

Self-Response Reporting

Weekly Content

10/7/20



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Periodic Performance Management Reports

2020 Census: Response by Mode and Type of Enumeration Area

Status:

● *On Track*

Data current as of:

October 7, 2020

Start Date:

March 24, 2020

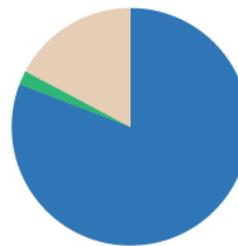
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
Total	105,548,488	100%	1,758,898	100%	687,096	100%
Internet	85,342,013	80.9%	1,039,969	59.1%	400,622	58.3%
Phone	2,006,824	1.9%	44,589	2.5%	24,796	3.6%
Paper	18,199,651	17.2%	674,340	38.3%	261,678	38.1%

Notes:

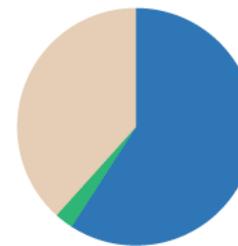
TEA 1 Initial Universe:

- Total responding HUs = 97.0 M
- For internet and phone response, 83.9% is ID and 16.1% is non-ID.

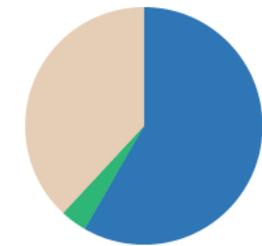
Self-Response



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	21,236,652	100.00%	75,834
<i>Total Resolved</i>	21,150,169	99.59%	78,666
Resolved in Automated	17,887,842	84.58%	59,642
Resolved in Clerical	3,262,327	15.42%	19,024
<i>Resolved in Manual</i>	1,167,728	8.68%	7,132
<i>Resolved in OBAV</i>	1,167,728	5.52%	6,819
<i>Referred to FV</i>	259,098	1.23%	5,073

Data updated by CDL on:
10/7/2020 5:28:00 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	3,262,327	100.00%	254,903
<i>Resolved in Manual</i>	1,835,501	56.36%	86,530
Matched	1,139,978	62.11%	62,716
Uncodable	695,523	37.89%	23,814
<i>Resolved in OBAV</i>	1,167,728	35.79%	146,263
Verified	892,542	76.43%	121,392
Matched	205,331	17.58%	24,815
Uncodable	69,855	5.98%	56
<i>Referred to FV</i>	259,098	7.96%	22,110

*From last report to CIG on 9/30/2020

As of: October 7, 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	20,995,985	100.00%	75,786
<i>Remaining Clerical Work</i>	71,182	0.34%	-1,146
Manual Processing Backlog	71,182	0.34%	-1,146
<i>Not Started</i>	63,555	0.30%	-4,250
<i>Waiting for QC</i>	7,627	0.04%	3,104
OBAV Backlog	0	0.00%	0
<i>Not Started</i>	0	0.00%	0
<i>Waiting for QC</i>	0	0.00%	0

Data updated by CDL on:
10/7/2020 5:28:00 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	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 9/30/2020

As of: October 7, 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:

October 7, 2020

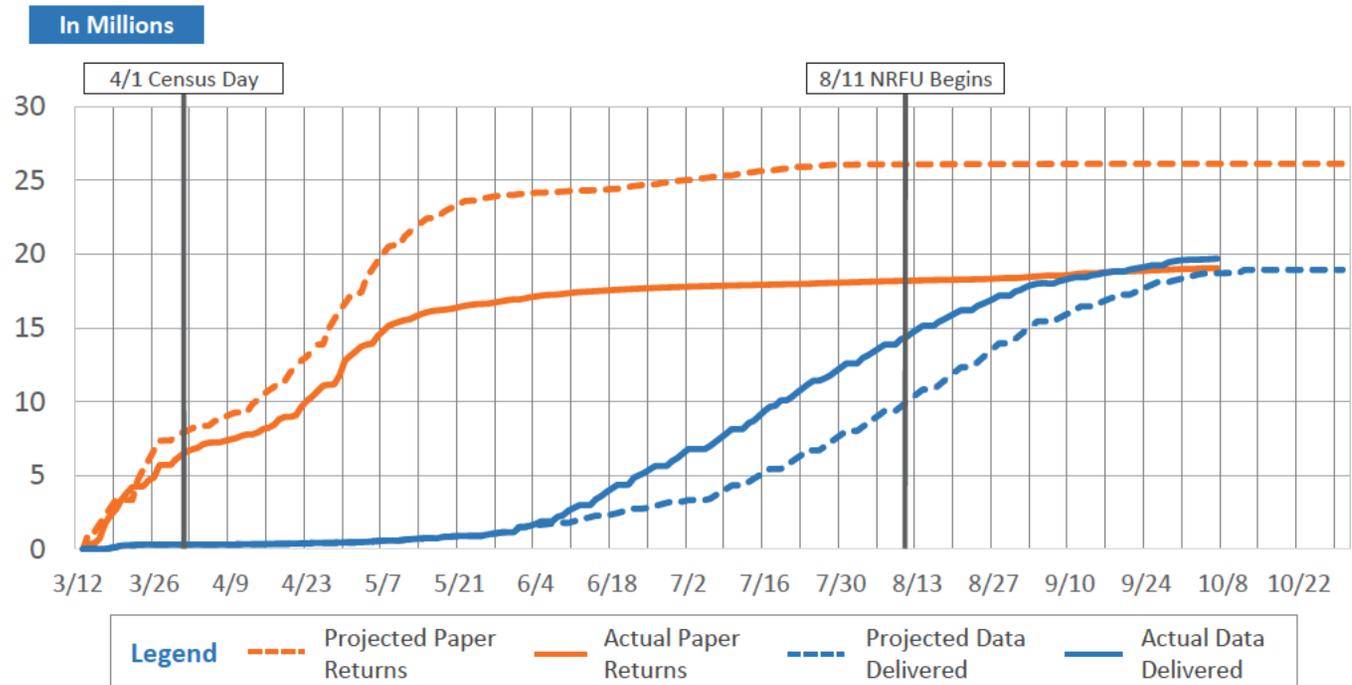
Start Date:

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	19,048,205	7,975,497	0	8,789,125	2,283,583
Questionnaires checked in	20,932,177	9,420,108	39,683	9,082,518	2,389,868
Questionnaires scanned	20,912,703	9,527,627	45,617	8,950,323	2,389,136
Questionnaires data delivered	20,837,453	9,349,090	36,913	9,073,113	2,378,337

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



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Paper Processing

10/7/20

CHECKED IN	20,932,177	9,459,791	11,472,386
Total S-R and UL	19,742,764	8,270,378	11,472,386
Self Response (TEA 1)	18,577,390	8,270,378	10,307,012
Update Leave (TEA 6)	1,165,374	0	1,165,374
Total RA, UE, GQ, ETL	1,189,413	1,189,413	0
SCANNED	20,912,703	9,573,244	11,339,459
Total S-R and UL	19,723,477	8,384,019	11,339,458
Self Response (TEA 1)	18,558,393	8,370,374	10,188,019
Update Leave (TEA 6)	1,165,084	13,645	1,151,439
Total RA, UE, GQ, ETL	1,189,226	1,189,225	1
DATA DELIVERED	20,837,453	9,386,003	11,451,450
Total S-R and UL	19,685,592	8,234,142	11,451,450
Self Response (TEA 1)	18,520,731	8,234,142	10,286,589
Update Leave (TEA 6)	1,164,861	0	1,164,861
Total RA, UE, GQ, ETL	1,151,861	1,151,861	0

Source: UTS 9753 and iCADE Special Tabulation



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Self-Responses by Mode

10/7/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	107,934,994	107,994,482	59,488	100.0
Internet	86,751,171	86,782,604	31,433	52.8
Paper	19,110,255	19,135,669	25,414	42.7
Phone	2,073,568	2,076,209	2,641	4.4
TEA 1	105,491,485	105,548,488	57,003	100.0
Internet	85,312,111	85,342,013	29,902	52.5
Paper	18,174,986	18,199,651	24,665	43.3
Phone	2,004,388	2,006,824	2,436	4.3
TEA 6 Stateside	1,757,635	1,758,898	1,263	100.0
Internet	1,039,271	1,039,969	698	55.3
Paper	673,862	674,340	478	37.8
Phone	44,502	44,589	87	6.9
TEA 6 PR	685,874	687,096	1,222	100.0
Internet	399,789	400,622	833	68.2
Paper	261,407	261,678	271	22.2
Phone	24,678	24,796	118	9.7

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	9/30	10/1	10/2	10/3	10/4	10/5	10/6	PTD
English	English	1,325	53	21	8	8	12	15	63,330
	English Puerto Rico	1	0	0	0	0	0	0	52
	Total	1,326	53	21	8	8	12	15	63,382
Spanish	Spanish	2	5	0	0	0	2	0	1,999
	Spanish Puerto Rico	0	0	0	0	0	0	0	428
	Total	2	5	0	0	0	2	0	2,427
Non-English Non-Spanish	Arabic	0	0	0	1	0	0	0	162
	Chinese Cantonese	0	0	0	2	0	0	0	329
	Chinese Mandarin	3	0	0	3	2	0	0	369
	French	0	0	0	0	1	0	0	20
	Haitian Creole	0	0	0	0	1	0	0	72
	Japanese	0	0	0	0	0	0	0	36
	Korean	0	0	0	2	1	0	0	538
	Polish	0	0	0	0	0	0	0	62
	Portuguese	0	0	0	1	1	0	0	55
	Russian	1	0	0	0	1	0	0	167
	Tagalog	0	0	0	0	0	0	0	47
	Vietnamese	0	0	0	1	1	0	0	303
	Total	4	0	0	10	8	0	0	2,160
Grand Total		1,332	58	21	18	16	14	15	67,969

