

# Self-Response Reporting

## Weekly Content

### 8/19/20



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# Mailing Status

8/19/20

- • Mailing 7
  - Addressing began 8/17
  - Addressed and mailed in priority order on a flow basis
  - First mail dispatch will be Friday, 8/21
    - All Priority 1 and some Priority 2 packages will be dispatched on 8/21
  - Anticipated in-home dates 8/22 - 9/15
    - Actual end date depends on package volume and production speed; will likely be earlier than 9/15

<b>MAILING 7 Priority Categories</b>	<b>Final Workload Counts</b>	<b>Imaged (Addressing Complete)</b>
Priority 1	2,901,158	1,345,783
Priority 2	9,140,110	
Priority 3	4,136,988	
Priority 4	1,842,744	
Priority 5	2,643,533	
<b>TOTAL, PRIORITY 1-5</b>	<b>20,664,533</b>	<b>1,345,783</b>

# Periodic Performance Management Reports

## 2020 Census: Response by Mode and Type of Enumeration Area

**Status:**

● On Track

**Data current as of:**

August 19, 2020

**Start Date:**

March 24, 2020

**Completion Date:**

September 30, 2020

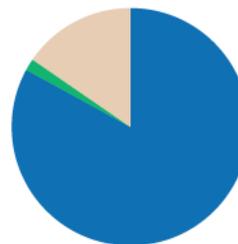
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
<b>Total</b>	97,530,135	100%	1,358,562	100%	379,876	100%
<b>Internet</b>	80,918,991	83.0%	940,168	69.2%	309,515	81.5%
<b>Phone</b>	1,581,085	1.6%	30,656	2.3%	17,919	4.7%
<b>Paper</b>	15,030,059	15.4%	387,738	28.5%	52,442	13.8%

**Notes:**

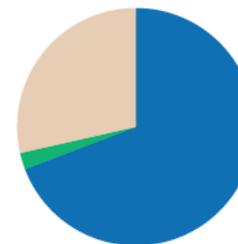
**TEA 1 Initial Universe:**

- Including 2.1 M unprocessed paper responses, total responding HUs = 92.8 M
- For internet and phone response, 85.8% is ID and 14.2% is non-ID.

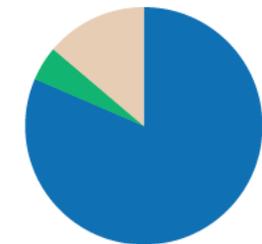
Self-Response



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
<b>Total Non-ID Cases</b>	15,905,566	100.00%	124,484
<b><i>Total Resolved</i></b>	14,937,839	93.92%	119,088
Resolved in Automated	13,176,359	82.84%	106,554
Resolved in Clerical	1,761,480	11.07%	12,534
<i>Resolved in Manual</i>	1,414,269	92.29%	12,534
<i>Resolved in OBAV</i>	102,141	0.67%	0
<i>Referred to FV</i>	171,746	1.08%	0

Data updated by CDL on:  
8/19/2020 10:36:54 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*
<b>Resolved in Clerical</b>	1,761,480	100.00%	231,859
<i>Resolved in Manual</i>	1,477,112	83.86%	62,843
Matched	916,887	62.07%	40,366
Uncodable	560,225	37.93%	22,477
<i>Resolved in OBAV</i>	112,622	6.39%	10,481
Verified	3,811	3.38%	21
Matched	108,520	96.36%	10,459
Uncodable	291	0.26%	1
<i>Referred to FV</i>	171,746	9.75%	158,535

\*From last report to CIG on 8/12/2020

As of: August 19, 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
<b>Total Non-ID Cases</b>	15,905,566	100.00%	124,484
<b><i>Remaining Clerical Work</i></b>	967,727	6.08%	5,396
Manual Processing Backlog	195,298	1.23%	-5,261
<i>Not Started</i>	124,746	0.78%	-3,220
<i>Waiting for QC</i>	70,552	0.44%	-2,041
OBAV Backlog	772,429	4.86%	10,657
<i>Not Started</i>	722,608	4.54%	10,407
<i>Waiting for QC</i>	49,821	0.31%	250

Data updated by CDL on:  
8/19/2020 10:36:54 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 Backlog

(as of 8/19/2020)

	Estimated Counts	Percent
<b>Current OBAV Backlog</b>	772,429	100%
<i>AdRec and/or Auto-Resolve (in Not Started)</i>	550,000	71%
<i>Send to FV (in the QC Backlog)</i>	27,000	4%
<i>Remaining OBAV Backlog</i>	195,429	25%
<i>Not Started</i>	172,608	
<i>QC Backlog</i>	22,821	

<b>Removed from the OBAV Backlog</b>	172,000
<b>Sent to FV (Automated push)</b>	159,000
<b>Sent to FV (via Clerical Processing)</b>	13,000



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# Non-ID Processing Workload (Puerto Rico)

	Number	Percent	Change*
<b>Total Non-ID Cases</b>	217,436	100.00%	26,286
<i>Resolved in Clerical</i>	78,784	36.23%	22,977
<i>Remaining Clerical Work</i>	138,652	63.77%	3,218
Manual Processing Backlog	111,400	51.23%	-6,031
<i>Not Started</i>	93,710	43.10%	8,169
<i>Waiting for QC</i>	17,690	8.14%	-14,200
OBAV Backlog	27,252	12.53%	9,340

