

Self-Response Operations Reporting

9/17/20



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

9/17/20

Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	105,425,359	105,583,011	157,652	100.0
Internet	85,256,884	85,337,087	80,203	50.9
Paper	18,222,910	18,292,178	69,268	43.9
Phone	1,945,565	1,953,746	8,181	5.2
TEA 1	103,202,610	103,334,576	131,966	100.0
Internet	83,877,790	83,955,427	77,637	58.8
Paper	17,441,872	17,488,417	46,545	35.3
Phone	1,882,948	1,890,732	7,784	5.9
TEA 6 Stateside	1,690,951	1,697,167	6,216	100.0
Internet	1,004,557	1,006,529	1,972	31.7
Paper	646,169	650,071	3,902	62.8
Phone	40,225	40,567	342	5.5
TEA 6 PR	531,798	551,268	19,470	100.0
Internet	374,537	375,131	594	3.1
Paper	134,869	153,690	18,821	96.7
Phone	22,392	22,447	55	0.3

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.

Paper Processing

9/17/20

CHECKED IN	20,094,811	8,821,507	11,273,304
Total S-R and UL	19,384,368	8,111,064	11,273,304
Self Response (TEA 1)	18,229,811	8,111,064	10,118,747
Update Leave (TEA 6)	1,154,557	0	1,154,557
Total RA, UE, GQ, ETL	674,518	710,443	0
SCANNED	20,071,775	8,923,981	11,147,794
Total S-R and UL	19,343,637	8,195,843	11,147,794
Self Response (TEA 1)	18,189,384	8,182,460	10,006,924
Update Leave (TEA 6)	1,154,253	13,383	1,140,870
Total RA, UE, GQ, ETL	728,138	728,138	0
DATA DELIVERED	19,212,808	8,354,463	10,858,345
Total S-R and UL	18,762,636	7,904,291	10,858,345
Self Response (TEA 1)	17,760,930	7,904,291	9,856,639
Update Leave (TEA 6)	1,001,706	0	1,001,706
Total RA, UE, GQ, ETL	450,167	450,172	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
Total Non-ID Cases	18,970,080	100.00%	107,804
<i>Total Resolved</i>	18,847,426	99.35%	104,533
Resolved in Automated	15,877,044	83.70%	94,521
Resolved in Clerical	2,970,382	15.66%	10,012
<i>Resolved in Manual</i>	1,724,166	9.09%	4,343
<i>Resolved in OBAV</i>	1,246,216	6.57%	5,669
<i>Remaining Clerical Work</i>	122,654	0.66%	3,271
Manual Processing Backlog	90,251	0.48%	1,994
OBAV Backlog	32,403	0.17%	1,277

Data updated by CDL on:
9/17/2020 4:49:56 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	11,840,170	12,852,417
Deflection Rate	47.0%	62.2%
Service Level - 30 Seconds	80.0%	71.4%
AHT	9:04	9:24

Calls Offered to CSRs by Language

	9/16	PTD
English	20,307	4,318,824
English Puerto Rico	16	3,652
Spanish	1,407	349,662
Spanish Puerto Rico	208	50,603
Chinese Mandarin	43	13,138
Chinese Cantonese	29	10,964
Vietnamese	28	14,021
Korean	37	14,321
Russian	19	7,524
Arabic	15	4,513
Tagalog	4	2,810
Polish	10	2,659
French	4	1,298
Haitian Creole	13	2,998
Portuguese	14	2,108
Japanese	5	2,473
TTY	109	44,327
Group Quarters	12	5,121
Total	22,280	4,851,016

Inbound Call Volume