*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	15	23,934	14,200	2,480	15,234	1,470	6,405	367	628
Arabic	0	84	13	0	22	1	12	1	1
Chinese Cantonese	0	100	20	1	28	3	26	3	7
Chinese Mandarin	0	105	64	0	28	4	65	0	2
French	0	4	2	0	8	2	0	0	2
Haitian Creole	0	27	7	0	12	3	6	1	0
Japanese	0	7	3	0	4	2	6	0	0
Korean	0	117	5	1	72	7	17	3	13
Polish	0	21	5	0	7	0	6	0	0
Portuguese	0	23	9	1	7	1	1	1	1
Russian	0	90	15	0	15	4	11	0	3
Tagalog	0	9	4	0	7	1	0	4	0
Vietnamese	1	143	9	0	24	8	54	1	5
Total	16	24,664	14,356	2,483	15,468	1,506	6,609	381	662

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	72.9%		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	61.3%	English	5,443,831	4,603,076	4,174,984	72.6%	8:54	179,594	428,092	9.3%	4:14
Abandon Rate	9.5%	Spanish	976,886	426,458	401,931	81.8%	14:48	28,586	24,527	5.8%	3:51
Avg. Speed To Abandon	4:08	Non-English Non-Spanish	106,083	81,781	56,135	48.8%	13:26	32,596	25,646	31.4%	5:04
Avg. Handle Time	9:24	TTY	0	45,532	31,263	66.8%	0:57	114,582	14,269	31.3%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	5,247	4,902	80.6%	5:22	9,677	345	6.6%	5:35
Total Inbound Call Volume	13,409,318	Grand Total	6,544,300	5,162,094	4,669,215	72.9%	9:24	365,035	492,879	9.5%	4:08
IVR Call Volume	12,860,869										
Deflected Calls	7,882,189										
Short Abandons	365,035										
IVR Calls Offered to CSRs	4,772,172										
Direct to CSR Call Volume	389,922										
Actual Calls Offered to CSRs	5,162,094										
Abandon Call Volume	492,879										
CSR Handled Calls	4,669,215										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	56,627		% of Enumerations
Callbacks Handled - English	54,007	English	53.1%
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	53.5%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	100.0%
Deflection Rate	37.1%
Abandon Rate	0.0%
Avg. Speed To Abandon	0:00
Avg. Handle Time	8:56

CQA Total Inbound Call Volume

Total Inbound Call Volume	10,064
IVR Call Volume	9,497
Deflected Calls	3,522
Short Abandons	459
IVR Calls Offered to CSRs	5,723
Direct to CSR Call Volume	360
Actual Calls Offered to CSRs	6,083
Abandon Call Volume	0
CSR Handled Calls	6,083

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	22,242	5,592	5,592	100.0%	8:33	244	0	0.0%	0:00
Spanish	3,387	415	415	100.0%	14:01	13	0	0.0%	0:00
Non-English Non-Spanish	424	48	48	100.0%	12:28	24	0	0.0%	0:00
TTY	0	25	25	100.0%	1:48	172	0	0.0%	0:00
Group Quarters	0	3	3	100.0%	9:02	6	0	0.0%	0:00
Grand Total	26,053	6,083	6,083	100.0%	8:56	459	0	0.0%	0:00

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	59.2%
Spanish	60.5%
Non-English Non-Spanish	52.1%
TTY	0.0%
Group Quarters	0.0%
Grand Total	58.9%

Calls from Top 5 States

State	Total Inbound Calls	% by State
CA	1,215	12.1%
FL	700	7.0%
NY	690	6.9%
TX	663	6.6%
NC	593	5.9%
Total	3,861	38.4%

