

Self-Response Reporting

Weekly Content

9/16/20



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Mailing Status

9/16/20

- **Mailing 7**
 - Priority 1-4 and most of 5 were mailed (more packages than originally anticipated were available)
 - Production completed 9/14
 - Local mail dispatch was 9/15; Anticipated in-home 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	4,136,988
Priority 4	1,842,744	1,842,744
Priority 5	2,643,533	2,115,450
TOTAL, PRIORITY 1-5	20,664,533	20,136,450

- **NRFU Occupied Mailing**
 - Workload 3216
 - #5 (NCE) Delivered to RRD 9/10
 - #6 (NCF) Scheduled for delivery to RRD 9/17
 - #7 (NCF) Scheduled for delivery to RRD 9/21
 - Production started 9/15
 - Final dispatch ~9/24; last in-home is 9/28 (as originally scheduled)

NRFU OCCUPIED MAILING Package ID	Final Workload Counts
NCB	2,637,562
NCC	1,275,861
NCD	1,014,567
NCE	586,509
NCF	
NCG	
TOTAL, NRFU OCC	5,514,499



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Periodic Performance Management Reports

2020 Census: Response by Mode and Type of Enumeration Area

Status:

● On Track

Data current as of:

September 16, 2020

Start Date:

March 24, 2020

Completion Date:

September 30, 2020

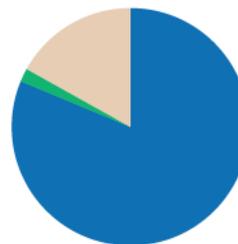
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
Total	103,202,610	100%	1,690,951	100%	531,798	100%
Internet	83,877,790	81.3%	1,004,557	59.4%	374,537	70.4%
Phone	1,882,948	1.8%	40,225	2.4%	22,392	4.2%
Paper	17,441,872	16.9%	646,169	38.2%	134,869	25.4%

Notes:

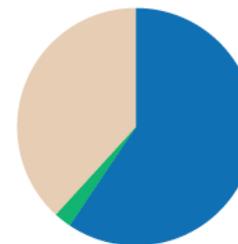
TEA 1 Initial Universe:

- Including 191 K unprocessed paper responses, total responding HUs = 95.6 M
- For internet and phone response, 84.8% is ID and 15.2% is non-ID.

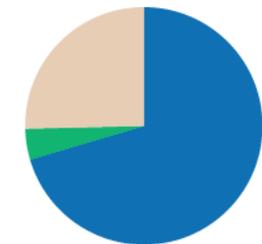
Self-Response



Update Leave - Stateside



Update Leave - Puerto Rico



Legend

Internet

Phone

Paper

Source: Unified Tracking System, 9700



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Note: Numbers may not sum due to rounding.

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Non-ID Processing Workload (Resolved)

	Number	Percent	Change
Total Non-ID Cases	18,862,276	100.00%	129,332
<i>Total Resolved</i>	18,742,893	99.37%	124,702
Resolved in Automated	15,782,523	84.21%	117,008
Resolved in Clerical	2,960,370	15.79%	7,694
<i>Resolved in Manual</i>	1,719,823	9.18%	6,129
<i>Resolved in OBAV</i>	1,240,547	6.62%	1,565

Data updated by CDL on:
9/16/2020 4:57:29 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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Resolved in Clerical Breakdown

	Number	Percent	Change*
Resolved in Clerical	2,960,370	100.00%	41,693
<i>Resolved in Manual</i>	1,719,823	58.09%	31,748
Matched	1,058,581	61.55%	17,971
Uncodable	661,242	38.45%	13,777
<i>Resolved in OBAV</i>	1,012,026	34.19%	9,945
Verified	770,585	76.14%	-1,096
Matched	171,667	16.96%	11,041
Uncodable	69,774	6.89%	0
<i>Referred to FV</i>	228,521	7.72%	0

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

As of: September 16, 2020 7:43 AM

Sources: Non-ID Daily Cumulative Report,
OBAV Daily Cumulative Report



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Remaining Non-ID Processing Workload (Stateside)

	Number	Percent	Change
Total Non-ID Cases	18,631,690	100.00%	128,501
<i>Remaining Clerical Work</i>	62,284	0.33%	8,432
Manual Processing Backlog	31,158	0.17%	137
<i>Not Started</i>	17,058	0.09%	2,063
<i>Waiting for QC</i>	14,100	0.08%	-1,926
OBAV Backlog	31,126	0.17%	5,918
<i>Not Started</i>	30,916	0.16%	5,813
<i>Waiting for QC</i>	210	0.001%	105

Data updated by CDL on:
9/16/2020 4:57:29 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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Remaining Non-ID Processing Workload (Puerto Rico)

