NWX-US DEPT. OF COMMERCE

Moderator: Michael Moore
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Al Fontenot: Good afternoon. Will you please start taking your seats?

Good afternoon. I'm Al Fontenot, Associated Director of Decennial Census Programs and I'm excited to welcome those of you who are here in the auditorium at Census Headquarters and those of you who are joining us online. Welcome to our April 2018 Quarterly 2020 Census Program Management Review.

We're looking forward to sharing the progress of our program with you over the next few hours. But first, let me begin with a few housekeeping items. Please remember, our program management review is being Webcast live, so consider all mics live at all times.

At the end of each presentation we will have a question and answer period. When asking a question, please share your name, affiliation, and speak directly into the mic, so our friends online will be able to hear you, as well as those with us in the auditorium.

If you are joining us online and you have a question, send an email to 2020.census.pmr@census.gov.

Before we get started, I would like to ask (Obrien Grant) to come up and say a few words and answer any questions about using the iPads and connecting to Wi-Fi. Obrien?

(Obrien Grant): Good afternoon. My name is Obrien Grant and I'll be giving you a brief demonstration on how to use your iPad for today's PMR. The iPad should be currently at the home screen. If they are not at the home screen, please press the home button on the righthand side of the iPad.

When you are at the home screen you will see two applications. The first application is (Launch) 360. This application is used to view all presentations and documents for the conference. The presentations will be on the left-hand side of the screen. Select the presentation you would like to view and it will open up on the right.

If you would like to expand the view, there is an X on the top of the middle of the screen. Select (that to) expanded view. When you are ready to go back to the presentation, select (docs) on the left (of the) iPad. Back to the home screen, the last application is (Safari). This application will allow you to surf the web for anything you may need to look up.

In front of you there is a pink card displaying the Wi-Fi credentials to access Wi-Fi on your personal device. First connect your device to System 10. Once connected, open your (preferment) browser and attempt to access the webpage. You will be prompted to enter the Wi-Fi credentials. Once the credentials are entered, you will have access to the internet.

If you have any questions throughout the conference, please let me know. I'll be here to help. Thank you.

Al Fontenot: Thank you Obrien. Next, (Leslie Andrecs), our Assistant Division Chief of Acquisitions, will say a few words to remind staff of the legal obligations when speaking with contractors. Leslie?

…mic on. There's an on-switch on the mic. (Actually) could you help her with that please? It's on the mic itself.

(Leslie Andrecs): Okay. Sorry about that. I'm pretty sure that most of you have heard this before, but just as a reminder, we have a lot of contractors, government, and program representatives that are here today. Everything that is said that is part of the briefings and the updates is publicly available information. But during breaks, please be sensitive when you're having discussions and outside of the briefings to only discuss the information that is publicly available.

So, if you're a contractor, please do not comment about another contractor's performance to another contractor on any things that are specific to that contractor. Or, if you're a government representative, do not share (procurement) sensitive information or comment on a contractor's performance.

Anything that is publicly available, anything that is talked about in the briefings today, anything that is already out in the public forum, we can talk about. But anything that is sensitive or internal within any contract or an acquisition that is ongoing, or performance of a contract, please do not discuss. Thank you.

Al Fontenot: Thank you Leslie. If you're from the media. We've asked that you sign in and hope you've done so. There is a designated area for you to sit with staff from the Census Public Information office. They're here to help you if you have questions or if you would like to interview 2020 Census leadership and staff.

(Michael Cook), Chief Public Information Office is with us this afternoon. (Michael) may I ask you and your staff to stand so you can be easily identified? (Michael) is standing back by the door on my left. Thank you. Thank you very much.

The last few reminders. The location of the rest room is outside the auditorium, down the hallway, and next to the green elevators. And, in case of emergency, please listen to the PA System and if required, we will exit the building using the emergency exits that you see around the room.

We have a lot of information to share with you today and so I will begin by discussing some of our high-level program updates. And I'll touch on some of our hot issues. After I've completed the high-level overview, we'll provide an update on some of the management tools and reports we're using to manage our process and our progress on our operations.

That will be followed by an update on the 2018 end-To-end Census test and on the nonresponse follow-up operation. We will then have a demonstration on the ECASE Enumeration Application, which our enumerators will be using to collect information from respondents and we'll provide a wrap-up on remarks on testing.

Before the break, we'll provide a discussion on cyber security and system readiness. After the break, we will transition from the 2018 test to updates on the 2020 Census Operations, including an update on our national partnerships, our communications program, our geographic program, and redistricting.

As I stated at previous PMRs, the success of the 2020 Census rests on the collective talents of the team working on the programs, both within the Decennial Directorate and across the Census Bureau.

So, before we get into our presentations, I would like to keep with the tradition of recognizing the dedication to public service of recent retirees from the Decennial Leadership Team. We had the privilege of (Tim Trainor), 37 years of service at the Census Bureau. He served as Chief of Geography Division from 2008 to (unintelligible) and, most recently, as the Chief Geospatial Scientist. He retired at the beginning of this year.

We also will miss (Deborah Latham) who worked for the Census Bureau for more than 40 years and, most recently with the Decennial Budget Office. Theirs' is a remarkable record of service. Let's salute their service with a nice round of applause. Thank you.

Now let us turn to some of our key program updates. I'm going to start with the budget and we have received some very good news in late March when Congress passed the Omnibus Appropriate bill for fiscal 2018. We were given the $987 million that we requested, but Congress also included $50 million in Secretarial Control Contingency Funding to address any unknown unknowns or issues that may emerge in connection with the 2018 end-to-end test.

Congress also included in our appropriations an addition $1.056 billion, representing a portion of the 2020 Fiscal 2019 budget request to provide us with a smoother transition between fiscal years 2018 and 2019. We see this as a down payment for the fiscal 2019 activity and it will help us manage the transition between the years.

We're also thankful, not only for the financial resources, but also for the flexibility that allows us to commit the resources required for the Census when they are needed. This year's appropriate helps to reduce the overall risk to the 2020 census by enabling us to make the critical investments in Systems, Operations, Communications, and Partnership Programs beginning on October 1, without having to worry about the prospect of a continuing resolution.

This appropriation and the way that it's structured, underscores the commitment of the congress to a successful 2020 Census and we thank the congress for that.

Turning to our timeline. You're familiar I'm sure with this Pipe Report which we used over-and-over, but I want to call out certain key things on our Pipeline. We want to highlight that we reached a critical milestone when we delivered the 2020 Census questions to the congress at the end of March. We were required to submit those questions two years prior to Census day.

As you know, the questions include a question on citizenship. Secretary (Ross), under the authority established by Title 13, made the decision to include this question in response to a request from the Department of Justice. He did so after a thorough review of the technical, legal, and policy considerations related to this issue.

We are now proceeding with the operational steps necessary to include the question on citizenship that we currently ask in the American Community

Survey to our 2020 Census Self-Response and Data Collection Instrument, as well as to the paper questionnaire.

There are just a few upcoming milestones I also would like to mention for the 2018 end-to-end Census test. Although (Deb Stempowski), our Chief of Decennial Census Management Division, will cover the test in much more detail. Just like the real Census.

April 1 was Census day for the 2018 end-to-end Census test and we are currently in the self-response phase of the Census test. People can respond to the Census over the internet, via telephone, through our Census Questionnaire Assistance Center, or on a paper questionnaire.

On April 9, the Update Leave Operation, which updates our address information and Census maps and hand-delivers a Census questionnaire to households in designated areas, began. And being a relatively small operation, it concluded with the Update Leave Quality Control Operation on April 18.

Nonresponse follow-up. We've been busy training field managers, Census field supervisors, and onboarding enumerators for the nonresponse follow-up operation, which is scheduled to begin on May 9. And, just briefly, for those of you who do not know, the Nonresponse Follow-up Operation is in place for those people who do not self-respond.

Group Quarters. Training for group quarters begins on June 11 and the operation kicks off with group quarters advance contact on June 18.

Our Regional Census Centers are opening a little later than we had planned, because we needed to ensure that we had completed the security documentation necessary to obtain the authority to operate for the telephone system that's being installed in those centers. The ATO was approved last Thursday and some of our people have been working in the new offices using their cell phones. But one office completely opened earlier this week with their voice-over IP phone system in place and I am happy to report that the remaining offices will be opening in the next few days. And all six of our RCCs will be fully functional by the first week of May.

Our area Census office leasing. We are currently in the process of obtaining leases for the first 40 area Census offices. Those offices will be managing the address canvassing operations and they need to be open by January 2019 in order to begin the preparation to support address canvassing, which will begin next summer.

We're scheduled to have all 40 of these leases in place by April 11, but currently only 26 offices have Assigned Lease Awards. Five have an Occupancy Award signed and eight have space identified are pending lease award and one office, North Brooklyn, New York, does not have space identified. While we are very concerned about that, we realize that it is very close to our Regional Census Center in Manhattan. It's also close to other offices we have geographically within the New York area. So, as we start the operation, we can support it from existing offices that are in place in New York.

But we do have concerns about challenges with the Space Acquisition process. And while these delays will not impact our early operations, it's critical that we do not face a similar situation with respect to the 208 Wave 2 offices that open in the summer of 2019.

We are working with the senior management team from the General Service Administration to address this situation. As a matter of face, we have meetings with them next week to talk about ways that we can expedite the process to ensure that we get leases in place in a timely manner, for not the just remainder of the 40 offices, but the 208 offices that are part of Wave 2.

You're going to be hearing about the current activities underway in our Communications and Partnership Program later this afternoon. But I wanted to mention that we are actively currently recruiting partnership specialists now, so that we can increase our level to over 100 by the end of fiscal year 2018.

Congress actually included language in their appropriations directing us to match the staffing level of 2008. I must remind you, that we had over 40 highly experienced partnership specialists in place since January 2017, a full year earlier than in the last decade.

They have been working diligently to establish complete Count Committees around the country. And as a testament to their work, 48 states have either established complete Count Commissions or Committees for 2020 or are in the process of establishing their complete Count Committee or have expressed interesting in establishing a state complete Count Committee as soon as possible within their state budget and parameters.

So, we've had two states that expressed no interest in having a complete Count Committee, but we're working with them to see if we can get a full 50 states engaged.

We're also taking steps to kick off our media planning activities and creative development this summer, earlier than we did in 2010 and earlier than we had originally planned. Both of these efforts will ensure that we can hit the ground running in October so we can make our early advertising purchases by May of 2019 and reach our peak staffing of 1 thousand partnership specialists no later than June of 2019.

You've seen this slide before. This slide shows the major contracts we have in place to support the 2020 census. All but one of our major contracts are now in place.

The Field IT Deployment Contract, which supports IT equipment in the Regional Census Centers, provides support and provides equipment for our area Census offices, our (island area) offices, our Paper Data Capture Center, and our remote workers. This contract will stage, provision, ship, install, track, maintain, and decommission field IT equipment. It will also provide onsite help desk and system administration support for our Paper Data Capture Center. Final proposals were received on February 21 and we're planning to award this contract in the August 2018 timeframe, which is on schedule for our calendar.

Other major contracts awarded and in place were moved into the contract administration phase. These contracts are monitored and corrected, when necessary, to ensure contracts are meeting their performance objectives for the 2018 end-to-end Census test and for the 2020 Census.

This slide is taken from our Executive Program Reports that we provide Census Management and the Department of Commerce on a weekly basis. It shows the status of each contract. I am going to start with the Red Status Contract. As you can see, the printing and mailing contract is status red.

On May 16, 2017, the United States Government Publishing Office awarded a contract to (Senvail), Inc. on our behalf. This contract provides primary print, production, and mailing services for the 2018 end-to-end Census test and also for the 2020 census. (Senvail) is petitioning and mailing the materials needed for the 2018 end-to-end test and almost completed with that operation at this point in time. They have done that without fail.

However, on February 2, 2018, (Senvail) filed a petition for reorganization under Chapter 11 of the Bankruptcy Code. We are actively working with the Office of General Council of the Commerce Department, the Government Publishing Office legal and acquisition staff, and the U.S. Attorney's office for the Southern District of New York, to identify the best strategies to reduce the risk to the 2020 Census operation in light of (Senvail's) Bankruptcy.

I'd like to also briefly mention the two contracts that are noted in yellow. The 2020 Enterprise Census and Surveys Enabling, or ECASE Platform Contract. Since the internet Self-Response and Survey Operational Control Systems went live for 2018 end-to-end Census test, we encountered some issues that found none of them were show stoppers, did cause less than optimal performance from our applications. We created a (unintelligible) team to aggressively identify, debug and remedy these issues and keep the systems operating effectively. They have successfully corrected the issues that surfaced in the Internet Self-Response Application.

Testing by our contractor prior to deployment of the Field Enumeration Application, also surfaced some issues. An example of how things intersect and how they impact you outside of the Census control. Apple provided a beta version of their new Apple iOS Release 11.3 to our contractor to test and check against existing applications. As you know, we are using an Apple iPhone as the enumeration device.

During the testing our contractor at our internal team found that the new Apple iOS Release included a buzz that would cost our enumeration application to not work. Our team began immediately working with Apple. Apple identified a fix and released a beta version of the fix over a weekend. But the had to deploy 11.3 because it was on a deployment schedule, so they deployed 11.3 as it existed.

We have the beta version. Our people are testing the beta version and as soon as we validate that the new beta version works, Apple plans to release an update with this correction incorporated in their update. But to be safe, our devices will be deployed with the earlier version of iOS 11.2.6, which does not have the buzz that impacts the Enum Application. So, we will continue to be able to operate with no problem. This operation, I must emphasize, does not start until May 9, but in preparation we are making sure that we've covered all the bases. Plans are being made to deploy the updated iOS as soon as Apple confirms its patch release date.

The second area of this yellow is the Technical Integration Contract. It's shown as yellow primarily because the scope complexity of the technical integration role. It basically touches every operation system and application ensuring the scalability and security of our technical system. And that, because of its scope, requires very close engagement of Census management. And management focus is the definition of a yellow highlight. This is an area we have constant focus on because of the impact of everything that our technical integration contract touches.

All the other contracts are status green and are progressing as planned.

That concludes my update. Now, before I turn to (Jim Treat) who will be discussing our Suite of Performance Management Reports that we're going to use to provide executive management and status on our major 2020 Operations Programs and Deployments, I would like to open the floor for any questions. Are there any questions at this time? There being no questions - Jim.

(Jim Treat): Thank you Al and good afternoon everyone. So, this afternoon I'm going to talk about three areas where we are doing updates on Program Management related to the 2020 census, which also includes the end-to-end test. Those areas are in Risk Management, Schedule Management, and then in Performance Management.

So, moving onto the Risk Management piece of it, this diagram represents our structure for managing risks at the portfolio level, which is the highest level of the organization for the operation for 2020. We have 28 risks that we're managing at the top level. And then below that, at the program project and subproject level, collectively there's 299 risks in the different suite of risk registers that are out there.

Going onto the - looking at the portfolio risk summary level for the 28, you'll see that we have three Red risks, 24 Yellow, and one Green. For the risks - the three risks that are identified as Red, they focus in around the issues of changes that could come into the program that are different than what's currently in the cost (mile) assumptions, that would then cause impacts to cost in the program. Increases or changes in the cost profiles to the program.

The second has to do with the public's perception in our ability to safeguard their data. This is influenced by things that, in some way, are outside of our control. Specifically, if there is some kind of data breach with other federal agencies or in the public realm. And so, we are monitoring that risk.

And then lastly, cyber security incidents, which is related to our ability to safeguard the data once we have it internally within the Census Bureau. At this level of the organization, these are broad risks that cover the life cycle of the 2020 program. They are events that, typically, could have multiple occurrences to them. So, if there was an occurrence to any of these risks, we still maintain the risk open, but then spawn off an issue associated with these. So, these are things that, at the highest level of the organization, we're managing at that level.

So, moving onto the schedule updates. I think that in the January PMR, I reported out that we have gone through the development phase for the 2020 Integrative Master Schedule from July to December of last year and then on December 14 we base lined that schedule. We immediately started reporting status against the schedule on the very next day.

But then we went through a process to do a chronological review of the schedule starting with the early operations and moving through the schedule to ensure that there was complete integration and that everything was working well with the design and structure of the schedule.

We had planned, at that point, five reviews of the schedule, which are outlined here on the slide. And we set up a timeframe when we wanted to complete those. We are currently on track with those going through the third one. The first was looking at Releases one and two, which we completed on January 26. Then we were looking from the operational side. Then we looked at the system side of Releases one and two and completed that in March of 16.