Coverage Improvement: Case Summary - PTD



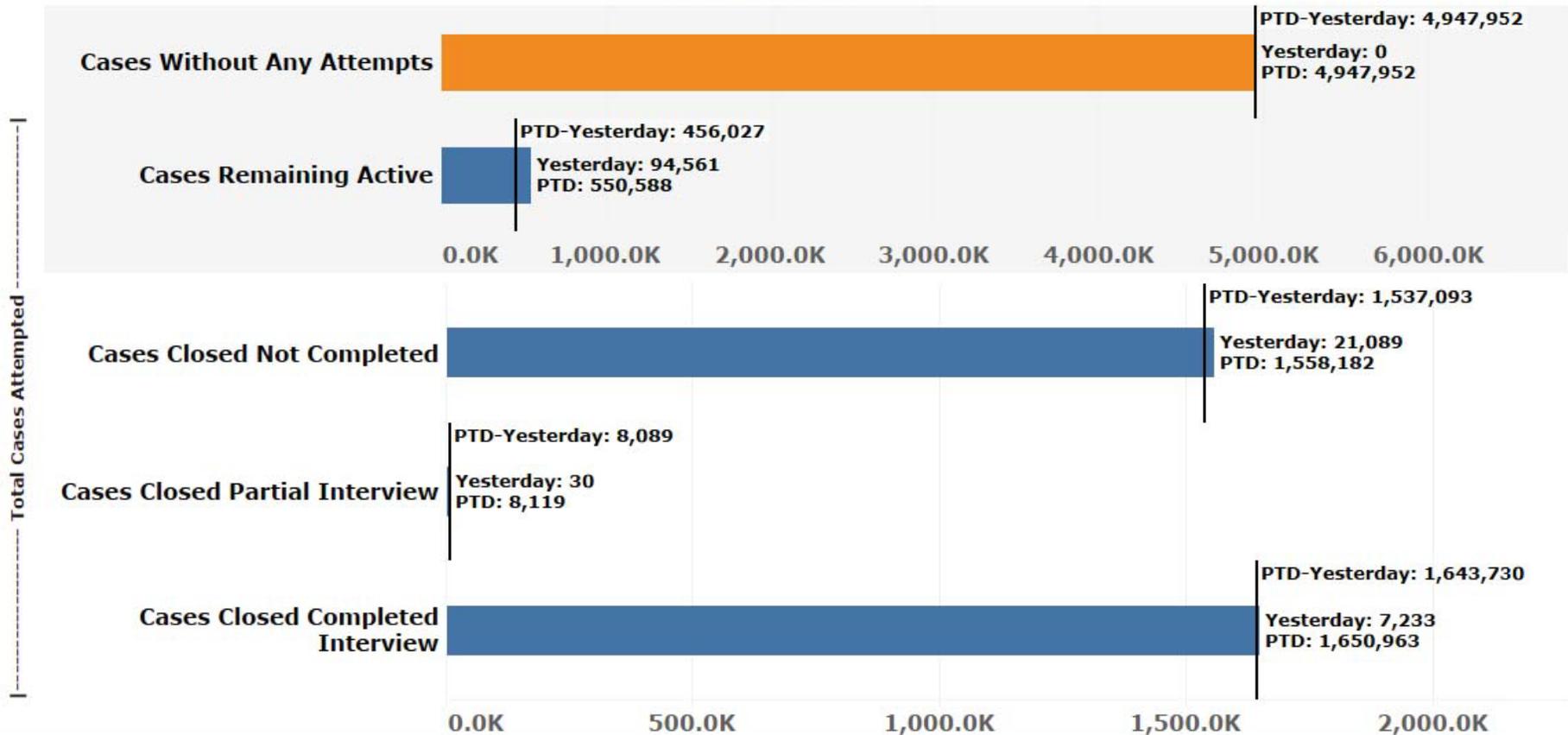
Total Cases Received
8,715,804

Total Number of Attempts
18,242,986

Unique Cases Attempted
3,767,852

Total Cases Closed
3,217,437

Case Summary



Coverage Improvement: Dialer Call Summary - PTD



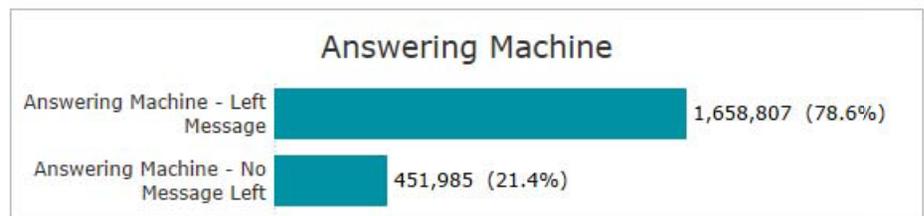
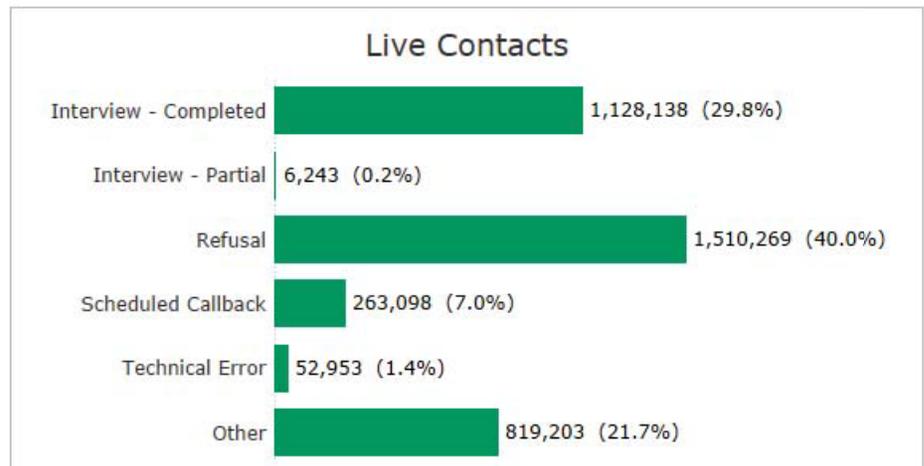
