

Self-Response Reporting

Weekly Content

10/14/20



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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 14, 2020

Start Date:

March 24, 2020

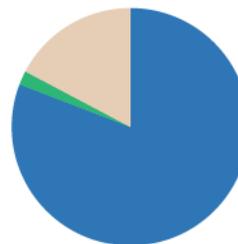
Response by Mode						
	Self-Response (TEA 1)		Update Leave (TEA 6)			
	Stateside		Stateside		Puerto Rico	
	Response Volume	Percent of Total	Response Volume	Percent of Total	Response Volume	Percent of Total
Total	105,738,946	100%	1,762,940	100%	691,086	100%
Internet	85,464,932	80.8%	1,042,706	59.2%	403,522	58.4%
Phone	2,014,978	1.9%	44,866	2.5%	25,260	3.7%
Paper	18,259,036	17.3%	675,368	38.3%	262,304	38.0%

Notes:

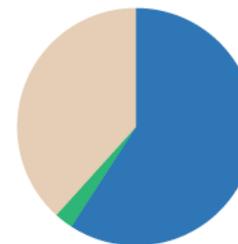
TEA 1 Initial Universe:

- Total responding HUs = 97.1 M
- For internet and phone response, 83.8% is ID and 16.2% is non-ID.

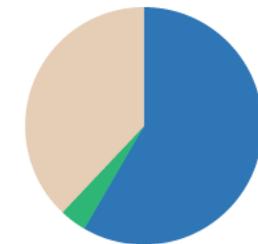
Self-Response



Update Leave - Stateside



Update Leave - Puerto Rico



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	21,586,032	100.00%	85,221
<i>Total Resolved</i>	21,523,871	99.71%	94,892
Resolved in Automated	18,208,178	84.60%	81,900
Resolved in Clerical	3,315,693	15.40%	12,992
<i>Resolved in Manual</i>	1,867,525	8.68%	11,491
<i>Resolved in OBAV</i>	1,171,600	5.44%	812
<i>Referred to FV</i>	276,568	1.28%	689

Data updated by CDL on:
10/14/2020 5:26:01 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	3,315,693	100.00%	59,231
<i>Resolved in Manual</i>	1,867,525	56.32%	32,024
Matched	1,156,432	62.92%	16,454
Uncodable	711,093	38.08%	15,570
<i>Resolved in OBAV</i>	1,166,666	35.33%	9,737
Verified	891,611	76.10%	4,934
Matched	210,134	17.94%	4,803
Uncodable	69,855	5.96%	0
<i>Referred to FV</i>	276,568	8.34%	17,470

*From last report to CIG on 10/7/2020

As of: October 14, 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	21,344,860	100.00%	85,153
<i>Remaining Clerical Work</i>	52,176	0.24%	-8,692
Manual Processing Backlog	52,176	0.24%	-8,692
<i>Not Started</i>	3,509	0.02%	-28,804
<i>Waiting for QC</i>	48,667	0.23%	20,112
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:
10/14/2020 5:26:01 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	241,172	100.00%	505
<i>Resolved in Clerical</i>	231,187	95.86%	5,821
<i>Remaining Clerical Work</i>	9,985	4.14%	-5,316
<i>Not Started</i>	4,379	1.82%	-9,030
<i>Waiting for QC</i>	5,606	2.32%	3,714

*From last report to CIG on 10/7/2020

As of: October 14, 2020 7:43 AM

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



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Distribution.

Paper Processing

10/14/20

Operation Type	Total, Both PDCCs	PDCC East	PDCC West
CHECKED IN	20,975,767	9,479,065	11,496,702
Total S-R and UL	19,784,028	8,287,326	11,496,702
Self Response (TEA 1)	18,616,894	8,287,326	10,329,568
Update Leave (TEA 6)	1,167,134	0	1,167,134
Total RA, UE, GQ, ETL	1,191,739	1,191,739	0
SCANNED	20,974,663	9,608,604	11,366,059
Total S-R and UL	19,782,074	8,416,016	11,366,058
Self Response (TEA 1)	18,614,936	8,402,311	10,212,625
Update Leave (TEA 6)	1,167,138	13,705	1,153,433
Total RA, UE, GQ, ETL	1,192,589	1,192,588	1
DATA DELIVERED	20,951,608	9,461,731	11,489,877
Total S-R and UL	19,760,222	8,270,345	11,489,877
Self Response (TEA 1)	18,593,223	8,270,345	10,322,878
Update Leave (TEA 6)	1,166,999	0	1,166,999
Total RA, UE, GQ, ETL	1,191,386	1,191,386	0

