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MEMORANDUM FOR ACS Research and Evaluation Steering Committee

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Subject: Results from the April 2011 Puerto Rico Community Survey Internet Test

Attached is the final American Community Survey Research and Evaluation report "Results from the April 2011 Puerto Rico Community Survey Internet Test." The Internet test focused on evaluating the feasibility of providing an Internet response mode to addresses sampled for the Puerto Rico Community Survey. The main objective of the test was to determine the best way to present the Internet mode in the PRCS mailings to maximize self-response. This report summarizes the results of the Puerto Rico Community Survey Internet Test conducted in April 2011.

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Results from the April 2011 Puerto Rico Community Survey Internet Test

FINAL REPORT

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Table of Contents

EXECUTIVE SUMMARY	iii
1. Introduction	1
2. Methodology.....	1
2.1 Experimental Treatments.....	1
2.2 Design of the PRCS Internet Survey	3
2.3 Analysis Design	4
3. Limitations.....	5
3.1 Comparisons to Production.....	5
3.2 Mail Delays	5
3.3 No CATI Nonresponse Follow-up for Experimental Panels	5
3.4 Item Nonresponse Rates	5
3.5 No Replacement Questionnaire Mailing to Internet Cases Considered “Sufficient Partial Interviews”	6
4. Results.....	6
4.1 Does offering an Internet option change the total self-administered response rate?.....	6
4.2 Are the Internet usage rates statistically different by notification strategy?.....	7
4.3 Did the rate of accessing the Internet instrument and subsequent breakoffs differ among notification strategies?.....	8
4.4 How do item nonresponse rates differ between Internet and mail responses as well as notification strategies?.....	8
4.5 Are there differences in the demographics of Internet respondents and mail respondents? Across notification strategies?	13
4.6 How many households returned multiple responses?	17
4.7 How does the speed of receiving Internet responses compare to mail responses?.....	17
5. Summary	18
Acknowledgements.....	19
References	19
Appendix: 2011 PRCS Internet Test Mail Materials.....	A-1

LIST OF TABLES AND FIGURES

Table 1a. Self-Administered Response Rates by Notification Strategy (through April 28, 2011, the end of the first month of data collection)	7
Table 1b. Self-Administered Response Rates by Notification Strategy (through May 31, 2011, the end of the second month of data collection)	7
Table 2. Percent of Responding Households that Used the Internet by Notification Strategy (through April 28, 2011).....	8
Table 3. Percent of Sampled Units that Accessed the Internet Survey and Broke Off by Notification Strategy (through May 31, 2011).....	8
Table 4. Item Nonresponse Rates for Selected Questions by Mode (for Households that responded by April 28, 2011).....	10
Table 5. Item Nonresponse Rates for Selected Questions by Notification Strategy (for Households that responded by April 28, 2011)	12
Table 6. Demographic Characteristics for the Respondent (Person 1) for Internet and Mail Returns (excluding Control) (for Households that responded by April 28, 2011).....	14
Table 7. Demographic Characteristics of All People in Responding Households by Notification Strategy (for Households that Responded by April 28, 2011).....	16
Table 8. Multiple Return Rates by Notification Strategy (through May 31, 2011).....	17
Figure 1. Graph of Cumulative Daily Check-in Rates (Mail and Internet Combined) for PRCS ...	18

EXECUTIVE SUMMARY

Test Objective

Currently, the Puerto Rico Community Survey (PRCS) collects data using three modes: mailout/mailback of a paper questionnaire, Computer-Assisted Telephone Interview and Computer-Assisted Personal Interview. In general, sampled addresses are contacted by mail first. Next, nonrespondents for whom we have a valid phone number are contacted by Computer-Assisted Telephone Interview. Finally, the remaining nonrespondents are subsampled for Computer-Assisted Personal Interview. Mail response in Puerto Rico has always been low, much lower than mail response in the United States. The United States Census Bureau conducted the PRCS Internet Test in April 2011 to evaluate the feasibility of providing a fourth response mode—an Internet mode—to addresses selected for the PRCS. The main objective of the test was to determine the best way to present the Internet mode in the PRCS mailings to maximize self-response. This report discusses the results from that test.

Methodology

The 2011 PRCS Internet Test studied two experimental “Choice” strategies—a Prominent Choice and a Not Prominent Choice—for notifying sampled addresses about the Internet mode. Households in the experimental strategies received a paper survey questionnaire and could choose either mail or Internet to respond. In the Prominent Choice, the Internet option was explicitly advertised in all mailings as an alternative to the paper questionnaire. In the Not Prominent Choice, the Internet option appeared only in an inconspicuous place on the front of the paper questionnaire. The Not Prominent Choice treatment was designed to address response decreases seen in other studies, including the 2000 ACS Internet Test (Griffin et al., 2001), in which two response mode options were provided.

The Control group was the April 2011 PRCS production sample. These cases only received a paper questionnaire and did not have the opportunity to respond online.

Research Questions and Results

Does offering an Internet option change the total self-administered response rate?

At the end of the first month of data collection (when we normally identify the Computer-Assisted Telephone Interview nonresponse follow-up workload) the self-administered response rates for both experimental strategies and the Control were low—about 19 percent. There was no significant difference in response rates between the experimental treatments or between either experimental treatment and the Control.

Are the Internet usage rates statistically different by notification strategy?

As expected, among responding households, a significantly greater proportion of households responded by Internet in the Prominent Choice strategy than in the Not Prominent Choice Strategy (10.4 percent compared to 4.7 percent), most likely due to the nature of how the Internet option was presented in the mail materials.

Did the rate of accessing the Internet instrument and subsequent breakoffs differ among notification strategies?

Despite having larger sample sizes in each test treatment compared to production (3,704 versus 1,928), there were very few households (171) that accessed the PRCS Internet instrument (successfully logged in) during the two months of data collection. As expected, a significantly higher percentage of households in the Prominent Choice strategy accessed the Internet instrument compared to the Not Prominent strategy (3.0 percent versus 1.6 percent). There was no statistical difference in the Internet break-off rates between the experimental treatments.

How do item nonresponse rates differ between Internet and mail responses as well as notification strategies?

Among the items selected for this analysis, the Internet item nonresponse rates were significantly lower or not significantly different from those for mail. The Internet item nonresponse rates were significantly lower for sex, relationship, number of rooms, number of vehicles, food stamps, tenure, and work last week compared to mail.

While the Internet breakoffs in the April 2011 American Community Survey Internet Test negatively impacted some item nonresponse measures for Internet returns, the PRCS rates were not similarly affected due to low Internet usage. However, when the insufficient partial responses were removed, the Internet item nonresponse rates in this analysis were noticeably reduced (some became zero) and all but one were significantly lower than those for mail. The Internet item nonresponse rate for relationship was not significantly different from the mail item nonresponse rate. This may be an indication that the Internet respondents in the PRCS made a good effort to provide a complete response.

By notification strategy (mail and Internet combined), only the item nonresponse rates for tenure and educational attainment were significantly higher in the Prominent Choice strategy compared to the Control (mail only). Otherwise, there were no statistically significant differences in item nonresponse between the Choice strategies or between either Choice strategy and the Control most likely due to low Internet usage. After removing the insufficient partial responses, there were no significant differences in item nonresponse between the Choice strategies and Control.