\*From last report to CIG on 8/12/2020

As of: August 19, 2020 7:43 AM

Sources: Non-ID Daily Cumulative Report,  
OBAV Daily Cumulative Report



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# Periodic Performance Management Reports

## 2020 Census: Paper Data Capture Center Staffing Status

### Status:

● On Track

### Data current as of:

August 19, 2020

### Start Date:

January 21, 2020

### Completion Date:

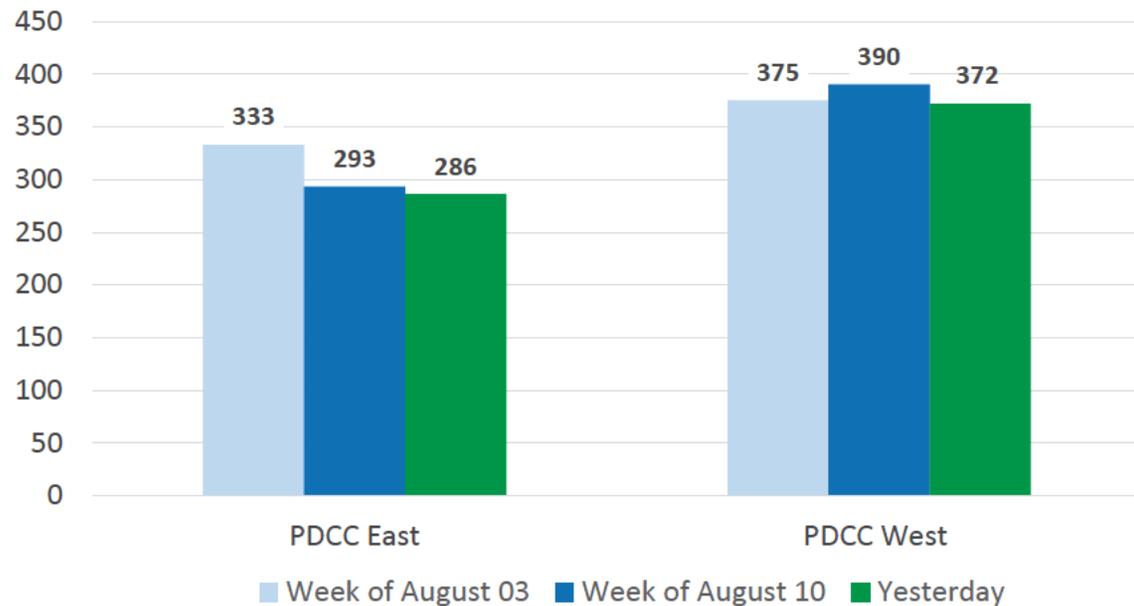
November 30, 2020

### 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, 268 (51% of fully staffed)
  - PDCC West, 355 (63% of fully staffed)

### Paper Data Capture Staffing by Center

Total Staff: 658 yesterday, -35 from last Wednesday's report



# Periodic Performance Management Reports

## 2020 Census: Paper Data Capture

### Status:

● On Track

### Data current as of:

August 19, 2020

### Start Date:

March 12, 2020

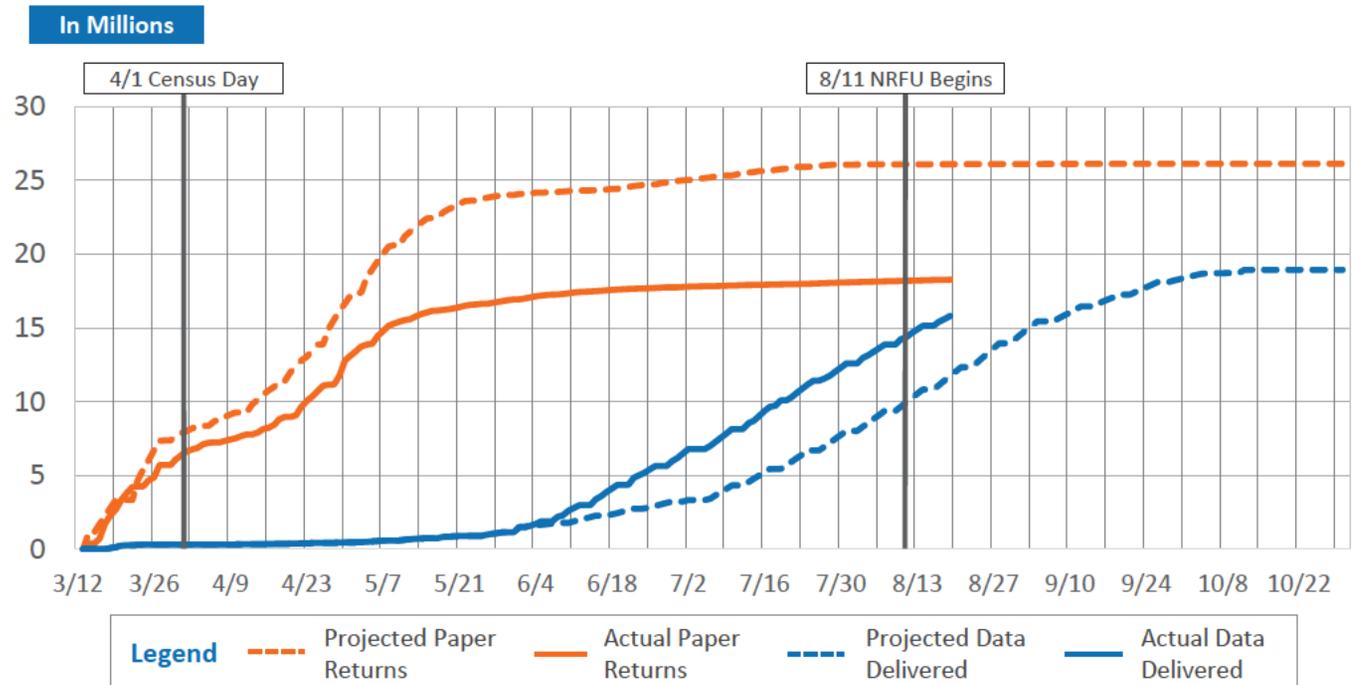
### Completion Date:

