

# Self-Response Reporting

## Weekly Content

### 9/9/20



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

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

# Mailing Status

9/9/20

- **Mailing 7**
  - Priority 3 (tracts with a 65% or lower response rate in late July) is near completion.
  - Priority 1-3 are the volumes that were discussed externally (16.2 M total); Priority 4 will also be fully mailed (more packages than originally anticipated are available).
  - Next mail dispatch is today, 9/9; all in-home by 9/15

MAILING 7 Priority Categories	Final Workload Counts	Imaged (Addressing Complete)
Priority 1	2,901,158	2,901,158
Priority 2	9,140,110	9,140,110
Priority 3	4,136,988	3,655,654
Priority 4	1,842,744	1,431,318
Priority 5	2,643,533	
<b>TOTAL, PRIORITY 1-5</b>	<b>20,664,533</b>	<b>17,128,240</b>

- **NRFU Occupied Mailing**
  - Workload 3216
    - #4 (NCD) delivered to RRD 9/4
  - Production/dispatch – Will begin today

NRFU OCCUPIED MAILING Package ID	Final Workload Counts
NCB	2,637,562
NCC	1,275,861
NCD	1,014,567
NCE	
NCF	
NCG	
<b>TOTAL, NRFU OCC</b>	<b>4,927,990</b>



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

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

# Periodic Performance Management Reports

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

**Status:**

● On Track

**Data current as of:**

September 9, 2020

**Start Date:**

March 24, 2020

**Completion Date:**

September 30, 2020

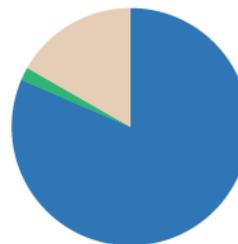
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
<b>Total</b>	102,255,636	100%	1,646,493	100%	475,782	100%
<b>Internet</b>	83,315,636	81.5%	990,610	60.2%	369,926	77.8%
<b>Phone</b>	1,827,910	1.8%	38,063	2.3%	21,912	4.6%
<b>Paper</b>	17,112,090	16.7%	617,820	37.5%	83,944	17.6%

**Notes:**

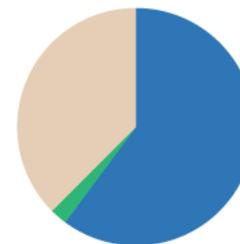
**TEA 1 Initial Universe:**

- Including 315 K unprocessed paper responses, total responding HUs = 95.0 M
- For internet and phone response, 85% is ID and 15% is non-ID.

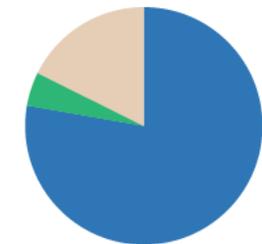
Self-Response



Update Leave - Stateside



Update Leave - Puerto Rico



Legend

Internet

Phone

Paper

Source: Unified Tracking System, 9700



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

Note: Numbers may not sum due to rounding.

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

# Non-ID Processing Workload (Resolved)

	Number	Percent	Change
<b>Total Non-ID Cases</b>	18,106,497	100.00%	124,440
<b><i>Total Resolved</i></b>	18,018,206	99.51%	150,316
Resolved in Automated	15,099,559	83.39%	108,779
Resolved in Clerical	2,918,647	16.12%	41,537
<i>Resolved in Manual</i>	1,688,075	9.32%	28,451
<i>Resolved in OBAV</i>	1,230,572	6.80%	13,086

Data updated by CDL on:  
9/9/2020 5:22:38 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.

# Resolved in Clerical Breakdown

	Number	Percent	Change*
<b>Resolved in Clerical</b>	2,918,677	100.00%	209,946
<i>Resolved in Manual</i>	1,688,075	57.84%	79,636
Matched	1,040,610	61.64%	57,088
Uncodable	647,465	38.36%	22,548
<i>Resolved in OBAV</i>	1,002,081	34.33%	101,092
Verified	771,681	77.01%	11,122
Matched	160,626	16.03%	20,778
Uncodable	69,774	6.96%	69,192
<i>Referred to FV</i>	228,521	7.83%	29,218

\*From last report to CIG on 9/2/2020

As of: September 9, 2020 7:43 AM

Sources: 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.

# Non-ID Processing Workload (Remaining)

	Number	Percent	Change
<b>Total Non-ID Cases</b>	18,106,497	100.00%	124,440
<b><i>Remaining Clerical Work</i></b>	88,291	0.49%	<b>-25,876</b>
Manual Processing Backlog	88,291	0.49%	<b>-25,170</b>
<i>Not Started</i>	62,100	0.34%	<b>-30,137</b>
<i>Waiting for QC</i>	26,191	0.34%	4,427
OBAV Backlog	0	0.00%	<b>-166</b>
<i>Not Started</i>	0	0.00%	0
<i>Waiting for QC</i>	0	0.00%	<b>-166</b>

Data updated by CDL on:  
9/9/2020 5:22:38 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.