*Are there differences in the demographics of Internet respondents and mail respondents?
Across notification strategies?*

Internet respondents tended to be much younger, report “other” race more often, be more highly educated, or live in larger households compared to mail respondents, while more mail respondents reported themselves as Black or Hispanic.

Except for educational attainment, the demographic characteristics of all people in the responding households in the Prominent and Not Prominent Choice strategies were not significantly different from those in the Control. This is likely due to the low proportion of households that responded by Internet. For educational attainment among all people age 3 years or older, the Choice strategies (mail and Internet combined) had significantly higher proportions of people with less than a high school education and significantly lower proportions of people with more than a high school education compared to the Control (mail only). For those age 25 years or older, the only significant difference was in the less than high school category where the Prominent Choice strategy was significantly higher than the Control.

How many households returned multiple responses?

A very small proportion of households (1.0 percent in the Prominent Choice strategy and 1.1 percent in the Not Prominent Choice strategy) responded more than once in the April 2011 PRCS Internet Test. There were no significant differences between the Choice strategies or between either Choice strategy and the Control.

How does the speed of receiving Internet responses compare to mail responses?

Because there were very few Internet responses, the speed of response in the Choice strategies was similar to that in the Control panel.

1. Introduction

In April 2011, the U.S. Census Bureau conducted the 2011 Puerto Rico Community Survey (PRCS) Internet Test to evaluate the feasibility of providing a fourth response mode—an Internet mode—to addresses selected for the PRCS. The main objective of the test was to determine the best strategy to present the Internet mode in the PRCS mailings to maximize self-response. The results of this test will inform the decision of what method, if any, will go into PRCS production.

This report is a supplement to the report “2011 American Community Survey Internet Tests: Results from First Test in April 2011” (Tancreto et al., 2012a) that discusses the American Community Survey (ACS) Internet Test conducted at the same time as the PRCS Internet Test. Additional background and references are available in that report.

2. Methodology

Currently, the PRCS collects data using three modes across a three-month period: mailout/mailback of a paper questionnaire, Computer-Assisted Telephone Interview (CATI), and Computer-Assisted Personal Interview (CAPI). Mailable sampled addresses¹ receive the mail questionnaire first in month one. Next, nonrespondents for whom we have a valid phone number are contacted by CATI in month two. Finally, remaining nonrespondents and unmailable sampled addresses are subsampled for CAPI in month three. Note that mail responses are accepted throughout the three-month data collection period.

The April 2011 PRCS Internet test took place during April and May 2011 and was designed to evaluate the introduction of an online response option during the first month of data collection for the April 2011 PRCS production sample. This report makes many comparisons to PRCS production (the Control) that included CATI and CAPI follow-ups. Those follow-up contacts have been shown to affect mail response rates. Because the experimental treatments in this test did not include these follow-ups, most metrics presented in this report are based on responses received by the end of the first month of data collection (April 2011).

2.1 Experimental Treatments

In Puerto Rico we tested two different strategies for notifying sampled households about the Internet response mode using combinations of the five PRCS mailing pieces (pre-notice letter, initial questionnaire mailing, reminder postcard, and for nonrespondents only, replacement questionnaire mailing and additional reminder postcard). Both strategies followed the same mailing schedule as production and provided a concurrent choice between a paper questionnaire and the Internet survey. If successful in maintaining or increasing response, these strategies could save costs associated with data capture of paper questionnaires,

¹ An address is considered mailable if the address is complete and directs mail to a specific housing unit. Post office boxes and location descriptions are not considered to be mailable addresses.

postage, and reduced volume of replacement mailings due to faster and higher levels of response. See the Appendix for examples of the materials for each strategy.

Prominent Choice. Sampled addresses received the paper PRCS questionnaire, and households were given a concurrent choice of completing the PRCS on paper or the Internet. The Internet option was prominently displayed in both the cover letter and the questionnaire in the initial mailing package, as well as on the reminder postcard, in the replacement questionnaire mailing and on the additional reminder postcard. In both the initial and replacement questionnaire packages, this strategy also included a new Internet instruction card that provided the choice of response modes (paper and Internet) in Spanish and English.

Not Prominent Choice. These sampled addresses also received the paper PRCS questionnaire but the Internet response option appeared only in a non-prominent place on the front of the questionnaire. No other mail materials mentioned the online option, and the Internet instruction card was not provided. The purpose of testing this strategy was to provide the Internet option to those who were looking for it while attempting to alleviate a respondent's tendency to do nothing when offered response mode choices as seen in previous studies (Millar et al., 2011; Griffin et al., 2001).

Control (Mail only). The Control was the April 2011 PRCS production sample. These sample addresses received a paper questionnaire but there was no Internet option provided.

Unlike the April 2011 ACS Internet Test, we did not test a Push strategy in Puerto Rico because of the historically low proportion of mailable addresses and low mail response rates as well as a low Internet usage rate in Puerto Rico. In 2010, the PRCS annual mail response rate was 34.6 percent compared to 56.3 percent in the ACS (United States). This rate is the weighted number of interviews returned by mail during the full three months of data collection divided by the weighted number of sample cases that were eligible to respond by mail. Note that these mail response rates likely include responses prompted by the CATI or CAPI nonresponse follow-up contacts. See Schwann (2012) for additional details. The Internet usage rate was based on data from the Central Intelligence Agency World Fact Book (2008) combined with Census Bureau 2008 population estimates that suggested the percentage of Internet users in Puerto Rico was about 25 percent compared to about 76 percent in the United States.
(<https://www.cia.gov/library/publications/the-world-factbook/geos/rq.html>)

Another difference between the ACS and PRCS Internet Tests is the stratification of the sampled addresses. In the ACS Internet Test, the sampled addresses were stratified into two groups based on research conducted for the Census Integrated Communications Plan in preparation for the 2010 Census (U.S. Census Bureau, 2008). The Targeted stratum consisted of tracts containing households that were expected to use the Internet at a higher rate based on past research. The remaining tracts were in the Not Targeted stratum. For additional details about the stratification in the 2011 ACS Internet Test, see Tancreto et al. (2012a). The data that were used to determine the stratification for the ACS Internet Test were not available for Puerto Rico

because the 2010 Census advertising campaign targeted the country of Puerto Rico as a whole. Therefore, this study looked at the two notification strategies across all of Puerto Rico.

Sample Size

The sample size for the Prominent Choice and Not Prominent Choice treatments was 3,704 addresses in each treatment. The April 2011 PRCS Production sample (Control) consisted of 1,928 mailable addresses. The experimental treatments had a much larger sample than the production sample because of the expected low Internet response in Puerto Rico that was based on the estimated percentage of Internet users in Puerto Rico (about 25 percent) noted above.

Data Collection Period for the Test

The 2011 PRCS Internet Test was designed to simulate the first month of mail data collection in the PRCS. There were no CATI or CAPI nonresponse follow-up operations for the experimental treatments, but the Control included nonresponse follow-up since it was the PRCS production sample. The online survey remained available beyond the first month in order to see whether there would be more visits or return visits from the experimental treatment cases after the typical start of nonresponse follow-up by CATI. Because of the operational differences between the experimental treatments and production in the second month, comparisons made to the Control in this report are limited to the responses received in the first month of data collection.

