

# Self-Response Reporting

## Weekly Content

### 8/26/20



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# Mailing Status

8/26/20

- • Mailing 7
  - Production began 8/17
  - Addressed/mailed in priority order on a flow basis
  - Mail dispatch began 8/21
    - Priority 1 and some Priority 2 packages dispatched 8/21
    - Next dispatch scheduled for 8/26
  - Anticipated in-home dates 8/22 - 9/15 (actual end date likely earlier)

MAILING 7 Priority Categories	Final Workload Counts	Imaged (Addressing Complete)
Priority 1	2,901,158	2,901,158
Priority 2	9,140,110	4,645,367
Priority 3	4,136,988	
Priority 4	1,842,744	
Priority 5	2,643,533	
TOTAL, PRIORITY 1-5	20,664,533	7,546,525

# Periodic Performance Management Reports

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

**Status:**

● On Track

**Data current as of:**

August 26, 2020

**Start Date:**

March 24, 2020

**Completion Date:**

September 30, 2020

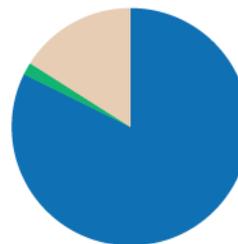
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
<b>Total</b>	99,431,891	100%	1,457,437	100%	414,221	100%
<b>Internet</b>	81,841,989	82.3%	958,338	65.8%	332,588	80.3%
<b>Phone</b>	1,676,194	1.7%	33,226	2.3%	18,823	4.54%
<b>Paper</b>	15,913,708	16%	465,873	32%	62,810	15.2%

**Notes:**

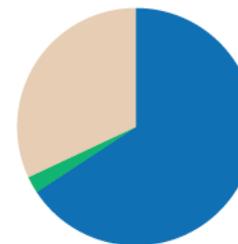
**TEA 1 Initial Universe:**

- Including 1.2 M unprocessed paper responses, total responding HUs = 93.6 M
- For internet and phone response, 85.5% is ID and 14.5% is non-ID.

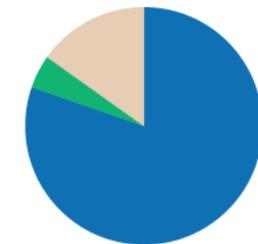
Self-Response



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>	16,493,005	100.00%	139,683
<b><i>Total Resolved</i></b>	16,047,756	97.30%	112,629
Resolved in Automated	13,663,070	82.84%	105,058
Resolved in Clerical	2,384,686	14.46%	7,571
<i>Resolved in Manual</i>	1,561,506	9.47%	7,462
<i>Resolved in OBAV</i>	823,180	4.99%	109

Data updated by CDL on:  
8/25/2020 4:25:22 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>	2,384,686	100.00%	623,206
<i>Resolved in Manual</i>	1,561,506	65.48%	84,394
Matched	955,238	61.17%	38,351
Uncodable	606,268	38.83	46,043
<i>Resolved in OBAV</i>	624,561	26.19%	511,939
Verified	512,606	82.07%	508,795
Matched	111,663	17.88%	3,143
Uncodable	292	0.05%	1
<i>Referred to FV</i>	198,619	8.33%	26,873

\*From last report to CIG on 8/19/2020

As of: August 26, 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>	16,493,005	100.00%	139,683
<b><i>Remaining Clerical Work</i></b>	445,248	2.70%	27,054
Manual Processing Backlog	154,196	0.93%	412
<i>Not Started</i>	103,430	0.63%	1,805
<i>Waiting for QC</i>	50,766	0.31%	-1,393
OBAV Backlog	291,053	1.76%	26,642
<i>Not Started</i>	240,034	1.46%	26,451
<i>Waiting for QC</i>	51,019	0.31%	191

Data updated by CDL on:  
8/25/2020 4:25:22 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 (Puerto Rico)

	Number	Percent	Change*
<b>Total Non-ID Cases</b>	205,116	100.00%	14,932
<i>Resolved in Clerical</i>	106,005	51.68%	27,221
<i>Remaining Clerical Work</i>	99,111	48.32%	-12,289
<i>Not Started</i>	90,540	44.14%	-3,170
<i>Waiting for QC</i>	8,571	4.18%	-9,119

