

# Self-Response Operations Reporting

9/22/20



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

9/22/20

## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>106,018,915</b>	<b>106,160,635</b>	<b>141,720</b>	<b>100.0</b>
Internet	85,577,501	85,657,203	79,702	56.2
Paper	18,465,519	18,519,346	53,827	38.0
Phone	1,975,895	1,984,086	8,191	5.8
<b>TEA 1</b>	<b>103,706,283</b>	<b>103,828,352</b>	<b>122,069</b>	<b>100.0</b>
Internet	84,187,295	84,264,040	76,745	62.9
Paper	17,607,089	17,644,607	37,518	30.7
Phone	1,911,899	1,919,705	7,806	6.4
<b>TEA 6 Stateside</b>	<b>1,712,499</b>	<b>1,717,513</b>	<b>5,014</b>	<b>100.0</b>
Internet	1,012,967	1,015,012	2,045	40.8
Paper	658,183	660,839	2,656	53.0
Phone	41,349	41,662	313	6.2
<b>TEA 6 PR</b>	<b>600,133</b>	<b>614,770</b>	<b>14,637</b>	<b>100.0</b>
Internet	377,239	378,151	912	6.2
Paper	200,247	213,900	13,653	93.3
Phone	22,647	22,719	72	0.5

Source: UTS 9700 (TEA 1 and TEA 6)



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# Paper Processing

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<b>CHECKED IN</b>	20,268,730	8,942,089	11,326,641
<b>Total S-R and UL</b>	19,505,776	8,179,135	11,326,641
Self Response (TEA 1)	18,348,776	8,179,135	10,169,641
Update Leave (TEA 6)	1,157,000	0	1,157,000
<b>Total RA, UE, GQ, ETL</b>	762,954	762,954	0
<b>SCANNED</b>	20,162,582	8,970,917	11,191,665
<b>Total S-R and UL</b>	19,402,012	8,210,347	11,191,665
Self Response (TEA 1)	18,245,654	8,196,941	10,048,713
Update Leave (TEA 6)	1,156,358	13,406	1,142,952
<b>Total RA, UE, GQ, ETL</b>	760,570	760,570	0
<b>DATA DELIVERED</b>	19,573,252	8,488,928	11,084,324
<b>Total S-R and UL</b>	19,010,385	7,926,061	11,084,324
Self Response (TEA 1)	17,921,532	7,926,061	9,995,471
Update Leave (TEA 6)	1,088,853	0	1,088,853
<b>Total RA, UE, GQ, ETL</b>	562,867	562,867	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>	19,478,344	100.00%	113,657
<b><i>Total Resolved</i></b>	19,329,514	99.2%	114,820
Resolved in Automated	16,334,625	83.86%	104,951
Resolved in Clerical	2,994,889	15.38%	9,869
<i>Resolved in Manual</i>	1,741,464	8.94%	7,178
<i>Resolved in OBAV</i>	1,019,432	5.23%	1,413
<b><i>Remaining Clerical Work</i></b>	148,830	0.76%	<b>-1,163</b>
Manual Processing Backlog	96,950	0.50%	<b>-4,646</b>
OBAV Backlog	51,880	0.27%	3,483

Data updated by CDL on:  
9/22/2020 5:33:59 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	11,929,675	12,997,807
Deflection Rate	47.0%	61.9%
Service Level - 30 Seconds	80.0%	71.9%
AHT	9:04	9:24

## Calls Offered to CSRs by Language

	9/21	PTD
English	19,912	4,393,314
English Puerto Rico	10	3,684
Spanish	1,456	355,322
Spanish Puerto Rico	106	51,070
Chinese Mandarin	51	13,265
Chinese Cantonese	38	11,077
Vietnamese	39	14,130
Korean	44	14,436
Russian	42	7,600
Arabic	15	4,544
Tagalog	2	2,825
Polish	7	2,676
French	1	1,304
Haitian Creole	23	3,051
Portuguese	13	2,138
Japanese	5	2,484
TTY	98	44,758
Group Quarters	9	5,148
<b>Total</b>	<b>21,871</b>	<b>4,932,826</b>

## Inbound Call Volume