2.2 Design of the PRCS Internet Survey

The goal in designing the online survey was to enable even novice Internet users to complete the survey. Previous and current web survey research as well as consultation with external web survey experts provided insight for the design and development of the ACS and PRCS Internet instruments. Five rounds of usability testing were conducted on survey prototypes to help improve the design, flow and question presentation of the online survey. While both the ACS and PRCS Internet instruments were very similar in design, there were a few notable differences including the name of the survey, background color, content of a few questions, and the Spanish translation that were tested in one round dedicated to identifying specific issues with the PRCS instrument. See Ashenfelter et al. (2011a), Ashenfelter et al. (2011b) and Leeman et al. (forthcoming) for results of usability testing. Findings from usability testing were incorporated into the final Internet survey design.

The Internet survey presented the questions in a manner similar to the other PRCS data collection modes to minimize mode effects, while taking advantage of the technology to improve data quality. This means the survey had three sections of questions: the first section asked basic demographic questions for all persons in the household; the second section, the housing section, asked questions about the housing unit and the household; and the third section asked detailed questions about each person in the household. The survey was available in both Spanish and English. The Internet survey maintained the self-administered nature of

the PRCS paper questionnaire coupled with the automated advantages similar to the CATI and CAPI modes in its design.

Like other federal agencies, the Census Bureau has strict information technology security to protect the privacy and confidentiality of survey respondents. The challenge for the PRCS online survey was to find a way to meet the security requirements in a manner that was also user-friendly. Households were provided a randomly generated 10-digit User ID on the address label of the mail materials to enter the survey. After confirming the address for their household, respondents received a four-digit Personal Identification Number (PIN). Respondents needed to use this PIN along with their User ID if they wished to return to the survey at a later time. At the time they were provided with their PIN, we stressed the importance of retaining the PIN because, in an effort to protect the information that had already been provided at previous visits to the survey, we could not retrieve it. If respondents lost their PIN and wanted to use the Internet to complete the survey, they had to start the survey over after we deleted the previously entered data and reset their survey.

The PRCS online survey maintained the look and feel of the PRCS mailing pieces. The screen background was the same light yellow/orange color as the mail questionnaire and the banner image came from a brochure in the survey mailings. The survey displayed one question per screen to facilitate skip patterns and to keep page content short to avoid scrolling.

The online survey provided several features intended to improve data quality. Critical survey questions were subject to soft error messages when left blank or when respondents provided inconsistent or invalid values. The respondent could either change the response or bypass the error using the navigation buttons to continue in the survey. Furthermore, the online survey provided topic-specific help through a link immediately following the question, where applicable. Finally, at the end of the survey, the respondent had the option of reviewing responses or submitting the survey without reviewing. If respondents chose to review, they could simply review the questions and answers or they could change their responses. For additional details about the design of the Internet survey instrument, see Tancreto et al. (2012b).

2.3 Analysis Design

For the analyses in this report, we used a two-step method for comparing the notification treatments to maximize the testing power for each research question. In Step 1, we compared the two Choice strategies (Not Prominent and Prominent) to each other. In Step 2, we compared the Choice strategy winner to the Control. The winner was determined based on specific evaluation measures for each research question. In the event that the treatments were not significantly different at any step in the process, the treatment with the most desirable rate was selected as the winner. At times, we extended the statistical testing to make comparisons between the Control and the other treatment as noted in the report. Details about the calculation of the evaluation measures are provided in the results section of this report.

All analyses used t-tests for the comparisons and, when necessary, the familywise error rate was adjusted for multiple comparisons using the Bonferroni-Holm Multiple Comparison Procedure (Holm, 1979). All results are weighted to reflect the probability of selection into the sample.

3. LIMITATIONS

3.1 Comparisons to Production

Due to expected low Internet response in Puerto Rico, we mailed to 7,408 addresses across the two treatments, which is much larger than the usual monthly mail-out for PRCS (1,928). Ultimately, even with the large sample sizes, there were very few Internet responses in this test. Therefore, any comparisons and conclusions about what would happen if an Internet response option was implemented in production should be made with caution.

3.2 Mail Delays

The time it takes for mail from the United States to be delivered to addresses in Puerto Rico, as well as for receipt of mail returns from Puerto Rico, is generally longer than within the continental U.S. These delays can lead to lower response rates during the first month of data collection.

3.3 No CATI Nonresponse Follow-up for Experimental Panels

The Control panel (April 2011 PRCS production panel) followed the PRCS protocol of mail data collection in month one, followed by nonresponse follow-up by CATI in month two. The experimental notification strategy treatments did not go into the CATI nonresponse follow-up operation in month two. Thus, comparisons between the experimental treatments and the Control panel are valid only for the first month of data collection since CATI calls are known to elicit mail response, which would affect response rate comparisons.

3.4 Item Nonresponse Rates

The evaluation measures in this report used unedited, raw data so edits and imputation would not mask any potential problems with the data. As such, the impact of the edits and imputation on the final item nonresponse rates that would be used in PRCS production cannot be assessed.

Also, the calculation of the item nonresponse rates reflect the presence of an answer and not necessarily the validity of that answer. This may give an unfair advantage to the item nonresponse rates for Internet cases because the mail response data had been keyed, which in many cases means that an invalid answer (i.e. "N/A", "Don't Know", "None of your business", etc.) for a particular question was turned into a blank response for that question. That same invalid answer in an Internet case was not turned into a blank response, and therefore, was

counted as a response. Also, when multiple responses were marked for certain questions requiring a single response on the mail form, the responses are blanked because the true answer is not known. However, the Internet instrument was programmed to allow only one answer for those questions, potentially leading to lower item nonresponse for those items.

3.5 No Replacement Questionnaire Mailing to Internet Cases Considered “Sufficient Partial Interviews”

We intended to send the nonresponse follow-up paper questionnaire mailing to all households that had started the online survey, but had not completed it. Unfortunately, households that provided enough information in the online survey to be considered sufficiently complete were mistakenly not included in that mailing. As a result, we have no way to assess the impact that mailing would have had on their responses.

4. Results

In advance of the test, we identified a series of research questions to help assess the success of the notification strategy treatments. In this section, the questions are shown in italics followed by the related results.

While any test of an Internet response option presents numerous items for analysis, the main focus of this test was the effect of providing an Internet response option on the overall self-administered response rates. Besides these rates, we looked at related items to get an overall picture of the effects of the new response mode and to gauge potential cost savings: Internet usage rates, Internet access rates and Internet break-off rates, item nonresponse rates, demographic profiles of respondents by mode and treatment, speed of responses, and amount of multiple returns.

4.1 Does offering an Internet option change the total self-administered response rate?

The self-administered response rate is the percent of mailable and deliverable² addresses that provided a mail, Internet or Telephone Questionnaire Assistance³ (TQA) response.

There was no significant difference in self-administered response rates between the experimental treatments or between either treatment and the Control at the end of the first month of data collection (Table 1a). At the end of the second month, there was still no significant difference between the two Choice treatments (Table 1b).

² A mailable address is a city style or non-city style address, but does not include post office boxes or text descriptions of housing units.

