

# Self-Response Operations Reporting

9/14/20



U.S. Department of Commerce  
Economics and Statistics Administration  
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# Self-Responses by Mode

9/14/20

## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>105,060,105</b>	<b>105,124,383</b>	<b>64,278</b>	<b>100.0</b>
Internet	85,020,740	85,081,292	60,552	94.2
Paper	18,116,664	18,116,664	0	0.0
Phone	1,922,701	1,926,427	3,726	5.8
<b>TEA 1</b>	<b>102,875,410</b>	<b>102,937,784</b>	<b>62,374</b>	<b>100.0</b>
Internet	83,649,827	83,708,680	58,853	94.4
Paper	17,364,383	17,364,383	0	0.0
Phone	1,861,200	1,864,721	3,521	5.6
<b>TEA 6 Stateside</b>	<b>1,678,650</b>	<b>1,680,265</b>	<b>1,615</b>	<b>100.0</b>
Internet	998,659	1,000,099	1,440	89.2
Paper	640,682	640,682	0	0.0
Phone	39,309	39,484	175	10.8
<b>TEA 6 PR</b>	<b>506,045</b>	<b>506,334</b>	<b>289</b>	<b>100.0</b>
Internet	372,254	372,513	259	89.6
Paper	111,599	111,599	0	0.0
Phone	22,192	22,222	30	10.4

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>	19,942,257	8,747,339	11,194,918
<b>Total S-R and UL</b>	19,269,270	8,074,352	11,194,918
Self Response (TEA 1)	18,118,788	8,074,352	10,044,436
Update Leave (TEA 6)	1,150,482	0	1,150,482
<b>Total RA, UE, GQ</b>	672,987	672,987	0
<b>SCANNED</b>	19,908,969	8,835,268	11,073,701
<b>Total S-R and UL</b>	19,222,537	8,148,836	11,073,701
Self Response (TEA 1)	18,072,309	8,135,574	9,936,735
Update Leave (TEA 6)	1,150,228	13,262	1,136,966
<b>Total RA, UE, GQ</b>	686,432	686,432	0
<b>DATA DELIVERED</b>	19,003,137	8,333,456	10,669,681
<b>Total S-R and UL</b>	18,572,035	7,902,354	10,669,681
Self Response (TEA 1)	17,633,344	7,902,354	9,730,990
Update Leave (TEA 6)	938,691	0	938,691
<b>Total RA, UE, GQ</b>	431,102	431,102	0

Source: UTS 9753 and iCADE Special Tabulation



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# Non-ID Processing Workload

	Number	Percent	Change
<b>Total Non-ID Cases</b>	18,620,418	100.00%	270,346
<b><i>Total Resolved</i></b>	18,510,358	99.41%	253,128
Resolved in Automated	15,563,641	83.58%	243,432
Resolved in Clerical	2,946,717	15.83%	9,696
<i>Resolved in Manual</i>	1,708,984	9.18%	6,664
<i>Resolved in OBAV</i>	1,237,733	6.65%	3,032
<b><i>Remaining Clerical Work</i></b>	110,060	0.59%	17,218
Manual Processing Backlog	89,428	0.48%	6,184
OBAV Backlog	20,632	0.11%	11,034

Data updated by CDL on:  
9/14/2020 4:47:01 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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# Inbound: Call Summary - PTD

## Total Inbound Call Volume % (PTD)



## Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	11,775,209	12,723,683
Deflection Rate	47.0%	62.4%
Service Level - 30 Seconds	80.0%	71.0%
AHT	9:04	9:25

## Calls Offered to CSRs by Language

	9/13	PTD
English	9,941	4,250,453
English Puerto Rico	9	3,613
Spanish	674	345,279
Spanish Puerto Rico	88	49,900
Chinese Mandarin	0	12,985
Chinese Cantonese	0	10,862
Vietnamese	0	13,903
Korean	0	14,186
Russian	0	7,461
Arabic	0	4,465
Tagalog	0	2,790
Polish	0	2,641
French	0	1,286
Haitian Creole	0	2,938
Portuguese	0	2,072
Japanese	0	2,454
TTY	84	43,947
Group Quarters	1	5,086
<b>Total</b>	<b>10,797</b>	<b>4,776,321</b>

## Inbound Call Volume