\*From last report to CIG on 8/19/2020

As of: August 26, 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

### Status:

● On Track

### Data current as of:

August 26, 2020

### Start Date:

March 12, 2020

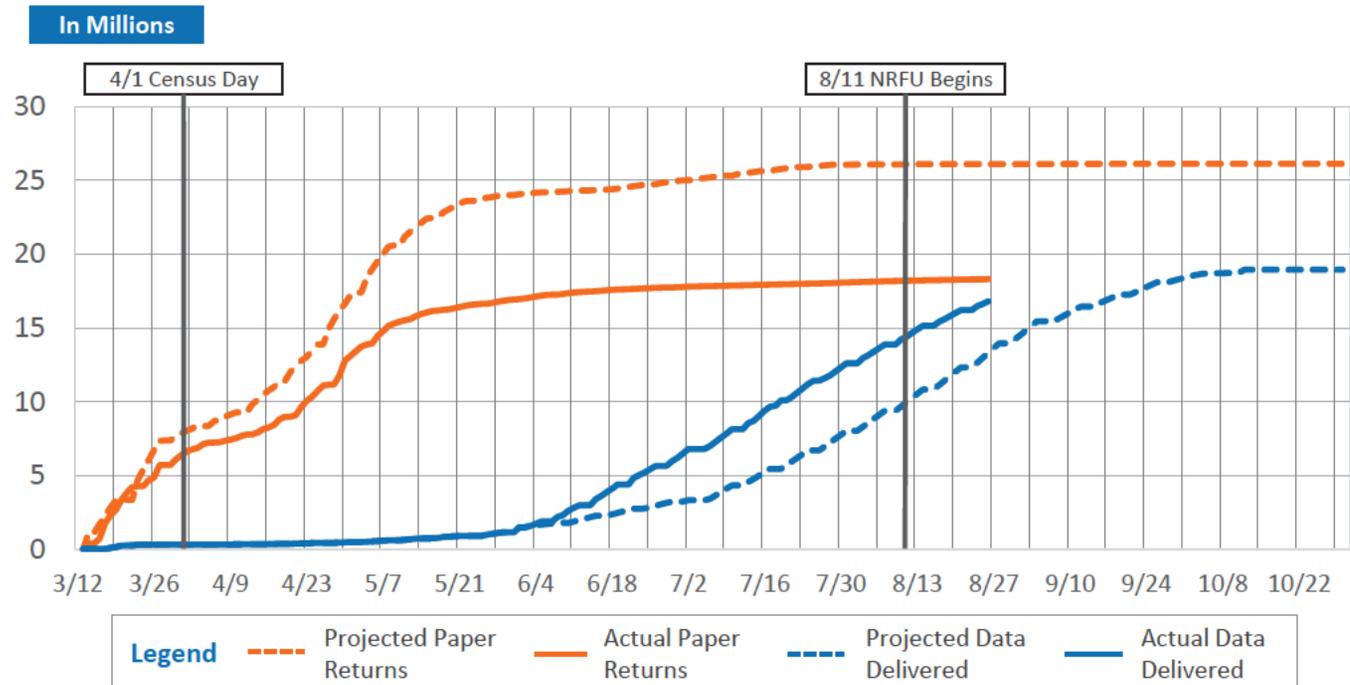
### Completion Date:

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	18,309,247	7,656,056	0	8,456,072	2,197,119
Questionnaires checked in	19,499,327	8,437,074	17,560	8,740,270	2,304,423
Questionnaires scanned	18,726,687	8,525,206	31,560	7,989,628	2,180,293
Questionnaires data delivered	17,148,616	7,876,621	13,145	7,743,650	1,515,200

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



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# Self-Responses by Mode

8/26/20

## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>100,942,791</b>	<b>101,303,549</b>	<b>360,758</b>	<b>100.0</b>
Internet	82,972,993	83,132,915	159,922	44.3
Paper	16,259,824	16,442,391	182,567	50.6
Phone	1,709,974	1,728,243	18,269	5.1
<b>TEA 1</b>	<b>99,101,112</b>	<b>99,431,891</b>	<b>330,779</b>	<b>100.0</b>
Internet	81,692,850	81,841,989	149,139	45.1
Paper	15,749,640	15,913,708	164,068	49.6
Phone	1,658,622	1,676,194	17,572	5.3
<b>TEA 6 Stateside</b>	<b>1,437,106</b>	<b>1,457,437</b>	<b>20,331</b>	<b>100.0</b>
Internet	955,293	958,338	3,045	15.0
Paper	449,088	465,873	16,785	82.6
Phone	32,725	33,226	501	2.5
<b>TEA 6 PR</b>	<b>404,573</b>	<b>414,221</b>	<b>9,648</b>	<b>100.0</b>
Internet	324,850	332,588	7,738	80.2
Paper	61,096	62,810	1,714	17.8
Phone	18,627	18,823	196	2.0

Source: UTS 9700



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



Call Language Group	Call Language Line	8/19	8/20	8/21	8/22	8/23	8/24	8/25	PTD
English	English	24	558	23	665	3,104	10,846	28	43,847
	English Puerto Rico	0	0	0	0	1	0	0	39
	<b>Total</b>	<b>24</b>	<b>558</b>	<b>23</b>	<b>665</b>	<b>3,105</b>	<b>10,846</b>	<b>28</b>	<b>43,886</b>
Spanish	Spanish	1	1	0	70	83	1	1	1,595
	Spanish Puerto Rico	0	0	0	9	29	35	0	360
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>79</b>	<b>112</b>	<b>36</b>	<b>1</b>	<b>1,955</b>
Non-English Non-Spanish	Arabic	0	0	0	0	5	0	1	131
	Chinese Cantonese	1	1	0	6	5	0	1	285
	Chinese Mandarin	1	5	3	23	15	1	0	267
	French	0	0	0	0	0	0	0	10
	Haitian Creole	0	0	0	1	0	1	1	49
	Japanese	0	0	0	0	1	0	0	25
	Korean	1	0	0	11	7	0	2	465
	Polish	0	0	0	2	0	0	0	56
	Portuguese	0	0	0	5	1	0	0	32
	Russian	0	1	0	4	4	0	0	130
	Tagalog	0	0	0	2	0	0	0	37
	Vietnamese	0	1	0	1	3	0	1	251
	<b>Total</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>55</b>	<b>41</b>	<b>2</b>	<b>6</b>	<b>1,738</b>
<b>Grand Total</b>		<b>28</b>	<b>567</b>	<b>26</b>	<b>799</b>	<b>3,258</b>	<b>10,884</b>	<b>35</b>	<b>47,579</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	7,288	13,974	5,933	4,834	6,689	774	4,575	195	335
Arabic	1	69	7	0	17	1	11	1	1
Chinese Cantonese	1	90	9	3	18	2	26	3	6
Chinese Mandarin	1	73	40	3	16	4	51	0	0
French	0	3	1	0	3	1	0	0	2
Haitian Creole	2	19	1	0	7	3	5	1	0
Japanese	0	5	2	0	2	1	4	0	0
Korean	2	93	5	10	50	7	13	3	12
Polish	0	17	5	0	6	0	6	0	0
Portuguese	0	14	2	0	3	1	1	1	0
Russian	0	72	3	3	10	4	10	0	3
Tagalog	0	5	2	2	2	1	0	4	0
Vietnamese	1	122	9	1	20	7	34	1	4
<b>Total</b>	<b>7,296</b>	<b>14,556</b>	<b>6,019</b>	<b>4,856</b>	<b>6,843</b>	<b>806</b>	<b>4,736</b>	<b>209</b>	<b>363</b>

# Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	68.2%		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	64.0%	English	4,960,930	3,793,243	3,368,008	67.6%	8:54	144,786	425,235	11.2%	4:15
Abandon Rate	11.4%	Spanish	903,351	361,179	337,033	79.4%	14:47	25,916	24,146	6.7%	3:53
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	98,494	73,934	48,551	45.1%	13:18	28,273	25,383	34.3%	5:05
Avg. Handle Time	9:25	TTY	0	40,648	26,467	63.0%	0:56	72,979	14,181	34.9%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	4,927	4,594	80.3%	5:24	9,450	333	6.8%	5:37
Total Inbound Call Volume	11,856,056	Grand Total	5,980,276	4,273,931	3,784,653	68.2%	9:25	281,404	489,278	11.4%	4:10
IVR Call Volume	11,399,750										
Deflected Calls	7,300,721										
Short Abandons	281,404										
IVR Calls Offered to CSRs	3,929,665										
Direct to CSR Call Volume	344,266										
Actual Calls Offered to CSRs	4,273,931										
Abandon Call Volume	489,278										
CSR Handled Calls	3,784,653										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	56,468		% of Enumerations
Callbacks Handled - English	53,852	English	51.3%
Callbacks Selected - Spanish	775	Spanish	61.5%
Callbacks Handled - Spanish	745	Non-English Non-Spanish	54.9%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	51.9%

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

Service Level - 30 Seconds	99.8%
Deflection Rate	37.9%
Abandon Rate	0.0%
Avg. Speed To Abandon	0:57
Avg. Handle Time	9:12

## CQA Total Inbound Call Volume

Total Inbound Call Volume	74,516
IVR Call Volume	69,380
Deflected Calls	26,292
Short Abandons	3,677
IVR Calls Offered to CSRs	41,925
Direct to CSR Call Volume	2,622
Actual Calls Offered to CSRs	44,547
Abandon Call Volume	21
CSR Handled Calls	44,526

## 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	33,204	40,851	40,848	100.0%	8:47	1,078	3	0.0%	2:08
Spanish	5,056	2,975	2,975	100.0%	15:01	101	0	0.0%	0:00
Non-English Non-Spanish	633	433	429	89.1%	13:57	126	4	0.9%	1:41
TTY	0	270	258	94.4%	1:01	2,363	12	4.4%	0:09
Group Quarters	0	18	16	83.3%	4:35	9	2	11.1%	2:29
<b>Grand Total</b>	<b>38,893</b>	<b>44,547</b>	<b>44,526</b>	<b>99.8%</b>	<b>9:12</b>	<b>3,677</b>	<b>21</b>	<b>0.0%</b>	<b>0:57</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	58.8%
Spanish	64.9%
Non-English Non-Spanish	60.6%
TTY	0.4%
Group Quarters	0.0%
<b>Grand Total</b>	<b>58.9%</b>

## Calls from Top 5 States

State	Total Inbound Calls
CA	9,199
TX	6,526
NY	6,177
FL	3,787
PA	3,245
<b>Total</b>	<b>28,934</b>
<b>% of Total Calls</b>	<b>38.8%</b>

