

Self-Response Reporting

Weekly Content

9/2/20



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Mailing Status

9/2/20

● • Mailing 7

- All Priority 1 and most Priority 2 (tracts with a 60% or lower response rate in late July) packages have been mailed.
- Addressed/mailed in priority order on a flow basis; all in-home by 9/15
- Next mail dispatch is today, 9/2

MAILING 7 Priority Categories	Final Workload Counts	Imaged (Addressing Complete)
Priority 1	2,901,158	2,901,158
Priority 2	9,140,110	9,107,038
Priority 3	4,136,988	726,810
Priority 4	1,842,744	
Priority 5	2,643,533	
TOTAL, PRIORITY 1-5	20,664,533	12,735,006

● • NRFU

- WL 3216
 - #2 (NCB) delivered to RRD 8/22
 - #3 (NCC) delivered to RRD 8/28
 - #4 (NCD) scheduled for delivery to RRD 9/3
- Production/dispatch – after M7 is complete

NRFU OCCUPIED MAILING Package ID	Final Workload Counts
NCB	2,637,562
NCC	1,275,861
NCD	
NCE	
NCF	
NCG	
TOTAL, NRFU OCC	3,913,423



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Periodic Performance Management Reports

2020 Census: Response by Mode and Type of Enumeration Area

Status:

● On Track

Data current as of:

September 2, 2020

Start Date:

March 24, 2020

Completion Date:

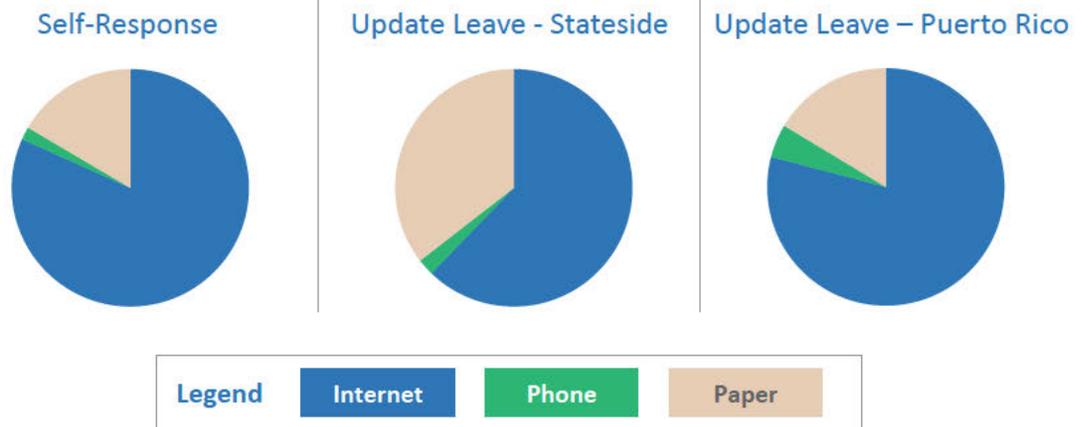
September 30, 2020

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
Total	101,168,197	100%	1,568,245	100%	430,043	100%
Internet	82,674,386	81.7%	975,581	62.2%	340,105	79.1%
Phone	1,764,607	1.7%	35,879	2.3%	19,559	4.6%
Paper	16,729,204	16.5%	556,785	35.5%	70,379	16.4%

Notes:

TEA 1 Initial Universe:

- Including 0.6 M unprocessed paper responses, total responding HUs = 94.4 M
- For internet and phone response, 85.3% is ID and 14.7% is non-ID.



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
Total Non-ID Cases	17,341,605	100.00%	123,932
<i>Total Resolved</i>	17,127,940	98.77%	347,714
Resolved in Automated	14,419,209	83.15%	123,278
Resolved in Clerical	2,708,731	15.62%	224,436
<i>Resolved in Manual</i>	1,608,439	9.28%	7,673
<i>Resolved in OBAV</i>	1,100,292	6.34%	216,763

Data updated by CDL on:
9/2/2020 4:35:20 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*
Resolved in Clerical	2,708,731	100.00%	324,045
<i>Resolved in Manual</i>	1,608,439	59.38%	46,933
Matched	983,522	61.15%	28,284
Uncodable	624,917	38.85%	18,649
<i>Resolved in OBAV</i>	900,989	33.26%	276,428
Verified	760,559	84.41%	247,953
Matched	139,848	15.52%	28,185
Uncodable	582	0.06%	290
<i>Referred to FV</i>	199,303	7.36%	684