And then we are looking at the - we've moved onto the early Data Collection Operations, which are part of Release three. And those activities are being completed today. We're on schedule with completing them, so I've marked it. Even though the end of the day hasn't come, I've indicated that we're done with that.

What we're planning to do starting next week, is to start the remaining Data Collection Operations that are in Release three. Our plan is to do a review of the schedule of those activities by June 1, and then to look at the operations that are in Release four in mid-July and have that completed.

This process that we're going through is based on the process that we implemented in 2010 and with some enhancements to that activity. So, we're following a process that worked well for us as moving forward and, as a result, I have confidence that we're moving forward with it and we're actually using the 2020 schedule even though we're using these reviews to report out on the status of the program.

And related to that, the next slide talks about the current process that we go through, or the reports -- or the way we use the schedule in managing out day-to-day operations. We have currently, several reports that are out there that we use and they're listed here. We have the should have started or should have finished report, which gives an inventory of activities at different views in the schedule. So, it could be done by a project, it could be done by a system, it could be done across the program in different ways. For example, by a division.

There's also ways that we can slice and dice these schedules. But it gives an indication to the IPT leads and the program managers - the system program managers, activities that they are responsible for monitoring that either should have started and have not or should have finished and have not.

In addition to that report, we produce a 30, 60, and 90-day Look Ahead Report which gives a list of activities that are identified, that are basically going to potentially start or finish in the next 30 to 60 to 90-days in the future - so that the program managers can monitor what's coming up.

We have an Executive Alert Report, which we affectionately call the EAR and that is a list of high level activities that are gates that must start or finish on time in order for us to deliver the Census apportionment and redistricting data. And then, we have even a higher level, which we are calling the Critical (Path) Report, which is a subset of the EAR that we use at the executive level here at Census, as well as at the department, to monitor those activities at even a higher level.

What are currently under development, from the system side of it, is that we're looking at developing ATO reports. So those systems that are requiring to be ATO for the 2020 program and then, for (SENI), looking at milestones activities that are associated with those set of activities, to get us specific views on those critical sets of activities for the 2020 program.

Moving onto performance management, Al actually showed you one of our performance management slides around the nine major contracts. For the end-to-end test, this is a list of the current project reports that we have in place. We have one on the Self-Response Mailing Strategy. For those of you, may or may not be aware, we have three cohorts that are the Internet Choice and we have one cohort, or one mailing strategy, that's -- I'm sorry, Internet First and then one cohort that's Internet Choice.

And then we have five mailings. So, there's 20 different activities that, if you cross over that, that we're looking at to monitor. This report shows the status of how we're doing in meeting those dates with getting the materials out into the mail stream. And (Deb's) going to show you this report, as well as some of the other ones that are listed here, when she talks later after me.

We have a Self-Response Report that's tracking the self-response rates for both the - which involves the mailout activities for our TEA-1, as well as it has information on there for the Update Leave Activity, which was very small for the end-to-end test. We're monitoring our non-ID processing activities. We have several reports related to the Questionnaire Assistance Inbound Operations. Coverage Improvement activities that just recently started.

If any of you have looked at the kiosks out in the hallway - our partnership activities with the Informed Delivery and Kiosk - we're monitoring how that is moving forward. In addition, we had a report that is now retired, that's related to recruiting for the peak operations. Because we completed the major push for recruiting and now we're looking at the Nonresponse Follow-up Field Onboarding Activities and bringing the staff in the start the training for that.

And then, additional reports that are under development is the nonresponse follow-up to look at cost in progress associated with that. Device logistics having to do with the iPhones. For example, if we've lost any tracking those and what we're doing with those. And then, our plan of action in milestones related to our ATO-ing process.

All of those reports are currently under development. We're planning to start the NRFU Report once we go into Nonresponse Follow-up, as well the Device Logistics Report.

This slide shows the 2020 Reports that are currently out there and that we've been using to manage. Also, at the executive level, we have the area Census Office Wave 1 and Wave 2. We're looking at the space acquisition process for the RCCs. We've had a couple of reports on the LUCA Operation, on the registration activities, which is currently closed because that activity has completed. And now, we're monitoring the development of material and the returns of information from the LUCA participants.

And on those, (Deidre Bishop) is going to talk later this after more about those activities. And then, the last two have to do with the (Unintelligible) and Attitudes and Motivational Survey work that we're doing. (C-bands), we have a survey, as well as focus groups that are coming to closure and (Gail) is going to talk about that also later today.

So, this is the report that we use to monitor the area Census Wave 1 Leasing Process. A couple of things that I wanted to show you on this report. If you look on the left-hand side, you'll see that the status on this is Red, which is requiring attention. Al talked about that just a few minutes ago. It's, as of yesterday. And the activities are currently behind because we wanted these offices to open - or to have the leases signed by March 31.

Al actually reported numbers that were different then what's on this graph because of the timing of this. This was produced yesterday and we've gotten updated numbers since yesterday on this when this was reported. So, there are actually 26 offices where the leases were awarded. We have five offices that are on an Occupancy Agreement status and then there are eight offices where we're still trying to identify. And then there's that - working on the identification. And then we have that one office in North Brooklyn that Al talked about, that we have had challenges with.

Moving onto the next slide, which is the Wave 2 offices. This is in green and you can see the numbers here. I won't read them to you, but we're tracking this through the same process as we did with the Wave 1 offices.

The next slide has to do with the RCC status-ing of these activities and we're tracking them through three levels - build out, space acceptance, furniture supply, IT equipment deployment, and then the opening of the offices. We have one office opened, which is the Dallas office. The other offices we're hoping, as Al says, to open in the next week or so.

This is the LUCA Registration Report. You'll notice the one thing that the status on this is completed. The activity had completed several weeks ago. We're very much proud and I know geography is proud that we had over 98% of coverage of both population and housing. We walked about these numbers back in January, but it still hadn't - operation, I don't believe, had been completed at this point. We have over 11 thousand governmental units that said that they would participate in the program.

If we move onto the next slide, you'll see how we're doing with the package development and shipping. We are close to completing that activity and we have received some returns back from the participants. There are 410 that we have received materials with changes. There is a small number of them - 207 that we have received the submissions without and then there's, I think, it's 54 that we did receive materials back, but we need to do some additional work with them. They either came back incomplete - we have questions about what was submitted - so we're working through those to manage that.

We have a small percent of the population that's covered and a small number of housing units that are covered by the returns that we have received back to date.

And then next - the next slide is upcoming periodic reports that we plan to produce for the 2020 Census. These reports - I'm not going to go through them - but they're looking at a wide range of operations that are either -- like for example, the address canvassing that was in the test previously, but we're going into that phase next year -- as well as other operations in more detail that were not necessarily part of the end-to-end test. Or activities that had such a short duration with the end-to-end test that we didn't feel that it was worthwhile to track it at the executive level in an official report like this. While we did track it and record them, it wasn't worth the effort to create a large report that was on a reoccurred basis.

The one thing I also want to stress is that, some of the reports are updated weekly. Some of the reports are updated daily as we monitor them. For example, the Self-Response Report, the Nonresponse Follow-up, as I said earlier, those would be the reports that we will monitor on a daily basis and disseminate and monitor through our management structure.

And with that, I will open it up for any questions. I don't see anyone. Thank you.

Al Fontenot: (Deb).

(Deborah Stempowski): Thanks Al. So, I'm just hoping that doesn't mean we're saving every question for (Deb) since no one asked any. Getting a little nervous here. Good afternoon. It's always good to be here and I'm pleased to go over the 2018 end-to-end test again. As I said in January, I think we'll be doing this through the PMRs next April. So, today we're going to focus our update just on peak operations, which began on March 16. And I was thinking I bet it was this cold on March 16 as it is today, unfairly so, on April 20.

So, here's our old friend the (Place Map). You know this depicts our 18 test Operational Scope, the components occurring in Providence County are listed under the response data. And those include Self-Response, which is Forms Design, Printing, Paper Data Capture, Internet Self-Response, non-ID, and Census Questionnaire Assistance, Group Quarters, Update Leave, and Nonresponse Follow-up.

And we always say the operations not previously tested are traced in the Orange highlight. I want to give a special callout to Update Leaves because now it's been tested -- even though it's still Orange, because this is the first time we've tested it.

And then I'm also, briefly today, going to touch on a sub-operation that falls under NRFU, called Coverage Improvement, which Al eluded to.

If we can, next slide? So, we know our peak operations are occurring in Providence county and began on March 16. Providence county has a population of over 600 thousand, with more than quarter million housing units that provided us the ability to test the systems and operations planned in the test.

This is our final field test before 2020. We've made decisions that prioritize the readiness and testing of our integrated system of systems in the field. The lessons we've learned from how the systems interact with the 24 operations we're testing and where relative with the field staff and the residents in the test sites will be invaluable to finalizing our Operational Plan and putting those finishing refinements on the systems in advance of 2020. Just remember the 2018 test and its focus is that People, Process and Systems all coming together make it work.

So, let's just dig right in to self-response. I feel like we've done this slide a lot and now we're actually in self-response, so that's exciting. This portion of the test is actually a redeployment of people processing systems that we used in our 2017 test, so this is the road we've travelled before. That's always nice.

We're deploying a staggered mail contact strategy similar to what we've done before, continuing to provide multiple modes of response between internet phones and paper. Continuing to allow respondents to submit their Census response without a unique Census assigned User ID, making it easy to respond anywhere, anytime. And we're continuing to provide our telephone questionnaire assistance for respondents who either have questions or, even better, want to provide us data over the telephone.

Here we're redeploying our ECASE Internet Self-Response Application integrated with our Census Questionnaire Assistance Solution. We're still using that Operational Control System to control and manage workloads.

We have our real-time non-ID processing running and available. And, of course, we can always depend on our tried and true Paper Data Capture Systems and Solutions to support those paper responses.

So, in terms of our self-response, I know you guys - some of you have heard this a number of times - we had that Two-Panel Design Internet First and Internet Choice. It's about 277 housing units in the sample and you can see about 195 thousand in Internet First and the balance would be about 82 thousand in Internet Choice.

In terms of bilingual, about 200 thousand in the English only and the balance there is 76 thousand in the bilingual component.

And here - so part of our redeployment was going back to our Jacksonville phone center, as well as our Sandy Utah call center. Customer service representatives are still providing assistance to respondents who want to provide their data over the phone. And our respondents have that ability to have their questions answered either using our Self-Service Interactive Voice Response System and, if need be, of course they can always talk to our Customer Service Representatives who will be using the Agent Desktop Tool to provide that assistance.

CQA is providing support in nine languages. English, Spanish, as well as the balance of the seven there you can see on the screen. And we're actually going to talk about this in a little more detail, but I wanted to set the stage.

Production Operations also began on March 16 in our CQA Centers.

And then I hope you stop by to visit our Postal Service Kiosk outside, but let's start first with a different component of our partnership with the U.S.P.S.

We're leveraging the postal services Informed Delivery Email Subscription Service to allow subscribers to initiate the internet self-response before they receive their Census letters and post cards during the end-to-end test.

Informed delivery is free. A publicly available service that enables a user to register their home address with an email address after validating their identity.

Once subscribed, these users receive a daily email message that contains a grey scanned - grey scale scanned image of the address side of each letter or post card mail piece headed for the mailbox that day. And that digital preview will contain a ride along image and embedded link that'll connect the subscribers to the Census Bureau's end-to-end online questionnaire site.

So, this arrangement allows us to enable subscribers to respond to the Census questionnaire via the internet without requiring that physical mail piece and also allows the bureau to learn more about the logistics and other considerations for broader implementation of the solution during the 2020 Census.

There are over - there's actually - this is the number I have instead of saying over -- 13,799 informed delivery subscribers in Providence county.

And then part 2 of our partnership with the postal service which you can visit outside. We've worked with the postal service to install the Self-Response Kiosk in approximately 30 post offices across Providence county. These Kiosks enable visitors to the post office to access the Internet Self-Response website and complete their Census questionnaire online.

The device does restrict internet access to the Census Self-Response Page. And the post office staff are equipped with FAQs and basic information about accessing the device, but they are not providing questionnaire assistance.

This test of the Self-Response Kiosks will also provide us information about the costs and feasibilities for potential broader implementation during the 2020 Census. And again, I encourage you to stop by outside if you haven't already done so.

So, let's get to the good stuff now. So, (Jim) kind of explained this slide without you guys seeing it. And you'll get to see -- I have a lot of slides that look similar in my presentation, so let's take a minute to familiarize ourselves with what we're looking at.

As you recall, we have the staggered mail cohort, so if you look across the top in the four columns, you can see those cohorts. The three Internet First and the Internet Choice. And then moving down the left side of the table, you'll see the five mailings. If folks don't respond they can get up to five mailings from us.

So, where are we today on the 20 of April? The good news is that fourth line has all blue dots in it. So, that means Mailing four, as of yesterday, has been received by all the non-respondents in Providence county. This is important because Mailing four is the paper questionnaire to everyone regardless of Internet First or Internet Choice. And if you've heard me do this presentation before, I like to point that out before we get to the next slide and you look at our mix of internet versus paper. So, keep in mind, paper just went to everyone who didn't respond in the last handful of day.

Why don't we go - thank you. So, here is our Self-Response Report. If you want to see what we've received to date, you can see looking in that top box, the rate of 32.9 on the bar chart, just slightly below the projected plan. And actually, as of this morning, that's 33.3, but who's counting. Ha-Ha. Some of you guys aren't awake.

You can also see below the breakout in the Response by Mode Table -- and for now we're just going to look at TEA 1, which is self-response. I'm going to come back to that TEA 2 after we talk about Update Leave a little bit. But that's the update leave response taken in there doing business. I reminded you, all that paper forms just entered the mail - the response (stream) for everyone in the last week or so in Mailing four. So, I do anticipate this mix at the bottom of the table - or the table at the bottom - we'll adjust.

So, paper responses currently are about 15.9% of the responses we've received. You can see that internet response is top, making up over 76% of the responses. And then rounding out that with the phone at 7.4%.

In terms of non-ID, about 3.4% of the responses are coming in as non-ID and that's inline with previous tests on that.

Next slide. So, let's talk a little bit about the phone in more detail. And this is total phone calls that were on this screen. So, our CQA Centers have obviously been keeping busy since March 16 with an inbound call volume just over 15 thousand. That 15 thousand call volume turned into 14, 855 calls, who first made a stop at the interactive voice response system. And then total calls that ended up reaching an agent after that, were 11,231. And this data is from yesterday.

And on the next slide, I want to talk a little bit more detail about what's happening in those calls. So, if you want to take your (eye) up to the upper righthand corner of the screen where we have the language support, you can see in terms of non-Spanish foreign language calls -- Chinese Mandarin, and Russian are the highest call volume at 13 and 12 respectively.

You're thinking there's a number there that says 48. Well let's talk about that 48 TDD -- or some of you may be familiar with that as TTY -- callers who will be Touchtone Data Entry -- who are deaf, to respond. That being said, we have one true call that has come in this way during the test, but there's 47 other ones in that tally. So, we're actually learning something here that I don't know we expected to learn.

But the placement of that TTY number on the bottom back of the form is right below the regular phone number on there. And I notice they both end in 2020. That's cool isn't it? They both end in 2020, but you can see how, at a quick look somebody would just dial that number. I could see me doing the same, especially if you're in a hurry. And so, the balance in there, along with a few people who were testing it out -- not to name names, but who might have a 301 or a 202 area code. Also, people coming in to hear and then hanging up when they hear that fax machine kind of sound there.

So, then that's kind of the upper right portion. Let's move down to the bottom in the Key Performance Metrix. And this is also something that you'll get used to seeing across our reports. You can see that call volume is lower than planned. Although it was lower in the first week, but it's kind of gotten back up to where we thought -- closer to projection since the first week in the test.

What we call our Deflection Rate - and I had previously mentioned the Interactive Voice Response System. So, deflection means we were able to get your question answered through that voice menu. You didn't have to come so we deflected you. Sounds kind of rough. We deflected you from an agent. But that's what that deflection rate is. And you can see we're a little lower than planned there.

Moving, though, down that table to Service Level. Did you have someone answer a call within 30 seconds? That's actually much higher than the plan of 80% - we're over 98%. And then the average time is a little bit longer than we anticipated.

So, all of these Metrix give us a lot of information on a daily and weekly basis. But we also want to keep in mind that we want to go back and do that after-action review, once we've run through the course of self-response and then, of course, through the end of the test so we can make final determinations and really -- not only this information, but what's coming in over the internet -- what's coming in via paper and the timing of all that.