	Number	Percent	Change*
Total Non-ID Cases	230,586	100.00%	5,163
<i>Resolved in Clerical</i>	173,487	75.24%	8,965
<i>Remaining Clerical Work</i>	57,099	24.76%	-3,802
<i>Not Started</i>	57,099	21.52%	-9,702
<i>Waiting for QC</i>	7,468	3.24%	5,907

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

As of: September 16, 2020 7:43 AM

Sources: Non-ID Daily Cumulative Report,
OBAV Daily Cumulative Report



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Periodic Performance Management Reports

2020 Census: Paper Data Capture

Status:

● On Track

Data current as of:
September 16, 2020

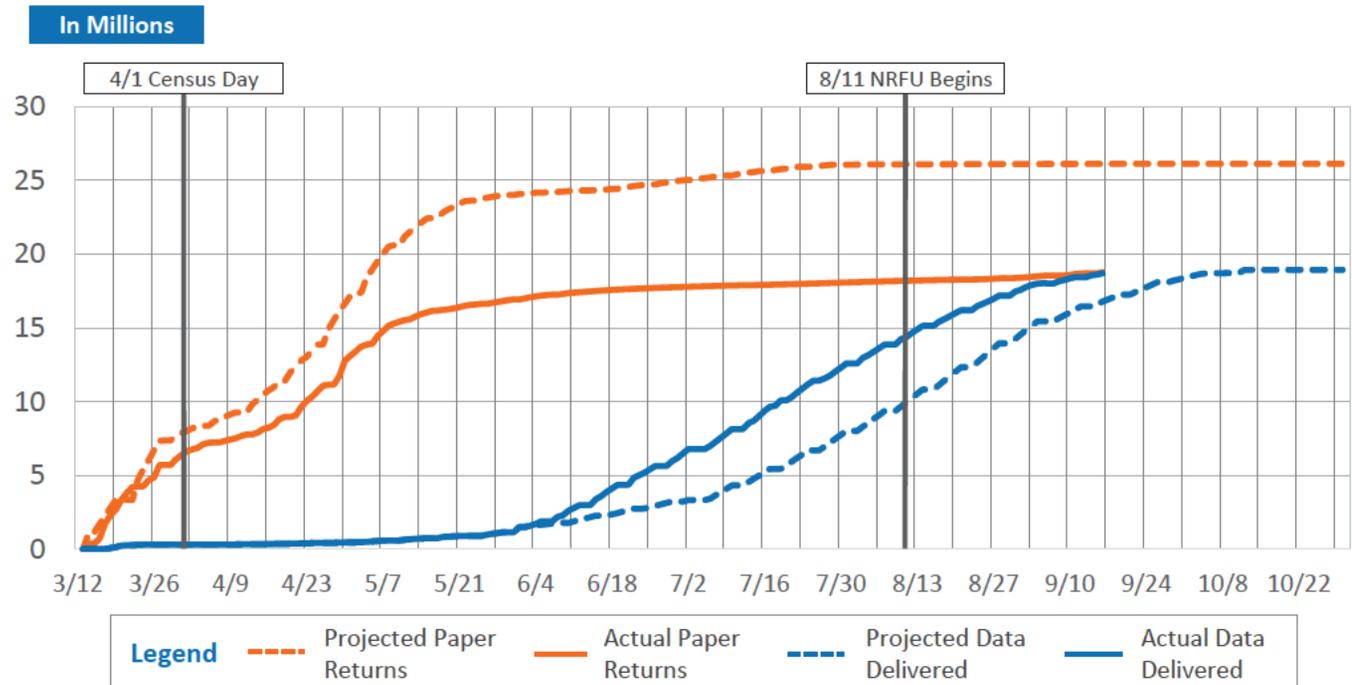
Start Date:
March 12, 2020

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	18,752,564	7,857,956	0	8,653,880	2,240,728
Questionnaires checked in	20,018,561	8,724,024	33,140	8,920,412	2,340,985
Questionnaires scanned	20,043,152	8,866,293	37,391	8,787,112	2,352,356
Questionnaires data delivered	19,134,552	8,321,108	30,477	8,870,945	1,912,022

