

Self-Response Operations Reporting

8/14/20



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Mailing Status

8/14/20

- Mailing 7
 - Workload cut 8/11, DSSD review completed
 - Data delivered to RRD 8/13
 - Full production start scheduled for 8/17
 - Addressed/mailed in priority order on a flow basis using leftover questionnaire packages (estimated 16.6 M available)
 - Anticipated in-home dates 8/22-9/15

Mailing 7 Priority Categories

	Priority 1	2,901,158	Nonresponding HUs erroneously removed from Mailing 4* and NRFU Supplemental nonresponders. *(Internet First with no questionnaire sent and Internet Choice with only Mailing 1 questionnaire sent)
	English	2,602,219	
	Bilingual	298,939	
	Priority 2	9,140,110	Tract self-response rate 60% or lower.
	English	7,352,142	
	Bilingual	1,787,968	
	Priority 3	4,136,988	Tract self-response rate between 60.01% and 65.00%.
	English	3,655,654	
	Bilingual	481,334	
	Priority 4	1,842,744	Tract self-response rate between 65.01% and 67.00%.
	English	1,692,173	
	Bilingual	150,571	
	Priority 5	2,643,533	Tract self-response rate between 67.01% and 70.00%.
	English	2,475,520	
	Bilingual	168,013	
	Priority 6	6,560,891	Tract self-response rate between 70.01% and 80.00%.
	English	6,382,018	
	Bilingual	178,873	
	Priority 7	1,673,684	Tract self-response rate between 80.01% and 100.00%.
	English	1,669,862	
	Bilingual	3,822	

-  Will definitely receive a package.
-  Likely to receive a package.
-  Not likely to receive a package.
-  Not expected to receive a package.

All nonresponding TEA 1 HUs in tracts with a self-response rate of 65% or lower will have received two paper questionnaires by the end of Mailing 7 (Internet Choice HUs in Mailings 1 and 4, and Internet First HUs in Mailings 4 and 7).

Note: The self-response rate used for prioritization was the TEA 1 self-response rate on 7/28/2020.

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%	97,511,327	100.00%	96,207,497	100.00%	1,303,830
	Internet	83.25%	81,178,540	83.42%	80,251,727	71.08%	926,813
	Paper	15.16%	14,783,212	15.00%	14,435,292	26.68%	347,920
	Phone	1.59%	1,549,575	1.58%	1,520,478	2.23%	29,097

Report Run Date:
8/14/2020 8:18:50 AM ET
Data updated by CDL on:
8/14/2020 3:30:45 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 2.6 M unprocessed
paper responses, total
responding HUs = 92.2 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.



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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	89,585,532	95,955,150	80,048,264	1,517,667	14,389,219
Internet First Panel	112,348,205	73,717,873	78,997,806	71,528,801	1,278,564	6,190,441
English	104,241,135	69,309,491	74,117,146	67,046,276	1,152,554	5,918,316
Bilingual	8,107,070	4,408,382	4,880,660	4,482,525	126,010	272,125
Internet Choice Panel	30,498,663	15,867,659	16,957,344	8,519,463	239,103	8,198,778
English	25,256,241	13,437,336	14,300,718	6,854,672	183,055	7,262,991
Bilingual	5,242,422	2,430,323	2,656,626	1,664,791	56,048	935,787

Report Run Date:
08/14/2020 8:23:54 AM ET
Data updated by CDL on:
8/14/2020 3:59:02 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.00%	14.00%

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	15,445,632	100.00%	86,023
<i>Total Resolved</i>	14,449,333	93.55%	191,635
Resolved in Automated	12,787,628	83.00%	73,341
Resolved in Clerical	1,661,705	10.79%	118,294
<i>Resolved in Manual</i>	1,436,046	9.32%	10,320
<i>Resolved in OBAV</i>	106,541	0.69%	2,068
<i>Referred to FV</i>	119,118	0.77%	105,906

Data updated by CDL on:
8/14/2020 3:58:50 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	14,445,632	100.00%	86,023
<i>Remaining Clerical Work</i>	996,299	6.45%	-105,612
Manual Processing Backlog	206,729	1.34%	-7,085
<i>Not Started</i>	125,133	0.81%	-5,271
<i>Waiting for QC</i>	81,596	0.53%	-1,814
OBAV Backlog	789,570	5.11%	-98,527
<i>Not Started</i>	740,648	4.80%	-98,855
<i>Waiting for QC</i>	48,922	0.32%	328

Data updated by CDL on:
8/14/2020 3:58:50 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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Paper Data Capture Update

As of 8/14/20

- 18.2 M inbound paper forms
 - 7.6 M PDCC East
 - 10.6 M PDCC West
- 18.8 M paper forms have been checked in
- 16.6 M paper questionnaires have been scanned
 - 7.5 M PDCC East
 - 9.1 M PDCC West
- Staffing for Thursday, 8/13

Location	People	FTE
Total, Both PDCCs	698	660
PDCC East	304	285
PDCC West	394	375

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 14, 2020

Self-Response Mode		
	Prior Day	Today
Mode	8/13/20	8/14/20
Internet	80,845,844	80,975,077
Paper	14,523,031	14,737,139
Phone	1,533,108	1,546,764
Total Responses All Modes	96,901,983	97,258,980

