

# Self-Response Reporting

## Weekly Content

### 9/30/20



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# Mailing Status

9/30/20

- **NRFU Occupied Mailing**
  - Workload 3216
    - #7 (NCG) Delivered to RRD 9/22
  - Production completed 9/24
  - Dispatches completed
  - Last in-home was 9/28

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

# Periodic Performance Management Reports

## 2020 Census: Response by Mode and Type of Enumeration Area

**Status:**

● On Track

**Data current as of:**

September 30, 2020

**Start Date:**

March 24, 2020

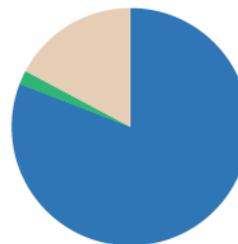
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
<b>Total</b>	105,010,668	100%	1,746,576	100%	676,868	100%
<b>Internet</b>	84,948,521	80.9%	1,031,156	59.0%	392,411	58.0%
<b>Phone</b>	1,976,977	1.9%	43,557	2.5%	23,947	3.5%
<b>Paper</b>	18,085,170	17.2%	671,863	38.5%	260,510	38.5%

**Notes:**

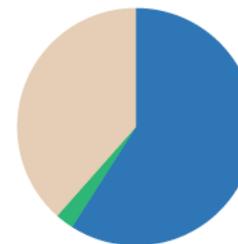
**TEA 1 Initial Universe:**

- Total responding HUs = 96.7 M
- For internet and phone response, 84.1% is ID and 15.9% is non-ID.

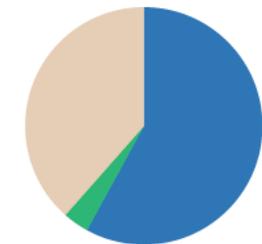
Self-Response



Update Leave - Stateside



Update Leave - Puerto Rico



Legend

Internet

Phone

Paper



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Note: Numbers may not sum due to rounding.

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Source: Unified Tracking System, 9700

# Non-ID Processing Workload (Resolved)

	Number	Percent	Change
<b>Total Non-ID Cases</b>	20,613,214	100.00%	168,668
<b><i>Total Resolved</i></b>	20,506,312	99.48%	162,793
Resolved in Automated	17,356,451	84.20%	151,999
Resolved in Clerical	3,149,861	15.28%	10,794
<i>Resolved in Manual</i>	1,792,234	8.69%	8,585
<i>Resolved in OBAV</i>	1,355,418	6.62%	2,209

Data updated by CDL on:  
9/30/2020 4:58:35 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*
<b>Resolved in Clerical</b>	3,149,861	100.00%	142,437
<i>Resolved in Manual</i>	1,792,234	56.90%	43,263
Matched	1,109,107	61.88%	31,845
Uncodable	683,127	38.12%	11,418
<i>Resolved in OBAV</i>	1,115,286	35.41%	93,821
Verified	851,975	76.39%	80,825
Matched	193,485	17.35%	12,969
Uncodable	69,826	6.266%	27
<i>Referred to FV</i>	242,341	7.69%	5,353

\*From last report to CIG on 9/23/2020

As of: September 30, 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
<b>Total Non-ID Cases</b>	20,375,505	100.00%	161,826
<b><i>Remaining Clerical Work</i></b>	78,487	0.39%	6,985
Manual Processing Backlog	63,394	0.31	-878
<i>Not Started</i>	45,680	0.22%	764
<i>Waiting for QC</i>	17,714	0.09%	-1,642
OBAV Backlog	15,093	0.07%	7,773
<i>Not Started</i>	14,094	0.07%	7,824
<i>Waiting for QC</i>	999	0.005%	-51

Data updated by CDL on:  
9/30/2020 4:58:35 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*
<b>Total Non-ID Cases</b>	237,709	100.00%	3,847
<i>Resolved in Clerical</i>	209,294	88.05%	28,588
<i>Remaining Clerical Work</i>	28,415	11.95%	-24,741
<i>Not Started</i>	24,839	10.45%	-12,762
<i>Waiting for QC</i>	3,576	1.50%	-11,979