And so, we want to go to the next slide. Before we leave CQA, I thought somebody might be wondering why are people calling? And so, here are the top ten contact reasons that agents have people calling them. And I'm speculating now that all respondents - non-respondents - have a paper questionnaire, that top (rank) category might start to shift a little bit as we move through.

As I was going through this last night -- and yes, I do go through this at home, so my family is well-informed on the 18 end-to-end test -- those two at the bottom there, of people checking to make sure we got it. I was called out -- those are the rule followers like me. I sent my response, why am I still getting a follow-up? Maybe they don't have it. But, those two at the bottom there are just people checking in with us. And so, we'll be able to share this information from time-to-time as we do these updates. Okay.

Next. So, here let's talk a little bit about what's happening at those Kiosks and with Informed Delivery. And before I get too far into this, I just want to caveat that anything that's showing on this slide was counted in those summary numbers that I showed on Self-Response.

So, first looking to the Kiosk. So, we have Kiosks in 30 post offices within Providence county and those were operational on April 2. Twenty-seven of those post offices have seen some kind of activity. And, most important, through those Kiosks, we've got 67 completed responses. And that is noted if you want to look up to the top graph right there where it says 67.

In terms of Informed Delivery, based on the over 15 thousand Informed Deliver Emails that were opened, 695 folks clicked on through to the Response Now banner, resulting in the end in 39 submitted ISR responses. And if you want to look in more detail at that bottom table, you can see across mailings one, two, three, and four, how many ISR responses were submitted in connection with each.

Next slide. Okay. So, now that was Self-Response and so we're going to put this over here and we're going to talk about something we haven't talked about too much. Update Leave. So, as you recall back in May 2017, we made the decision to create the Update Leave Operation, which is actually something we ran in the 2010 Census. And thus, our thirty fifth operation was born and we changed the (Place Maps).

The majority of the area originally delineates the update enumerate areas will fall into this Update Leave Operation and we wanted to take advantage of the 2018 test to test it.

So, during Update Leave, as a refresher. Field staff will update the address lists and feature data and leave a choice questionnaire packet. They'll update that address list using our (Lima) instrument. People will still have the opportunity to provide their responses, either by sending the form in, going online, or calling our CQA lines, just like the self-response cohorts. And any address in Update Leave that doesn't end up self-responding will merge right into (Jennifer's) NRFU workload and become part of the Nonresponse Follow-up Operation.

With limited time to develop the new operation, create online training materials and test the system integration, we made the decision to use full time

Census employees as the operations listers, rather than hire the temporary field listers.

The primary goal of the Update Leave portion of the end-to-end test was to validate the design and test all of that systems integration. So, the Update Leave area in the Providence site was actually small, covering 71 basic collection units, covering about 18 hundred housing units.

So, production work was completed in four days using employees from headquarters in the New York Regional Office. We also tested our Independent Update Leave Quality Control process - that's a mouthful. Twenty-one BCUs were selected for Quality Control and the Quality Control portion of the test lasted three days.

So, in a nutshell, if we were sitting here two weeks ago I would tell you what we were going to do, but since we're two weeks later, I can tell you we did production and we did quality control really fast. But, as a caveat, the test was, in our opinion, successful. In one year, we really stood this back up, developed processes and procedures, deployed integrated systems, and then used them out in the field. And now we've just started to get into, kind of, what happened with the (after) Action Review since -- I think April 18 was Monday -- as Al said for there.

Okay, so before I take a breath and turn things over to Jennifer, let's see what's happening with - we're back to that site I talked about before -- TEA 2. Let's look in the bottom right. So, what has happened here -- you can see that it was actually 17 hundred and 99 choice packages were left. And out of those, so far, 227 have submitted responses.

The spread here is a little bit different from the TEA 1 numbers, if you look closely. But keep in mind, all of these folks did have the paper questionnaire to start with. So, 53.7% of the responses came in on that paper and 45.8 came on online, with just a teeny bit over the phone. And, like I said, if they don't respond here, then they'll become part of our NRFU workload.

Okay, so now we're totally changing to something different. You, like I said, have something on the slide that notes that. So, this is something that we don't talk about at great length. It's actually a sub-operation. So, it's underneath. It falls into NRFU after some debate on where bet to put it. But, our Coverage Improvement Sub-operation actually is running in the 18 test. And Coverage Improvement attempts to resolve erroneous enumerations from housing unit data.

CI, as we call it, attempts to resolve issues across the Self-Response Modes, as well as Nonresponse Follow-up. To support this operation, we built on the success of our inbound phone center operations utilizing our existing CQA Centers to support outbound phone operations and that's new for the 18 test.

Agents are using a modified version of the ISR CQA instrument to support data collection. And the change here is, agents are now provided with previously reported data back to facilitate the interview they're conducting.

So, when I step back and I look at the new trails that Coverage Improvement helped (displace), I think not only now we have outbound phone that's being tested ahead of any NRFU re-interview that would be done on the phone, but we've also tested response data that's travelled through all the processes and systems that (Unintelligible) makes sure works and pulled out that response data back from the data (lake) and delivered it back to an agent.

So, we rolled this into production last Friday and really, coverage improvement has just quietly been getting things done while actually testing some of the road that we haven't been on before. And so, I just want to show you a little bit here before I turn it over to NRFU.

Go. Thank you. So, you can see we've made some progress. Remember outbound is different then inbound phone calling in terms of how hard it is to get somebody to communicate on the phone. Lots of open cases, but there shouldn't be a panic there because we just added the second weekly workload yesterday to this slide. So, you can see we're up at (32, 43).

The completed cases, which show on the (bug) that's at the bottom of the graph, 400 and 52, are actually part of that middle group closed cases. Closed cases not only includes completes, but it also includes situations where people are refusing to be a part of the interview or in a situation where we cannot connect with the original household of who filled it out on Census day.

And so, I think that's it, right? Do we want to go next? So, with that, I'm going to turn it over to the next part as we flow down the 18 end-to-end discussion and give it to Jennifer.

(Jennifer): All right. This is close enough, I hope? Okay. So, I know everybody is really anxious to see the demonstration of the Enumeration Instrument, so I'm just going to do, kind of, a quick overview of where we are with NRFU to get everybody ready and then (Jennifer) and her team will be up here. The other (Jennifer).

So, as everybody knows, NRFU is the biggest implementation of our reengineered approach for field operations, which is enabling us to use a lot more technology and to manage everything more efficiently and effectively.

So, this chart just kind of outlines some of the innovations that are in place. The first -- the left-hand part of the chart -- obviously talks about our streamlined office and staffing structure. As everybody knows, we've significantly reduced the number of offices that we'll be using, as well as increasing the ratio of supervisors to enumerators.

And then, in the middle demonstrating our increased use of automation, which I think everybody is very familiar with. We're doing all our recruiting and applications through automated methods. Obviously, the enumeration, which we will see shortly, is automated, as well as all the way through to getting everybody paid through automated means.

And then in the last part, is just the increased management and staff productivity, which has enabled -- again, a lot through the automation -- just increasing our communication, increasing our visibility into how the field of operations are running, and just, thereby, really increasing our productivity in the field.

So, I think everybody is familiar now with the objectives of the 18 test. As (Deb) said, People, Processes, and Systems. For NRFU, our objectives really are to further test and finalize all of our plans and, in particular -- as I think everyone knows -- using administrative records to reduce our workload; implementing that reengineered field of staffing structure, as well as deploying all of the automation; and then, implementing our reengineered quality control.

And then, shortly, you will see the demonstration of the Enumeration Application that will support both production and the quality control components of NRFU.

So, this chart I'm going to spend a couple of minutes on because it's a real nice demonstration of how everything kind of flows in and out of NRFU. So, I'm going to start in, kind of, the upper left-hand corner of the box and we'll move our way around.

So, at the top, what we see is sort of, the obvious inputs into NRFU. These are the non-responding households. So, these are all those households that don't respond despite the multiple attempts for the 18 test. As (Deb) said, we are at about 33% right now. Our assumption is around 47, so the remainder will feed into NRFU.

And then right below that, we have cases coming kind of in and out of NRFU with the implementation of our administrative records work. So, we remove vacant and delete cases, if we're confident nobody's living there. Then, depending on what happens with some of the mailings, some of those cases may actually creep back into NRFU if we're not convinced that somebody's not living there. We want to make sure we don't miss anybody. So, we'll put cases back in.

And then in addition, cases that where people are living and we make one attempt and we can't complete that case, but we have good, strong, quality administrative records data -- we will remove those cases out of NRFU after one contact and enumerate them using the administrative records data. So, those cases will also reduce the workload for NRFU.

And then going down on the bottom is - you know me. You know my deflective NRFU re-interview which has always been my baby, but it's more complicated this time and actually improved. I think we're going to - it'll go through the centralized telephone operation first, which is more efficient. If we have a good telephone number, those cases will go to the CQA Operators and they'll make that centralized outline attempt to complete them.

If they can't complete them over the phone, they'll recycle back out to the field so enumerators can complete those re-interviews in the field. And then for those cases where we don't have a telephone number, those cases will go directly to the field. So, that workload goes in and out of NRFU as well.

And then going around to the righthand side of the box, we have those four little bullets there over to the right. And this is just what people traditionally know of as our NRFU Supplemental. So, these are additional cases that will come into NRFU during the course of the operation.

These are things like reverse check-ins, which are paper questionnaires that got to our Data Capture Centers and either turn out to be blank or, for some reason, cannot be processed and so, we can't capture the data off of those forms. Those cases will recycle back out to NRFU so we can make sure that we get the response data for those households.

Field Verification. In 2010, this was a separate operation. It will be built into NRFU this time. These are cases, primarily non-ID Response cases that we could not match. And so, we need to send an enumerator out to verify that the address that was found and provided is valid and make sure that we can find the address on the (ground).

And then the last two bullets as seen, are just sort of regular updates that we generally do to our universities, or the updates that we get from the postal service on the delivery sequence files. We want to make sure any new addresses get enumerated.

Those will come into NRFU, as well as any new or Geo coded addresses. Our geography division is constantly trying to improve the quality of our list by assigning cases to Census Blocks, so that we can enumerate them and we'll have a fresh input of those in the course of NRFU as well.

And then, at the top are just obvious outputs of NRFU. Clearly, if we complete the case in NRFU, that will come out of the NRFU operation as complete. But in addition, any self-responses that come in -- whether it's through the internet or through a paper response through data capture -- all of that is still processing while we're in NRFU. So, we'll continually remove cases out of the NRFU Operation as we receive self-responses.

And, this chart I'm not going to go through every box because it's kind of an (eye) chart, but I just did want to point out that this is, sort of, the full contact strategy for NRFU. And I just wanted to highlight some of the new aspects. A lot of NRFU is the same as we've always done it.

But you'll notice the Orange boxes I tried to represent -- this is where the administrative work - the administrative records work is coming in and impacting NRFU. So, you can see at various points during our contact strategy, we have the ability to use administrative records to try to reduce that workload.

And then the couple of Blue boxes are just representing where we actually are doing additional mailings during the NRFU Operation, which is kind of new. And this just enables us to make sure we're making good decisions on those vacant and delete removals, as well as providing respondents additional opportunities to self-respond and, thereby, possibly reducing the NRFU workload even more.

Okay. And so, shortly, you'll see the live demo. But I just wanted to put in a couple of slides to show the difference, side-by-side, of 2010 to 2020. This slide shows the - on the left you'll see the old address registers. And I know some of you were around in 2010 and saw these out in the field. These are those big paper binders that the enumerators carried around to keep track of all their notes (or) cases and so now, on the righthand side, you can see it's all automated on a little smart phone. And so that's pretty exciting. Less burdensome for the enumerators.

And then similarly, this shows the old Enumerator Questionnaire or EQ from 2010 that the enumerators filled out for all the households. Compared to just a screen chat from the Enum Instrument, which you'll see live here in just a few minutes. This is just a side-by-side view.

And then, just a kind of a closing - where we are with NRFU right now. Obviously, the operation hasn't started yet, but we are well into the recruiting and onboarding process. So, this is, kind of, one of those performance charts that you've seen from (Deb) and others. This is for the onboarding process.

As you can see, our goal is to have 1,166 enumerators reporting for training and we are very nearly there and ready to go. So, finally, before I turn it over to (Jennifer) and her team.

Just a quick view of the NRFU Schedule. We just finished all of this training I think, as Al mentioned, for our Field Supervisors. And we will begin training all of those enumerators in about a week or so - a week and a day. And then, NRFU will start on May 9.

So, with that, I'm going to turn it over to (Jennifer Whitesell) who is the product owner of our Enumeration Application and we're going to do a demo. (Jennifer)?

(Jennifer Whitesell): Good afternoon everyone. My name is (Jennifer Whitesell) and I am the Product Owner of the ECASE Enumeration Instrument. It's the application that is going to be used in the 2018 Census test and the 2020 Decennial Census to conduct enumerations of nonresponding housing units using a mobile device.

Please note that for the purpose of this demo, we're going to be using WebEx and there is some lag time between the WebEx and the screen so, it's not the instruments lag, it truly is the WebEx.

So, to get started, the enumerator must logon to the device to the (phone first) and then into the application. And once it logs on, the enumerator is taken to the home screen, which you can see up on the screen there.

And there are four buttons. You have the Case List, the Time and Expense, Work Availability, and the Call Decennial Service Center's button.

Today, we're going to focus on the Case List. The Case List button, so the number in parenthesis next to it up there - it says 64 - this number represents the number of cases that are currently assigned to that enumerator for that day.

If you click on the button it takes you to the My Work page. Here you will see an active list and an inactive list. And you can see the active list has the 64 cases.

The active list is the list of cases in that enumerator's workload for that day. Enumerators are trained to work from the top down. So they're to work in order from the top down.

The (NSS) case list is a list of cases where we're unable to conduct a successful interview. So it comes off the active case list and it goes to the inactive case list that day.

To access a case you will select the chevron on the right for a case on the active case list.

After selecting a case to work the enumerator will see additional case details, which is contact history, address details and case notes. When the enumerator is ready to start the interview he or she can begin - select the Begin Interview button.

The first couple of screens will collect the attempt site and location. On the Attempt Site screen we're going to select personal visit and select Next.

On the Rest Location screen we're going to select Attempting Census Address and press Next.

At this point we are ready to begin the interview with the respondent. This brings us to the intro screen. A few things to point out that all go through the rest of the instrument are the fact that the question wording is in black and optional question wording is in blue text and enumerator instructions are in that box that's outlined in red with the little flag in the corner.

The rest of this interview is going to be done in my interview style. And I'm only going to chime in with pertinent information. I'm going to enter (Copen

Henderson) and (Matthew Child). (Copen) is going to be the enumerator and (Matthew) is going to be the respondent.

(Copen Henderson): Hello. I'm (Copen Henderson from the U.S. Census Bureau.

I'm here to complete a census questionnaire for 55 Texas Avenue. The interview should take about 10 minutes.

This notice explains that your answers are confidential. Is this 55 Texas Avenue?

(Matthew Child): Yes. It is.

(Jennifer Whitesell): That is the icon on the bottom far right. It lets the enumerator know that there is more information on this screen.

Pass down on the arrow button and you can see the enumerator was taken to the bottom of the screen.

The enumerator has the option to use the swipe technology or to move between screens using the previous and next buttons.

(Copen Henderson): May I speak with someone at least 15 years old who lives here and knows about the people in the household?

(Matthew Child): Yes. I can do that.

(Jennifer Whitesell): If you swipe without providing a response a hard edit will trigger. This reduces item non-response.

At the top of the screen on the left-hand side -- or actually it'll be on your right-hand side, sorry -- we can select the health option to show health related text for that screen. And you can use the - all of those items you can open up and there'll be information, so you can collapse them as well.

At the bottom of the center of the screen we can also select the options menu to bring up the don't know refuse options as well as log out, exit survey, don't know refuse -- can you open that back up -- and language. We can change between languages.

So if you select Language. You can see we have English and Spanish. So you can toggle between the two languages and if you select Spanish and click on the submit button it changes the question wording into Spanish.

For now we're going to go ahead and toggle back to English for the remainder of this interview, so if you could go back into that?

(Copen Henderson): On April 1st 2018 were you living or staying here?

(Matthew Child): Yes. I was.

(Copen Henderson): What is your name?

(Matthew Child): Mark Smith.

(Copen Henderson): About 10% of our completed cases are we contacted to check on the quality of our work. What's the best phone number to reach you in case this interview is selected?

(Matthew Child): It's 555-555-5555.

(Copen Henderson): For the next series of questions please refer to the section of the information sheet I gave you labeled Who to Count on April 1st.

Including yourself how many people were living or staying at 55 Texas Avenue on April 1st, 2018?