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



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Paper Processing

9/16/20

Operation Type	Total, Both PDCCs	PDCC East	PDCC West
CHECKED IN	20,018,561	8,757,164	11,261,397
Total S-R and UL	19,344,043	8,082,646	11,261,397
Self Response (TEA 1)	18,190,023	8,082,646	10,107,377
Update Leave (TEA 6)	1,154,020	0	1,154,020
Total RA, UE, GQ	674,518	674,518	0
SCANNED	20,043,152	8,903,684	11,139,468
Total S-R and UL	19,329,405	8,189,937	11,139,468
Self Response (TEA 1)	18,175,588	8,176,608	9,998,980
Update Leave (TEA 6)	1,153,817	13,329	1,140,488
Total RA, UE, GQ	713,747	713,747	0
DATA DELIVERED	19,134,552	8,351,585	10,782,967
Total S-R and UL	18,686,885	7,903,918	10,782,967
Self Response (TEA 1)	17,713,071	7,903,918	9,809,153
Update Leave (TEA 6)	973,814	0	973,814
Total RA, UE, GQ	447,667	447,667	0

Source: UTS 9753 and iCADE Special Tabulation



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Self-Responses by Mode

9/16/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	105,269,950	105,425,359	155,409	100.0
Internet	85,172,251	85,256,884	84,633	54.5
Paper	18,161,113	18,222,910	61,797	39.8
Phone	1,936,586	1,945,565	8,979	5.8
TEA 1	103,068,003	103,202,610	134,607	100.0
Internet	83,796,475	83,877,790	81,315	60.4
Paper	17,397,115	17,441,872	44,757	33.3
Phone	1,874,413	1,882,948	8,535	6.3
TEA 6 Stateside	1,685,133	1,690,951	5,818	100.0
Internet	1,002,444	1,004,557	2,113	36.3
Paper	642,818	646,169	3,351	57.6
Phone	39,871	40,225	354	6.1
TEA 6 PR	516,814	531,798	14,984	100.0
Internet	373,332	374,537	1,205	8.0
Paper	121,180	134,869	13,689	91.4
Phone	22,302	22,392	90	0.6

Source: UTS 9700 (TEA 1 and TEA 6)



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



Call Language Group	Call Language Line	9/9	9/10	9/11	9/12	9/13	9/14	9/15	PTD
English	English	920	111	16	12	1,087	11	21	56,015
	English Puerto Rico	0	0	0	0	3	1	0	47
	Total	920	111	16	12	1,090	12	21	56,062
Spanish	Spanish	2	1	0	9	50	0	0	1,877
	Spanish Puerto Rico	0	0	0	1	8	0	0	419
	Total	2	1	0	10	58	0	0	2,296
Non-English Non-Spanish	Arabic	0	0	1	4	2	2	0	159
	Chinese Cantonese	0	0	0	2	3	0	0	316
	Chinese Mandarin	0	0	0	7	5	1	0	331
	French	0	0	0	1	1	0	0	18
	Haitian Creole	0	1	0	3	0	0	0	66
	Japanese	0	0	0	1	1	0	0	33
	Korean	0	0	0	4	6	2	0	506
	Polish	0	0	0	2	1	0	0	62
	Portuguese	0	0	0	0	2	0	0	39
	Russian	1	1	0	2	3	1	0	159
	Tagalog	0	0	0	0	0	1	0	42
	Vietnamese	0	0	0	6	4	0	0	282
	Total	1	2	1	32	28	7	0	2,013
Grand Total		923	114	17	54	1,176	19	21	60,371

*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	21	21,578	12,042	2,775	12,830	1,223	5,886	319	545
Arabic	0	80	13	3	21	1	12	1	1
Chinese Cantonese	0	96	17	1	25	3	26	3	7
Chinese Mandarin	0	92	56	1	21	4	62	0	1
French	0	4	2	1	6	1	0	0	2
Haitian Creole	0	25	5	0	11	3	6	1	0
Japanese	0	6	2	0	4	2	6	0	0
Korean	0	108	5	7	59	7	17	3	12
Polish	0	21	5	0	7	0	6	0	0
Portuguese	0	17	3	1	4	1	1	1	1
Russian	0	84	13	0	15	4	11	0	3
Tagalog	0	6	4	1	5	1	0	4	0
Vietnamese	0	134	9	1	23	8	44	1	5
Total	21	22,251	12,176	2,791	13,031	1,258	6,077	333	577

