
2020 CENSUS LOCAL UPDATE OF CENSUS ADDRESSES OPERATION (LUCA) FREQUENTLY ASKED QUESTIONS (FAQS)

LUCA FAQS



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Appeals Process

1. What is the Appeals process?

Public Law 103-430 mandates that the Office of Management and Budget (OMB) establish a process to resolve any disagreements that result from the local government's review of LUCA feedback. To satisfy that component of the law, the OMB establishes an independent office as well as a defined process for resolving these disagreements. The 2020 Census LUCA Appeals Office outlined this process in a *Federal Register* notice. They will accept an Appeal from LUCA participants who believe an address submitted during LUCA but rejected by the Census Bureau should be part of enumeration in the 2020 Census.

2. How can our government reach the 2020 Census LUCA Appeals Office (Appeals Office)?

Governments may reach the Appeals Office toll-free by phone at (888) 222-9907 or by email at INFO@LUCA-Appeals.gov.

3. How long does our government have to file an Appeal?

Your government has 45 calendar days from receipt of 2020 LUCA Feedback materials to file an Appeal.

4. What types of address records in the *Detailed Feedback Address List* can our government Appeal?

Only address records in the *Detailed Feedback Address List* with a Feedback Processing Code of X01 or R03, indicating the address is not included in the Census, are eligible for Appeal.

5. Can our government file an Appeal for addresses that the Census Bureau did not process from the original LUCA submission?

No, you may not Appeal address records that the Census Bureau did not process. Only records that received Feedback Processing Codes of either an X01 or R03 are eligible for Appeal.

6. Our government has completed the review and update of our 2020 LUCA Feedback Phase materials. How can we submit our Appeal to the 2020 Census LUCA Appeals Office?

Refer to Chapter 3 of your LUCA Feedback and Appeal Respondent Guide for systematic instructions.

As a high-level summary of the Respondent Guide chapter, participants that intend to ship paper Appeals submission materials to the 2020 Census LUCA Appeals Office must use traceable delivery services. Only include the edited materials that include the records flagged for Appeal in the Appeals submission. Follow the Title 13 shipping procedures per the *Confidentiality and Security Guidelines* to ensure the materials are secure and protected.

Participants with digital Appeals submission materials have an additional option for submitting their Appeals submission. They may burn their Appeals submission materials to a DVD and follow the same shipping instructions listed above for the paper materials participants, or they may use the Secure Web Incoming Module (SWIM) to submit the Appeals submission materials electronically. Follow the detailed instructions within the SWIM section of your Respondent Guide. Digital participants may NOT provide their submission through email. Title 13 restrictions prohibit the 2020 Census Appeals Office from navigating to your government's FTP site or using Dropbox to acquire your government's Appeals submission.

7. What is the result of the 2020 Census LUCA Appeals Office accepting or rejecting addresses in our Appeal?

The 2020 Census LUCA Appeals Office reviews each address in your government's Appeal and makes a determination of either acceptance or rejection. Your government receives written notification of the 2020 Census LUCA Appeals Office findings. The decision of the Appeals Office is final. The Census Bureau will include accepted addresses in the 2020 Census enumeration universe and will not include those rejected by the Appeals Office.

8. Can the Census Bureau confirm the receipt of my Appeal?

Because the Census Bureau and the 2020 Census LUCA Appeals Office are separate organizations, the Census Bureau cannot confirm receipt of a government's Appeals submission; however, the 2020 Census LUCA Appeals Office can confirm receipt. Contact them by phone at (888) 222-9907 or by email at INFO@LUCA-Appeals.gov.

9. Can our government request more time to file our Appeal?

Contact the 2020 Census LUCA Appeals Office by phone at (888) 222-9907 or by email at INFO@LUCA-Appeals.gov to discuss this topic.

10. What does the 2020 Census LUCA Appeals Office consider supporting documentation?

Useful types of supporting documentation or evidence include:

- Documentation of on-site inspection and/or interview of residents and/or neighbors.
- Issuance of recent occupancy permit(s) for unit(s). Building permits are not acceptable, as they do not ensure completed construction of the units.
- Provision of utilities (electricity, gas, sewer, water, telephone, etc.) to the residence. The utility record must show that this is not a service to a commercial unit, or an additional service to an existing residence (such as a second telephone line).
- Provision of other governmental services (housing assistance, welfare, etc.) to residents of the unit(s).
- Photography, including aerial photography or satellite imagery.
- Land use maps.
- Local 911 emergency lists, if they distinguish residential from commercial units.
- Tax assessment records, if they distinguish residential from commercial units.

For additional information about supporting documentation or Appeals related topics, contact the Appeals Office directly at (888) 222-9907 or by email at INFO@LUCA-Appeals.gov.

Confidentiality and Security

11. What is Title 13, United States Code (U.S.C.)?

Title 13, U.S.C., commonly referred to as Title 13, authorizes the Census Bureau's work and provides strong protection for the information it collects. Title 13 specifically requires the Census Bureau to ensure confidential treatment of census-related information, including individual addresses and structure coordinates. Structure coordinates identify the location of living quarters. Title 13 requires all LUCA liaisons, LUCA reviewers, and anyone with access to Census Bureau Title 13 materials abide by the *Confidentiality and Security Guidelines*. Further, it requires the Census Bureau to maintain the confidentiality of the information it collects. For more information on Title 13, review the following

section of the Census Bureau's website:

https://www.census.gov/history/www/reference/privacy_confidentiality/title_13_us_code.html.

12. What are the Confidentiality and Security Guidelines?

The *Confidentiality and Security Guidelines (D-2004)* describe how to protect Title 13 information. They discuss nondisclosure of confidential information; how to secure Title 13 information; and how to destroy or return all Title 13 materials once the 2020 LUCA operation completes following the Appeals process.

All 2020 LUCA participants must read, understand and comply with the instructions in the *Confidentiality and Security Guidelines (D-2004)* and must sign a *Confidentiality Agreement Form (D-2005)* prior to the receipt of materials. Locate a copy of these guidelines on the 2020 LUCA website: <https://www.census.gov/programs-surveys/decennial-census/about/luca.html> or with your feedback materials.

13. What is the *D-2005, Confidentiality Agreement Form*, and how does our government use it?

For the Feedback Phase, participants use this form to add new reviewers or a new liaison. Participants receive this form as a hard copy with their feedback materials as well as on DVD if they receive DVD materials. Anyone with access to the Title 13 materials must sign this form and return it to the Census Bureau by mailing to the address located on the form or emailing it to the LUCA email address, GEO.2020.LUCA@census.gov.

14. How do we create an electronic security profile on our network?

The Census Bureau is unable to provide this level of IT support because of the variety of IT systems. Please consult your government's computer staff for assistance.

15. How do we change our government's IT system to restrict access to the Title 13 materials?

The Census Bureau is unable to provide this level of IT support because of the variety of IT systems. Please consult your government's computer staff for assistance.

16. How do we implement the Advanced Encryption Standard (AES) process?

The Census Bureau is unable to provide this level of IT support because of the variety of IT systems. Please consult your government's computer staff for assistance. For more information regarding AES, review the following website: <http://csrc.nist.gov/archive/aes/>. Additional internet searches provide details of its implementation.

17. If we already use a Username/User ID and password, must we create additional ones for 2020 LUCA?

Yes, you must create a separate file encryption and passwords to protect the Title 13 materials. Encrypt using Advanced Encryption Standard (AES) with key length of 256 bits. For more information regarding AES, review the following website: <http://csrc.nist.gov/archive/aes/>. Additional internet searches provide details of its implementation.

18. How does the Census Bureau suggest storing the Title 13 materials if not on our existing network?

The Census Bureau recommends using a stand-alone computer, not connected on your existing network, to complete your LUCA review. Transfer source information to this computer while still on your network or via USB flash drive or CD/DVD and then disconnect the computer from the network prior to beginning your review. Saving your LUCA work to a USB flash drive or a location on your computer's hard drive that is not automatically backed-up to a server, minimizes the risk of losing data if the system crashes or data becomes corrupted.

