

Self-Response Operations Reporting

7/31/20



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%	93,696,848	100.00%	92,562,716	100.00%	1,134,132
	Internet	85.26%	79,889,294	85.34%	78,992,569	79.07%	896,725
	Paper	13.20%	12,368,132	13.13%	12,156,731	18.64%	211,401
	Phone	1.54%	1,439,422	1.53%	1,413,416	2.29%	26,006

Report Run Date:
7/31/2020 8:37:20 AM ET
Data updated by CDL on:
7/31/2020 3:01:21 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 4.8 M unprocessed
paper responses, total
responding HUs = 91.2 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	86,409,097	92,369,001	78,806,259	1,411,572	12,151,170
Internet First Panel	112,348,205	71,134,892	76,094,491	70,487,986	1,193,288	4,413,217
English	104,241,135	66,905,399	71,424,307	66,099,044	1,074,815	4,250,448
Bilingual	8,107,070	4,229,493	4,670,184	4,388,942	118,473	162,769
Internet Choice Panel	30,498,663	15,274,205	16,274,510	8,318,273	218,284	7,737,953
English	25,256,241	12,954,762	13,746,830	6,704,306	166,855	6,875,669
Bilingual	5,242,422	2,319,443	2,527,680	1,613,967	51,429	862,284

Report Run Date:
07/31/2020 8:43:19 AM ET
Data updated by CDL on:
7/31/2020 3:00:42 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.59%	13.41%

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

Non-ID Processing Workload (Resolved)

	Number	Percent	Change
Total Non-ID Cases	14,501,194	100.00%	41,123
<i>Total Resolved</i>	13,316,949	91.83%	47,371
Resolved in Automated	12,015,359	82.86%	33,899
Resolved in Clerical	1,301,590	8.98%	13,472
<i>Resolved in Manual</i>	1,288,157	8.88%	11,681
<i>Resolved in OBAV</i>	5,405	0.04%	727
<i>Referred to FV</i>	8,028	0.06%	1,064

Data updated by CDL on:
7/31/2020 4:31:03 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	14,501,194	100.00%	41,123
<i>Remaining Clerical Work</i>	1,184,245	8.17%	-6,248
Manual Processing Backlog	292,145	2.01%	-10,926
<i>Not Started</i>	118,467	0.82%	39
<i>Waiting for QC</i>	173,678	1.20%	-10,965
OBAV Backlog	892,100	6.15%	4,678
<i>Not Started</i>	855,723	5.90%	2,993
<i>Waiting for QC</i>	36,377	0.25%	1,685

Data updated by CDL on:
7/31/2020 4:31:03 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 7/31/20

- 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
- 13.9 M paper questionnaires have been scanned
 - 6.4 M PDCC East
 - 7.5 M PDCC West
- Staffing for Thursday, 7/30

Location	People	FTE
Total, Both PDCCs	758	718
PDCC East	380	356
PDCC West	378	362

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 31, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/30/20	7/31/20
Internet	79,625,147	79,702,984
Paper	12,093,541	12,362,571
Phone	1,428,722	1,437,578
Total Responses All Modes	93,147,410	93,503,133

Paper Response Activity		
Unprocessed Paper Responses	5,950,844	5,686,471
Processed Paper Responses	12,113,589	12,384,828
Total Paper Responses	18,064,433	18,071,299

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	7/24	7/25	7/26	7/27	7/28	7/29	7/30	PTD
English	English	763	1,683	30	354	37	41	20	15,950
	English Puerto Rico	0	0	0	0	0	0	0	16
	Total	763	1,683	30	354	37	41	20	15,966
Spanish	Spanish	0	61	0	16	1	0	3	863
	Spanish Puerto Rico	0	4	0	4	0	0	0	140
	Total	0	65	0	20	1	0	3	1,003
Non-English Non-Spanish	Arabic	0	1	2	0	0	0	0	103
	Chinese Cantonese	0	1	0	4	2	0	0	249
	Chinese Mandarin	1	3	3	0	1	0	0	126
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	1	0	0	0	0	0	41
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	4	3	2	0	0	0	391
	Polish	0	1	1	0	0	0	0	41
	Portuguese	0	3	0	0	0	0	0	18
	Russian	0	1	3	0	1	0	0	100
	Tagalog	1	0	1	0	1	0	0	30
	Vietnamese	0	3	1	0	0	0	0	225
	Total	2	18	14	6	5	0	0	1,349
Grand Total		765	1,766	44	380	43	41	23	18,318

