

Self-Response Reporting

Weekly Content

9/23/20



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Mailing Status

9/23/20

- **NRFU Occupied Mailing**
 - Workload 3216
 - #6 (NCF) Delivered to RRD 9/17
 - #7 (NCG) Delivered to RRD 9/22
 - NCB Production completed, NCC started 9/21
 - Produced/mailed on a flow basis
 - Dispatches started 9/22, last dispatch expected to be 9/25
 - Last in-home is 9/28

NRFU OCCUPIED MAILING Package ID	Final Workload Counts
NCB	2,637,562
NCC	1,275,861
NCD	1,014,567
NCE	586,509
NCF	260,326
NCG	80,823
TOTAL, NRFU OCC	5,855,648

Periodic Performance Management Reports

2020 Census: Response by Mode and Type of Enumeration Area

Status:

● On Track

Data current as of:

September 23, 2020

Start Date:

March 24, 2020

Completion Date:

September 30, 2020

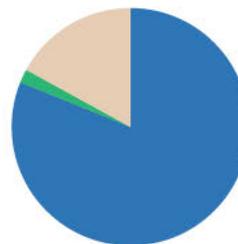
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
Total	103,968,193	100%	1,723,745	100%	633,991	100%
Internet	84,346,226	81.1%	1,017,337	59%	378,598	59.7%
Phone	1,927,424	1.9%	41,948	2.4%	22,763	3.6%
Paper	17,694,543	17%	664,460	38.6%	232,630	36.7%

Notes:

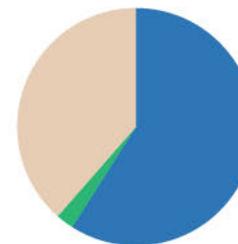
TEA 1 Initial Universe:

- Including 56 K unprocessed paper responses, total responding HUs = 96.0 M
- For internet and phone response, 84.5% is ID and 15.5% is non-ID.

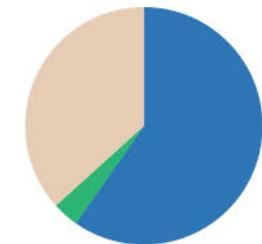
Self-Response



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	19,608,048	100.00%	129,704
<i>Total Resolved</i>	19,461,400	99.25%	131,866
Resolved in Automated	16,453,976	84.55%	119,351
Resolved in Clerical	3,007,424	15.45%	12,535
<i>Resolved in Manual</i>	1,748,971	8.99%	7,507
<i>Resolved in OBAV</i>	1,258,453	6.47%	5,028

Data updated by CDL on:
9/23/2020 7:03:36 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	3,007,424	100.00%	47,054
<i>Resolved in Manual</i>	1,748,971	58.16%	29,148
Matched	1,077,262	61.59%	18,681
Uncodable	671,709	38.41%	10,467
<i>Resolved in OBAV</i>	1,021,465	33.96%	9,439
Verified	771,150	75.49%	565
Matched	180,516	17.97%	8,849
Uncodable	69,799	6.83%	25
<i>Referred to FV</i>	236,988	7.88%	8,467

*From last report to CIG on 9/16/2020

As of: September 23, 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	19,374,186	100.00%	129,447
<i>Remaining Clerical Work</i>	93,492	0.48%	-1,725
Manual Processing Backlog	41,887	0.21%	-1,450
<i>Not Started</i>	35,061	0.18%	1,385
<i>Waiting for QC</i>	6,826	0.03%	-2,835
OBAV Backlog	51,605	0.26%	-275
<i>Not Started</i>	50,052	0.26%	-413
<i>Waiting for QC</i>	1,553	0.01%	138

Data updated by CDL on:
9/23/2020 7:03:36 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	233,862	100.00%	3,276
<i>Resolved in Clerical</i>	180,706	77.27%	7,219
<i>Remaining Clerical Work</i>	53,156	22.73%	-3,943
<i>Not Started</i>	37,601	16.08%	-12,030
<i>Waiting for QC</i>	15,555	6.65%	7,468

*From last report to CIG on 9/16/2020

As of: September 23, 2020 7:43 AM

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



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Distribution.

Periodic Performance Management Reports

2020 Census: Paper Data Capture

Status:

● On Track

Data current as of:
September 23, 2020

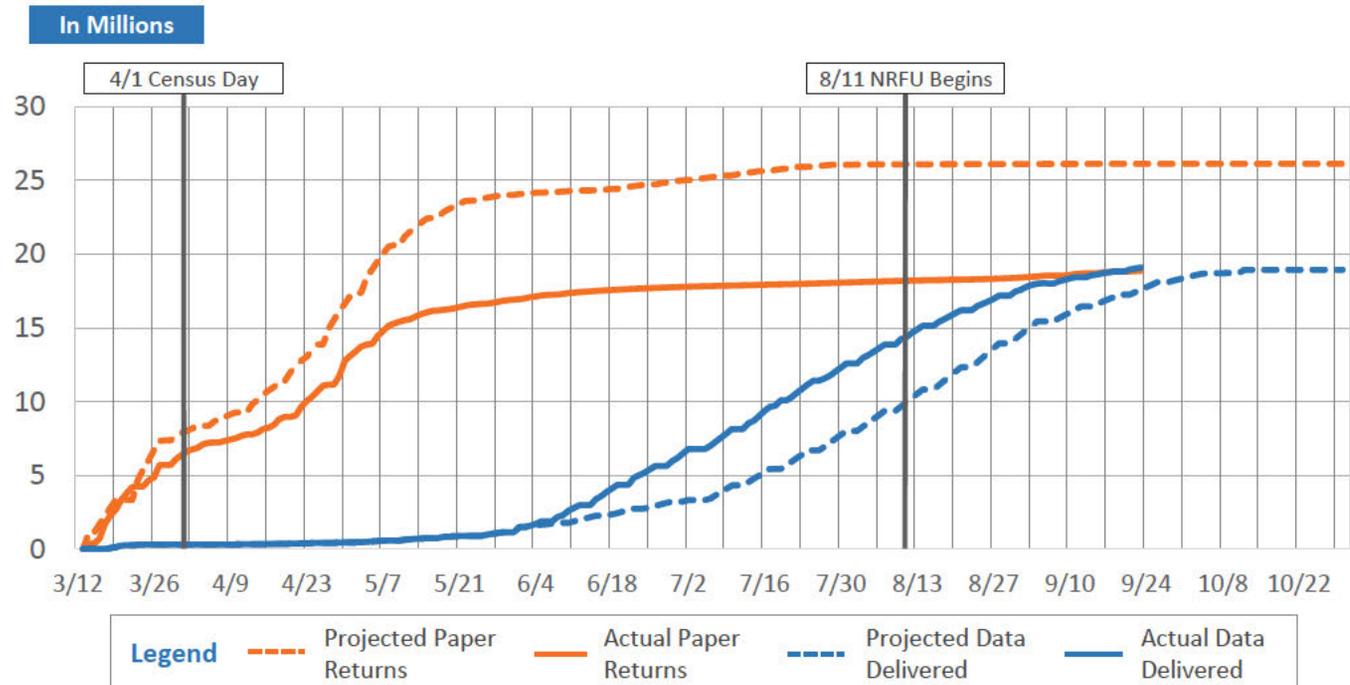
Start Date:
March 12, 2020

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	18,870,338	7,906,243	0	8,709,855	2,254,240
Questionnaires checked in	20,313,013	8,929,796	33,747	8,991,817	2,357,653
Questionnaires scanned	20,217,721	8,958,961	37,719	8,853,509	2,367,532
Questionnaires data delivered	19,703,384	8,520,067	33,547	8,924,988	2,224,782

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



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Paper Processing

9/23/20

CHECKED IN	20,313,013	8,963,543	11,349,470
Total S-R and UL	19,532,309	8,182,839	11,349,470
Self Response (TEA 1)	18,373,851	8,182,839	10,191,012
Update Leave (TEA 6)	1,158,458	0	1,158,458
Total RA, UE, GQ, ETL	780,704	780,704	0
SCANNED	20,217,721	8,996,680	11,221,041
Total S-R and UL	19,438,893	8,217,852	11,221,041
Self Response (TEA 1)	18,280,978	8,204,427	10,076,551
Update Leave (TEA 6)	1,157,915	13,425	1,144,490
Total RA, UE, GQ, ETL	778,828	778,828	0
DATA DELIVERED	19,703,384	8,553,614	11,149,770
Total S-R and UL	19,090,041	7,940,271	11,149,770
Self Response (TEA 1)	17,973,731	7,940,271	10,033,460
Update Leave (TEA 6)	1,116,310	0	1,116,310
Total RA, UE, GQ, ETL	613,343	613,343	0

Source: UTS 9753 and iCADE Special Tabulation



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Self-Responses by Mode

9/23/20

Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	106,160,635	106,325,929	165,294	100.0
Internet	85,657,203	85,742,161	84,958	51.4
Paper	18,519,346	18,591,633	72,287	43.7
Phone	1,984,086	1,992,135	8,049	4.9
TEA 1	103,828,352	103,968,193	139,841	100.0
Internet	84,264,040	84,346,226	82,186	58.8
Paper	17,644,607	17,694,543	49,936	35.7
Phone	1,919,705	1,927,424	7,719	5.5
TEA 6 Stateside	1,717,513	1,723,745	6,232	100.0
Internet	1,015,012	1,017,337	2,325	37.3
Paper	660,839	664,460	3,621	58.1
Phone	41,662	41,948	286	4.6
TEA 6 PR	614,770	633,991	19,221	100.0
Internet	378,151	378,598	447	2.3
Paper	213,900	232,630	18,730	97.4
Phone	22,719	22,763	44	0.2