(Matthew Child): Let's see, three including myself.

(Copen Henderson): Besides you what are the names of the other people who were living or staying here on April 1st, 2018?

(Matthew Child): (Betty Smith).

(Copen Henderson): Anyone else?

(Matthew Child): Yes. (John Smith).

(Copen Henderson): Anyone else?

(Matthew Child): No, that's it.

(Copen Henderson): So far you have told me about the following people, (Mark Smith), (Betty Smith) and (John Smith). We do not want to miss any people such as babies, children, grandchildren, foster children, non-relatives, roommates, or any people without a permanent place to live. Were there any additional people that you did not mention yet?

(Matthew Child): No. That's everyone.

(Copen Henderson): Based on what you've told me so far the names that I have listed are (Mark Smith), (Betty Smith), (John Smith). You will not be able to change the list of names later in the interview. Do you need to change spelling, add more people or remove names from the list?

(Matthew Child): No. Those are spelled correctly.

(Copen Henderson): Do you or does someone in this household own this house, apartment or mobile home, did they mortgage a loan including home equity loans, own it free and clear, printed or occupied without having to pay rent?

(Matthew Child): Yes. With a mortgage.

(Copen Henderson): Of the people who lived at 55 Texas Avenue who own the house, apartment or mobile home on April 1st, 2018?

(Matthew Child): I did.

(Copen Henderson): This question determines who the reference person is for all of the remain - following relationship questions. Right now (Marcus) - (Mark Smith) is now the reference person. So all of those relationship questions are going to be in relation to their relationship with (Mark Smith).

Next we need to record each person's relationship to you. Looking at the screen (Betty Smith) is your…

(Matthew Child): She's my wife.

(Copen Henderson): Looking at the screen (John Smith) is your…

(Matthew Child): Son.

(Copen Henderson): Looking at the screen (John Smith) is your…

(Matthew Child): Adopted son.

(Copen Henderson): Are you male or female?

(Matthew Child): Male.

(Copen Henderson): Is (Betty Smith) male or female?

(Matthew Child): Female.

(Copen Henderson): Is (John Smith) male or female?

(Matthew Child): He's male.

(Copen Henderson): What is your date of birth?

(Matthew Child): May 5th, 1955.

(Copen Henderson): For the census we need to record age as of April 1st, 2018. So just to confirm you were 62 on April 1st, 2018?

(Matthew Child): Yes. That's correct.

(Copen Henderson): What is (Betty Smith)'s date of birth?

(Matthew Child): June 6th, 1955.

(Copen Henderson): For the census we need to record age as of April 1st, 2018. So just to confirm (Betty Smith) was 62 on April 1st, 2018?

(Matthew Child): Yes.

(Copen Henderson): What is (John Smith)'s date of birth?

(Matthew Child): July 7th, 2005.

(Copen Henderson): For the census we need to record age as of April 1st, 2018. So just to confirm (John Smith) was 12 on April 1st, 2018?

(Matthew Child): Yes. That's right.

(Copen Henderson): Are you a Hispanic, Latino, or Spanish origin?

(Matthew Child): Yes.

(Copen Henderson): Are you Mexican, America, or Chicano, Puerto Rican, Cuban, or some other Hispanic, Latino, or Spanish origin?

(Matthew Child): Puerto Rican.

(Copen Henderson): Is (Betty Smith) of Hispanic, Latino, or Spanish origin?

(Matthew Child): No.

(Copen Henderson): Is (John Smith) of Hispanic, Latino, or Spanish origin?

(Matthew Child): No. He's not.

(Copen Henderson): I'm going to read a list of races. You may choose one or more races. For this survey Hispanic origin is not a race. What is your race? Are you white, black or African American, American Indian or Alaskan Native, Asian, Native Hawaiian or other Pacific Islander, or some other race?

(Matthew Child): I am African American.

(Copen Henderson): What are your black or African American origin or origins? For example African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, et cetera?

(Matthew Child): Jamaican.

(Copen Henderson): I'm going to read a list of races. You may choose one or more races. For this survey Hispanic origin is not a race. What is (Betty Smith)'s race? Is (Betty Smith) white, black or African American, American Indian or Alaskan Native, Asian, Native Hawaiian or other Pacific islander, or some other race?

(Matthew Child): She is Asian.

(Copen Henderson): You may choose one or more Asian groups. Is (Betty Smith) Chinese, Filipino, Asian Indian, Vietnamese, Korean, Japanese or of some other Asian origin?

(Matthew Child): She's Chinese.

(Copen Henderson): I'm going to read a list of races. You may choose one or more races. For this survey Hispanic origin is not a race. What is (John Smith)'s race? Is (John

Smith) white, black or African American, American Indian or Alaskan Native, Asian, Native Hawaiian or other Pacific islander, or some other race?

(Matthew Child): He's white.

(Copen Henderson): What are (John Smith)'s white origin or origins? For example German, Irish, English, Italian, Lebanese, Egyptian, et cetera?

(Matthew Child): He's Egyptian.

(Copen Henderson): Some people live or stay in more than one place and we would like to make sure everyone is only counted once. Around April 1st, 2018, did you, (Betty Smith) or (John Smith) usually live or stay somewhere else other than here?

For example with a parent, grandparent or other person, while attending college, for a military assignment, to be closer to a job or business, in a nursing home, a group, in a jail or prison, at a seasonal or second residence.

(Matthew Child): No. We all lived here at that time.

(Copen Henderson): I'm going to read your summary of the information I have recorded. Please let me know if anything is incorrect.

Let's start with you. Name, (Mark Smith), sex, male, date of birth, May 5th, 1955. On April 1st, 2018, 62, Hispanic origin, yes, Puerto Rican, race, black or African American, Jamaican.

(Matthew Child): Yes. That's all right.

(Copen Henderson): How about (Betty Smith). Name, (Betty Smith), relationship to (Mark Smith) opposite sex husband, wife, spouse, sex, female, date of birth June 6th, 1955, age on April 1st, 2018, 62, Hispanic origin, no, race, Asian, Chinese.

(Matthew Child): Yes. That's all right too.

(Copen Henderson): How about (John Smith). Name, (John Smith), relationship to (Mark Smith) adopted son or daughter, sex, male, date of birth July 7th, 2005, age on April 1st, 2018, 12, Hispanic origin, no, race, white, Egyptian.

(Matthew Child): Yes. That's right.

(Copen Henderson): That completes the interview. Thank you for your time and cooperation.

(Jennifer Whitesell): After pressing next the rest of the information is entered after the enumerator has walked away from the respondent.

On the interpreter screen we ask if there was an interpreter. We're going to select no and press next.

This brings us to the language screen and we're going to select English, because the interview was conducted in English.

Now on the case note screen we can include any pertinent notes related to the case. And you can also indicate any note as important relating to dangerous situation or access codes gated communities.

In this case the enumerator saw a big dog. So we will type big dog into the text box.

And because we feel that this is a very important note where anyone that may have to go back to that household we're going to click on the black triangle with the white exclamation point. And as you can see that turned it red to show that it's an important note and then you would click add note. And then the note has been added.

Click the - on the next button and you will see a soft edit informing the enumerator that this is the last screen for the interview. Pressing next again will complete the interview and the data will be - will successfully leave the device, because an automatic sink will be performed. In that case, because the completed interview will come off that active case list.

In the next scenario we're going to demonstrate a non-interview. So let's go ahead and begin the interview.

On the Attempt site screen we're going to select personal visit and press next.

On the Rest Location screen we're going to select Attempting Census Address and press next.

(Copen Henderson): Hello. I'm (Copen Henderson) from the U.S. Census Bureau.

I'm here to complete a census questionnaire for 63 Fairfield Avenue. The interview should take about 10 minutes. This notice explains that your answers are confidential.

Is this 63 Fairfield Avenue?

Man: Yes, it is.

(Copen Henderson): May I speak with someone at least 15 years old, who lives here and knows about the people in the household?

Man: No. This isn't a good time for us. Sorry.

(Copen Henderson): Including yourself how many people were living or staying at 63 Fairfield Avenue on April 1st, 2018?

Man: Just myself.

(Copen Henderson): Thank you for your time.

(Jennifer Whitesell): After thanking the respondent and selecting inconvenient time the enumerator has a few additional questions to answer.

On the Strategy screen they're asked if they were able to leave a notice of visit. In this case they weren't. So she's going to select no.

This brings us to the Case Notes screen and -- as you can see -- we have an automatically generated case note already attached there. And that is to show that it was a no-complete inconvenient time.

Since we have no additional information beyond that for this case we're going to just press Next Place in the attempt.

We have (unintelligible) a non-interview attempt now. Because it was a non-interview the case will stay on the device, so the enumerator has the ability to start another attempt if the situation arises.

Other examples of non-interviews would be things such as language or hearing bearers, hostile respondents, or no one home. This completes our demo of the enumeration instrument. Thank you for your time.

So (Jennifer) is going to stay up here at the table, but before (Copen) and (Matthew) sit down I think we should give them a round of applause.

And I think we're going to be deploying (Copen) to Providence (unintelligible) she did a fabulous job.

(Copen Henderson): Thank you.

(Jennifer Whitesell): So thank you guys.

Just to round out then our 2018 hour here we always end with this key milestone slide. You notice April 1, 2018 passed -- that was Easter Sunday -- so that means we're less than two years from census day, but that also means we're moving down the operations here.

And -- as you can see -- our next checkmark to get rolling is non-response follow-up. So with that I think the next slide is the question slide.

You have to have a question after an hour.

Man: (Unintelligible) just wrote the (unintelligible) I think I might have misunderstood. When you're talking about the college improvement stuff and I've having spent some time with the (unintelligible) operation, covered follow-up operation in the last census, I'm just trying to make sure I understood what was new, because I know they did outgoing calls then and I was interested when you made that - I just wasn't sure what was the new part.

(Jennifer Whitesell): So I was actually talking about new in terms of what we did in ’17 versus new things that we’ve road-tested now in ’18. So outbound phone is on that list of things I want to put a checkmark by.

Man: Very clear. Thank you.

On the - on terms of the phone numbers that people use, are those - are the calls limited to those who have provided numbers or is the girl using some other sources of information?

(Jennifer Whitesell): For outbound.

Man: Right.

(Jennifer Whitesell): It’s for…

Man: Right.

(Jennifer Whitesell): ...people who are providing.

Man: Okay. (Unintelligible)…

(Jennifer Whitesell): The - we’re using the respondent provided phone number.

Man: Okay. Thank you.

Woman: (Unintelligible).

(Crystal Brandan): Thank you. Hi. (Crystal Brandon) from the office of the Inspected Journal at the Department of Commerce

I'm looking to slide 36 and I'm looking at the current ranking of questions number one and number eight of respondents calling to request questionnaires. I was just wondering -- one -- is there a difference between these two responses?

(Jennifer Whitesell): So -- and keep in mind too now everyone has a questionnaire -- I believe what this was -- and (Sheila)'s nodding at me, but I know (Jim) can help me clarify -- I believe one was before a questionnaire was going to be coming and one job aide was to be used after. However we can see we were using the job aides maybe before.

Man: (Unintelligible) a little more precise the second one was for - we - the answers basically said, you know, we have completed sending out the questionnaire and…

(Jennifer Whitesell): Yes.

Man: …did you - had get it -- your questionnaire -- loose it or follow that road. The first question was we're still scheduled to be sending out your questionnaire.

They got somehow - before we were ready for the CQA -- this would be answering the second one -- they got confused as to which answer related to the call in and they logged it incorrectly. They…

Man: So to be clear about these, these are actually recording which job aides people used…

Man: Yes.

Man: …when they were answering a question. And that's what tallies.

(Jennifer Whitesell): Great. So for -- current for the ranking number eight -- those questions were asked after the questionnaires were sent out, correct? No.

Man: (Unintelligible).

(Jennifer Whitesell): Okay.

Man: But they ask those…

Man: (Unintelligible) pull that job aide early.

(Jennifer Whitesell): Okay.

Man: And they use that job aide. The question should have fallen in the number one category, job aide.

(Jennifer Whitesell): Okay.

Man: The operators chose the wrong ones to use (unintelligible).

(Jennifer Whitesell): Got you. Got you.

Man: And for the same reason you're asking your question actually. Because the - get the…

(Jennifer Whitesell): Right.

(Duvall Moore): This is (Duvall Moore) from the Department of Commerce up in the inspected journal room. And this is a question to (Jennifer) (unintelligible) demonstration.

So in the beginning of the demonstration there was an option to select a standard translation, but towards the end -- at the end of the enumeration -- there were different options for other languages. Are there translations for those languages doing the enumeration also or is it just up to the person to know the language and translate it?

(Jennifer Whitesell): Yes. Currently the instrument is only going to be translated in English and Spanish. So if someone were to have conducted an interview in another language they would have the option to select (unintelligible).

Man: And just to carry on with that a little bit. When we hire enumerators one of the questions that we ask them are their fluency in other languages. And that's listed in the roster.

So often if we send someone out who's English only they go to a house that speaks Russian, we're able to mark that and supervisor review that we need to send a Russian speaking enumerator to that address.

So they would be speaking it. The instrument however would be in English. But we would know what language the interview was conducted in.

(Duvall Moore): Thank you.

(Crystal Brandan): I actually have one more question in regards to slide 36 and this is (Crystal Brandan) from DOCOIG.

So I know that the bureau plans on using the CQA outbound calling for quality assurance. But if people are calling to say, "Hey can you mail me a questionnaire." Is the bureau then taking that information and going back to find out why those people never received questionnaires?

Also if they're also saying that they completed their questionnaire and they're still receiving mailing postcards is the bureau making sure that those addresses or people are going to be removed from the (unintelligible) population?

(Jennifer Whitesell): Right. So let's do the second one first, because I'll forget it and then you can remind me of the first one.

So in terms of why we're - why people are asking, like, "I already sent it in. Why are you still sending me stuff?" Generally with the timing where we have to make cuts to send to the print vendor there is that little overlap. That's built in and we'll tell them that. That's -- I believe -- what this job aide or knowledge article says, you know.

Sometimes - if you think about we're doing a cut and then you're responding online it's, like, we've got your response, but part of our flow is already working. So that kind of takes care of itself even though there's a lag and we know there's a lag, because everything's not real time.

Tell me again the first question, (Crystal).

(Crystal Brandan): If someone is saying, "I have not received…

(Jennifer Whitesell): Okay.

(Crystal Brandan):…a questionnaire."

(Jennifer Whitesell): Got it. So if you'll recall on based on the timing of the fourth cohort we know three groups in '18 did not get a paper questionnaire until this fourth mailing. And we will explain that to them. This is part of the reason why we do send everyone in the fourth mailing, the paper questionnaire.

So it's not on demand paper questionnaire, but we will get you a questionnaire by that fourth mailing if you haven't responded and you don't want to give data over the phone to an agent or go online. So everyone'll always get all the options. The groups that are in internet first who we think are more likely to go online won't get the paper questionnaire until a little bit later in the cycle.

Man: The other thing I wanted to add was when they do call and say, "I'd like the paper questionnaire.", the customer service representatives are trained to say, "Well we are going to send it to you. It'll be coming. But if you'd like I can take the interview over the phone." And if the respondent is willing to do that then the agent will take the interview directly.

(Jennifer Whitesell): Right. That's actually a good thing, (Jim), that I didn't hit on too much during the conversation. Something else that changed from '17 to '18 is we made a concerted effort when we had someone on the phone, "Do I call this close the deal in the Census Bureau? Hey, how about just give me the information now and this can all be over."

And that's - I think CQA has done a fabulous job with that where -- I didn't do the numbers this morning -- but it's about a quarter of the callers will just give us the information over the phone and that's fabulous, because we know we don't have to count on them hanging up and going to their computer or whatever it is. I mean sometimes questions, you know, they don't want to - or respondents don't want to do that.

But that's the shift in some of what we've been doing and I actually really like it, because then we know it's not going to be in the (NRFU) workload. But that's relatively new. Like I said we're kind of - there's no sport that I could think of that has five quarters or innings or anything like that, so it's like we're in the, you know, the beginning of the fourth quarter.

We shouldn't make all the judgments on self-response, because we have one more round in mailing five to go out there to see all the behaviors. But in terms of that -- yes -- that was the switch that I didn't highlight between '17 and '18 on the inbound phone calling.

Man: And I'm looking at (Chila) to make sure I got this right. When they do take the interview I think the customer service representatives tells the respondent if they get additional mailings to disregard them. Yes. She's nodding her head. I got it right. So that it doesn't raise any concerns about the later ones on that list was, "Well did you get my - do you have my return?", just to say, you know. Things are crossing in the mail stream or universes kind of thing, so it's sort of relieves any of their concerns that they haven't actually provided the information that we haven't captured over the phone.

