,414	9 -	0	10
How are 2020 Census data used?	1,175	10 ▲	3	22

*7 Day= 7 Day Link Count (7/22 - 7/28)
 *PTD= Program to Date through 7/28

Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	7/28 Total	7/28 Rank	Prior Day Rank Difference	PTD Rank
Can I complete the 2020 Census over the phone?	1,812	1 -	0	2
How do I get a paper questionnaire?	621	2 -	0	1
Do I need to keep this mail?	599	3 ▼	-1	5
I received a paper questionnaire, but I already responded.	472	4 ▲	1	6
I am moving or have moved; how do I respond?	439	5 ▲	1	20
Why am I still receiving mail?	435	6 ▼	-2	7
Where do I find my Census ID?	368	7 -	0	15
What is the 2020 Census?	330	8 -	0	13
I have more than one home; how do I respond?	244	9 -	0	4
Why do you send so many reminders?	241	10 -	0	10

*PTD= Program to Date through 7/28

Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(7/28)	(7 Day)	(PTD)	(7/28)	(7 Day)	(PTD)	(7/28)	(7 Day)	(PTD)
1	Case Closed – No Action Needed - OB, RC	47	116	4,127	47	116	4,127	0	0	0
2	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	58	95	20,371	26	84	19,558	32	11	813
3	Is this a scam? - OB	26	81	19,721	12	76	19,348	14	5	373
4	How do I know you are calling from the Census Bureau? - OB	20	52	19,308	15	51	19,019	5	1	289
5	If a college is temporarily closed (including on April 1), where should a college student be counted?	27	51	18,917	22	48	18,767	5	3	150
6	Why are you calling? - OB	15	43	11,845	4	39	11,653	11	4	192
7	Do I have to complete the follow-up interview? - OB	6	22	5,359	5	21	5,278	1	1	81
8	Can you mail a Coverage Improvement questionnaire to me? - OB	5	20	3,854	2	18	3,763	3	2	91
9	What questions will you ask? - OB	7	13	1,063	3	11	972	4	1	91
10	Please stop calling me - OB	3	12	1,230	1	12	1,210	2	0	20

*PTD= Program to Date through 7/28
*7 Day= Rolling 7 Day Average (7/22 - 7/28)

Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate		
	Grand Total	2,763,097		Grand Total	2,763,097		
1	Alaska	3,051	62.1%	26	Florida	172,798	46.1%
2	Washington	51,809	51.9%	27	Wyoming	3,625	45.8%
3	Washington, D.C.	5,858	51.7%	28	Oklahoma	28,675	45.7%
4	Oregon	25,914	51.3%	29	Arizona	41,660	45.7%
5	Utah	16,490	50.9%	30	North Carolina	94,954	45.6%
6	Vermont	5,369	50.3%	31	South Carolina	48,145	45.5%
7	Minnesota	48,678	49.4%	32	Texas	225,548	45.4%
8	Virginia	89,123	48.3%	33	Montana	7,562	45.3%
9	New York	161,920	48.2%	34	Maine	10,248	45.1%
10	South Dakota	6,871	48.1%	35	Kentucky	38,331	44.9%
11	Kansas	25,272	47.8%	36	Tennessee	57,022	44.8%
12	Nebraska	15,823	47.8%	37	California	298,525	44.6%
13	Missouri	50,069	47.7%	38	Connecticut	38,764	44.4%
14	New Mexico	12,898	47.7%	39	Ohio	95,598	44.4%
15	Maryland	60,536	47.6%	40	Michigan	94,833	44.3%
16	North Dakota	5,677	47.3%	41	New Jersey	94,496	44.1%
17	Idaho	11,875	47.3%	42	Arkansas	26,910	44.1%
18	Massachusetts	72,148	47.2%	43	Illinois	119,267	44.0%
19	Colorado	40,639	47.1%	44	Pennsylvania	113,753	43.8%
20	Wisconsin	47,346	47.1%	45	Delaware	8,117	43.6%
21	New Hampshire	11,476	46.8%	46	Rhode Island	8,249	43.4%
22	Indiana	56,151	46.5%	47	Alabama	54,538	43.3%
23	Iowa	26,972	46.2%	48	Mississippi	36,837	43.1%
24	Hawaii	10,599	46.1%	49	Nevada	17,395	42.9%
25	Georgia	104,676	46.1%	50	Louisiana	46,823	42.5%
				51	West Virginia	13,184	40.1%

Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	Grand Total	12,877,393	512,725	4.0%		Grand Total	12,877,393	512,725	4.0%
1	Alaska	12,589	677	5.4%	26	Maine	46,846	1,902	4.1%
2	Wisconsin	219,115	10,844	4.9%	27	Illinois	555,968	22,372	4.0%
3	Minnesota	223,237	11,030	4.9%	28	North Carolina	440,891	17,660	4.0%
4	Oregon	118,795	5,787	4.9%	29	Oklahoma	129,462	5,129	4.0%
5	Washington	237,966	11,230	4.7%	30	Kentucky	174,193	6,778	3.9%
6	Ohio	439,855	20,160	4.6%	31	Connecticut	181,806	7,072	3.9%
7	Colorado	191,681	8,750	4.6%	32	Arizona	196,329	7,629	3.9%
8	Vermont	23,320	1,046	4.5%	33	Delaware	37,790	1,439	3.8%
9	Indiana	252,598	11,275	4.5%	34	Tennessee	263,130	10,015	3.8%
10	Utah	77,089	3,368	4.4%	35	Texas	1,051,428	39,401	3.7%
11	New Hampshire	52,465	2,277	4.3%	36	Georgia	485,511	18,182	3.7%
12	Missouri	227,788	9,816	4.3%	37	New Jersey	451,153	16,866	3.7%
13	Virginia	405,594	17,278	4.3%	38	New York	735,342	27,380	3.7%
14	Washington, D.C.	25,556	1,087	4.3%	39	Wyoming	17,346	641	3.7%
15	Idaho	55,389	2,347	4.2%	40	California	1,464,980	54,038	3.7%
16	Iowa	125,785	5,310	4.2%	41	South Carolina	221,834	8,145	3.7%
17	Kansas	115,565	4,852	4.2%	42	Hawaii	51,773	1,888	3.6%
18	Massachusetts	331,739	13,901	4.2%	43	Rhode Island	38,749	1,413	3.6%
19	South Dakota	31,916	1,328	4.2%	44	New Mexico	59,443	2,166	3.6%
20	Maryland	277,883	11,556	4.2%	45	Arkansas	126,098	4,524	3.6%
21	Michigan	438,493	18,185	4.1%	46	North Dakota	26,388	934	3.5%
22	Pennsylvania	530,152	21,983	4.1%	47	Nevada	85,685	2,971	3.5%
23	Montana	36,026	1,476	4.1%	48	West Virginia	61,688	2,125	3.4%
24	Florida	795,569	32,508	4.1%	49	Alabama	258,686	8,719	3.4%
25	Nebraska	72,868	2,977	4.1%	50	Louisiana	222,387	6,905	3.1%
					51	Mississippi	173,454	5,383	3.1%