*From last report to CIG on 8/26/2020

As of: September 2, 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
Total Non-ID Cases	17,341,605	100.00%	123,932
<i>Remaining Clerical Work</i>	213,665	1.23%	-223,782
Manual Processing Backlog	160,881	0.93%	-625
<i>Not Started</i>	111,959	0.65%	-2,090
<i>Waiting for QC</i>	48,922	0.28%	1,465
OBAV Backlog	52,784	0.30%	-223,157
<i>Not Started</i>	0	0.00%	-222,514
<i>Waiting for QC</i>	52,784	0.30%	-643

Data updated by CDL on:
9/2/2020 4:35:20 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*
Total Non-ID Cases	219,002	100.00%	13,886
<i>Resolved in Clerical</i>	109,513	50.01%	3,508
<i>Remaining Clerical Work</i>	109,489	49.99%	10,378
<i>Not Started</i>	84,922	38.78%	-5,618
<i>Waiting for QC</i>	24,567	11.12%	15,996

*From last report to CIG on 8/26/2020

As of: September 2, 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:
September 2, 2020

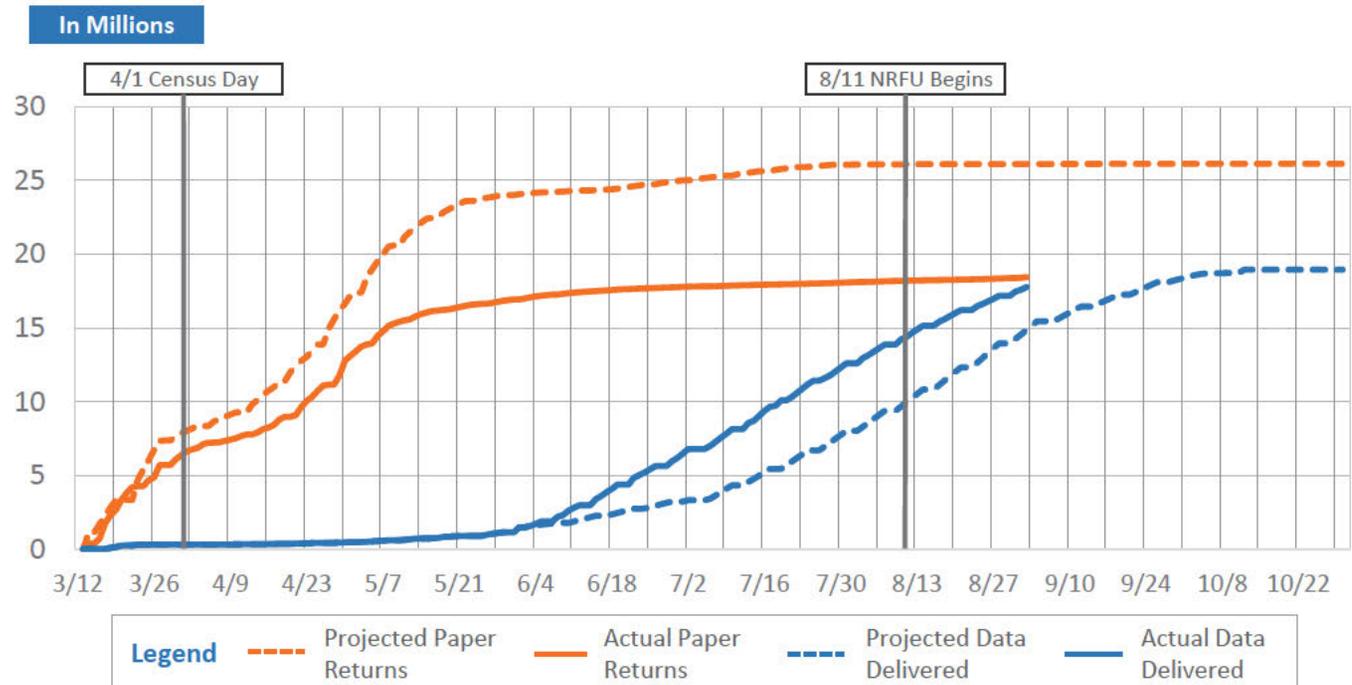
Start Date:
March 12, 2020

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	18,434,052	7,724,088	0	8,501,785	2,208,179
Questionnaires checked in	19,677,336	8,569,683	32,366	8,768,264	2,307,023
Questionnaires scanned	19,579,562	8,659,840	35,074	8,576,630	2,308,018
Questionnaires data delivered	18,158,733	8,228,918	28,299	8,292,575	1,608,941