# Coverage Improvement: Case Summary - PTD



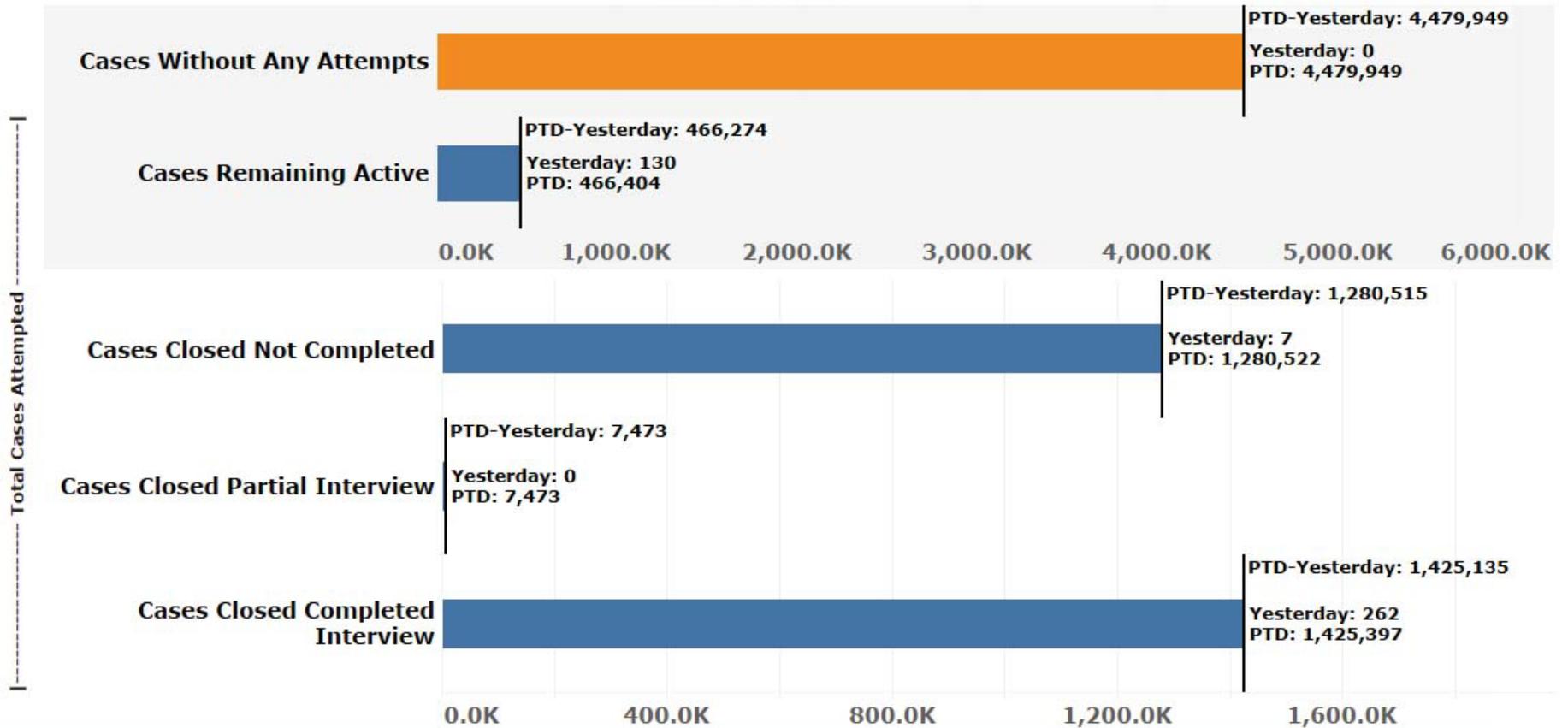
Total Cases Received  
7,659,745

Total Number of Attempts  
15,145,119

Unique Cases Attempted  
3,179,796

Total Cases Closed  
2,713,528

## Case Summary



# Coverage Improvement: Dialer Call Summary - PTD



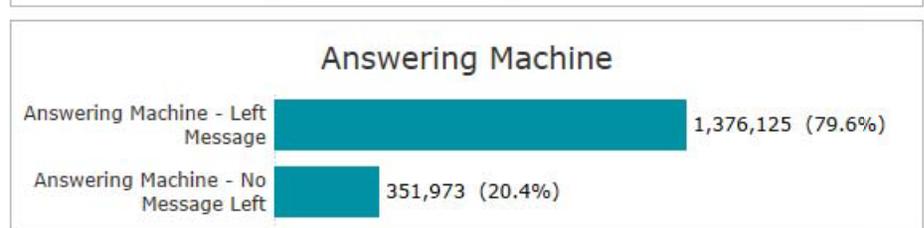
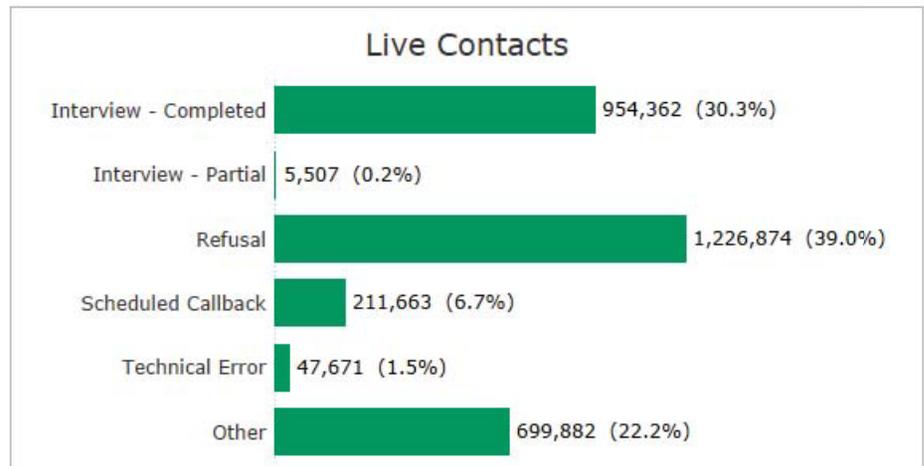
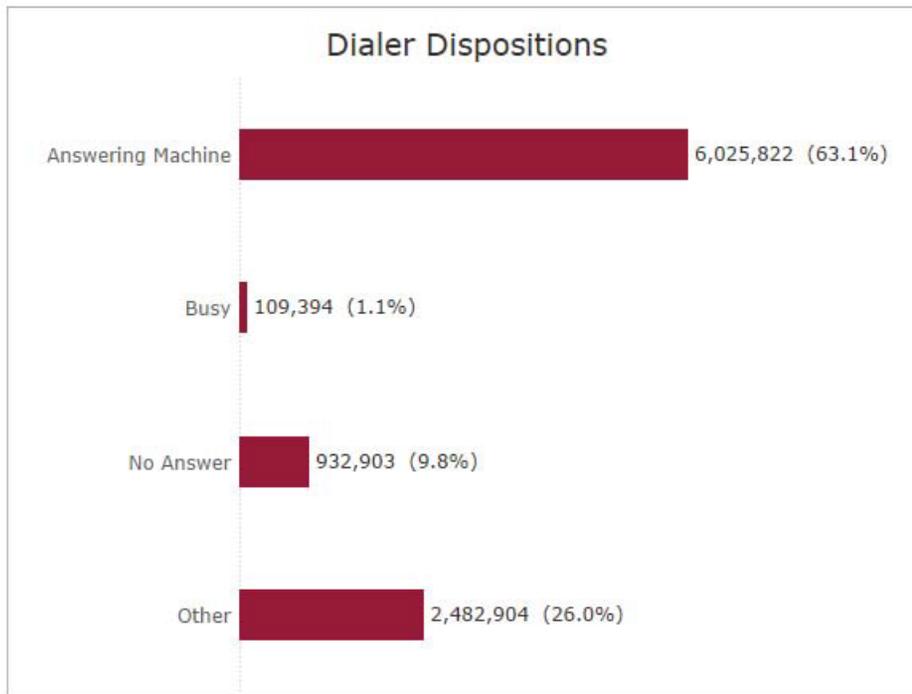