Source: UTS 9753 and iCADE Special Tabulation



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Self-Responses by Mode

10/14/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	108,148,686	108,192,972	44,286	100.0
Internet	86,881,452	86,911,160	29,708	67.1
Paper	19,183,506	19,196,708	13,202	29.8
Phone	2,083,728	2,085,104	1,376	3.1
TEA 1	105,696,110	105,738,946	42,836	100.0
Internet	85,436,304	85,464,932	28,628	66.8
Paper	18,246,093	18,259,036	12,943	30.2
Phone	2,013,713	2,014,978	1,265	3.0
TEA 6 Stateside	1,762,128	1,762,940	812	100.0
Internet	1,042,130	1,042,706	576	70.9
Paper	675,171	675,368	197	24.3
Phone	44,827	44,866	39	4.8
TEA 6 PR	690,448	691,086	638	100.0
Internet	403,018	403,522	504	79.0
Paper	262,242	262,304	62	9.7
Phone	25,188	25,260	72	11.3

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	10/7	10/8	10/9	10/10	10/11	10/12	10/13	PTD
English	English	9	5	3	2	1	3	6	63,359
	English Puerto Rico	0	0	0	0	0	0	0	52
	Total	9	5	3	2	1	3	6	63,411
Spanish	Spanish	0	0	0	0	0	1	1	2,001
	Spanish Puerto Rico	0	0	0	0	0	0	0	428
	Total	0	0	0	0	0	1	1	2,429
Non-English Non-Spanish	Arabic	0	0	0	1	0	0	0	163
	Chinese Cantonese	0	0	0	1	0	0	0	330
	Chinese Mandarin	0	0	0	1	1	0	0	371
	French	0	0	0	0	0	0	0	20
	Haitian Creole	0	0	0	1	1	0	0	74
	Japanese	0	0	0	0	0	0	0	36
	Korean	0	0	0	0	0	0	0	538
	Polish	0	0	0	0	0	0	0	62
	Portuguese	0	0	0	0	0	0	0	55
	Russian	0	0	0	0	0	0	0	167
	Tagalog	0	0	0	0	0	0	0	47
	Vietnamese	0	0	0	0	1	0	0	304
	Total	0	0	0	4	3	0	0	2,167
Grand Total		9	5	3	6	4	4	7	68,007

*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	7	23,955	14,210	2,442	15,276	1,471	6,407	367	629
Arabic	0	85	13	0	22	1	12	1	1
Chinese Cantonese	0	101	21	0	28	3	26	3	7
Chinese Mandarin	0	106	64	0	28	4	65	0	2
French	0	4	2	0	8	2	0	0	2
Haitian Creole	0	27	8	1	12	3	6	1	0
Japanese	0	7	3	0	4	2	6	0	0
Korean	0	117	5	0	73	7	17	3	13
Polish	0	21	5	0	7	0	6	0	0
Portuguese	0	23	9	0	8	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	0	145	9	0	24	8	54	1	5
Total	7	24,690	14,368	2,443	15,512	1,507	6,611	381	663

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	73.0%		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	61.2%	English	5,568,633	4,623,624	4,195,531	72.7%	8:54	180,442	428,093	9.3%	4:14
Abandon Rate	9.5%	Spanish	995,891	427,878	403,351	81.9%	14:48	28,651	24,527	5.7%	3:51
Avg. Speed To Abandon	4:08	Non-English Non-Spanish	108,061	81,948	56,302	48.9%	13:26	32,717	25,646	31.3%	5:04
Avg. Handle Time	9:24	TTY	0	45,631	31,362	66.8%	0:57	115,311	14,269	31.3%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	5,262	4,917	80.7%	5:22	9,687	345	6.6%	5:35
Total Inbound Call Volume	13,447,096	Grand Total	6,690,085	5,184,343	4,691,463	73.0%	9:24	366,808	492,880	9.5%	4:08
IVR Call Volume	12,896,562										
Deflected Calls	7,895,945										
Short Abandons	366,808										
IVR Calls Offered to CSRs	4,793,207										
Direct to CSR Call Volume	391,136										
Actual Calls Offered to CSRs	5,184,343										
Abandon Call Volume	492,880										
CSR Handled Calls	4,691,463										

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	38.0%
Abandon Rate	0.0%
Avg. Speed To Abandon	0:00
Avg. Handle Time	9:04