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



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Paper Processing

9/2/20

Operation Type	Total, Both PDCCs	PDCC East	PDCC West
CHECKED IN	19,677,336	8,602,049	11,075,287
Total S-R and UL	19,040,781	7,965,494	11,075,287
Self Response (TEA 1)	17,899,023	7,965,494	9,933,529
Update Leave (TEA 6)	1,141,758	0	1,141,758
Total RA, UE, GQ	636,555	636,555	0
SCANNED	19,579,562	8,694,914	10,884,648
Total S-R and UL	18,956,953	8,072,305	10,884,648
Self Response (TEA 1)	17,829,211	8,059,178	9,770,033
Update Leave (TEA 6)	1,127,742	13,127	1,114,615
Total RA, UE, GQ	622,609	622,609	0
DATA DELIVERED	18,158,733	8,257,217	9,901,516
Total S-R and UL	17,757,603	7,856,087	9,901,516
Self Response (TEA 1)	16,977,564	7,856,087	9,121,477
Update Leave (TEA 6)	780,039	0	780,039
Total RA, UE, GQ	401,130	401,130	0

Source: UTS 9753 and iCADE Special Tabulation



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Self-Responses by Mode

9/2/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	102,845,738	103,166,485	320,747	100.0
Internet	83,852,037	83,990,072	138,035	43.0
Paper	17,188,456	17,356,368	167,912	52.4
Phone	1,805,245	1,820,045	14,800	4.6
TEA 1	100,873,035	101,168,197	295,162	100.0
Internet	82,539,993	82,674,386	134,393	45.5
Paper	16,582,716	16,729,204	146,488	49.6
Phone	1,750,326	1,764,607	14,281	4.8
TEA 6 Stateside	1,546,057	1,568,245	22,188	100.0
Internet	972,783	975,581	2,798	12.6
Paper	537,808	556,785	18,977	85.5
Phone	35,466	35,879	413	1.9
TEA 6 PR	426,646	430,043	3,397	100.0
Internet	339,261	340,105	844	24.8
Paper	67,932	70,379	2,447	72.0
Phone	19,453	19,559	106	3.1

Source: UTS 9700



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



Call Language Group	Call Language Line	8/26	8/27	8/28	8/29	8/30	8/31	9/1	PTD
English	English	33	35	11	2,034	5,372	755	26	52,113
	English Puerto Rico	0	0	0	0	2	0	0	41
	Total	33	35	11	2,034	5,374	755	26	52,154
Spanish	Spanish	0	0	0	2	102	0	1	1,700
	Spanish Puerto Rico	0	0	2	0	27	2	0	391
	Total	0	0	2	2	129	2	1	2,091
Non-English Non-Spanish	Arabic	0	0	1	7	5	0	0	144
	Chinese Cantonese	1	1	0	8	3	3	0	301
	Chinese Mandarin	2	1	0	16	11	0	2	299
	French	0	1	0	1	1	0	0	13
	Haitian Creole	0	0	0	6	1	0	0	56
	Japanese	0	0	0	2	0	0	0	27
	Korean	2	1	0	7	4	1	1	481
	Polish	0	0	0	2	1	0	0	59
	Portuguese	0	0	0	2	1	2	0	37
	Russian	0	0	0	5	5	0	0	140
	Tagalog	0	0	0	1	1	0	0	39
	Vietnamese	1	4	1	4	3	1	1	266
	Total	6	8	2	61	36	7	4	1,862
Grand Total		39	43	15	2,097	5,539	764	31	56,107

*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	550	19,292	10,263	5,087	10,518	1,078	5,503	281	490
Arabic	0	75	8	3	18	1	12	1	1
Chinese Cantonese	0	92	12	3	22	2	26	3	7
Chinese Mandarin	1	79	49	7	16	4	58	0	0
French	0	3	1	1	4	1	0	0	2
Haitian Creole	0	22	3	2	8	3	6	1	0
Japanese	0	5	2	1	2	1	5	0	0
Korean	1	103	5	4	54	7	17	3	12
Polish	0	19	5	1	6	0	6	0	0
Portuguese	0	16	3	0	4	1	1	1	1
Russian	0	75	6	2	16	4	10	0	3
Tagalog	0	5	3	1	4	1	0	4	0
Vietnamese	1	126	9	2	22	7	39	1	4
Total	553	19,912	10,369	5,114	10,694	1,110	5,683	295	520

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	69.6%		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	63.3%	English	5,077,096	4,002,331	3,576,530	69.1%	8:54	150,372	425,801	10.6%	4:15
Abandon Rate	10.9%	Spanish	921,051	376,292	352,057	80.0%	14:48	26,449	24,235	6.4%	3:53
Avg. Speed To Abandon	4:10	Non-English Non-Spanish	100,472	75,886	50,444	46.1%	13:22	29,243	25,442	33.5%	5:05
Avg. Handle Time	9:25	TTY	0	42,225	27,994	64.3%	0:57	86,292	14,231	33.7%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,996	4,660	80.3%	5:25	9,493	336	6.7%	5:35
Total Inbound Call Volume	12,252,486	Grand Total	6,116,120	4,501,730	4,011,685	69.6%	9:25	301,849	490,045	10.9%	4:10
IVR Call Volume	11,770,582										
Deflected Calls	7,448,907										
Short Abandons	301,849										
IVR Calls Offered to CSRs	4,146,271										
Direct to CSR Call Volume	355,459										
Actual Calls Offered to CSRs	4,501,730										
Abandon Call Volume	490,045										
CSR Handled Calls	4,011,685										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	56,468		% of Enumerations
Callbacks Handled - English	53,852	English	52.0%
Callbacks Selected - Spanish	786	Spanish	61.7%
Callbacks Handled - Spanish	756	Non-English Non-Spanish	55.2%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	52.4%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	99.9%
Deflection Rate	37.4%
Abandon Rate	0.0%
Avg. Speed To Abandon	3:32
Avg. Handle Time	9:10

