

Self-Response Reporting

Weekly Content

8/12/20



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

Periodic Performance Management Reports

2020 Census: Response by Mode and Type of Enumeration Area

Status:

● On Track

Data current as of:

August 12, 2020

Start Date:

March 24, 2020

Completion Date:

September 30, 2020

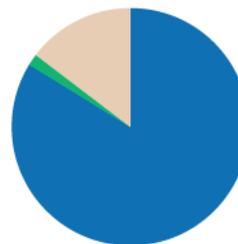
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
Total	95,502,248	100%	1,259,250	100%	336,911	100%
Internet	80,016,681	83.8%	921,637	73.2%	287,859	85.4%
Phone	1,494,590	1.6%	28,361	2.3%	16,784	5%
Paper	13,990,977	14.7%	309,252	24.6%	32,268	9.6%

Notes:

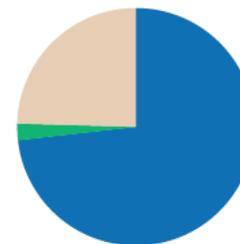
TEA 1 Initial Universe:

- Including 3.1 M unprocessed paper responses, total responding HUs = 92.0 M
- For internet and phone response, 86.1% is ID and 13.9% is non-ID.

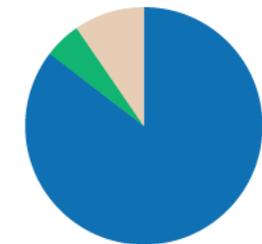
Self-Response



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	15,280,993	100.00%	79,927
<i>Total Resolved</i>	14,180,528	92.80%	79,208
Resolved in Automated	12,650,907	82.79%	66,090
Resolved in Clerical	1,529,621	10.01%	13,118
<i>Resolved in Manual</i>	1,414,269	9.26%	10,818
<i>Resolved in OBAV</i>	102,141	0.67%	2,300
<i>Referred to FV</i>	13,211	0.09%	0

Data updated by CDL on:
8/12/2020 4:50:46 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	1,529,621	100.00%	173,258
<i>Resolved in Manual</i>	1,414,269	92.46%	77,071
Matched	876,521	61.98%	54,610
Uncodable	537,748	38.02%	21,837
<i>Resolved in OBAV</i>	102,141	6.68%	93,239
Verified	3,790	3.71%	1,134
Matched	98,061	96.01%	92,014
Uncodable	290	0.28%	91
<i>Referred to FV</i>	13,211	0.86%	2,948

*From last report to CIG on 8/5/2020

As of: August 12, 2020 7:43 AM

Sources: 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	15,280,993	100.00%	79,927
<i>Remaining Clerical Work</i>	1,100,465	7.20%	719
Manual Processing Backlog	219,087	1.43%	-6,045
<i>Not Started</i>	133,172	0.87%	-2,694
<i>Waiting for QC</i>	85,915	0.56%	-3,351
OBAV Backlog	881,378	5.77%	6,764
<i>Not Started</i>	833,173	5.45%	6,267
<i>Waiting for QC</i>	48,205	0.32%	497

Data updated by CDL on:
8/12/2020 4:50:46 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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Reducing the OBAV “Not Started” Backlog

(as of 8/12/2020)

	Estimated Counts	Percent
Current OBAV “Not Started” Backlog	833,173	100%
<i>AdRec and/or BSA Matching (Auto-Resolve)</i>	450,000	54%
<i>Send to FV</i>	250,000	30%
Remaining OBAV “Not Started” Backlog	133,000	16%



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Non-ID Processing Workload (Puerto Rico)

	Number	Percent	Change*
Total Non-ID Cases	191,150	100.00%	18,241
<i>Resolved in Clerical</i>	55,807	29.20%	23,460
<i>Remaining Clerical Work</i>	135,434	70.80%	-5,219
Manual Processing Backlog	117,431	61.43%	-13,343
<i>Not Started</i>	85,541	44.75%	4,213
<i>Waiting for QC</i>	31,890	16.68%	-17,556
OBAV Backlog	17,912	9.37%	8,124

*From last report to CIG on 8/5/2020

As of: August 12, 2020 7:43 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:

August 12, 2020

Start Date:

January 21, 2020

Completion Date:

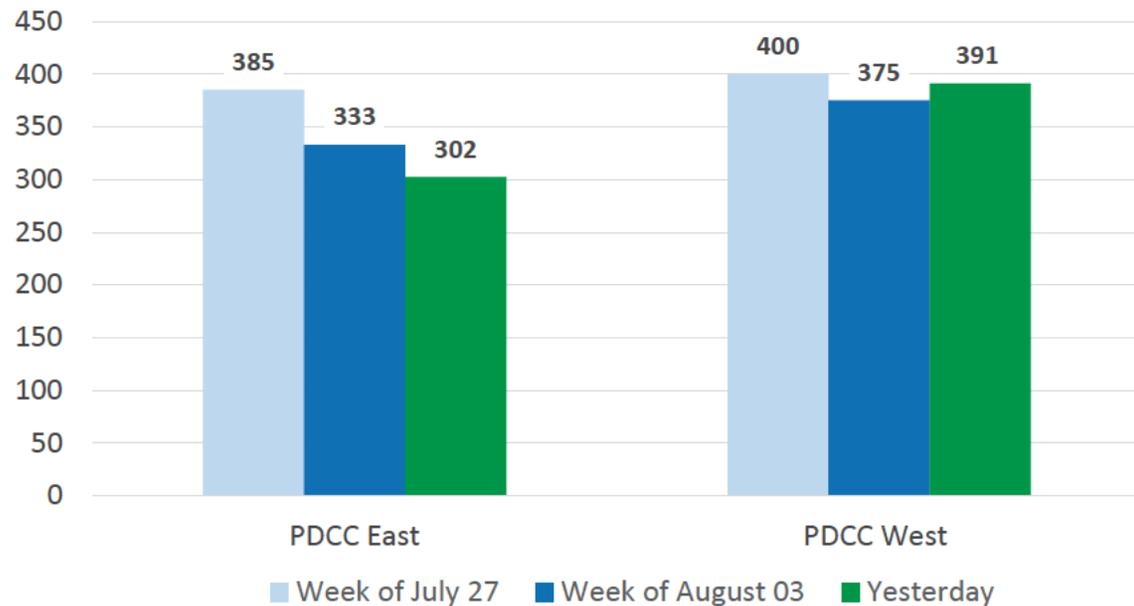
November 30, 2020

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, 284 (54% of fully staffed)
 - PDCC West, 373 (66% of fully staffed)

Paper Data Capture Staffing by Center

Total Staff: 693 yesterday, -47 from last Wednesday's report



Periodic Performance Management Reports

2020 Census: Paper Data Capture

Status:

● On Track

Data current as of:

August 12, 2020

Start Date:

March 12, 2020

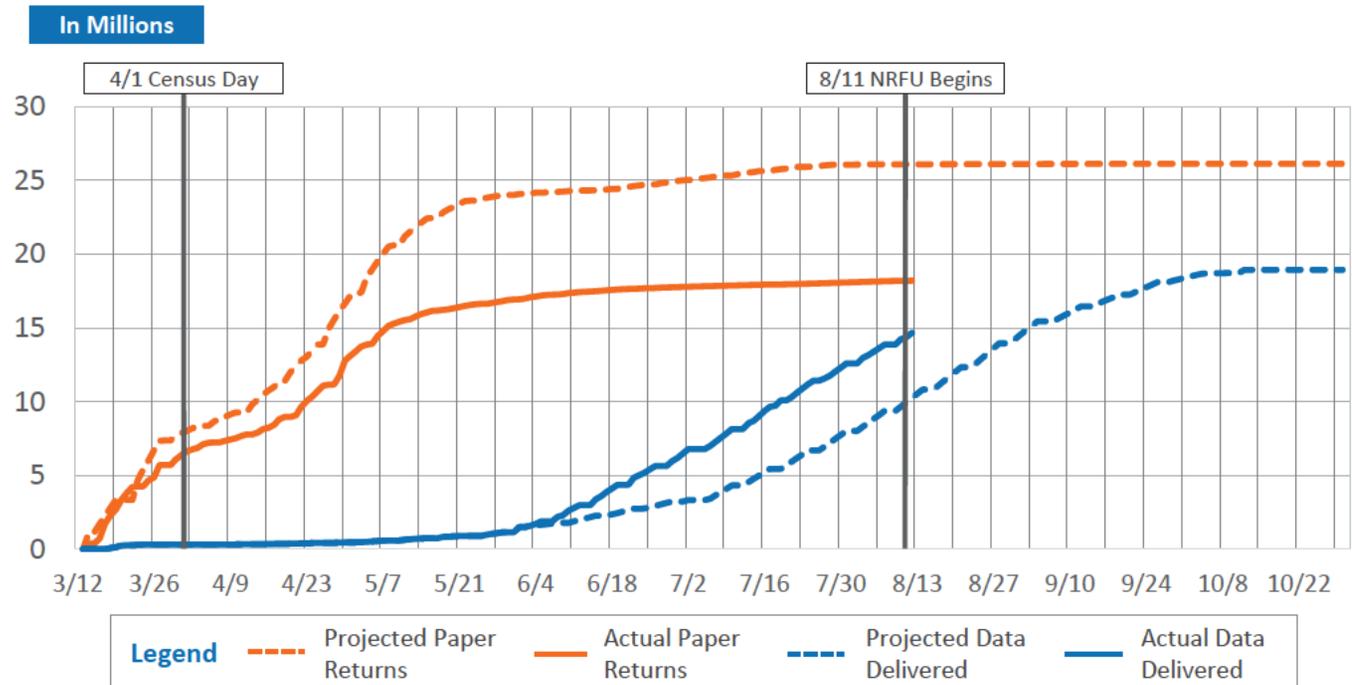
Completion Date:

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	18,199,688	7,616,992	0	8,413,840	2,168,856
Questionnaires checked in	18,842,342	7,913,045	13,037	8,662,622	2,253,638
Questionnaires scanned	16,480,270	7,619,035	19,449	7,161,267	1,680,519
Questionnaires data delivered	14,929,961	7,019,677	10,519	6,640,038	1,259,727

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

8/12/20

Universe	Count
Total TEA 1 + TEA 6	18,199,688
Total TEA 1	17,123,921
Internet First Panel	8,076,963
Cohort 1	2,608,719
Cohort 2	1,949,786
Cohort 3	1,931,188
Cohort 4	1,587,270
Internet Choice Panel	8,946,173
Mailing 1 package	7,970,221
Mailing 4 package	975,952
NRFU Supplemental	100,785
Total TEA 6	1,075,767
Stateside	792,335
Puerto Rico	283,432

Sources: IPTS Reports and UTS 9753



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Inbound Paper Returns by Language

8/12/20

Universe	Count
Total TEA 1 + TEA 6	18,199,688
Total TEA 1	17,123,921
Internet First Panel	8,076,963
English	7,490,711
Bilingual	586,252
Internet Choice Panel	8,946,173
English	7,722,076
Bilingual	1,224,097
NRFU Supplemental	100,785
English	94,882
Bilingual	5,903
Total TEA 6	1,075,767
Stateside	792,335
English	723,163
Bilingual	69,172
Puerto Rico	283,432

Sources: IPTS Reports and UTS 9753



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TEA 1 and TEA 6 Daily Update

Date: August 12, 2020

Self-Response Mode		
	Prior Day	Today
Mode	8/11/20	8/12/20
Internet	80,632,914	80,737,502
Paper	14,059,376	14,266,600
Phone	1,509,147	1,520,386
Total Responses All Modes	96,201,437	96,524,488

Paper Response Activity		
Unprocessed Paper Responses	4,066,978	3,867,191
Processed Paper Responses	14,118,921	14,332,497
Total Paper Responses	18,185,899	18,199,688

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	8/5	8/6	8/7	8/8	8/9	8/10	8/11	PTD
English	English	90	662	12	443	1,774	249	24	20,335
	English Puerto Rico	3	0	0	0	1	2	0	31
	Total	93	662	12	443	1,775	251	24	20,366
Spanish	Spanish	66	1	0	0	22	22	1	1,257
	Spanish Puerto Rico	14	0	0	0	7	7	0	242
	Total	80	1	0	0	29	29	1	1,499
Non-English Non-Spanish	Arabic	0	0	0	2	3	0	0	111
	Chinese Cantonese	0	0	0	5	2	1	0	257
	Chinese Mandarin	0	2	1	9	8	2	0	162
	French	0	0	0	1	0	0	0	8
	Haitian Creole	0	0	0	0	1	0	0	44
	Japanese	0	0	0	1	1	0	0	22
	Korean	2	0	1	6	3	5	1	419
	Polish	0	1	0	1	0	0	0	44
	Portuguese	0	0	0	1	1	0	0	22
	Russian	0	0	1	2	3	1	0	109
	Tagalog	1	0	0	1	1	0	0	33
	Vietnamese	0	1	0	3	2	0	0	234
	Total	3	4	3	32	25	9	1	1,465
Grand Total		176	667	15	475	1,829	289	26	23,330

*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	22	9,225	1,963	3,186	2,720	492	3,884	132	224
Arabic	0	63	4	0	14	1	9	1	1
Chinese Cantonese	0	86	4	0	13	2	25	3	5
Chinese Mandarin	0	47	19	2	10	4	39	0	0
French	0	3	0	1	2	1	0	0	1
Haitian Creole	0	17	1	0	7	3	5	1	0
Japanese	0	5	0	1	1	1	4	0	0
Korean	1	87	3	12	30	7	11	3	12
Polish	0	14	2	0	5	0	4	0	0
Portuguese	0	10	2	0	1	1	1	0	0
Russian	0	64	2	0	10	2	10	0	3
Tagalog	0	5	2	0	1	1	0	4	0
Vietnamese	0	117	7	1	16	7	29	0	3
Total	23	9,743	2,009	3,203	2,830	522	4,021	144	249