³ The TQA process allows respondents to call a toll-free number to receive help completing the survey. Respondents can either complete the mail or Internet form or complete the survey over the phone with an interviewer. TQA responses are included with mail responses since they usually occur during the mail data collection month.

Table 1a. Self-Administered Response Rates by Notification Strategy (through April 28, 2011, the end of the first month of data collection; Standard errors in parentheses)

	Notification Strategy			Compare Choice Strategies	Compare Not Prominent Choice and Control
	Control (Mail only)	Prominent Choice	Not Prominent Choice	Difference (Prom - Not Prom)	Difference (Not Prominent - Control)
Response Rate (SE)	19.2 (1.0)	18.9 (0.6)	19.4 (0.6)	-0.5 (0.9)	0.2 (1.2)

Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

Table 1b. Self-Administered Response Rates by Notification Strategy (through May 31, 2011, the end of the second month of data collection; Standard errors in parentheses)⁴

	Notification Strategy		Compare Choice Strategies
	Prominent Choice	Not Prominent Choice	Difference (Prominent – Not Prominent)
Response Rate (SE)	30.7 (0.7)	31.7 (0.8)	-1.0 (1.1)

Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

4.2 Are the Internet usage rates statistically different by notification strategy?

The Internet usage rate is the percent of all responses that came from the Internet mode by the end of the first month of data collection. The universe for this analysis was limited to responses received by the April 28, 2011 cut-off (before CATI follow-up) because we are interested in the effect of offering a second self-administered response mode on the nonresponse follow-up workload. As expected, among the responding households included in Table 1a, a significantly greater proportion of households in the Prominent Choice strategy used the Internet compared to the Not Prominent strategy, but these rates were significantly lower than those in the ACS Internet Test. In the PRCS Prominent Choice strategy, the Internet usage rate was 10.4 percent compared to the rates in the ACS Prominent Choice strategy which were 20.6 in the Not Targeted stratum and 25.7 in the Targeted stratum.⁵ It is interesting that 4.7 percent of responding households in the PRCS Not Prominent strategy used the Internet since the Internet option was minimally advertised in that strategy. This may indicate that respondents were looking for the Internet option or were at least reading the information and instructions on the questionnaire.

⁴ This table does not include the Control (mail only) panel because the Control panel underwent CATI nonresponse follow-up which likely resulted in some mail returns. The experimental panels did not go to CATI nonresponse follow-up.

⁵ In the April 2011 ACS Internet Test, sampled addresses in each notification strategy were stratified into two groups based on expected Internet usage. See Tancreto et al. (2012a) for details.

Table 2. Percent of Responding Households that Used the Internet by Notification Strategy (through April 28, 2011; Standard errors in parentheses)

	Notification Strategy		Compare Choice Strategies
	Prominent Choice	Not Prominent Choice	Difference (Prominent – Not Prominent)
Internet Usage Rate (SE)	10.4 (1.1)	4.7 (0.7)	5.7* (1.2)

Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

* Indicates statistical significance at $\alpha=0.1$.

4.3 Did the rate of accessing the Internet instrument and subsequent breakoffs differ among notification strategies?

This analysis looked at the access and breakoff rates through the end of the second month of data collection (May 31, 2011) to see how many people successfully logged in to the Internet instrument. This can help us to assess the feasibility and cost of providing and maintaining an Internet response option for the PRCS.

Only 171 households out of the 7,408 mailable addresses (2.3 percent) accessed the PRCS Internet instrument (successfully logged in) during the two months of data collection. As expected, a significantly higher percentage of households accessed the Internet survey in the Prominent Choice strategy compared to the Not Prominent Choice strategy (Table 3). Among those that accessed the Internet survey, there was a 6.4 percentage point difference between the percent of households that broke off in each strategy. However, this difference was not significant because so few cases actually accessed the Internet survey.

Table 3. Percent of Sampled Units that Accessed the Internet Survey and Broke Off ⁶ by Notification Strategy (through May 31, 2011; Standard errors in parentheses)

	Notification Strategy		Compare Choice Strategies
	Prominent Choice	Not Prominent Choice	Difference (Prominent – Not Prominent)
Accessed (SE)	3.0 (0.2)	1.6 (0.2)	1.4* (0.3)
Break-off (SE)	18.0 (4.0)	11.7 (4.4)	6.4 (5.3)

Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

* Indicates statistical significance at $\alpha=0.1$.

4.4 How do item nonresponse rates differ between Internet and mail responses as well as notification strategies?

Item nonresponse rates were analyzed to study question-level response behavior between the two data collection modes and between the notification strategies during the first month of data collection. This analysis includes only households (and the included people) that

⁶ The Break-off Rates in this table are the percentage point break-off estimates of those who accessed the Internet survey.

responded by mail or Internet through April 28, 2011 and for which we had a housing data record and at least one person data record. These rates were computed on raw, pre-edited data so they do not reflect final PRCS item nonresponse rates. The universe for Tables 4 and 5 is restricted to the responses received during the first month of data collection in order to see how the self-administered modes would perform without the assistance of the CATI and CAPI modes. Therefore, these tables only include about 65 percent of the total responses received during the test.

The item nonresponse rate is the number of people (or households) that answered a specific question divided by the total number of people (or households) that should have answered the question based on pre-defined universes. As noted earlier, we only looked at the presence of a response and not the validity of the response, with one exception. For age and date of birth, we determined whether it was possible to calculate an age based on the response to the date of birth question when age was missing. The reason for this difference is that age is needed to determine which questions are asked about each person.

First, we looked at the item nonresponse rates for selected variables from each section of the PRCS questionnaire by mode of response. In this analysis we restricted mail responses to the mail responses from the experimental treatments (excluded mail responses from the Control). The universes for most of the questions chosen for item nonresponse analysis did not depend on an answer from a previous question. Thus, the nonresponse for these items was not influenced by a prior item's nonresponse. The universe for two of the detailed questions (educational attainment and work last week) did depend on reported age so if age was missing, the person record was excluded from the analysis for these questions.

Among the items in this analysis, the Internet item nonresponse rates were significantly lower than or not significantly different from the item nonresponse rates for mail. The item nonresponse rates for sex, relationship, number of rooms, number of vehicles, food stamps, tenure, and work last week were significantly lower for Internet compared to mail. (See columns 2 and 4 in Table 4.)

The April 2011 ACS Internet Test found that insufficient partial responses⁷, a type of breakoff, contributed to higher item nonresponse rates for some items for the Internet compared to mail. In the PRCS, there were a small number of insufficient partial Internet responses (six housing units). Removing them from the analysis decreased many of the Internet item nonresponse rates to zero, resulting in significantly lower item nonresponse rates for Internet compared to mail for all but one item in this analysis. The Internet item nonresponse rate for relationship was not significantly different from the mail item nonresponse rate. (See the shaded column in Table 4.) This seems to indicate that, except for those who broke off, most people who used the Internet to respond to the PRCS made a good effort to provide a complete response. Note that some non-zero item nonresponse rates for the selected detailed person

⁷ These are Internet returns from sampled addresses that did not get far enough into the survey to provide enough information to be considered a sufficient partial response.

questions still remain. This may indicate that the respondents do not know the answers to the detailed questions for some of the other household members including non-related persons such as roommates or boarders, or they simply broke off.