\*From last report to CIG on 9/23/2020

As of: September 30, 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

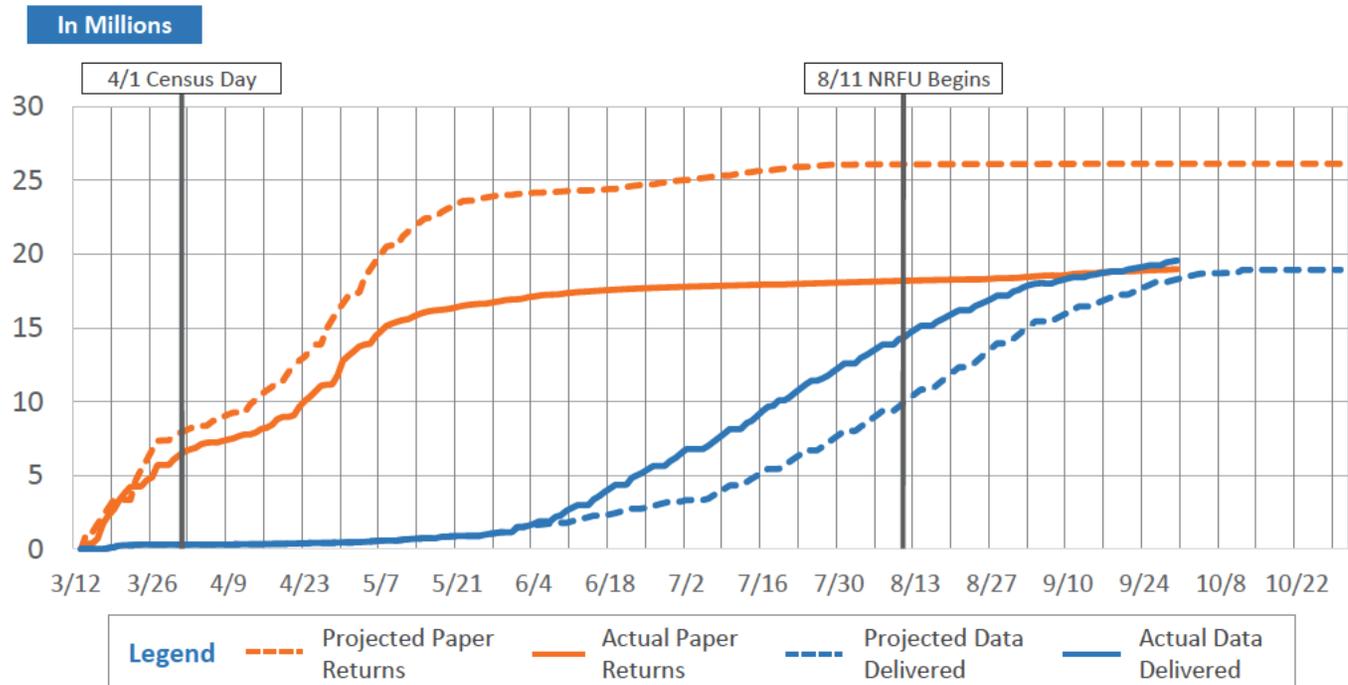
Data current as of:  
September 30, 2020

Start Date:  
March 12, 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 (all forms tracked by USPS).
- 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	18,977,454	7,948,210	0	8,757,399	2,271,845
Questionnaires checked in	20,542,012	9,097,187	34,398	9,036,962	2,373,465
Questionnaires scanned	20,492,031	9,174,303	39,014	8,901,805	2,376,909
Questionnaires data delivered	20,319,245	8,902,739	34,313	9,020,082	2,362,111

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



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# Paper Processing

9/30/20

<b>CHECKED IN</b>	20,542,012	9,131,585	11,410,427
<b>Total S-R and UL</b>	19,642,142	8,231,715	11,410,427
Self Response (TEA 1)	18,480,267	8,231,715	10,248,552
Update Leave (TEA 6)	1,161,875	0	1,161,875
<b>Total RA, UE, GQ, ETL</b>	899,870	899,870	0
<b>SCANNED</b>	20,492,031	9,213,317	11,278,714
<b>Total S-R and UL</b>	19,610,901	8,332,187	11,278,714
Self Response (TEA 1)	18,449,663	8,318,650	10,131,013
Update Leave (TEA 6)	1,161,238	13,537	1,147,701
<b>Total RA, UE, GQ, ETL</b>	881,130	881,130	0
<b>DATA DELIVERED</b>	20,319,245	8,937,052	11,382,193
<b>Total S-R and UL</b>	19,564,680	8,182,487	11,382,193
Self Response (TEA 1)	18,404,507	8,182,487	10,222,020
Update Leave (TEA 6)	1,160,173	0	1,160,173
<b>Total RA, UE, GQ, ETL</b>	754,565	754,565	0

Source: UTS 9753 and iCADE Special Tabulation



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# Self-Responses by Mode

9/30/20

## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>107,240,503</b>	<b>107,434,112</b>	<b>193,609</b>	<b>100.0</b>
Internet	86,243,160	86,372,088	128,928	66.6
Paper	18,963,898	19,017,543	53,645	27.7
Phone	2,033,445	2,044,481	11,036	5.7
<b>TEA 1</b>	<b>104,822,196</b>	<b>105,010,668</b>	<b>188,472</b>	<b>100.0</b>
Internet	84,823,427	84,948,521	125,094	66.4
Paper	18,032,385	18,085,170	52,785	28.0
Phone	1,966,384	1,976,977	10,593	5.6
<b>TEA 6 Stateside</b>	<b>1,742,923</b>	<b>1,746,576</b>	<b>3,653</b>	<b>100.0</b>
Internet	1,028,522	1,031,156	2,634	72.1
Paper	671,164	671,863	699	19.1
Phone	43,237	43,557	320	8.8
<b>TEA 6 PR</b>	<b>675,384</b>	<b>676,868</b>	<b>1,484</b>	<b>100.0</b>
Internet	391,211	392,411	1,200	80.9
Paper	260,349	260,510	161	10.8
Phone	23,824	23,947	123	8.3