# Non-ID Processing Workload (Puerto Rico)

	Number	Percent	Change*
<b>Total Non-ID Cases</b>	225,423	100.00%	6,421
<i>Resolved in Clerical</i>	164,522	72.98%	55,009
<i>Remaining Clerical Work</i>	60,901	27.02%	-48,588
<i>Not Started</i>	59,340	26.32%	-25,582
<i>Waiting for QC</i>	1,561	0.69%	-23,006

\*From last report to CIG on 9/2/2020

As of: September 9, 2020 7:43 AM

Sources: 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. 7  
Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

## 2020 Census: Paper Data Capture

### Status:

● On Track

Data current as of:  
September 9, 2020

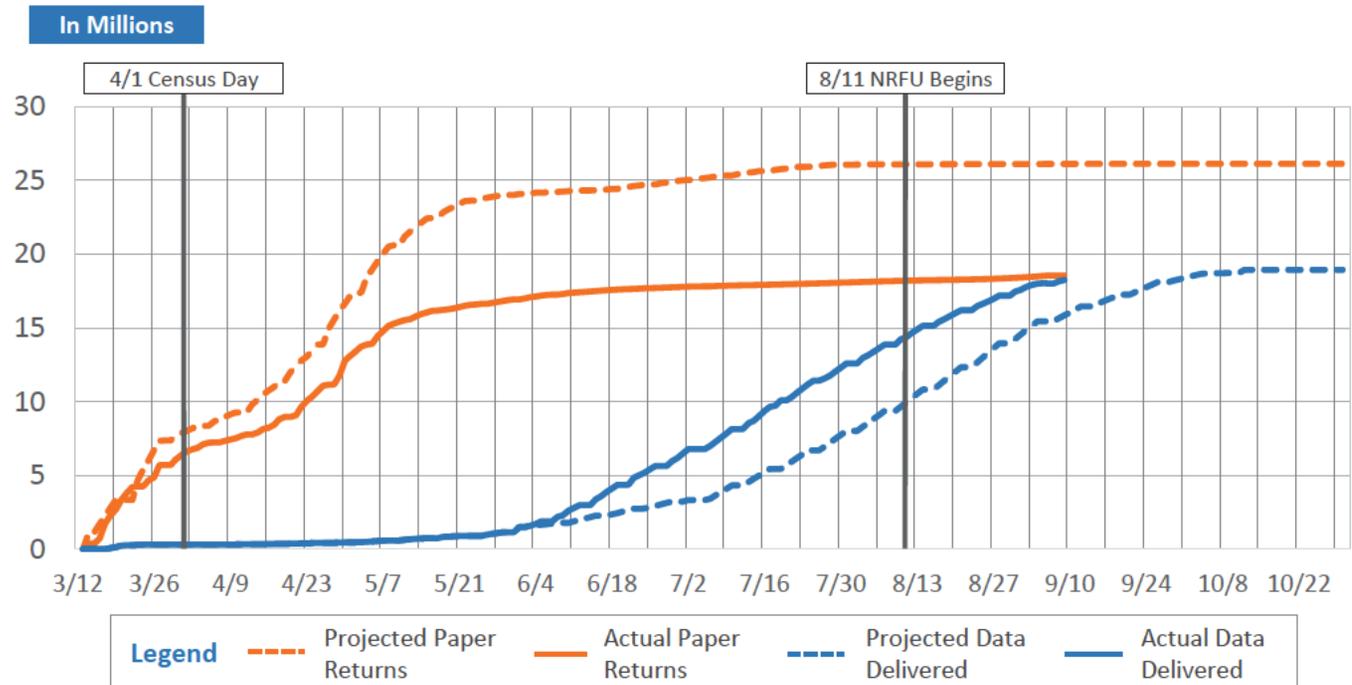
Start Date:  
March 12, 2020

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	18,542,819	7,771,426	0	8,553,754	2,217,639
Questionnaires checked in	19,878,551	8,686,042	33,087	8,838,670	2,320,752
Questionnaires scanned	19,764,438	8,731,156	36,624	8,671,684	2,324,974
Questionnaires data delivered	18,654,772	8,268,695	29,620	8,680,277	1,676,180

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



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

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

# Paper Processing

9/9/20

Operation Type	Total, Both PDCCs	PDCC East	PDCC West
<b>CHECKED IN</b>	19,878,551	8,719,129	11,159,422
<b>Total S-R and UL</b>	19,217,924	8,058,502	11,159,422
Self Response (TEA 1)	18,070,307	8,058,502	10,011,805
Update Leave (TEA 6)	1,147,617	0	1,147,617
<b>Total RA, UE, GQ</b>	660,627	660,627	0
<b>SCANNED</b>	19,764,438	8,767,780	10,996,658
<b>Total S-R and UL</b>	19,103,143	8,106,485	10,996,658
Self Response (TEA 1)	17,959,517	8,093,236	9,866,281
Update Leave (TEA 6)	1,143,626	13,249	1,130,377
<b>Total RA, UE, GQ</b>	661,295	661,295	0
<b>DATA DELIVERED</b>	18,654,772	8,298,315	10,356,457
<b>Total S-R and UL</b>	18,242,587	7,886,130	10,356,457
Self Response (TEA 1)	17,366,997	7,886,130	9,480,867
Update Leave (TEA 6)	875,590	0	875,590
<b>Total RA, UE, GQ</b>	412,185	412,185	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.

# Self-Responses by Mode

9/9/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>104,163,781</b>	<b>104,377,911</b>	<b>214,130</b>	<b>100.0</b>
Internet	84,552,135	84,676,172	124,037	57.9
Paper	17,737,708	17,813,854	76,146	35.6
Phone	1,873,938	1,887,885	13,947	6.5
<b>TEA 1</b>	<b>102,073,378</b>	<b>102,255,636</b>	<b>182,258</b>	<b>100.0</b>
Internet	83,207,471	83,315,636	108,165	59.3
Paper	17,049,793	17,112,090	62,297	34.2
Phone	1,816,114	1,827,910	11,796	6.5
<b>TEA 6 Stateside</b>	<b>1,631,576</b>	<b>1,646,493</b>	<b>14,917</b>	<b>100.0</b>
Internet	988,246	990,610	2,364	15.8
Paper	605,669	617,820	12,151	81.5
Phone	37,661	38,063	402	2.7
<b>TEA 6 PR</b>	<b>458,827</b>	<b>475,782</b>	<b>16,955</b>	<b>100.0</b>
Internet	356,418	369,926	13,508	79.7
Paper	82,246	83,944	1,698	10.0
Phone	20,163	21,912	1,749	10.3

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.