Paper Response Activity		
Unprocessed Paper Responses	3,611,838	3,388,940
Processed Paper Responses	14,597,610	14,822,942
Total Paper Responses	18,209,448	18,211,882

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	8/7	8/8	8/9	8/10	8/11	8/12	8/13	PTD
English	English	12	443	1,774	249	24	22	22	20,379
	English Puerto Rico	0	0	1	2	0	0	0	31
	Total	12	443	1,775	251	24	22	22	20,410
Spanish	Spanish	0	0	22	22	1	0	2	1,259
	Spanish Puerto Rico	0	0	7	7	0	0	0	242
	Total	0	0	29	29	1	0	2	1,501
Non-English Non-Spanish	Arabic	0	2	3	0	0	1	2	114
	Chinese Cantonese	0	5	2	1	0	0	0	257
	Chinese Mandarin	1	9	8	2	0	1	1	164
	French	0	1	0	0	0	0	0	8
	Haitian Creole	0	0	1	0	0	0	0	44
	Japanese	0	1	1	0	0	0	1	23
	Korean	1	6	3	5	1	1	1	421
	Polish	0	1	0	0	0	0	0	44
	Portuguese	0	1	1	0	0	0	0	22
	Russian	1	2	3	1	0	1	0	110
	Tagalog	0	1	1	0	0	0	0	33
	Vietnamese	0	3	2	0	0	0	0	234
	Total	3	32	25	9	1	4	5	1,474
Grand Total		15	475	1,829	289	26	26	29	23,385

*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	24	9,386	2,128	2,468	3,095	522	3,910	132	227
Arabic	1	63	4	0	14	1	9	1	1
Chinese Cantonese	0	86	4	0	13	2	25	3	5
Chinese Mandarin	1	48	19	0	10	4	41	0	0
French	0	3	1	0	2	1	0	0	1
Haitian Creole	0	17	1	0	7	3	5	1	0
Japanese	1	5	0	0	2	1	4	0	0
Korean	1	90	5	5	32	7	12	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	1	117	7	0	16	7	29	0	3
Total	29	9,908	2,177	2,473	3,208	552	4,050	144	252

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	66.1%		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	65.4%	English	4,498,106	3,425,111	3,005,856	65.4%	8:54	135,332	419,255	12.2%	4:14
Abandon Rate	12.5%	Spanish	832,842	334,806	310,971	78.4%	14:44	25,035	23,835	7.1%	3:54
Avg. Speed To Abandon	4:08	Non-English Non-Spanish	90,153	70,842	45,571	43.5%	13:11	26,687	25,271	35.7%	5:06
Avg. Handle Time	9:26	TTY	0	37,909	23,846	60.7%	0:56	49,164	14,063	37.1%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,817	4,489	80.2%	5:26	9,325	328	6.8%	5:40
Total Inbound Call Volume	11,145,565	Grand Total	5,438,601	3,873,485	3,390,733	66.1%	9:26	245,543	482,752	12.5%	4:08
IVR Call Volume	10,740,476										
Deflected Calls	7,026,537										
Short Abandons	245,543										
IVR Calls Offered to CSRs	3,554,771										
Direct to CSR Call Volume	318,714										
Actual Calls Offered to CSRs	3,873,485										
Abandon Call Volume	482,752										
CSR Handled Calls	3,390,733										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	50,778		% of Enumerations
Callbacks Handled - English	48,235	English	50.4%
Callbacks Selected - Spanish	664	Spanish	61.1%
Callbacks Handled - Spanish	635	Non-English Non-Spanish	54.3%
		TTY	0.3%
		Group Quarters	0.4%
		Grand Total	51.0%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	99.9%
Deflection Rate	36.7%
Abandon Rate	0.0%
Avg. Speed To Abandon	0:12
Avg. Handle Time	9:23

CQA Total Inbound Call Volume

Total Inbound Call Volume	56,812
IVR Call Volume	52,852
Deflected Calls	19,422
Short Abandons	2,939
IVR Calls Offered to CSRs	32,520
Direct to CSR Call Volume	1,931
Actual Calls Offered to CSRs	34,451
Abandon Call Volume	10
CSR Handled Calls	34,441

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	81,380	31,361	31,361	100.0%	9:00	838	0	0.0%	0:00
Spanish	12,454	2,591	2,591	100.0%	14:08	85	0	0.0%	0:00
Non-English Non-Spanish	1,547	280	279	97.1%	15:19	265	1	0.4%	0:18
TTY	0	199	190	95.5%	1:10	1,733	9	4.5%	0:11
Group Quarters	0	20	20	95.0%	4:37	18	0	0.0%	0:00
Grand Total	95,381	34,451	34,441	99.9%	9:23	2,939	10	0.0%	0:12

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	56.5%
Spanish	60.2%
Non-English Non-Spanish	66.3%
TTY	0.0%
Group Quarters	0.0%
Grand Total	56.5%

Calls from Top 5 States

State	Total Calls Offered
CA	7,686
TX	4,189
NY	3,676
PA	2,293
IL	2,259
Total	20,103

8/14/2020

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

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