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	18,257,856	7,636,471	0	8,438,642	2,182,743
Questionnaires checked in	18,923,001	7,947,467	23,699	8,686,857	2,264,978
Questionnaires scanned	17,704,511	8,173,280	23,699	7,608,037	1,899,495
Questionnaires data delivered	16,120,480	7,550,667	23,199	7,163,839	1,382,775

Sources: Unified Tracking System; Intelligent Mail Barcode Postal Tracking System v2; Integrated Computer Assisted Data Entry



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# Self-Responses by Mode

8/19/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>98,891,346</b>	<b>99,268,573</b>	<b>377,227</b>	<b>100.0</b>
Internet	82,009,252	82,168,674	159,422	42.3
Paper	15,269,513	15,470,239	200,726	53.2
Phone	1,612,581	1,629,660	17,079	4.5
<b>TEA 1</b>	<b>97,175,775</b>	<b>97,530,135</b>	<b>354,360</b>	<b>100.0</b>
Internet	80,765,826	80,918,991	153,165	43.2
Paper	14,845,327	15,030,059	184,732	52.1
Phone	1,564,622	1,581,085	16,463	4.6
<b>TEA 6 Stateside</b>	<b>1,343,089</b>	<b>1,358,562</b>	<b>15,473</b>	<b>100.0</b>
Internet	937,168	940,168	3,000	19.4
Paper	375,679	387,738	12,059	77.9
Phone	30,242	30,656	414	2.7
<b>TEA 6 PR</b>	<b>372,482</b>	<b>379,876</b>	<b>7,394</b>	<b>100.0</b>
Internet	306,258	309,515	3,257	44.0
Paper	48,507	52,442	3,935	53.2
Phone	17,717	17,919	202	2.7

Source: UTS 9700



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



Call Language Group	Call Language Line	8/12	8/13	8/14	8/15	8/16	8/17	8/18	PTD
English	English	22	22	28	1,404	4,337	2,426	25	28,599
	English Puerto Rico	0	0	0	2	5	0	0	38
	<b>Total</b>	<b>22</b>	<b>22</b>	<b>28</b>	<b>1,406</b>	<b>4,342</b>	<b>2,426</b>	<b>25</b>	<b>28,637</b>
Spanish	Spanish	0	2	3	49	125	0	2	1,438
	Spanish Puerto Rico	0	0	1	15	28	1	0	287
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>64</b>	<b>153</b>	<b>1</b>	<b>2</b>	<b>1,725</b>
Non-English Non-Spanish	Arabic	1	2	0	5	5	0	1	125
	Chinese Cantonese	0	0	0	9	5	0	0	271
	Chinese Mandarin	1	1	3	26	20	5	1	219
	French	0	0	0	2	0	0	0	10
	Haitian Creole	0	0	0	1	1	0	0	46
	Japanese	0	1	0	0	0	1	0	24
	Korean	1	1	0	11	4	7	1	444
	Polish	0	0	0	8	1	1	0	54
	Portuguese	0	0	0	1	3	0	0	26
	Russian	1	0	0	5	5	0	1	121
	Tagalog	0	0	0	0	2	0	0	35
	Vietnamese	0	0	0	3	7	1	0	245
	<b>Total</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>71</b>	<b>53</b>	<b>15</b>	<b>4</b>	<b>1,620</b>
<b>Grand Total</b>		<b>26</b>	<b>29</b>	<b>35</b>	<b>1,541</b>	<b>4,548</b>	<b>2,442</b>	<b>31</b>	<b>31,982</b>