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



Call Language Group	Call Language Line	9/2	9/3	9/4	9/5	9/6	9/7	9/8	PTD
English	English	30	153	110	15	1,393	12	11	53,837
	English Puerto Rico	0	0	0	0	2	0	0	43
	<b>Total</b>	<b>30</b>	<b>153</b>	<b>110</b>	<b>15</b>	<b>1,395</b>	<b>12</b>	<b>11</b>	<b>53,880</b>
Spanish	Spanish	1	2	0	1	109	1	1	1,815
	Spanish Puerto Rico	0	0	0	0	19	0	0	410
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>128</b>	<b>1</b>	<b>1</b>	<b>2,225</b>
Non-English Non-Spanish	Arabic	0	0	0	5	1	0	0	150
	Chinese Cantonese	1	0	0	6	3	0	0	311
	Chinese Mandarin	1	2	1	11	2	0	2	318
	French	0	0	0	2	1	0	0	16
	Haitian Creole	1	0	0	5	0	0	0	62
	Japanese	0	0	1	1	1	0	1	31
	Korean	0	0	0	7	4	2	0	494
	Polish	0	0	0	0	0	0	0	59
	Portuguese	0	0	0	0	0	0	0	37
	Russian	1	1	0	3	6	0	0	151
	Tagalog	0	0	0	1	1	0	0	41
	Vietnamese	0	1	0	4	1	0	0	272
	<b>Total</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>45</b>	<b>20</b>	<b>2</b>	<b>3</b>	<b>1,942</b>
<b>Grand Total</b>		<b>35</b>	<b>159</b>	<b>112</b>	<b>61</b>	<b>1,543</b>	<b>15</b>	<b>15</b>	<b>58,047</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	13	20,716	11,430	2,919	12,100	1,176	5,748	305	526
Arabic	0	78	10	1	20	1	12	1	1
Chinese Cantonese	0	94	13	3	25	3	26	3	7
Chinese Mandarin	2	86	53	1	20	4	61	0	1
French	0	4	2	0	6	1	0	0	2
Haitian Creole	0	24	3	1	10	3	6	1	0
Japanese	1	5	2	0	5	1	5	0	0
Korean	0	105	5	2	58	7	17	3	12
Polish	0	19	5	0	7	0	6	0	0
Portuguese	0	16	3	0	4	1	1	1	1
Russian	1	77	11	2	14	4	10	0	3
Tagalog	0	6	3	1	5	1	0	4	0
Vietnamese	6	127	9	0	21	7	41	1	4
<b>Total</b>	<b>23</b>	<b>21,357</b>	<b>11,549</b>	<b>2,930</b>	<b>12,295</b>	<b>1,209</b>	<b>5,933</b>	<b>319</b>	<b>557</b>

# Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	70.5%		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	62.7%	English	5,122,940	4,157,481	3,731,198	70.1%	8:54	155,048	426,283	10.3%	4:15
Abandon Rate	10.5%	Spanish	928,033	387,796	363,486	80.4%	14:49	26,853	24,310	6.3%	3:52
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	101,177	77,254	51,771	46.8%	13:24	29,937	25,483	33.0%	5:05
Avg. Handle Time	9:25	TTY	0	43,321	29,073	65.1%	0:57	95,539	14,248	32.9%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	5,043	4,705	80.3%	5:24	9,519	338	6.7%	5:35
Total Inbound Call Volume	12,540,760	Grand Total	6,169,650	4,670,895	4,180,233	70.5%	9:25	316,896	490,662	10.5%	4:09
IVR Call Volume	12,040,251										
Deflected Calls	7,552,969										
Short Abandons	316,896										
IVR Calls Offered to CSRs	4,306,858										
Direct to CSR Call Volume	364,037										
Actual Calls Offered to CSRs	4,670,895										
Abandon Call Volume	490,662										
CSR Handled Calls	4,180,233										
<b>CQA Humanify Call Back Volume</b>		<b>Enumeration Dispositions by CSR Handled Calls</b>									
Callbacks Selected - English	56,551			% of Enumerations							
Callbacks Handled - English	53,931	English		52.4%							
Callbacks Selected - Spanish	791	Spanish		61.9%							
Callbacks Handled - Spanish	761	Non-English Non-Spanish		55.4%							
		TTY		0.3%							
		Group Quarters		0.5%							
		Grand Total		52.9%							

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

Service Level - 30 Seconds	98.3%
Deflection Rate	35.9%
Abandon Rate	0.2%
Avg. Speed To Abandon	0:33
Avg. Handle Time	8:53

## CQA Total Inbound Call Volume

Total Inbound Call Volume	57,438
IVR Call Volume	54,034
Deflected Calls	19,407
Short Abandons	2,816
IVR Calls Offered to CSRs	33,519
Direct to CSR Call Volume	1,696
Actual Calls Offered to CSRs	35,215
Abandon Call Volume	54
CSR Handled Calls	35,161

