

Self-Response Operations Reporting

8/7/20



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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% | 95,572,432 | 100.00% | 94,373,053 | 100.00% | 1,199,379 |
| | Internet | 84.22% | 80,491,759 | 84.33% | 79,580,425 | 75.98% | 911,334 |
| | Paper | 14.22% | 13,594,973 | 14.13% | 13,334,189 | 21.74% | 260,784 |
| | Phone | 1.55% | 1,485,700 | 1.55% | 1,458,439 | 2.27% | 27,261 |

Report Run Date:
8/7/2020 8:04:23 AM ET
Data updated by CDL on:
8/7/2020 3:31:21 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 3.7 M unprocessed
paper responses, total
responding HUs = 91.7 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 | 88,002,938 | 94,157,470 | 79,386,302 | 1,456,214 | 13,314,954 |
| Internet First Panel | 112,348,205 | 72,470,546 | 77,586,111 | 70,971,922 | 1,228,724 | 5,385,465 |
| English | 104,241,135 | 68,132,470 | 72,790,672 | 66,540,049 | 1,107,106 | 5,143,517 |
| Bilingual | 8,107,070 | 4,338,076 | 4,795,439 | 4,431,873 | 121,618 | 241,948 |
| Internet Choice Panel | 30,498,663 | 15,532,392 | 16,571,359 | 8,414,380 | 227,490 | 7,929,489 |
| English | 25,256,241 | 13,137,538 | 13,958,248 | 6,776,178 | 173,967 | 7,008,103 |
| Bilingual | 5,242,422 | 2,394,854 | 2,613,111 | 1,638,202 | 53,523 | 921,386 |

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Source: UTS 9702

| ISR and CQA Responses: % ID | ISR and CQA Responses: % Non-ID |
|-----------------------------|---------------------------------|
| 86.29% | 13.71% |

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 |
|------------------------------|------------|---------|---------|
| Total Non-ID Cases | 14,879,411 | 100.00% | 134,234 |
| <i>Total Resolved</i> | 13,718,996 | 92.20% | 137,298 |
| Resolved in Automated | 12,330,292 | 82.87% | 131,981 |
| Resolved in Clerical | 1,388,704 | 9.33% | 5,317 |
| <i>Resolved in Manual</i> | 1,367,222 | 9.19% | 5,285 |
| <i>Resolved in OBAV</i> | 8,820 | 0.06% | 5 |
| <i>Referred to FV</i> | 12,662 | 0.09% | 27 |

Data updated by CDL on:
8/7/2020 4:27:36 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 | 14,879,411 | 100.00% | 134,234 |
| <i>Remaining Clerical Work</i> | 1,160,415 | 7.80% | -3,064 |
| Manual Processing Backlog | 224,210 | 1.51% | -13,402 |
| <i>Not Started</i> | 119,436 | 0.80% | -3,418 |
| <i>Waiting for QC</i> | 104,774 | 0.70% | -9,984 |
| OBAV Backlog | 936,205 | 6.29% | 10,338 |
| <i>Not Started</i> | 889,963 | 5.98% | 9,055 |
| <i>Waiting for QC</i> | 46,242 | 0.31% | 1,283 |

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8/7/2020 4:27:36 AM ET

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

As of 8/07/20

- 18.2 M inbound paper forms
 - 7.6 M PDCC East
 - 10.5 M PDCC West
- 18.7 M paper forms have been checked in
- 15.4 M paper questionnaires have been scanned
 - 7.0 M PDCC East
 - 8.4 M PDCC West
- Staffing for Thursday, 8/06

| Location | People | FTE |
|-------------------|--------|-----|
| Total, Both PDCCs | 738 | 697 |
| PDCC East | 348 | 328 |
| PDCC West | 390 | 369 |

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: August 7, 2020

| Self-Response Mode | | |
|----------------------------------|-------------------|-------------------|
| | Prior Day | Today |
| Mode | 8/6/20 | 8/7/20 |
| Internet | 80,190,050 | 80,297,636 |
| Paper | 13,341,637 | 13,575,738 |
| Phone | 1,475,405 | 1,483,475 |
| Total Responses All Modes | 95,007,092 | 95,356,849 |

| Paper Response Activity | | |
|------------------------------|-------------------|-------------------|
| Unprocessed Paper Responses | 4,759,949 | 4,531,472 |
| Processed Paper Responses | 13,383,481 | 13,622,713 |
| Total Paper Responses | 18,143,430 | 18,154,185 |

75% of inbound S-R and UL questionnaires have been processed!