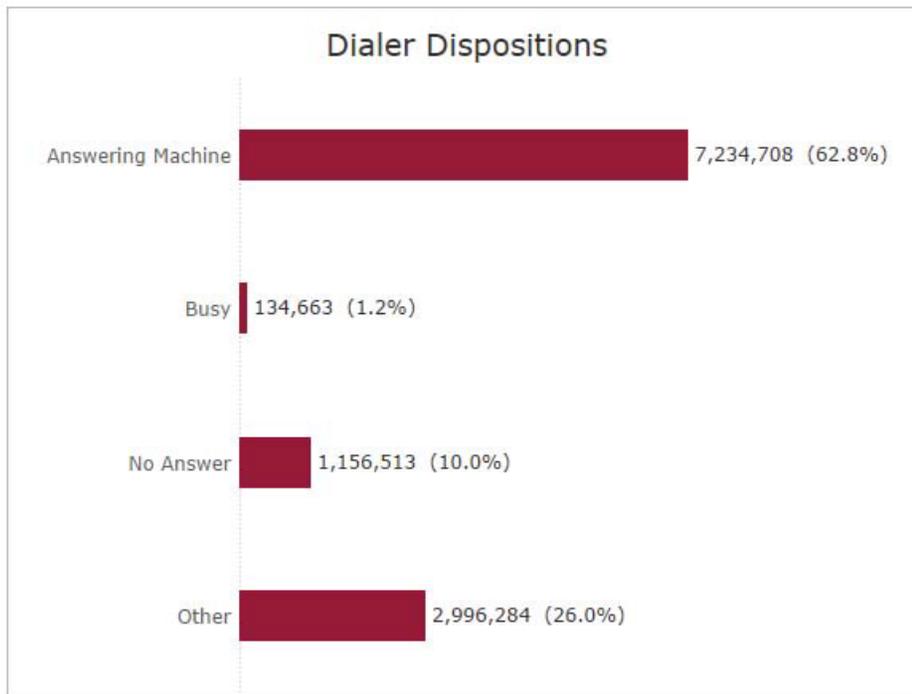
Dial Attempts
17,412,864

Dialer-only Dispositioned Calls
11,522,168 (66.2%)

CSR Dispositioned Calls
5,890,696 (33.8%)

Live Contact Total
3,779,904 (21.7%)

Answering Machine
2,110,792 (12.1%)



Coverage Improvement: Dialer Call Summary - Yesterday



Dial Attempts
140,794

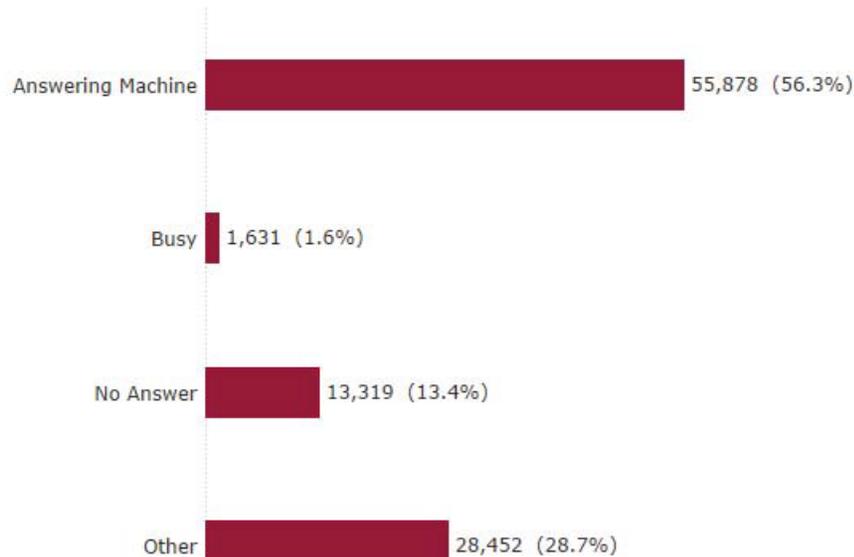
Dialer-only Dispositioned Calls
99,280 (70.5%)

