

Self-Response Operations Reporting

8/17/20



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Self-Responses by Mode

8/17/20

Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	98,424,484	98,546,430	121,946	100.0
Internet	81,728,397	81,844,038	115,641	94.8
Paper	15,107,285	15,107,285	0	0.0
Phone	1,588,802	1,595,107	6,305	5.2
TEA 1	96,729,652	96,847,386	117,734	100.0
Internet	80,495,002	80,606,650	111,648	94.8
Paper	14,692,946	14,692,946	0	0.0
Phone	1,541,704	1,547,790	6,086	5.2
TEA 6 Stateside	1,329,664	1,331,969	2,305	100.0
Internet	932,097	934,237	2,140	92.8
Paper	367,923	367,923	0	0.0
Phone	29,644	29,809	165	7.2
TEA 6 PR	365,168	367,075	1,907	100.0
Internet	301,298	303,151	1,853	97.2
Paper	46,416	46,416	0	0.0
Phone	17,454	17,508	54	2.8



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TEA 1 and TEA 6 Paper Processing

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<i>Paper Responses, Processed Sufficient and Unprocessed</i>			
TEA	Yesterday	Today	Processing Distribution
Total			
Paper (all)	18,235,501	18,236,801	
Processed	15,107,285	15,107,285	82.8
Unprocessed	3,128,216	3,129,516	17.2
TEA 1			
Paper (all)	17,151,978	17,153,081	
Processed	14,692,946	14,692,946	85.7
Unprocessed	2,459,032	2,460,135	14.3
TEA 6 Stateside			
Paper (all)	796,324	796,487	
Processed	367,923	367,923	46.2
Unprocessed	428,401	428,564	53.8
TEA 6 PR			
Paper (all)	287,199	287,233	
Processed	46,416	46,416	16.2
Unprocessed	240,783	240,817	83.8



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	15,645,042	100.00%	199,410
<i>Total Resolved</i>	14,686,453	93.87%	237,120
Resolved in Automated	12,950,541	82.78%	162,913
Resolved in Clerical	1,735,912	11.10%	74,207
<i>Resolved in Manual</i>	1,452,779	9.29%	16,733
<i>Resolved in OBAV</i>	283,133	1.81%	57,474
<i>Remaining Clerical Work</i>	958,589	6.13%	-37,710
Manual Processing Backlog	206,129	1.32%	-600
OBAV Backlog	752,460	4.81%	-37,110

Data updated by CDL on:
8/17/2020 4:23:31 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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Inbound: Call Summary - PTD

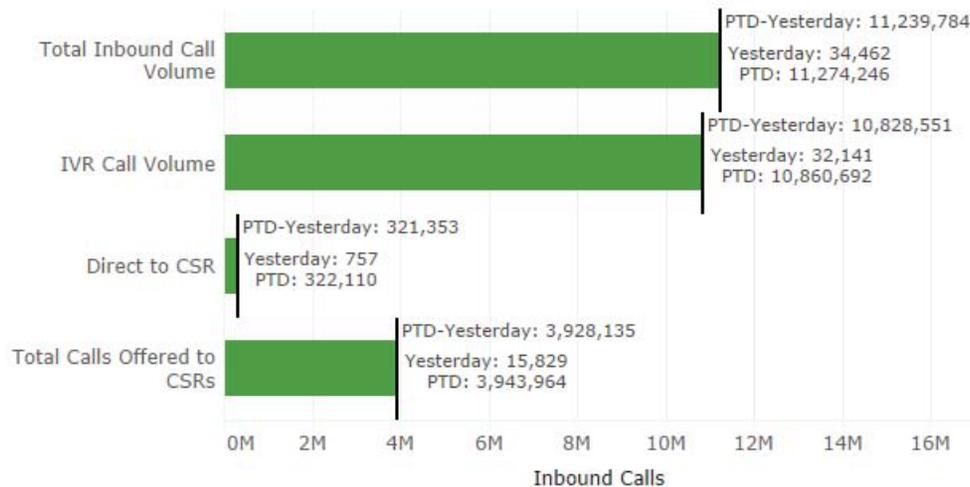
Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	10,505,687	11,274,246
Deflection Rate	47.0%	65.2%
Service Level - 30 Seconds	80.0%	66.5%
AHT	9:04	9:26

Inbound Call Volume



Calls Offered to CSRs by Language

Language	8/16	PTD
English	14,687	3,486,924
English Puerto Rico	12	3,001
Spanish	759	299,572
Spanish Puerto Rico	200	40,032
Chinese Mandarin	0	11,271
Chinese Cantonese	0	9,771
Vietnamese	0	13,146
Korean	0	12,961
Russian	0	6,831
Arabic	0	4,114
Tagalog	0	2,672
Polish	0	2,456
French	0	1,190
Haitian Creole	0	2,617
Portuguese	0	1,840
Japanese	0	2,290
TTY	170	38,446
Group Quarters	1	4,830
Total	15,829	3,943,964

