

# Self-Response Operations Reporting

7/30/20



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# 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%	93,337,971	100.00%	92,212,307	100.00%	1,125,664
	Internet	85.51%	79,810,227	85.58%	78,915,495	79.48%	894,732
	Paper	12.96%	12,097,251	12.90%	11,892,160	18.22%	205,091
	Phone	1.53%	1,430,493	1.52%	1,404,652	2.30%	25,841

Report Run Date:  
7/30/2020 8:06:40 AM ET  
Data updated by CDL on:  
7/30/2020 3:31:02 AM ET

Source: UTS 9700

**TEA 1 Initial Universe:**  
Including 5 M unprocessed  
paper responses, total  
responding HUs = 91.1 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	86,088,704	92,021,746	78,730,415	1,402,881	11,888,450
Internet First Panel	112,348,205	70,868,858	75,807,339	70,425,926	1,186,709	4,194,704
English	104,241,135	66,670,019	71,170,797	66,043,118	1,068,993	4,058,686
Bilingual	8,107,070	4,198,839	4,636,542	4,382,808	117,716	136,018
Internet Choice Panel	30,498,663	15,219,846	16,214,407	8,304,489	216,172	7,693,746
English	25,256,241	12,926,880	13,715,267	6,693,941	165,225	6,856,101
Bilingual	5,242,422	2,292,966	2,499,140	1,610,548	50,947	837,645

Report Run Date:  
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Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.62%	13.38%

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
<b>Total Non-ID Cases</b>	14,460,071	100.00%	41,773
<b><i>Total Resolved</i></b>	13,269,578	91.77%	49,840
Resolved in Automated	11,981,460	82.86%	34,669
Resolved in Clerical	1,288,118	8.91%	15,171
<i>Resolved in Manual</i>	1,276,476	8.83%	13,089
<i>Resolved in OBAV</i>	4,678	0.03%	863
<i>Referred to FV</i>	6,964	0.05%	1,219

Data updated by CDL on:  
7/30/2020 4:25:47 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
<b>Total Non-ID Cases</b>	14,460,071	100.00%	41,773
<b><i>Remaining Clerical Work</i></b>	1,190,493	8.23%	-8,067
Manual Processing Backlog	303,071	2.10%	-12,307
<i>Not Started</i>	118,428	0.82%	-581
<i>Waiting for QC</i>	184,643	1.28%	-11,726
OBAV Backlog	887,422	6.14%	4,240
<i>Not Started</i>	852,730	5.90%	3,904
<i>Waiting for QC</i>	34,692	0.24%	336

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Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report,  
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# Paper Data Capture Update

As of 7/30/20

- 18.1 M inbound paper forms
  - 7.6 M PDCC East
  - 10.5 M PDCC West
- 18.6 M paper forms have been checked in
- 13.7 M paper questionnaires have been scanned
  - 6.3 M PDCC East
  - 7.4 M PDCC West
- Staffing for Wednesday, 7/29

Location	People	FTE
Total, Both PDCCs	776	733
PDCC East	389	363
PDCC West	387	370

*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 30, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/29/20	7/30/20
Internet	79,539,491	79,625,147
Paper	11,826,666	12,093,541
Phone	1,417,240	1,428,722
<b>Total Responses All Modes</b>	<b>92,783,397</b>	<b>93,147,410</b>

Paper Response Activity		
Unprocessed Paper Responses	6,223,569	5,970,892
Processed Paper Responses	11,826,666	12,093,541
<b>Total Paper Responses</b>	<b>18,050,235</b>	<b>18,064,433</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.



