

# Self-Response Operations Reporting

9/28/20



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

9/28/20

## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>106,920,843</b>	<b>107,049,343</b>	<b>128,500</b>	<b>100.0</b>
Internet	86,056,415	86,119,797	63,382	49.3
Paper	18,844,298	18,905,866	61,568	47.9
Phone	2,020,130	2,023,680	3,550	2.8
<b>TEA 1</b>	<b>104,515,395</b>	<b>104,634,171</b>	<b>118,776</b>	<b>100.0</b>
Internet	84,648,408	84,702,791	54,383	45.8
Paper	17,912,860	17,974,428	61,568	51.8
Phone	1,954,127	1,956,952	2,825	2.4
<b>TEA 6 Stateside</b>	<b>1,739,013</b>	<b>1,740,354</b>	<b>1,341</b>	<b>100.0</b>
Internet	1,025,051	1,026,298	1,247	93.0
Paper	671,089	671,089	0	0.0
Phone	42,873	42,967	94	7.0
<b>TEA 6 PR</b>	<b>666,435</b>	<b>674,818</b>	<b>8,383</b>	<b>100.0</b>
Internet	382,956	390,708	7,752	92.5
Paper	260,349	260,349	0	0.0
Phone	23,130	23,761	631	7.5

Source: UTS 9700 (TEA 1 and TEA 6)



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# Paper Processing

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<b>CHECKED IN</b>	20,400,197	9,033,690	11,366,507
<b>Total S-R and UL</b>	19,573,282	8,206,775	11,366,507
Self Response (TEA 1)	18,413,959	8,206,775	10,207,184
Update Leave (TEA 6)	1,159,323	0	1,159,323
<b>Total RA, UE, GQ, ETL</b>	826,915	826,915	0
<b>SCANNED</b>	20,363,160	9,120,637	11,242,523
<b>Total S-R and UL</b>	19,540,151	8,297,628	11,242,523
Self Response (TEA 1)	18,380,951	8,284,113	10,096,838
Update Leave (TEA 6)	1,159,200	13,515	1,145,685
<b>Total RA, UE, GQ, ETL</b>	823,009	823,009	0
<b>DATA DELIVERED</b>	20,113,697	8,755,252	11,358,445
<b>Total S-R and UL</b>	19,439,586	8,081,141	11,358,445
Self Response (TEA 1)	18,280,625	8,081,141	10,199,484
Update Leave (TEA 6)	1,158,961	0	1,158,961
<b>Total RA, UE, GQ, ETL</b>	674,111	674,111	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>	20,282,684	100.00%	376,745
<b><i>Total Resolved</i></b>	20,189,639	99.54%	439,852
Resolved in Automated	17,055,518	84.09%	334,404
Resolved in Clerical	3,134,121	15.45%	105,448
<i>Resolved in Manual</i>	1,780,468	8.78%	17,960
<i>Resolved in OBAV</i>	1,353,653	6.67%	87,488
<b><i>Remaining Clerical Work</i></b>	93,045	0.46%	<b>-63,107</b>
Manual Processing Backlog	90,248	0.44%	<b>-2,978</b>
OBAV Backlog	2,797	0.01%	<b>-60,129</b>

Data updated by CDL on:  
9/28/2020 4:43:41 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

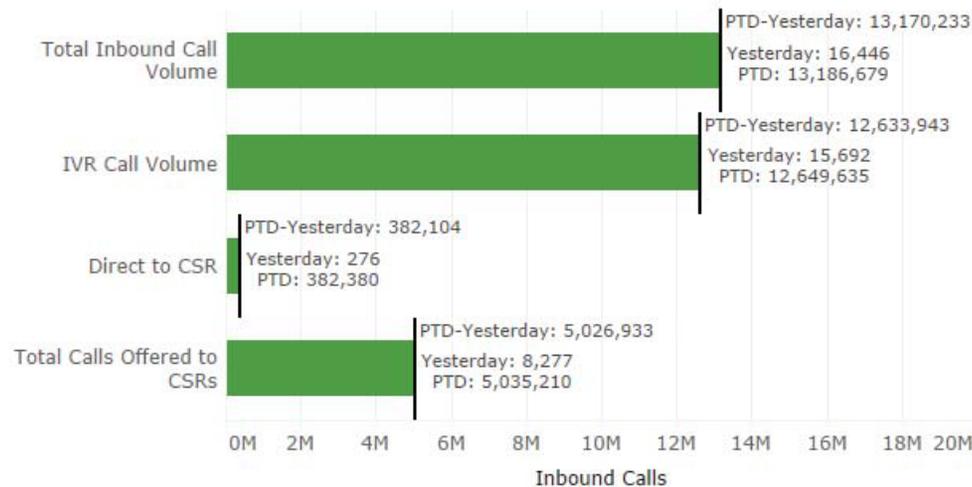
## Total Inbound Call Volume % (PTD)



## Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	12,035,482	13,186,679
Deflection Rate	47.0%	61.6%
Service Level - 30 Seconds	80.0%	72.4%
AHT	9:04	9:24

## Inbound Call Volume



## Calls Offered to CSRs by Language

	9/27	PTD
English	7,566	4,485,515
English Puerto Rico	1	3,720
Spanish	630	363,433
Spanish Puerto Rico	37	51,646
Chinese Mandarin	0	13,469
Chinese Cantonese	0	11,221
Vietnamese	0	14,266
Korean	0	14,609
Russian	0	7,708
Arabic	0	4,585
Tagalog	0	2,857
Polish	0	2,690
French	0	1,323
Haitian Creole	0	3,118
Portuguese	0	2,176
Japanese	0	2,498
TTY	42	45,180
Group Quarters	1	5,196
<b>Total</b>	<b>8,277</b>	<b>5,035,210</b>