CQA Total Inbound Call Volume

Total Inbound Call Volume	62,643
IVR Call Volume	58,563
Deflected Calls	21,926
Short Abandons	3,184
IVR Calls Offered to CSRs	35,565
Direct to CSR Call Volume	1,968
Actual Calls Offered to CSRs	37,533
Abandon Call Volume	8
CSR Handled Calls	37,525

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	10,431	34,616	34,616	100.0%	8:44	1,010	0	0.0%	0:00
Spanish	1,588	2,328	2,328	100.0%	15:26	75	0	0.0%	0:00
Non-English Non-Spanish	199	350	345	90.3%	15:00	140	5	1.4%	5:39
TTY	0	223	220	97.8%	0:50	1,950	3	1.3%	0:01
Group Quarters	0	16	16	93.8%	5:00	9	0	0.0%	0:00
Grand Total	12,218	37,533	37,525	99.9%	9:10	3,184	8	0.0%	3:32

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	61.0%
Spanish	68.2%
Non-English Non-Spanish	64.6%
TTY	0.0%
Group Quarters	0.0%
Grand Total	61.1%

Calls from Top 5 States	
State	Total Inbound Calls
CA	7,373
NY	5,899
TX	4,985
FL	3,657
OH	2,559
Total	24,473
% of Calls	39.1%

Coverage Improvement: Case Summary - PTD



Total Cases Received
8,050,689

Total Number of Attempts
15,303,575

Unique Cases Attempted
3,302,785

Total Cases Closed
2,735,232

Case Summary



Coverage Improvement: Dialer Call Summary - PTD



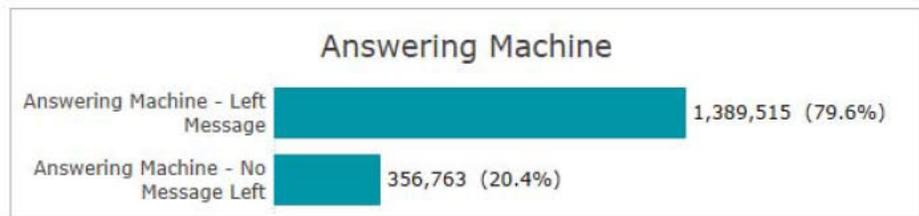
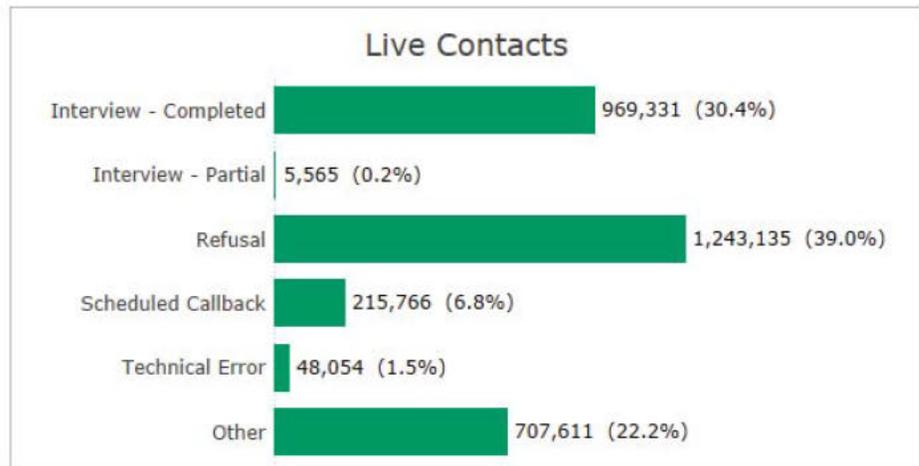
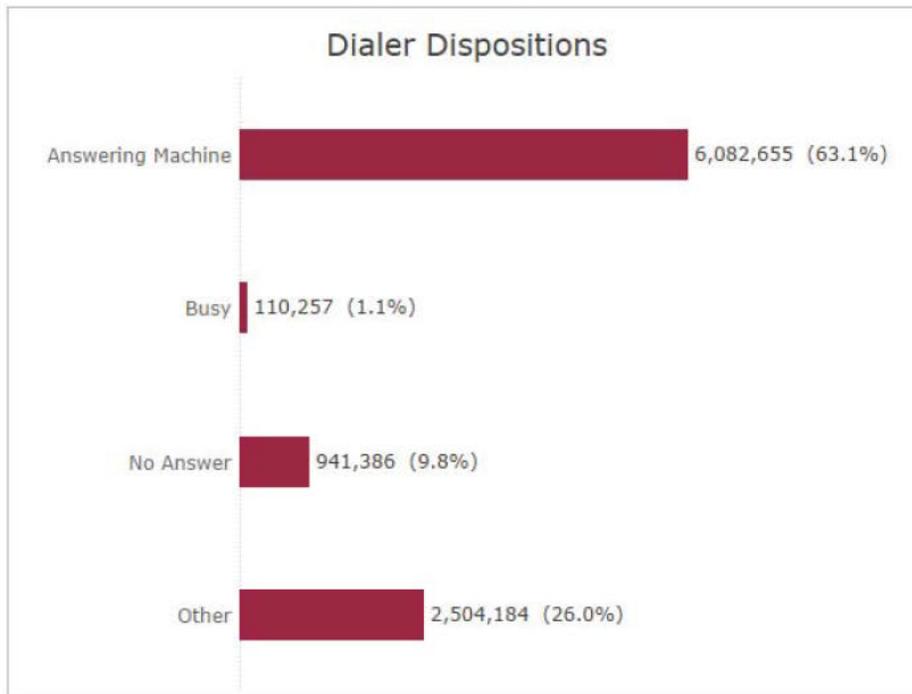
Dial Attempts
14,574,222