Supplemental Slides



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



Call Language Group	Call Language Line	8/10	8/11	8/12	8/13	8/14	8/15	8/16	PTD
English	English	249	24	22	22	28	1,404	4,337	26,148
	English Puerto Rico	2	0	0	0	0	2	5	38
	Total	251	24	22	22	28	1,406	4,342	26,186
Spanish	Spanish	22	1	0	2	3	49	125	1,436
	Spanish Puerto Rico	7	0	0	0	1	15	28	286
	Total	29	1	0	2	4	64	153	1,722
Non-English Non-Spanish	Arabic	0	0	1	2	0	5	5	124
	Chinese Cantonese	1	0	0	0	0	9	5	271
	Chinese Mandarin	2	0	1	1	3	26	20	213
	French	0	0	0	0	0	2	0	10
	Haitian Creole	0	0	0	0	0	1	1	46
	Japanese	0	0	0	1	0	0	0	23
	Korean	5	1	1	1	0	11	4	436
	Polish	0	0	0	0	0	8	1	53
	Portuguese	0	0	0	0	0	1	3	26
	Russian	1	0	1	0	0	5	5	120
	Tagalog	0	0	0	0	0	0	2	35
	Vietnamese	0	0	0	0	0	3	7	244
	Total	9	1	4	5	3	71	53	1,601
Grand Total		289	26	26	29	35	1,541	4,548	29,509

*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	66.5%		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	65.2%	English	4,609,475	3,489,925	3,070,166	65.8%	8:54	137,045	419,759	12.0%	4:13
Abandon Rate	12.3%	Spanish	849,738	339,604	315,715	78.6%	14:45	25,196	23,889	7.0%	3:54
Avg. Speed To Abandon	4:08	Non-English Non-Spanish	91,301	71,159	45,885	43.7%	13:12	27,131	25,274	35.5%	5:06
Avg. Handle Time	9:26	TTY	0	38,446	24,361	61.2%	0:56	53,734	14,085	36.6%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,830	4,502	80.2%	5:26	9,353	328	6.8%	5:40
Total Inbound Call Volume	11,274,246	Grand Total	5,568,014	3,943,964	3,460,629	66.5%	9:26	252,459	483,335	12.3%	4:08
IVR Call Volume	10,860,692										
Deflected Calls	7,077,823										
Short Abandons	252,459										
IVR Calls Offered to CSRs	3,621,854										
Direct to CSR Call Volume	322,110										
Actual Calls Offered to CSRs	3,943,964										
Abandon Call Volume	483,335										
CSR Handled Calls	3,460,629										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	50,798		% of Enumerations
Callbacks Handled - English	48,251	English	50.5%
Callbacks Selected - Spanish	678	Spanish	61.2%
Callbacks Handled - Spanish	649	Non-English Non-Spanish	54.4%
		TTY	0.3%
		Group Quarters	0.4%
		Grand Total	51.1%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	58.3%
Deflection Rate	52.0%
Abandon Rate	3.0%
Avg. Speed To Abandon	1:14
Avg. Handle Time	9:26

CQA Total Inbound Call Volume

Total Inbound Call Volume	34,462
IVR Call Volume	32,141
Deflected Calls	16,700
Short Abandons	1,933
IVR Calls Offered to CSRs	15,072
Direct to CSR Call Volume	757
Actual Calls Offered to CSRs	15,829
Abandon Call Volume	473
CSR Handled Calls	15,356

CQA Humanify Call Back Volume

Callbacks Selected - English	20
Callbacks Handled - English	16
Callbacks Selected - Spanish	14
Callbacks Handled - Spanish	14

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	22,653	14,699	14,277	57.7%	9:05	342	422	2.9%	1:12
Spanish	3,423	959	920	62.1%	16:10	34	39	4.1%	1:42
Non-English Non-Spanish	0	0	0	0.0%	0:00	146	0	0.0%	0:00
TTY	0	170	158	92.4%	1:05	1,405	12	7.1%	0:40
Group Quarters	0	1	1	0.0%	4:01	6	0	0.0%	0:00
Grand Total	26,076	15,829	15,356	58.3%	9:26	1,933	473	3.0%	1:14

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	61.1%
Spanish	69.6%
Non-English Non-Spanish	0.0%
TTY	0.6%
Group Quarters	0.0%
Grand Total	61.0%

Calls from Top 5 States

State	Total Calls Offered
CA	4,438
NY	2,670
TX	2,373
FL	1,579
PA	1,408
Total	12,468
% of Total Calls	36.2%