CQA Total Inbound Call Volume

Total Inbound Call Volume	5,861
IVR Call Volume	5,562
Deflected Calls	2,113
Short Abandons	272
IVR Calls Offered to CSRs	3,293
Direct to CSR Call Volume	183
Actual Calls Offered to CSRs	3,476
Abandon Call Volume	0
CSR Handled Calls	3,476

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	3,235	3,235	100.0%	8:47	148	0	0.0%	0:00
Spanish	3,387	202	202	100.0%	13:54	9	0	0.0%	0:00
Non-English Non-Spanish	424	30	30	100.0%	10:00	15	0	0.0%	0:00
TTY	0	7	7	100.0%	1:27	99	0	0.0%	0:00
Group Quarters	0	2	2	100.0%	3:09	1	0	0.0%	0:00
Grand Total	26,053	3,476	3,476	100.0%	9:04	272	0	0.0%	0:00

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	61.3%
Spanish	58.9%
Non-English Non-Spanish	33.3%
TTY	0.0%
Group Quarters	0.0%
Grand Total	60.8%

Calls from Top 5 States

State	Total Inbound Calls	% by State
CA	732	12.5%
NY	498	8.5%
TX	354	6.0%
FL	317	5.4%
OH	254	4.3%
Total	2,155	36.8%

Coverage Improvement: Case Summary - PTD



Total Cases Received
8,743,662

Total Number of Attempts
19,036,644

Unique Cases Attempted
3,782,113

Total Cases Closed
3,449,501

Case Summary



Coverage Improvement: Dialer Call Summary - PTD



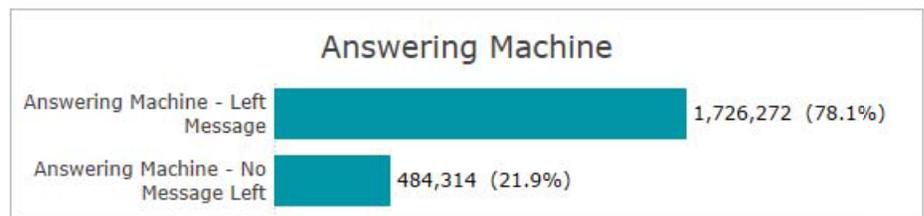
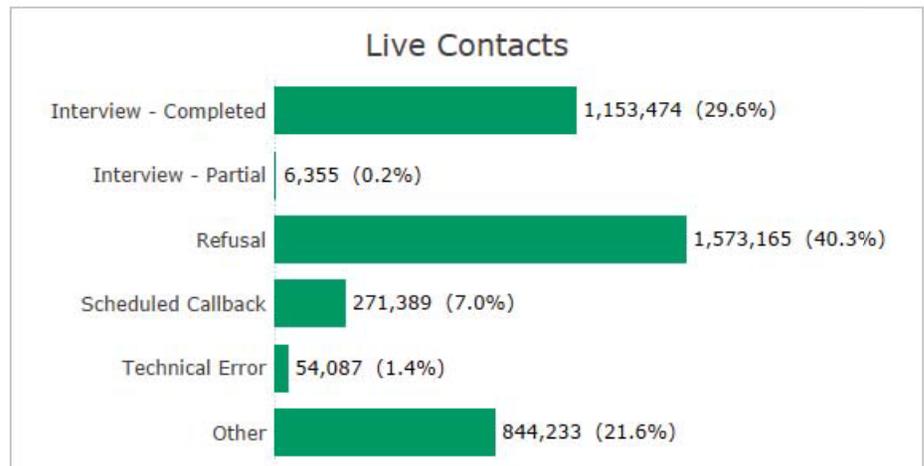
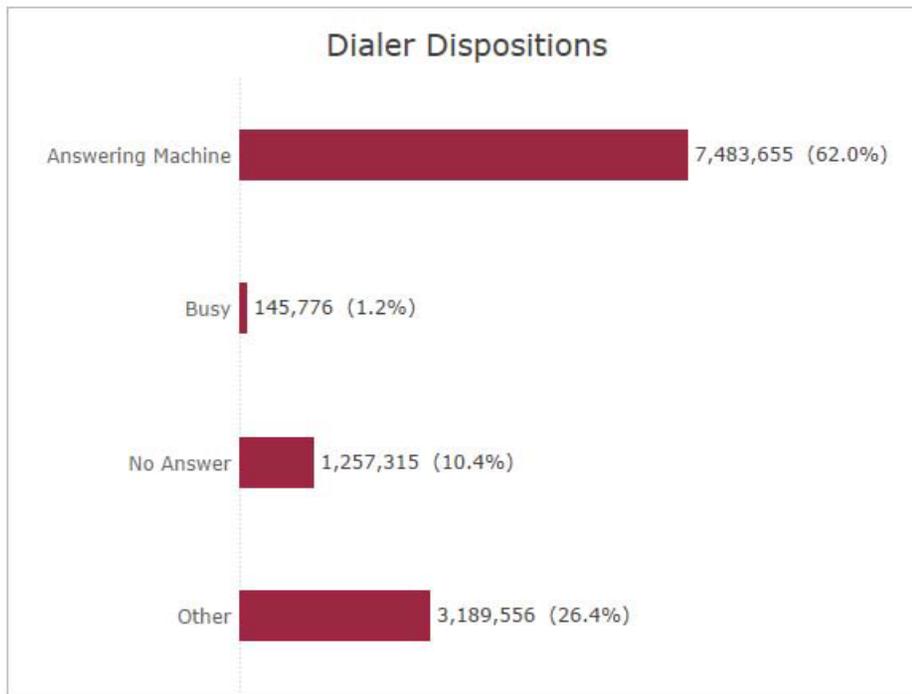
Dial Attempts
18,189,591