Dial Attempts  
14,425,080

Dialer-only Dispositioned Calls  
9,551,023 (66.2%)

CSR Dispositioned Calls  
4,874,057 (33.8%)

Live Contact Total  
3,145,959 (21.8%)

Answering Machine  
1,728,098 (12.0%)



# Coverage Improvement: Dialer Call Summary - Yesterday



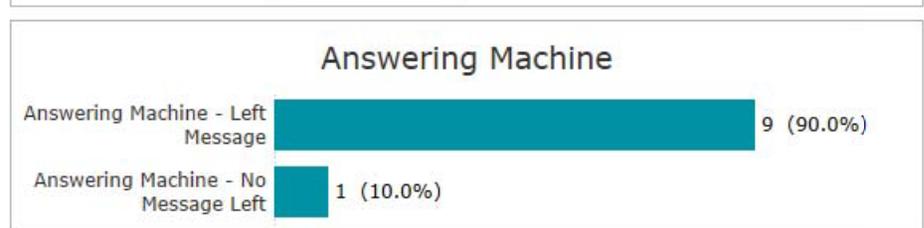
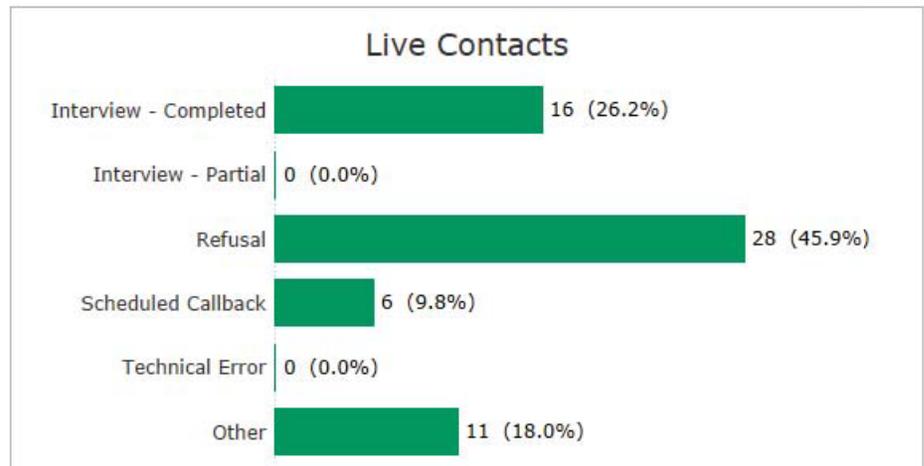
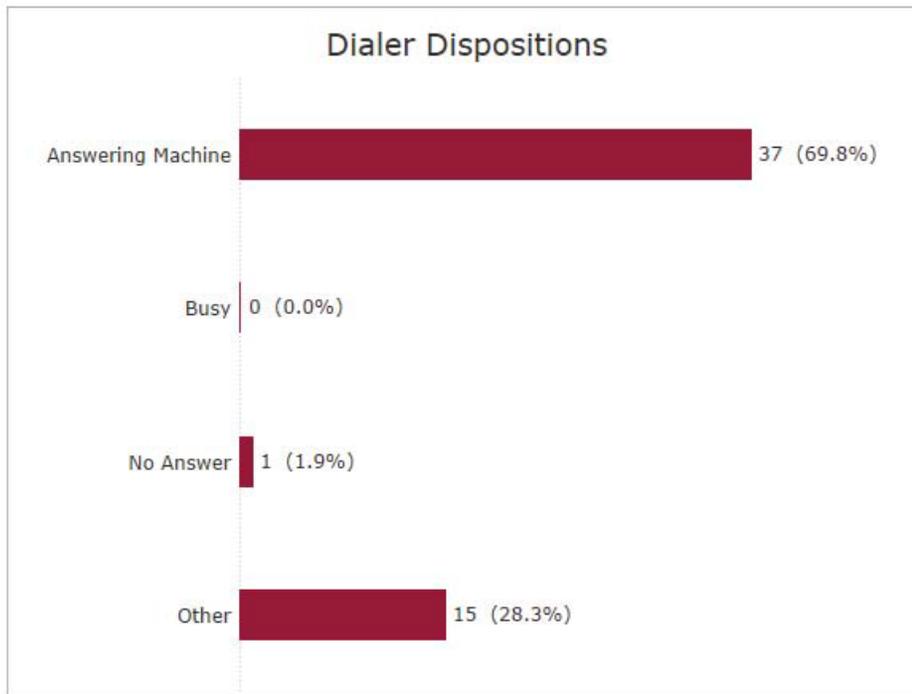
Dial Attempts  
124