19. What is the penalty for wrongful disclosure of Title 13 information?

The penalty is a fine of not more than \$250,000 or imprisonment for not more than five years, or both, as set by Section 214 of the Code and the Uniform Sentencing Act of 1984.

20. Does the Title 13 restriction end at the conclusion of the 2020 LUCA operation?

No. While access to the Title 13 materials is temporary, the commitment to keep the information confidential is effective for a lifetime. Participants are required to destroy or return all Title 13 materials to the Census Bureau at the conclusion of 2020 Census LUCA. For those that filed an Appeal, 2020 Census LUCA does not conclude until you receive your government's Appeal determination from the 2020 Census LUCA Appeals Office. For those that did not file an Appeal, please destroy or return all Title 13 materials as soon as possible then complete and return the required *D-2012, Destruction or Return of Title 13 United States Code Materials Form*.

21. Who can help with our review of the 2020 LUCA Feedback Phase materials?

The designated LUCA liaison and LUCA reviewers, who have signed the required confidentiality and security forms to protect and keep confidential the Census Bureau's Title 13 materials (addresses and structure point locations), are the ONLY people that can assist with your government's 2020 LUCA review. If your government has hired new staff since submitting your LUCA review submission and they want to participate in the review of the feedback materials, they must agree to abide by the *Confidentiality and Security Guidelines (D-2004)* and must sign and submit the *Confidentiality Agreement Form (D-2005)* to the Census Bureau through an email to GEO.2020.LUCA@census.gov.

22. Can our government use the Census Bureau's address materials to improve our own?

No. The Census Bureau's Title 13 data, including addresses and latitude/longitude coordinate data, can only be used for the 2020 LUCA operation and cannot be used to create, update or modify your government's own address list or database. This is a direct violation of the *Confidentiality and Security Guidelines*.

Feedback Products

23. What type of feedback products will our government receive if we participate in 2020 LUCA?

The 2020 LUCA feedback materials include a *Detailed Feedback Address List*, *Feedback Address Count List*, and Feedback maps in the final format selected for the 2020 LUCA Review Phase materials. In

addition, the Census Bureau will provide a *Feedback Address Update Summary Report* that summarizes the actions taken by the Census Bureau for each address submitted by your government and processed by the Census Bureau as part of its 2020 LUCA submission. As with the original 2020 LUCA materials, Title 13 protection applies to the *Detailed Feedback Address List* and PDF small format block maps.

24. Will the feedback materials match our 2020 LUCA product preference selection?

The Census Bureau allowed participants to change their original product preference during the Review Phase. As a result, the feedback materials will match the final format selected for the 2020 LUCA Review Phase materials.

25. Can our government change our product preference selection after we receive our 2020 LUCA feedback materials?

No. Product preference changes are not allowed during the LUCA Feedback Phase. Participants were permitted to change product preferences up to June 1, 2018. The feedback materials are in the final format selected by the participant during the LUCA Review Phase.

26. If our government selected GUPS but decide to use our own GIS, can we change our product preference?

The Census Bureau does not allow for a product preference change during the LUCA Feedback Phase; however, participants that selected GUPS receive all the digital materials necessary to use their own GIS and may switch to that method of review rather than using GUPS. Please begin using your own GIS and the digital materials as soon as your government determines the GUPS choice does not fit your needs.

27. If our government selected all digital materials but decide to use GUPS, can we change our product preference?

Participants who receive both digital address AND digital map material receive GUPS. Please install and begin using GUPS as soon as your government determines the “all digital materials” choice does not fit your needs.

Geographic Update Partnership Software (GUPS)

28. What is GUPS?

The Geographic Update Partnership Software, or GUPS, is a self-contained, user-friendly, customized GIS software tool provided by the Census Bureau for participation in a variety of Census geography programs, including 2020 LUCA. Pre-packaged to include all of the components for the LUCA Feedback Phase, the GUPS contains the Detailed Feedback Address List, Feedback Address Count List, and TIGER partnership shapefiles.

GUPS allows the participant to add external geospatial data (shapefiles, geodatabases, and imagery) for comparison and Appeal purposes. Delivery of all data (software, address materials, and shapefiles) is on DVD. Please note that although GUPS provides the ability to import a participant’s original GUPS LUCA submission, there is no address matching capability provided between the Census Bureau’s *Detailed Feedback Address List* and the participant’s original GUPS LUCA submission in GUPS. GUPS does not require an internet connection, but one is necessary to use the imagery server.

29. What are the operating system requirements for GUPS?

For Microsoft® Windows® to run GUPS, participants need:

- Windows 7
- Windows 8
- Windows 10

For Apple® users, participants must secure a license for Windows and use a Windows bridge. The suggested bridge software is Boot Camp®, which comes pre-installed on all Mac® computers. Instructions for using Boot Camp are located at <https://support.apple.com/boot-camp>. Since Boot Camp requires a restart of the computer to set up the bridge, be sure to print the instructions provided before beginning.

30. What is the disk space requirement needed to run GUPS?

Participants need a computer with a minimum of 3.3 Gigabytes (GB) to install and run GUPS. Four GB of RAM is the recommended minimum, with 8GB of RAM preferred.

31. Does GUPS have a limit on the number of address records it can load and process?

No; however, Census Bureau testing has shown there can be a decrease in GUPS performance once an address list for a government exceeds 300,000 addresses. Decreases in performance include, but are not limited to, slower editing speed, lag time during the save process and slower refresh speed. Only a small number of *Detailed Feedback Address Lists* exceed this 300,000 address record count.

32. Why choose GUPS over our government's own geographic information system (GIS)?

Designed to make reviewing the LUCA feedback products easy and efficient for participants, GUPS handles the entire GIS setup process and allows the user to begin their review with very little prep time. GUPS has a module designed specifically for LUCA Feedback, allowing the use of customized tools for marking records for an Appeal and attaching supporting documentation.

Please note that although GUPS provides the ability to import the participant's original GUPS LUCA submission, there is no address matching capability provided between the Census Bureau's *Detailed Feedback Address List* and the original GUPS LUCA submission.

33. Can our government use GUPS to file our Appeal if we used our own GIS for our original LUCA submission?

Participants whose final format for the LUCA Review Phase was digital materials (digital address and digital maps) receive a copy of the updated GUPS software for use during the Feedback Phase. They may use GUPS or their own GIS to file their Appeal. The use of GIS for the Review Phase has no bearing on the use of GUPS during the Feedback Phase.

34. Our government is trying to upload our original LUCA submission into GUPS and it will not accept our password. How can we resolve this issue?

The password to upload the original LUCA submission into GUPS is NOT the same as the password used to open the feedback materials. The password to upload the original LUCA submission into GUPS is the Review Phase password that appears in the *D-2080, Password and SWIM Token Letter*. If you cannot locate this password, contact the LUCA Help Desk at (844) 344-0169.

35. Why do addresses in my *Detailed Feedback Address List* not appear with a map spot in the GUPS Map View?

If an address in the *Detailed Feedback Address List* does not have a latitude and longitude coordinate, it will not appear in the GUPS Map View. Map spots cannot be mapped without the presence of a coordinate.

Please be aware that a missing coordinate does not mean an address is invalid or is not part of the 2020 Census. Use the information in the *Detailed Feedback Address List* and the instructions provided in the respondent guide to determine the status of the address in the 2020 Census.

36. Double-clicking a record in the *Detailed Feedback Address List* to zoom to that record in the Map View does not work. Am I doing something wrong?

Some large datasets require more time to zoom to the selected record and may take up to a minute to respond. While it may appear the zoom functionality is not working, GUPS is processing the information behind the scenes. To bypass this wait, participants can use the “Zoom to Selection” button within GUPS or Ctrl J on the keyboard.