Dialer-only Dispositioned Calls
12,076,302 (66.4%)

CSR Dispositioned Calls
6,113,289 (33.6%)

Live Contact Total
3,902,703 (21.5%)

Answering Machine
2,210,586 (12.2%)



Coverage Improvement: Dialer Call Summary - Yesterday



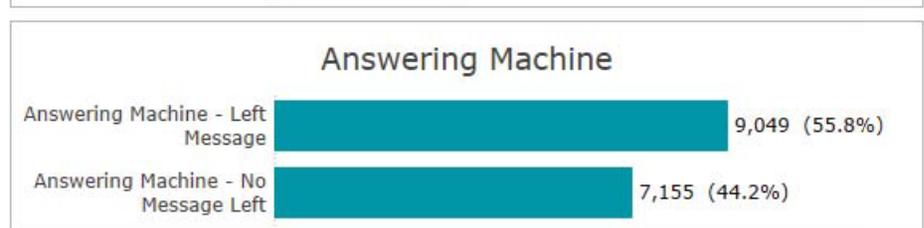
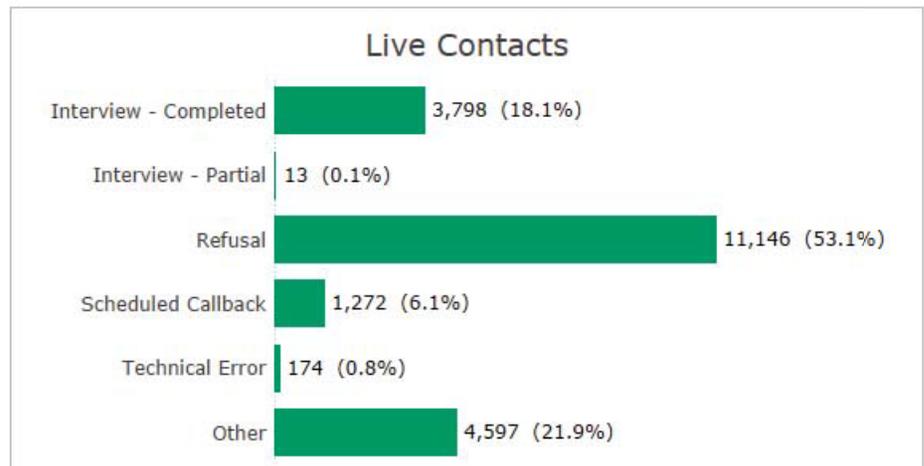
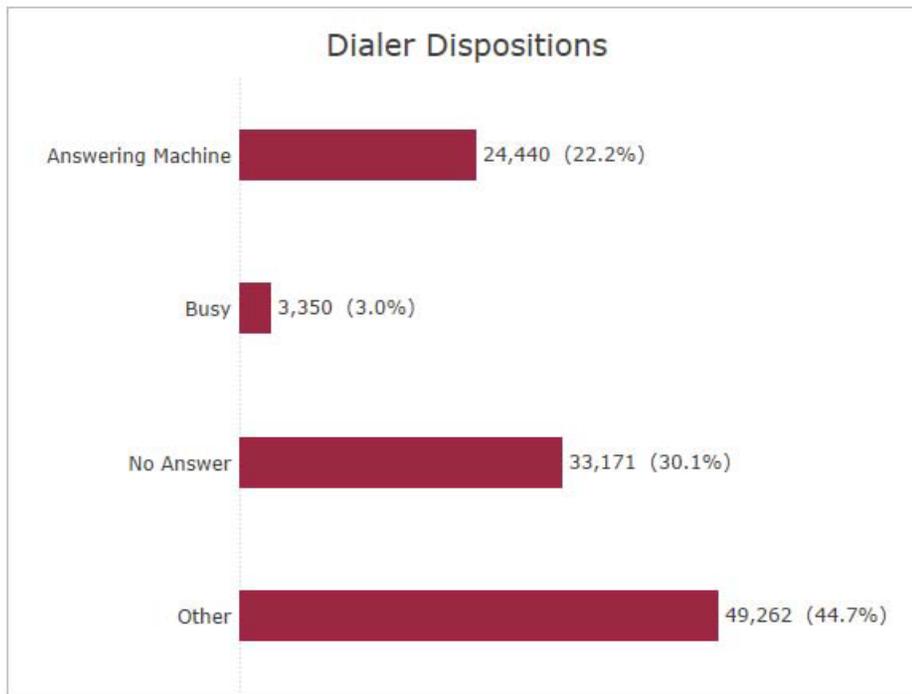
Dial Attempts
147,427