Dialer-only Dispositioned Calls  
53 (42.7%)

CSR Dispositioned Calls  
71 (57.3%)

Live Contact Total  
61 (49.2%)

Answering Machine  
10 (8.1%)



# Coverage Improvement: Respondent Callbacks – Trending



	8/25	7 Day Average	Program to Date
<b>Total Respondent Callbacks</b>	1,046	2,807	1,078,797
<b>Abandoned Calls</b>	0	1	340
<b>Short Abandons</b>	244	1,033	358,418
<b>Service Level - 30 Seconds</b>	100.0%	99.9%	99.9%
<b>CSR Handled Calls</b>	802	1,772	720,039
<b>With Census ID</b>	399	1,160	572,708
<b>With Census ID (%)</b>	49.8%	65.5%	79.5%
<b>Without Census ID</b>	403	612	147,331
<b>Without Census ID (%)</b>	50.2%	34.5%	20.5%
<b># Closed Completed</b>	246	851	472,646
<b>Closed Completed / CSR Handled (%)</b>	30.7%	48.0%	65.6%
<b>Closed Completed / Calls with Census ID (%)</b>	61.7%	73.4%	82.5%
<b>AHT (m:ss)</b>	4:50	4:58	5:32

7 Day Average describes 8/19 through 8/25

# Back-up Slides



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# TEA 1 and TEA 6 Paper Processing

8/26/20

## Paper Responses, Processed Sufficient and Unprocessed

TEA	Yesterday	Today	Processing Distribution
<b>Total</b>			
Paper (all)	18,291,188	18,309,247	
Processed	16,259,824	16,442,391	89.8
Unprocessed	2,031,364	1,866,856	10.2
<b>TEA 1</b>			
Paper (all)	17,196,122	17,211,813	
Processed	15,749,640	15,913,708	92.5
Unprocessed	1,446,482	1,298,105	7.5
<b>TEA 6 Stateside</b>			
Paper (all)	802,048	803,663	
Processed	449,088	465,873	58.0
Unprocessed	352,960	337,790	42.0
<b>TEA 6 PR</b>			
Paper (all)	293,018	293,771	
Processed	61,096	62,810	21.4
Unprocessed	231,922	230,961	78.6

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



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Unprocessed in this table is the difference between IPTS inbound and UTS processed sufficient. 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.

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# Periodic Performance Management Reports