Glossary

There are several sources of glossaries on the Census Bureau’s website. Readers may wish to bookmark the following two URLs: <https://www.census.gov/glossary/> and <https://www.census.gov/programs-surveys/geography/about/glossary.html>.

37. What is the 2020 Census Local Update of Census Addresses Operation (LUCA)?

LUCA is a voluntary, once-a decade, opportunity for tribal, state, and local governments (including the District of Columbia and Puerto Rico) to review and update the Census Bureau's residential address list for their government prior to the decennial census.

By participating in LUCA, participants updated the Census Bureau’s address list by correcting, adding and/or deleting addresses. Participants also identified any nonresidential addresses and those not located within their government’s legal boundaries. For more information about 2020 LUCA, please visit the 2020 LUCA website: <https://www.census.gov/programs-surveys/decennial-census/about/luca.html>.

38. What is a census block?

A census block is an area bounded by visible and/or invisible features shown on Census Bureau maps. A census block is the smallest geographic entity created by the Census Bureau for which it collects and tabulates census data.

39. What is a census tract?

A census tract is a small, relatively permanent statistical subdivision of a county or statistically equivalent entity delineated for data presentation purposes by a local group of census data users or the geographic staff of a regional census center in accordance with Census Bureau guidelines. Designed to be relatively homogeneous units with respect to population characteristics, economic status, and living conditions at the time of establishment, census tracts generally contain between 1,000 and 8,000 people, with an optimum size of 4,000 people. Delineated with the intention of being stable over many decades, census tract boundaries generally follow relatively permanent visible features. However, they may follow

governmental unit boundaries and other invisible features in some instances; the boundary of a state or county (or statistically equivalent entity) is always a census tract boundary.

40. What is a city style address?

The Census Bureau's definition of a city style address is an address consisting of a house number and street or road name. For example, 201 Main Street is a city style address. The address may, or may not, be used for the delivery of mail, and may include apartment numbers/designations or similar identifiers.

41. What is geocoding?

Geocoding, in census terms, links an address to census geography: the correct state, county, census tract, and census block codes.

Because the Census Bureau counts people where they live, geocodes provide information to Census enumerators for locating an address. Accurate geocoding also ensures the Census Bureau counts housing units, and the people associated with them, in the correct census geography. The Census Bureau did not accept new addresses for LUCA without either including the census geographic codes mentioned above or including structure coordinates (latitude and longitude) on the address list. Participants locate the census geographic codes in the various LUCA map materials.

42. What is a group quarters?

The Census Bureau's definition of a group quarters is a place where people live or stay normally owned or managed by an entity or organization providing housing and/or services for the residents. These services may include custodial or medical care as well as other types of assistance, and residency is commonly restricted to those receiving these services. People that live in a group quarters are usually not related. Group quarters include such places as college residence halls, residential treatment centers, skilled nursing facilities, group homes, military barracks, correctional facilities, workers' dormitories, and facilities for people experiencing homelessness. Because the Census Bureau enumerates group quarters using special procedures, room identifiers within group quarters are NOT required. Do not submit room/within unit identifiers for group quarters records as part of an Appeal.

43. What is a housing unit?

The Census Bureau's definition of a housing unit is a single-family house, townhouse, mobile home, trailer, apartment, group of rooms, or a single room occupied as a separate living quarters or, if vacant, intended for occupancy as a separate living quarters. A separate living quarters is one in which one or more occupants (or intended occupants, if vacant) live separate from other individuals in the building and have direct access to the living quarters without going through another living quarters, such as from outside the building or through a common hall.

44. What are incorporated places?

Incorporated places are those reported to the Census Bureau as legally in existence as of January 1, as reported in the latest Boundary and Annexation Survey (BAS), under the laws of the respective states. An incorporated place provides governmental functions for a concentration of people. Places always are within a single state or equivalent entity, but may extend across county and county subdivision boundaries. An incorporated place usually is a city, town, village, or borough, but can have other legal descriptions.

45. What is the Master Address File (MAF)?

The MAF is the Census Bureau's nationwide database of all addresses and physical/location descriptions used to support many of the Census Bureau's operations. Besides containing mailing addresses and ZIP Codes, an address record in the MAF also contains geographic information about the location of the addresses. In areas where there are non-city style addresses (e.g., rural route or post office box number), the address record may contain additional information such as a location description. It is the MAF component to the MAF/TIGER System.

The Census Bureau's Geography Division regularly updates the MAF/TIGER System from various sources. In addition to the United States Postal Service Delivery Sequence File, other sources of updates include current surveys and locally provided sources.

46. What are minor civil divisions (MCDs)?

Minor Civil Divisions (MCDs) are the primary governmental or administrative divisions of a county in many states (parishes in Louisiana) and the county equivalents in Puerto Rico and the Island Areas. MCDs represent many different kinds of legal entities with a wide variety of governmental and/or administrative functions. The Census Bureau recognizes MCDs in 29 states, the District of Columbia, Puerto Rico, and the Island Areas.

47. What is the 2020 Census New Construction Program?

The 2020 Census New Construction Program provides tribal, state, and local governments an opportunity to update the U.S. Census Bureau's residential address list with living quarters for which construction is in progress during or after March 1, 2018 and completion is expected by Census Day, April 1, 2020.

The New Construction Program helps ensure that the Census Bureau's address list is as complete and accurate as possible by Census Day, April 1, 2020, by capturing new addresses built after the 2020 Census LUCA submission deadline passed. This program helps to produce a complete and accurate population count. The registration deadline for this program was June 14, 2019. Visit the New Construction Program website at: <https://www.census.gov/programs-surveys/decennial-census/about/NewConstruction>.

48. What is a non-city style address?

The Census Bureau's definition of a non-city style address is an address that does not use a house number and street (or road) name. These include rural routes and highway contract routes, which may include a box number, post office boxes and drawers, and general delivery. These may also include location descriptions not used for mail purposes.

49. What are shapefiles?

Shapefiles are digital representations of geographic features, such as roads and boundaries used to create maps. A shapefile stores non-topological geometry and attribute information for the spatial features in a dataset. The Census Bureau provides county-based shapefiles in Esri shapefile format. Please note the use of brand names does not represent an endorsement of a company or its products by the U.S. government. Due to the wide use of Esri products by our partners in the GIS community, and ubiquitous use of the shapefile format as a medium for GIS data exchange, the Census Bureau provides data in shapefile format.

50. What is TIGER?

TIGER (Topologically Integrated Geographic Encoding and Referencing system) is the Census Bureau's digital map, including the geographic coordinates and names of all streets, water features, other linear features, and boundaries for all jurisdictions and statistical areas that provide the geospatial framework for collecting and tabulating census data. TIGER also contains the structure coordinates of address records in the MAF and address ranges along street features used for geocoding MAF records to census geography.

The Census Bureau's Geography Division regularly updates the MAF/TIGER System from various sources, including the United States Postal Service's Delivery Sequence File, current surveys, and locally provided sources. TIGER shapefiles are available for download from the Census Bureau's website: <https://www.census.gov/geographies/mapping-files/time-series/geo/tiger-line-file.html>. Additionally, if your government does not have a GIS, the TIGERweb application depicts TIGER shapefiles. Locate TIGERweb at the following Census Bureau website: https://tigerweb.geo.census.gov/tigerwebmain/TIGERweb_main.html.

51. What is a Transitory Location?

The Census Bureau defines a Transitory Location (TL) as a site with movable or mobile housing that may include transitory units such as boats, motorized recreational vehicles or trailers (RVs), tents, or other types of portable housing. TLs also include hotels and/or motels if people occupy rooms on a transitory basis because they have no other residence. Transitory locations are acceptable for inclusion in LUCA. On the other hand, the transitory units (RV pad sites, marina slips, and individual rooms) within TLs are not acceptable for inclusion in LUCA. The Enumeration of Transitory Locations operation identifies and documents transitory units.