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 | 7/31 | 8/1 | 8/2 | 8/3 | 8/4 | 8/5 | 8/6 | PTD |
|----------------------------|---------------------|--------------|-----------|------------|------------|-----------|------------|------------|---------------|
| English | English | 953 | 13 | 132 | 15 | 18 | 90 | 662 | 17,833 |
| | English Puerto Rico | 1 | 0 | 1 | 5 | 2 | 3 | 0 | 28 |
| | Total | 954 | 13 | 133 | 20 | 20 | 93 | 662 | 17,861 |
| Spanish | Spanish | 57 | 14 | 6 | 167 | 38 | 66 | 1 | 1,212 |
| | Spanish Puerto Rico | 17 | 4 | 3 | 41 | 9 | 14 | 0 | 228 |
| | Total | 74 | 18 | 9 | 208 | 47 | 80 | 1 | 1,440 |
| Non-English Non-Spanish | Arabic | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 106 |
| | Chinese Cantonese | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 249 |
| | Chinese Mandarin | 1 | 10 | 3 | 0 | 0 | 0 | 2 | 142 |
| | French | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| | Haitian Creole | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 43 |
| | Japanese | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 20 |
| | Korean | 1 | 7 | 1 | 1 | 0 | 2 | 0 | 403 |
| | Polish | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 43 |
| | Portuguese | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 20 |
| | Russian | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 102 |
| | Tagalog | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 31 |
| | Vietnamese | 0 | 1 | 2 | 0 | 0 | 0 | 1 | 229 |
| | Total | 2 | 23 | 12 | 2 | 0 | 3 | 4 | 1,395 |
| Grand Total | | 1,030 | 54 | 154 | 230 | 67 | 176 | 667 | 20,696 |

*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 | 670 | 7,877 | 1,093 | 2,480 | 2,147 | 419 | 3,738 | 116 | 195 |
| Arabic | 0 | 62 | 4 | 0 | 13 | 1 | 9 | 1 | 1 |
| Chinese Cantonese | 0 | 81 | 3 | 0 | 13 | 2 | 24 | 3 | 5 |
| Chinese Mandarin | 0 | 17 | 1 | 0 | 6 | 3 | 5 | 1 | 0 |
| French | 0 | 60 | 1 | 0 | 10 | 2 | 10 | 0 | 3 |
| Haitian Creole | 0 | 8 | 2 | 0 | 1 | 1 | 1 | 0 | 0 |
| Japanese | 1 | 361 | 113 | 50 | 139 | 11 | 15 | 1 | 10 |
| Korean | 0 | 3 | 0 | 0 | 2 | 1 | 0 | 0 | 1 |
| Polish | 1 | 13 | 1 | 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 | 87 | 3 | 3 | 30 | 7 | 11 | 3 | 12 |
| Vietnamese | 1 | 42 | 10 | 0 | 9 | 4 | 37 | 0 | 0 |
| Total | 673 | 8,619 | 1,233 | 2,533 | 2,377 | 453 | 3,858 | 129 | 227 |

Inbound: Key Metrics - PTD



| CQA Key Performance Indicators | | CSR Call Volume & Abandonment Metrics by Call Language Group | | | | | | | | | |
|--------------------------------------|------------|--|-------------------------------|------------------------------|-------------------|----------------------------|------------------|----------------|---------------------|--------------|-----------------------|
| Service Level - 30 Seconds | 64.8% | | 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 | 66.0% | English | 4,285,882 | 3,287,433 | 2,868,366 | 64.1% | 8:53 | 131,382 | 419,067 | 12.7% | 4:14 |
| Abandon Rate | 13.0% | Spanish | 800,480 | 323,722 | 299,922 | 77.8% | 14:45 | 24,598 | 23,800 | 7.4% | 3:54 |
| Avg. Speed To Abandon | 4:09 | Non-English Non-Spanish | 86,099 | 69,457 | 44,204 | 42.5% | 13:07 | 25,415 | 25,253 | 36.4% | 5:06 |
| Avg. Handle Time | 9:26 | TTY | 0 | 37,039 | 23,018 | 59.9% | 0:55 | 41,968 | 14,021 | 37.9% | 0:15 |
| CQA Total Inbound Call Volume | | Group Quarters | 17,500 | 4,724 | 4,396 | 79.9% | 5:27 | 9,168 | 328 | 6.9% | 5:40 |
| Total Inbound Call Volume | 10,893,698 | Grand Total | 5,189,960 | 3,722,375 | 3,239,906 | 64.8% | 9:26 | 232,531 | 482,469 | 13.0% | 4:09 |
| IVR Call Volume | 10,506,650 | | | | | | | | | | |
| Deflected Calls | 6,938,792 | | | | | | | | | | |
| Short Abandons | 232,531 | | | | | | | | | | |
| IVR Calls Offered to CSRs | 3,412,994 | | | | | | | | | | |
| Direct to CSR Call Volume | 309,381 | | | | | | | | | | |
| Actual Calls Offered to CSRs | 3,722,375 | | | | | | | | | | |
| Abandon Call Volume | 482,469 | | | | | | | | | | |
| CSR Handled Calls | 3,239,906 | | | | | | | | | | |