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	9/23	9/24	9/25	9/26	9/27	9/28	9/29	PTD
English	English	2,329	28	28	18	324	2,948	35	61,888
	English Puerto Rico	0	0	0	0	3	0	0	51
	<b>Total</b>	<b>2,329</b>	<b>28</b>	<b>28</b>	<b>18</b>	<b>327</b>	<b>2,948</b>	<b>35</b>	<b>61,939</b>
Spanish	Spanish	0	0	0	2	37	0	1	1,990
	Spanish Puerto Rico	0	0	0	1	2	0	2	428
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>39</b>	<b>0</b>	<b>3</b>	<b>2,418</b>
Non-English Non-Spanish	Arabic	0	0	0	0	2	0	0	161
	Chinese Cantonese	0	0	0	6	2	0	0	327
	Chinese Mandarin	0	0	1	5	9	1	2	361
	French	0	1	0	0	0	0	0	19
	Haitian Creole	0	0	1	0	1	0	0	71
	Japanese	0	0	0	0	1	0	0	36
	Korean	1	0	0	6	6	0	0	535
	Polish	0	0	0	0	0	0	0	62
	Portuguese	1	0	0	4	3	0	0	53
	Russian	0	0	0	2	2	0	0	165
	Tagalog	0	0	0	2	2	0	0	47
	Vietnamese	0	1	0	9	3	1	0	301
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>34</b>	<b>31</b>	<b>2</b>	<b>2</b>	<b>2,138</b>
<b>Grand Total</b>		<b>2,331</b>	<b>30</b>	<b>30</b>	<b>55</b>	<b>397</b>	<b>2,950</b>	<b>40</b>	<b>66,495</b>

\*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	56	23,140	13,360	3,772	14,381	1,390	6,213	356	604
Arabic	0	83	13	0	22	1	12	1	1
Chinese Cantonese	0	100	19	1	28	3	26	3	7
Chinese Mandarin	2	102	60	2	25	4	64	0	2
French	0	4	2	0	8	1	0	0	2
Haitian Creole	0	27	6	0	12	3	6	1	0
Japanese	0	7	3	0	4	2	6	0	0
Korean	0	115	5	4	69	7	17	3	13
Polish	0	21	5	0	7	0	6	0	0
Portuguese	0	22	8	2	6	1	1	1	1
Russian	0	88	14	1	15	4	11	0	3
Tagalog	0	9	4	1	6	1	0	4	0
Vietnamese	0	141	9	3	24	8	52	1	5
<b>Total</b>	<b>58</b>	<b>23,859</b>	<b>13,508</b>	<b>3,786</b>	<b>14,607</b>	<b>1,425</b>	<b>6,414</b>	<b>370</b>	<b>638</b>

# Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	72.6%		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	61.5%	English	5,319,029	4,535,804	4,107,962	72.2%	8:54	175,557	427,842	9.4%	4:14
Abandon Rate	9.7%	Spanish	957,882	419,827	395,319	81.6%	14:49	28,271	24,508	5.8%	3:51
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	104,104	81,128	55,497	48.5%	13:26	32,230	25,631	31.6%	5:04
Avg. Handle Time	9:24	TTY	0	45,311	31,043	66.6%	0:57	112,514	14,268	31.5%	0:15
<b>CQA Total Inbound Call Volume</b>		Group Quarters	17,500	5,215	4,872	80.5%	5:22	9,645	343	6.6%	5:36
Total Inbound Call Volume	13,279,858	Grand Total	6,398,515	5,087,285	4,594,693	72.6%	9:24	358,217	492,592	9.7%	4:09
IVR Call Volume	12,738,186										
Deflected Calls	7,834,356										
Short Abandons	358,217										
IVR Calls Offered to CSRs	4,701,640										
Direct to CSR Call Volume	385,645										
Actual Calls Offered to CSRs	5,087,285										
Abandon Call Volume	492,592										
CSR Handled Calls	4,594,693										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	56,627		% of Enumerations
Callbacks Handled - English	54,007	English	53.0%
Callbacks Selected - Spanish	826	Spanish	62.1%
Callbacks Handled - Spanish	796	Non-English Non-Spanish	55.7%
		TTY	0.3%
		Group Quarters	0.6%
		Grand Total	53.4%

# Inbound: Key Metrics - Yesterday



## CQA Key Performance Indicators

Service Level - 30 Seconds	99.9%
Deflection Rate	36.5%
Abandon Rate	0.0%
Avg. Speed To Abandon	1:09
Avg. Handle Time	9:44

## CQA Total Inbound Call Volume

Total Inbound Call Volume	42,708
IVR Call Volume	40,610
Deflected Calls	14,813
Short Abandons	2,247
IVR Calls Offered to CSRs	24,215
Direct to CSR Call Volume	1,433
Actual Calls Offered to CSRs	25,648
Abandon Call Volume	7
CSR Handled Calls	25,641