LUCA Liaison and LUCA Reviewer

52. What is a LUCA liaison?

A LUCA liaison is the person designated by the Tribal Chair, Governor, or Highest Elected Official as the point of contact when a government registers for 2020 LUCA. With updated paperwork, the liaison may change during 2020 LUCA at the discretion of the Tribal Chair, Governor, or Highest Elected Official. The Census Bureau shipped the 2020 LUCA materials to the LUCA liaison, and will ship the feedback materials to them as well. This individual accepts responsibility for protecting and safeguarding the materials. This includes restricting access to all Title 13 materials to only those who have signed the *Confidentiality Agreement Form (D-2005)*. One of the liaison's final responsibilities is to ensure the proper destruction or return of all Title 13 materials at the conclusion of the 2020 LUCA (Fall 2019). It is a lengthy commitment to take into consideration when choosing a liaison.

53. How does a LUCA liaison differ from a LUCA reviewer?

While there can only be one LUCA liaison for a government, there can be many LUCA reviewers. The LUCA liaison serves as your government's primary point of contact for the entire 2020 LUCA operation, and to whom the Census Bureau ships the LUCA materials. All LUCA reviewers must sign the *Confidentiality Agreement Form (D-2005)*, but they are not your government's primary contact person for the 2020 LUCA operation. The liaison is responsible for protecting and safeguarding all Title 13 materials, as well as the oversight of the LUCA reviewers. The liaison ensures the submission is prepared according to the *Confidentiality and Security Guidelines*. At the conclusion of the 2020 LUCA or after filing an Appeal and learning the decision of the Appeal, the liaison must certify the destruction or return of all Title 13 materials.

54. Who can be/should be our government's LUCA liaison?

Each government may have their own person in mind to serve as the LUCA liaison. Consider choosing the person most knowledgeable about the address inventory for your government. Some may choose a GIS manager or technician. Some may choose a utility department contact. Some may choose a contact with the 9-1-1 office, or Planning office, while others choose a representative in the Appraisal District office or Assessors office. You may also designate a private firm, or, with their permission, a higher level of government or planning agency contact to be your liaison.

The Census Bureau has no restrictions on who can serve as the LUCA liaison. Choose what works best in your situation. All liaisons must abide by the *Confidentiality and Security Guidelines (D-2004)* and agree to protect the Title 13 materials by signing the *Confidentiality Agreement Form (D-2005)*.

55. How does our government change/update its LUCA liaison and/or LUCA reviewers?

LUCA liaisons and/or reviewers that are no longer part of your government's LUCA review staff or that depart employment with your government prior to the conclusion of 2020 LUCA must "sign-out" of 2020 LUCA by completing the *Destruction or Return of Title 13 United States Code Materials Form (D-2012)*. While this form's main purpose is to affirm destruction or return of materials AFTER the 2020 LUCA operation concludes, governments use it throughout the operation as a means of notifying the Census Bureau of a departure of, or change to, existing reviewers or the liaison. If they are unable to sign the form, the new LUCA liaison must sign and date on their behalf. To establish a new liaison and/or add reviewers, complete the forms noted below.

To establish a new liaison and/or add reviewers, complete the forms noted below.

New liaisons must complete the *Confidentiality Agreement Form (D-2005)* – read and abide by the *Confidentiality and Security Guidelines (D-2004)* before completing Section B. Note, new reviewers use this same form.

New reviewers complete Section C of the *Confidentiality Agreement Form (D-2005)* after they read and agree to abide by the *Confidentiality and Security Guidelines (D-2004)*.

All forms are available for download via the 2020 LUCA website: <https://www.census.gov/programs-surveys/decennial-census/about/luca.html> or by request through an email to GEO.2020.LUCA@census.gov. Return the signed form(s) to the Census Bureau via mail to the address on the form or email to GEO.2020.LUCA@census.gov with each change to the liaison or reviewer staff. Retain copies for your records. Please note the 45-day review period established for the LUCA Feedback Phase does not reset or halt with a change to the LUCA liaison and/or reviewers.

56. How can our government determine who signed the *D-2005, Confidentiality Agreement Form* as reviewers in order to complete the closeout of 2020 Census LUCA?

Participants who cannot locate their copy of the *Confidentiality Agreement Form (D-2005)* can call the LUCA Help Desk at (844) 344-0169 to request they check the Census Bureau's systems to identify their government's LUCA reviewers.

57. Can our government hire a private company to conduct the review of our 2020 LUCA feedback materials and file our Appeal?

Yes you may, but only if you designate someone in the company as your LUCA liaison and/or as LUCA reviewers. The Census Bureau has no restrictions on who can serve as LUCA liaisons and participants for another government.

All liaisons and reviewers, regardless of their entity affiliation, must agree to abide by the *Confidentiality and Security Guidelines* as well as sign the *Confidentiality Agreement Form*.

Materials

58. What is the *2020 Census Local Update of Census Addresses Operation (LUCA) Feedback and Appeals Respondent Guide* and how does our government use it?

As with the Review Phase, the Census Bureau prepared three 2020 Census LUCA Feedback and Appeals Respondent Guides, digital, paper, and GUPS. These guides contain an introductory chapter, instructions for conducting a review of the LUCA feedback materials, and examples of feedback processing codes. In addition, they include instructions for filing an Appeal as developed by the 2020 Census LUCA Appeals Office. They conclude by discussing the closeout of 2020 Census LUCA. Participants use their respective Respondent Guide to answer questions about the LUCA Feedback Phase and are encouraged to consult it before contacting the Census Bureau's LUCA Help Desk or the 2020 Census LUCA Appeals Help Desk for assistance.

- Participants receiving paper address materials receive a printed version of a Paper Respondent Guide with their paper materials. Participants with paper address materials and a DVD of the small format block maps or shapefiles receive a digital copy of the Paper Respondent Guide on the DVD.
- Participants receiving digital address materials receive a Digital Respondent Guide on DVD. They do not receive a printed copy. Digital address and digital map materials participants also receive a digital copy of the GUPS Respondent Guide in case they wish to switch review preferences for their LUCA feedback.
- Participants choosing to participate using GUPS receive both a GUPS Respondent Guide and Digital Respondent Guide on DVD in case they wish to switch review preferences for their LUCA feedback. Like digital participants, they do not receive a printed copy of these guides.

59. What is the *D-2240, LUCA Feedback Digital Quick Start*, and how does our government use it?

For participants that selected digital address materials, this form provides brief instructions for accessing your government's 2020 LUCA feedback data from the DVD(s) and reinforces the importance of protecting the Census Bureau's Title 13 information. It is included with your LUCA feedback materials package. Depending on your product preference, sections on this Quick Start Guide may not apply. The guide contains brief instructions on how to extract the *Detailed Feedback Address List* (using the password provided in the *D-2280, the Password Letter*), the PDF maps, and the TIGER Partnership shapefiles (if these materials were chosen). Use this guide for a high-level overview of the DVD contents. Please be aware the Census Bureau provides this material to participants that selected GUPS participation in case they wish to switch to using the digital materials rather than GUPS.

60. What is the *D-2241, LUCA Feedback Paper Quick Start*, and how does our government use it?

For participants that selected paper address materials, this form provides brief instructions on getting started with the paper address materials and reinforces the importance of protecting the Census Bureau's Title 13 information. It is included with your LUCA feedback materials package. The guide contains brief instructions on how to access the PDF small format maps, using the password provided in the *D-2280, Password Letter*, or *TIGER Partnership shapefiles* from the DVD, if requested. Use this guide for a high-level overview of what you will need to do to conduct the review of LUCA feedback materials.

61. What is the *D-2242, LUCA Feedback Geographic Update Partnership Software (GUPS) Quick Start*, and how does our government to use it?