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	65.5%		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	65.7%	English	4,358,622	3,366,006	2,946,751	64.8%	8:54	133,712	419,255	12.5%	4:14
Abandon Rate	12.7%	Spanish	811,548	330,350	306,515	78.1%	14:45	24,875	23,835	7.2%	3:54
Avg. Speed To Abandon	4:08	Non-English Non-Spanish	87,477	70,253	44,987	43.1%	13:09	26,329	25,266	36.0%	5:06
Avg. Handle Time	9:26	TTY	0	37,528	23,481	60.4%	0:56	45,934	14,047	37.4%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,779	4,451	80.1%	5:26	9,288	328	6.9%	5:40
Total Inbound Call Volume	11,039,730	Grand Total	5,275,147	3,808,916	3,326,185	65.5%	9:26	240,138	482,731	12.7%	4:08
IVR Call Volume	10,641,872										
Deflected Calls	6,990,676										
Short Abandons	240,138										
IVR Calls Offered to CSRs	3,493,779										
Direct to CSR Call Volume	315,137										
Actual Calls Offered to CSRs	3,808,916										
Abandon Call Volume	482,731										
CSR Handled Calls	3,326,185										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	50,778		% of Enumerations
Callbacks Handled - English	48,235	English	50.2%
Callbacks Selected - Spanish	664	Spanish	61.1%
Callbacks Handled - Spanish	635	Non-English Non-Spanish	54.1%
		TTY	0.3%
		Group Quarters	0.4%
		Grand Total	50.9%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	100.0%
Deflection Rate	36.1%
Abandon Rate	0.0%
Avg. Speed To Abandon	0:14
Avg. Handle Time	9:39

CQA Total Inbound Call Volume

Total Inbound Call Volume	43,614
IVR Call Volume	40,718
Deflected Calls	14,686
Short Abandons	2,191
IVR Calls Offered to CSRs	25,278
Direct to CSR Call Volume	1,459
Actual Calls Offered to CSRs	26,737
Abandon Call Volume	5
CSR Handled Calls	26,732

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	51,962	24,382	24,382	100.0%	9:16	680	0	0.0%	0:00
Spanish	7,912	1,895	1,895	100.0%	14:30	86	0	0.0%	0:00
Non-English Non-Spanish	1,048	284	284	98.6%	14:28	102	0	0.0%	0:00
TTY	0	160	155	96.9%	1:07	1,296	5	3.1%	0:14
Group Quarters	0	16	16	100.0%	5:08	27	0	0.0%	0:00
Grand Total	60,922	26,737	26,732	100.0%	9:39	2,191	5	0.0%	0:14

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	57.2%
Spanish	60.8%
Non-English Non-Spanish	62.3%
TTY	0.0%
Group Quarters	0.0%
Grand Total	57.1%

Calls from Top 5 States

State	Total Calls Offered	Soft Launch Dates
CA	5,656	7/30, 8/4
TX	3,444	7/31, 8/3, 8/9
NY	2,735	7/30, 8/3, 8/4, 8/5, 8/6, 8/9
PA	2,141	7/23, 7/30, 7/31, 8/1, 8/6
IL	1,998	7/30