## CQA Humanify Call Back Volume

Callbacks Selected - English	1
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	4,908	32,495	32,458	98.4%	8:30	1,031	37	0.1%	0:17
Spanish	747	2,188	2,182	98.7%	14:23	85	6	0.3%	0:10
Non-English Non-Spanish	94	313	304	84.0%	14:29	102	9	2.9%	1:54
TTY	0	204	203	99.5%	0:53	1,592	1	0.5%	0:09
Group Quarters	0	15	14	86.7%	3:16	6	1	6.7%	0:51
<b>Grand Total</b>	<b>5,748</b>	<b>35,215</b>	<b>35,161</b>	<b>98.3%</b>	<b>8:53</b>	<b>2,816</b>	<b>54</b>	<b>0.2%</b>	<b>0:33</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	61.3%
Spanish	62.9%
Non-English Non-Spanish	65.5%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>61.1%</b>

# Coverage Improvement: Case Summary - PTD



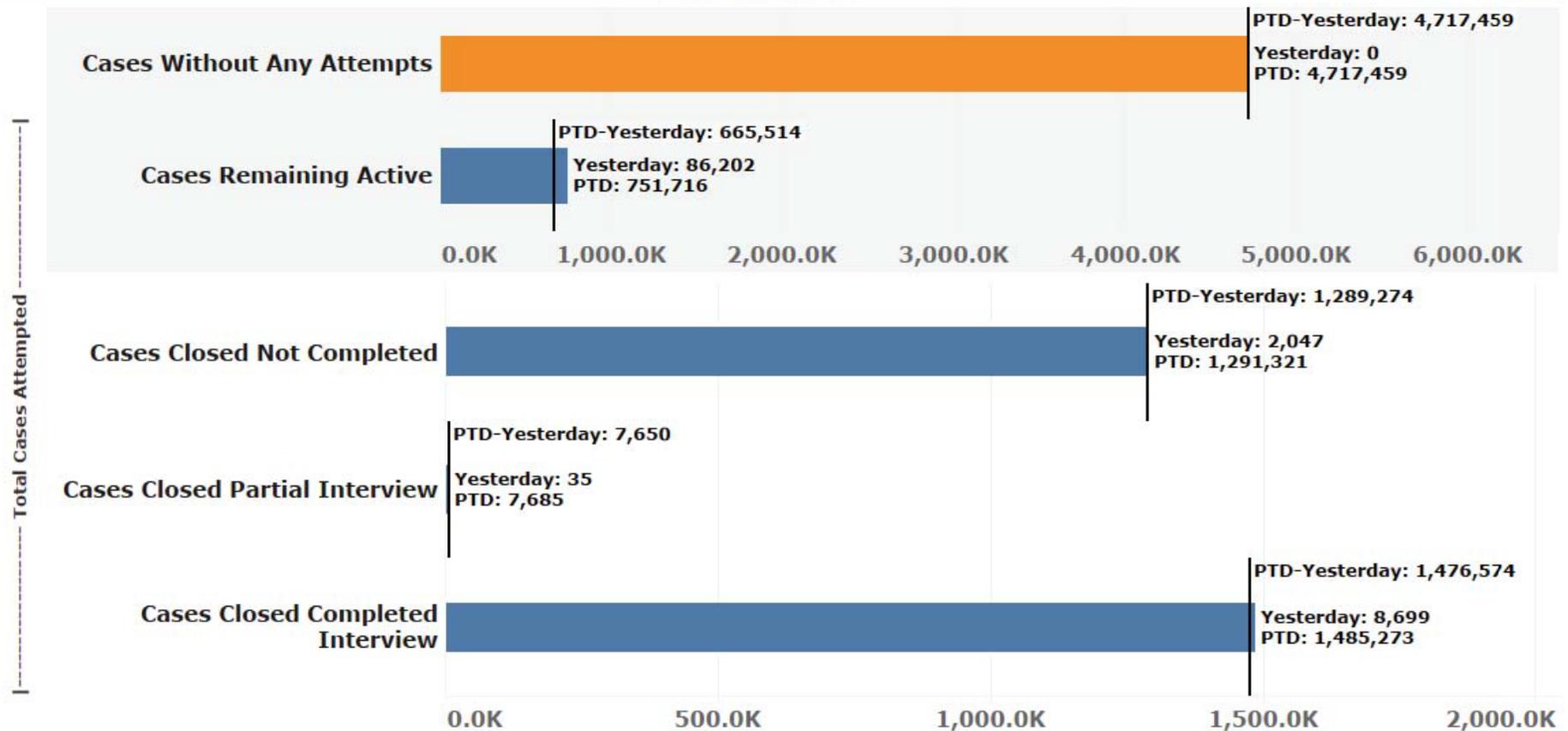