Dialer-only Dispositioned Calls
9,638,482 (66.1%)

CSR Dispositioned Calls
4,935,740 (33.9%)

Live Contact Total
3,189,462 (21.9%)

Answering Machine
1,746,278 (12.0%)



Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts
41,609

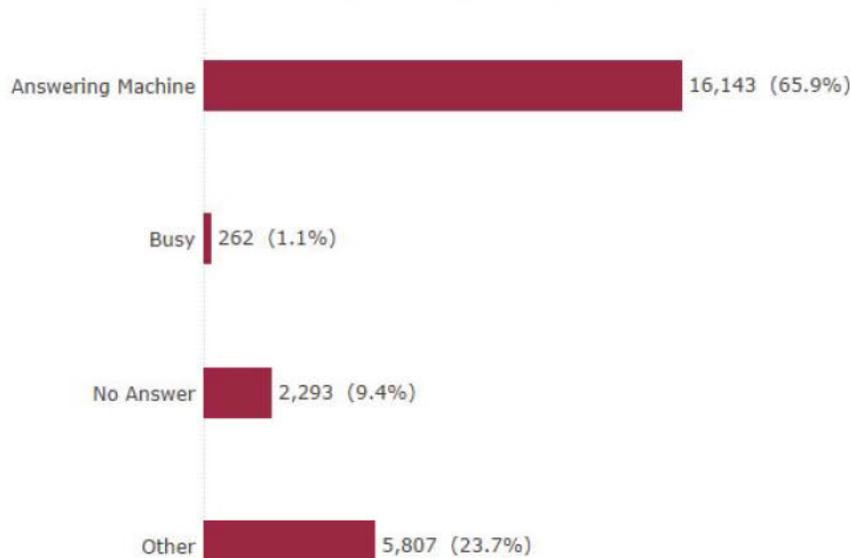
Dialer-only Dispositioned Calls
24,505 (58.9%)

CSR Dispositioned Calls
17,104 (41.1%)

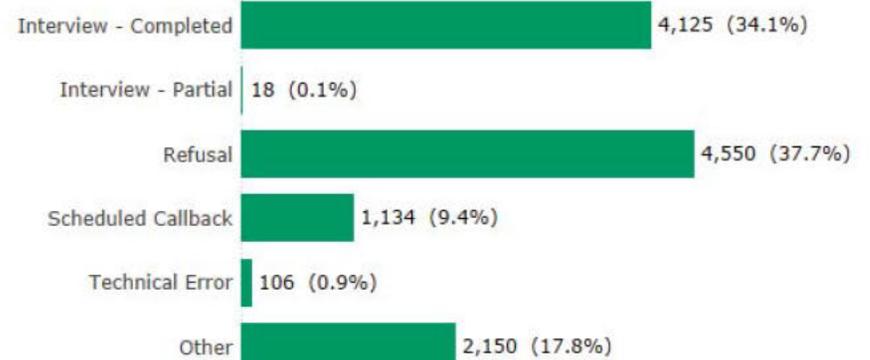
Live Contact Total
12,083 (29.0%)