Coverage Improvement: Case Summary - PTD



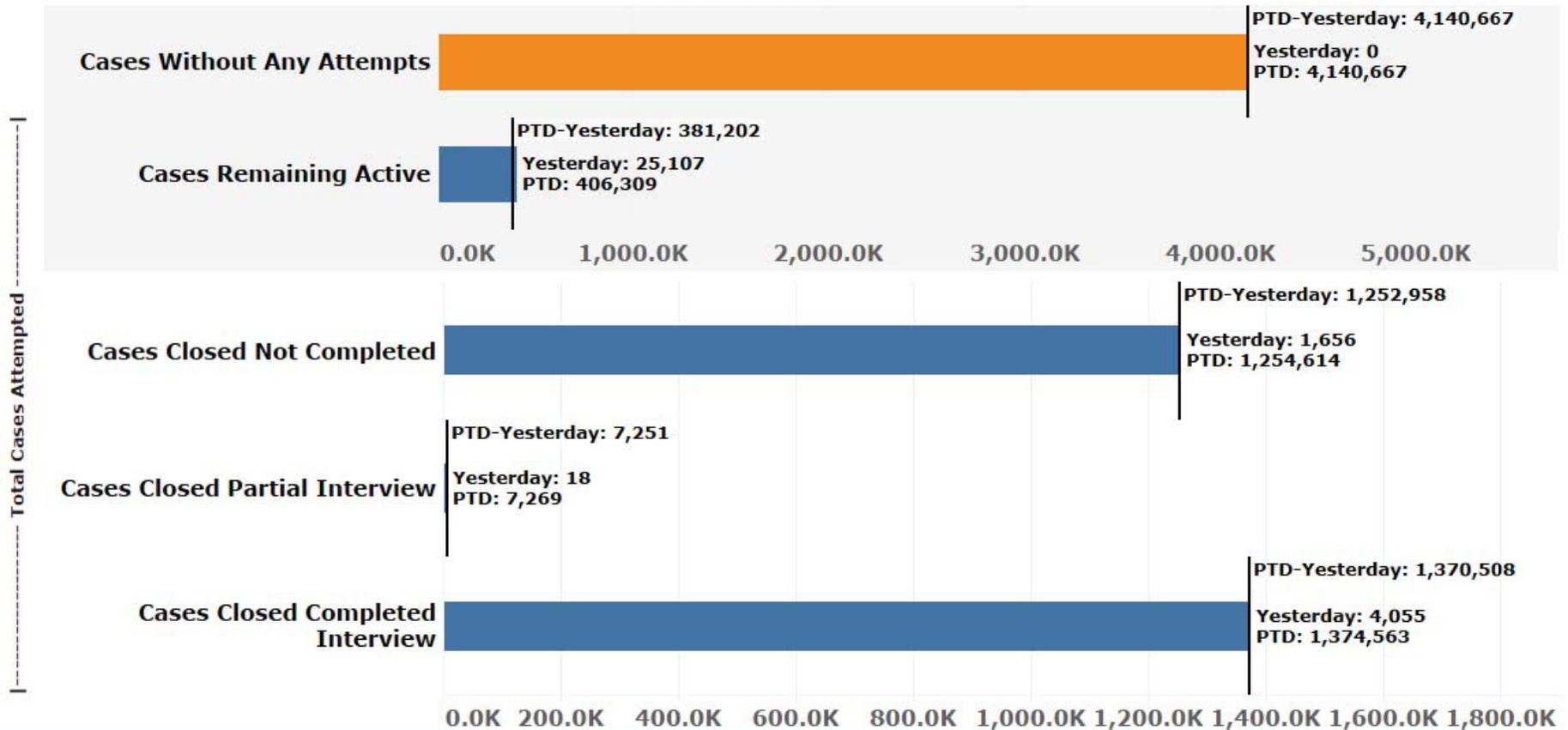
Total Cases Received
7,183,422

Total Number of Attempts
14,613,801

Unique Cases Attempted
3,042,755

Total Cases Closed
2,636,575

Case Summary



Coverage Improvement: Dialer Call Summary - PTD



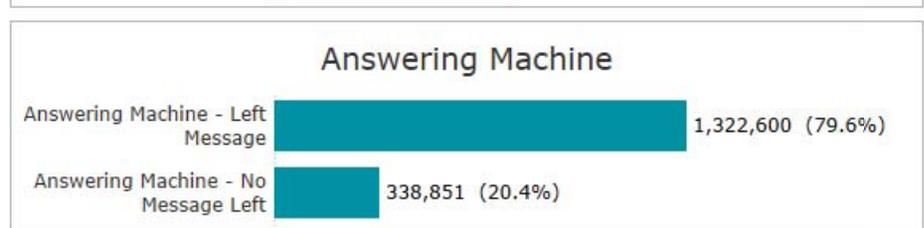
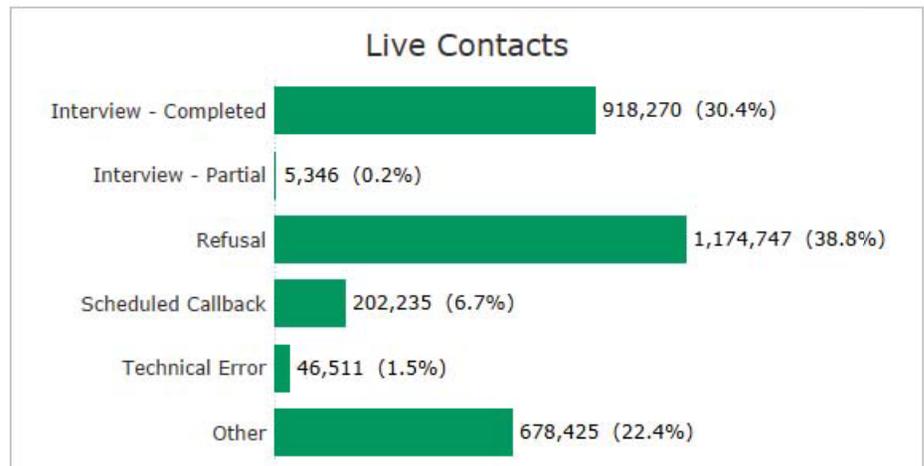
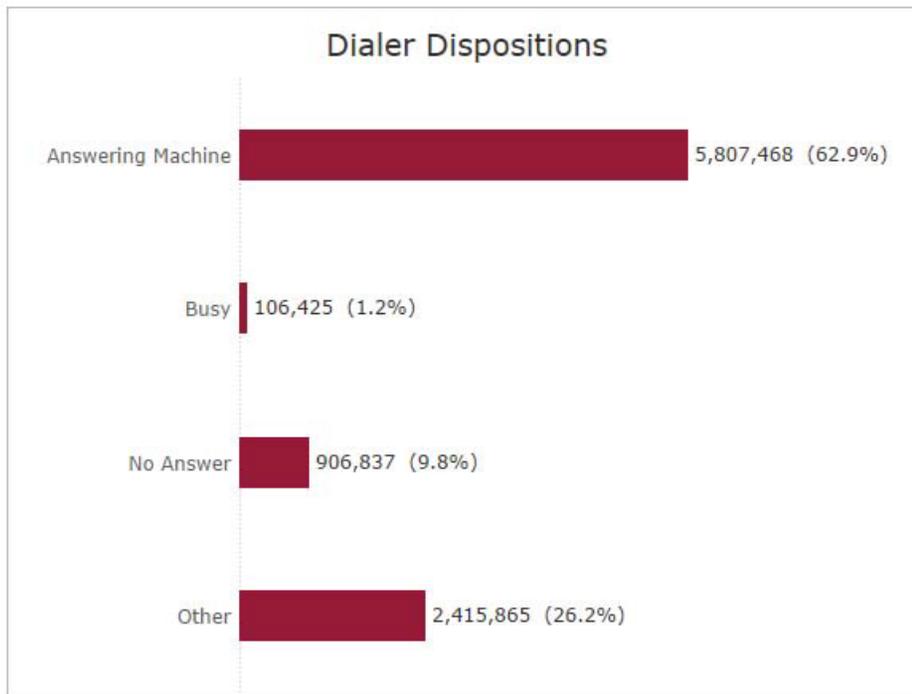
Dial Attempts
13,923,580