(Jennifer Whitesell): Great. Thank you.

(Devin Brown): This is (Devin Brown) with (GAL) (unintelligible).

Just curious. It looked like at least so far the response rate from the update lead households was a little bit lower than (TA1). I was just curious, do you have an update lead specific -- kind of -- target response rate? I mean you mentioned 30 or -- excuse me -- 47% across all of (NRFU). Did you have anything specific for update leads?

(Jennifer Whitesell): It's somewhat lower at 31% for self-response, but something where I don't want you to do a comparison is in update leads in the 2018 test they won't get any mailings where in the 2020 census they'll actually get prompted to self-response. So we're - we don't have those additional mailings built into this test, but that's something that would have happened to these addresses in 2020.

(Devin Brown): Okay. Great. That's helpful. Thanks.

(Duvall Moore): This is (Duvall Moore) again, Commerce (OIG).

And this question is specifically for the CQA operation. So at the end of the '18 test you've taken all the calls, you've collected the data, you've done some analysis. Do you plan to use that analysis and data to make any operational changes for the 2020 census? More so, like, any - the number of call centers or the number of staff people going forward.

Man: Okay. I'm blanking. Yes. No. Yes. We are planning to use the data we collect during the '18 test to inform how we design the number of call centers, the number of call agents, how we change the expected wait time, duration, how we change what we are looking at in terms of the functions.

We're actually looking at changing some of the scripts based on things we learn in 2018. So -- yes -- the entire purpose of that CQA operation right now is to inform the much larger, much more costly and much more important operation when we roll into the 2020 census.

(Duvall Moore): Thank you.

Man: If there are no more additional - no additional questions I'm going to turn the floor over to the (Kevin Smith), our Associate Director for information, our Chief Information Officer to talk to us on cyber security.

(Kevin Smith): Hi. Good afternoon. So I'm (Kevin Smith) (unintelligible) are going to talk security and technology in the next half hour.

So overall on this forum my attempt here is to talk about just basically overview from Cyber Security, what our challenges are, the overall threat landscape and our approach to resolving that. And there'll be time for questions at the end as well.

So on the next slide. Basically this is a top priority for the census. Cyber security is our highest IT priority. As we have shown in some of the risk charts previous, if something goes wrong in cyber it's going to directly impact public trust and directly impact potentially response rates. We know this and we're taking actions to make sure that this is not going to be a problem.

By doing this we're not doing it on our own. We are leveraging the best resources (unintelligible) both inside and outside the federal government, which I'll get into in a little bit further.

Go on the next slide. The basic plan we have - our job is to basically make sure we're improving public perception and trust. And we're going to do this by being proactive in security by addressing cyber threats through our design and approach.

And our design and approach is going to allow us to respond immediately to contain threats, yet sustain the services for respondents to reply. This is intentional. This is done on purpose to allow us the best of both worlds within the user experience as well as within how we're going to handle the design.

By doing this we're also working with the federal government, the federal intelligence community, as well as industry experts in the private sector to help understand as threats evolve, but they are to be - based to make sure they're incorporated into our approach and make sure we're managing things appropriately from the threat aspect.

Next slide. So -- as I said before -- how do we ensure a public perception and trust? Well, the first thing as our top priority is data security. We need to show and trust in the public that we are protecting their data as we get it no matter what.

The second thing is user experience. If their experience with trying to fill out the web response survey -- from internet self-response -- isn't optimum that's going to affect possible response rates.

This also applies with the other tools. If the enumeration tool isn't working appropriately or it's slow that's going to affect it as well. So these statements both apply to not just (ISR), but also the CQA agent interfaces we're working on. We're going through the same approaches as well with enumeration.

And the bottom left it just shows that these are natural opposing forces in technology design. You can have the most secure system ever and it will dramatically effect performance. At the same time you could have the most highest performing system and you may cut a few corners in security.

You can't have all of one. You have to have a little bit of both and a balance. We are very comfortable with the fact that in data security we're able to do this in the Cloud. And the Cloud allows us to create this balance, because we're able to layer the systems in the Cloud more effectively.

You'll be able to isolate things and see things quickly and react -- as I said -- and contain them. Our ability to do this allows us to be rapid and repeatable.

We can continually do something, contain it, turn something else back on. And by isolating these entry points and also isolating parts of the system we feel confident we'll be able to ensure that the performances there and sustain the services as we continue through.

Next slide. Next slide. As I said what is this doing for many layers and levels of isolation? At a very high level we're balancing the security and performance. We're putting out a very high level of security as people first enter the system and we are weeding out and removing bad actors as we call them -- or cyber threats -- as they come into the system.

This is intentional. From the design aspect it does create some differences in how you operationally maintain a system, but it's in the best interest of the census in things that are best practice in the industry.

Go on the next slide. So overall what's the cyber threat landscape? I realize when you look at the chart on the left you could say, "My gosh. There's probably many, many more threats than just this." So we have put the threats into seven specific cyber threat areas (unintelligible) manage and maintain what we're going after both from visibility for what we're looking for in each one of these threat areas, as well as for what our solutions are to fit within them.

Overall a Cloud-based system alone is not going to protect us from these systems.

And the one thing I'd like to present on this slide from the left and the next slide will show the text in a little bit more detail so you can read it.

There are two different types of threats. And you can look over to the left. There are external threats that are beyond the Census's direct control and there are also internal threats, sort of within the Census's direct control.

And -- as you can see in the left as well -- there's an unlocked lock in the diagram. This basically means, because from the external threat side we're going to have to rely on the industry and federal agencies to help us resolve these threats.

We'll be able to identify them, but we can't directly resolve every one of these ourselves. That is different than the internal threats (unintelligible) in our home so to speak with a complete lock. We can identify these, monitor for them and take direct actions to mitigate them.

Go on the next slide. I'll just describe what these seven threat areas are. As we said before we don't have control over external threats directly, but we can detect them.

So things that are within the external threats in the four of these key areas is compromising responded devices. These are things that are happening at an every-day basis to every computer potentially in the public sector in the United States. There are viruses. There is malware. There are fishing attempts on these devices all - on all the respondent's home devices.

These exist today and have always existed. We do not have the ability to go detect the systems and the integrity of everybody's devices in the U.S. when they respond. We will have the secured connection when they get to the Census to respond and collect their responses. But we will not be able to go out and look at malware that exist, that cyber criminals may put out there for any other threat.

Compromises in external network access. The internet is controlled by many (unintelligible) within the world. There could be a compromise to one of their networks. We were going to look at it to detect it, but -- as I just said -- I cannot resolve an issue that exists within a provider of the internet like an AT&T or a Verizon. We're going to have to work with them directly of what to do.

Impersonation of the U.S. Census Bureau. There may be rogue websites and people trying to get individuals to go to websites in foreign nations to go submit data. We'll be able to detect those, but what we have to do is follow federal processes and partnerships, legal processes to go contain those websites and shut them down.

The other category, which is interesting -- and I'll speak lightly on -- is the invalid responses. There are abilities and ways for people to potentially use the normal processes to input data to the Census and it may be considered an invalid response. This very much follows the people processes and systems references earlier.

In cyber security we're going to make sure these responses come in clean. But in this area this is a focus area, because we're going to make sure we tag them and flag them as responses and make sure the people and the processes within

2020 in operations make determinations in what to do with some of these responses.

Over to the right it talks about our overall strategy. This is going to deal a lot with federal partnerships to help us detect and resolve some of these external threats. There's also industry solutions out there as I mentioned with (Tokas).

The key area I'd like to focus on here is that the communications plan here have to be very proactive and we're working with 2020 to make sure all of these items that talk about how do you protect yourself from threats. What kinds of things should you look at from your personal computing standpoint are part of the message that will be in here when people talk about and look at responding to the 2020 Census.

Go on the next slide. These are more within our control in the Census. So we have the ability to detect and actually resolve and contain these threats.

The three threat areas here are our people will go out to and try to disrupt the internet self-response site. These are the things that we hear about, denial service. People are going to have computer generated attacks. We are taking steps to put solutions in place to detect these and isolate and contain these issues.

Same thing from data breaches. This is what everyone hears about from the fact of data breaches can also be attempts of individuals trying to take data out of the Census as well as trying to insert invalid data into the Census with this area. These are systems with-inside the Census control, with inside of our visibility. We'll be able to see and detect these actions.

And -- as I said -- the main message I want to give is our approach is to contain issues as soon as we detect them to sustain the services to continue to run, so that people - people's confidence in the Census is that data is secure and secondarily their ability to respond is sustained and can they continue to do that.

The other thing we're all looking at is from compromising employee devices. We run a battery of tests from the federal government as well as from within the Census to continually test our employees, test them on fishing, test them on insider threat manipulations and we work on these continuously. And this is part of the things we have to put in place even with the expansion of enumerators and their mobile devices.

And part of this to the right, a lot of this relies on the federal partners and the intelligence community to help us see events as they come in. But it really revolves around our incident response process, which in cyber security is the people and processes around making sure we're taking care of mitigating issues as we see them.

Go on the next slide. Thank you. The overall security is not just technology solutions. This is a cyber-security framework of the federal government and the point of this is it's a life cycle that we have to continually follow. That is a lot of people and processes. It's not just systems. It's not just security systems.

But I wanted to put this over (unintelligible) and see how the Census is ultimately responsible to coronate the activities and bring all of this together. It is not one individual on this team able to solve security. It's all of these individuals working together.

And so as you can see the Census is going to be responsible for their coherency and coronation and consistency of all events as we detect them, taking action, simply taking the action and moving things forward and reporting them appropriately to our partners.

Contractors working with the Census are going to help us protect and detect information and respond immediately for the systems.

The federal intelligence team is going to help us detect and also protect us against certain cyber treats. The key of all of this is communication is really the coordination necessary for public trust and confidence. And during the response and recovery this is key.

I wanted to bring this up to let everyone know it's not just me as a (CIO) and some of us looking at just the technology aspect. There's a lot of communications and management aspects that are incorporated into how we respond to incidents appropriately.

Slide. Thank you. So three high-level things that we're doing. We like to just put stuff into simple categories. There's three key areas we're working on and the partners are working with. So a brief status update so to speak.

We are working with the federal government to make sure we have a secure federal network connection for the 2020 respondents. We are working heavily within the telecommunications companies as well as with the Cloud providers to ensure that we have the right visibility of cyber security threats from the federal government aspect.

A lot of this is coordinated through DHS and (OMB), which has been working very well with us to move these things forward to make sure we have the right solutions in (unintelligible) always looking to strengthen our incident response capabilities.

And a lot of this is making sure we’re getting the right visibility of cyber security issues and this is a combination of tools and technologies from the private industry as well as knowledge from the federal government from their (unintelligible) instances.

We are engaging the federal intelligence community for a coordinated federal response. As I said before this is not me and my colleagues up here at the Census, looking at cyber security as a Census-only approach. We are engaging the federal government across the board to help us detect, respond and recover from these type of incidents.

And from our security posture we’re always going to look to improve our knowledge. We get regular cyber security briefings in the intelligence community. We have tested the response on procedures, so incident response for cyber security incidents through simulations with the federal government and we’re also continuing to do those with the federal intelligence community too. It’s not just the way we respond. It’s the way the federal government as a whole is going to respond to these.

And we’ve also gone through the battery of the technology stuff, the testing aspect. We have done security testing, specific penetration testing for the internet self-response tool last year -- in the ’17 test -- with no critical or high findings. We have also done it out with the private industry. We’ve also tested it once again this year from the private industry as well as the Department of Homeland Security with no critical and high findings.

We've also tested all of the response devices that are out there from the CQA interface, to the enumeration tools, to the systems and tablets and applications that the Listers and (Appers) use. All of that has been done under penetration testing to make sure we've taken the steps to protect those incidents from a security aspect as they're releasing the configuration.

And we're engaging industry and federal government to simulate cyber security attacks. We are not just looking at this from a rush at a system and do a penetration test for a few weeks. We are actually looking at engaging the industry as well as the federal government offerings for things called red teams, which are slow and under the radar attacks.

What can you do and what can see from the Census if you as an adversary try to go after us for four or five months? And what kind of things can you uncover?

That opens the realm of not just a - the technology solution secure itself. What about all your people and your processes? And what about all the potential back doors that may exist in organizations. We're having people look at those on a continual basis and specifically for 2020.

Slide. So as I said we're going to continually refine this approach as threats emerge and evolve. They'll be fit into the seven cyber threat categories and we'll have abilities to see things and respond and take action in those areas.

And we're going to continually address those solutions accordingly. I will say that the way we've designed things within the Cloud is to exploit what the Cloud is good for and we're able to basically not paint ourselves into a corner as things come in. We're going to be able to adjust in that new technology and capabilities and contain things as they occur.

Next slide please. All right. This is just the overall summary slide to help with questions possibly as well. The cyber threats are to the left, the seven I've worked on and told you about.

The data vulnerabilities. The key of this too is a realization that the data that exists on respondent's devices today is the same level of value that that data exists for cyber criminals. We look at cyber criminals the way they want to look at the Census and potentially do things in harm against the Census. It's to potentially bring our response site down. It's to potentially insert invalid responses to change what the Census outcome will be. It's less focused on what's on the respondent's computers today.

So when we look at the value of the data coming in part of that marries and matches very nicely with the way that we have visibility into the external threats versus internal. So from the right-hand side a lot the external rift mitigation strategies are pro-active communications. Once it gets into an internal thread a lot of it us - is us putting the right solutions together to contain threats and take the appropriate action.

That at a high level.

Man: All right. Questions for (Kevin)? Being no questions we'll now take - turn it over to (Archy Colory). (Archy) is the Chief of the Decennial of IT, Director of Division. And he will give us an update on our performance status.

(Archy Colory): (Unintelligible). Thank you, Al.

Good afternoon. I'm happy to give you all an update on system (Serenus) for the '18 test (unintelligible) 2020 Census.

As you know we are into connecting peak operations. We went live for the Census (unintelligible) operations and some of the field data collection operations. And we're getting ready for the remaining operations.

So what we put together that's an agenda for today is to briefly revisit the solution architecture, talk about the production state as a self- response and field data collection operations. And then giving up data on demanding systems development, deployment and (unintelligible) for the '18 end -to-end Census Status.

Going on the screen is the '18 end-to-end Census test solution architecture. I'm not going to go out the architecture. I'm showing it for reference purpose only. So we are continuing to provision systems based on the solution architecture.

Our objective as I said in the previous (PMR)s is to use the same solutions to the greatest extent possible for the 2020 Census. We'll make necessary enhancements or adjustment to the provision solutions based on lessons learned from '18 tests and also the results from the scalability tests based on demand models.

As a reminder while the solutions that are being developed in-house and identified to be Cloud based are all provisioned in the same one Cloud. Solutions (unintelligible) we have acquired through contracts such as CQA and recruitment and assessment come with their own Cloud.

So we established interfaces between these various Cloud solutions and data centers. We'll enhance these interfaces for 2020 Census based on scalability and security of the Cloud (unintelligible). We establish network operation center, security operations center and (unintelligible) in alignment with the enterprise operation center. Initial versions were used during a (unintelligible) operation and now we are testing and learning as part of the peak operations.

One of the key aspects of the ’18 tests is to test it effectiveness or to establish procedures and processes for incident response either (unintelligible) production system issue, security issue or a network issue. We have secured this procedure multiple times in reaction to real issues and people came together quickly by calling in to establish bridge number -- sometimes in the middle of the night -- based on notifications and talk through email or text messages.

For fraud detection at the last (PMR) I mentioned we established a fraud operation center. And for obvious reasons we are now going to call it FDOC, not (FOC), Fraud Detection Operation Center.

Next slide. This is the second part of the solution architecture. The majority of the system shown on the screen are all successfully being used for the ’18 end-to-end Census test peak operations. Systems were (unintelligible) the (unintelligible) program, which -- again -- are critical for (unintelligible) and managing the field workforce.

We continue to work closely with our office of information security to ensure that all systems have the authority to operate. Before we go live again any systems that are moving to an alternate provisioning infrastructure are being subjected to either an (ATO) or an SIA, the Security Impact Assessment.

Additionally as (Kevin) mentioned we conduct penetration testing on external facing systems before going live to ensure that vulnerabilities if any are addressed.

Well -- as you all know -- we went live with three modes of self-response, internet, telephone and paper. We integrated 23 systems for supporting the three modes and the corresponding sections of the solution architecture are shown on the screen. We are receiving responses in all three modes and the response data Teradata and the metadata are all being collected securely by the responsible system.