## 2020 Census: Paper Data Capture Center Staffing Status

**Status:**

● *On Track*

**Data current as of:**

August 26, 2020

**Start Date:**

January 21, 2020

**Completion Date:**

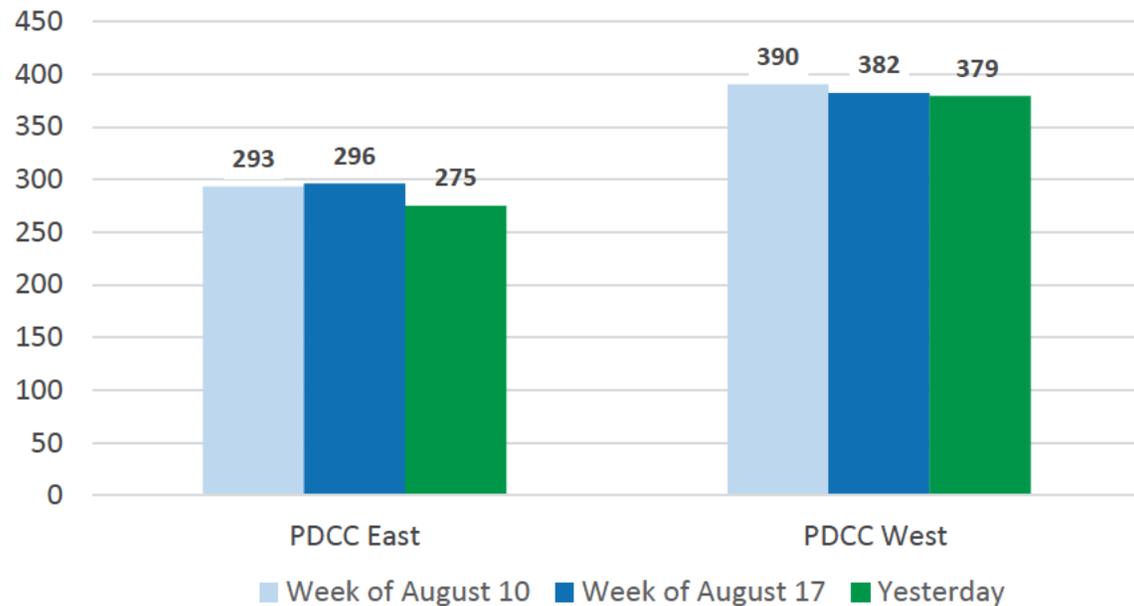
November 30, 2020

**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, 257 (49% of fully staffed)
  - PDCC West, 367 (65% of fully staffed)

### Paper Data Capture Staffing by Center

Total Staff: 654 yesterday, -4 from last Wednesday's report



# Inbound Paper Returns by Cohort

8/26/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>18,309,247</b>
<b>Total TEA 1</b>	<b>17,211,813</b>
Internet First Panel	8,140,574
Cohort 1	2,631,767
Cohort 2	1,964,439
Cohort 3	1,945,445
Cohort 4	1,598,923
Internet Choice Panel	8,969,140
Mailing 1 package	7,980,130
Mailing 4 package	989,010
NRFU Supplemental	102,099
<b>Total TEA 6</b>	<b>1,097,434</b>
Stateside	803,663
Puerto Rico	293,771

Sources: IPTS Reports and UTS 9753



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# Inbound Paper Returns by Language

8/26/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>18,309,247</b>
<b>Total TEA 1</b>	<b>17,211,813</b>
Internet First Panel	8,140,574
English	7,548,396
Bilingual	592,178
Internet Choice Panel	8,969,140
English	7,739,646
Bilingual	1,229,494
NRFU Supplemental	102,099
English	96,083
Bilingual	6,016
<b>Total TEA 6</b>	<b>1,097,434</b>
Stateside	803,663
English	733,170
Bilingual	70,493
Puerto Rico	293,771

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?	362,260	1 –	0	22
Can I complete the 2020 Census over the phone?	225,843	2 –	0	5
How do I respond to the Census?	80,729	3 –	0	59
Do I need to keep this mail?	80,174	4 –	0	7
I have more than one home; how do I respond?	78,351	5 –	0	10
I received a paper questionnaire, but I already responded.	74,308	6 –	0	9
Why am I still receiving mail?	62,849	7 –	0	23
I completed the 2020 Census. Why is someone contacting me?	58,073	8 ▲	1	1
Can you mail a questionnaire to me?	55,049	9 ▼	-1	313
How do I answer the race question?	54,138	10 –	0	34

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?	23,324	1 –	0	8
Someone left a Notice of Visit at my door, what do I do?	10,586	2 –	0	23
I am moving or have moved; how do I respond?	6,437	3 –	0	14
I already completed my Census questionnaire, why are you emailing me to do it again?	6,172	4 –	0	41
Can I complete the 2020 Census over the phone?	5,948	5 –	0	2
ONLINE-Have you received my response?	5,890	6 –	0	13
Do I need to keep this mail?	4,502	7 –	0	4
What is the 2020 Census?	3,582	8 –	0	15
I received a paper questionnaire, but I already responded.	3,492	9 –	0	6
I have more than one home; how do I respond?	3,417	10 –	0	5

\*7 Day= 7 Day Link Count (8/19 - 8/25)  
 \*PTD= Program to Date through 8/25

# Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	8/25 Total	8/25 Rank	Prior Day Rank Difference	PTD Rank
I completed the 2020 Census. Why is someone contacting me?	3,852	1 -	0	8
Someone left a Notice of Visit at my door, what do I do?	1,798	2 -	0	23
Do I have to complete the questionnaire again?	1,213	3 ▲	3	131
ONLINE-Have you received my response?	1,213	3 ▲	1	13
I already completed my Census questionnaire, why are you emailing me to do it again?	1,162	5 -	0	41
Can I complete the 2020 Census over the phone?	1,135	6 ▲	2	2
I am moving or have moved; how do I respond?	1,119	7 ▼	-4	14
Do I need to keep this mail?	891	8 ▼	-1	4
What is the 2020 Census?	706	9 ▲	2	15
I have more than one home; how do I respond?	639	10 ▼	-1	5