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	9/16	9/17	9/18	9/19	9/20	9/21	9/22	PTD
English	English	17	21	13	16	73	9	14	56,178
	English Puerto Rico	0	0	0	1	0	0	0	48
	Total	17	21	13	17	73	9	14	56,226
Spanish	Spanish	0	1	1	18	53	0	0	1,950
	Spanish Puerto Rico	1	0	0	2	1	0	0	423
	Total	1	1	1	20	54	0	0	2,373
Non-English Non-Spanish	Arabic	0	0	0	0	0	0	0	159
	Chinese Cantonese	0	0	0	3	0	0	0	319
	Chinese Mandarin	1	0	0	4	6	1	0	343
	French	0	0	0	0	0	0	0	18
	Haitian Creole	0	1	0	2	0	0	0	69
	Japanese	0	0	0	2	0	0	0	35
	Korean	0	0	0	11	4	1	0	522
	Polish	0	0	0	0	0	0	0	62
	Portuguese	0	0	0	4	2	0	0	45
	Russian	0	0	0	2	0	0	0	161
	Tagalog	0	0	0	1	0	0	0	43
	Vietnamese	1	0	0	3	1	0	0	287
	Total	2	1	0	32	13	2	0	2,063
Grand Total		20	23	14	69	140	11	14	60,662

*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	14	21,705	12,152	2,497	13,081	1,234	5,904	322	549
Arabic	0	82	13	0	22	1	12	1	1
Chinese Cantonese	0	97	18	1	25	3	26	3	7
Chinese Mandarin	0	98	57	1	23	4	63	0	2
French	0	4	2	0	7	1	0	0	2
Haitian Creole	0	26	5	0	11	3	6	1	0
Japanese	0	7	2	1	4	2	6	0	0
Korean	0	113	5	3	65	7	17	3	12
Polish	0	21	5	0	7	0	6	0	0
Portuguese	0	21	5	1	4	1	1	1	1
Russian	0	86	13	0	15	4	11	0	3
Tagalog	0	7	4	0	6	1	0	4	0
Vietnamese	0	136	9	2	24	8	45	1	5
Total	14	22,403	12,290	2,506	13,294	1,269	6,097	336	582

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	72.0%		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	61.9%	English	5,263,366	4,415,273	3,988,213	71.6%	8:54	166,808	427,060	9.7%	4:14
Abandon Rate	9.9%	Spanish	949,411	408,107	383,676	81.2%	14:49	27,703	24,431	6.0%	3:51
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	103,300	79,765	54,187	48.0%	13:26	31,362	25,578	32.1%	5:04
Avg. Handle Time	9:24	TTY	0	44,846	30,581	66.3%	0:57	108,784	14,265	31.8%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	5,161	4,819	80.5%	5:23	9,593	342	6.6%	5:34
Total Inbound Call Volume	13,033,180	Grand Total	6,333,577	4,953,152	4,461,476	72.0%	9:24	344,250	491,676	9.9%	4:09
IVR Call Volume	12,503,702										
Deflected Calls	7,735,778										
Short Abandons	344,250										
IVR Calls Offered to CSRs	4,575,000										
Direct to CSR Call Volume	378,152										
Actual Calls Offered to CSRs	4,953,152										
Abandon Call Volume	491,676										
CSR Handled Calls	4,461,476										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	56,627		% of Enumerations
Callbacks Handled - English	54,007	English	52.9%
Callbacks Selected - Spanish	804	Spanish	62.1%
Callbacks Handled - Spanish	774	Non-English Non-Spanish	55.6%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	53.3%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	99.7%
Deflection Rate	39.3%
Abandon Rate	0.1%
Avg. Speed To Abandon	1:23
Avg. Handle Time	9:24

CQA Total Inbound Call Volume

Total Inbound Call Volume	35,373
IVR Call Volume	33,329
Deflected Calls	13,088
Short Abandons	1,959
IVR Calls Offered to CSRs	19,140
Direct to CSR Call Volume	1,186
Actual Calls Offered to CSRs	20,326
Abandon Call Volume	21
CSR Handled Calls	20,305

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	9,262	18,275	18,264	99.9%	8:55	1,033	11	0.1%	1:03
Spanish	1,410	1,715	1,715	99.8%	14:29	77	0	0.0%	0:00
Non-English Non-Spanish	177	235	226	86.0%	13:17	107	9	3.8%	1:57
TTY	0	88	87	98.9%	0:51	737	1	1.1%	0:00
Group Quarters	0	13	13	100.0%	5:02	5	0	0.0%	0:00
Grand Total	10,849	20,326	20,305	99.7%	9:24	1,959	21	0.1%	1:23

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	59.0%
Spanish	63.7%
Non-English Non-Spanish	60.2%
TTY	0.0%
Group Quarters	0.0%
Grand Total	59.1%

Calls from Top 5 States	
State	Total Inbound Calls
CA	6,153
TX	3,343
NY	3,188
FL	2,155
NC	1,343
Total	16,182
% of Calls	45.7%