Answering Machine
5,021 (12.1%)

Dialer Dispositions



Live Contacts



Answering Machine



Coverage Improvement: Respondent Callbacks – Trending



	9/1	7 Day Average	Program to Date
Total Respondent Callbacks	3,656	2,202	1,094,212
Abandoned Calls	0	1	347
Short Abandons	1,502	871	364,512
Service Level - 30 Seconds	100.0%	99.8%	99.9%
CSR Handled Calls	2,154	1,331	729,353
With Census ID	1,387	807	578,359
With Census ID (%)	64.4%	60.7%	79.3%
Without Census ID	767	523	150,994
Without Census ID (%)	35.6%	39.3%	20.7%
# Closed Completed	1,072	605	476,881
Closed Completed / CSR Handled (%)	49.8%	45.5%	65.4%
Closed Completed / Calls with Census ID (%)	77.3%	74.9%	82.5%
AHT (m:ss)	5:06	5:01	5:32

7 Day Average describes 8/26 through 9/1

Back-up Slides



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TEA 1 and TEA 6 Paper Processing

9/2/20

<i>Paper Responses, Processed Sufficient and Unprocessed</i>			
TEA	Yesterday	Today	Processing Distribution
Total			
Paper (all)	18,392,865	18,434,052	
Processed	17,188,456	17,356,368	94.2
Unprocessed	1,204,409	1,077,684	5.8
TEA 1			
Paper (all)	17,289,091	17,328,572	
Processed	16,582,716	16,729,204	96.5
Unprocessed	706,375	599,368	3.5
TEA 6 Stateside			
Paper (all)	806,712	807,776	
Processed	537,808	556,785	68.9
Unprocessed	268,904	250,991	31.1
TEA 6 PR			
Paper (all)	297,062	297,704	
Processed	67,932	70,379	23.6
Unprocessed	229,130	227,325	76.4

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:

September 02, 2020

Start Date:

January 21, 2020

Completion Date:

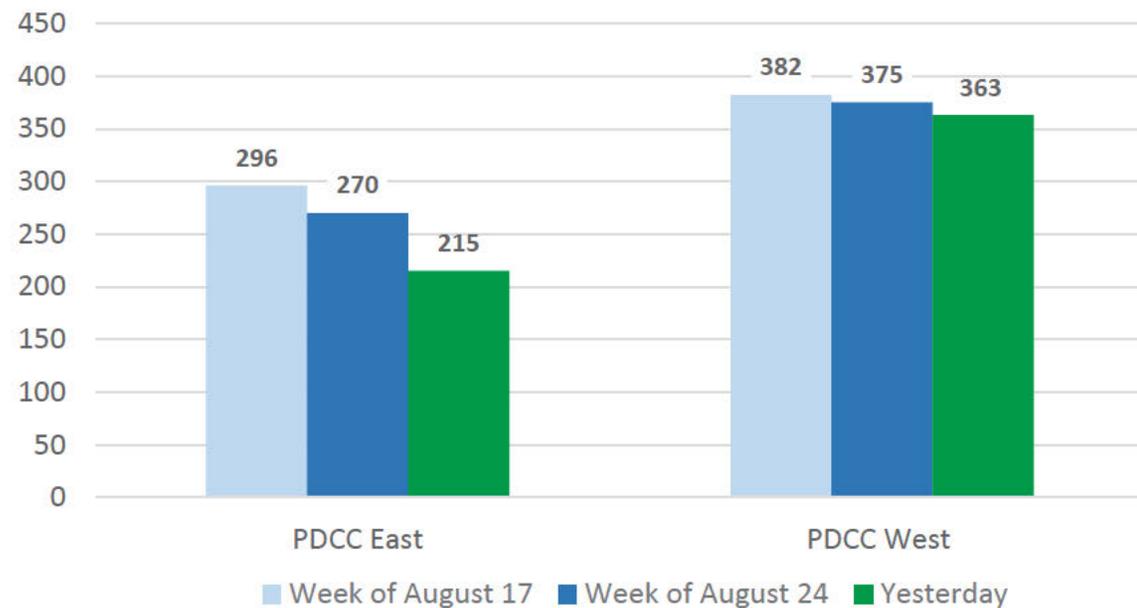
November 30, 2020

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, 198 (38% of fully staffed)
 - PDCC West, 349 (62% of fully staffed)

Paper Data Capture Staffing by Center

Total Staff: 578 yesterday, -76 from last Wednesday's report



Inbound Paper Returns by Cohort

9/2/20

Universe	Count
Total TEA 1 + TEA 6	18,434,052
Total TEA 1	17,328,572
Internet First Panel	8,156,619
Cohort 1	2,632,462
Cohort 2	1,970,150
Cohort 3	1,950,523
Cohort 4	1,603,484
Internet Choice Panel	8,979,091
Mailing 1 package	7,984,486
Mailing 4 package	994,605
NRFU Supplemental	102,616
Mailing 7	90,246
Total TEA 6	1,105,480
Stateside	807,776
Puerto Rico	297,704