## 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	8,184	22,715	22,714	100.0%	9:09	1,465	1	0.0%	2:09
Spanish	1,243	2,597	2,596	99.8%	14:36	129	1	0.0%	0:01
Non-English Non-Spanish	155	263	258	92.8%	14:08	110	5	1.9%	1:10
TTY	0	66	66	100.0%	1:20	532	0	0.0%	0:00
Group Quarters	0	7	7	85.7%	3:26	11	0	0.0%	0:00
<b>Grand Total</b>	<b>9,582</b>	<b>25,648</b>	<b>25,641</b>	<b>99.9%</b>	<b>9:44</b>	<b>2,247</b>	<b>7</b>	<b>0.0%</b>	<b>1:09</b>

## Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	58.5%
Spanish	63.5%
Non-English Non-Spanish	56.6%
TTY	0.0%
Group Quarters	0.0%
<b>Grand Total</b>	<b>58.8%</b>

Calls from Top 5 States		
State	Total Inbound Calls	% by State
CA	8,755	20.5%
NY	4,182	9.8%
TX	3,064	7.2%
NC	2,324	5.4%
FL	2,179	5.1%
<b>Total</b>	<b>20,504</b>	<b>48.0%</b>

# Coverage Improvement: Case Summary - PTD



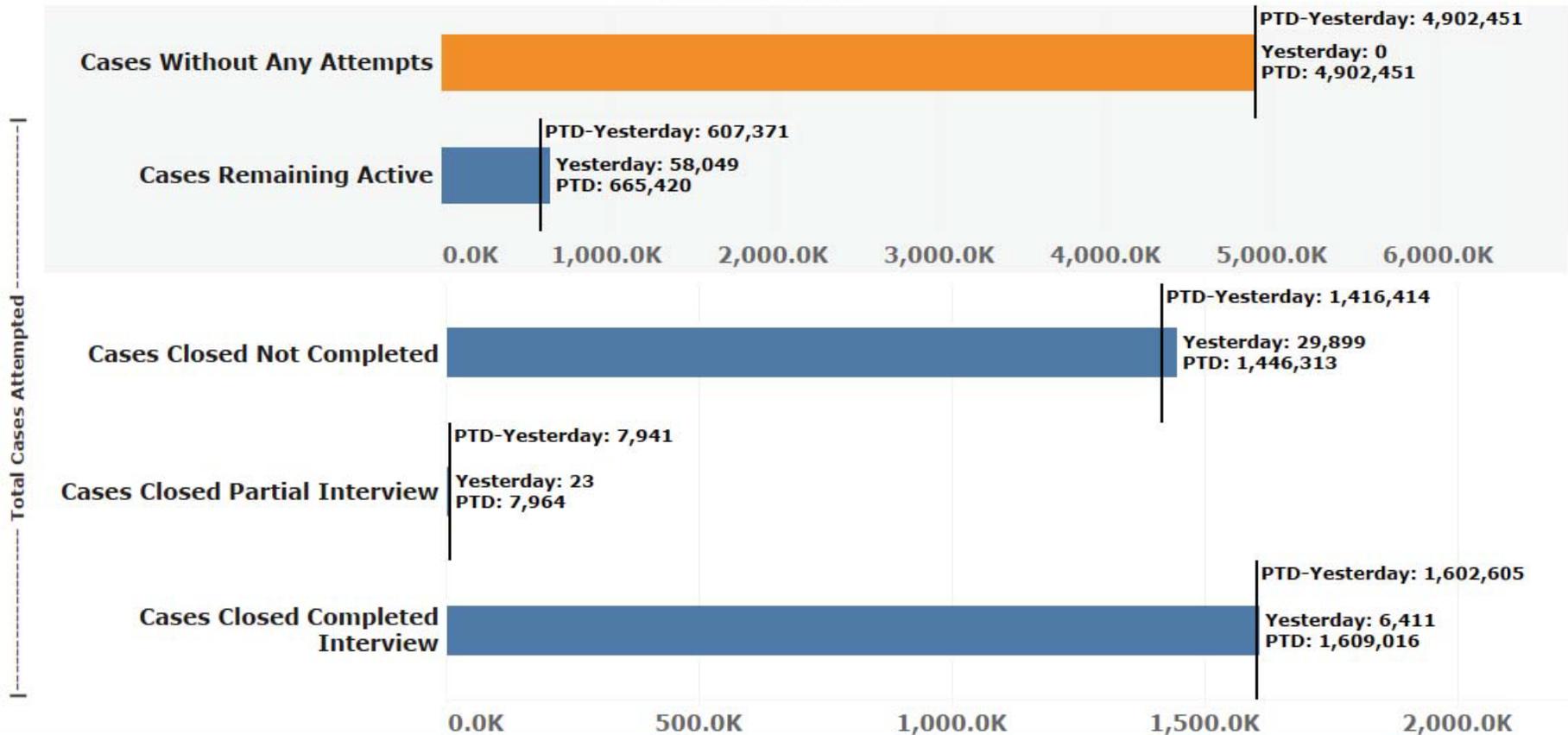
Total Cases Received  
8,631,164

Total Number of Attempts  
17,463,723

Unique Cases Attempted  
3,728,713

Total Cases Closed  
3,063,451

## Case Summary



# Coverage Improvement: Dialer Call Summary - PTD



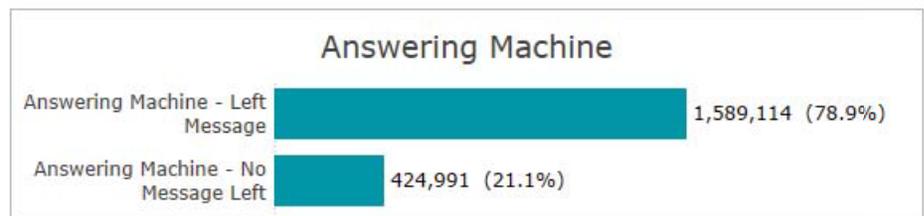
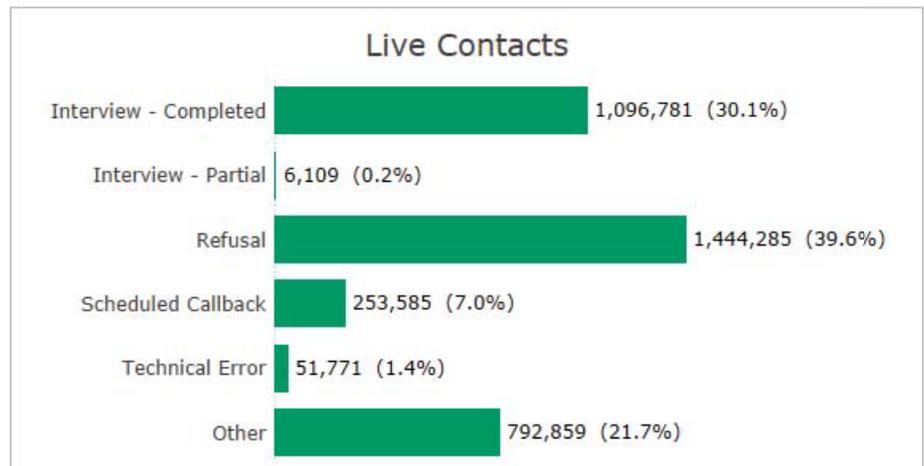
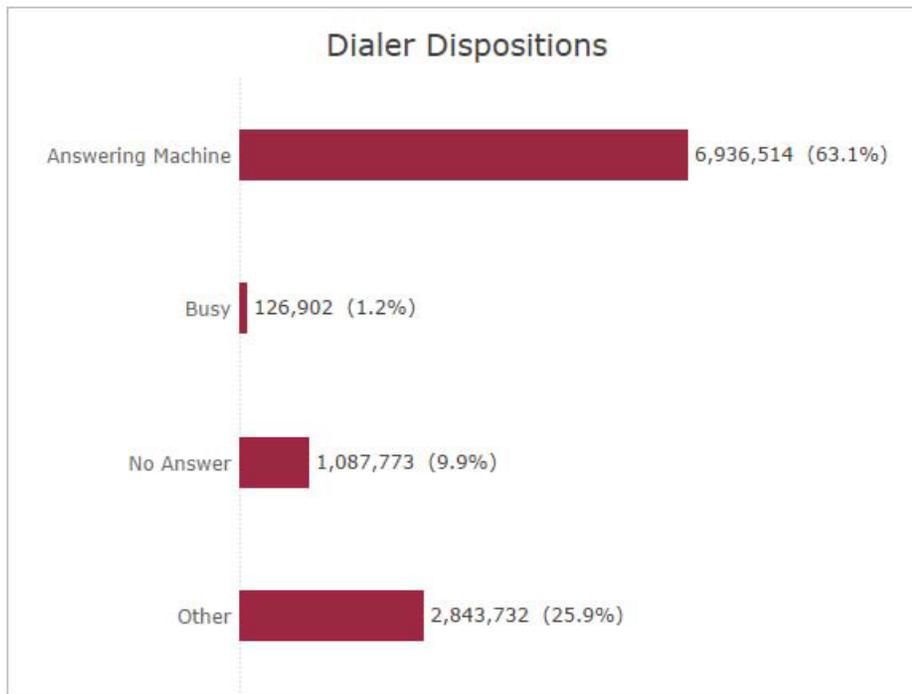
Dial Attempts  
16,654,416

Dialer-only Dispositioned Calls  
10,994,921 (66.0%)

CSR Dispositioned Calls  
5,659,495 (34.0%)

Live Contact Total  
3,645,390 (21.9%)

Answering Machine  
2,014,105 (12.1%)



# Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts  
101,830

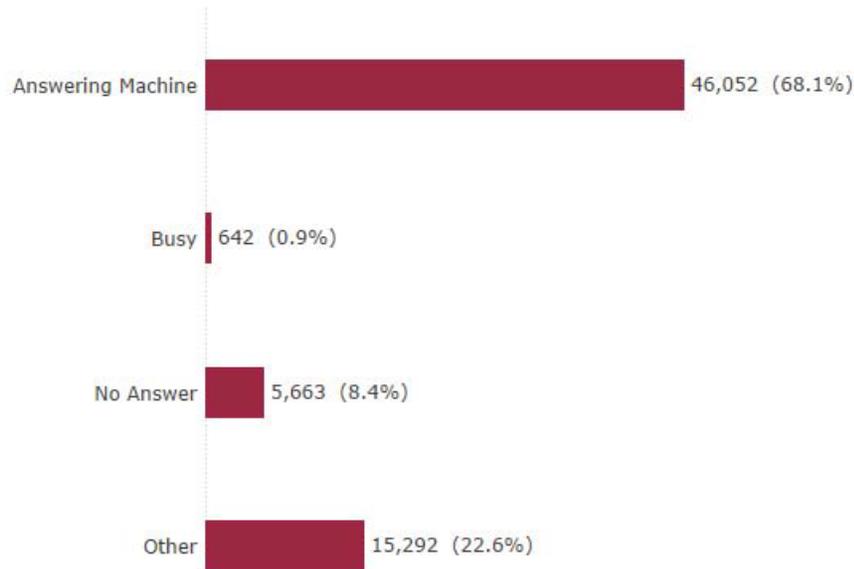
Dialer-only Dispositioned Calls  
67,649 (66.4%)

CSR Dispositioned Calls  
34,181 (33.6%)

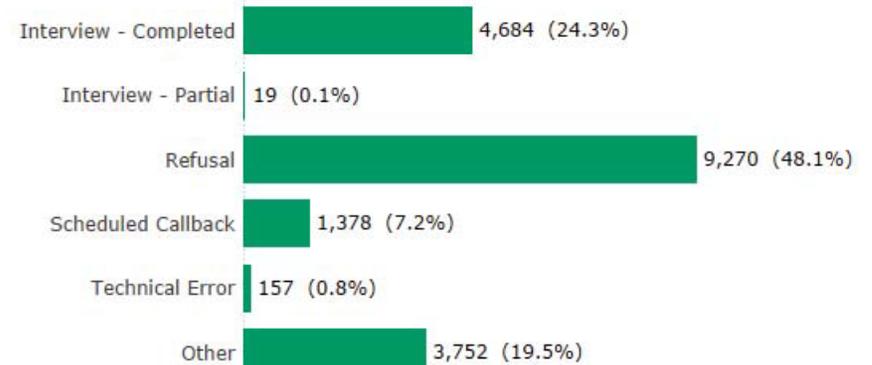
Live Contact Total  
19,260 (18.9%)

Answering Machine  
14,921 (14.7%)

Dialer Dispositions



Live Contacts



Answering Machine



# Coverage Improvement: Respondent Callbacks – Trending



	9/29	7 Day Average	Program to Date
<b>Total Respondent Callbacks</b>	5,902	5,019	1,236,335
<b>Abandoned Calls</b>	0	2	394
<b>Short Abandons</b>	2,461	2,253	426,634
<b>Service Level - 30 Seconds</b>	100.0%	99.8%	99.9%
<b>CSR Handled Calls</b>	3,441	2,764	809,307
<b>With Census ID</b>	2,400	1,935	634,318
<b>With Census ID (%)</b>	69.7%	70.0%	78.4%
<b>Without Census ID</b>	1,041	828	174,989
<b>Without Census ID (%)</b>	30.3%	30.0%	21.6%
<b># Closed Completed</b>	1,731	1,418	519,823
<b>Closed Completed / CSR Handled (%)</b>	50.3%	51.3%	64.2%
<b>Closed Completed / Calls with Census ID (%)</b>	72.1%	73.3%	81.9%
<b>AHT (m:ss)</b>	4:43	4:46	5:28

7 Day Average describes 9/23 through 9/29

# 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 30, 2020

**Start Date:**

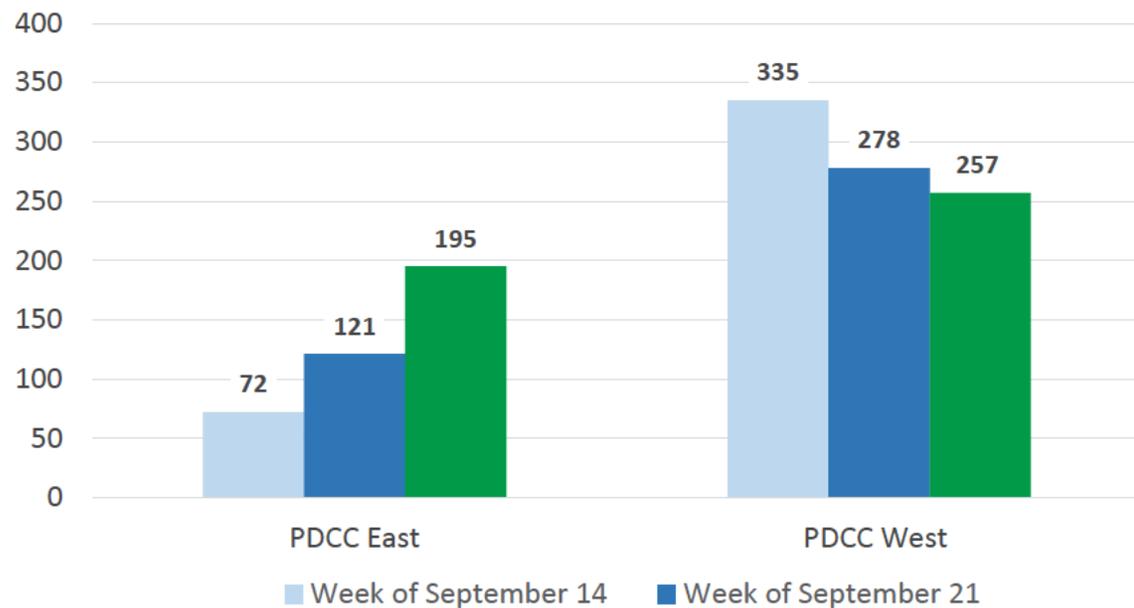
January 21, 2020

**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, 183 (35% of fully staffed)
  - PDCC West, 245 (43% of fully staffed)