Dialer-only Dispositioned Calls
110,223 (74.8%)

CSR Dispositioned Calls
37,204 (25.2%)

Live Contact Total
21,000 (14.2%)

Answering Machine
16,204 (11.0%)



Coverage Improvement: Respondent Callbacks – Trending



	10/13	7 Day Average	Program to Date
Total Respondent Callbacks	5,181	4,772	1,309,510
Abandoned Calls	0	0	394
Short Abandons	2,777	2,421	462,063
Service Level - 30 Seconds	100.0%	100.0%	99.9%
CSR Handled Calls	2,404	2,351	847,053
With Census ID	1,527	1,637	660,798
With Census ID (%)	63.5%	69.6%	78.0%
Without Census ID	877	714	186,255
Without Census ID (%)	36.5%	30.4%	22.0%
# Closed Completed	927	1,080	538,094
Closed Completed / CSR Handled (%)	38.6%	45.9%	63.5%
Closed Completed / Calls with Census ID (%)	60.7%	66.0%	81.4%
AHT (m:ss)	3:44	4:19	5:26

7 Day Average describes 10/7 through 10/13

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:

October 14, 2020

Start Date:

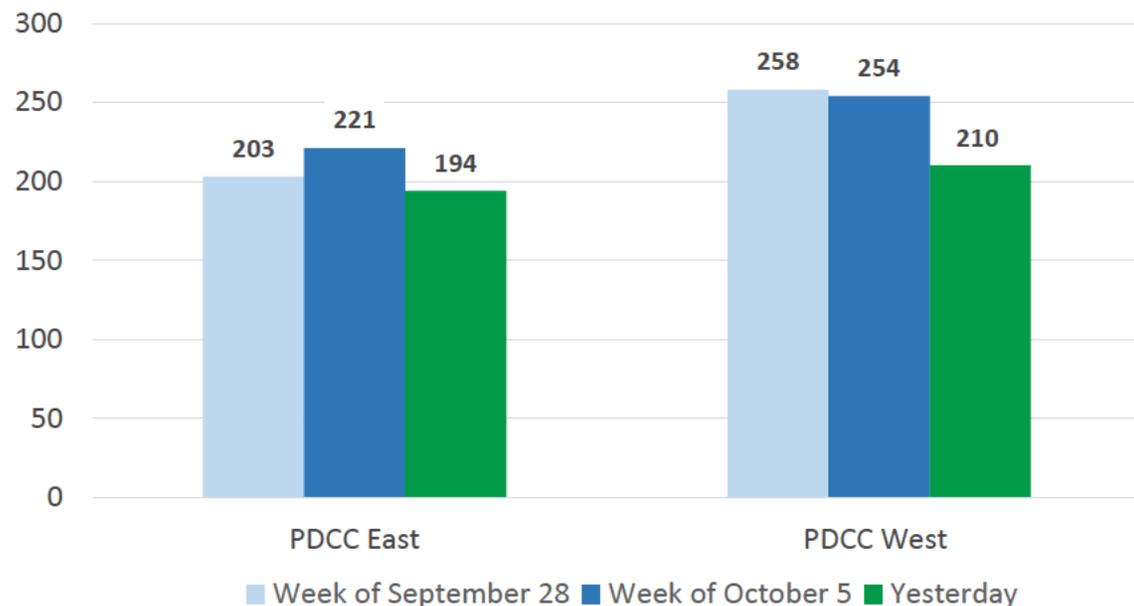
January 21, 2020

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, 187 (36% of fully staffed)
 - PDCC West, 207 (37% of fully staffed)