Total Cases Received  
8,253,454

Total Number of Attempts  
15,720,799

Unique Cases Attempted  
3,535,995

Total Cases Closed  
2,784,420

## Case Summary



# Coverage Improvement: Dialer Call Summary - PTD



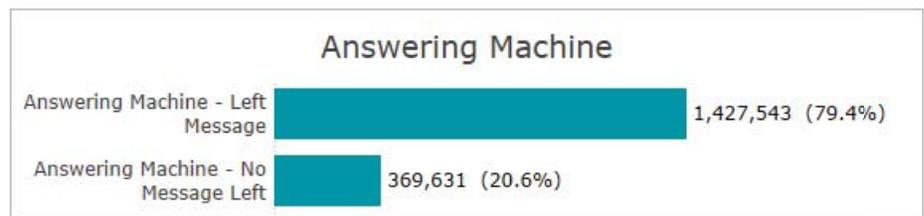
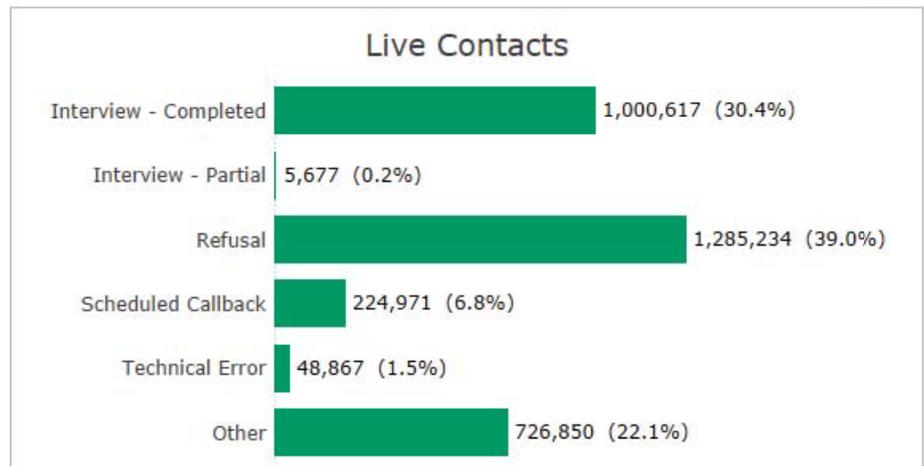
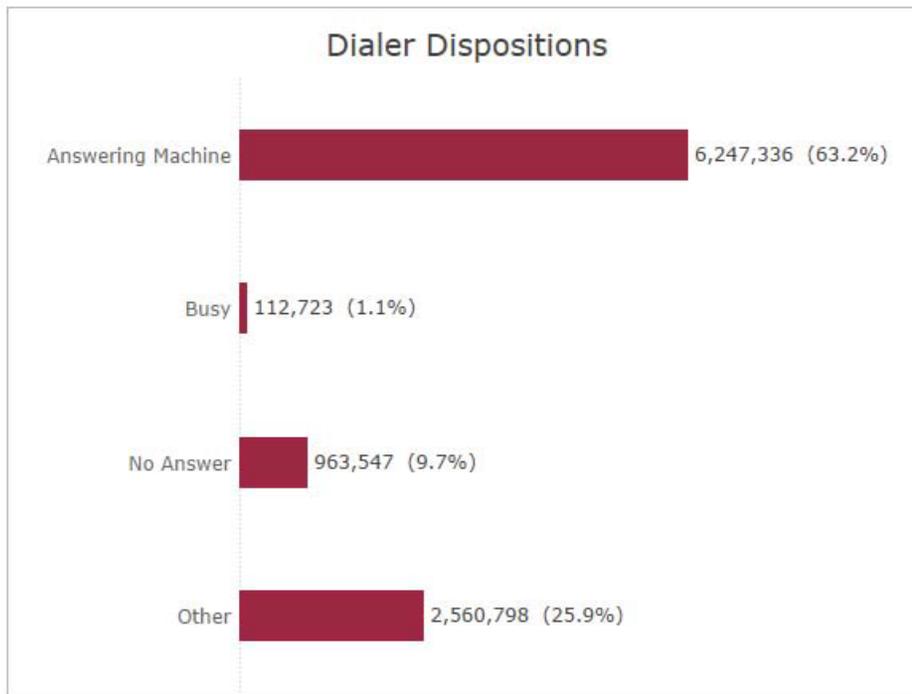
Dial Attempts  
14,973,794

Dialer-only Dispositioned Calls  
9,884,404 (66.0%)

CSR Dispositioned Calls  
5,089,390 (34.0%)

Live Contact Total  
3,292,216 (22.0%)

Answering Machine  
1,797,174 (12.0%)



# Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts  
100,072

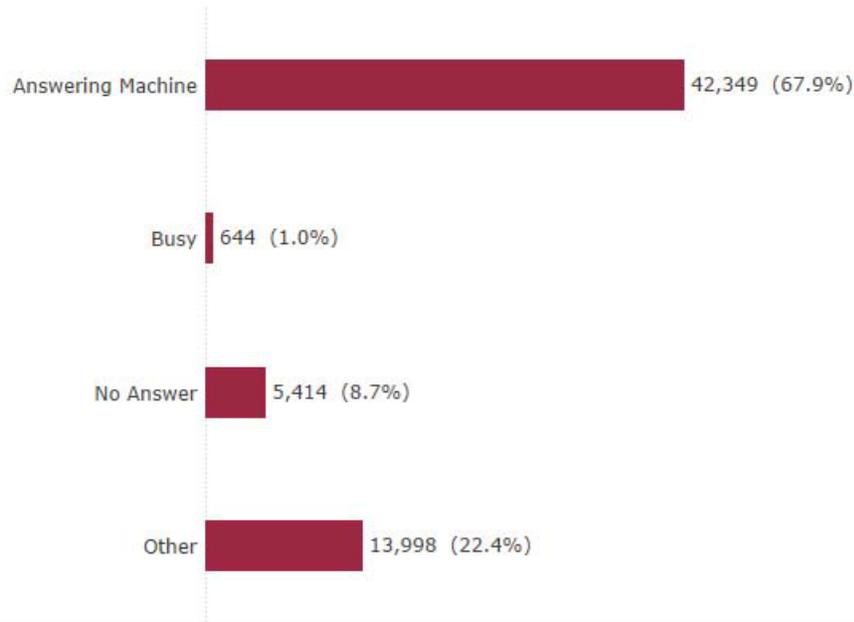
Dialer-only Dispositioned Calls  
62,405 (62.4%)