Coverage Improvement: Case Summary - PTD



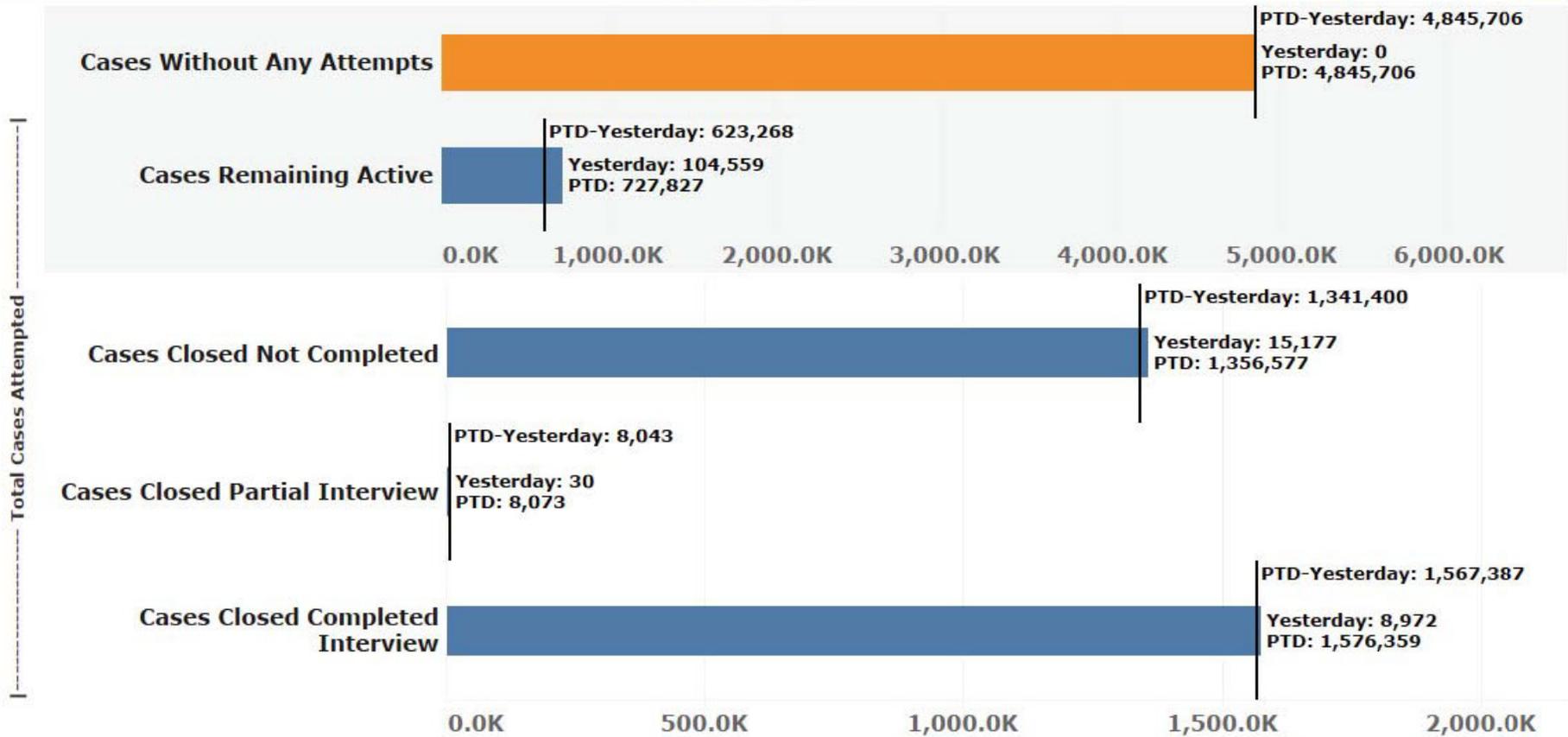
Total Cases Received
8,514,542

Total Number of Attempts
16,848,545

Unique Cases Attempted
3,668,836

Total Cases Closed
2,941,154

Case Summary



Coverage Improvement: Dialer Call Summary - PTD



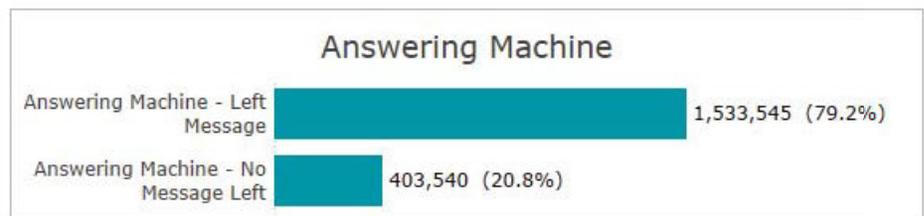
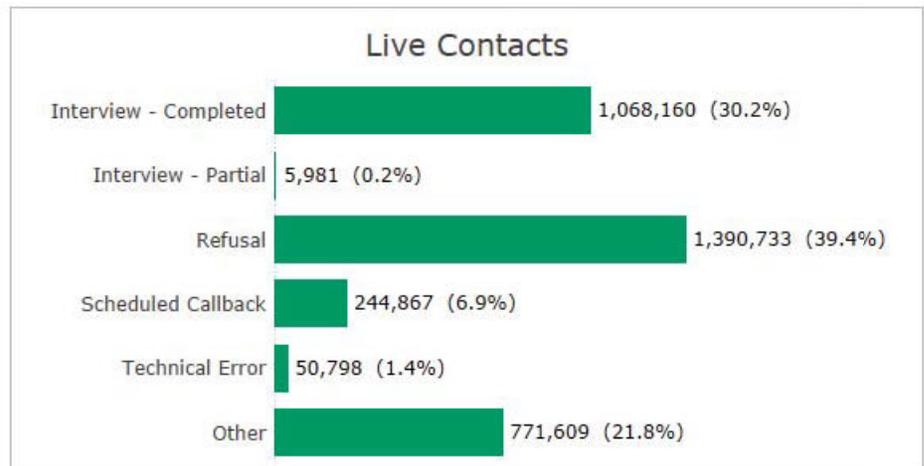