| CQA Humanify Call Back Volume | | Enumeration Dispositions by CSR Handled Calls | |
|-------------------------------|--------|---|-------------------|
| Callbacks Selected - English | 50,457 | | % of Enumerations |
| Callbacks Handled - English | 47,927 | English | 50.0% |
| Callbacks Selected - Spanish | 597 | Spanish | 61.2% |
| Callbacks Handled - Spanish | 568 | Non-English Non-Spanish | 53.9% |
| | | TTY | 0.3% |
| | | Group Quarters | 0.5% |
| | | Grand Total | 50.6% |

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

| | |
|----------------------------|-------|
| Service Level - 30 Seconds | 86.2% |
| Deflection Rate | 39.0% |
| Abandon Rate | 1.1% |
| Avg. Speed To Abandon | 1:23 |
| Avg. Handle Time | 10:08 |

CQA Total Inbound Call Volume

| | |
|------------------------------|--------|
| Total Inbound Call Volume | 27,977 |
| IVR Call Volume | 25,589 |
| Deflected Calls | 9,967 |
| Short Abandons | 1,259 |
| IVR Calls Offered to CSRs | 15,049 |
| Direct to CSR Call Volume | 1,702 |
| Actual Calls Offered to CSRs | 16,751 |
| Abandon Call Volume | 176 |
| CSR Handled Calls | 16,575 |

CQA Humanify Call Back Volume

| | |
|------------------------------|-----|
| Callbacks Selected - English | 273 |
| Callbacks Handled - English | 268 |
| Callbacks Selected - Spanish | 4 |
| Callbacks Handled - Spanish | 4 |

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 | 5,348 | 14,799 | 14,642 | 84.9% | 9:37 | 502 | 157 | 1.1% | 0:55 |
| Spanish | 819 | 1,667 | 1,661 | 98.1% | 14:15 | 78 | 6 | 0.4% | 2:02 |
| Non-English Non-Spanish | 101 | 200 | 192 | 81.5% | 17:04 | 91 | 8 | 4.0% | 9:50 |
| TTY | 0 | 65 | 61 | 93.8% | 1:01 | 515 | 4 | 6.2% | 0:47 |
| Group Quarters | 0 | 20 | 19 | 80.0% | 3:47 | 73 | 1 | 5.0% | 3:11 |
| Grand Total | 6,268 | 16,751 | 16,575 | 86.2% | 10:08 | 1,259 | 176 | 1.1% | 1:23 |

Enumeration Dispositions by CSR Handled Calls

| | % of Enumerations |
|-------------------------|-------------------|
| English | 61.0% |
| Spanish | 59.4% |
| Non-English Non-Spanish | 68.8% |
| TTY | 0.0% |
| Group Quarters | 0.0% |
| Grand Total | 60.6% |

Calls from Top 5 States

| State | Total Calls Offered | Soft Launch Dates |
|-------|---------------------|----------------------------|
| CA | 2,992 | 7/30, 8/4 |
| IL | 1,949 | 7/30 |
| TX | 1,863 | 7/31, 8/3 |
| NY | 1,745 | 7/30, 8/3, 8/4, 8/6 |
| PA | 1,610 | 7/23, 7/30, 7/31, 8/1, 8/6 |

8/7/2020

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



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TEA 1 and TEA 6, Usual Daily Update

Date: August 7, 2020

| Self-Response Mode | | |
|----------------------------------|-------------------|-------------------|
| | Prior Day | Today |
| Mode | 8/6/20 | 8/7/20 |
| Internet | 80,190,050 | 80,297,636 |
| Paper | 13,341,637 | 13,575,738 |
| Phone | 1,475,405 | 1,483,475 |
| Total Responses All Modes | 95,007,092 | 95,356,849 |

| Paper Response Activity | | |
|------------------------------|----------------------|----------------------|
| Unprocessed Paper Responses | 4,801,793 | 4,578,447 |
| Processed Paper Responses | 13,341,637 | 13,575,738 |
| Total Paper Responses | 18,143,430 | 18,154,185 |

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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