CSR Dispositioned Calls
41,514 (29.5%)

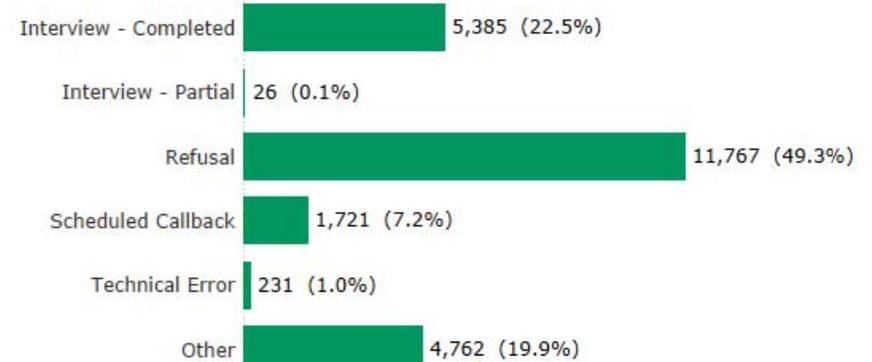
Live Contact Total
23,892 (17.0%)

Answering Machine
17,622 (12.5%)

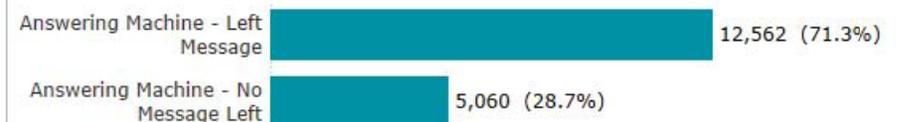
Dialer Dispositions



Live Contacts



Answering Machine



Coverage Improvement: Respondent Callbacks – Trending



	10/6	7 Day Average	Program to Date
Total Respondent Callbacks	6,796	5,614	1,275,635
Abandoned Calls	0	0	394
Short Abandons	3,213	2,641	445,119
Service Level - 30 Seconds	100.0%	100.0%	99.9%
CSR Handled Calls	3,583	2,974	830,122
With Census ID	2,630	2,125	649,191
With Census ID (%)	73.4%	71.5%	78.2%
Without Census ID	953	849	180,931
Without Census ID (%)	26.6%	28.5%	21.8%
# Closed Completed	1,852	1,512	530,410
Closed Completed / CSR Handled (%)	51.7%	50.9%	63.9%
Closed Completed / Calls with Census ID (%)	70.4%	71.2%	81.7%
AHT (m:ss)	4:37	4:38	5:27

7 Day Average describes 9/30 through 10/6

Supplementary Slides



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18

Periodic Performance Management Reports

2020 Census: Paper Data Capture Center Staffing Status

Status:

● On Track

Data current as of:

October 07, 2020

Start Date:

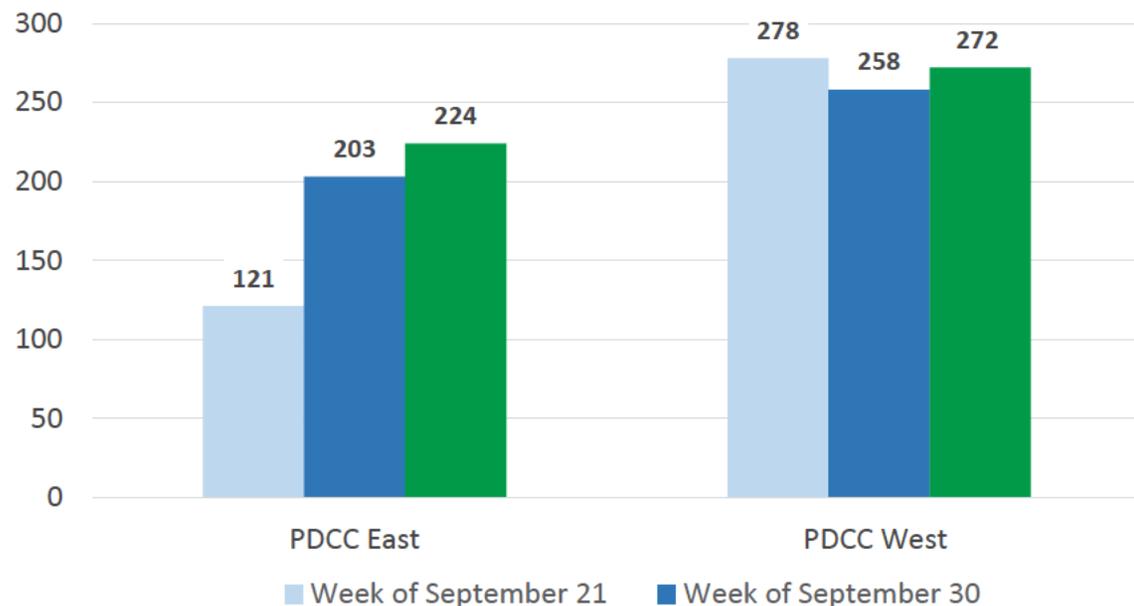
January 21, 2020

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, 214 (41% of fully staffed)
 - PDCC West, 264 (47% of fully staffed)