For participants that selected GUPS or digital address materials, this form provides brief instructions for accessing your government's 2020 LUCA feedback data from the DVD(s) and reinforces the importance of protecting the Census Bureau's Title 13 information. It is included with your LUCA feedback materials package. Use this guide for GUPS installation details and a high-level overview of the DVD contents. The password included in the *D-2280, Password Letter*, is necessary to proceed with using GUPS with the feedback materials.

62. What is the *D-2214, Packing Slip*, and how does our government handle inconsistencies between it and the materials we received?

The packing slip provides an inventory of the materials included in your government's LUCA feedback materials package. Review the packing slip and the package contents to ensure that all items are enclosed. If items are not included or not legible, contact the Census Bureau immediately via email at [<GEO.2020.LUCA@census.gov>](mailto:GEO.2020.LUCA@census.gov) or call the LUCA Help Desk (844) 344-0169 to discuss replacing any missing or damaged materials.

63. What is the *2020 Census Local Update of Census Addresses Operation (LUCA) Feedback Phase Title 13 Data Disc*, also known as the Title 13 DVD, and how does our government use it?

The Title 13 DVD, identified by a disclosure statement on the left side of the label, contains the Title 13 digital feedback materials (*Detailed Feedback Address List* and/or PDF small format maps). These materials are password protected to maintain confidentiality and security. Use the password provided within the *D-2280, Password Letter*, to access the Title 13 materials on the DVD. In addition, depending on your government's product preference, support documentation may be included on this disc. Participants may locate more details about this DVD in their 2020 Census LUCA Feedback and Appeals Respondent Guide and respective Quick Start Guide.

64. What is the *2020 Census Local Update of Census Addresses Operation (LUCA) Feedback Phase Non-Title 13 Data Disc*, also known as the Non-Title 13 DVD, and how does our government use it?

The Non-Title 13 DVD contains the digital feedback materials that do not include Title 13 information. It does not include the disclaimer shown on the "Title 13 DVD." This disc includes support documentation, and depending on product preference, may contain the *TIGER Partnership shapefiles* and the *Feedback Address Count List*. Participants may locate more details about this DVD in their 2020 Census LUCA Feedback and Appeals Respondent Guide and respective Quick Start Guide.

65. What is the *Geographic Update Partnership Software Production Software DVD*, also known as the GUPS DVD, and how does our government use it?

The GUPS DVD contains the installation software for the Geographic Update Partnership Software used for the LUCA Feedback Phase. Participants choosing GUPS or all digital materials (digital address and digital maps/shapefiles) receive a copy of this DVD. Participants may locate more details about this DVD in their 2020 Census LUCA Feedback and Appeals Respondent Guide and respective Quick Start Guide.

66. Why did our government receive the *Geographic Update Partnership Software Production Software DVD* if we requested digital address and map materials?

The Census Bureau provides this DVD as a courtesy to participants choosing digital address and map materials. With the GUPS DVD in hand, if digital participants choose to switch from using their own GIS to GUPS, there is no delay in their review. They can simply install GUPS and proceed with their review of the feedback materials.

67. What is the *LUCA Appeals Federal Register Notice* and how does our government use it?

The Office of Management and Budget publishes the *LUCA Appeals Federal Register Notice* that provides LUCA participants details regarding the Appeals process. For more questions on this material, contact the 2020 Census LUCA Appeals Office at (888) 222-9907 or by email at INFO@LUCA-Appeals.gov.

68. What is the *D-2280, Password Letter*, and how does our government use it?

The Census Bureau provides this letter to participants receiving digital materials that require Title 13 protection (digital Detailed Feedback Address List and PDF small format maps). This letter contains your government's password for accessing the digital materials included with the 2020 LUCA feedback materials. Use this password for encrypting any Appeal related materials for submission to the 2020 Census LUCA Appeals Office.

69. What is the *D-2281, Feedback Introduction Letter*, and how does our government use it?

The *Feedback Introduction Letter* explains what to do with the Feedback Phase materials, offers details about addresses that participants may Appeal, and provides instructions for 2020 Census LUCA closeout if governments do not wish to file an Appeal.

70. What is the *D-2282, Feedback Insert*, and how does our government use it?

The *Feedback Insert* explains to participants why there are no (i.e., zero) addresses included for review on their *Detailed Feedback Address List*. Governments receiving this form have no addresses to review because they either signed the D-2079 or D-2084 certifying that they had no changes to report to the Census Address List during the LUCA Review Phase, or because the Census Bureau was unable to process their submission. Also in these instances, no other jurisdictions or other Census operations deleted any addresses from their portion of the Census Address List. Governments receiving this form have no addresses to review as part of the Feedback Phase and no addresses eligible for Appeal. These governments are encouraged to begin the closeout process for LUCA by completing the *D-2012* that certifies the destruction and/or return of all Title 13 materials.

71. What is the *D-2201, 2020 Census LUCA Feedback Address Update Summary Report*, and how does our government use it?

The *Feedback Address Update Summary Report* provides a summary of the Census Bureau's processing of your government's LUCA submission. Use this form to help target the review of the other LUCA feedback materials.

72. What is the *Detailed Feedback Address List* and how does our government use it?

The *Detailed Feedback Address List* provides a disposition of each submitted address record processed by the Census Bureau. This material shows all address record updates submitted by the participant, processed by the Census Bureau, and a feedback processing code identifying the specific action taken on that address record. Additionally, the list contains any addresses that were on the Census Address List during the LUCA Review Phase, but subsequently deleted by another LUCA participant or other census operation. It is the only editable material for the LUCA Feedback Phase. It also contains census geographic codes (**state, county, census tract, census block**) that indicate the location of each address. Title 13 protects this product.

The *D-2202*, the paper version of the *Detailed Feedback Address List*, is on 8 ½ x 14 inch (legal size) paper. Each sheet contains six addresses. Participants selecting to receive paper address materials during LUCA registration review this material and may choose to mark records for Appeal by placing a "Y" in the Appeal Flag column.

The "2020LUCA_<EntityID>_FB_detailed_address_list.csv" is the digital version of the *Detailed Feedback Address List* provided to participants selecting to receive digital address materials during LUCA registration. The .csv is a comma delimited text file contained within the "2020LUCA_<EntityID>_FB_DISK1of2.exe" file on the "Title 13 DVD." Use the password provided in the *D-2280, Password Letter*, to extract the .exe file. Once extracted, the digital *Detailed Feedback Address List* must be imported rather than opened in order to preserve the field content. The Respondent Guide contains an entire section devoted to properly converting this comma delimited text file.

While similar in content to the paper version, the digital version contains 26 fields of information, only one, the APPEAL_FLAG field, is eligible for update. Individual address records contain a maximum of 657 characters. In the Puerto Rico file, there are 32 fields of information with a maximum character count for each record of 941. The first row of the file is a header row that displays the field names for each data column in the file. Participants that wish to flag a record for Appeal, enter a "Y" in the APPEAL_FLAG field.

For additional details and examples of acceptable updates, please refer to the Respondent Guide that accompanies your feedback materials.

73. What is the *Feedback Address Count List* and how does our government use it?

The *Feedback Address Count List*, originally provided as the Address Count List file in January 2017 as an early tool used to prepare for 2020 LUCA, contains the number of housing unit addresses and group quarters addresses the Census Bureau has in each census block within your jurisdiction. The counts are for reference purposes only.

The early count lists were pipe-delimited text files with seven fields of information. With the release of *Address Count List* used during the LUCA Review Phase, the data are now available as comma-delimited text files.

For the LUCA Feedback Phase, the “2020LUCA_<EntityID>_FB_address_countlist.csv” is the digital version of the *Feedback Address Count List* provided to participants selecting to receive digital address materials as their final format for their LUCA Review Phase materials. The file contains nine fields of information. Like the digital *Detailed Feedback Address List*, the digital *Feedback Address Count List* includes a header row to display the field names for each of the nine data columns.