Please note that the intended self-response system and (unintelligible) operational control system are in the Cloud and the information is flowing through the enterprise service (unintelligible) to the Census data (unintelligible) which is also in the Cloud.

The CQA agents are using a version of the (ISR) to collect responses from respondents who call to be enumerated and as (Deb) mentioned the CQA agents operate from two call centers in Jacksonville, Florida and Sandy, Utah.

The non-I.D. systems are also operational and while the real-time (unintelligible) processing system is also in the Cloud passes service to help supplement (unintelligible) as necessary, even the 2020 data center along with a (unintelligible) for a synchronous matching (unintelligible) recording. So the interfaces between the systems and Cloud and the systems in the (unintelligible) data center are also operational.

Systems in relation to self-response through paper are also working fine and the respondent data is flowing into the data (unintelligible) with established interfaces between systems and the Cloud and the national processing center in Jeffersonville, Indiana.

The coverage improvement operation went live as (Deb) mentioned. Initially as a soft launch on April 10th and to the planned capacity on April 13th. Coverage improvement (unintelligible) calling by the CQA agents.

While we are operational we did have multiple issues, but none should stop us. Issues that we had to react and respond to quickly, in some cases requiring patches to be released.

I’ll go over some of them now. The internet self-response system -- after going live on March 14th -- we realized that on some mobile devices text typed into some of the response boxes did not appear until the respondent moved to the next text box on the internet form. A fix for this defect was quickly developed and deployed before the internet first mailing hit mailboxes on March 20th.

As more respondents started using the system we noticed that a small number of users experienced interrupted sessions. System developers diagnosed a fix for this problem in the Pegasus systems platform. Systems team worked around the clock to develop and test a fix and deploy overnight in the - on the morning of March 26th. This issue impacted the CQA agents as well.

And then we noticed that some of the CQA agents were experiencing interrupted sessions and slowness. This is only when the CQA agents are not with - it’s happening with the CQA agents only and not with the respondents using (ISR) directly. We came up with working on procedures for the CQA agents such as clearing the cache in the internet browser.

While these procedures are helping mitigate the issues some of them are still experiencing interruptions and then having to start over. Our engineers think that the desktop on (unintelligible) in which the CQA agents work may be contributing to the issues and are actively engaged with the CQA technical team to resolve the internet interruptions.

Now let me talk about the field data collection operations. The non-response follow-up (unintelligible) included the Census field managers, Census field supervisors and enumerators using the (RNA) system that also contains the learning management system.

Systems for human capital management such as (DAPS) were deployed and are functioning as expected. We then started the training activities for the managers and the supervisors. Enumerators will start on April 28th. So that the training can help them get ready to connect a non-response follow-up.

Systems involved in the training activities included survey (OCS), field (OCF) and enumeration instrument. Similarly we trained the staff that were to conduct the (unintelligible) operation. Systems were (unintelligible) included (Lima) and (MCM).

We went live with the (Abentley) operation, which also included quality control. The operation was completed in about five days after we went live.

Non-response follow-up starts on May 9th as (Deb) mentioned. And we are eager to see the performance of integrated systems including the enumeration instrument. There are a total of 31 systems that play a role in the field enumeration activities including (NRFU), (Abentley) and (unintelligible) improvement.

Once the response data are collected response processing kicks in with (unintelligible) response processing system Census data (unintelligible) and (unintelligible) analysis and estimation system playing critical roles.

Please note that the enumeration instrument and case are first-time deployments for the '18 test. And while we do not go live with enumeration instrument yet they'll be actively testing it's functionality and performance on (IOS) devices. We've identified multiple issues and have addressed or addressing them on a daily basis.

We formed -- as Al mentioned -- a tiger team under the guidance and leadership of (unintelligible) team or assistant director and they're working very close - closely with Pegasystems, (CDWG) and the technical integrated teams to resolve issues before going live.

So all of the enumeration instrument issues. Let me talk about some of them.

First there was slow performance and occasional application freezing due to a platform memory leak. As more cases were processed there was bleeding of the screens observed and the app would freeze. The synchronizing of data with backing servers was also impacted. Pegasystems engineers diagnosed the memory leak and provided a patch that addressed these issues.

There were a set of application functional defects that the tiger team identified and prioritized for fixing and repair. And once the app was updated with fixes we released it to be loaded on the devices provision by the devices, a service contractor on April 11th.

Note that the training version of the enumeration instrument was released ahead of the production version to be available for training of the enumerators.

You heard from Al the issue we had with 11.3 version of (IOS). So I'm not going to go over that again.

We have worked with our devices of service contractor to ensure that the iPhones in production (unintelligible) on (IOS) version 11.2.6 we have written guidance to field division specifically instructing staff not to install (IOS) updates. A contingency plan is in place that allows enumerators to quickly switch out devices with minimal interruption of production work if they inadvertently install the update.

The tiger team is actively conducting for the tests and as needed will request updates to the enumeration app, which means that the app will be depressed on the devices.

Slide please. So while we're getting ready to go live with a non-response follow-up operation where are we with the overall deployment data of systems for the '18 end-to-end Census test?

As you can see on the screen there are 44 total systems in scope for the tests and 40 of the 44 have been deployed in support of operations to date. While some of the deployed systems are in production, some are in program level integration testing.

Part of the 40, 10 systems will be having enhancements made for future operations as part of the future releases, which means (unintelligible) systems have completed the development activities for the '18 tests with no further changes.

I'll talk about the status of the four systems that are not yet deployed in the future slides, but first let us see where we are with the releases for the '18 tests.

This chart gives you the status of test releases. We have two more sets of systems that'll be released for future operations. It leaves (E2) to the last (unintelligible) one row and (E3) to the last row as can be seen in the Test Readiness Review column.

The Production Readiness Review and Connect Operation columns give you the information on what dates they plan to be conducted (unintelligible) operation executed.

Slide please. And from this slide onwards we are finishing the details of each of the systems for the '18 tests. Top rows indicate the releases and the associated test readiness, production readiness and the connect operation dates.

Check mark -- again -- indicates that the system participates or participated in that release. The second column is giving details on whether there are any enhancements needed for future releases. So I mentioned 30 and I listed what those 30 systems are in that second column.

Also systems with purple background are set cap systems. So the (unintelligible) analysis and estimation system is ready to play a role in the test as part of the release (B1), which is field enumerator activities.

Slide please. You can see on this slide that CQA system is in production. We have learned quite a few lessons with respect to the (unintelligible) desktop environment in relation to the user, the internet self-response system and we'll need to implement enhancements before 2020.

As part of the release (E1) the (unintelligible) response processing system was released with residual recording capability. This is where the hand-written responses are processed and recorded to a standard format.

While we have been concentrating on data collection we are changing gears to ensure that all post data collection processing capabilities are also in place.

Next slide please. All of the four (E-case) systems are shown on the screen. Internet self-response releases are accomplished as part of releases (C2) and (D1). But the remaining three systems have a role to play in group quarters operations release (C3) for (GQ) group quarters training and advanced contact and release (D2) along with (IK) for (GQ) group quarters E-response, enumeration and service based enumeration.

(Lima) and (MCM) have completed their role in data collection activities for the '18 tests. With the completion of the update leave operation. These recall, but they also play a significant role a (unintelligible) operation (unintelligible).

Module optimizer will assign cases for the (NRFU) operation. And that process is an opportunity for us to learn and improve as necessary for the 2020 Census.

Now let me talk about PEASIS, the Production Environment for Administrative Record Staging, Integration and Storage. This is processed and deployed additional (unintelligible) of administrative records in support of the '18 test operations. Incoming non-I.D. cases and response data are being matched and results (unintelligible) to the Census data lay in support of supplementing (unintelligible) information and for fraud detection.

Additionally PEASIS is supporting 2020 (Luka) operation validating local addresses, update - with updates by matching against the administrative record. PEASIS is also ready to support the (NRFU) operations including the re-interview component.

On this slide I'll talk about (SMARTS), which actually helped identify cases for the (QC) portion of the update leave operation. The (UTS) system is continuing to support the ports creation for the '18 tests. (Unintelligible) component enterprise service bus, which is the communication mechanism between the interfacing systems is playing a critical role ensuring that event codes and response data are transported appropriately and securely between systems that are not only in the Cloud, but also in the 2020 data Center and the (Buvi) data center.

This slide lists the (unintelligible) and support systems. I'm happy to say that all of the systems and services acquired through the (unintelligible) contract -- commercial printing, devices of service and finger printing -- are all in place and are helping us assess the plans and procedures execution in preparation for the 2020 Census.

The rest of the systems on the slide have been used in earlier tests multiple times giving us a higher level of confidence.

Okay. These are the four systems for the future releases. The initial (GQ) E-response application that's part of (Cenurian) has been delivered to the business area for their testing and feedback. Some enhancements were made based on the feedback and project level interface testing is currently being conducted.

Progress is being made in getting the fraud detection system ready while for the ’18 tests we’ll be conducting post-data collection fraud detection. It is components needed for the 2020 Census including dashboards and visualizations for fraud analysts, case management tools, models development and integration based on concept of operations are being implemented. And (ATO) is also being pursued.

A tabulation system is getting ready to support the creation of product starting with the PL prototypes products for the 18 tests. The team has completed the migration to the new infrastructure in the center that will be used to the American Survey tabulations and the decennial tabulations.

In preparation for the center staff, the five team is building three specific functionalities needed. They are Embargo, which is the ability to support secure, restricted access by state representatives, large bulk download capabilities, and finally the high performance of all geographic summary levels down to the block level. This is a reminder that there are various milestones to the 2020 census. What I’d like to convey here is that the system is geared toward an integration team is working with the systems to convey more concise information on the dates that the surrender systems have to be ready. They are doing that to have the league of systems to have exactly needed for integration testing.

The systems that are on the systems list for the 2020 census and not in the scope for the 18 test is shown here. Remember, there are 62 systems, 44 are being used for the 18 tests, these are the remaining. We test these systems including these other systems based on the schedule that we show there.

This is my final slide and here I wanted to convey the information that we will be adding additional support system to our systems list. This system is the demographic service system. As many of you know, we conduct many of the survey using data solutions. We are considering the post enumeration survey, or covering operation for the 2020 census and that will be another survey. Therefore, we will the same set of solutions used by other surveys. We assess the DSF systems from functionality and scalability perspective and we determined that they support the coverage option. With that, I'll be happy to take any questions.

Al Fontenot: Any questions for (Archy) on our systems? Go ahead. (Scott), we'd like you take a 15-minute break. We'd like to resume -- if we can -- by 3:45. The final hour of our presentation will cover national partnership update, our communications update, our geographic programs update, and redistricting before the 2020. Thank you very much and we'll see you in 15 minutes.

Could we please try to find our seats and reassemble? We'd like to finish this last hour in a timely manner and let everyone go home on a Friday night. From some of my past lives, seeing a quarter mile, we are in the last turn in that straight away - coming into that last straight away. And so, we're going to be exciting - we're going to talk about some very exciting things. Partnership is critical to our ability to communicate, to educate, and to motivate people to respond to the census.

Tied into communications, where we get the message out of what the census is all about. And then we're going to talk about the underlying platform that without it we have no ability to do what the census is constitutionally mandated to do and that is geography because if geography is not doing their thing, there is no way we can provide a portion or redistricting information and we're going to wrap it up with a redistricting update from (James Wighthorn) our chief in redistricting and voting rights.

So, I'm going to start off by turning it over to (Raul). (Raul) is with the communications director with the national partnership program. So, (Raul)?

(Raul Castinaros): Thank you, Al. Good afternoon. My name is (Raul Castinaros) and I am the director of national partnership. I'm pleased to provide you with an update on the national partnership program. Slide please. Let me explain first where national partnership fits into the overall partnership in the communications picture - in the overall picture rather.

As you see from this graphic, the 2020 partnership program has two components: the national partnership program and the communication community program, or CPAP. The national partnership program focuses on engagement efforts with national level organizations in the public, private, and non-profit sector. The CPAP consists of coordination with state and town commissions, complete count committees, and state and local organizations in the public, private, and non-profit sectors. Next slide please.

Before I talk more specifically about 2020, I'd like to review some highlights about the 2010 census partnership effort. We had 2,057 partners during the 2010 census. They were trusted voices that also serviced as message multipliers in conveying to their audiences the importance of participating in the 2010 census.

Partners ranged from Fortune 500 companies, national advocacy organizations, all the way to local chambers of commerce, churches, and other local groups. About 1,000 of those 2,057 partners were national partners. State and local government partners offered critical support. Partners offered space to train census workers for free. Partners distributed and displayed promotional items both in hard copy and online. They also translated census informational products in too many languages, complementing our efforts. Next slide please.

Here are a couple of examples of how national partners helped. A major media network incorporated the census into a soap opera storyline. This is the national media coverage. A major national retailer included a census message into their Sunday newspaper advertisements. Partners also placed drop-in articles into their newsletter and developed cold paper products and they also offered speaking and presenting opportunities to Census Bureau staff all over the country.

After the 2010 census, there was a thorough evaluation of the 2010 national partnership program and there were many learnings. Based on those learnings, we implemented an evergreen partnership program. This means that we continued an ongoing program during the interdental years to maintain contacts and relationship, keep up the customer database membership, and provide value to other ongoing census programs. We also started the partnership planning processes earlier, starting with at least a skeleton staff in FY17 versus FY18.

We've also increased coordination within all levels of Census Bureau staff associated with the partnership programs. With more embedding of district staff, more regular mandatory meetings, more co-attending of outside events, etcetera. I'll discuss this a little bit more in a later slide. Lastly, our 2020 census communication contract helped us develop an approach to determine value added contributions and minimize the sensitivity of this general matrix. Next slide please.

One of the important considerations in preparing for the 2020 census efforts was to look at what had changed since 2010, particularly in the area of communications. As you can see from the graphic, a number of new channels for communications since 2010. Building on blockbuster technology such as the Apple iPhone, Google Android smartphone, etcetera. It is also been an explosion of apps for handheld devices and in particularly how commerce is conducted. You can now order a car from an app, buy groceries, fast food, and practically anything. Want to make your own avatar? There is an app for that as well.

It goes without saying that this is a very disruptive time period. All important consideration when you look at how we are going to need to communicate with the public. Next slide please.

As part of our effort for 2020, we have come up with a collaborative approach. We want to be more enterprise wise post-2020 census. We want to emphasis quality partners versus quantity. We want to be strategic in our engagements. We're going to work to get multiple partners in a room. We want to less prescriptive and work with partners to devise solutions. We want those partners to cross collaborate between silos, industries, focus areas to create more ideas. And we're going to focus less on physical things versus using digital products. Overall, instead of one-off engagements we want to continue those where ever possible. And we want to be more collaborative not only with the Census Bureau itself but with outside organizations.

Let me now talk about key elements we're implementing as we're preparing for the 2020 census. I'm going to talk about census solution workshops, the account manager pilot, and near-term activities. Slide please.

The census solution workshop is our new way of collaborating with partners in a resource and solution learning climate. Census solution workshops used designed thinking where complex problems are tackled and solutions are designed in a collaborative environment. The workshops bring together partners across sectors. As part of the workshop, challenge statements are crafted to serve as a starting point in devising solutions.

Coming out of the workshop, the expectation is that participants will make connections. We've also developed a toolkit to help partners conduct census solution workshops on their own. Next slide please.

Last year, the Census Bureau held five pilot census solution workshops across the country. Some challenges tackled how to count children to how technology can be used to engage the public among other things. Participants in the 2017 workshops made commitments and we're following up. For example, we're going to follow up with three national level organizations where there may be an opportunity for future collaborations. Those firms are Lyft, Go for America, and Volunteer Map, who joined us last year.

This year, the Census Bureau plans to host a census solution workshop in each of the Census Bureau's six regions. We just held a census solutions workshop last week in Providence where we tackled the challenge of counting children and minorities. It was a great event where participants were energized to help us. We were very pleased with it.

Next week we will conduct a workshop in Kentucky focusing on the rural population. In May, we'll do an event at the University of Maryland where we will be in a college setting. And this summer, we plan to host a workshop in California with a partner that's already committed to working with us and the agenda for that is still in development. We'll also be talking to the

Atlanta, Chicago, and Denver regions to discuss when they will be able to host workshops in their areas.

Additionally, we're encouraging partners to host events on their own using the toolkit we have created. One of the important things that we are hoping to do via these workshops is to empower organizations. Slide please.