CSR Dispositioned Calls  
37,667 (37.6%)

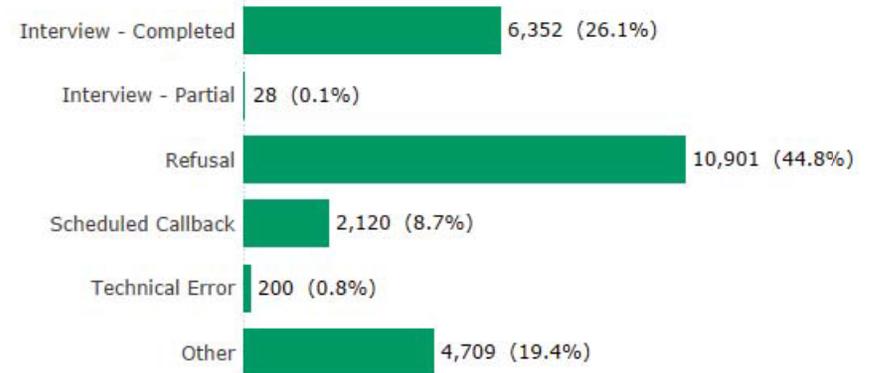
Live Contact Total  
24,310 (24.3%)

Answering Machine  
13,357 (13.3%)

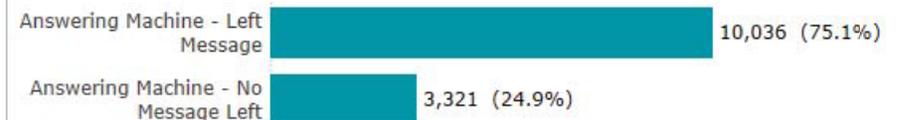
Dialer Dispositions



Live Contacts



Answering Machine



# Coverage Improvement: Respondent Callbacks – Trending



	9/8	7 Day Average	Program to Date
<b>Total Respondent Callbacks</b>	7,394	4,483	1,125,594
<b>Abandoned Calls</b>	0	1	357
<b>Short Abandons</b>	3,145	1,960	378,232
<b>Service Level - 30 Seconds</b>	100.0%	99.9%	99.9%
<b>CSR Handled Calls</b>	4,249	2,522	747,005
<b>With Census ID</b>	2,954	1,716	590,372
<b>With Census ID (%)</b>	69.5%	68.1%	79.0%
<b>Without Census ID</b>	1,295	806	156,633
<b>Without Census ID (%)</b>	30.5%	31.9%	21.0%
<b># Closed Completed</b>	2,352	1,346	486,303
<b>Closed Completed / CSR Handled (%)</b>	55.4%	53.4%	65.1%
<b>Closed Completed / Calls with Census ID (%)</b>	79.6%	78.4%	82.4%
<b>AHT (m:ss)</b>	4:57	5:03	5:31

7 Day Average describes 9/2 through 9/8

# Supplementary Slides



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

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

19

# TEA 1 and TEA 6 Paper Processing

9/9/20

## *Paper Responses, Processed Sufficient and Unprocessed*

TEA	Yesterday	Today	Processing Distribution
<b>Total</b>			
Paper (all)	18,541,632	18,542,819	
Processed	17,737,708	17,813,854	96.1
Unprocessed	803,924	728,965	3.9
<b>TEA 1</b>			
Paper (all)	17,432,280	17,433,437	
Processed	17,049,793	17,112,090	98.2
Unprocessed	382,487	321,347	1.8
<b>TEA 6 Stateside</b>			
Paper (all)	810,282	810,289	
Processed	605,669	617,820	76.2
Unprocessed	204,613	192,469	23.8
<b>TEA 6 PR</b>			
Paper (all)	299,070	299,093	
Processed	82,246	83,944	28.1
Unprocessed	216,824	215,149	71.9

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

Unprocessed in this table is the difference between IPTS inbound and UTS processed sufficient. "Unprocessed," therefore, includes data-delivered but insufficient paper responses.

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.