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	71.3%		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	62.2%	English	5,204,668	4,302,153	3,875,301	70.9%	8:54	160,802	426,852	9.9%	4:15
Abandon Rate	10.2%	Spanish	940,475	398,650	374,275	80.8%	14:49	27,283	24,375	6.1%	3:52
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	102,427	78,606	53,068	47.4%	13:26	30,709	25,538	32.5%	5:04
Avg. Handle Time	9:24	TTY	0	44,218	29,961	65.8%	0:57	103,396	14,257	32.2%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	5,109	4,768	80.4%	5:23	9,565	341	6.7%	5:33
Total Inbound Call Volume	12,813,100	Grand Total	6,265,071	4,828,736	4,337,373	71.3%	9:24	331,755	491,363	10.2%	4:09
IVR Call Volume	12,296,497										
Deflected Calls	7,652,609										
Short Abandons	331,755										
IVR Calls Offered to CSRs	4,457,337										
Direct to CSR Call Volume	371,399										
Actual Calls Offered to CSRs	4,828,736										
Abandon Call Volume	491,363										
CSR Handled Calls	4,337,373										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	56,627		% of Enumerations
Callbacks Handled - English	54,007	English	52.8%
Callbacks Selected - Spanish	794	Spanish	62.0%
Callbacks Handled - Spanish	764	Non-English Non-Spanish	55.5%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	53.2%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	99.6%
Deflection Rate	39.4%
Abandon Rate	0.1%
Avg. Speed To Abandon	2:26
Avg. Handle Time	9:13

CQA Total Inbound Call Volume

Total Inbound Call Volume	41,717
IVR Call Volume	39,393
Deflected Calls	15,535
Short Abandons	2,214
IVR Calls Offered to CSRs	22,826
Direct to CSR Call Volume	1,142
Actual Calls Offered to CSRs	23,968
Abandon Call Volume	22
CSR Handled Calls	23,946

CQA Humanify Call Back Volume

Callbacks Selected - English	0
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	9,526	21,898	21,893	99.8%	8:49	971	5	0.0%	0:39
Spanish	1,451	1,673	1,668	97.8%	14:32	70	5	0.3%	1:01
Non-English Non-Spanish	181	254	243	89.0%	14:18	111	11	4.3%	4:04
TTY	0	131	130	99.2%	1:09	1,056	1	0.8%	0:23
Group Quarters	0	12	12	100.0%	3:46	6	0	0.0%	0:00
Grand Total	11,158	23,968	23,946	99.6%	9:13	2,214	22	0.1%	2:26

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	60.3%
Spanish	64.0%
Non-English Non-Spanish	59.7%
TTY	0.0%
Group Quarters	0.0%
Grand Total	60.2%

Calls from Top 5 States	
State	Total Inbound Calls
CA	6,826
NY	3,139
TX	3,095
FL	2,606
NC	1,694
Total	17,360
% of Calls	41.6%

