

# Self-Response Operations Reporting

9/4/20



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

9/4/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>103,438,985</b>	<b>103,677,852</b>	<b>238,867</b>	<b>100.0</b>
Internet	84,120,507	84,233,707	113,200	47.4
Paper	17,484,409	17,597,496	113,087	47.3
Phone	1,834,069	1,846,649	12,580	5.3
<b>TEA 1</b>	<b>101,411,155</b>	<b>101,626,976</b>	<b>215,821</b>	<b>100.0</b>
Internet	82,795,419	82,904,584	109,165	50.6
Paper	16,837,702	16,932,310	94,608	43.8
Phone	1,778,034	1,790,082	12,048	5.6
<b>TEA 6 Stateside</b>	<b>1,587,323</b>	<b>1,604,738</b>	<b>17,415</b>	<b>100.0</b>
Internet	978,364	980,966	2,602	14.9
Paper	572,643	587,042	14,399	82.7
Phone	36,316	36,730	414	2.4
<b>TEA 6 PR</b>	<b>440,507</b>	<b>446,138</b>	<b>5,631</b>	<b>100.0</b>
Internet	346,724	348,157	1,433	25.4
Paper	74,064	78,144	4,080	72.5
Phone	19,719	19,837	118	2.1

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.

# Paper Processing

9/04/20

Operation Type	Total, Both PDCCs	PDCC East	PDCC West
<b>CHECKED IN</b>	19,732,886	8,636,608	11,096,278
<b>Total S-R and UL</b>	19,074,457	7,978,179	11,096,278
Self Response (TEA 1)	17,931,001	7,978,179	9,952,822
Update Leave (TEA 6)	1,143,456	0	1,143,456
<b>Total RA, UE, GQ</b>	658,429	658,429	0
<b>SCANNED</b>	19,719,008	8,755,971	10,963,037
<b>Total S-R and UL</b>	19,068,608	8,105,571	10,963,037
Self Response (TEA 1)	17,928,061	8,092,330	9,835,731
Update Leave (TEA 6)	1,140,547	13,241	1,127,306
<b>Total RA, UE, GQ</b>	650,400	650,400	0
<b>DATA DELIVERED</b>	18,414,242	8,280,609	10,133,633
<b>Total S-R and UL</b>	18,012,588	7,878,955	10,133,633
Self Response (TEA 1)	17,183,898	7,878,955	9,304,943
Update Leave (TEA 6)	828,690	0	828,690
<b>Total RA, UE, GQ</b>	401,654	401,654	0

Source: UTS 9753 and iCADE Special Tabulation



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
<b>Total Non-ID Cases</b>	17,583,492	100.00%	116,372
<b><i>Total Resolved</i></b>	17,437,591	99.17%	136,667
Resolved in Automated	14,620,493	83.15%	104,222
Resolved in Clerical	2,817,098	16.02%	32,445
<i>Resolved in Manual</i>	1,633,362	9.29%	9,617
<i>Resolved in OBAV</i>	1,183,736	6.73%	22,828
<b><i>Remaining Clerical Work</i></b>	145,901	0.83%	<b>-20,295</b>
Manual Processing Backlog	139,011	0.79%	<b>-6,887</b>
OBAV Backlog	6,890	0.04%	<b>-13,408</b>

Data updated by CDL on:  
9/4/2020 4:26:18 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	11,581,665	12,362,837
Deflection Rate	47.0%	63.1%
Service Level - 30 Seconds	80.0%	70.0%
AHT	9:04	9:25

## Calls Offered to CSRs by Language

	9/3	PTD
English	28,679	4,059,151
English Puerto Rico	23	3,471
Spanish	1,927	332,851
Spanish Puerto Rico	320	47,955
Chinese Mandarin	51	12,625
Chinese Cantonese	38	10,642
Vietnamese	36	13,733
Korean	60	13,917
Russian	31	7,328
Arabic	19	4,385
Tagalog	4	2,754
Polish	5	2,591
French	6	1,256
Haitian Creole	19	2,828
Portuguese	18	2,023
Japanese	9	2,411
TTY	202	42,630
Group Quarters	10	5,019
<b>Total</b>	<b>31,457</b>	<b>4,567,570</b>

## Inbound Call Volume