Another aspect of our efforts for this go around is a 12-week account manager pilot. We want to look at a new way to acquire partners to create enterprise-wide impact and longer term buy in. We're seeking to modernize and structured approach to sustained partnerships. And the census account manager pilot is how we are addressing part of the learning 2020 after the census. Increasing the coordination in all of the different levels of the Census Bureau and staff associated with the partnership program. We're doing this by having people from various organizations working together on the pilot.

Furthermore, and this is very important, we will integrate with the community partnership and engagement program, CPEP, and other Evergreen activities such as statistics in schools. What will the account managers do? They will provide management of new and existing relationships with partners. They will capture data into the customer relationship management system. They will look for success in a defined measure of partnership accounts by serving as a main point of contact for those accounts. They will work directly with partners to create creative and effective ways to increase participation in the Census Bureau products and surveys and show the value of data. Next slide please.

What is the criteria in engaging with a national partner? We have four considerations: reach, influence, access, and sectors. For reach, what nationwide reach do they have to customers and stakeholders. For influence, how trusted are they with the services and products they provide that could effectively attract respondents to participate in surveys and programs. For access, does your mission and service impact hard to count and hard to reach communities? For sector, what opportunities provide added value in collaborating with diverse groups of partners across sectors and industries that provide mutual benefits? Slide please.

Census Bureau staff compiled a starter list of potential partners based on the 2010 census partnership list. As I mentioned previously, of the approximate 2,057 partners in 2010, about 1,000 of them were national partners. Also, our communications contract to develop a national view for the national partnership program.

As part of their point of view, they prepared a list of 53 potential partners for us to consider engaging. These lists are what we are calling prospective keystone partners. The prospects have been divided into the following segments. Non-governmental organizations, technology, media, retail, academic, advocacy, and affinity. The account manager working on the pilot are reaching out to these organizations in their sectors. Next slide please.

In the near term, we are currently training account managers with the intricacies of making pitches to national partners and managing new relationships. We have made the opportunity Claus a part of the census open innovation lab we'll work with partners to facilitate collaborative user centered, technology partnered sprint. Each sprint consists of a 12-week process to engage tech media companies and community advocates to build our digital products that help encourage the public to participate in the census. We have also just updated our partnership webpage at census.gov/partners to include 2020 census information, a community outreach toolkit, and a partnership sign up app.

We will develop an email communication strategy so that we can keep national partners informed of the latest 2020 census development. IN the next four to six weeks, we will conduct a webinar for perspective national partners to explain the national partnership program and allow perspective partners to ask questions.

As we go forward over the next two years, we'll want to build on successes from 2010. We will also collaborate with the field partnership program, particularly where there is a nexus between a national partner and where there may be local or state organizations or a large audience, affiliates, etcetera. We will also consider how partnerships for the 2020 census can be leveraged post-census with partners that are very committed to this. After all, we have many national organizations which are not only data use and data providers That they are using. Thank you very much and I will be happy to answer your questions.

Al Fontenot: Okay. Questions for (Raul) on our partnership program. Okay. If not then we are going to move on. (Carrie Bower) will be talking on behalf of our internal communications office. She'll talk about our communications program.

(Carrie Bower): Thanks Al. Good afternoon. So today, I'm happy to present to you an update on our integrated partnership and communications operations. You just heard from (Raul) about national partnerships, so I'll be updating you on the community partnership engagement program, the field recruitment and advertising part of our operation, and the census barriers, attitudes and motivators study with we affectionately call CBAM.

The community partnership and engagement program or CPEP focuses on building and engaging community or grassroots level partnerships throughout the United States. CPEP's objective is to enroll community partners to help increase participation in the census by those who are less likely to respond or who are often missed by using what we call the Est. We will educate people about the 2020 census and faster cooperation with the enumerator. We will encourage community partners to motivate people to self-respond and we will encourage grass root organizations to reach out to hard to count groups and those who aren't motivated to respond.

As CPEP staff currently consists of 44 partnership sectors. Each regional office has completed their regional CPEP plan. They have complete development of the complete count commission and complete count committee programs. They have also completed train the trainer sessions with all of the partnership staff in how to train those state complete count commissions and complete count committees.

During this training, we'll highlight how to locate areas to outreach using the outreach area mapper, or ROAM, and provide an update on using the customer update management system to properly capture metrics for the program. Since January of 2017, the staff have engaged over 1,526 organizations and successfully completed over 1,800 outreach events.

Beginning in June, we will begin recruiting for the FY19 staff to support the 2020 census effort. We plan on having the government liaison program handbook in July of 2018. And through September, the partnership staff will continue to conduct the federally recognized tribal one-on-one meetings as agreed upon during the tribal consultation and will continue to meet with government entities with populations of 50,000 and above and also meet with organizations to partner with about census outreach efforts.

Now Al gave you the numbers earlier but here you can see on the map the distribution of interest in the state complete count commissions and complete count committees. This is for the 50 states, DC, and Puerto Rico. We currently have three states that have passed executive order to form state complete count commissions. One state has passed an executive order to form a complete count committee. Four other states have already established complete count committees. Sixteen states are currently in the process of forming complete count committee. Twenty-six states are interested in forming one, they just haven't gotten started yet. And we have the two states that have declined to form either.

Now, as a reminder, the integrative partner communications and community partner is one of the 35 decennial operations. The goal of the ITC operation is to engage and motivate people to self-respond preferable via the internet and to raise awareness to encourage response throughout the entire 2020 census, including during non-response follow-up. The ITC is comprised of many components but there are five major ones. Website and mobile, media relations, paid advertising, participant schools, and social media. Our partnership program is central to each of these components and the integration of these components ensure consistent messaging throughout the 2020 census.

Here you can see our upcoming major milestones for the integrative partnership and communication operation. Now to be thorough, these dates are as of today and can change in a change in priorities or budget. Some key milestones I did want to draw your attention to is we are actively recruiting partnership specialists to bring them on board this summer. The partnerships will continue to ramp up and continue into FY19. In quarter one of FY19, we will have the reports from the RC band. In quarter two, we will conduct partnership training and our partnership toolkit. In quarter three, you will see our 2020 census website go live. In quarter four, versions of our communications plan will be completed. And in 2020, the national media tour and communications events will be begin with the awareness phase starting in January, statistic and school surge beginning in March. The reminder phase in May and the thank you phase in September.

The advertisement and communications goal is to leverage various media panels, deploy hyper, local and national campaigns and develop one centralized recruiting resource, a 2020 census jobs website to hire the right people for the right geographic location. This means providing the right tools and support necessary for the local and regional recruiting staff to be successful and screening millions of applicants to fill hundreds of thousands of temporary fields positions and thousands of temporary office positions necessary to making the 2020 census a success.

Our recruiting kick-off conference was held March 13-15 with regional leadership and staff to discuss regional needs and strategies for 2020 census recruitment. The recruitment team provided status and relief dates for the recruitment material. The field recruitment and advertising communications team also held an industry day on March 15 to refine requirements for the 2020 media and buy supporting the recruiting contract. This contract provides the Census Bureau Regional Census Centers with a vehicle to allow them to purchase recruiting advertisements in local media.

The 2020 recruiting website will leverage the online job application and online employee assessment. You may remember this was demonstrated last year by (Lewis). This website is planned to go live by September 4th. The national jobs line will be included in the advertisement material. There will be an option to route callers to a customer engagement center for technical help with the online job application and then an option to route callers to a census office based on a user entered zip code. This toll-free number is also scheduled to go live by September 4th.

So, research will have a role before, during, and after implementation of our communications campaign. Generally speaking, as seen here in the diagram, early research will create audience segments and form creative development in developing audience specific strategies. In campaign research will contribute to an optimized and efficient program by incorporating as much real-time information as possible.

After restitution is complete, research staff will remain active with assessments and evaluations. At this yesterday, we wrapped up our focus groups for our census barriers and advocacy motivated study. This study combined qualitative and a quantitative survey that together will provide us with hypothesis for which messages resonate and don’t resonate with each audience as well as where these audiences are located. These hypotheses will be tested during creative development and will rely on pre-testing to refine messages.

This quantitative survey was conducted with a mail in and internet option in both English and Spanish. The study oversampled difficult groups and recorded a high number of Hispanic, black, and Asian populations. This is a similar sampling strategy to the content site. Fifty-thousand households were sampled and we expected a response rate of 30 percent. The survey tested messaging frames that will be used in the platform rather the actual messages themselves.

The following topics were covered: census familiarity, importance, and likelihood to participate, internet and addressable mediators, basic demographics, other basic civic actions such as voting, attitudes toward state, local, and federal government, data confidentiality, and basic messaging frames. The focus groups work better for small and hard to count communities. They will provide deeper insights that will help with development and creation. We have 42 focus groups with -- generally -- 6 to 8 participants per group. We conducted the following English language focus group.

We have focus groups in rural, economically disadvantaged individuals, focus groups of low internet consistency individuals, focus groups of black, African American individuals with a hard to count focus, focus groups of American Indian and Alaska Native individuals both in Alaska and on the Continental United States, focus groups of Middle East North African individuals, focus groups in the Native Hawaiian and Pacific Island individuals, and focus groups of young, single, mobile individual with mixed races and ethnicity.

We has held the following non-English speaking focus groups. We had focus groups of Spanish speaking individuals that lived in the U.S mainland, focus group of Spanish speaking individuals living in Puerto Rico, focus groups of Chinese speaking individuals -- both in Mandarin and Cantonese -- and focus groups of Vietnamese-speaking individuals.

As I mentioned before, we were expecting a response rate of 30 percent for the survey. I'm happy to report that as of April 18th, we had response rate of 36.6 percent. As you can see here, this is the participation we received for the focus group. This chart shows for each group the number of participants that were recruited, the number that showed up, and the number who were actually seated for each group. Now because we were in the mist of the focus groups when the introduction of the citizenship question was announced, we were able to add a question about attitude toward and reaction about the receiving of this topic beginning on March 27th. Now the complete analysis of the focus groups won't be done until later this year. I would still like to share with you some preliminary observations from across the focus group.

Privacy concerns were heard throughout the focus group. Across several of the focus groups, the length of the form was extensively discussed. It is clear that some of the participants are conceiving the census form with ACS or other census survey. Additionally, we heard that it is a prime motivation to complete this census is simply knowing and truly understanding it's importance to and impact on community. So, we're going to have to be diligent in communicating the importance of and ease of filling out the 2020 census form.

So, where do we go from here? Well, here you can see the steps that we are taking to form this critical, foundational research needed to develop our communications campaign. I just talked to you about step one, our (unintelligible). In step two, predictive models will estimate a household's self-response propensity, the likely response mode, and the timing of the response. Using Census Bureau and third-party data, we will be able to predict each household's probability to respond, enabling us to predict where low-response households are located, aggregate this information to larger geography, and tailor our outreach accordingly.

In step three, we will group households into segments based on their propensity to self-respond. Their demographic characteristics and our understanding of their responses to our CBAM study. In step four, we will plan how to reach audience based on that segmentation data. For example, to reach a segment that is geographically concentrated, we can use local tactics like spot television, out of home advertising, Spanish language media, or earned media.

In step five, we are designing the messaging and materials to specifically reach each audience. We will first develop an overarching campaign platform and then we will tailor an initial design for creative based on what we know for each of those audiences. Then, with our robust, creative, pre-testing, we will improve those messages based on real feedback from a sample of people in each of the audience groups.

In step six, we deliver the advertising, carefully monitoring the early results compared to the predictive behavior to identify specific areas, audience segments, or demographic groups where response patterns are a concern. And as households complete the census questionnaire, in step seven we will revise our models and gain efficiency by shifting resource to areas predicted to having the highest amount of households that haven't responded and limiting resources expended on geography with high response rates. Data will inform us about what the best messages and modes to reach the segment of and in step eight we will have a rapid response team to address real-time issues.

We will review a daily response report among demographic and demographic groups. We will coordinate with the field and our partnership team to prioritize audiences and align our messages. With that, I will take any questions.

Al Fontenot: Do we have any question for (Kaylee)?

(Chris Dermont): (Chris Dermont) from the Accountability Office. I think one of your slides mentioned that there were 34 specialists on board for fiscal year 18. Can you talk a little bit about the breakdown of those specialists in terms of the CPAP program and the national program? Are they working on both?

(Kaylee): So, they are working on the CPAP program.

(Chris Dermont): And then do we have an estimate of the specialist working on the national program or how is that program staffed?

Al Fontenot: So, right now we have the pilot with some permanent staff and we're looking at how we are going to staff up. I think the other piece that you might want to add is that we have 24 -- I believe -- data dissemination specialists who are experienced partnership people but who are working primarily with state data centers and providing output of census development data which builds the bases for what the partnership program is going to start working from. But, many of those are partnership program experts from the 2010 census. They are tied in with our national program. Any other questions? Well, thank you very much (Kaylee). At this time, we are going to turn it over to (Deirdre Bishop) who is going to - she is our chief in geography and she is going to talk about some real 2020 programs that are already in operation, already successful, and moving along. So, (Deirdre)?

(Deirdre Bishop): Thank you Al and good afternoon everyone. I'm happy to be with you today to give you an update on some of the geographic programs we've been working on to support 2020. I'm also happy to look out and see so many familiar and friendly faces and I thank you in advance for your attention on a Friday afternoon. I'm going to try to get through this information quickly.

Over the past few years, we've been working to update our mass census system. Our master address file, or MAF, is a list of all known housing units and group quarters in the nation. Our MAF database -- or TIGER -- is a geospatial database of boundaries, roads, and housing unit's coordinates. These two datasets go in the MAF TIGER system the foundation in the first step in ensuring a successful 2020 census.

Today, I'm going to provide updates on a few of our programs including the geographic support system program, in office address canvasing, geocoded resolutions, boundary limitations survey, the local updated census addresses, and the participant statistical program. All of this is a subset of the geographic programs in progress that we are working on here a the Census Bureau. My goal today is to demonstrate the breath of activities that are occurring to ensure an accurate address list and spatial database as we head into the 2020 census.

Let's begin with the geographic support system initiative. This is designed to support the system throughout the decade. The geo-MAF is an integrative program of improved address coverage, continual spatial, and future updates, and enhanced quality assessment and measurements. The GSS program supports and maintains the geographic and cartographic info structure necessary for all of the Census Bureau's data collection, processing, tabulation, and dissemination programs for the United States and Puerto Rico.

This program includes continual updates throughout the decade for current surveys, the 2020 census using data from the United States Postal Service and from tribal, state, and local governments. We started this program back in fiscal year 2011. We conducted research in fiscal years 11 and 12 and we began data collection and enhancements beginning in FY13 and we continue today.

In fiscal year 2013, the geography division has received 118.5 million address records from our partners in tribal, state, and local governments. We accepted just over 94 million of those, or nearly 80 percent of the records because they met our minimum criteria. We rejected 24 million records because they did not meet our minimum criteria or because they contained illegal or missing values.

When we matched those 94 million records against the Master Address File, 93.5 million -- or 99.46 percent -- matched. We added approximately 509,000 new addresses and you can see these numbers are highlighted on your screen. I'd also like to direct your attention to the last row of the table. Using the state x, y coordinates provided in the partner file, we were able to better position or add new mass structure points for over 70 million housing units in the nation.

This map illustrates our acquisition status by geographic entity and the shading represents various levels of participation. Yellow means state participated, green means counties participated, red means local municipalities submitted data. This map illustrates the 1,415 partners submitted data representing 38,100 governments. This includes 88.8 percent of the housing units in the nation and 89 percent of the population.

IN fiscal year 2018, we identified 10 criteria that we used to determine the 2018 workload. In general, we identified jurisdictions that had relatively high rates of housing growth, large numbers of ungeocoded addresses, relatively high rates of address under coverage in our Master Address File, or those that had not been able to provide a file in previous years.

This is offset by our decision to not reach out to those governments that had registered already for the Local Updated Census Data Addresses, or LUCA. Given our large response to LUCA this decade, the GSS workload for fiscal year 18 largely comprises of judications in jurisdiction stat are not participating in LUCA, some of which met one or more of those ten criteria I mentioned.

Now let's move on to in-office canvasing. The goal here is to manage as much of the review validation of our addressing list as possible in the office allowing resources in field work to really ensure an accurate address lists. It's important to stress -- as we have in the past -- that 100 percent of the addresses are being reviewed in the office. WE estimate that we will send approximately 30 percent to the field for validation. We started this operation in September of 2015 and by June 8th of 2017 we had completed an entire path of the nation. At that time, we had reviewed all 11.15 million blocks in the nation and we had classified 71 percent as stable, meaning they have made changes.