Dialer-only Dispositioned Calls
9,236,595 (66.3%)

CSR Dispositioned Calls
4,686,985 (33.7%)

Live Contact Total
3,025,534 (21.7%)

Answering Machine
1,661,451 (11.9%)



Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts
34,162

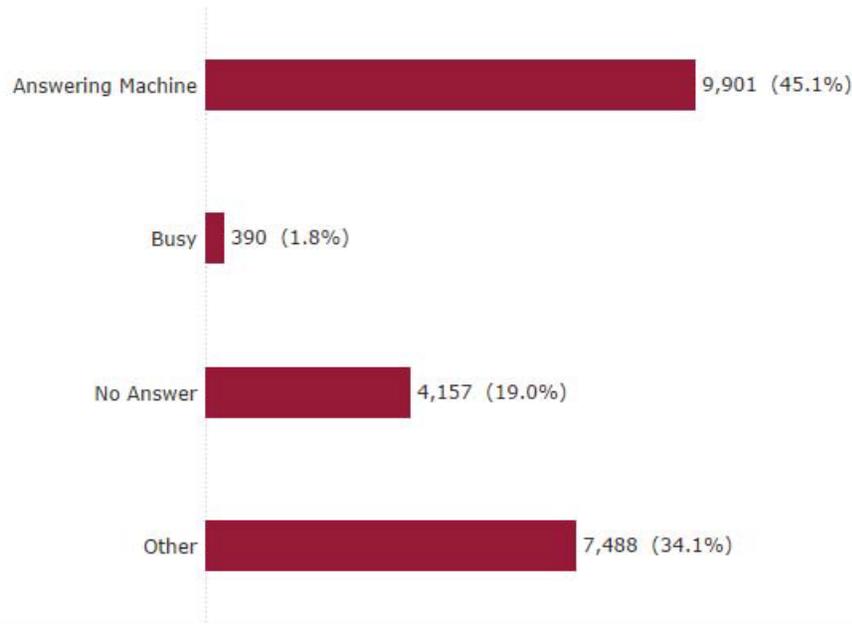
Dialer-only Dispositioned Calls
21,936 (64.2%)

CSR Dispositioned Calls
12,226 (35.8%)

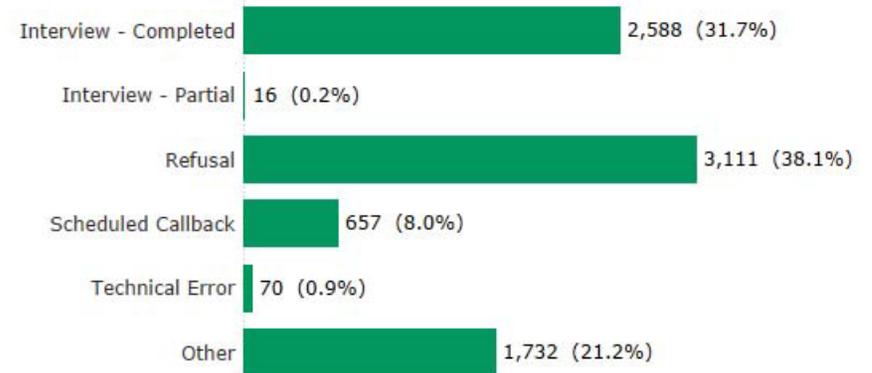
Live Contact Total
8,174 (23.9%)

Answering Machine
4,052 (11.9%)