Paper Data Capture Staffing by Center

Total Staff: 496 yesterday, +44 from last Wednesday's report



Inbound Paper Returns by Cohort

10/07/20

Universe	Count
Total TEA 1 + TEA 6	19,048,205
Total TEA 1	17,922,686
Internet First Panel	8,215,628
Cohort 1	2,650,697
Cohort 2	1,985,229
Cohort 3	1,964,033
Cohort 4	1,615,669
Internet Choice Panel	9,015,112
Mailing 1 package	8,001,066
Mailing 4 package	1,014,046
NRFU Supplemental	103,541
Mailing 7	588,405
Total TEA 6	1,125,519
Stateside	821,537
Puerto Rico	303,982

Sources: IPTS Reports and UTS 9753



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Inbound Paper Returns by Language

10/07/20

Universe	Count
Total TEA 1 + TEA 6	19,048,205
Total TEA 1	17,922,686
Internet First Panel	8,215,628
English	7,614,638
Bilingual	600,990
Internet Choice Panel	9,015,112
English	7,774,610
Bilingual	1,240,502
NRFU Supplemental	103,541
English	97,398
Bilingual	6,143
Mailing 7	588,405
English	529,142
Bilingual	59,263
Total TEA 6	1,125,519
Stateside	821,537
English	748,834
Bilingual	72,703
Puerto Rico	303,982

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?	367,095	1 –	0	20
Can I complete the 2020 Census over the phone?	244,726	2 –	0	5
I completed the 2020 Census. Why is someone contacting me?	110,013	3 –	0	4
Do I need to keep this mail?	99,264	4 –	0	3
I have more than one home; how do I respond?	93,481	5 –	0	10
How do I respond to the Census?	82,326	6 –	0	45
I received a paper questionnaire, but I already responded.	77,422	7 –	0	297
ONLINE-Have you received my response?	72,920	8 –	0	1
Why am I still receiving mail?	69,884	9 –	0	12
I am moving or have moved; how do I respond?	61,059	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?	3,164	1 –	0	8
PAPER-Have you received my response?	2,415	2 –	0	17
Do I need to keep this mail?	2,024	3 ▲	1	4
I completed the 2020 Census. Why is someone contacting me?	1,953	4 ▼	-1	3
Can I complete the 2020 Census over the phone?	1,714	5 –	0	2
Do I have to complete the questionnaire again?	1,549	6 –	0	21
I am moving or have moved; how do I respond?	1,534	7 –	0	10
Someone left a Notice of Visit at my door, what do I do?	1,419	8 –	0	14
I received a text message on my phone or device about the Census; is this legitimate?	1,160	9 –	0	85
I have more than one home; how do I respond?	1,105	10 ▲	1	5

*7 Day= 7 Day Link Count (9/30 - 10/6)
 *PTD= Program to Date through 10/6

Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	10/6 Total	10/6 Rank	Prior Day Rank Difference	PTD Rank
ONLINE-Have you received my response?	249	1 -	0	8
PAPER-Have you received my response?	183	2 -	0	17
I completed the 2020 Census. Why is someone contacting me?	167	3 ▲	1	3
Do I need to keep this mail?	166	4 ▼	-1	4
I am moving or have moved; how do I respond?	159	5 ▲	2	10
Someone left a Notice of Visit at my door, what do I do?	142	6 -	0	14
I have more than one home; how do I respond?	134	7 ▲	2	5
Do I have to complete the questionnaire again?	126	8 -	0	21
Can I complete the 2020 Census over the phone?	123	9 ▼	-4	2
PHONE - Have you received my response?	112	10 -	0	51

*PTD= Program to Date through 10/6

Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(10/6)	(7 Day)	(PTD)	(10/6)	(7 Day)	(PTD)	(10/6)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	172	135	27,639	168	129	26,047	4	6	1,592
2	Do I have to complete the follow-up interview? - OB	94	88	7,918	93	84	7,711	1	4	207
3	If a college is temporarily closed (including on April 1), where should a college student be counted?	124	84	24,015	124	84	23,685	0	0	330
4	Case Closed – No Action Needed - OB, RC	103	74	7,384	103	74	7,384	0	0	0
5	Why are you calling? - OB	70	56	14,810	67	53	14,421	3	3	389
6	Please stop calling me - OB	47	44	2,300	44	42	2,225	3	2	75
7	Is this a scam? - OB	52	43	23,722	49	41	23,061	3	2	661
8	Incorrect address - OB	50	37	2,876	50	36	2,620	0	2	256
9	How do I know you are calling from the Census Bureau? - OB	38	33	21,971	38	32	21,574	0	1	397
10	Should I count people who are visiting?	24	23	2,911	21	20	2,422	3	3	489