Sources: IPTS Reports and UTS 9753



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Inbound Paper Returns by Language

9/2/20

Universe	Count
Total TEA 1 + TEA 6	18,434,052
Total TEA 1	17,328,572
Internet First Panel	8,156,619
English	7,562,142
Bilingual	594,477
Internet Choice Panel	8,979,091
English	7,747,222
Bilingual	1,231,869
NRFU Supplemental	102,616
English	96,556
Bilingual	6,060
Mailing 7	90,246
English	83,153
Bilingual	7,093
Total TEA 6	1,105,480
Stateside	807,776
English	736,800
Bilingual	70,976
Puerto Rico	297,704



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Sources: IPTS Reports and UTS 9753

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

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?	363,139	1 -	0	26
Can I complete the 2020 Census over the phone?	230,846	2 -	0	7
Do I need to keep this mail?	84,131	3 -	0	8
I have more than one home; how do I respond?	81,989	4 -	0	9
How do I respond to the Census?	81,070	5 -	0	60
I received a paper questionnaire, but I already responded.	77,158	6 -	0	12
I completed the 2020 Census. Why is someone contacting me?	75,076	7 -	0	1
Why am I still receiving mail?	63,729	8 -	0	25
Can you mail a questionnaire to me?	55,049	9 -	0	311
How do I answer the race question?	54,852	10 -	0	33

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?	17,003	1 -	0	7
Someone left a Notice of Visit at my door, what do I do?	9,103	2 -	0	16
Do I have to complete the questionnaire again?	6,964	3 -	0	58
I already completed my Census questionnaire, why are you emailing me to do it again?	6,171	4 -	0	32
ONLINE-Have you received my response?	6,163	5 -	0	13
I am moving or have moved; how do I respond?	5,847	6 -	0	14
Can I complete the 2020 Census over the phone?	5,003	7 -	0	2
Do I need to keep this mail?	3,957	8 -	0	3
I have more than one home; how do I respond?	3,638	9 -	0	4
What is the 2020 Census?	3,270	10 -	0	15

*7 Day= 7 Day Link Count (8/26 - 9/1)
 *PTD= Program to Date through 9/1

Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	9/1 Total	9/1 Rank	Prior Day Rank Difference	PTD Rank
I completed the 2020 Census. Why is someone contacting me?	2,501	1 -	0	7
Someone left a Notice of Visit at my door, what do I do?	1,248	2 -	0	16
Do I have to complete the questionnaire again?	1,161	3 -	0	58
ONLINE-Have you received my response?	1,064	4 -	0	13
I am moving or have moved; how do I respond?	1,019	5 ▲	1	14
I already completed my Census questionnaire, why are you emailing me to do it again?	985	6 ▼	-1	32
Can I complete the 2020 Census over the phone?	798	7 ▲	1	2
Do I need to keep this mail?	795	8 ▼	-1	3
PAPER-Have you received my response?	598	9 ▲	1	25
I have more than one home; how do I respond?	567	10 ▼	-1	4

*PTD= Program to Date through 9/1

Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(9/1)	(7 Day)	(PTD)	(9/1)	(7 Day)	(PTD)	(9/1)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	59	30	24,138	44	18	22,877	15	12	1,261
2	If a college is temporarily closed (including on April 1), where should a college student be counted?	55	29	21,570	48	26	21,304	7	3	266
3	Case Closed – No Action Needed - OB, RC	20	20	6,005	20	20	6,005	0	0	0
4	Is this a scam? - OB	35	16	22,336	30	14	21,799	5	2	537
5	Report suspected scam or fraud	15	13	2,077	15	12	2,025	0	1	52
6	Why are you calling? - OB	30	13	13,230	29	10	12,949	1	2	281
7	Incorrect address - OB	19	11	1,776	9	8	1,625	10	4	151
8	Do I have to complete the follow-up interview? - OB	24	11	6,239	22	10	6,121	2	1	118
9	Should I count people who are visiting?	12	10	2,227	6	6	1,891	6	4	336
10	I completed the 2020 Census. Why is someone contacting me?	17	10	348	17	9	321	0	1	27

*PTD= Program to Date through 9/1
*7 Day= Rolling 7 Day Average (8/26 - 9/1)