The *D-2209*, the paper version of the *Feedback Address Count List* file, is on 8 ½ x 11 inch (letter size) paper and contains up to 48 census blocks per page. Participants selecting to receive a paper address materials as their final format for their LUCA Review Phase materials receive this material.

The Census Bureau provides the *Feedback Address Count List* to participants to show the change in residential address block tallies between the LUCA Review Phase and the LUCA Feedback Phase. The list contains the LUCA Review Phase tallies of residential addresses, depicted as the “original” housing unit and group quarters that were on the participant’s Census Address List, and the current number of residential addresses (housing unit and group quarters) in the Census Address List for each census block within the jurisdiction. It is important to realize that tally differences do not indicate lack of coverage. It could indicate a change to geocoding between census blocks in your jurisdiction. The tally differences may also be the result of work performed during other census operations. There is no direct link between change in tallies on the *Feedback Address Count List* and appeal eligibility for individual address records on the *Detailed Feedback Address List*. Consult the Respondent Guide for additional details on this product and its use.

74. What are the *TIGER Partnership shapefiles* and how does our government use them?

The Census Bureau provides *TIGER Partnership shapefiles*, in the form of Esri shapefiles, to participants according to the final format that the participant selected for the LUCA Review Phase (e.g., the Digital map product preference). These files are contained within an .exe file on the “Non-Title 13 DVD,” for use in the LUCA Feedback Phase. Once extracted, these shapefiles are county-based and contain the Census Bureau’s TIGER features. Please note, these shapefiles do not contain map spots; however, digital participants may use the latitude and longitude values, included within the *Detailed Feedback Address List*, to generate structure points from the coordinates. For additional details on this product and proper use, please consult Chapter 5 in the LUCA Review Phase Respondent Guide. In addition, Appendices K and L in that guide provide specifics on the numerous shapefile layers and file layouts. The LUCA Feedback and Appeals Respondent Guide does not repeat that information.

75. What is the *Feedback Block to Map Sheet Relationship List* and how does our government use it?

The *Feedback Block to Map Sheet Relationship List* identifies the Large Format Parent (or Inset) map sheet, or sheets, on which each census block is located. Participants use this product to locate the large format map materials that correspond to each census block in their jurisdiction. Consult the LUCA Review Phase Respondent Guide for details on this product and its use.

The *D-2210* is an 8 ½ x 11 inch (letter size) printed list. The sort for this product is by census tract number and census block number in ascending order. If a census block appears on multiple Large Format Parent or Inset map sheets, all sheet numbers appear on the list for the given census block.

The “*LUCAF20<EntType><EntCode>_BLK2MS.txt*” file is a semicolon delimited text file. It is the digital version of the *Feedback Block to Map Sheet Relationship List* denoting the relationship between Large Format Parent or Inset map sheets and the location of each census block in your government’s jurisdiction. As with the paper version, if a census block appears on multiple map sheets, all sheet numbers appear in the row for the given census block.

76. What are the *Large Format maps* and how does our government use them?

The Census Bureau provides Large Format maps to participants according to the final format that the participant selected for the LUCA Review Phase (e.g., the Paper or Paper/PDF map product preference).

There are three types of Large Format maps: Index, Parent, and Inset. They are 36” x 32” inches in size. Participants use the maps for geocoding reference and for review of any map updates submitted during the LUCA Review Phase. These maps are not editable. The maps may include feature updates provided by the submitting entity, other LUCA participants, and/or other updates found by the Census Bureau during other census operations. The reference date for governmental unit boundaries on these maps is January 1, 2017.

In addition to the printed maps, participants selecting digital address materials receive a .pdf file of your government’s Large Format maps. The “*LUCAF20<EntType><EntCode>.pdf*” includes all of the Large Format maps (Index, Parent, and Inset) appended (or bundled) into the one file. Consult the 2020 Census LUCA Review Phase Respondent Guide for details on this product and its use. The 2020 Census LUCA Feedback and Appeals Respondent Guide does not repeat that information.

77. What are the *PDF small format block maps* and how does our government use them?

The Census Bureau provides PDF small format block maps to participants whose final format for their maps is Paper/PDF. These materials are for reference only. Participants cannot submit map updates during the LUCA Feedback Phase. During the LUCA Feedback Phase, participants use the maps for geocoding reference and for review of map updates submitted during the LUCA Review Phase. The maps may include feature updates provided by the submitting entity, other LUCA participants, and/or other updates found by the Census Bureau during other census operations.

Use the password provided in the *D-2280, Password Letter*, to extract the *2020LUCAFB_BlockMaps.exe* file on the “Title 13 DVD.” Once extracted, these maps display a more detailed view of the blocks within your government than the Large Format maps. They do contain map spots (structure coordinates) showing the location of residential addresses within each block for the addresses listed on the *Detailed Feedback Address List*. They do not contain all of the map spots for your government, just those corresponding to records on the *Detailed Feedback Address List* with latitude and longitude coordinates. Blue circles and squares correspond to housing units (circles) and group quarters (squares) that are eligible for Appeal. Gray circles and squares correspond to housing units and group quarters, respectively, that are ineligible for Appeal.

These maps are 8 ½ x 14 inch (legal size) if printed. Consider viewing them on screen rather than printing them since they are not editable and participants must destroy or return them to the Census Bureau at the conclusion of 2020 LUCA. If questions remain about the material that are not answered in the 2020

Census LUCA Feedback Phase Respondent Guide, consult the 2020 Census LUCA Review Phase Respondent Guide.

78. One or more items from our LUCA Feedback Phase materials package have been misplaced, lost, damaged, or is incomplete. How does our government get a replacement?

If your government misplaces or loses any of the LUCA materials, or if any materials are damaged or incomplete, immediately contact the LUCA Help Desk at (844) 344-0169 for instructions and guidance.

79. What is the *D-2012, Destruction or Return of Title 13, United States Code Materials Form* and how does our government use it?

Participants use this form to certify they have destroyed or returned all Title 13 materials to the Census Bureau at the close of 2020 LUCA and to “sign-out” of 2020 LUCA. The Census Bureau prefers participants destroy their materials, using the approved methods listed in the Respondent Guide. The LUCA liaison and all reviewers must sign this form to end participation. If reviewers are no longer available to sign the form, the liaison must sign the form on their behalf.

The closeout timeframe differs for participants that choose not to submit an Appeal versus those that submit an Appeal and await a decision. If your government filed an Appeal within the 45-day allotted timeframe, please retain your materials until you receive a decision from the 2020 Census LUCA Appeals Office. The Census Bureau plans to conduct follow-up to all participants with Title 13 materials to ensure this form is properly completed. Refer to the Respondent Guide for instructions on completing this form.

80. What does our government need to do with all of the LUCA materials now that the 45-day review period has expired?

If the 45-day review period has expired and your government did not file an Appeal, please proceed with the destruction (preferred method) or return of your original LUCA materials according to the *Confidentiality and Security Guidelines, D-2004*, (Appendix A) in the Respondent Guide. It is also necessary for the liaison and all reviewers to complete the *D-2012, Destruction or Return of Title 13, United States Code Materials Form* that formally ends your 2020 LUCA participation. If reviewers are no longer available to sign the form, the liaison must sign the form on their behalf.

If the Census Bureau does not receive a completed *D-2012* certifying the destruction or return of materials, your government will receive additional follow-up in order to complete the LUCA closeout process. If your government filed an Appeal within the 45-day allotted timeframe, please retain your materials until receiving a decision from the 2020 Census Appeals Office. Contact the 2020 Census LUCA Appeals Office if questions remain regarding the status of your government’s Appeal.

81. How can our government return the *D-2012* to the Census Bureau and close our government out of 2020 LUCA if we lost our postage-paid envelope or label?