We continued our work with in office canvasing following that complete pass of the nation, focusing on areas where we had acquired new information but demonstrated a block may have experienced change. For example, a cities boundary may have changed, housing units may have fallen in or out of that boundary. Another example is when the United State Postal System informs us that we have new addresses in a census block. Those types of blocks are triggered by review in in-office canvasing and we've conducted 26 reviews of triggers since June of 2017. You can see the percent of passage lost have moved from 71 percent stable to 78.88 percent stable. Good work is being done.

In parallel with the master address canvasing, we'll also conducting ungeocoded resolution. This is an operation that geocodes addresses to census blocks resolving addresses that were not previously associated with a specific census geography and therefore would not have been included in the enumeration universe.

Why would this type of situation exist, you may ask? Perhaps there was a missing street feature in our TIGER database. Perhaps the street feature existed but we did not have a street name associated with it or perhaps the address range in our TIGER database was incorrect. Ungeocoded resolution is an in-office activity designed to resolve ungeocoded addresses by adding or editing features in addresses in the MAF TIGER system. When we started this project in the summer of 2017, we had approximate 2.4 million ungeocoded records in the MAF. Using staff at our national process center and our headquarters, we have reviewed 800,000 of these ungeocoded records and we've been able to get 78 percent of those addresses. It's important to note here that the number of ungeocoded addresses fluctuates based on the data we receive from the sequence file we receive from the United Postal Service.

Now let's move onto the resource survey, or DAF. This is the primary way for the tribal, county, and local governments insert their legal boundaries and consequently their official population counts are correctly recorded with the federal government. Every year, governments use the boundary annexation survey to update their legal boundary and official numbers. This year, we set a performance goal for DAF. Last year, the goal was to get a response from 85 percent of the recording universe. We received a response from 93 percent. This year, our goal is also to receive a response of 85 percent and we received a 40 percent response from the second quarter. I'm pleased to announce we surpassed that goal by 20 percent and -- as you can see -- when we created these slides we were at 67.3 percent but today we are up over the 70 percent mark for that DAF. So, we really are doing well. Governments are submitting their updates to us and we are getting those changed boundaries in.

For those of you who may be wondering why we show only 11 states eligible for the boundary and annexation survey, that's because we have official agreements with those states that they are going to submit all boundary updates on behalf of their county or local governments to the Census Bureau.

And now to the local update to the system. I'm sure many of you are familiar with this program, but those who are not, this is the only opportunity for tribal, state, and local governments to review the Census address list prior to the 2020 census. This interaction is authorized by Public Law 103.4.30, the census list improvement act. Active functioning governments can participate in this program, including federal recognized tribes with a reservation or off reservation trust lands, state, counties, cities, and townships. Eleven thousand five hundred thirty entities have registered to participate in LUCA this decade.

How does that compare to last decade? Last decade we had 11,500 exactly, so we're up by 37. This represents, as you heard from (Jim), 98.1 percent of the population and coincidently 98.1 percent of the housing units covered by at least one LUCA participant. For those of you who are interested to knowing how this corresponds to the hardest to count areas of the nation, nearly 99 percent of the housing and population with the lowest predicted response scores are covered by a LUCA participant. As of mid-April, all review materials have been created and shipped to state participants. The Puerto Rico participants will be shipped my June 1st, as per their request.

And in this slide, you can see I have responses received to date. During December they were a little bit higher because we prepared his slides yesterday. Mine were prepared the day before, but you can see the change coming in. We receive 50 to 100 updates every day. So far, of 1,614 submissions, 204 have no changes. That's 33.2 percent. I'm hopeful that this trend will continue because what is that saying? That the Master Address File is in very good shape and local governments are validating that for us. It's important to keep in mind that we are getting into May and most of the data that we are getting now are smaller sized governments.

Finally, I'd like to talk a little bit about our government statistical areas in PSAP. PSAP invites participants to review and update selective statistical areas that will be used to tabulate 2020 census data. This is following Census Bureau criteria and guidelines. PSAP is the only opportunity prior to the 2020 census for planning agencies, councils of government, Alaska native regional associations, and tribal, state, and local governments to update the statistical areas.

The Census Bureau using these statistical areas -- as I mentioned -- to delineate the 2020 census data and the American Survey and Economic Council. These data are used to make important decisions about community and regional development, education, agriculture, and environmental programs. Any IT types of statistical areas to review in PSAP: standard statistical geography and tribal statistical geography. Examples of those geographies are shown on this slide. The standard statistical geography include census track, block groups, census designated places, and census divisions. And then for the tribal statistical geography, I won't list them all, but similarly all of those are included.

This table displays the data schedule for the PSAP, which will be here sooner than we know. We will be sending an official letter discussing participation in PSAP. Participants will receive their materials in January of 2019 and they will have 120 days to review the material. After we update the MAF TIGER system with their statistical areas, we'll offer a verification code in which participants have 90 days to review. It's important to mention that the next opportunity after 2020 that these types of participants will have the opportunity to update their statistical geography will not be until the 2030 census. With that, I'll close for the day and entertain any questions.

Al Fontenot: Any questions for (Deirdre)? Thank you very much (Deirdre).

(Deirdre Bower): Thank you.

Al Fontenot: And now we're going to turn to (James Wighthorn) who is the chief of census redistricting and voting rights office who is going to take us home.

(James Wighthorn): All right. Thanks Al. I'm very happy to be here today. It's been at least a year since (Jessica) with DMR. I do have some updates. It's fitting that we're going right after geography because a good half of the redistricting program is intertwined with geography division, so we work very closely together. So, it's a nice fit.

So, for those of you who are not familiar with the program or its purpose, I'd like to quickly go over some background because the term redistricting can refer to different things to different people. The program at the Census has a very specific mission which is laid out by Public Law 94.171. The law requires us to establish a program that allows the state to identify the area geographic tabulation that they need to use to conduct redistricting and they have historically identified these by geography by voting districts and census blocks and then other electoral geography redistricting and congressional districts.

Now, the law also has another side that requires us to deliver that data to the person and bodies that are in charge of redistricting. We have to deliver it within one year of census date. This is usually the governor's offices, the legislative leadership, and then other public bodies with commissions that are responsible for redistricting in the state. IF the commissions are not yet stood up, then the organizing body will become their official recipient. If the organizing body doesn't yet exist, then the legislative body still counts as the participant.

So, the program's role - the redistricting program's role here is to establish the criteria for the program, to identify what are the required tabulations, and then to make sure that those tabulations are delivered to the official recipients and delivered on time. Most importantly, the entire process has to be conducted in a non-partisan manner. One of the ways we accomplish this is by having the state legislative bodies of both parties in each state identify a non-partisan liaison at the beginning of the program that we work with throughout the program.

So, I'm going to start here with a timeline of the program to give you sense of where we are in the cycle. So, for us, it is a decade long experience. We begin work on each decades exist data program as soon as we complete the delivery of the data from the previous decennial. We conduct focus groups with our official liaisons to understand works well, what changes are needed. And then we also use that time to review the legal landscape, what cases have come down over the course of the decade and we also look at where redistricting is heading so we can make sure when we get to the next decennial we're still meeting the needs of the state.

So, to kick off the program, we solicited that liaison we mentioned. We then conduct outreach to the state. We travel upon invitation to each of the states. That is an invitation from the official liaison. We address members of the legislature who are interested in redistricting and whoever else they feel is important to be in that audience. We talk about the redistricting program that is coming up. Do they know what to expect? We also talk about what's known about the upcoming census at that point and just make sure they are well informed.

As you can see -possibly see depending on how good the color is, there are a couple lines in red, which show you where we are now. One says that the final PL justifications, and then phase two is the redistricting process, which is the process that we are currently operating. Where I'm going to spend of my information today is around stage three, which is data delivery for the program, but I do want to provide a briefly refresh on where we are on phase one and on phase two, which is that redistricting voting district project.

So, we successfully complete the block boundary suggestion project on July 31st of last year. It's one of the first completed projects of the 2020 census. It was open to all states, DC, and Puerto Rico and it allowed states to identify features that they needed block boundaries when we created the census block. We had a 63 percent participation rate during the initial round and a 58 percent during the verification round. Some of this is a little obscure in the sense that some states didn't participate in the verification, some states provided their updates during verification. But, when you wash it all out, we had an overall of 41 states our of our 52 eligible partners gave us updates to apply to the database.

So now, we are fully engaged in phase two which is the voting district project. Last year, in the leadup to phase two, we sent letters of invitation to liaisons notifying them of the intending start of the program. In addition we sent the governors and the legislative leaders in each state a notification that phase two was about to start. We also indicated on those letters that the liaison chosen by the state is. This is to ensure that the states are aware that work is being done on their behalf and also an acknowledge that leadership changes occur frequently in the state depending on elections and retirements and those types of situations.

We kicked off on December 22nd of 2017 and we did have one big change that we had to this program. We added a second round of verification. This is in recognition of the changeable nature of voting districts that have been seen quite frequently and also an acknowledgement of the high number of updates that occur right before the decennial. That last round of verification will provide the states with an opportunity -- or the states that participated in the first who rounds -- will provide them an opportunity to refine their voting districts defined by their geography in the MAF TIGER database and ensure that important relationships between the districts are being maintained.

So, with those two updates, the main area I want to address is in regards to our main data delivery. We will be producing a prototype geographic project and prototype data tabulation data products in the 2020 end to end product test. We expect to deliver the geographic product in early 2019 and the geographic product will come in May of 2019. In the past, these prototype products and the official products are always delivered using DVDs and express mail; FedEx, UPS, USPS Express. As part of the 2018 test, we are experimenting with the use of electronic delivery of the tabulation product to the official recipient. This includes testing of the delivery of the tabulation to them, the verification of the deliver, and then the product itself. We're working with groups and their EDDY platform to establish how this delivery of the platform will work.

To make this happen, we will have to identify the legislative leadership for each state as was selected following the 2018 election. The leadership elections typically occur in January, so we're going to have to move on a very tight timeline. Then, we will need to engage the legislature to get them to pre-register so we have the appropriate individuals and contact information for them. And then finally, once the data is released, we'll have to let them know that the data is available. We'll have to let the system inform that they have access so we can follow-up and make sure that they can successfully retrieve that data. And then, we'll hopefully be able to do all that from moment of data availability to confirmation, all in a matter of a few hours of that data being released.

Now following the test release, we're going to reach out to the participants and engage their feedback on key components of the test. First one, were you able to access the data? Second, will this delivery method be accessible for receiving the required data early when the official data comes out? And finally, was the data able to be used for redistricting.

Prior to sending out the tabulations, we're going to provide examples of the geographic support products that we intend to include in out 2020 data. The products coming from the test will be a standard product that we have produced for previous census files. That includes the electronic mapping files or state files, PDF maps, and block and climate files which identify which blocks make up geography and which census block for each state or for each county. The one product we won't be producing is the block for block relationship files. That is a crosswalk between the 2010 and the 2020 block and since we won't have 2020 blocks during the 2018 tests, we won't be making that product at that time.

So, as a lesson learned from past decennial census, it's vital that the Census Bureau creates a set of prototypes for tabulation data products to show the states what to expect from the decennial census. Each prototype is used to build and test systems in preparation for the data release so that states can work immediately upon the receipt of the data. Many have a statutory deadline that starts with the receival.

As some of you may be aware of, we're excited that the Census Bureau will move forward with using two separate questions of race and ethnicity data included in the 2020 census. This follows the standard set out by the Office of Management and Budget and directed in 2015, last revised in 1997, and in keeping with this decision, the 2018 end-to-end census test is also following the standard. I did mention the DMR a year ago and in the federal register note that was put out for comment, there is the prototype design. Under a separate question scenario, we're going to continue to use the same file design in 2010. This is also the file design that was used in 2000, so it maintains the housing occupied vacant table that was added to the 2010 census.

There is -- however -- one additional table for 2020. I have it shown at the bottom of the table that is shown on the screen that was not previously included in the data file. Several states had a statutory need to reallocated specific groups such as students, military, or prisoners within their states prior to performing their redistricting. A request for group quarter information to accompany the redistricting data was made prior to the 2010 census, but the request was made too late to accommodate. So, instead the Census Bureau worked to produce table 242, which is grouping population by group quarters from summary file one early and we delivered in April of 2011. When we did the evaluation that I mentioned during the beginning of this presentation, the state indicated that this later delivery of this file negated its usefulness because the redistricting clock had already started. So, with this requesting echoed for the 2020 census, we moved this file onto the initial data set so it can come out simultaneously with the rest of the redistricting data.

So, as I mentioned, electoral geography earlier in this presentation being important to existing data recipients. The program continues to collect data for redistricting congressional districts on a two-year cycle. As part of those collections, the Census Bureau tabulated the data file one data from the previous census and any new congressional district boundaries. We just finished our last round of pre-census collections to capture the districts of 116th congress and the 2018 state legislative districts.

We are working to provide tabulated data for the newly received congressional districts which was Colorado and Pennsylvania, which we have done in the past. Typically, the Census Bureau does not collect the final congressional session for state legislative districts that are right before the census. This is a little change and little value of collecting them that early in the cycle. However, due to the prolonged court actions in the redistricting arena, we are paying very close attention of collecting this data and adding this collection cycle to the program. Its proximity to the decennial census requires us to minimize the impact by removing any past tabulation data products but it would allow these new district to be included in the 2020 redistricting file, making the data more relevant.

And then finally, as you can see from the milestone list above, we are well on our way with the program with so much to do. We're hopefully that before the end of this month, the prototype will be in public notice with our final design. And with that, I think I will close for any questions.

Al Fontenot: Thank you. Any questions for (James)? If there are no questions for (James), (Michael) - oh, I'm sorry. We had a question?

(Man 1): Is there any consideration being given cities in the redistricting process?

(James Wighthorn): So, according to the mission of the program is to make sure that we provide that the state's identify as they need for conducting their legislative redistricting. We establish a design timeframe in our 2020 plan for the final design which is due in the summer of 2019, so there is no citizenship in the

2018 prototype file because that question is not on the 2018 test and we'll have to see what type of feedback we get from the state when we release the prototype in ways that they are using they data. And should their being any changes that are needed, we'll be sure to publicly announce that.

Al Fontenot: Okay. Thank you, (James). (Michael)?

(Michael): Thanks very much. We've come to the end of our long day and the end of our long chilly week in April compared to usually April week. So, I'd like to think of my section of the agenda as remembering the people who weren't able to make it. The ability to fast forward to the last ten minutes and still get a considerable amount of benefit. So, I'll try to go through quickly and try to get us out of here quickly and try to get us out of here quickly, but leave you with enough information for those people who are fast forwarding so you feel like you were here.

So, Al told us about the budge outlook in which is Congress is giving us more budget flexibility across budget 18 and 19 to reduce risk. We know that all regional census offices should be open by the first week in May. (Jim) told us that our reporting capabilities will be ready early in preparations for 2020. (Deb) covered the 2018 census progress and I'll put that into cliff notes. We're a third of the way there, with almost two weeks remaining.

We had (Jennifer Weinhard) explain NERFU and (Jennifer Weisel) and her team give us a great demonstration of our application for enumeration on the iPhone. (Kevin Smith) covered our plan for cyber security emphasizing that not only do we have many layers of security but we also have many partners out there making sure we stay secure. (Aubrey) gave us a complete update on where we are with systems with the welcome new benefit of the number of systems ready for production now matching DAOs view, I hope. And also, I think it's important in (Aubrey's) presentation, a major goal of this test is to service system problems early. Success in the 2018 test means providing a clear picture of what must be done between now and 2020 production operation to ensure that systems are ready and that mean that when we find things that are broken and we're able to fix them, that we are doing the right thing in this test. I think that's an important point about what people will experience when they go out and observe this test and what we are already paying with the things that we've found.

(Raul) actually educated us about the census partnership program such as the census solutions workshop and the account management files. (Kaylee Bower) told us about the three E's about our partnership program: educate, encourage, and engage. (Deirdre Bishop) demonstrated -- I think -- that we are going into the 2020 census with the best address list and the best geographic data ever produced at the Census Bureau. I really think that's cool. (James Wightmore) provided information on all of the work the Census Bureau delivers redistricting data on time with accuracy and in a non-partisan manner.

And, that's is all of us. I invite us all back for July 20th, which is the next DMR, or at least that is the tentative date that we are looking at. And, I'll turn it over to Al to bring us to a close.

Al Fontenot: Thank you very much. We'd like to thank you for your attention today as we walked through the plans. We are very positive as we move forward that we are going to achieve our objective of counting everyone and counting them in the right place. We are going to have a very successful 2020 census. To the efforts to all the people up here and the 970 people behind them plus all of the contractors behind them that really make the census happen. Thank you very much. Have a wonderful weekend.

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