

Self-Response Operations Reporting

8/20/20



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

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

Self-Responses by Mode

8/20/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	99,268,573	99,634,076	365,503	100.0
Internet	82,168,674	82,323,839	155,165	42.5
Paper	15,470,239	15,662,965	192,726	52.7
Phone	1,629,660	1,647,272	17,612	4.8
TEA 1	97,530,135	97,872,637	342,502	100.0
Internet	80,918,991	81,067,715	148,724	43.4
Paper	15,030,059	15,206,850	176,791	51.6
Phone	1,581,085	1,598,072	16,987	5.0
TEA 6 Stateside	1,358,562	1,375,108	16,546	100.0
Internet	940,168	943,105	2,937	17.8
Paper	387,738	400,889	13,151	79.5
Phone	30,656	31,114	458	2.8
TEA 6 PR	379,876	386,331	6,455	100.0
Internet	309,515	313,019	3,504	54.3
Paper	52,442	55,226	2,784	43.1
Phone	17,919	18,086	167	2.6

Source: UTS 9700 (TEA 1 and TEA 6)



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau.
Pre-decisional - Internal Only - Not for Public Distribution.

TEA 1 and TEA 6 Paper Processing

8/20/20

Paper Responses, Processed Sufficient and Unprocessed

TEA	Yesterday	Today	Processing Distribution
Total			
Paper (all)	18,257,856	18,266,233	
Processed	15,470,239	15,662,965	85.7
Unprocessed	2,787,617	2,603,268	14.3
TEA 1			
Paper (all)	17,169,764	17,176,443	
Processed	15,030,059	15,206,850	88.5
Unprocessed	2,139,705	1,969,593	11.5
TEA 6 Stateside			
Paper (all)	798,872	799,358	
Processed	387,738	400,889	50.2
Unprocessed	411,134	398,469	49.8
TEA 6 PR			
Paper (all)	289,220	290,432	
Processed	52,442	55,226	19.0
Unprocessed	236,778	235,206	81.0

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



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report includes ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau.
Pre-decisional - Internal Only - Not for Public Distribution.

Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	16,014,355	100.00%	108,789
<i>Total Resolved</i>	15,038,456	93.91%	100,617
Resolved in Automated	13,263,975	82.83%	87,616
Resolved in Clerical	1,774,481	11.08%	13,001
<i>Resolved in Manual</i>	1,490,103	9.30%	12,991
<i>Resolved in OBAV</i>	284,378	1.78%	10
<i>Remaining Clerical Work</i>	975,899	6.09%	8,172
Manual Processing Backlog	192,854	1.20%	-2,444
OBAV Backlog	783,045	4.89%	10,616

Data updated by CDL on:
8/20/2020 4:03:46 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report,
Non-ID Daily Cumulative Report, OBAV Daily Cumulative Report



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau.
Pre-decisional - Internal Only - Not for Public Distribution.

Inbound: Call Summary - PTD

Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	10,912,886	11,485,415
Deflection Rate	47.0%	64.7%
Service Level - 30 Seconds	80.0%	67.4%
AHT	9:04	9:26

Calls Offered to CSRs by Language

Language	8/19	PTD
English	38,138	3,601,170
English Puerto Rico	28	3,095
Spanish	2,057	305,783
Spanish Puerto Rico	590	41,891
Chinese Mandarin	87	11,603
Chinese Cantonese	60	9,977
Vietnamese	38	13,257
Korean	63	13,155
Russian	45	6,948
Arabic	18	4,172
Tagalog	3	2,686
Polish	8	2,490
French	4	1,200
Haitian Creole	12	2,656
Portuguese	8	1,881
Japanese	6	2,309
TTY	248	39,177
Group Quarters	8	4,868
Total	41,421	4,068,318

Inbound Call Volume

