

Self-Response Operations Reporting

10/16/20



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

10/16/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	108,300,298	108,646,941	346,643	100.0
Internet	87,001,154	87,330,981	329,827	95.1
Paper	19,210,355	19,218,228	7,873	2.3
Phone	2,088,789	2,097,732	8,943	2.6
TEA 1	105,842,279	106,180,767	338,488	100.0
Internet	85,551,628	85,873,824	322,196	95.2
Paper	18,272,306	18,280,031	7,725	2.3
Phone	2,018,345	2,026,912	8,567	2.5
TEA 6 Stateside	1,764,595	1,770,121	5,526	100.0
Internet	1,044,064	1,049,312	5,248	95.0
Paper	675,600	675,705	105	1.9
Phone	44,931	45,104	173	3.1
TEA 6 PR	693,424	696,053	2,629	100.0
Internet	405,462	407,845	2,383	90.6
Paper	262,449	262,492	43	1.6
Phone	25,513	25,716	203	7.7

Source: UTS 9700 (TEA 1 and TEA 6)



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Paper Processing

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Operation Type	Total, Both PDCCs	PDCC East	PDCC West
CHECKED IN	20,990,634	9,485,052	11,505,582
Total S-R and UL	19,796,895	8,291,313	11,505,582
Self Response (TEA 1)	18,629,075	8,291,313	10,337,762
Update Leave (TEA 6)	1,167,820	0	1,167,820
Total RA, UE, GQ, ETL	1,193,739	1,193,739	0
SCANNED	21,000,154	9,624,999	11,375,155
Total S-R and UL	19,805,394	8,430,240	11,375,154
Self Response (TEA 1)	18,637,536	8,416,495	10,221,041
Update Leave (TEA 6)	1,167,858	13,745	1,154,113
Total RA, UE, GQ, ETL	1,194,760	1,194,759	1
DATA DELIVERED	20,976,140	9,473,726	11,502,414
Total S-R and UL	19,783,422	8,281,008	11,502,414
Self Response (TEA 1)	18,615,710	8,281,008	10,334,702
Update Leave (TEA 6)	1,167,712	0	1,167,712
Total RA, UE, GQ, ETL	1,192,718	1,192,718	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	21,989,951	100.00%	320,560
<i>Total Resolved</i>	21,947,385	99.81%	326,909
Resolved in Automated	18,589,557	84.54%	304,728
Resolved in Clerical	3,357,828	15.27%	22,181
<i>Resolved in Manual</i>	1,897,819	8.63%	14,416
<i>Resolved in OBAV</i>	1,175,449	5.35%	2,470
<i>Referred to FV</i>	284,560	1.29%	5,295
<i>Remaining Clerical Work</i>	42,566	0.19%	-6,349
Manual Processing Backlog	42,566	0.19%	-6,349
OBAV Backlog	0	0.00%	0

Data updated by CDL on:
10/16/2020 4:55:41 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

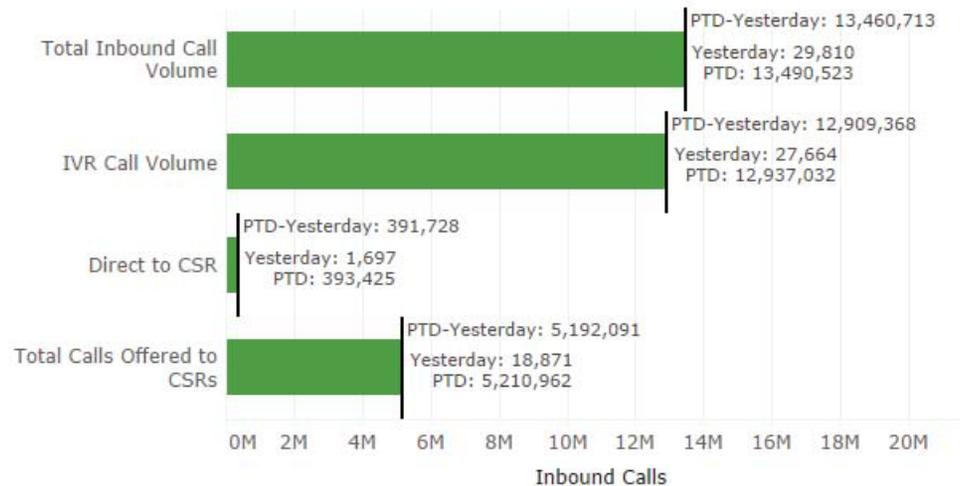
Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	12,710,080	13,490,523
Deflection Rate	47.0%	61.1%
Service Level - 30 Seconds	80.0%	73.1%
AHT	9:04	9:24

Inbound Call Volume



Calls Offered to CSRs by Language

	10/15	PTD
English	15,444	4,641,952
English Puerto Rico	16	3,805
Spanish	3,017	379,413
Spanish Puerto Rico	83	52,545
Chinese Mandarin	82	13,877
Chinese Cantonese	34	11,493
Vietnamese	18	14,461
Korean	25	14,898
Russian	35	7,872
Arabic	7	4,633
Tagalog	13	2,927
Polish	4	2,722
French	4	1,345
Haitian Creole	11	3,256
Portuguese	19	2,258
Japanese	3	2,527
TTY	52	45,706
Group Quarters	4	5,272
Total	18,871	5,210,962