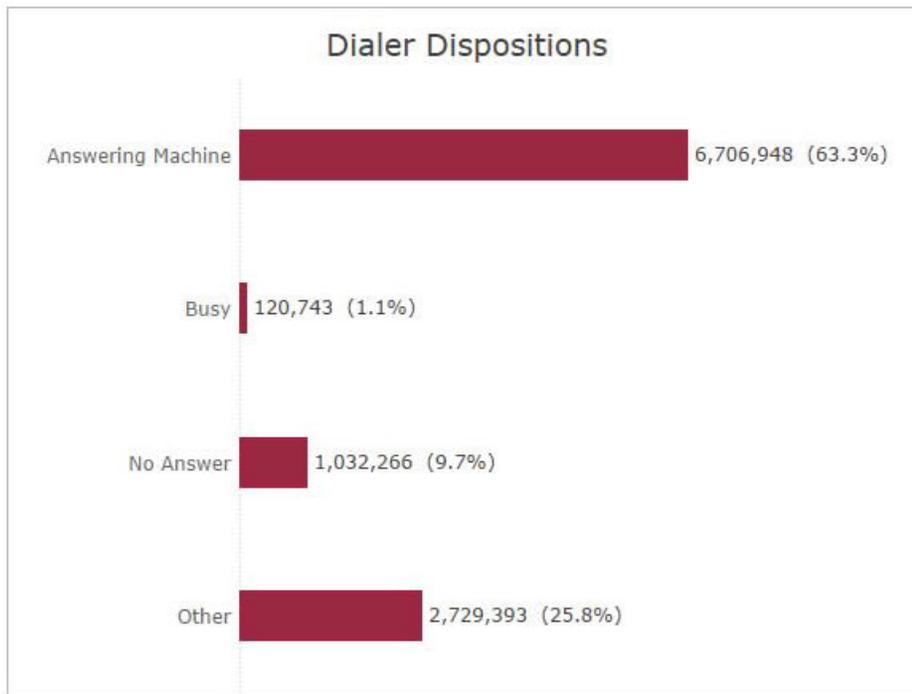
Dial Attempts
16,058,583

Dialer-only Dispositioned Calls
10,589,350 (65.9%)

CSR Dispositioned Calls
5,469,233 (34.1%)

Live Contact Total
3,532,148 (22.0%)

Answering Machine
1,937,085 (12.1%)



Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts
140,620

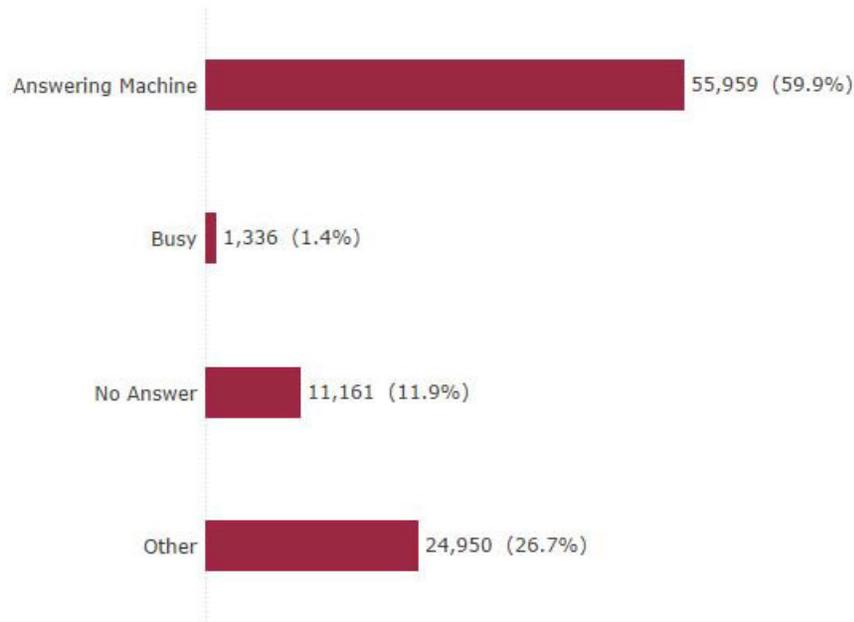
Dialer-only Dispositioned Calls
93,406 (66.4%)