\*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	8,440	9,406	2,138	2,460	3,119	524	3,913	134	227
Arabic	11	64	4	0	14	1	9	1	1
Chinese Cantonese	13	86	4	0	13	2	25	3	5
Chinese Mandarin	46	48	20	0	10	4	41	0	0
French	2	3	1	0	2	1	0	0	1
Haitian Creole	2	17	1	0	7	3	5	1	0
Japanese	1	5	0	1	2	1	4	0	0
Korean	18	92	5	2	33	7	13	3	12
Polish	9	14	2	0	5	0	4	0	0
Portuguese	4	10	2	0	2	1	1	0	0
Russian	9	64	2	0	10	2	10	0	3
Tagalog	2	5	2	0	1	1	0	4	0
Vietnamese	12	117	7	0	17	7	29	0	3
<b>Total</b>	<b>8,569</b>	<b>9,931</b>	<b>2,188</b>	<b>2,463</b>	<b>3,235</b>	<b>554</b>	<b>4,054</b>	<b>146</b>	<b>252</b>

# Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	67.1%		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	64.9%	English	4,758,443	3,566,099	3,146,159	66.4%	8:54	138,989	419,940	11.8%	4:13
Abandon Rate	12.0%	Spanish	872,493	345,027	321,109	78.8%	14:45	25,371	23,918	6.9%	3:54
Avg. Speed To Abandon	4:08	Non-English Non-Spanish	95,351	71,982	46,664	44.1%	13:14	27,349	25,318	35.2%	5:06
Avg. Handle Time	9:26	TTY	0	38,929	24,830	61.7%	0:56	58,322	14,099	36.2%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,860	4,531	80.2%	5:25	9,395	329	6.8%	5:39
Total Inbound Call Volume	11,415,770	Grand Total	5,743,788	4,026,897	3,543,293	67.1%	9:26	259,426	483,604	12.0%	4:08
IVR Call Volume	10,993,435										
Deflected Calls	7,129,447										
Short Abandons	259,426										
IVR Calls Offered to CSRs	3,700,876										
Direct to CSR Call Volume	326,021										
Actual Calls Offered to CSRs	4,026,897										
Abandon Call Volume	483,604										
CSR Handled Calls	3,543,293										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	50,798		% of Enumerations
Callbacks Handled - English	48,251	English	50.7%
Callbacks Selected - Spanish	678	Spanish	61.2%
Callbacks Handled - Spanish	649	Non-English Non-Spanish	54.6%
		TTY	0.3%
		Group Quarters	0.4%
		Grand Total	51.3%

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

Service Level - 30 Seconds	99.7%
Deflection Rate	37.7%
Abandon Rate	0.1%
Avg. Speed To Abandon	0:34
Avg. Handle Time	9:21

## CQA Total Inbound Call Volume

Total Inbound Call Volume	67,835
IVR Call Volume	63,595
Deflected Calls	24,005
Short Abandons	3,430
IVR Calls Offered to CSRs	38,549
Direct to CSR Call Volume	1,851
Actual Calls Offered to CSRs	40,400
Abandon Call Volume	25
CSR Handled Calls	40,375

## 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	76,005	37,145	37,139	99.9%	8:56	968	6	0.0%	0:13
Spanish	11,605	2,671	2,670	98.8%	15:11	85	1	0.0%	0:03
Non-English Non-Spanish	2,051	355	344	85.1%	14:21	110	11	3.1%	0:59
TTY	0	218	212	97.2%	0:54	2,258	6	2.8%	0:02
Group Quarters	0	11	10	72.7%	2:31	9	1	9.1%	1:54
<b>Grand Total</b>	<b>89,660</b>	<b>40,400</b>	<b>40,375</b>	<b>99.7%</b>	<b>9:21</b>	<b>3,430</b>	<b>25</b>	<b>0.1%</b>	<b>0:34</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	59.3%
Spanish	65.6%
Non-English Non-Spanish	60.2%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>59.4%</b>

## Calls from Top 5 States

State	Total Calls Offered
CA	8,347
NY	5,227
TX	5,090
FL	3,314
PA	2,709
<b>Total</b>	<b>24,687</b>
<b>% of Total Calls</b>	<b>36.4%</b>