You may scan and email the completed *D-2012* to GEO.2020.LUCA@census.gov or if you want to send a hardcopy, please mail the completed form to the following address:

ATTN: Geography LUCA - BLDG 63E
National Processing Center
1201 East 10th St

Jeffersonville IN 47132

82. Where can participants locate additional copies of the forms for 2020 LUCA?

Blank versions of the various 2020 LUCA forms are available on the 2020 LUCA website at: <https://www.census.gov/programs-surveys/decennial-census/about/luca.html> and most are included in the 2020 Census LUCA Feedback and Appeals Respondent Guide(s) as Appendices.

Schedule

83. What is the 2020 LUCA schedule?

The LUCA schedule spans from January 2017 to September of 2019:

- January 2017 - Advance notification of LUCA program mailed to the Tribal Chairs (TCs), Governors, Highest Elected Officials (HEOs) of all eligible governments, regional agencies and former LUCA contacts.
- March 2017 - LUCA Promotional Workshops began.
- July 2017 - Invitation letter and registration forms mailed to the Tribal Chairs, Governors, and Highest Elected Officials of all eligible governments with courtesy copies of the invitation letter mailed to pre-identified potential LUCA liaisons/contacts.
- October 2017 - Training workshops began. Self-training aids and webinars are available online at the 2020 LUCA website as of January 2018.
- February-April 2018 - Review Phase materials delivered to registered participants. Participants had 120 calendar days from date of receipt to review, update, and return their materials to the Census Bureau.
- February-September 2018 - Census Bureau processed LUCA submissions.
- July-September 2019 - Feedback Phase materials provided to participants. Participants can Appeal the results of the Census Bureau processing within 45 calendar days of receiving LUCA feedback materials to the 2020 Census LUCA Appeals Office, an independent, temporary federal entity managed by the Office of Management and Budget.

84. When does the Census Bureau consider 2020 LUCA complete?

The conclusion of 2020 LUCA depends upon whether your government files an Appeal. If your government filed an Appeal, keep all materials until after the Appeal results are determined. Your liaison will receive notification of the Appeal findings from the Appeals Office.

The Census Bureau will conduct follow-up to close out the 2020 LUCA operation and confirm destruction (or return) of all Title 13 materials at the conclusion of 2020 LUCA.

If your government registered for 2020 LUCA, but did not provide a submission or did not wish to receive LUCA feedback materials, the Census Bureau mailed the *LUCA Thank You letter (D-2085)* to request the submission of the *Destruction or Return of Title 13 United States Code Materials Form (D-2012)* indicating the destruction or return of the Title 13 materials.

Support

85. Once our government receives the 2020 LUCA Feedback Phase materials, what type of assistance is available?

The Census Bureau strongly urges participants review the Respondent Guide that accompanies the 2020 LUCA feedback materials and encourages a review of information available on the 2020 LUCA website: <https://www.census.gov/programs-surveys/decennial-census/about/luca.html>.

If questions regarding the materials still exist after reading the Respondent Guide and reviewing the information on the 2020 LUCA website, please call our LUCA Help Desk toll-free number at (844) 344-0169 or send questions to us using our GEO.2020.LUCA@census.gov email address. If specific questions arise regarding the process for appealing rejected or deleted addresses, contact the 2020 Census LUCA Appeals Office at (888) 222-9907 or by email at INFO@LUCA-Appeals.gov.

86. Our government received the DVD(s) containing our 2020 LUCA Feedback Phase materials and misplaced/lost our password to open the Title 13 information. How can we recover or re-obtain our password?

Please contact the LUCA Help Desk toll-free number at (844) 344-0169. They can provide your government's password over the phone to persons that have signed the *Confidentiality Agreement Form (D-2005)*.

87. Our government has our password to open the Title 13 materials from our DVD. When we enter the password into the Command prompt window, it does not appear in the window. Are we doing something wrong?

Type the case-sensitive password into the Command prompt window and press the Enter key. The password entry is invisible, so it does not appear anything is happening while entering the password. Make sure to enter the password exactly as it appears on the D-2280, password letter for successful extraction of your Title 13 materials. Contact the LUCA Help Desk toll-free number at (844) 344-0169 for assistance if your materials do not extract after multiple attempts.

88. When reviewing the digital *Detailed Feedback Address List* from our 2020 LUCA feedback materials, why do the MAFID and GEOID fields begin with a “+” sign?

If the MAFID and GEOID fields contain letters or symbols (e.g., 1.9E+08), the software used to review the data converted the text data into scientific notation. Participants must “Import” the digital *Detailed Feedback Address List* and not merely “Open” or “double-click” the file. Select “text” as a preference for each field/column when importing the address list into your software. For more information, refer to the “Converting Comma Delimited Text Files” section of the *LUCA Feedback and Appeals Respondent Guide*. For step-by-step instructions on this specific file, refer to the Respondent Guide that accompanied the Review Phase materials, e.g., *2020 Census Local Update of Census Addresses Operation (LUCA) Respondent Guide; Digital Address List Format (D-2032)*.

89. ZIP Codes in our government begin with a zero. Why are the zeros absent from the ZIP field within the *Detailed Feedback Address List*?

If the ZIP field contents in the *Detailed Feedback Address List* do not appear correctly, then the software used to review the data converted the text data to number data and dropped the leading zeros. Participants

must “Import” the digital *Detailed Feedback Address List* and not merely “Open” or “double-click” the file. Select “text” as a preference for each field/column when importing the address list into your software. Other fields with a potential for error caused by improper conversion are the “STATEFP”, “COUNTYFP”, and “TRACT” fields. Each of these fields may begin with zero depending on your government. For more information, refer to the “Converting Comma Delimited Text Files” section of your *LUCA Feedback and Appeals Respondent Guide*.

90. Why does the digital version of the *Feedback Block to Map Sheet Relationship List* depict all of the information in one field?

Unlike the digital address materials that are comma delimited text files, this file is a semicolon delimited text file. For proper display, participants must “Import” this file using the semicolon as the delimiter, instead of the comma delimiter. Refer to the “Converting Comma Delimited Text Files” chapter within your Respondent Guide and replace reference to the comma with reference to the semicolon. For step-by-step instructions on this specific file, refer to the Respondent Guide that accompanied the Review Phase materials, the *2020 Census Local Update of Census Addresses Operation (LUCA) Respondent Guide; Digital Address List Format (D-2032)*.

91. What columns/fields are eligible for update in the *Detailed Feedback Address List*?

In the digital *Detailed Feedback Address List*, only the “APPEAL_FLAG” field can be updated. In the paper *Detailed Feedback Address List*, only the “Appeal Flag” column can be updated. No other fields or columns can be updated in the *Detailed Feedback Address List*.

92. The spatial alignment of some of the streets in our TIGER Partnership edges shapefile is incorrect. Should we realign the misaligned street features in the edges shapefile?

No. You may not perform map updates during the LUCA Feedback Phase. You may only update the one field in the *Detailed Feedback Address List* that flags records for Appeal.

93. How do we resolve errors when joining the *Feedback Address Count List* file to the census block shapefile?

For more information on joining Census data using GIS, please refer to the “How Can I Review The Address Count List for My Entity” section of the LUCA website at <https://www.census.gov/programs-surveys/decennial-census/about/luca.html> for a link to “Joining Census Data to TIGER/Line Shapefiles” instructions. Other informative content exists within the Geography Programs, Training section at <https://www.census.gov/programs-surveys/geography/about/training.html>.

94. Why are the Census Bureau’s block counts different from what our government expected?

The Census Bureau’s counts only include residential addresses. If your government’s sources include both commercial and residential addresses, this could cause a difference in the expected tallies.

The Census Bureau derived the counts by tallying addresses within the Master Address File (MAF) by 2010 census block. The Census Bureau could have the address incorrectly geocoded in the MAF. Incorrect geocodes would manifest in some blocks with more or less addresses than anticipated. If your

government's addresses geocode to different census blocks, or if your government's addresses are unable to be geocoded at the block level, then a difference in expected counts will occur.