*PTD= Program to Date through 10/6
*7 Day= Rolling 7 Day Average (9/30 - 10/6)

Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate
	Grand Total	3,767,852		Grand Total	3,767,852
		44.0%			44.0%
1	Alaska	5,028	26	Kentucky	48,779
2	Washington	70,466	27	South Carolina	66,134
3	Washington, D.C.	8,256	28	Arizona	60,182
4	Vermont	7,246	29	Florida	244,172
5	Oregon	36,554	30	Texas	324,769
6	Utah	22,087	31	Tennessee	77,355
7	Minnesota	60,534	32	North Carolina	130,366
8	Virginia	114,794	33	Michigan	118,400
9	Kansas	32,318	34	Montana	10,331
10	North Dakota	7,209	35	Hawaii	15,895
11	New York	242,549	36	New Jersey	124,120
12	Idaho	15,572	37	Wyoming	4,996
13	Maryland	80,541	38	Ohio	125,216
14	Missouri	64,523	39	Maine	14,211
15	Nebraska	20,630	40	Illinois	152,232
16	South Dakota	8,962	41	Connecticut	51,056
17	Wisconsin	59,918	42	California	441,837
18	Massachusetts	94,222	43	Arkansas	35,679
19	Indiana	73,145	44	Pennsylvania	151,134
20	Colorado	54,086	45	Alabama	69,578
21	New Mexico	19,947	46	Rhode Island	11,733
22	Iowa	33,787	47	Mississippi	47,055
23	New Hampshire	15,018	48	Delaware	11,297
24	Georgia	139,074	49	Louisiana	62,263
25	Oklahoma	39,180	50	Nevada	26,318
			51	West Virginia	17,098

Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	Grand Total	18,062,056	649,192	3.6%		Grand Total	18,062,056	649,192	3.6%
1	Alaska	21,181	985	4.7%	26	Nebraska	98,663	3,609	3.7%
2	Minnesota	287,041	13,101	4.6%	27	Illinois	738,533	26,997	3.7%
3	Wisconsin	289,393	13,034	4.5%	28	Oklahoma	182,470	6,596	3.6%
4	Oregon	170,860	7,408	4.3%	29	North Carolina	621,404	22,279	3.6%
5	Washington	331,454	14,220	4.3%	30	Connecticut	251,861	8,845	3.5%
6	Colorado	259,672	10,848	4.2%	31	Arizona	285,838	10,018	3.5%
7	Ohio	603,832	24,844	4.1%	32	Delaware	54,073	1,875	3.5%
8	Vermont	33,013	1,343	4.1%	33	Kentucky	233,596	8,088	3.5%
9	Indiana	344,504	13,871	4.0%	34	Tennessee	371,143	12,732	3.4%
10	New Hampshire	72,171	2,888	4.0%	35	Wyoming	24,273	832	3.4%
11	Utah	105,582	4,188	4.0%	36	New Jersey	614,471	21,055	3.4%
12	Missouri	302,074	11,902	3.9%	37	Georgia	655,829	22,413	3.4%
13	Idaho	75,175	2,931	3.9%	38	Rhode Island	56,914	1,920	3.4%
14	Virginia	540,451	21,005	3.9%	39	South Carolina	311,723	10,512	3.4%
15	Iowa	162,413	6,244	3.8%	40	New York	1,129,680	37,926	3.4%
16	Massachusetts	452,987	17,342	3.8%	41	Texas	1,544,024	51,605	3.3%
17	Michigan	571,492	21,867	3.8%	42	North Dakota	34,251	1,139	3.3%
18	Washington, D.C.	37,244	1,425	3.8%	43	Hawaii	78,512	2,594	3.3%
19	Montana	49,908	1,900	3.8%	44	California	2,195,854	71,726	3.3%
20	Pennsylvania	730,436	27,693	3.8%	45	Arkansas	171,745	5,599	3.3%
21	Maryland	384,235	14,559	3.8%	46	New Mexico	93,248	2,969	3.2%
22	Kansas	153,116	5,797	3.8%	47	Alabama	338,158	10,549	3.1%
23	South Dakota	42,641	1,594	3.7%	48	Nevada	131,249	4,040	3.1%
24	Florida	1,142,539	42,043	3.7%	49	West Virginia	84,303	2,578	3.1%
25	Maine	67,986	2,492	3.7%	50	Mississippi	227,436	6,568	2.9%
					51	Louisiana	301,405	8,604	2.9%