Coverage Improvement: Completion Rate by State



		Attempted Cases	Completion Rate			Attempted Cases	Completion Rate
	Grand Total	3,302,785	44.0%		Grand Total	3,302,785	44.0%
1	Alaska	4,362	53.4%	26	Florida	205,928	44.2%
2	Washington, D.C.	7,134	49.1%	27	Oklahoma	34,309	44.0%
3	Washington	64,058	48.5%	28	South Carolina	57,122	43.9%
4	Vermont	6,493	48.0%	29	Texas	271,016	43.9%
5	Utah	19,500	47.8%	30	North Carolina	113,472	43.5%
6	Minnesota	55,208	47.6%	31	Montana	8,899	43.4%
7	Oregon	32,413	47.5%	32	Kentucky	45,151	43.4%
8	Virginia	103,815	46.6%	33	Michigan	108,844	43.2%
9	South Dakota	7,848	46.3%	34	New Jersey	109,510	43.0%
10	New York	200,851	46.2%	35	Tennessee	69,002	42.9%
11	North Dakota	6,565	46.0%	36	Ohio	113,864	42.9%
12	Kansas	29,202	46.0%	37	Wyoming	4,345	42.8%
13	Nebraska	18,459	45.7%	38	Illinois	139,206	42.5%
14	Missouri	58,250	45.7%	39	Connecticut	46,065	42.5%
15	Maryland	72,375	45.7%	40	Maine	12,950	42.5%
16	Wisconsin	55,694	45.5%	41	Arkansas	31,870	42.2%
17	Idaho	14,425	45.5%	42	California	378,187	42.2%
18	Massachusetts	85,056	45.4%	43	Pennsylvania	136,086	42.0%
19	New Mexico	16,260	45.3%	44	Alabama	62,568	42.0%
20	Iowa	30,241	45.1%	45	Mississippi	42,385	41.9%
21	Indiana	67,060	44.8%	46	Louisiana	53,450	41.7%
22	Georgia	119,877	44.8%	47	Rhode Island	10,035	41.6%
23	Colorado	48,314	44.8%	48	Hawaii	13,896	41.6%
24	New Hampshire	13,538	44.7%	49	Delaware	9,796	41.5%
25	Arizona	49,798	44.2%	50	Nevada	21,944	40.2%
				51	West Virginia	16,089	38.2%

Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	Grand Total	15,152,581	578,359	3.8%		Grand Total	15,152,581	578,359	3.8%
1	Alaska	15,944	807	5.1%	26	Maine	57,714	2,226	3.9%
2	Minnesota	252,594	11,999	4.8%	27	North Carolina	517,097	19,826	3.8%
3	Wisconsin	256,573	12,136	4.7%	28	Illinois	646,844	24,778	3.8%
4	Oregon	140,617	6,525	4.6%	29	Oklahoma	153,154	5,859	3.8%
5	Washington	281,601	12,825	4.6%	30	Arizona	230,956	8,660	3.7%
6	Colorado	220,509	9,734	4.4%	31	Wyoming	19,889	736	3.7%
7	Ohio	522,527	22,769	4.4%	32	Delaware	44,288	1,623	3.7%
8	Vermont	27,919	1,210	4.3%	33	Connecticut	216,876	7,947	3.7%
9	Indiana	299,143	12,727	4.3%	34	Kentucky	205,534	7,504	3.7%
10	Utah	88,126	3,711	4.2%	35	Tennessee	312,783	11,371	3.6%
11	Missouri	260,962	10,830	4.2%	36	Texas	1,247,258	44,871	3.6%
12	New Hampshire	62,144	2,573	4.1%	37	Georgia	554,348	19,885	3.6%
13	Virginia	468,082	19,132	4.1%	38	New Jersey	526,681	18,870	3.6%
14	Washington, D.C.	30,296	1,232	4.1%	39	New York	896,432	32,040	3.6%
15	Idaho	66,223	2,690	4.1%	40	South Carolina	259,761	9,197	3.5%
16	Iowa	142,599	5,723	4.0%	41	Hawaii	62,292	2,200	3.5%
17	Massachusetts	392,346	15,731	4.0%	42	California	1,769,504	62,342	3.5%
18	Pennsylvania	625,528	25,059	4.0%	43	Rhode Island	46,714	1,644	3.5%
19	Maryland	326,609	13,083	4.0%	44	New Mexico	72,404	2,546	3.5%
20	Michigan	506,169	20,238	4.0%	45	Arkansas	145,582	5,065	3.5%
21	Kansas	132,977	5,290	4.0%	46	North Dakota	30,176	1,029	3.4%
22	South Dakota	36,220	1,433	4.0%	47	Nevada	102,934	3,451	3.4%
23	Montana	41,652	1,646	4.0%	48	Alabama	293,800	9,678	3.3%
24	Florida	930,210	36,619	3.9%	49	West Virginia	74,108	2,406	3.2%
25	Nebraska	84,384	3,258	3.9%	50	Mississippi	198,105	5,963	3.0%
					51	Louisiana	255,393	7,662	3.0%