

# Self-Response Operations Reporting

9/15/20



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Economics and Statistics Administration  
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# Self-Responses by Mode

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## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>105,124,383</b>	<b>105,269,950</b>	<b>145,567</b>	<b>100.0</b>
Internet	85,081,292	85,172,251	90,959	62.5
Paper	18,116,664	18,161,113	44,449	30.5
Phone	1,926,427	1,936,586	10,159	7.0
<b>TEA 1</b>	<b>102,937,784</b>	<b>103,068,003</b>	<b>130,219</b>	<b>100.0</b>
Internet	83,708,680	83,796,475	87,795	67.4
Paper	17,364,383	17,397,115	32,732	25.1
Phone	1,864,721	1,874,413	9,692	7.4
<b>TEA 6 Stateside</b>	<b>1,680,265</b>	<b>1,685,133</b>	<b>4,868</b>	<b>100.0</b>
Internet	1,000,099	1,002,444	2,345	48.2
Paper	640,682	642,818	2,136	43.9
Phone	39,484	39,871	387	7.9
<b>TEA 6 PR</b>	<b>506,334</b>	<b>516,814</b>	<b>10,480</b>	<b>100.0</b>
Internet	372,513	373,332	819	7.8
Paper	111,599	121,180	9,581	91.4
Phone	22,222	22,302	80	0.8

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>	20,000,015	8,756,633	11,243,382
<b>Total S-R and UL</b>	19,325,497	8,082,115	11,243,382
Self Response (TEA 1)	18,172,964	8,082,115	10,090,849
Update Leave (TEA 6)	1,152,533	0	1,152,533
<b>Total RA, UE, GQ</b>	674,518	674,518	0
<b>SCANNED</b>	19,982,958	8,891,681	11,091,277
<b>Total S-R and UL</b>	19,278,805	8,187,528	11,091,277
Self Response (TEA 1)	18,127,835	8,174,228	9,953,607
Update Leave (TEA 6)	1,150,970	13,300	1,137,670
<b>Total RA, UE, GQ</b>	704,153	704,153	0
<b>DATA DELIVERED</b>	19,055,743	8,339,995	10,715,748
<b>Total S-R and UL</b>	18,619,517	7,903,769	10,715,748
Self Response (TEA 1)	17,666,638	7,903,769	9,762,869
Update Leave (TEA 6)	952,879	0	952,879
<b>Total RA, UE, GQ</b>	436,226	436,226	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>	18,732,944	100.00%	112,526
<b><i>Total Resolved</i></b>	18,618,191	99.39%	107,833
Resolved in Automated	15,665,515	83.63%	101,874
Resolved in Clerical	2,952,676	15.76%	5,959
<i>Resolved in Manual</i>	1,713,694	9.15%	4,710
<i>Resolved in OBAV</i>	1,238,982	6.61%	1,249
<b><i>Remaining Clerical Work</i></b>	114,753	0.61%	4,693
Manual Processing Backlog	89,545	0.48%	117
OBAV Backlog	25,208	0.13%	4,576

Data updated by CDL on:  
9/15/2020 5:06:12 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	11,799,835	12,771,383
Deflection Rate	47.0%	62.3%
Service Level - 30 Seconds	80.0%	71.2%
AHT	9:04	9:24

## Calls Offered to CSRs by Language

	9/14	PTD
English	26,177	4,276,630
English Puerto Rico	12	3,625
Spanish	1,533	346,812
Spanish Puerto Rico	265	50,165
Chinese Mandarin	60	13,045
Chinese Cantonese	44	10,906
Vietnamese	51	13,954
Korean	60	14,246
Russian	20	7,481
Arabic	16	4,481
Tagalog	8	2,798
Polish	4	2,645
French	3	1,289
Haitian Creole	23	2,961
Portuguese	11	2,083
Japanese	9	2,463
TTY	140	44,087
Group Quarters	11	5,097
<b>Total</b>	<b>28,447</b>	<b>4,804,768</b>

## Inbound Call Volume