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

# Periodic Performance Management Reports

## 2020 Census: Paper Data Capture Center Staffing Status

### Status:

● On Track

### Data current as of:

September 9, 2020

### Start Date:

January 21, 2020

### Completion Date:

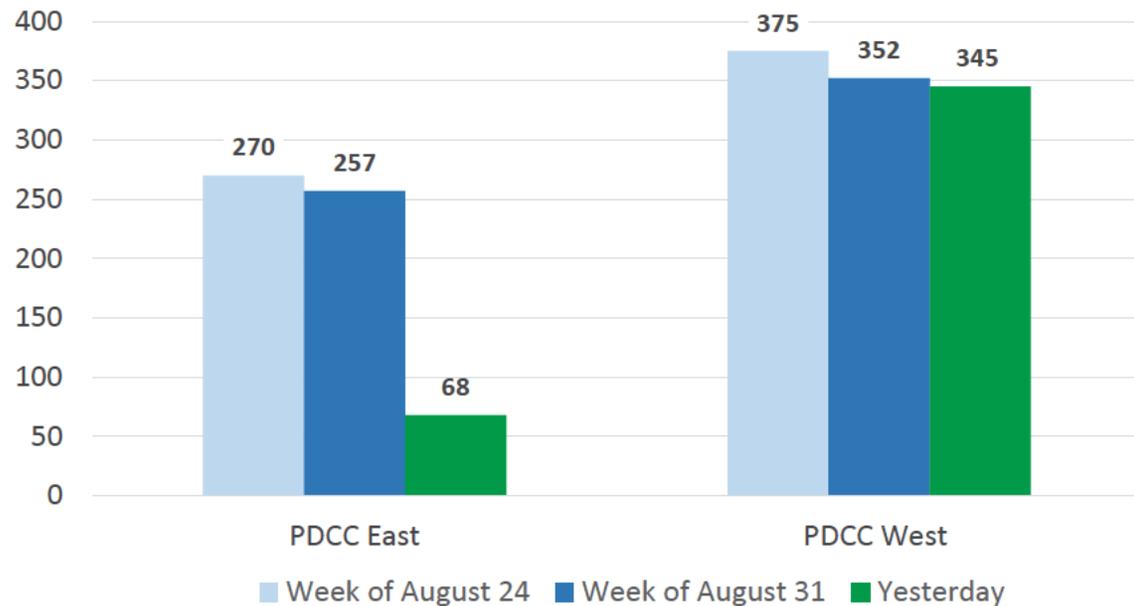
November 30, 2020

### Notes:

- A portion of the PDCC East staff are on loan to another operation this week, resulting in a low PDCC East count for yesterday.
- 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, 54 (10% of fully staffed)
  - PDCC West, 332 (59% of fully staffed)

### Paper Data Capture Staffing by Center

Total Staff: 413 yesterday, -165 from last Wednesday's report



# Inbound Paper Returns by Cohort

9/9/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>18,542,819</b>
<b>Total TEA 1</b>	<b>17,433,437</b>
Internet First Panel	8,167,818
Cohort 1	2,635,944
Cohort 2	1,973,161
Cohort 3	1,952,868
Cohort 4	1,605,845
Internet Choice Panel	8,984,871
Mailing 1 package	7,987,125
Mailing 4 package	997,746
NRFU Supplemental	102,836
Mailing 7	177,912
<b>Total TEA 6</b>	<b>1,109,382</b>
Stateside	810,289
Puerto Rico	299,093

Sources: IPTS Reports and UTS 9753



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

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

# Inbound Paper Returns by Language

9/9/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>18,542,819</b>
<b>Total TEA 1</b>	<b>17,433,437</b>
Internet First Panel	8,167,818
English	7,572,120
Bilingual	595,698
Internet Choice Panel	8,984,871
English	7,751,539
Bilingual	1,233,332
NRFU Supplemental	102,836
English	96,761
Bilingual	6,075
Mailing 7	177,912
English	165,728
Bilingual	12,184
<b>Total TEA 6</b>	<b>1,109,382</b>
Stateside	810,289
English	739,032
Bilingual	71,257
Puerto Rico	299,093

Sources: IPTS Reports and UTS 9753



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

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?	363,808	1 -	0	24
Can I complete the 2020 Census over the phone?	234,565	2 -	0	6
Do I need to keep this mail?	87,483	3 -	0	7
I completed the 2020 Census. Why is someone contacting me?	86,695	4 ▲	1	1
I have more than one home; how do I respond?	85,247	5 ▼	-1	8
How do I respond to the Census?	81,323	6 -	0	60
I received a paper questionnaire, but I already responded.	77,422	7 -	0	57
Why am I still receiving mail?	64,762	8 -	0	16
How do I answer the race question?	55,358	9 -	0	34
Can you mail a questionnaire to me?	55,049	10 -	0	302

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?	11,619	1 -	0	4
Do I have to complete the questionnaire again?	6,532	2 ▲	1	35
Someone left a Notice of Visit at my door, what do I do?	6,357	3 ▼	-1	16
ONLINE-Have you received my response?	5,257	4 -	0	11
I am moving or have moved; how do I respond?	4,204	5 -	0	12
Can I complete the 2020 Census over the phone?	3,719	6 -	0	2
Do I need to keep this mail?	3,352	7 -	0	3
I have more than one home; how do I respond?	3,258	8 -	0	5
PAPER-Have you received my response?	2,712	9 -	0	23
This address is a vacant home; how do I respond?	2,388	10 ▲	1	13

\*7 Day= 7 Day Link Count (9/2 - 9/8)  
 \*PTD= Program to Date through 9/8

# Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	9/8 Total	9/8 Rank	Prior Day Rank Difference	PTD Rank
I completed the 2020 Census. Why is someone contacting me?	2,368	1 -	0	4
Do I have to complete the questionnaire again?	1,404	2 ▲	2	35
ONLINE-Have you received my response?	1,217	3 -	0	11
Someone left a Notice of Visit at my door, what do I do?	1,156	4 ▼	-2	16
I am moving or have moved; how do I respond?	900	5 -	0	12
Do I need to keep this mail?	889	6 -	0	3
Can I complete the 2020 Census over the phone?	731	7 -	0	2
I have more than one home; how do I respond?	723	8 -	0	5
PAPER-Have you received my response?	646	9 -	0	23
This address is a vacant home; how do I respond?	581	10 ▲	1	13

\*PTD= Program to Date through 9/8

# Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(9/8)	(7 Day)	(PTD)	(9/8)	(7 Day)	(PTD)	(9/8)	(7 Day)	(PTD)
1	If a college is temporarily closed (including on April 1), where should a college student be counted?	86	52	21,934	86	51	21,659	0	1	275
2	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	83	48	24,475	80	38	23,144	3	10	1,331
3	Why are you calling? - OB	69	31	13,449	64	29	13,152	5	2	297
4	How do I know you are calling from the Census Bureau? - OB	40	28	21,117	39	26	20,757	1	2	360
4	Is this a scam? - OB	51	28	22,531	49	26	21,979	2	2	552
6	Incorrect address - OB	21	22	1,931	19	19	1,761	2	3	170
7	Which people should I count? - OB	24	19	5,059	24	16	4,899	0	3	160
8	Case Closed – No Action Needed - OB, RC	26	18	6,132	26	18	6,132	0	0	0
8	Do I have to complete the follow-up interview? - OB	27	18	6,366	27	17	6,239	0	1	127
8	What is the 2020 Census?	26	18	1,491	24	15	1,373	2	3	118