\*PTD= Program to Date through 8/25

# Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(8/25)	(7 Day)	(PTD)	(8/25)	(7 Day)	(PTD)	(8/25)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	5	54	23,929	3	47	22,750	2	7	1,179
2	Case Closed – No Action Needed - OB, RC	27	42	5,865	27	42	5,865	0	0	0
3	If a college is temporarily closed (including on April 1), where should a college student be counted?	5	41	21,365	5	39	21,122	0	2	243
4	Is this a scam? - OB	4	33	22,224	4	30	21,700	0	3	524
5	Why are you calling? - OB	1	20	13,140	1	19	12,876	0	1	264
6	How do I know you are calling from the Census Bureau? - OB	3	19	20,854	3	18	20,511	0	1	343
7	I completed the 2020 Census. Why is someone contacting me?	12	17	279	12	16	257	0	1	22
8	Which people should I count? - OB	7	16	4,863	7	15	4,738	0	1	125
9	Do I have to complete the follow-up interview? - OB	2	14	6,164	2	13	6,050	0	0	114
10	Report suspected scam or fraud	13	13	1,986	13	13	1,938	0	0	48

\*PTD= Program to Date through 8/25  
\*7 Day= Rolling 7 Day Average (8/19 - 8/25)

# Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate
	<b>Grand Total</b>	<b>3,179,796</b>		<b>Grand Total</b>	<b>3,179,796</b>
		<b>45.1%</b>			<b>45.1%</b>
1	Alaska	3,920	26	Florida	198,061
2	Washington, D.C.	6,789	27	Texas	260,368
3	Washington	61,001	28	South Carolina	55,235
4	Utah	18,588	29	Oklahoma	33,284
5	Oregon	30,553	30	Montana	8,550
6	Vermont	6,295	31	North Carolina	109,865
7	Minnesota	53,741	32	Wyoming	4,132
8	New York	191,369	33	Kentucky	44,013
9	Virginia	100,969	34	Tennessee	66,547
10	South Dakota	7,615	35	New Jersey	106,039
11	New Mexico	15,388	36	Michigan	106,463
12	Kansas	28,380	37	California	353,446
13	North Dakota	6,396	38	Hawaii	12,866
14	Maryland	69,764	39	Ohio	110,828
15	Nebraska	17,838	40	Connecticut	44,722
16	Missouri	56,501	41	Illinois	135,282
17	Idaho	14,007	42	Maine	12,586
18	Massachusetts	82,567	43	Arkansas	30,710
19	Wisconsin	54,313	44	Delaware	9,326
20	Colorado	46,398	45	Pennsylvania	131,831
21	Georgia	116,347	46	Alabama	60,833
22	Indiana	65,249	47	Rhode Island	9,668
23	Iowa	29,654	48	Mississippi	41,385
24	New Hampshire	13,162	49	Nevada	20,487
25	Arizona	47,752	50	Louisiana	53,026
			51	West Virginia	15,687

# Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	<b>Grand Total</b>	<b>14,997,788</b>	<b>572,708</b>	<b>3.8%</b>		<b>Grand Total</b>	<b>14,997,788</b>	<b>572,708</b>	<b>3.8%</b>
1	Alaska	15,465	785	5.1%	26	Maine	57,321	2,205	3.8%
2	Minnesota	250,955	11,931	4.8%	27	Illinois	641,928	24,611	3.8%
3	Wisconsin	255,015	12,056	4.7%	28	North Carolina	513,036	19,669	3.8%
4	Oregon	138,472	6,437	4.6%	29	Oklahoma	151,964	5,804	3.8%
5	Washington	277,960	12,674	4.6%	30	Arizona	228,253	8,576	3.8%
6	Colorado	218,256	9,657	4.4%	31	Wyoming	19,664	729	3.7%
7	Ohio	519,218	22,601	4.4%	32	Connecticut	215,282	7,900	3.7%
8	Vermont	27,710	1,204	4.3%	33	Delaware	43,767	1,599	3.7%
9	Indiana	297,077	12,619	4.2%	34	Kentucky	204,309	7,458	3.7%
10	Utah	87,088	3,670	4.2%	35	Tennessee	310,050	11,269	3.6%
11	Missouri	259,063	10,741	4.1%	36	Texas	1,232,176	44,356	3.6%
12	New Hampshire	61,735	2,556	4.1%	37	Georgia	550,325	19,711	3.6%
13	Virginia	464,719	18,987	4.1%	38	New Jersey	522,231	18,699	3.6%
14	Washington, D.C.	29,907	1,217	4.1%	39	New York	884,314	31,593	3.6%
15	Idaho	65,739	2,671	4.1%	40	California	1,733,657	61,338	3.5%
16	Iowa	141,933	5,692	4.0%	41	South Carolina	257,688	9,109	3.5%
17	Massachusetts	389,417	15,606	4.0%	42	New Mexico	71,278	2,516	3.5%
18	Pennsylvania	620,742	24,849	4.0%	43	Hawaii	61,199	2,155	3.5%
19	Maryland	323,477	12,940	4.0%	44	Rhode Island	46,276	1,627	3.5%
20	Michigan	503,582	20,125	4.0%	45	Arkansas	144,270	5,013	3.5%
21	Kansas	132,036	5,257	4.0%	46	North Dakota	29,994	1,021	3.4%
22	Montana	41,286	1,637	4.0%	47	Nevada	101,083	3,393	3.4%
23	South Dakota	35,972	1,425	4.0%	48	Alabama	291,903	9,600	3.3%
24	Florida	919,741	36,235	3.9%	49	West Virginia	73,680	2,388	3.2%
25	Nebraska	83,625	3,234	3.9%	50	Mississippi	197,016	5,917	3.0%
					51	Louisiana	254,934	7,646	3.0%