Table 4. Item Nonresponse Rates for Selected Questions by Mode (for Households that responded by April 28, 2011; Standard errors in parentheses)

Variable	Internet	Internet (Excl. Insuff. Partial)	Mail (Excluding Control)
<i>Basic Demographic Questions</i>	n = 266 people	n = 246 people	n = 3,048 people
Age/Date of Birth	0.8 (0.8)	0.0** (0.6)	1.6 (0.3)
Sex	0.0** (0.5)	0.0** (0.6)	3.2 (0.4)
Relationship	0.0** (0.5)	0.0 (0.6)	0.9 (0.2)
Hispanic Origin	2.6 (2.1)	0.0** (0.6)	1.1 (0.2)
Race	4.5 (2.8)	0.0** (0.6)	3.6 (0.5)
<i>Housing Questions</i>	n = 102 housing units	n = 96 housing units	n = 1,285 housing units
Type of Building	2.9 (1.7)	0.0** (1.5)	4.6 (0.6)
Number of Rooms	2.9** (1.7)	0.0** (1.5)	7.7 (0.7)
Number of Vehicles	2.9** (1.7)	0.0** (1.5)	7.2 (0.6)
Food Stamps	2.9** (1.7)	0.0** (1.5)	8.1 (0.7)
Tenure	2.9** (1.7)	0.0** (1.5)	11.2 (0.7)
<i>Detailed Person Questions</i>			
Place of Birth	11.3 (3.3)	5.3** (2.0)	12.0 (0.9)
Educational Attainment	11.5 (3.3)	5.9** (2.4)	14.6 (0.8)
Health Insurance	13.9 (3.4)	7.7** (2.2)	13.1 (0.9)
Difficulty Hearing	12.4 (3.4)	6.5** (2.2)	12.3 (0.9)
Work Last Week	10.7** (2.8)	6.9** (2.3)	21.2 (1.0)

Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

** Indicates that Internet is statistically significantly lower than mail at $\alpha=0.1$.

Next, the item nonresponse rates were calculated for each treatment and the Control (Table 5). For the basic demographic questions (asked about each person at the beginning of the survey), there were no significant differences in the item nonresponse rates between either of the Choice treatments and the Control. The item nonresponse rates for most of the housing and detailed person questions in the Choice treatments were not significantly different from those for the Control. The exceptions were for tenure and educational attainment where the rates for the Prominent Choice treatment were significantly higher than the rates for the Control. For this analysis, the Choice strategies were only compared to the Control and not to each other.

The item nonresponse rates were recalculated after removing the insufficient partial Internet responses, similar to what was done for the analysis of the item nonresponse by mode. Because of the small number of cases removed, the item nonresponse rates in the Choice strategies were minimally changed (0.1 to 0.9 percentage points), but there were no remaining statistically significant differences between either of the Choice treatments and the Control. (See the shaded columns in Table 5.)

Table 5. Item Nonresponse Rates for Selected Questions by Notification Strategy (for Households that responded by April 28, 2011; Standard errors in parentheses)

Variable	All Households			Excluding Internet break-offs that were insufficient partials	
	Control (Mail only)	Not Prominent Choice	Prominent Choice	Not Prominent Choice	Prominent Choice
<i>Basic Demographic Questions</i>	n = 864 people	n = 1,696 people	n = 1,618 people	n = 1,691 people	n = 1,603 people
Age/Date of Birth	1.4 (0.4)	1.8 (0.4)	1.3 (0.3)	1.7 (0.3)	1.3 (0.3)
Sex	3.3 (0.7)	2.9 (0.5)	3.0 (0.4)	3.0 (0.5)	3.0 (0.4)
Relationship	1.0 (0.3)	1.0 (0.2)	0.7 (0.2)	1.0 (0.2)	0.7 (0.2)
Hispanic Origin	1.1 (0.3)	1.3 (0.3)	1.2 (0.4)	1.2 (0.3)	0.9 (0.3)
Race	3.7 (1.0)	3.2 (0.6)	4.2 (0.7)	3.1 (0.6)	3.6 (0.7)
<i>Housing Questions</i>	n = 357 housing units	n = 702 housing units	n = 685 housing units	n = 700 housing units	n = 681 housing units
Type of Building	3.0 (1.0)	4.6 (0.8)	4.4 (0.8)	4.4 (0.8)	4.1 (0.8)
Number of Rooms	5.5 (1.1)	7.0 (0.9)	7.7 (1.0)	6.9 (0.9)	7.5 (1.0)
Number of Vehicles	6.1 (1.3)	6.4 (0.7)	7.4 (1.0)	6.3 (0.7)	7.2 (1.0)
Food Stamps	6.1 (1.4)	7.7 (1.0)	7.7 (1.0)	7.6 (1.0)	7.5 (1.0)
Tenure	7.7 (1.4)	10.4 (1.1)	10.8* (1.0)	10.3 (1.1)	10.6 (1.1)
<i>Detailed Person Questions</i>					
Place of Birth	10.7 (1.6)	12.0 (1.1)	11.9 (1.1)	11.9 (1.2)	11.0 (1.1)
Educational Attainment	11.3 (1.5)	14.3 (1.2)	14.4* (1.0)	14.4 (1.2)	13.6 (1.0)
Health Insurance	11.5 (1.7)	13.0 (1.2)	13.3 (1.1)	12.9 (1.2)	12.5 (1.1)
Difficulty Hearing	10.4 (1.7)	12.4 (1.2)	12.2 (1.1)	12.3 (1.2)	11.4 (1.0)
Work Last Week	21.1 (2.3)	19.9 (1.4)	21.0 (1.4)	19.9 (1.4)	20.5 (1.4)

Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

* Indicates the Experimental strategy is statistically significantly different from the Control at $\alpha=0.1$.

*4.5 Are there differences in the demographics of Internet respondents and mail respondents?
Across notification strategies?*

This analysis looks at the demographics of the Internet and mail respondents excluding Production (Control) cases. The insufficient partial cases are included. For the person-level items, we used the characteristics of the first person listed in the household roster (Person 1) to classify the household, although we know from past studies that Person 1 is not always the respondent (Hill et al., 2008; DeMaio et al., 1990).

Internet respondents tended to be much younger, report “other” race more often, be more highly educated, or live in larger households compared to mail respondents, while more mail respondents reported themselves as Black or Hispanic compared to Internet respondents. These characteristics are similar to those of the respondents found to be significant in the April 2011 ACS Internet Test (Tancreto et al., 2012a).

