

# Self-Response Operations Reporting

9/18/20



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

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<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>105,583,011</b>	<b>105,736,897</b>	<b>153,886</b>	<b>100.0</b>
Internet	85,337,087	85,412,838	75,751	49.2
Paper	18,292,178	18,362,449	70,271	45.7
Phone	1,953,746	1,961,610	7,864	5.1
<b>TEA 1</b>	<b>103,334,576</b>	<b>103,461,806</b>	<b>127,230</b>	<b>100.0</b>
Internet	83,955,427	84,028,449	73,022	57.4
Paper	17,488,417	17,535,129	46,712	36.7
Phone	1,890,732	1,898,228	7,496	5.9
<b>TEA 6 Stateside</b>	<b>1,697,167</b>	<b>1,702,997</b>	<b>5,830</b>	<b>100.0</b>
Internet	1,006,529	1,008,664	2,135	36.6
Paper	650,071	653,461	3,390	58.1
Phone	40,567	40,872	305	5.2
<b>TEA 6 PR</b>	<b>551,268</b>	<b>572,094</b>	<b>20,826</b>	<b>100.0</b>
Internet	375,131	375,725	594	2.9
Paper	153,690	173,859	20,169	96.8
Phone	22,447	22,510	63	0.3

Source: UTS 9700 (TEA 1 and TEA 6)



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# Paper Processing

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<b>CHECKED IN</b>	20,106,405	8,823,546	11,282,859
<b>Total S-R and UL</b>	19,395,960	8,113,101	11,282,859
Self Response (TEA 1)	18,240,837	8,113,101	10,127,736
Update Leave (TEA 6)	1,155,123	0	1,155,123
<b>Total RA, UE, GQ, ETL</b>	710,445	710,445	0
<b>SCANNED</b>	20,089,500	8,930,620	11,158,880
<b>Total S-R and UL</b>	19,356,375	8,197,495	11,158,880
Self Response (TEA 1)	18,201,616	8,184,106	10,017,510
Update Leave (TEA 6)	1,154,759	13,389	1,141,370
<b>Total RA, UE, GQ, ETL</b>	733,125	733,125	0
<b>DATA DELIVERED</b>	19,281,067	8,355,233	10,925,834
<b>Total S-R and UL</b>	18,830,312	7,904,478	10,925,834
Self Response (TEA 1)	17,799,824	7,904,478	9,895,346
Update Leave (TEA 6)	1,030,488	0	1,030,488
<b>Total RA, UE, GQ, ETL</b>	450,755	450,755	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>	19,078,555	100.00%	108,475
<b><i>Total Resolved</i></b>	18,950,412	99.33%	102,986
Resolved in Automated	15,974,571	83.73%	97,527
Resolved in Clerical	2,975,841	15.60%	5,459
<i>Resolved in Manual</i>	1,728,233	9.06%	4,067
<i>Resolved in OBAV</i>	1,014,979	5.32%	1,368
<b><i>Remaining Clerical Work</i></b>	128,143	0.67%	5,489
Manual Processing Backlog	91,163	0.48%	912
OBAV Backlog	36,980	0.19%	4,577

Data updated by CDL on:  
9/18/2020 4:44:09 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	11,860,609	12,891,495
Deflection Rate	47.0%	62.1%
Service Level - 30 Seconds	80.0%	71.5%
AHT	9:04	9:24

## Calls Offered to CSRs by Language

	9/17	PTD
English	19,746	4,338,570
English Puerto Rico	4	3,656
Spanish	1,569	351,231
Spanish Puerto Rico	148	50,751
Chinese Mandarin	43	13,181
Chinese Cantonese	53	11,017
Vietnamese	38	14,059
Korean	43	14,364
Russian	21	7,545
Arabic	10	4,523
Tagalog	5	2,815
Polish	4	2,663
French	3	1,301
Haitian Creole	17	3,015
Portuguese	10	2,118
Japanese	4	2,477
TTY	89	44,416
Group Quarters	8	5,129
<b>Total</b>	<b>21,815</b>	<b>4,872,831</b>

## Inbound Call Volume