### Paper Data Capture Staffing by Center

Total Staff: 452 yesterday, +40 from last Wednesday's report



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Source: National Processing Center

# Inbound Paper Returns by Cohort

9/30/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>18,977,454</b>
<b>Total TEA 1</b>	<b>17,854,725</b>
Internet First Panel	8,205,837
Cohort 1	2,647,711
Cohort 2	1,982,817
Cohort 3	1,961,551
Cohort 4	1,613,758
Internet Choice Panel	9,008,608
Mailing 1 package	7,997,896
Mailing 4 package	1,010,712
NRFU Supplemental	103,387
Mailing 7	536,893
<b>Total TEA 6</b>	<b>1,122,729</b>
Stateside	819,616
Puerto Rico	303,113

Sources: IPTS Reports and UTS 9753



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# Inbound Paper Returns by Language

9/30/20

Universe	Count
<b>Total TEA 1 + TEA 6</b>	<b>18,977,454</b>
<b>Total TEA 1</b>	<b>17,854,725</b>
Internet First Panel	8,205,837
English	7,605,821
Bilingual	600,016
Internet Choice Panel	9,008,608
English	7,769,589
Bilingual	1,239,019
NRFU Supplemental	103,387
English	97,257
Bilingual	6,130
Mailing 7	536,893
English	485,804
Bilingual	51,089
<b>Total TEA 6</b>	<b>1,122,729</b>
Stateside	819,616
English	747,138
Bilingual	72,478
Puerto Rico	303,113

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?	366,511	1 –	0	18
Can I complete the 2020 Census over the phone?	243,012	2 –	0	6
I completed the 2020 Census. Why is someone contacting me?	108,060	3 –	0	2
Do I need to keep this mail?	97,240	4 –	0	5
I have more than one home; how do I respond?	92,376	5 –	0	10
How do I respond to the Census?	82,152	6 –	0	44
I received a paper questionnaire, but I already responded.	77,422	7 –	0	303
ONLINE-Have you received my response?	69,756	8 ▲	1	1
Why am I still receiving mail?	68,933	9 ▼	-1	13
I am moving or have moved; how do I respond?	59,525	10 –	0	7

FAQ Title (7 Day)	7 Day Total	7 Day Rank	7 Day Rank Difference (Yesterday)	PTD Rank
ONLINE-Have you received my response?	6,694	1 –	0	8
I completed the 2020 Census. Why is someone contacting me?	5,213	2 –	0	3
PAPER-Have you received my response?	4,628	3 –	0	17
Do I have to complete the questionnaire again?	3,698	4 –	0	24
Do I need to keep this mail?	3,581	5 –	0	4
Can I complete the 2020 Census over the phone?	2,858	6 ▲	2	2
I am moving or have moved; how do I respond?	2,853	7 –	0	10
Someone left a Notice of Visit at my door, what do I do?	2,757	8 ▼	-2	14
I received a text message on my phone or device about the Census; is this legitimate?	2,614	9 –	0	93
I have more than one home; how do I respond?	1,917	10 –	0	5

\*7 Day= 7 Day Link Count (9/23 - 9/29)  
 \*PTD= Program to Date through 9/29

# Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	9/29 Total	9/29 Rank	Prior Day Rank Difference	PTD Rank
ONLINE-Have you received my response?	1,228	1 -	0	8
PAPER-Have you received my response?	857	2 -	0	17
I completed the 2020 Census. Why is someone contacting me?	765	3 -	0	3
Do I need to keep this mail?	690	4 -	0	4
Do I have to complete the questionnaire again?	641	5 -	0	24
Can I complete the 2020 Census over the phone?	613	6 ▲	2	2
I am moving or have moved; how do I respond?	537	7 -	0	10
Someone left a Notice of Visit at my door, what do I do?	424	8 ▲	1	14
PHONE – Have you received my response?	362	9 ▲	1	53
Why am I still receiving mail?	356	10 ▲	3	9

\*PTD= Program to Date through 9/29

# Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(9/29)	(7 Day)	(PTD)	(9/29)	(7 Day)	(PTD)	(9/29)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	171	125	26,697	153	113	25,145	18	13	1,552
2	If a college is temporarily closed (including on April 1), where should a college student be counted?	69	59	23,426	66	58	23,099	3	1	327
3	Case Closed – No Action Needed - OB, RC	72	56	6,866	72	56	6,866	0	0	0
4	Do I have to complete the follow-up interview? - OB	75	56	7,304	62	51	7,123	13	5	181
5	Why are you calling? - OB	63	53	14,417	63	50	14,049	0	2	368
6	Is this a scam? - OB	54	43	23,422	49	39	22,777	5	5	645
7	Incorrect address - OB	67	38	2,614	62	35	2,371	5	3	243
8	Please stop calling me - OB	48	31	1,995	45	30	1,933	3	1	62
9	How do I know you are calling from the Census Bureau? - OB	37	29	21,742	35	28	21,351	2	1	391
10	Should I count people who are visiting?	33	20	2,750	20	13	2,283	13	6	467