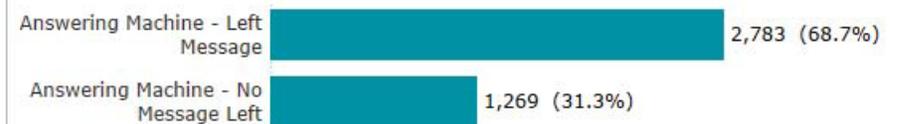
Dialer Dispositions



Live Contacts



Answering Machine



Coverage Improvement: Respondent Callbacks – Trending



	8/11	7 Day Average	Program to Date
Total Respondent Callbacks	4,474	7,378	1,031,578
Abandoned Calls	0	3	332
Short Abandons	1,578	2,847	341,025
Service Level - 30 Seconds	100.0%	99.8%	99.9%
CSR Handled Calls	2,896	4,529	690,221
With Census ID	1,997	3,283	552,767
With Census ID (%)	69.0%	72.5%	80.1%
Without Census ID	899	1,246	137,454
Without Census ID (%)	31.0%	27.5%	19.9%
# Closed Completed	1,469	2,515	457,862
Closed Completed / CSR Handled (%)	50.7%	55.5%	66.3%
Closed Completed / Calls with Census ID (%)	73.6%	76.6%	82.8%
AHT (m:ss)	4:47	4:48	5:34

7 Day Average describes 8/5 through 8/11

Back-up Slides

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?	359,983	1 –	0	12
Can I complete the 2020 Census over the phone?	214,720	2 –	0	5
How do I respond to the Census?	79,979	3 –	0	27
I have more than one home; how do I respond?	71,877	4 –	0	9
Do I need to keep this mail?	70,664	5 –	0	3
I received a paper questionnaire, but I already responded.	66,518	6 –	0	6
Why am I still receiving mail?	60,385	7 –	0	11
Can you mail a questionnaire to me?	55,049	8 –	0	320
How do I answer the race question?	52,682	9 –	0	28
Why do you send so many reminders?	44,637	10 –	0	16

FAQ Title (7 Day)	7 Day Total	7 Day Rank	7 Day Rank Difference (Yesterday)	PTD Rank
I completed the 2020 Census. Why is someone contacting me?	6,416	1 –	0	32
Someone left a Notice of Visit at my door, what do I do?	3,636	2 ▲	3	75
Do I need to keep this mail?	3,593	3 ▼	-1	5
I am moving or have moved; how do I respond?	3,475	4 –	0	16
Can I complete the 2020 Census over the phone?	3,348	5 ▼	-2	2
I received a paper questionnaire, but I already responded.	2,829	6 –	0	6
ONLINE-Have you received my response?	2,324	7 –	0	13
PAPER-Have you received my response?	1,749	8 –	0	31
I have more than one home; how do I respond?	1,716	9 –	0	4
What is the 2020 Census?	1,437	10 ▲	2	12

*7 Day= 7 Day Link Count (8/5 - 8/11)
 *PTD= Program to Date through 8/11

Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	8/11 Total	8/11 Rank	Prior Day Rank Difference	PTD Rank
I completed the 2020 Census. Why is someone contacting me?	1,799	1 -	0	32
Someone left a Notice of Visit at my door, what do I do?	974	2 ▲	1	75
I am moving or have moved; how do I respond?	794	3 ▼	-1	16
Do I need to keep this mail?	761	4 -	0	5
I received a paper questionnaire, but I already responded.	695	5 ▲	1	6
Can I complete the 2020 Census over the phone?	692	6 ▼	-1	2
ONLINE-Have you received my response?	470	7 -	0	13
I have more than one home; how do I respond?	385	8 ▲	1	4
PAPER-Have you received my response?	336	9 ▼	-1	31
I already completed my Census questionnaire, why are you emailing me to do it again?	331	10 -	0	173

*PTD= Program to Date through 8/11

Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(8/11)	(7 Day)	(PTD)	(8/11)	(7 Day)	(PTD)	(8/11)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	55	220	22,947	43	203	21,898	12	17	1,049
2	Is this a scam? - OB	48	147	21,597	45	141	21,120	3	6	477
3	If a college is temporarily closed (including on April 1), where should a college student be counted?	71	112	20,667	63	107	20,449	8	5	218
4	Case Closed – No Action Needed - OB, RC	61	85	5,234	61	85	5,234	0	0	0
5	How do I know you are calling from the Census Bureau? - OB	30	78	20,498	29	76	20,167	1	2	331
6	Why are you calling? - OB	24	75	12,784	22	71	12,534	2	5	250
7	Do I have to complete the follow-up interview? - OB	10	45	5,917	10	42	5,808	0	3	109
8	Which people should I count? - OB	17	34	4,611	16	32	4,505	1	2	106
9	Can you mail a Coverage Improvement questionnaire to me? - OB	7	31	4,246	7	30	4,136	0	1	110
10	Should I count people who are visiting?	15	31	1,962	8	23	1,723	7	8	239

*PTD= Program to Date through 8/11
*7 Day= Rolling 7 Day Average (8/5 - 8/11)

Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate
	Grand Total	3,042,755		Grand Total	3,042,755
		45.4%			45.4%
1	Alaska	3,428	26	Arizona	45,940
2	Washington, D.C.	6,463	27	Wyoming	3,913
3	Washington	57,961	28	Texas	248,444
4	Utah	17,669	29	South Carolina	53,254
5	Oregon	28,758	30	Oklahoma	31,921
6	Vermont	6,024	31	North Carolina	104,785
7	Minnesota	52,050	32	Montana	8,245
8	New York	181,759	33	Kentucky	42,330
9	Virginia	96,617	34	Tennessee	63,176
10	South Dakota	7,355	35	Hawaii	11,903
11	Nebraska	17,061	36	New Jersey	102,104
12	Kansas	27,372	37	California	333,779
13	Maryland	66,597	38	Michigan	103,268
14	New Mexico	14,551	39	Ohio	106,755
15	Missouri	54,247	40	Maine	11,890
16	North Dakota	6,173	41	Connecticut	43,074
17	Massachusetts	79,700	42	Illinois	130,395
18	Wisconsin	52,403	43	Arkansas	29,394
19	Idaho	13,448	44	Delaware	8,854
20	Colorado	44,375	45	Pennsylvania	125,762
21	Georgia	112,196	46	Alabama	58,584
22	Indiana	62,546	47	Rhode Island	9,265
23	New Hampshire	12,708	48	Mississippi	39,984
24	Iowa	28,950	49	Nevada	19,427
25	Florida	189,859	50	Louisiana	51,084
			51	West Virginia	14,955

Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	Grand Total	14,476,347	552,767	3.8%		Grand Total	14,476,347	552,767	3.8%
1	Alaska	14,008	719	5.1%	26	Maine	54,756	2,110	3.9%
2	Minnesota	244,742	11,625	4.7%	27	Illinois	623,255	23,921	3.8%
3	Wisconsin	247,597	11,670	4.7%	28	North Carolina	495,780	18,992	3.8%
4	Oregon	131,441	6,163	4.7%	29	Oklahoma	146,393	5,567	3.8%
5	Washington	264,164	12,092	4.6%	30	Arizona	220,196	8,265	3.8%
6	Colorado	210,057	9,299	4.4%	31	Kentucky	198,106	7,281	3.7%
7	Ohio	502,605	21,913	4.4%	32	Connecticut	208,505	7,636	3.7%
8	Vermont	26,710	1,148	4.3%	33	Wyoming	18,946	692	3.7%
9	Indiana	287,034	12,199	4.3%	34	Delaware	42,205	1,539	3.6%
10	Utah	84,010	3,547	4.2%	35	Tennessee	298,861	10,823	3.6%
11	Missouri	251,311	10,422	4.1%	36	Texas	1,189,135	42,749	3.6%
12	New Hampshire	59,818	2,470	4.1%	37	Georgia	535,964	19,218	3.6%
13	Virginia	450,100	18,405	4.1%	38	New Jersey	508,306	18,136	3.6%
14	Idaho	62,913	2,563	4.1%	39	New York	850,789	30,312	3.6%
15	Washington, D.C.	28,839	1,170	4.1%	40	California	1,649,696	58,725	3.6%
16	Iowa	138,796	5,564	4.0%	41	Hawaii	57,408	2,025	3.5%
17	Massachusetts	377,456	15,119	4.0%	42	South Carolina	249,812	8,803	3.5%
18	Pennsylvania	598,773	23,932	4.0%	43	Rhode Island	44,593	1,560	3.5%
19	Maryland	312,326	12,482	4.0%	44	New Mexico	67,924	2,373	3.5%
20	Michigan	490,556	19,564	4.0%	45	Arkansas	139,617	4,823	3.5%
21	Kansas	128,357	5,103	4.0%	46	North Dakota	29,181	992	3.4%
22	South Dakota	35,018	1,386	4.0%	47	Nevada	96,319	3,236	3.4%
23	Florida	888,740	34,969	3.9%	48	Alabama	284,085	9,303	3.3%
24	Montana	40,014	1,571	3.9%	49	West Virginia	70,829	2,301	3.2%
25	Nebraska	80,960	3,148	3.9%	50	Louisiana	247,597	7,422	3.0%
					51	Mississippi	191,744	5,720	3.0%

TEA 1 and TEA 6, Usual Daily Update

Date: August 12, 2020

Self-Response Mode		
	Prior Day	Today
Mode	8/11/20	8/12/20
Internet	80,632,914	80,737,502
Paper	14,059,376	14,266,600
Phone	1,509,147	1,520,386
Total Responses All Modes	96,201,437	96,524,488

Paper Response Activity		
Unprocessed Paper Responses	4,126,523	3,933,088
Processed Paper Responses	14,059,376	14,266,600
Total Paper Responses	18,185,899	18,199,688

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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