Coverage Improvement: Case Summary - PTD



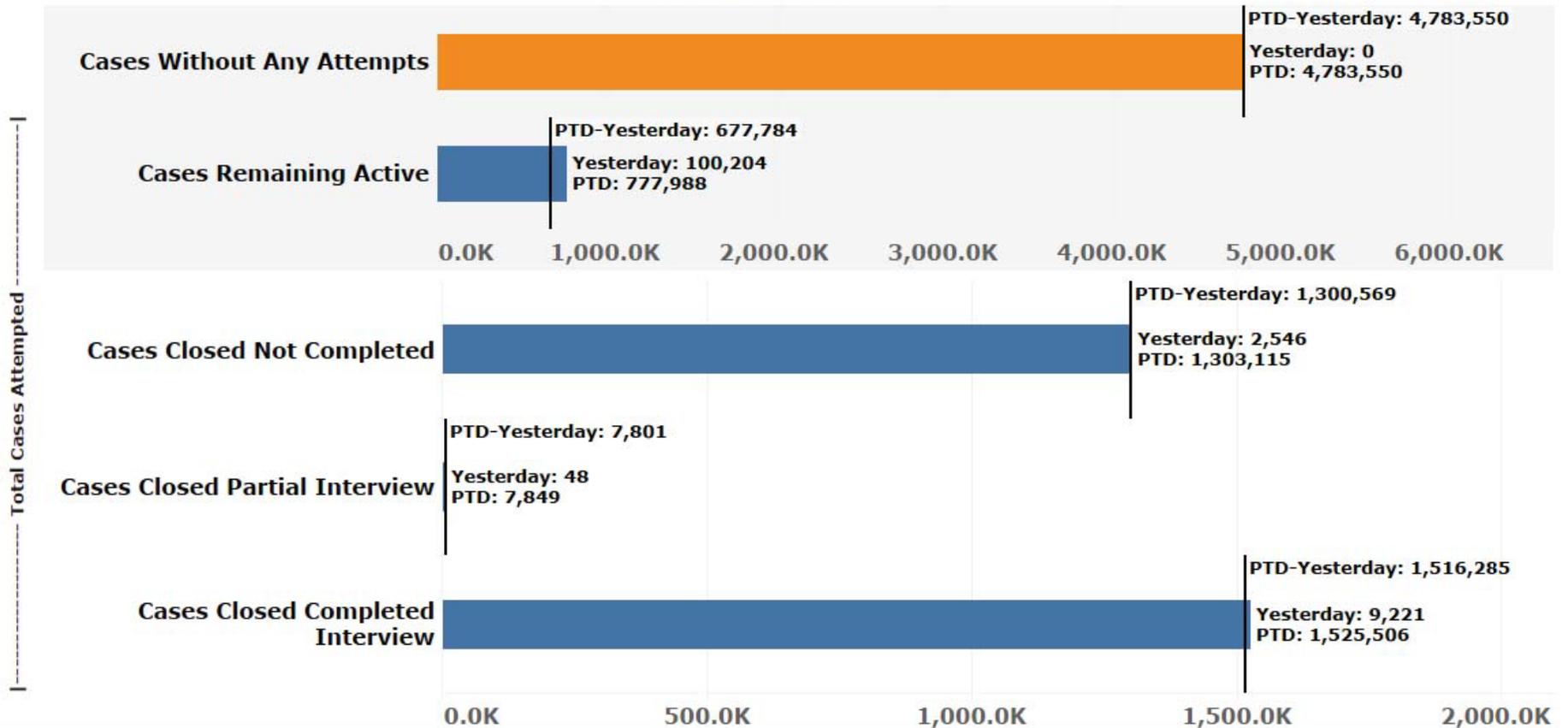
Total Cases Received
8,398,008

Total Number of Attempts
16,177,057

Unique Cases Attempted
3,614,458

Total Cases Closed
2,836,612

Case Summary



Coverage Improvement: Dialer Call Summary - PTD



Dial Attempts
15,410,931

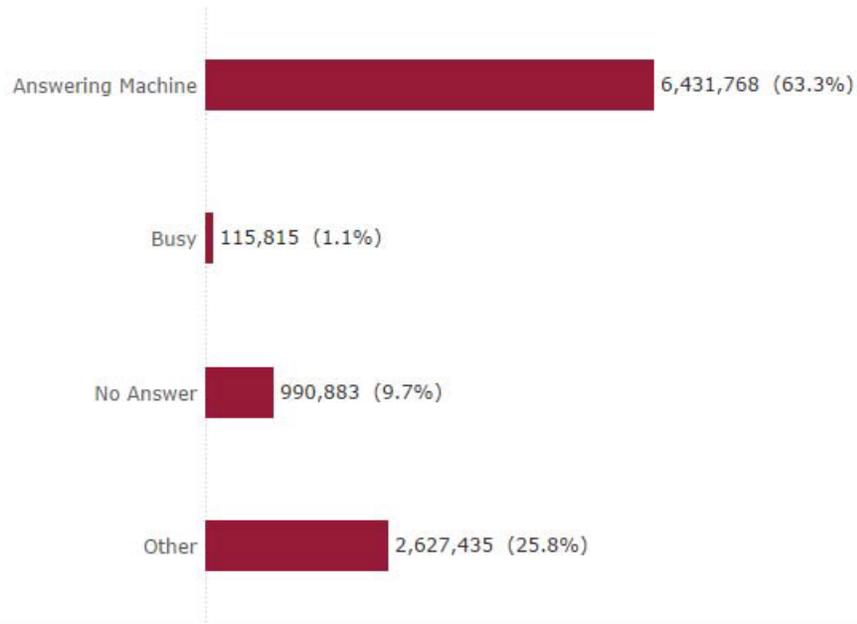
Dialer-only Dispositioned Calls
10,165,901 (66.0%)

CSR Dispositioned Calls
5,245,030 (34.0%)

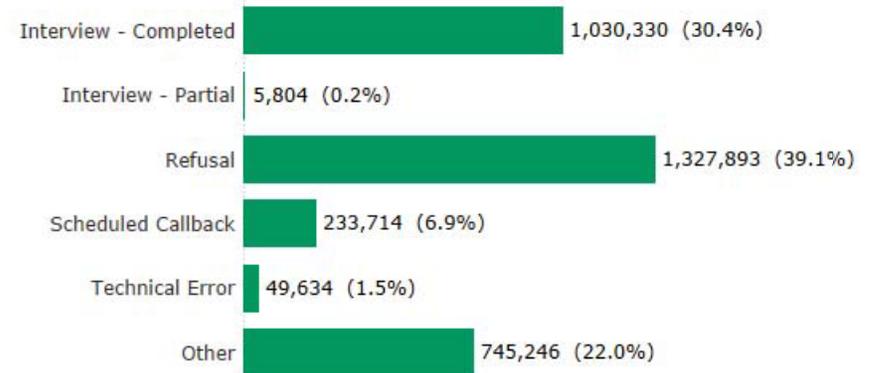
Live Contact Total
3,392,621 (22.0%)