Paper Data Capture Staffing by Center

Total Staff: 404 yesterday, -92 from last Wednesday's report



Periodic Performance Management Reports

2020 Census: Paper Data Capture

Status:

● On Track

Data current as of:

October 14, 2020

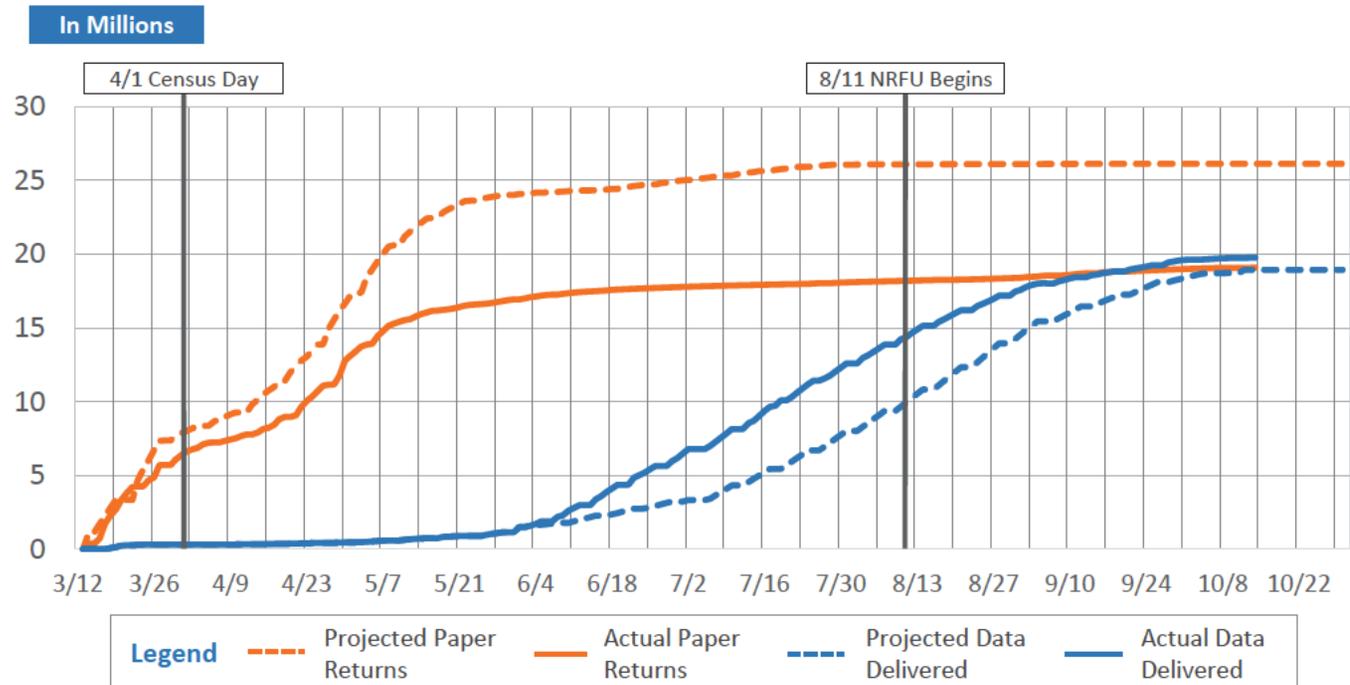
Start Date:

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	19,077,012	7,986,769	0	8,802,584	2,287,659
Questionnaires checked in	20,975,767	9,438,878	40,187	9,100,113	2,396,589
Questionnaires scanned	20,974,663	9,551,725	56,879	8,972,083	2,393,976
Questionnaires data delivered	20,951,608	9,421,551	40,180	9,098,088	2,391,789

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



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Inbound Paper Returns by Cohort

10/14/20

Universe	Count
Total TEA 1 + TEA 6	19,077,012
Total TEA 1	17,950,472
Internet First Panel	8,219,823
Cohort 1	2,651,962
Cohort 2	1,986,227
Cohort 3	1,965,078
Cohort 4	1,616,556
Internet Choice Panel	9,017,632
Mailing 1 package	8,002,241
Mailing 4 package	1,015,391
NRFU Supplemental	103,611
Mailing 7	609,406
Total TEA 6	1,126,540
Stateside	822,426
Puerto Rico	304,114

Sources: IPTS Reports and UTS 9753



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Inbound Paper Returns by Language