*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	20	7,309	836	2,522	1,795	354	3,686	112	188
Arabic	0	60	3	0	13	1	9	1	1
Chinese Cantonese	0	81	3	0	13	2	24	3	5
Chinese Mandarin	0	16	1	0	6	3	5	1	0
French	0	57	1	1	10	2	10	0	3
Haitian Creole	0	8	2	0	1	1	1	0	0
Japanese	2	125	47	5	52	5	6	1	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
Total	22	7,805	903	2,528	1,937	382	3,793	125	215

*Note: PTD totals include all Program to Date callback requests since the option was made available on April 7th, 2020.

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	64.1%		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	66.4%	English	4,201,504	3,205,779	2,787,049	63.3%	8:52	128,053	418,730	13.1%	4:14
Abandon Rate	13.3%	Spanish	787,645	314,868	291,259	77.6%	14:45	24,173	23,609	7.5%	3:56
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	84,697	68,487	43,262	41.9%	13:03	24,941	25,225	36.8%	5:06
Avg. Handle Time	9:24	TTY	0	36,743	22,732	59.6%	0:55	39,689	14,011	38.1%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,631	4,306	79.7%	5:28	8,850	325	7.0%	5:41
Total Inbound Call Volume	10,737,947	Grand Total	5,091,346	3,630,508	3,148,608	64.1%	9:24	225,706	481,900	13.3%	4:09
IVR Call Volume	10,361,494										
Deflected Calls	6,881,733										
Short Abandons	225,706										
IVR Calls Offered to CSRs	3,328,592										
Direct to CSR Call Volume	301,916										
Actual Calls Offered to CSRs	3,630,508										
Abandon Call Volume	481,900										
CSR Handled Calls	3,148,608										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	50,045		% of Enumerations
Callbacks Handled - English	47,525	English	49.6%
Callbacks Selected - Spanish	394	Spanish	61.1%
Callbacks Handled - Spanish	365	Non-English Non-Spanish	53.7%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	50.3%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	99.5%
Deflection Rate	38.9%
Abandon Rate	0.1%
Avg. Speed To Abandon	1:52
Avg. Handle Time	10:59

CQA Total Inbound Call Volume

Total Inbound Call Volume	25,858
IVR Call Volume	24,593
Deflected Calls	9,570
Short Abandons	934
IVR Calls Offered to CSRs	14,360
Direct to CSR Call Volume	994
Actual Calls Offered to CSRs	15,354
Abandon Call Volume	20
CSR Handled Calls	15,334

CQA Humanify Call Back Volume

Callbacks Selected - English	0
Callbacks Handled - English	0
Callbacks Selected - Spanish	34
Callbacks Handled - Spanish	26

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	57,322	13,461	13,461	100.0%	10:11	588	0	0.0%	0:00
Spanish	8,779	1,709	1,691	95.7%	16:57	89	18	1.1%	1:59
Non-English Non-Spanish	949	152	151	97.4%	17:17	51	1	0.7%	1:15
TTY	0	18	17	94.4%	1:10	164	1	5.6%	0:26
Group Quarters	0	14	14	100.0%	5:01	42	0	0.0%	0:00
Grand Total	67,051	15,354	15,334	99.5%	10:59	934	20	0.1%	1:52

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	65.6%
Spanish	74.0%
Non-English Non-Spanish	66.2%
TTY	0.0%
Group Quarters	0.0%
Grand Total	66.4%

7/31/2020

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 31, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/30/20	7/31/20
Internet	79,625,147	79,702,984
Paper	12,093,541	12,362,571
Phone	1,428,722	1,437,578
Total Responses All Modes	93,147,410	93,503,133

Paper Response Activity		
Unprocessed Paper Responses	5,970,892	5,708,728
Processed Paper Responses	12,093,541	12,362,571
Total Paper Responses	18,064,433	18,071,299

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.