# Coverage Improvement: Case Summary - PTD



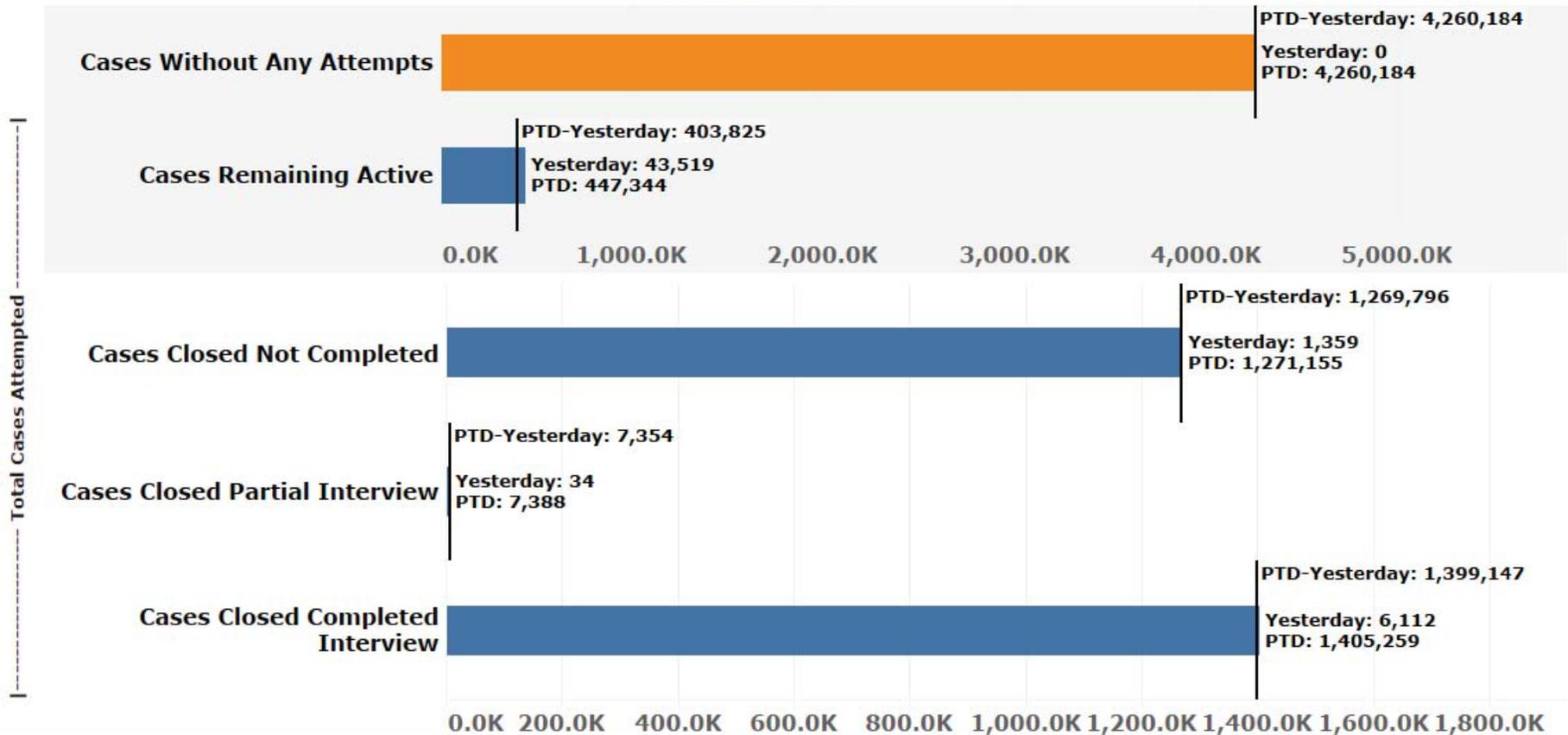
Total Cases Received  
7,391,330

Total Number of Attempts  
14,937,379

Unique Cases Attempted  
3,131,146

Total Cases Closed  
2,683,934

## Case Summary



# Coverage Improvement: Dialer Call Summary - PTD



Dial Attempts  
14,229,747

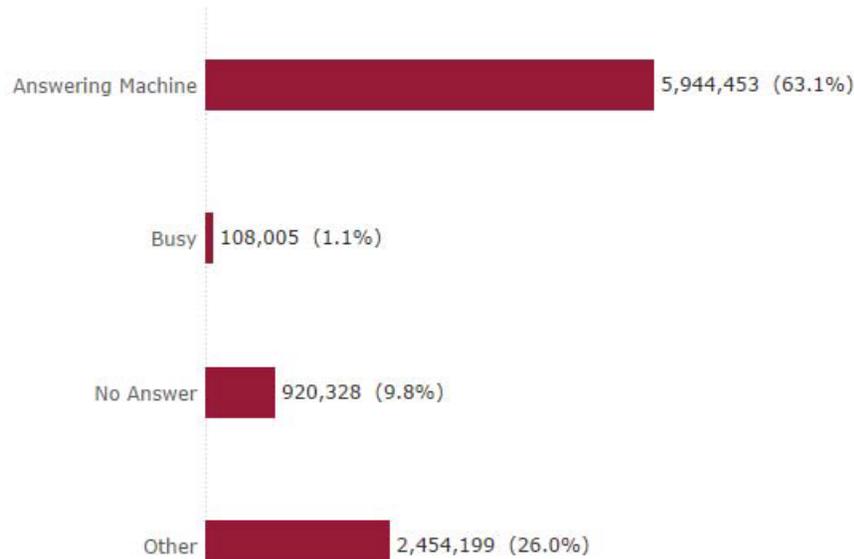
Dialer-only Dispositioned Calls  
9,426,985 (66.2%)

CSR Dispositioned Calls  
4,802,762 (33.8%)

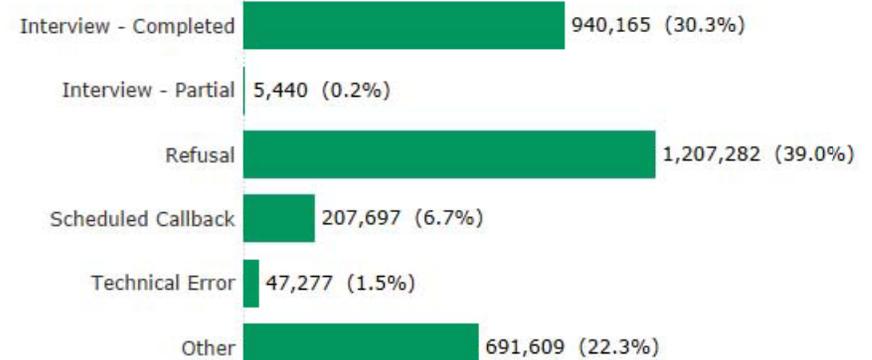
Live Contact Total  
3,099,470 (21.8%)

