

Self-Response Operations Reporting

10/13/20



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Pre-decisional - Internal Only - Not for Public Distribution.

Self-Responses by Mode

10/13/20

Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	108,133,000	108,148,686	15,686	100.0
Internet	86,866,895	86,881,452	14,557	92.8
Paper	19,183,506	19,183,506	0	0.0
Phone	2,082,599	2,083,728	1,129	7.2
TEA 1	105,680,849	105,696,110	15,261	100.0
Internet	85,422,126	85,436,304	14,178	92.9
Paper	18,246,093	18,246,093	0	0.0
Phone	2,012,630	2,013,713	1,083	7.1
TEA 6 Stateside	1,761,727	1,762,128	401	100.0
Internet	1,041,773	1,042,130	357	89.0
Paper	675,171	675,171	0	0.0
Phone	44,783	44,827	44	11.0
TEA 6 PR	690,424	690,448	24	100.0
Internet	402,996	403,018	22	91.7
Paper	262,242	262,242	0	0.0
Phone	25,186	25,188	2	8.3

Source: UTS 9700 (TEA 1 and TEA 6)



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau.
Pre-decisional - Internal Only - Not for Public Distribution.

Paper Processing

10/13/20

Operation Type	Total, Both PDCCs	PDCC East	PDCC West
CHECKED IN	20,961,408	9,472,136	11,489,272
Total S-R and UL	19,770,214	8,280,942	11,489,272
Self Response (TEA 1)	18,603,425	8,280,942	10,322,483
Update Leave (TEA 6)	1,166,789	0	1,166,789
Total RA, UE, GQ	1,191,194	1,191,194	0
SCANNED	20,960,431	9,600,942	11,359,489
Total S-R and UL	19,768,174	8,408,686	11,359,488
Self Response (TEA 1)	18,601,372	8,394,995	10,206,377
Update Leave (TEA 6)	1,166,802	13,691	1,153,111
Total RA, UE, GQ	1,192,257	1,192,256	1
DATA DELIVERED	20,937,105	9,457,052	11,480,053
Total S-R and UL	19,746,052	8,265,999	11,480,053
Self Response (TEA 1)	18,579,390	8,265,999	10,313,391
Update Leave (TEA 6)	1,166,662	0	1,166,662
Total RA, UE, GQ	1,191,053	1,191,053	0

Source: UTS 9753 and iCADE Special Tabulation



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report includes ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau.
Pre-decisional - Internal Only - Not for Public Distribution.

Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	21,500,811	100.00%	131,463
<i>Total Resolved</i>	21,428,979	99.67%	135,532
Resolved in Automated	18,126,278	84.31%	118,129
Resolved in Clerical	3,302,701	15.36%	17,043
<i>Resolved in Manual</i>	1,856,034	8.63%	7,144
<i>Resolved in OBAV</i>	1,170,788	5.45%	1,570
<i>Referred to FV</i>	275,879	1.28%	8,689
<i>Remaining Clerical Work</i>	71,832	0.33%	-4,069
Manual Processing Backlog	71,832	0.33%	-4,069
OBAV Backlog	0	0.00%	0

Data updated by CDL on:
10/13/2020 5:13:13 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report,
Non-ID Daily Cumulative Report, OBAV Daily Cumulative Report



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

This report contains ECaSE-OCS event data as of 11:59 PM the day prior to the report date.
This report is for official use only. Not for general distribution outside the U.S. Census Bureau.
Pre-decisional - Internal Only - Not for Public Distribution.

Inbound: Call Summary - PTD



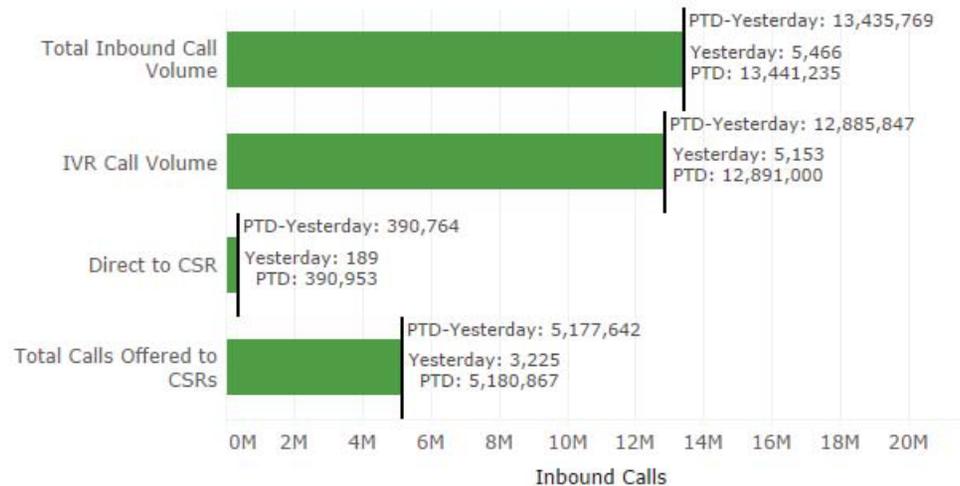
Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	12,573,646	13,441,235
Deflection Rate	47.0%	61.2%
Service Level - 30 Seconds	80.0%	73.0%
AHT	9:04	9:24

Inbound Call Volume



Calls Offered to CSRs by Language

	10/12	PTD
English	2,969	4,616,607
English Puerto Rico	4	3,782
Spanish	186	375,229
Spanish Puerto Rico	8	52,447
Chinese Mandarin	10	13,775
Chinese Cantonese	5	11,442
Vietnamese	2	14,434
Korean	2	14,868
Russian	1	7,828
Arabic	3	4,623
Tagalog	0	2,907
Polish	3	2,713
French	2	1,339
Haitian Creole	2	3,235
Portuguese	1	2,234
Japanese	1	2,520
TTY	19	45,624
Group Quarters	7	5,260
Total	3,225	5,180,867