

# Self-Response Operations Reporting

9/3/20



U.S. Department of Commerce  
Economics and Statistics Administration  
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Pre-decisional - Internal Only - Not for Public Distribution.

### Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>103,166,485</b>	<b>103,438,985</b>	<b>272,500</b>	<b>100.0</b>
Internet	83,990,072	84,120,507	130,435	47.9
Paper	17,356,368	17,484,409	128,041	47.0
Phone	1,820,045	1,834,069	14,024	5.1
<b>TEA 1</b>	<b>101,168,197</b>	<b>101,411,155</b>	<b>242,958</b>	<b>100.0</b>
Internet	82,674,386	82,795,419	121,033	49.8
Paper	16,729,204	16,837,702	108,498	44.7
Phone	1,764,607	1,778,034	13,427	5.5
<b>TEA 6 Stateside</b>	<b>1,568,245</b>	<b>1,587,323</b>	<b>19,078</b>	<b>100.0</b>
Internet	975,581	978,364	2,783	14.6
Paper	556,785	572,643	15,858	83.1
Phone	35,879	36,316	437	2.3
<b>TEA 6 PR</b>	<b>430,043</b>	<b>440,507</b>	<b>10,464</b>	<b>100.0</b>
Internet	340,105	346,724	6,619	63.3
Paper	70,379	74,064	3,685	35.2
Phone	19,559	19,719	160	1.5

Source: UTS 9700 (TEA 1 and TEA 6)



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# Paper Processing

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Operation Type	Total, Both PDCCs	PDCC East	PDCC West
<b>CHECKED IN</b>	19,713,741	8,628,707	11,085,034
<b>Total S-R and UL</b>	19,062,818	7,977,784	11,085,034
Self Response (TEA 1)	17,920,303	7,977,784	9,942,519
Update Leave (TEA 6)	1,142,515	0	1,142,515
<b>Total RA, UE, GQ</b>	650,923	650,923	0
<b>SCANNED</b>	19,693,744	8,743,859	10,949,885
<b>Total S-R and UL</b>	19,053,758	8,103,873	10,949,885
Self Response (TEA 1)	17,915,040	8,090,667	9,824,373
Update Leave (TEA 6)	1,138,718	13,206	1,125,512
<b>Total RA, UE, GQ</b>	639,986	639,986	0
<b>DATA DELIVERED</b>	18,294,500	8,270,252	10,024,248
<b>Total S-R and UL</b>	17,892,846	7,868,598	10,024,248
Self Response (TEA 1)	17,087,782	7,868,598	9,219,184
Update Leave (TEA 6)	805,064	0	805,064
<b>Total RA, UE, GQ</b>	401,654	401,654	0

# Non-ID Processing Workload

	Number	Percent	Change
<b>Total Non-ID Cases</b>	17,467,120	100.00%	125,515
<b><i>Total Resolved</i></b>	17,300,924	99.05%	172,984
Resolved in Automated	14,516,271	83.11%	97,062
Resolved in Clerical	2,784,653	15.94%	75,922
<i>Resolved in Manual</i>	1,623,745	9.30%	15,306
<i>Resolved in OBAV</i>	1,160,908	6.65%	60,616
<b><i>Remaining Clerical Work</i></b>	166,196	0.95%	<b>-47,469</b>
Manual Processing Backlog	145,898	0.84%	<b>-14,983</b>
OBAV Backlog	20,298	0.12%	<b>-32,486</b>

Data updated by CDL on:  
9/3/2020 4:02:27 AM ET



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# Inbound: Call Summary - PTD

## Total Inbound Call Volume % (PTD)



## Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	11,563,161	12,310,077
Deflection Rate	47.0%	63.2%
Service Level - 30 Seconds	80.0%	69.8%
AHT	9:04	9:25

## Calls Offered to CSRs by Language

	9/2	PTD
English	31,566	4,030,472
English Puerto Rico	23	3,448
Spanish	1,896	330,924
Spanish Puerto Rico	371	47,635
Chinese Mandarin	75	12,574
Chinese Cantonese	38	10,604
Vietnamese	35	13,697
Korean	56	13,857
Russian	38	7,297
Arabic	23	4,366
Tagalog	6	2,750
Polish	8	2,586
French	1	1,250
Haitian Creole	14	2,809
Portuguese	9	2,005
Japanese	8	2,402
TTY	203	42,428
Group Quarters	13	5,009
<b>Total</b>	<b>34,383</b>	<b>4,536,113</b>

## Inbound Call Volume