10/14/20

Universe	Count
Total TEA 1 + TEA 6	19,077,012
Total TEA 1	17,950,472
Internet First Panel	8,219,823
English	7,618,480
Bilingual	601,343
Internet Choice Panel	9,017,632
English	7,776,654
Bilingual	1,240,978
NRFU Supplemental	103,611
English	97,463
Bilingual	6,148
Mailing 7	609,406
English	547,154
Bilingual	62,252
Total TEA 6	1,126,540
Stateside	822,426
English	749,602
Bilingual	72,824
Puerto Rico	304,114

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?	367,317	1 –	0	15
Can I complete the 2020 Census over the phone?	245,176	2 –	0	8
I completed the 2020 Census. Why is someone contacting me?	110,626	3 –	0	4
Do I need to keep this mail?	99,898	4 –	0	3
I have more than one home; how do I respond?	94,025	5 –	0	5
How do I respond to the Census?	82,400	6 –	0	42
I received a paper questionnaire, but I already responded.	77,422	7 –	0	248
ONLINE-Have you received my response?	73,821	8 –	0	1
Why am I still receiving mail?	70,118	9 –	0	14
I am moving or have moved; how do I respond?	61,590	10 –	0	6

FAQ Title (7 Day)	7 Day Total	7 Day Rank	7 Day Rank Difference (Yesterday)	PTD Rank
ONLINE-Have you received my response?	901	1 –	0	8
PAPER-Have you received my response?	682	2 –	0	17
Do I need to keep this mail?	634	3 ▲	1	4
I completed the 2020 Census. Why is someone contacting me?	613	4 ▼	-1	3
I have more than one home; how do I respond?	544	5 ▲	1	5
I am moving or have moved; how do I respond?	531	6 ▼	-1	10
Someone left a Notice of Visit at my door, what do I do?	511	7 –	0	14
Can I complete the 2020 Census over the phone?	450	8 –	0	2
This address is a vacant home; how do I respond?	435	9 ▲	1	12
Do I have to complete the questionnaire again?	425	10 ▼	-1	21

*7 Day= 7 Day Link Count (10/7 - 10/13)
 *PTD= Program to Date through 10/13

Inbound: Top 10 Knowledge Articles FAQs - Yesterday



FAQ Title (Yesterday)	10/13 Total	10/13 Rank	Prior Day Rank Difference	PTD Rank
ONLINE-Have you received my response?	157	1 -	0	8
PAPER-Have you received my response?	100	2 -	0	17
Do I need to keep this mail?	99	3 ▲	2	4
I am moving or have moved; how do I respond?	79	4 ▲	3	10
I have more than one home; how do I respond?	73	5 ▼	-2	5
I completed the 2020 Census. Why is someone contacting me?	71	6 ▼	-2	3
This address is a vacant home; how do I respond?	70	7 ▲	2	12
Can I complete the 2020 Census over the phone?	62	8 -	0	2
Do I have to complete the questionnaire again?	61	9 ▲	1	21
Someone left a Notice of Visit at my door, what do I do?	57	10 ▼	-4	14

*PTD= Program to Date through 10/13

Coverage Improvement: Top 10 Knowledge Articles FAQs - Trending



7 Day Rank	Article Title	Total Calls			English			Spanish		
		(10/13)	(7 Day)	(PTD)	(10/13)	(7 Day)	(PTD)	(10/13)	(7 Day)	(PTD)
1	I already completed my census questionnaire. Why are you calling to follow up on it now? - OB	111	103	28,359	111	101	26,752	0	2	1,607
2	Case Closed – No Action Needed - OB, RC	121	87	7,994	121	87	7,994	0	0	0
3	If a college is temporarily closed (including on April 1), where should a college student be counted?	58	80	24,572	56	79	24,237	2	1	335
4	Do I have to complete the follow-up interview? - OB	67	61	8,348	67	60	8,130	0	2	218
5	Why are you calling? - OB	57	43	15,114	57	42	14,716	0	1	398
6	Please stop calling me - OB	32	37	2,559	32	36	2,478	0	1	81
7	Is this a scam? - OB	39	35	23,964	39	32	23,288	0	2	676
8	Incorrect address - OB	25	32	3,099	25	32	2,841	0	0	258
9	How do I know you are calling from the Census Bureau? - OB	31	26	22,155	31	26	21,757	0	0	398
10	What if I don't know the address of the college? - OB	10	18	13,637	10	18	13,478	0	0	159

*PTD= Program to Date through 10/13
*7 Day= Rolling 7 Day Average (10/7 - 10/13)