CSR Dispositioned Calls
47,214 (33.6%)

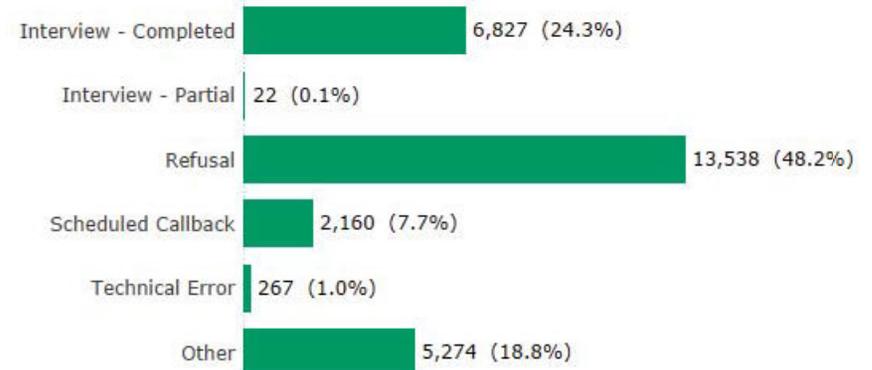
Live Contact Total
28,088 (20.0%)

Answering Machine
19,126 (13.6%)

Dialer Dispositions



Live Contacts



Answering Machine



Coverage Improvement: Respondent Callbacks – Trending



	9/22	7 Day Average	Program to Date
Total Respondent Callbacks	7,649	6,065	1,201,205
Abandoned Calls	0	2	380
Short Abandons	3,519	2,658	410,863
Service Level - 30 Seconds	100.0%	99.9%	99.9%
CSR Handled Calls	4,130	3,405	789,962
With Census ID	2,849	2,425	620,771
With Census ID (%)	69.0%	71.2%	78.6%
Without Census ID	1,281	980	169,191
Without Census ID (%)	31.0%	28.8%	21.4%
# Closed Completed	2,153	1,867	509,896
Closed Completed / CSR Handled (%)	52.1%	54.8%	64.5%
Closed Completed / Calls with Census ID (%)	75.6%	77.0%	82.1%
AHT (m:ss)	4:38	4:57	5:29

7 Day Average describes 9/16 through 9/22

Supplementary Slides



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Periodic Performance Management Reports

2020 Census: Paper Data Capture Center Staffing Status

Status:

● On Track

Data current as of:

September 23, 2020

Start Date:

January 21, 2020

Completion Date:

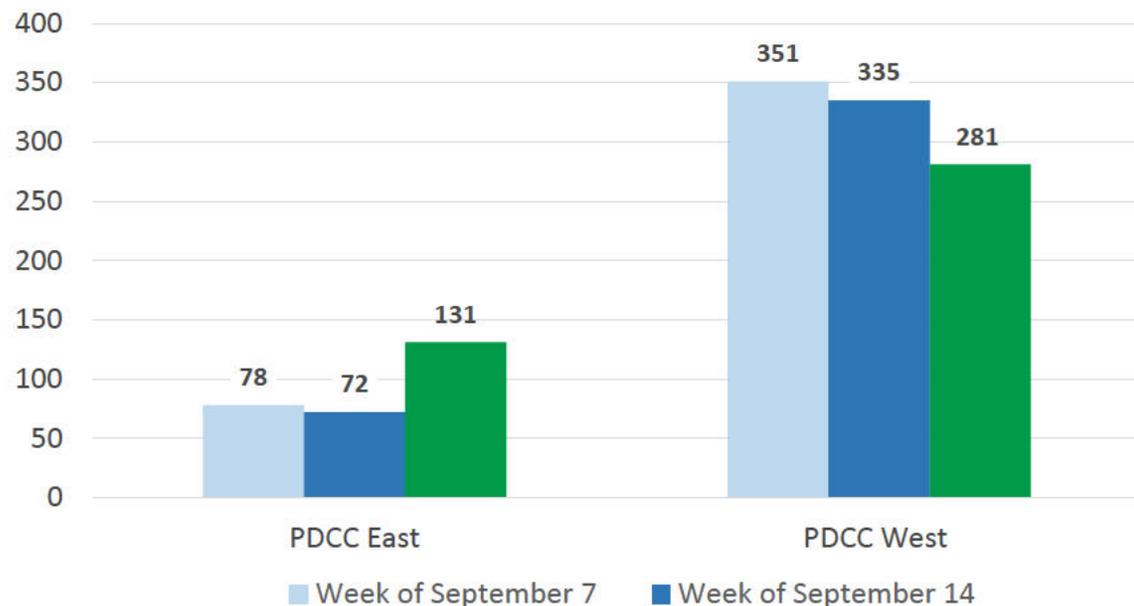
November 30, 2020

Notes:

- A portion of the PDCC East staff are on loan to another operation this week. Staff counts in the chart are people, not FTE
- Fully-staffed, in FTE, is:
 - PDCC East, 522
 - PDCC West, 565
- Yesterday's FTE
 - PDCC East, 118 (23% of fully staffed)
 - PDCC West, 271 (48% of fully staffed)

Paper Data Capture Staffing by Center

Total Staff: 412 yesterday, +5 from last Wednesday's report



Inbound Paper Returns by Cohort

9/23/20

Universe	Count
Total TEA 1 + TEA 6	18,870,338
Total TEA 1	17,751,403
Internet First Panel	8,194,959
Cohort 1	2,644,329
Cohort 2	1,980,030
Cohort 3	1,958,993
Cohort 4	1,611,607
Internet Choice Panel	9,001,106
Mailing 1 package	7,994,466
Mailing 4 package	1,006,640
NRFU Supplemental	103,260
Mailing 7	452,078
Total TEA 6	1,118,935
Stateside	816,910
Puerto Rico	302,025

Sources: IPTS Reports and UTS 9753



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Inbound Paper Returns by Language

9/23/20

Universe	Count
Total TEA 1 + TEA 6	18,870,338
Total TEA 1	17,751,403
Internet First Panel	8,194,959
English	7,596,263
Bilingual	598,696
Internet Choice Panel	9,001,106
English	7,763,937
Bilingual	1,237,169
NRFU Supplemental	103,260
English	97,144
Bilingual	6,116
Mailing 7	452,078
English	413,943
Bilingual	38,135
Total TEA 6	1,118,935
Stateside	816,910
English	744,811
Bilingual	72,099
Puerto Rico	302,025

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?	365,430	1 –	0	19
Can I complete the 2020 Census over the phone?	240,154	2 –	0	8
I completed the 2020 Census. Why is someone contacting me?	102,847	3 –	0	1
Do I need to keep this mail?	93,659	4 –	0	7
I have more than one home; how do I respond?	90,459	5 –	0	9
How do I respond to the Census?	81,829	6 –	0	54
I received a paper questionnaire, but I already responded.	77,422	7 –	0	299
Why am I still receiving mail?	67,139	8 –	0	14
ONLINE-Have you received my response?	63,062	9 –	0	2
I am moving or have moved; how do I respond?	56,672	10 ▲	1	6

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?	6,574	1 –	0	3
ONLINE-Have you received my response?	5,484	2 –	0	9
Someone left a Notice of Visit at my door, what do I do?	4,008	3 –	0	14
Do I have to complete the questionnaire again?	3,855	4 –	0	25
PAPER-Have you received my response?	3,233	5 –	0	18
I am moving or have moved; how do I respond?	2,961	6 –	0	10
Do I need to keep this mail?	2,752	7 –	0	4
Can I complete the 2020 Census over the phone?	2,309	8 ▲	1	2
I have more than one home; how do I respond?	2,301	9 ▼	-1	5
This address is a vacant home; how do I respond?	1,955	10 –	0	13

*7 Day= 7 Day Link Count (9/16 - 9/22)
 *PTD= Program to Date through 9/22

Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	9/22 Total	9/22 Rank	Prior Day Rank Difference	PTD Rank
ONLINE-Have you received my response?	953	1 ▲	1	9
I completed the 2020 Census. Why is someone contacting me?	926	2 ▼	-1	3
Do I have to complete the questionnaire again?	648	3 ▲	1	25
PAPER-Have you received my response?	597	4 ▲	1	18
Someone left a Notice of Visit at my door, what do I do?	535	5 ▼	-2	14
Do I need to keep this mail?	521	6 -	0	4
I am moving or have moved; how do I respond?	481	7 -	0	10
Can I complete the 2020 Census over the phone?	424	8 ▲	1	2
I have more than one home; how do I respond?	344	9 ▼	-1	5
This address is a vacant home; how do I respond?	294	10 -	0	13

*PTD= Program to Date through 9/22

Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(9/22)	(7 Day)	(PTD)	(9/22)	(7 Day)	(PTD)	(9/22)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	160	123	25,819	150	111	24,357	10	12	1,462
2	If a college is temporarily closed (including on April 1), where should a college student be counted?	107	93	23,010	103	90	22,690	4	3	320
3	Is this a scam? - OB	82	52	23,118	80	47	22,505	2	5	613
4	Do I have to complete the follow-up interview? - OB	82	52	6,914	79	50	6,769	3	2	145
5	Why are you calling? - OB	63	48	14,049	60	43	13,696	3	5	353
6	How do I know you are calling from the Census Bureau? - OB	42	37	21,537	40	35	21,156	2	2	381
6	Incorrect address - OB	35	37	2,351	31	32	2,129	4	5	222
8	Case Closed – No Action Needed - OB, RC	45	29	6,475	45	29	6,475	0	0	0
9	Should I count people who are visiting?	30	24	2,611	26	19	2,189	4	4	422
10	What is the 2020 Census?	28	23	1,791	25	19	1,620	3	4	171