The Census Bureau could be missing addresses that affect the address count.

95. Why do the LUCA Feedback Phase address materials include geographic codes that are out of our jurisdiction?

The LUCA address materials do not include any records that are out of your jurisdiction. Boundary changes following the 2010 Census have occurred causing blocks with a numbering scheme in one state/county to appear in another county. The MAF/TIGER System is dynamic and may experience boundary corrections and/or boundary changes from both internal quality checks and external partnership programs. The 2010 tabulation block geography is set and does not change with these boundary corrections or changes.

The LUCA Review Phase and Feedback Phase address materials utilize 2010 tabulation blocks as their base for geographic reporting, but use the legal boundaries in our MAF/TIGER System as of January 1, 2017, as their base for material creation. Use of the two versions of geography means some address materials may include 2010 tabulation blocks associated with an adjacent entity. Please be assured the LUCA address products reflect the census blocks associated with your jurisdiction as of January 1, 2017.

96. Our Appeals submission will not fit in the return envelopes included with our LUCA Feedback Phase materials package. Are those envelopes for use with some other material?

The return envelopes included with your government's LUCA Feedback Phase materials package are not for use with your Appeals submission. Participants must use their own envelope or packing to send the Appeals material/submission to the 2020 Census LUCA Appeals Office.

Use the envelopes provided with the feedback materials to return the *Destruction or Return of Title 13, United States Code Materials Form (D-2012)* at the conclusion of 2020 LUCA or to return the updated *Confidentiality Agreement Form (D-2005)*, if your government has a new liaison or reviewer(s) to add during the Feedback Phase.

97. I am experiencing problems logging into SWIM. How do I resolve them so our government can upload its Appeals submission?

The components of the email and password of the SWIM system accounts are case-sensitive. Make note of the case-sensitive format used when establishing the SWIM account (e.g., jane.doe@anytown.gov or Jane.Doe@anytown.gov or JANE.DOE@ANYTOWN.GOV). The Census Bureau recommends use of lowercase characters and encourages you to retain the information in a secure location for future reference.

SWIM allows four attempts to login before it temporarily locks your account for 15 minutes. After the lock expires, you may try to login again or you may wish to reset your password using the 'forgot your password' link on the login page. Once selected, follow the prompts for entering your case-sensitive email address and providing your security answer. If the security answer is correct, the SWIM system will send a password reset link to the email account for use in resetting the password. In addition once logged into SWIM, users can modify their password and security answer by selecting the 'Change Security' link at the top, right-hand side of the page.

If you continue to experience issues with logging into SWIM or you cannot remember the case-sensitive format used while establishing your SWIM account, **DO NOT email your Appeals submission to the 2020 Census LUCA Appeals Office**. The Census Bureau can provide another registration token to setup a new SWIM account. Since LUCA involves Title 13 material, before requesting a new token ensure you are included on the *Confidentiality Agreement Form (D-2005)* as a reviewer or as the liaison. Once confirmed, contact the LUCA Help Desk at (844) 344-0169 for a new registration token.

98. How do I resolve SWIM issues I encounter when attempting to upload our government's Appeals submission?

Absolutely DO NOT email your submission to the 2020 Census LUCA Appeals Office. This violates Title 13. Three of the most common issues with SWIM are as follows:

- SWIM supports the two most recent versions of Internet Explorer, Google Chrome, Mozilla Firefox, and Apple Safari. If your version is older, upgrade to a newer browser version and try uploading again.
- SWIM only recognizes “.zip” file extensions, so ensure the file(s) you are attempting to submit are in the .zip file format. If you attempt to post a file that is not in .zip file format, you will receive the following error message, “*Error uploading file. Reason: File is not a .zip file.*” Additionally, the .zip file(s) must not include another .zip file as part of its components.
- Lastly, SWIM currently has a size limitation of 250 megabytes for .zip files. If your entity's file is larger than 250 megabytes, ensure you are only including the address records flagged for Appeal. Most submissions will easily fall beneath the 250 megabytes size limitation if they only include the edited information. If your file is larger than 250 megabytes, contact the LUCA Help Desk at (844) 344-0169 for additional support and instruction.

99. Are there workshops available for the LUCA Feedback Phase or for how to file an Appeal?

There are no plans for in-person workshops; however, the LUCA website includes a webinar-type recording (i.e., demo) on the use of GUPS during the LUCA Feedback Phase. Please review the Respondent Guide that accompanied the feedback materials for instructions on conducting a review of the Feedback Phase materials and for filing an Appeal with the 2020 Census LUCA Appeals Office.

100. How can our government determine the number of residential addresses the Census Bureau has for us?

Once in receipt of the LUCA feedback materials, participants use the *Feedback Address Count List* to determine the number of residential addresses the Census Bureau has for your government.

101. How does our government submit newly constructed residential addresses after 2020 LUCA concludes?

The Census Bureau plans to conduct the 2020 Census New Construction Program after 2020 LUCA concludes, but before April 1, 2020, Census Day.

The 2020 Census New Construction Program provides tribal, state, and local governments with an opportunity to update the U.S. Census Bureau's residential address list with living quarters for which construction is in progress during or after March 1, 2018 and completion is expected by Census Day, April 1, 2020.

Governments invited to participate in the New Construction Program had until June 14, 2019, to register to participate. For more information, visit the New Construction website at:

<https://www.census.gov/programs-surveys/decennial-census/about/NewConstruction>.

102. The boundary on the maps provided with the LUCA Feedback Phase materials is not correct. How can my government update its boundary?

In order to maintain consistency between the 2010 tabulation blocks used for the LUCA Review Phase and the LUCA Feedback Phase, the boundary used for the LUCA Feedback Phase materials is the same as the boundary used in the Review Phase. It is the boundary in effect as of January 1, 2017.

You cannot update your boundary during the LUCA Feedback Phase and cannot submit boundary changes with your Appeals submission. Contact the Appeals Office at (888) 222-9907 or by email at INFO@LUCA-Appeals.gov if you have questions about the Appeal eligibility of records affected by an incorrect boundary.

The Census Bureau's Boundary and Annexation Survey is the only program where legal boundary updates are accepted and used to keep a governmental unit boundary up-to-date. Please review the 2020 Boundary and Annexation Survey materials, scheduled for distribution in early January 2020, to ensure an accurate boundary exists for your government. For more information, please review the BAS website:

<https://www.census.gov/programs-surveys/bas.html>.

103. Why do my LUCA Feedback Phase PDF small format block maps differ from those supplied during the LUCA Review Phase? I do not see all of the map spots for my government.

The Feedback Phase PDF small format block maps only show the map spots for the addresses included in the *Detailed Feedback Address List* that contain latitude and longitude coordinates. The Review Phase PDF small format maps depicted map spots for all addresses on the *Census Address List* that contained latitude and longitude coordinates. In both LUCA phases, if an address did not have a coordinate, it would not appear on the maps.

The Census Bureau cannot depict address locations without the presence of a latitude and longitude coordinate. Please be aware that a missing coordinate does not mean an address is invalid or is not part of the 2020 Census. Use the information in the *Detailed Feedback Address List* and the instructions provided in the respondent guide to determine the status of the address in the 2020 Census.

104. Can our government receive a copy of the addresses that the Census Bureau deemed unacceptable and were unable to process from our LUCA submission?

No. The Census Bureau cannot provide you with a file of the addresses that were not processed or were unacceptable from your LUCA submission. The Census Bureau cannot provide information on the specific address records in your LUCA submission were unable to be processed.

Records that were processed appear in the *Detailed Feedback Address List* material. Participants can compare the original submission with the records in the *Detailed Feedback Address List* to determine what was not processed; however, participants cannot Appeal these records. The timeframe for filing an Appeal is limited (e.g., 45 calendar days from receipt of the feedback materials). Spend time reviewing the X01 and R03 records to determine if an Appeal is necessary rather than spending time determining which original records were not processed.