Answering Machine  
1,703,292 (12.0%)

Dialer Dispositions



Live Contacts



Answering Machine



# Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts  
52,543

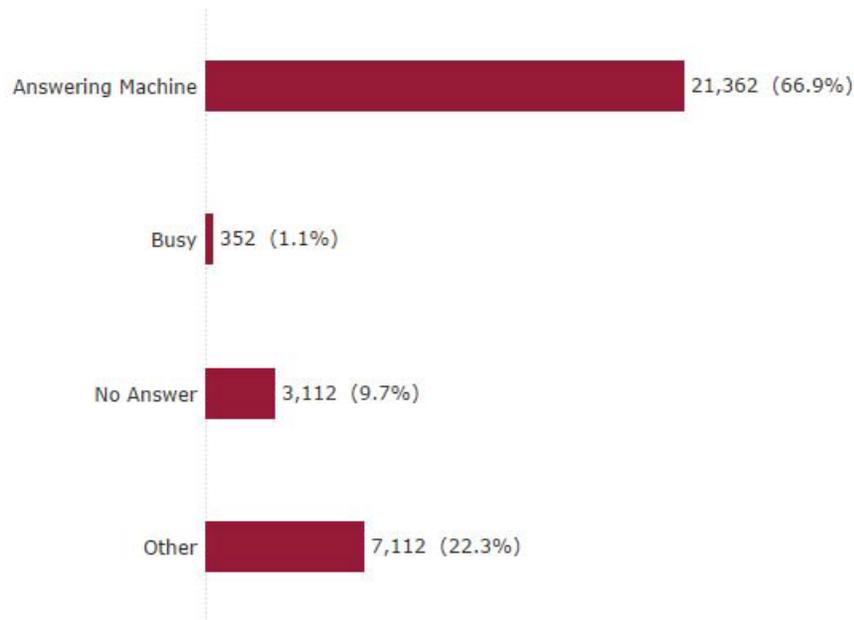
Dialer-only Dispositioned Calls  
31,938 (60.8%)

CSR Dispositioned Calls  
20,605 (39.2%)

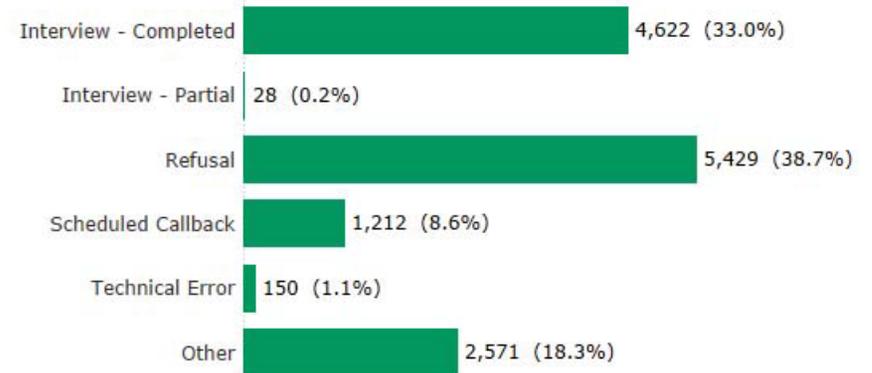
Live Contact Total  
14,012 (26.7%)

Answering Machine  
6,593 (12.5%)

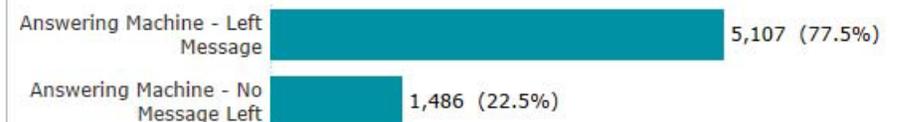
Dialer Dispositions



Live Contacts



Answering Machine



# Coverage Improvement: Respondent Callbacks – Trending



	8/18	7 Day Average	Program to Date
<b>Total Respondent Callbacks</b>	4,757	3,939	1,059,151
<b>Abandoned Calls</b>	0	0	335
<b>Short Abandons</b>	1,789	1,451	351,184
<b>Service Level - 30 Seconds</b>	100.0%	100.0%	99.9%
<b>CSR Handled Calls</b>	2,968	2,487	707,632
<b>With Census ID</b>	1,996	1,689	564,587
<b>With Census ID (%)</b>	67.3%	67.9%	79.8%
<b>Without Census ID</b>	972	799	143,045
<b>Without Census ID (%)</b>	32.7%	32.1%	20.2%
<b># Closed Completed</b>	1,496	1,261	466,687
<b>Closed Completed / CSR Handled (%)</b>	50.4%	50.7%	66.0%
<b>Closed Completed / Calls with Census ID (%)</b>	74.9%	74.7%	82.7%
<b>AHT (m:ss)</b>	4:56	4:52	5:33