Answering Machine
1,852,409 (12.0%)

Dialer Dispositions



Live Contacts



Answering Machine



Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts
115,427

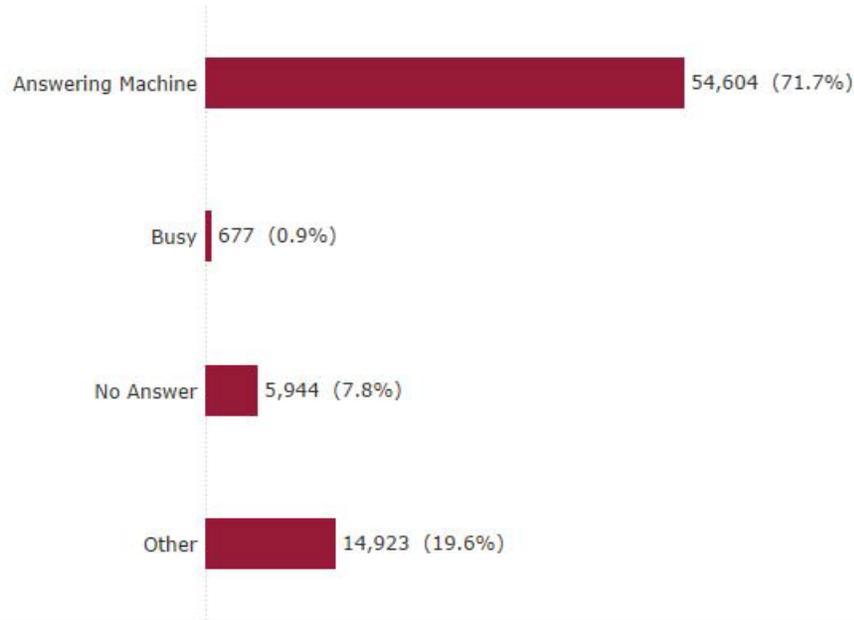
Dialer-only Dispositioned Calls
76,148 (66.0%)

CSR Dispositioned Calls
39,279 (34.0%)

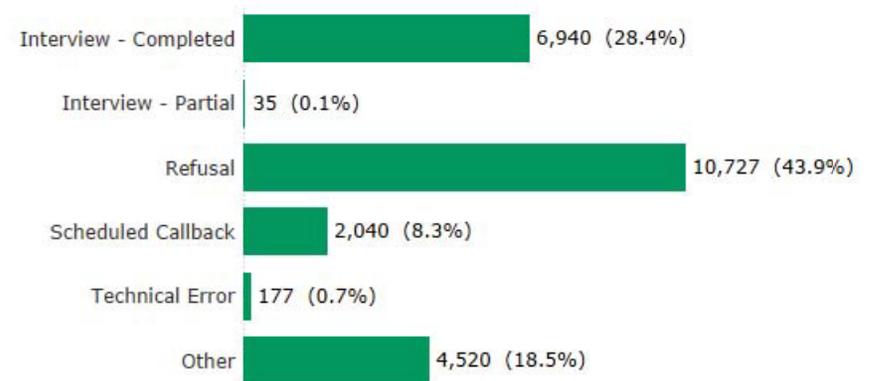
Live Contact Total
24,439 (21.2%)

Answering Machine
14,840 (12.9%)

Dialer Dispositions



Live Contacts



Answering Machine



Coverage Improvement: Respondent Callbacks – Trending



	9/15	7 Day Average	Program to Date
Total Respondent Callbacks	7,314	4,737	1,158,752
Abandoned Calls	0	2	368
Short Abandons	3,225	2,004	392,258
Service Level - 30 Seconds	100.0%	99.9%	99.9%
CSR Handled Calls	4,089	2,732	766,126
With Census ID	2,922	1,918	603,797
With Census ID (%)	71.5%	70.2%	78.8%
Without Census ID	1,167	814	162,329
Without Census ID (%)	28.5%	29.8%	21.2%
# Closed Completed	2,295	1,504	496,830
Closed Completed / CSR Handled (%)	56.1%	55.1%	64.8%
Closed Completed / Calls with Census ID (%)	78.5%	78.4%	82.3%
AHT (m:ss)	5:00	5:04	5:30

7 Day Average describes 9/9 through 9/15

Supplementary Slides



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Inbound Paper Returns by Cohort

9/16/20

Universe	Count
Total TEA 1 + TEA 6	18,752,564
Total TEA 1	17,637,266
Internet First Panel	8,184,857
Cohort 1	2,641,131
Cohort 2	1,977,469
Cohort 3	1,956,722
Cohort 4	1,609,535
Internet Choice Panel	8,994,467
Mailing 1 package	7,991,479
Mailing 4 package	1,002,988
NRFU Supplemental	103,110
Mailing 7	354,832
Total TEA 6	1,115,298
Stateside	814,247
Puerto Rico	301,051