\*PTD= Program to Date through 9/8  
\*7 Day= Rolling 7 Day Average (9/2 - 9/8)

# Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate		
	<b>Grand Total</b>	<b>3,535,995</b>		<b>Grand Total</b>	<b>3,535,995</b>		
1	Alaska	4,681	52.2%	26	Kentucky	47,300	42.1%
2	Washington	67,972	47.0%	27	Oklahoma	36,876	42.0%
3	Washington, D.C.	7,758	46.6%	28	Florida	224,399	41.9%
4	Vermont	6,950	46.1%	29	Michigan	114,553	41.8%
5	Minnesota	58,603	45.8%	30	Texas	295,116	41.8%
6	Utah	21,006	45.7%	31	Louisiana	53,450	41.7%
7	Oregon	34,864	45.6%	32	South Carolina	62,207	41.6%
8	Virginia	109,810	45.1%	33	North Carolina	121,861	41.5%
9	North Dakota	6,906	44.6%	34	Montana	9,615	41.4%
10	Kansas	31,119	44.3%	35	New Jersey	117,061	41.4%
11	Idaho	15,117	44.3%	36	Illinois	146,037	41.3%
12	Wisconsin	58,388	44.2%	37	Tennessee	73,873	41.2%
13	South Dakota	8,444	44.1%	38	Ohio	120,760	41.2%
14	Maryland	77,162	43.9%	39	Connecticut	48,907	40.9%
15	Nebraska	19,716	43.9%	40	Maine	13,729	40.9%
16	Missouri	62,206	43.9%	41	California	406,158	40.7%
17	Massachusetts	89,861	43.8%	42	Pennsylvania	144,358	40.5%
18	New York	221,575	43.6%	43	Wyoming	4,726	40.5%
19	Indiana	70,875	43.4%	44	Arkansas	34,263	40.4%
20	Iowa	32,126	43.3%	45	Alabama	66,425	40.3%
21	Colorado	51,280	43.2%	46	Mississippi	45,138	40.2%
22	New Mexico	17,832	43.0%	47	Hawaii	15,195	39.7%
23	New Hampshire	14,381	42.8%	48	Delaware	10,623	39.4%
24	Georgia	128,999	42.8%	49	Rhode Island	10,920	39.4%
25	Arizona	53,940	42.2%	50	Nevada	24,075	38.2%
				51	West Virginia	16,799	37.4%

# Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	<b>Grand Total</b>	<b>15,564,166</b>	<b>590,372</b>	<b>3.8%</b>		<b>Grand Total</b>	<b>15,564,166</b>	<b>590,372</b>	<b>3.8%</b>
1	Alaska	16,785	835	5.0%	26	Nebraska	86,514	3,323	3.8%
2	Minnesota	257,802	12,172	4.7%	27	Oklahoma	157,224	6,003	3.8%
3	Wisconsin	261,121	12,292	4.7%	28	Illinois	659,417	25,145	3.8%
4	Oregon	145,521	6,681	4.6%	29	North Carolina	530,665	20,212	3.8%
5	Washington	289,701	13,064	4.5%	30	Arizona	238,402	8,856	3.7%
6	Colorado	226,291	9,926	4.4%	31	Wyoming	20,571	754	3.7%
7	Ohio	533,221	23,128	4.3%	32	Connecticut	221,694	8,108	3.7%
8	Vermont	28,623	1,236	4.3%	33	Delaware	45,617	1,664	3.6%
9	Indiana	305,589	12,924	4.2%	34	Kentucky	209,255	7,601	3.6%
10	Utah	90,842	3,787	4.2%	35	Tennessee	320,745	11,619	3.6%
11	New Hampshire	63,424	2,630	4.1%	36	Georgia	568,092	20,319	3.6%
12	Missouri	267,120	11,026	4.1%	37	Texas	1,290,309	46,090	3.6%
13	Virginia	478,362	19,486	4.1%	38	New Jersey	539,522	19,258	3.6%
14	Washington, D.C.	31,302	1,270	4.1%	39	New York	930,270	33,077	3.6%
15	Idaho	67,538	2,734	4.0%	40	Hawaii	64,854	2,289	3.5%
16	Massachusetts	400,468	15,992	4.0%	41	South Carolina	266,990	9,415	3.5%
17	Iowa	145,274	5,801	4.0%	42	Rhode Island	48,153	1,690	3.5%
18	Pennsylvania	639,635	25,515	4.0%	43	California	1,835,596	63,869	3.5%
19	Maryland	334,808	13,346	4.0%	44	New Mexico	75,341	2,612	3.5%
20	Michigan	514,921	20,516	4.0%	45	Arkansas	149,390	5,168	3.5%
21	Kansas	135,990	5,376	4.0%	46	North Dakota	30,699	1,047	3.4%
22	South Dakota	37,096	1,459	3.9%	47	Nevada	107,199	3,534	3.3%
23	Montana	42,789	1,681	3.9%	48	Alabama	299,795	9,819	3.3%
24	Florida	961,531	37,554	3.9%	49	West Virginia	75,471	2,441	3.2%
25	Maine	59,065	2,271	3.8%	50	Mississippi	202,161	6,087	3.0%
					51	Louisiana	255,401	7,670	3.0%