Table 6. Demographic Characteristics for the Respondent (Person 1) for Internet and Mail Returns (excluding Control) (for Households that responded by April 28, 2011; Standard errors in parentheses)

Characteristic	Internet	Mail (Excluding Control)	Internet - Mail
Age (mean)	47.2 (1.4)	61.8 (0.4)	-14.6* (1.5)
Female	40.2 (4.9)	47.5 (1.4)	-7.3 (4.9)
<i>Race</i>			
White	76.8 (4.1)	79.6 (1.1)	-2.9 (4.5)
Black	6.1 (2.3)	13.0 (0.9)	-6.9* (2.5)
American Indian/Alaska Native	1.0 (1.0)	0.2 (0.1)	0.8 (1.0)
Asian	0.0 (1.5)	0.1 (0.1)	-0.1 (0.1)
Native Hawaiian/Other Pacific Islander	0.0 (1.5)	0.0 (0.1)	0.0 (0.0)
Other	11.1 (3.1)	4.1 (0.6)	7.0* (3.3)
Multiple Races	5.1 (2.1)	2.9 (0.5)	2.1 (2.3)
Hispanic	91.1 (3.1)	99.0 (0.3)	-7.9* (3.1)
<i>Educational Attainment</i>			
Less than High School	10.4 (3.0)	25.2 (1.2)	-14.8* (3.3)
High School Graduate	12.5 (3.3)	24.6 (1.1)	-12.1* (3.6)
More than High School	77.1 (4.4)	50.2 (1.4)	26.9* (4.9)
Household Size	2.61 (0.13)	2.37 (0.04)	0.24* (0.13)
Renter	9.1 (2.9)	9.2 (1.0)	-0.1 (3.1)

Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

* Indicates statistical significance at $\alpha=0.1$.

When comparing the demographic characteristics of all people included in the responding households across treatments, we chose to limit the analysis to households that responded by April 28, 2011. We found that, except for educational attainment, the people in both Choice strategies (mail and Internet combined) had characteristics that were not statistically different from those in the Control (mail only) (Table 7). These similarities are most likely due to the low proportion of households that responded by Internet. When these Internet households were combined with the mail households, the Internet respondents did not appear to have much influence on the characteristics of the Choice notification strategies overall.

Educational attainment in Table 7 includes all people age 3 years or older in responding households. For this universe, the Choice strategies had significantly higher proportions of people with less than a high school education and significantly lower proportions of people with more than a high school education compared to the Control. A possible explanation for this seemingly opposite finding compared to that between the Internet and mail respondents in Table 6 may be related to the universe used in this analysis. When we limited the universe to people age 25 years or older (the universe usually used for reporting educational attainment in ACS data products), the only significant difference was a higher proportion of people with less than a high school education in the Prominent Choice compared to the Control (27.4 percent and 20.9 percent, respectively). Also, note that the mail responses in Table 6 were given a choice of responding by mail or Internet but the Control responses in Table 7 were not. Therefore, there may be some differences between these two groups which may provide an additional explanation for the variation in findings. Additional research is needed.

Table 7. Demographic Characteristics of All People in Responding Households by Notification Strategy (for Households that Responded by April 28, 2011; Standard errors in parentheses)

Characteristic	Control (Mail only)	Not Prominent Choice	Prominent Choice
Age (mean)	47.1 (1.5)	47.4 (0.8)	48.5 (0.8)
Female	53.3 (1.4)	53.2 (0.9)	54.2 (0.8)
<i>Race</i>			
White	81.3 (2.3)	80.0 (1.4)	79.5 (1.4)
Black	12.6 (1.8)	11.7 (1.3)	12.4 (1.2)
American Indian/Alaska Native	0.4 (0.2)	0.4 (0.2)	0.2 (0.2)
Asian	0.1 (0.1)	0.1 (0.1)	0.0 (0.1)
Native Hawaiian/Other Pacific Islander	0.0 (0.2)	0.0 (0.1)	0.0 (0.1)
Other	3.6 (1.4)	4.4 (0.8)	5.2 (0.9)
Multiple Races	2.0 (0.7)	3.5 (0.6)	2.8 (0.6)
Hispanic	98.8 (0.5)	98.7 (0.3)	98.9 (0.3)
<i>Educational Attainment</i>			
Less than High School	27.7 (2.0)	32.9* (1.5)	34.4* (1.3)
High School Graduate	23.0 (1.9)	22.6 (1.3)	21.0 (1.3)
More than High School	49.3 (2.1)	44.5* (1.5)	44.6* (1.6)
Household Size	2.43 (0.07)	2.42 (0.05)	2.36 (0.05)
Renter	9.7 (1.6)	9.4 (1.1)	9.0 (1.3)

Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

* Indicates the Experimental strategy is statistically significantly different from the Control at $\alpha=0.1$.

4.6 How many households returned multiple responses?

There were two modes of self-response concurrently offered to households in the PRCS—a paper questionnaire and an Internet survey. The purpose of this research question was to see if offering a choice would affect the number of addresses that provided multiple returns. The Internet instrument only allowed for one return per address; however, Internet respondents also could have returned a paper form by mail. Depending on the timing of the receipt of the returns, a respondent may have received a second paper form in the nonresponse follow-up mailing despite having mailed back the first questionnaire received. A TQA phone call initiated by the respondent also could lead to a response that is counted among the mail responses. Therefore, multiple responses can be any combination of mail, Internet and TQA.

To account for the lengthier time for receipt of mail returns from Puerto Rico as noted earlier, this analysis looked at all returns through May 31, 2011. There was no significant difference in the multiple return rates between the Choice strategies or between either of the Choice strategies and the Control (Table 8). Further investigation found that only one address in the Choice strategies had a mail response and an Internet response. The remainder of multiple responses in all treatments consisted of multiple mail responses.

Table 8. Multiple Return Rates by Notification Strategy (through May 31, 2011; Standard errors in parentheses)

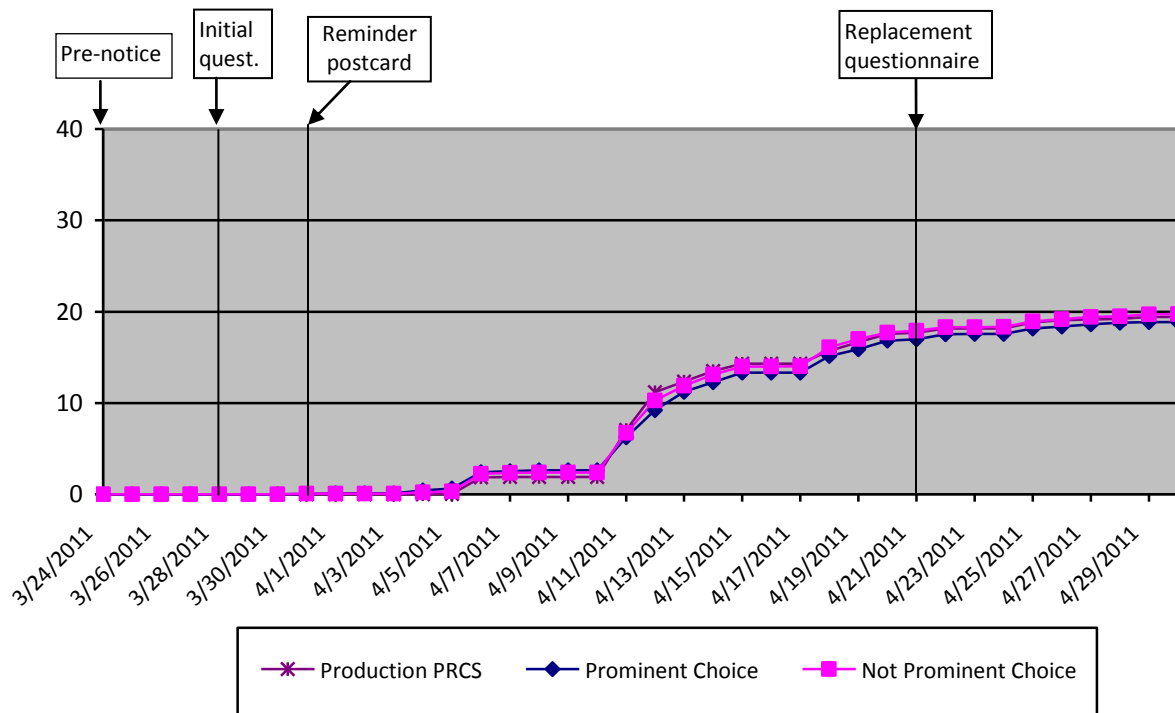
	Notification Strategy			Compare Choice Strategies	Compare Prominent Choice and Control
	Control (Mail only)	Prominent Choice	Not Prominent Choice	Difference (Prom - Not Prom)	Difference (Prominent - Control)
Estimate	0.6	1.0	1.1	-0.1	0.3
(SE)	(0.3)	(0.3)	(0.3)	(0.5)	(0.5)

Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

4.7 How does the speed of receiving Internet responses compare to mail responses?

Figure 1 shows the cumulative percent of responses received each day through the end of the first month of data collection by strategy. This daily rate reflects the combined number of mail and Internet responses received by the specified date. Because there were very few Internet responses, mail returns drove the speed of response, which tracked similarly in both Choice strategies and the Control.

Figure 1. Graph of Cumulative Daily Check-in Rates (Mail and Internet Combined) for PRCS



Source: U.S. Census Bureau, 2011 Puerto Rico Community Survey Internet Test, April to May 2011

5. Summary

Both the Prominent Choice and Not Prominent Choice strategies were able to encourage some respondents to use the Internet instrument in Puerto Rico and, as expected, more people accessed the PRCS Internet instrument and responded by Internet in the Prominent Choice strategy. The self-administered response rates in both strategies were not different from the PRCS production (Control) rate for April 2011. Among the households that accessed the PRCS Internet instrument, there was no difference in break-off rates between those in the Prominent Choice strategy and those in the Not Prominent Choice strategy.

The Internet item nonresponse rates for the questions in this analysis were lower than or not significantly different from the mail item nonresponse rates. Item nonresponse rates for sex, relationship, number of rooms, number of vehicles, food stamps, tenure, and work last week were significantly lower among Internet responses compared to mail responses. Removing the small number of insufficient partial responses from the item nonresponse rate calculations resulted in significantly lower Internet item nonresponse rates for all but one question shown in this analysis compared to mail.

Looking at the mailing strategies, the item nonresponse rates for the Choice strategies were not different from the rates for the Control except that the rates for tenure and educational attainment were significantly higher for the Prominent Choice strategy compared to the Control. When insufficient partial responses were removed from the calculations, the rates for

the Choice strategies changed slightly, and there were no remaining statistically significant differences between the Choice strategies and Control.

Internet respondents tended to be much younger, report “other” race more often, be more highly educated, or live in larger households compared to mail respondents, while more mail respondents reported themselves as black or Hispanic compared to Internet respondents. However, the demographic characteristics of all the people in the responding households in the Choice strategies were not significantly different from those in the Control panel except for education.

In conclusion, offering the Internet response option did not appear to be harmful to the self-administered response rates or the item nonresponse rates in the PRCS. However, very few households from a sample over three-and-a-half times as large as the usual PRCS monthly production sample used the PRCS Internet instrument. If we apply the Internet response rates from the Choice strategies to the average PRCS sample size, we estimate that roughly 40 sample addresses would respond by Internet on a monthly basis under the Prominent strategy and about 18 under the Not Prominent strategy. Given these estimates, additional investigation should be done to determine whether providing and maintaining a PRCS Internet instrument is cost-effective at this time. Also, research into the availability and accessibility of the Internet in Puerto Rico as well as strategies to encourage response via the Internet should be ongoing.

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Appendix: 2011 PRCS Internet Test Mail Materials

I. Prominent Internet Offer (Choice)	Page
1. Pre-Notice Letter	
Spanish.....	A-2
English.....	A-3
2. Initial Mailing Package	
a. Letter	
Spanish.....	A-4
English.....	A-5
b. Instruction Card (Front Side – Spanish).....	A-6
c. Instruction Card (Reverse Side – English).....	A-6
d. Questionnaire Cover (Spanish).....	A-7
3. Reminder Postcard (Spanish and English).....	A-8
4. Second (Replacement) Mailing Package Letter	
Spanish.....	A-9
English.....	A-10
5. Additional Reminder Postcard (Spanish and English).....	A-11

NOTE: The Prominent Internet Offer (Choice) Instruction Card and Questionnaire from the First Mailing Package was included in the Second (Replacement) Mailing Package.

II. Not Prominent Internet Offer	Page
1. Pre-Notice Letter	
Spanish.....	A-12
English.....	A-13
2. Initial Mailing Package	
a. Letter	
Spanish.....	A-14
English.....	A-15
b. Questionnaire Cover (Spanish).....	A-16
3. Reminder Postcard (Spanish and English).....	A-17
4. Second (Replacement) Mailing Package Letter	
Spanish.....	A-18
English.....	A-19
5. Additional Reminder Postcard (Spanish and English).....	A-20

NOTE: The Not Prominent Internet Offer Questionnaire from the First Mailing Package was included in the Second (Replacement) Mailing Package.

Prominent Internet Offer (Choice): Pre-Notice Letter (Spanish)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Estimado señor o señora,

Dentro de unos días su hogar recibirá por correo instrucciones sobre cómo completar una encuesta nacional muy importante, la Encuesta sobre la Comunidad de Puerto Rico. Por favor, siga las instrucciones para completar la encuesta inmediatamente. El Negociado del Censo de los EE.UU. está llevando a cabo esta encuesta y seleccionó su dirección, y no a usted personalmente, como parte de una muestra de hogares en su comunidad seleccionados al azar.

La Encuesta sobre la Comunidad de Puerto Rico recoge información sobre varios temas como la educación, la vivienda, y el empleo. La información de esta encuesta se utiliza por el gobierno federal, y también por el gobierno de Puerto Rico y los gobiernos municipales, para evaluar las necesidades de las comunidades en Puerto Rico. Por ejemplo, el gobierno utiliza esta información para decidir dónde hay mayor necesidad de escuelas, carreteras, hospitales y otros servicios públicos. La encuesta también ayuda a diseñar programas para reducir el tráfico, proveer adiestramiento para empleos y planificar el cuidado de la salud de los envejecientes.

Si usted tiene acceso a la Internet y desea obtener más información acerca de la Encuesta sobre la Comunidad de Puerto Rico, por favor, visite la página del Negociado del Censo: www.census.gov/acs/www.

Gracias de antemano por su ayuda.

Atentamente,

A handwritten signature in cursive script that reads "Robert M. Groves".