7 Day Average describes 8/12 through 8/18

# Back-up Slides

# TEA 1 and TEA 6 Paper Processing

8/19/20

## *Paper Responses, Processed Sufficient and Unprocessed*

TEA	Yesterday	Today	Processing Distribution
<b>Total</b>			
Paper (all)	18,245,215	18,257,856	
Processed	15,269,513	15,470,239	84.7
Unprocessed	2,975,702	2,787,617	15.3
<b>TEA 1</b>			
Paper (all)	17,159,895	17,169,764	
Processed	14,845,327	15,030,059	87.5
Unprocessed	2,314,568	2,139,705	12.5
<b>TEA 6 Stateside</b>			
Paper (all)	797,099	798,872	
Processed	375,679	387,738	48.5
Unprocessed	421,420	411,134	51.5
<b>TEA 6 PR</b>			
Paper (all)	288,221	289,220	
Processed	48,507	52,442	18.1
Unprocessed	239,714	236,778	81.9

Sources: IPTS Inbound Questionnaire Tracking Report; UTS 9700; UTS 9753



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# Inbound Paper Returns by Cohort

8/19/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>18,257,856</b>
<b>Total TEA 1</b>	<b>17,169,764</b>
Internet First Panel	8,109,403
Cohort 1	2,618,245
Cohort 2	1,957,981
Cohort 3	1,939,316
Cohort 4	1,593,861
Internet Choice Panel	8,958,830
Mailing 1 package	7,975,586
Mailing 4 package	983,244
NRFU Supplemental	101,531
<b>Total TEA 6</b>	<b>1,088,092</b>
Stateside	797,838
Puerto Rico	290,254

Sources: IPTS Reports and UTS 9753



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# Inbound Paper Returns by Language

8/19/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>18,257,856</b>
<b>Total TEA 1</b>	<b>17,169,764</b>
Internet First Panel	8,109,403
English	7,519,813
Bilingual	589,590
Internet Choice Panel	8,958,830
English	7,731,734
Bilingual	1,227,096
NRFU Supplemental	101,531
English	95,563
Bilingual	5,968
<b>Total TEA 6</b>	<b>1,088,092</b>
Stateside	797,838
English	728,003
Bilingual	69,835
Puerto Rico	290,254

Sources: IPTS Reports and UTS 9753



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# 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?	361,181	1 –	0	18
Can I complete the 2020 Census over the phone?	219,895	2 –	0	4
How do I respond to the Census?	80,346	3 –	0	58
Do I need to keep this mail?	75,672	4 –	0	5
I have more than one home; how do I respond?	74,934	5 –	0	9
I received a paper questionnaire, but I already responded.	70,816	6 –	0	8
Why am I still receiving mail?	61,836	7 –	0	17
Can you mail a questionnaire to me?	55,049	8 –	0	317
How do I answer the race question?	53,412	9 –	0	31
Why do you send so many reminders?	45,660	10 –	0	22

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?	21,203	1 –	0	12
Someone left a Notice of Visit at my door, what do I do?	8,589	2 –	0	33
I am moving or have moved; how do I respond?	6,345	3 –	0	15
Can I complete the 2020 Census over the phone?	5,175	4 ▲	1	2
Do I need to keep this mail?	5,008	5 ▼	-1	4
ONLINE-Have you received my response?	4,445	6 ▲	1	13
I already completed my Census questionnaire, why are you emailing me to do it again?	4,306	7 ▲	1	79
I received a paper questionnaire, but I already responded.	4,298	8 ▼	-2	6
I have more than one home; how do I respond?	3,057	9 –	0	5
What is the 2020 Census?	2,795	10 –	0	14

\*7 Day= 7 Day Link Count (8/12 - 8/18)  
 \*PTD= Program to Date through 8/18

# Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	8/18 Total	8/18 Rank	Prior Day Rank Difference	PTD Rank
I completed the 2020 Census. Why is someone contacting me?	4,054	1 -	0	12
Someone left a Notice of Visit at my door, what do I do?	1,578	2 -	0	33
I am moving or have moved; how do I respond?	1,218	3 -	0	15
Can I complete the 2020 Census over the phone?	1,060	4 -	0	2
I already completed my Census questionnaire, why are you emailing me to do it again?	907	5 ▲	2	79
ONLINE-Have you received my response?	894	6 ▼	-1	13
Do I need to keep this mail?	879	7 ▼	-1	4
I received a paper questionnaire, but I already responded.	611	8 -	0	6
What is the 2020 Census?	608	9 ▲	1	14
I have more than one home; how do I respond?	565	10 ▼	-1	5

\*PTD= Program to Date through 8/18

# Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(8/18)	(7 Day)	(PTD)	(8/18)	(7 Day)	(PTD)	(8/18)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	103	87	23,553	98	75	22,424	5	11	1,129
2	If a college is temporarily closed (including on April 1), where should a college student be counted?	67	59	21,079	66	57	20,848	1	2	231
3	Is this a scam? - OB	73	57	21,994	69	53	21,490	4	4	504
4	Case Closed – No Action Needed - OB, RC	57	48	5,570	57	48	5,570	0	0	0
5	How do I know you are calling from the Census Bureau? - OB	29	32	20,722	27	31	20,384	2	1	338
6	Why are you calling? - OB	38	31	13,002	38	30	12,746	0	1	256
7	Do I have to complete the follow-up interview? - OB	22	22	6,069	21	21	5,956	1	1	113
8	Which people should I count? - OB	29	20	4,748	29	18	4,633	0	1	115
9	Should I count people who are visiting?	13	16	2,077	9	10	1,794	4	6	283
10	I completed the 2020 Census. Why is someone contacting me?	26	16	158	25	14	142	1	2	16