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



Call Language Group	Call Language Line	7/23	7/24	7/25	7/26	7/27	7/28	7/29	PTD
English	English	1,018	763	1,683	30	354	37	41	15,930
	English Puerto Rico	0	0	0	0	0	0	0	16
	<b>Total</b>	<b>1,018</b>	<b>763</b>	<b>1,683</b>	<b>30</b>	<b>354</b>	<b>37</b>	<b>41</b>	<b>15,946</b>
Spanish	Spanish	0	0	61	0	16	1	0	860
	Spanish Puerto Rico	1	0	4	0	4	0	0	140
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>20</b>	<b>1</b>	<b>0</b>	<b>1,000</b>
Non-English Non-Spanish	Arabic	0	0	1	2	0	0	0	103
	Chinese Cantonese	0	0	1	0	4	2	0	249
	Chinese Mandarin	0	1	3	3	0	1	0	126
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	1	0	0	0	0	41
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	4	3	2	0	0	391
	Polish	0	0	1	1	0	0	0	41
	Portuguese	0	0	3	0	0	0	0	18
	Russian	0	0	1	3	0	1	0	100
	Tagalog	0	1	0	1	0	1	0	30
	Vietnamese	0	0	3	1	0	0	0	225
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>18</b>	<b>14</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>1,349</b>
<b>Grand Total</b>		<b>1,019</b>	<b>765</b>	<b>1,766</b>	<b>44</b>	<b>380</b>	<b>43</b>	<b>41</b>	<b>18,295</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	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	103	7,201	782	2,742	1,665	343	3,677	106	186
Arabic	0	60	3	0	13	1	9	1	1
Chinese Cantonese	1	81	2	0	13	2	24	3	5
Chinese Mandarin	0	16	1	0	6	3	5	1	0
French	4	55	0	0	10	2	10	0	3
Haitian Creole	0	7	2	1	1	1	1	0	0
Japanese	0	120	46	25	39	5	6	0	6
Korean	0	3	0	0	2	1	0	0	0
Polish	0	13	0	0	5	0	4	0	0
Portuguese	0	4	2	0	1	1	0	4	0
Russian	0	4	0	0	1	1	4	0	0
Tagalog	0	86	1	0	30	7	10	3	12
Vietnamese	0	39	7	0	8	4	34	0	0
<b>Total</b>	<b>108</b>	<b>7,689</b>	<b>846</b>	<b>2,768</b>	<b>1,794</b>	<b>371</b>	<b>3,784</b>	<b>118</b>	<b>213</b>

# Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	64.0%		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	66.5%	English	4,144,181	3,192,318	2,773,588	63.2%	8:51	127,465	418,730	13.1%	4:14
Abandon Rate	13.3%	Spanish	778,866	313,159	289,568	77.5%	14:44	24,084	23,591	7.5%	3:56
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	83,748	68,335	43,111	41.8%	13:02	24,890	25,224	36.9%	5:06
Avg. Handle Time	9:24	TTY	0	36,725	22,715	59.6%	0:55	39,525	14,010	38.1%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,617	4,292	79.7%	5:28	8,808	325	7.0%	5:41
Total Inbound Call Volume	10,712,089	Grand Total	5,024,295	3,615,154	3,133,274	64.0%	9:24	224,772	481,880	13.3%	4:09
IVR Call Volume	10,336,901										
Deflected Calls	6,872,163										
Short Abandons	224,772										
IVR Calls Offered to CSRs	3,314,232										
Direct to CSR Call Volume	300,922										
Actual Calls Offered to CSRs	3,615,154										
Abandon Call Volume	481,880										
CSR Handled Calls	3,133,274										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	50,045		% of Enumerations
Callbacks Handled - English	47,525	English	49.5%
Callbacks Selected - Spanish	360	Spanish	61.1%
Callbacks Handled - Spanish	339	Non-English Non-Spanish	53.6%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	50.2%

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

Service Level - 30 Seconds	100.0%
Deflection Rate	39.8%
Abandon Rate	0.0%
Avg. Speed To Abandon	4:20
Avg. Handle Time	10:47

## CQA Total Inbound Call Volume

Total Inbound Call Volume	33,387
IVR Call Volume	32,013
Deflected Calls	12,733
Short Abandons	1,041
IVR Calls Offered to CSRs	18,514
Direct to CSR Call Volume	1,099
Actual Calls Offered to CSRs	19,613
Abandon Call Volume	2
CSR Handled Calls	19,611

## 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	68,227	17,158	17,158	100.0%	10:03	670	0	0.0%	0:00
Spanish	10,399	2,234	2,234	100.0%	16:13	105	0	0.0%	0:00
Non-English Non-Spanish	1,585	177	175	97.2%	16:13	63	2	1.1%	4:20
TTY	0	22	22	100.0%	0:54	142	0	0.0%	0:00
Group Quarters	0	22	22	95.5%	5:08	61	0	0.0%	0:00
<b>Grand Total</b>	<b>80,212</b>	<b>19,613</b>	<b>19,611</b>	<b>100.0%</b>	<b>10:47</b>	<b>1,041</b>	<b>2</b>	<b>0.0%</b>	<b>4:20</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	66.4%
Spanish	73.1%
Non-English Non-Spanish	66.3%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>67.0%</b>

7/30/2020

# 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