*PTD= Program to Date through 9/22
*7 Day= Rolling 7 Day Average (9/16 - 9/22)

Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate		
	Grand Total	3,668,836		Grand Total	3,668,836		
1	Alaska	4,881	54.4%	26	Kentucky	47,931	43.1%
2	Washington	69,508	48.4%	27	Arizona	57,748	42.8%
3	Washington, D.C.	7,941	48.4%	28	Florida	236,667	42.8%
4	Vermont	7,098	47.6%	29	South Carolina	64,639	42.7%
5	Oregon	35,857	47.3%	30	Michigan	116,461	42.6%
6	Utah	21,708	47.0%	31	North Carolina	125,539	42.6%
7	Minnesota	59,892	46.8%	32	Tennessee	75,383	42.4%
8	Virginia	112,086	46.1%	33	Montana	10,020	42.4%
9	North Dakota	7,076	45.6%	34	Texas	314,681	42.4%
10	Kansas	31,914	45.4%	35	Ohio	122,807	42.3%
11	Idaho	15,406	45.3%	36	New Jersey	120,900	42.3%
12	Wisconsin	59,064	45.2%	37	Illinois	148,980	42.2%
13	Maryland	78,697	45.2%	38	Maine	13,896	42.1%
14	New York	231,667	45.1%	39	Connecticut	49,902	42.0%
15	Missouri	63,637	45.0%	40	Wyoming	4,899	42.0%
16	South Dakota	8,758	45.0%	41	Hawaii	15,586	41.7%
17	Nebraska	20,305	44.9%	42	California	428,212	41.6%
18	Massachusetts	91,721	44.9%	43	Arkansas	35,253	41.6%
19	Indiana	71,891	44.4%	44	Pennsylvania	147,275	41.5%
20	Colorado	52,971	44.3%	45	Alabama	68,210	41.3%
21	New Mexico	19,091	44.0%	46	Rhode Island	11,286	41.1%
22	Iowa	33,123	43.9%	47	Mississippi	46,352	41.0%
23	New Hampshire	14,660	43.9%	48	Delaware	10,902	40.9%
24	Georgia	134,903	43.5%	49	Louisiana	60,749	40.2%
25	Oklahoma	38,304	43.1%	50	Nevada	25,514	39.2%
				51	West Virginia	16,885	38.3%

Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	Grand Total	16,679,354	620,771	3.7%		Grand Total	16,679,354	620,771	3.7%
1	Alaska	18,711	922	4.9%	26	Nebraska	92,124	3,482	3.8%
2	Minnesota	271,831	12,714	4.7%	27	Illinois	693,390	26,043	3.8%
3	Wisconsin	273,557	12,671	4.6%	28	Oklahoma	168,959	6,340	3.8%
4	Oregon	156,903	7,050	4.5%	29	North Carolina	567,115	21,185	3.7%
5	Washington	309,106	13,692	4.4%	30	Arizona	260,317	9,464	3.6%
6	Colorado	241,288	10,414	4.3%	31	Connecticut	234,805	8,464	3.6%
7	Ohio	563,522	23,989	4.3%	32	Delaware	49,081	1,769	3.6%
8	Vermont	30,560	1,292	4.2%	33	Wyoming	22,156	798	3.6%
9	Indiana	322,119	13,380	4.2%	34	Kentucky	219,060	7,847	3.6%
10	Utah	97,580	4,022	4.1%	35	Tennessee	340,968	12,157	3.6%
11	New Hampshire	67,203	2,762	4.1%	36	Georgia	608,225	21,446	3.5%
12	Missouri	282,940	11,496	4.1%	37	New Jersey	573,182	20,159	3.5%
13	Virginia	503,546	20,163	4.0%	38	Rhode Island	51,979	1,819	3.5%
14	Idaho	71,106	2,836	4.0%	39	South Carolina	287,909	10,037	3.5%
15	Washington, D.C.	33,732	1,344	4.0%	40	New York	1,017,360	35,463	3.5%
16	Massachusetts	422,920	16,654	3.9%	41	Texas	1,414,036	49,113	3.5%
17	Montana	45,912	1,804	3.9%	42	Hawaii	70,962	2,458	3.5%
18	Iowa	153,391	6,027	3.9%	43	California	1,994,574	67,907	3.4%
19	Michigan	539,570	21,199	3.9%	44	Arkansas	159,349	5,417	3.4%
20	Pennsylvania	676,677	26,529	3.9%	45	North Dakota	32,239	1,095	3.4%
21	Maryland	354,804	13,898	3.9%	46	New Mexico	83,363	2,781	3.3%
22	Kansas	144,016	5,615	3.9%	47	Alabama	316,410	10,213	3.2%
23	South Dakota	39,646	1,532	3.9%	48	Nevada	117,947	3,807	3.2%
24	Florida	1,047,987	40,037	3.8%	49	West Virginia	78,906	2,502	3.2%
25	Maine	62,558	2,367	3.8%	50	Mississippi	213,544	6,347	3.0%
					51	Louisiana	280,209	8,249	2.9%