\*PTD= Program to Date through 8/18  
\*7 Day= Rolling 7 Day Average (8/12 - 8/18)

# Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate
	<b>Grand Total</b>	<b>3,131,146</b>		<b>Grand Total</b>	<b>3,131,146</b>
		<b>45.1%</b>			<b>45.1%</b>
1	Alaska	3,742	26	Arizona	47,150
2	Washington, D.C.	6,646	27	Texas	255,822
3	Washington	60,177	28	South Carolina	54,476
4	Utah	18,315	29	Wyoming	4,034
5	Oregon	30,008	30	Oklahoma	32,768
6	Vermont	6,181	31	Montana	8,427
7	Minnesota	53,135	32	North Carolina	108,002
8	New York	187,790	33	Kentucky	43,415
9	Virginia	99,392	34	New Jersey	104,598
10	South Dakota	7,520	35	Tennessee	65,465
11	Kansas	28,016	36	Michigan	105,376
12	Nebraska	17,572	37	Hawaii	12,595
13	New Mexico	15,121	38	California	346,960
14	Maryland	68,731	39	Ohio	109,363
15	Missouri	55,761	40	Connecticut	44,040
16	North Dakota	6,356	41	Illinois	133,625
17	Massachusetts	81,497	42	Arkansas	30,216
18	Wisconsin	53,653	43	Maine	12,364
19	Idaho	13,844	44	Delaware	9,152
20	Colorado	45,779	45	Pennsylvania	130,031
21	Georgia	114,563	46	Rhode Island	9,471
22	Indiana	64,279	47	Alabama	60,110
23	Iowa	29,378	48	Mississippi	40,900
24	New Hampshire	12,989	49	Louisiana	52,328
25	Florida	194,402	50	Nevada	20,168
			51	West Virginia	15,443

# Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	<b>Grand Total</b>	<b>14,794,334</b>	<b>564,587</b>	<b>3.8%</b>		<b>Grand Total</b>	<b>14,794,334</b>	<b>564,587</b>	<b>3.8%</b>
1	Alaska	14,784	748	5.1%	26	Maine	56,379	2,167	3.8%
2	Minnesota	248,518	11,809	4.8%	27	Illinois	634,975	24,334	3.8%
3	Wisconsin	252,365	11,917	4.7%	28	North Carolina	505,895	19,384	3.8%
4	Oregon	135,781	6,326	4.7%	29	Oklahoma	149,886	5,714	3.8%
5	Washington	273,220	12,451	4.6%	30	Arizona	225,080	8,461	3.8%
6	Colorado	215,168	9,514	4.4%	31	Wyoming	19,313	712	3.7%
7	Ohio	513,432	22,345	4.4%	32	Kentucky	201,967	7,396	3.7%
8	Vermont	27,343	1,185	4.3%	33	Connecticut	212,951	7,796	3.7%
9	Indiana	293,342	12,468	4.3%	34	Delaware	43,144	1,576	3.7%
10	Utah	85,749	3,616	4.2%	35	Tennessee	305,398	11,088	3.6%
11	Missouri	255,859	10,609	4.1%	36	Texas	1,214,668	43,676	3.6%
12	New Hampshire	61,055	2,516	4.1%	37	Georgia	544,243	19,489	3.6%
13	Virginia	458,742	18,747	4.1%	38	New Jersey	516,892	18,445	3.6%
14	Washington, D.C.	29,495	1,201	4.1%	39	New York	871,183	31,063	3.6%
15	Idaho	64,764	2,629	4.1%	40	California	1,699,509	60,179	3.5%
16	Massachusetts	385,403	15,431	4.0%	41	New Mexico	69,911	2,472	3.5%
17	Maryland	319,114	12,773	4.0%	42	Hawaii	59,913	2,114	3.5%
18	Iowa	140,813	5,636	4.0%	43	South Carolina	254,743	8,987	3.5%
19	Pennsylvania	612,492	24,487	4.0%	44	Rhode Island	45,664	1,590	3.5%
20	Michigan	499,104	19,907	4.0%	45	Arkansas	142,244	4,920	3.5%
21	Kansas	130,562	5,189	4.0%	46	North Dakota	29,693	1,011	3.4%
22	South Dakota	35,596	1,410	4.0%	47	Nevada	99,200	3,330	3.4%
23	Montana	40,774	1,612	4.0%	48	Alabama	288,659	9,475	3.3%
24	Florida	907,192	35,719	3.9%	49	West Virginia	72,681	2,358	3.2%
25	Nebraska	82,491	3,202	3.9%	50	Mississippi	194,884	5,846	3.0%
					51	Louisiana	252,101	7,557	3.0%