Coverage Improvement: Completion Rate by State



	Attempted Cases	Completion Rate		Attempted Cases	Completion Rate
	Grand Total	3,782,113		Grand Total	3,782,113
		44.7%			44.7%
1	Alaska	5,057	26	South Carolina	66,481
2	Washington, D.C.	8,324	27	Florida	245,401
3	Washington	70,650	28	Arizona	60,635
4	Vermont	7,264	29	Kentucky	48,881
5	Oregon	36,669	30	Texas	325,870
6	Utah	22,162	31	Montana	10,391
7	Minnesota	60,676	32	North Carolina	131,117
8	Virginia	115,177	33	Tennessee	77,659
9	New York	243,850	34	New Jersey	124,548
10	South Dakota	9,007	35	Michigan	118,658
11	Kansas	32,405	36	Hawaii	15,975
12	North Dakota	7,229	37	Wyoming	5,009
13	Maryland	80,831	38	Ohio	125,543
14	Idaho	15,621	39	Maine	14,248
15	Missouri	64,661	40	Illinois	152,712
16	Nebraska	20,680	41	Arkansas	35,758
17	New Mexico	20,035	42	Connecticut	51,206
18	Wisconsin	60,053	43	California	443,480
19	Massachusetts	94,494	44	Alabama	69,948
20	Indiana	73,278	45	Pennsylvania	151,703
21	Colorado	54,272	46	Mississippi	47,192
22	Iowa	33,882	47	Rhode Island	11,791
23	Georgia	139,840	48	Delaware	11,362
24	New Hampshire	15,061	49	Louisiana	62,548
25	Oklahoma	39,308	50	Nevada	26,389
			51	West Virginia	17,122

Coverage Improvement: Respondent Callback Rate by State



		Dial Attempts	RCB	RCB Rate			Dial Attempts	RCB	RCB Rate
	Grand Total	18,850,390	660,799	3.5%		Grand Total	18,850,390	660,799	3.5%
1	Alaska	21,944	1,010	4.6%	26	Nebraska	102,434	3,676	3.6%
2	Minnesota	295,069	13,266	4.5%	27	Florida	1,209,727	43,049	3.6%
3	Wisconsin	295,791	13,154	4.4%	28	Oklahoma	191,867	6,735	3.5%
4	Oregon	175,489	7,504	4.3%	29	North Carolina	654,273	22,750	3.5%
5	Washington	339,365	14,367	4.2%	30	Connecticut	260,315	8,978	3.4%
6	Colorado	268,538	10,985	4.1%	31	Arizona	303,961	10,401	3.4%
7	Ohio	625,172	25,155	4.0%	32	Wyoming	25,218	852	3.4%
8	Vermont	34,124	1,359	4.0%	33	Kentucky	242,562	8,177	3.4%
9	Indiana	355,289	14,049	4.0%	34	Delaware	56,653	1,909	3.4%
10	New Hampshire	74,517	2,932	3.9%	35	New Jersey	639,335	21,453	3.4%
11	Utah	108,883	4,252	3.9%	36	Tennessee	388,181	12,965	3.3%
12	Missouri	314,037	12,061	3.8%	37	Rhode Island	59,569	1,977	3.3%
13	Idaho	77,458	2,969	3.8%	38	Georgia	697,812	22,920	3.3%
14	Virginia	560,028	21,310	3.8%	39	Hawaii	80,994	2,639	3.3%
15	Massachusetts	468,057	17,630	3.8%	40	New York	1,194,559	38,887	3.3%
16	Iowa	168,744	6,352	3.8%	41	South Carolina	330,859	10,756	3.3%
17	Washington, D.C.	39,159	1,469	3.8%	42	North Dakota	35,465	1,150	3.2%
18	Michigan	591,326	22,112	3.7%	43	Texas	1,627,969	52,652	3.2%
19	Maryland	397,923	14,809	3.7%	44	California	2,268,379	72,914	3.2%
20	Pennsylvania	757,575	28,153	3.7%	45	Arkansas	181,077	5,687	3.1%
21	Kansas	158,609	5,894	3.7%	46	New Mexico	99,297	3,046	3.1%
22	Montana	52,587	1,942	3.7%	47	Nevada	136,113	4,112	3.0%
23	South Dakota	44,563	1,627	3.7%	48	Alabama	358,049	10,753	3.0%
24	Illinois	761,402	27,367	3.6%	49	West Virginia	87,177	2,602	3.0%
25	Maine	70,310	2,527	3.6%	50	Mississippi	241,752	6,689	2.8%
					51	Louisiana	320,834	8,815	2.7%