Sources: IPTS Reports and UTS 9753



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Inbound Paper Returns by Language

9/16/20

Universe	Count
Total TEA 1 + TEA 6	18,752,564
Total TEA 1	17,637,266
Internet First Panel	8,184,857
English	7,587,259
Bilingual	597,598
Internet Choice Panel	8,994,467
English	7,758,857
Bilingual	1,235,610
NRFU Supplemental	103,110
English	97,013
Bilingual	6,097
Mailing 7	354,832
English	326,204
Bilingual	28,628
Total TEA 6	1,115,298
Stateside	814,247
English	742,503
Bilingual	71,744
Puerto Rico	301,051

Sources: IPTS Reports and UTS 9753



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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?	364,606	1 –	0	22
Can I complete the 2020 Census over the phone?	237,845	2 –	0	7
I completed the 2020 Census. Why is someone contacting me?	96,273	3 –	0	1
Do I need to keep this mail?	90,907	4 –	0	6
I have more than one home; how do I respond?	88,158	5 –	0	9
How do I respond to the Census?	81,593	6 –	0	56
I received a paper questionnaire, but I already responded.	77,422	7 –	0	291
Why am I still receiving mail?	66,034	8 –	0	16
ONLINE-Have you received my response?	57,578	9 –	0	2
How do I answer the race question?	55,894	10 –	0	31

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?	9,578	1 –	0	3
ONLINE-Have you received my response?	5,869	2 –	0	9
Do I have to complete the questionnaire again?	5,334	3 –	0	28
Someone left a Notice of Visit at my door, what do I do?	5,273	4 –	0	15
I am moving or have moved; how do I respond?	3,935	5 –	0	12
Do I need to keep this mail?	3,424	6 –	0	4
Can I complete the 2020 Census over the phone?	3,280	7 –	0	2
PAPER-Have you received my response?	3,132	8 –	0	22
I have more than one home; how do I respond?	2,911	9 –	0	5
This address is a vacant home; how do I respond?	2,374	10 –	0	13

*7 Day= 7 Day Link Count (9/9 - 9/15)
 *PTD= Program to Date through 9/15

Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	9/15 Total	9/15 Rank	Prior Day Rank Difference	PTD Rank
I completed the 2020 Census. Why is someone contacting me?	1,402	1 -	0	3
ONLINE-Have you received my response?	1,054	2 -	0	9
Someone left a Notice of Visit at my door, what do I do?	789	3 -	0	15
Do I have to complete the questionnaire again?	785	4 -	0	28
I am moving or have moved; how do I respond?	605	5 -	0	12
Do I need to keep this mail?	554	6 -	0	4
PAPER-Have you received my response?	534	7 ▲	2	22
Can I complete the 2020 Census over the phone?	438	8 ▼	-1	2
I have more than one home; how do I respond?	424	9 ▼	-1	5
This address is a vacant home; how do I respond?	352	10 -	0	13

*PTD= Program to Date through 9/15

Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(9/15)	(7 Day)	(PTD)	(9/15)	(7 Day)	(PTD)	(9/15)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	116	69	24,956	106	62	23,577	10	7	1,379
2	If a college is temporarily closed (including on April 1), where should a college student be counted?	102	61	22,362	93	58	22,063	9	3	299
3	Why are you calling? - OB	55	38	13,714	50	35	13,398	5	3	316
4	Is this a scam? - OB	59	32	22,756	54	28	22,175	5	4	581
5	Do I have to complete the follow-up interview? - OB	42	27	6,553	41	26	6,420	1	1	133
6	How do I know you are calling from the Census Bureau? - OB	44	23	21,281	41	22	20,913	3	1	368
6	Incorrect address - OB	29	23	2,095	27	21	1,907	2	3	188
8	What is the 2020 Census?	27	20	1,632	21	16	1,486	6	4	146
9	Case Closed – No Action Needed - OB, RC	18	20	6,270	18	20	6,270	0	0	0
10	Report suspected scam or fraud	22	18	2,298	21	17	2,236	1	1	62

*PTD= Program to Date through 9/15
*7 Day= Rolling 7 Day Average (9/9 - 9/15)

Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate		
	Grand Total	3,614,458		Grand Total	3,614,458		
1	Alaska	4,829	52.5%	26	Oklahoma	37,762	42.1%
2	Washington	69,041	47.4%	27	Michigan	115,622	42.1%
3	Washington, D.C.	7,854	47.4%	28	Arizona	56,062	42.0%
4	Vermont	7,050	46.6%	29	Florida	231,642	41.9%
5	Oregon	35,597	46.1%	30	North Carolina	123,883	41.9%
6	Utah	21,477	46.0%	31	Tennessee	74,715	41.8%
7	Minnesota	59,560	45.9%	32	Illinois	147,442	41.7%
8	Virginia	111,163	45.4%	33	Texas	305,494	41.7%
9	North Dakota	7,003	44.9%	34	New Jersey	119,121	41.7%
10	Wisconsin	58,767	44.6%	35	Ohio	121,960	41.6%
11	Kansas	31,667	44.5%	36	South Carolina	63,891	41.6%
12	Idaho	15,331	44.5%	37	Montana	9,864	41.5%
13	Maryland	78,020	44.4%	38	Maine	13,823	41.4%
14	Massachusetts	90,821	44.2%	39	Connecticut	49,457	41.3%
15	Nebraska	20,092	44.2%	40	Wyoming	4,835	41.1%
16	Missouri	63,197	44.2%	41	California	418,151	41.0%
17	South Dakota	8,661	44.1%	42	Pennsylvania	145,932	40.9%
18	New York	226,909	44.1%	43	Arkansas	35,007	40.7%
19	Indiana	71,505	43.7%	44	Alabama	67,600	40.5%
20	Colorado	52,281	43.5%	45	Hawaii	15,488	40.4%
21	Iowa	32,724	43.2%	46	Mississippi	45,949	40.3%
22	New Hampshire	14,551	43.2%	47	Rhode Island	11,088	40.2%
23	New Mexico	18,574	43.0%	48	Delaware	10,808	39.9%
24	Georgia	132,718	42.7%	49	Louisiana	60,114	38.7%
25	Kentucky	47,658	42.5%	50	Nevada	24,848	38.4%
				51	West Virginia	16,850	37.8%

Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	Grand Total	16,014,728	603,797	3.8%		Grand Total	16,014,728	603,797	3.8%
1	Alaska	17,608	875	5.0%	26	Nebraska	88,799	3,396	3.8%
2	Minnesota	263,434	12,404	4.7%	27	Oklahoma	161,616	6,136	3.8%
3	Wisconsin	266,241	12,472	4.7%	28	Illinois	673,377	25,558	3.8%
4	Oregon	150,429	6,859	4.6%	29	North Carolina	545,620	20,634	3.8%
5	Washington	297,585	13,348	4.5%	30	Arizona	246,738	9,101	3.7%
6	Colorado	232,271	10,133	4.4%	31	Wyoming	21,289	777	3.6%
7	Ohio	545,411	23,519	4.3%	32	Connecticut	226,816	8,255	3.6%
8	Vermont	29,428	1,265	4.3%	33	Delaware	47,264	1,710	3.6%
9	Indiana	312,435	13,119	4.2%	34	Kentucky	213,461	7,722	3.6%
10	New Hampshire	64,899	2,693	4.1%	35	Tennessee	330,047	11,884	3.6%
11	Utah	93,761	3,886	4.1%	36	Georgia	583,102	20,756	3.6%
12	Missouri	273,337	11,240	4.1%	37	New Jersey	553,536	19,664	3.6%
13	Virginia	489,186	19,820	4.1%	38	Texas	1,336,652	47,351	3.5%
14	Idaho	68,744	2,781	4.0%	39	New York	966,503	34,131	3.5%
15	Washington, D.C.	32,426	1,300	4.0%	40	Rhode Island	49,735	1,752	3.5%
16	Massachusetts	409,481	16,291	4.0%	41	South Carolina	275,118	9,671	3.5%
17	Iowa	148,094	5,883	4.0%	42	Hawaii	67,395	2,369	3.5%
18	Michigan	524,744	20,824	4.0%	43	California	1,903,324	65,737	3.5%
19	Pennsylvania	655,095	25,976	4.0%	44	Arkansas	153,651	5,285	3.4%
20	Maryland	343,948	13,608	4.0%	45	New Mexico	78,525	2,686	3.4%
21	Kansas	139,174	5,492	3.9%	46	North Dakota	31,278	1,063	3.4%
22	Montana	44,038	1,732	3.9%	47	Nevada	111,703	3,660	3.3%
23	South Dakota	38,148	1,495	3.9%	48	Alabama	306,365	10,003	3.3%
24	Florida	994,522	38,585	3.9%	49	West Virginia	76,826	2,467	3.2%
25	Maine	60,427	2,327	3.9%	50	Mississippi	206,270	6,193	3.0%
					51	Louisiana	264,852	7,909	3.0%