\*PTD= Program to Date through 9/29  
\*7 Day= Rolling 7 Day Average (9/23 - 9/29)

# Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate
	<b>Grand Total</b>	<b>3,728,713</b>		<b>Grand Total</b>	<b>3,728,713</b>
		<b>43.4%</b>			<b>43.4%</b>
1	Alaska	4,962	26	Kentucky	48,418
2	Washington	70,050	27	South Carolina	65,451
3	Washington, D.C.	8,099	28	Florida	241,684
4	Vermont	7,186	29	Arizona	59,410
5	Oregon	36,255	30	Michigan	117,541
6	Utah	21,971	31	North Carolina	127,856
7	Minnesota	60,240	32	Tennessee	76,396
8	Virginia	113,652	33	Montana	10,203
9	North Dakota	7,169	34	Texas	321,952
10	Kansas	32,180	35	Maine	14,063
11	Idaho	15,507	36	Ohio	124,118
12	Maryland	79,555	37	New Jersey	122,798
13	Wisconsin	59,529	38	Wyoming	4,956
14	Nebraska	20,513	39	Illinois	150,767
15	Missouri	64,172	40	Hawaii	15,775
16	New York	238,192	41	Connecticut	50,543
17	South Dakota	8,874	42	California	437,308
18	Massachusetts	93,120	43	Arkansas	35,538
19	Indiana	72,572	44	Pennsylvania	149,225
20	Colorado	53,709	45	Alabama	68,919
21	New Mexico	19,681	46	Rhode Island	11,508
22	New Hampshire	14,843	47	Mississippi	46,732
23	Iowa	33,536	48	Delaware	11,089
24	Georgia	137,319	49	Louisiana	61,609
25	Oklahoma	38,863	50	Nevada	26,106
			51	West Virginia	16,999

# Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	<b>Grand Total</b>	<b>17,288,734</b>	<b>634,318</b>	<b>3.7%</b>		<b>Grand Total</b>	<b>17,288,734</b>	<b>634,318</b>	<b>3.7%</b>
1	Alaska	20,001	946	4.7%	26	Nebraska	95,039	3,543	3.7%
2	Minnesota	278,085	12,899	4.6%	27	Illinois	714,759	26,510	3.7%
3	Wisconsin	280,846	12,850	4.6%	28	Oklahoma	175,129	6,484	3.7%
4	Oregon	163,446	7,218	4.4%	29	North Carolina	590,130	21,658	3.7%
5	Washington	320,165	13,971	4.4%	30	Arizona	271,085	9,726	3.6%
6	Colorado	250,031	10,617	4.2%	31	Delaware	50,972	1,818	3.6%
7	Ohio	581,230	24,402	4.2%	32	Connecticut	242,375	8,642	3.6%
8	Vermont	31,611	1,305	4.1%	33	Wyoming	23,064	813	3.5%
9	Indiana	332,328	13,592	4.1%	34	Kentucky	225,975	7,959	3.5%
10	Utah	101,073	4,108	4.1%	35	Tennessee	354,068	12,421	3.5%
11	New Hampshire	69,286	2,811	4.1%	36	Georgia	628,217	21,928	3.5%
12	Missouri	291,534	11,700	4.0%	37	New Jersey	590,094	20,565	3.5%
13	Virginia	520,547	20,559	3.9%	38	Rhode Island	53,941	1,864	3.5%
14	Idaho	73,138	2,888	3.9%	39	South Carolina	297,382	10,262	3.5%
15	Washington, D.C.	35,044	1,373	3.9%	40	New York	1,062,680	36,566	3.4%
16	Iowa	157,213	6,132	3.9%	41	Texas	1,472,255	50,370	3.4%
17	Massachusetts	436,240	16,974	3.9%	42	Hawaii	74,732	2,531	3.4%
18	Michigan	553,565	21,532	3.9%	43	North Dakota	33,278	1,117	3.4%
19	Montana	47,554	1,844	3.9%	44	California	2,087,016	69,870	3.3%
20	Pennsylvania	700,652	27,047	3.9%	45	Arkansas	164,684	5,497	3.3%
21	Maryland	367,778	14,178	3.9%	46	New Mexico	87,658	2,863	3.3%
22	Kansas	148,037	5,694	3.8%	47	Alabama	325,953	10,350	3.2%
23	South Dakota	40,877	1,558	3.8%	48	Nevada	123,595	3,917	3.2%
24	Florida	1,088,651	41,008	3.8%	49	West Virginia	81,654	2,538	3.1%
25	Maine	65,228	2,434	3.7%	50	Mississippi	219,658	6,452	2.9%
					51	Louisiana	289,181	8,414	2.9%