Robert M. Groves
Director

ACS-12(X)PIO-PR (12-2010)

USCENSUSBUREAU
Helping You Make Informed Decisions

www.census.gov

Prominent Internet Offer (Choice): Pre-Notice Letter (English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Dear Resident:

In a few days your household will receive instructions in the mail on how to complete a very important national survey, the Puerto Rico Community Survey. Please follow the instructions to complete the survey promptly. The U.S. Census Bureau is conducting this survey and chose your address, not you personally, as part of a randomly selected sample.

The Puerto Rico Community Survey collects information about various topics like education, housing, and jobs. Information from this survey is used by federal, Puerto Rico, and municipio governments to meet the needs of communities in Puerto Rico. For example, the government uses this information to decide where schools, highways, hospitals, and other services are needed. The survey also is used to develop programs to reduce traffic congestion, provide job training, and plan for the health care needs of the elderly.

If you have access to the Internet and want to learn more about the Puerto Rico Community Survey, please visit the Census Bureau's Web site:
www.census.gov/acs/www.

Thank you in advance for your help.

Sincerely,

Robert M. Groves
Director

ACS-12(X)PIO-PR (12-2010)

U S C E N S U S B U R E A U
Helping You Make Informed Decisions

www.census.gov

Prominent Internet Offer (Choice): First Mailing Package Letter (Spanish)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Estimado señor o señora,

El Negociado del Censo de los EE.UU. recientemente envió una carta a su hogar acerca de la Encuesta sobre la Comunidad de Puerto Rico. Hay dos maneras de completar esta encuesta. Por favor, escoja SOLAMENTE una.

Opción 1: Vaya a <https://respond.census.gov/prcs> para completar la encuesta por la Internet. Para entrar a la encuesta, necesitará la información sobre la dirección que aparece en la etiqueta que se encuentra en el cuestionario adjunto.

Opción 2: Llene y devuelva por correo el cuestionario adjunto.

Esta encuesta recopila información vital actualizada que se utiliza para responder a las necesidades de las comunidades en Puerto Rico. Por ejemplo, los resultados de esta encuesta son usados para determinar dónde se necesita nuevas escuelas, hospitales y estaciones de bomberos. Esta información también ayuda a las comunidades a prepararse para las emergencias que le pueden afectar a usted y a sus vecinos, tal como inundaciones y otros desastres naturales.

El Negociado del Censo de los EE.UU. escogió su dirección, y no a usted personalmente, como parte de una muestra de hogares seleccionados al azar. Usted está obligado(a) por ley a responder a esta encuesta. La ley requiere que el Negociado del Censo mantenga la confidencialidad de sus respuestas. El folleto que acompaña esta carta contesta a algunas de las preguntas más frecuentes sobre la encuesta.

Si usted necesita ayuda en llenar la encuesta, por favor, refiérase a las instrucciones adjuntas o llame sin cargo a nuestra línea informativa (1-888-369-3597).

Gracias.

Atentamente,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

Anejos

ACS-13(LX)PIO-PR (12-2010)

U S C E N S U S B U R E A U
Helping You Make Informed Decisions

www.census.gov

Prominent Internet Offer (Choice): First Mailing Package Letter (English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Dear Resident:

The U. S. Census Bureau recently sent a letter to your household about the Puerto Rico Community Survey. There are two ways to complete this survey. Please choose **ONLY** one.

Option 1: Go to <https://respond.census.gov/prcs> to complete the survey online. You will need information from the address label on the enclosed questionnaire to log in.

Option 2: Fill out and mail back the enclosed questionnaire.

This survey collects critical up-to-date information used to meet the needs of communities across Puerto Rico. For example, results from this survey are used to decide where new schools, hospitals, and fire stations are needed. This information also helps communities plan for the kinds of emergency situations that might affect you and your neighbors, such as floods and other natural disasters.

The U.S. Census Bureau chose your address, not you personally, as part of a randomly selected sample. You are required by U.S. law to respond to this survey. The Census Bureau is required by U.S. law to keep your answers confidential. The enclosed brochure answers frequently asked questions about the survey.

If you need help completing the survey, please use the enclosed guide or call our toll-free number (1-888-369-3597).

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director



Enclosures

ACS-13LXIP10-PR (12-2010)



U S C E N S U S B U R E A U
Helping You Make Informed Decisions

www.census.gov

Prominent Internet Offer (Choice): First Mailing Package Instruction Card (Front Side – Spanish)

USCENSUSBUREAU <i>Helping You Make Informed Decisions</i>	
ENCUESTA SOBRE LA COMUNIDAD DE PUERTO RICO	
Hay dos maneras para completar la Encuesta sobre la Comunidad de Puerto Rico:	
	Opción 1 – Vaya a https://respond.census.gov/prcs para completar la encuesta por la Internet. ATENCIÓN: Necesitará información que aparece en la etiqueta del cuestionario adjunto para iniciar la sesión.
	Opción 2 – Llene y devuelva por correo el cuestionario adjunto en el sobre de franqueo pagado.
Por favor, escoja SOLAMENTE una manera de responder. Si usted necesita ayuda para llenar la encuesta o tiene preguntas acerca de la Encuesta sobre la Comunidad de Puerto Rico, llame sin cargo al 1-888-369-3597.	
ACS-34(X)PIO PR (12/30/2010)	<i>See other side for English.</i>

Prominent Internet Offer (Choice): First Mailing Package Instruction Card (Reverse Side – English)

USCENSUSBUREAU <i>Helping You Make Informed Decisions</i>	
ENCUESTA SOBRE LA COMUNIDAD DE PUERTO RICO	
Two Ways to Complete the Puerto Rico Community Survey:	
	Option 1 – Go to https://respond.census.gov/prcs to complete the survey online in English. IMPORTANT: You will need information from the address label on the enclosed questionnaire to log in.
	Option 2 – Fill out the enclosed questionnaire and mail it back in the postage-paid envelope.
Please choose ONLY one way to respond. If you need help or have questions about the Puerto Rico Community Survey, call the toll-free number 1-888-369-3597.	
ACS-34(X)PIO PR (12/30/2010)	<i>Vea el otro lado para español.</i>

Prominent Internet Offer (Choice): Questionnaire Cover (Spanish)

13051016



La Encuesta sobre la Comunidad de Puerto Rico

DEPARTAMENTO DE COMERCIO DE LOS EE.UU.
Administración de Economía y Estadísticas
NEGOCIADO DEL CENSO

Comience Aquí

Responda hoy por la Internet en:
<https://respond.census.gov/prcs>

O

Llene y devuelva por correo el cuestionario adjunto tan pronto sea posible.

Este cuestionario pide información sobre las personas que viven o se quedan en la dirección en la etiqueta. También pide información sobre la casa, apartamento o casa móvil ubicada en la dirección que se indica en la etiqueta.



Si necesita ayuda o si tiene alguna pregunta sobre cómo completar este cuestionario, por favor, llame al 1-888-369-3597. La llamada telefónica es gratis.

Aparato telefónico para las personas con impedimentos auditivos (TDD, por sus siglas en inglés):

Llame al 1-800-786-9448. La llamada telefónica es gratis.

NEED HELP? If you speak English and need help completing this form, call toll-free 1-888-369-3597. You can also complete your interview over the phone with an English-speaking interviewer. Or you can respond online at: <https://respond.census.gov/prcs>.

Para más información sobre la Encuesta sobre la Comunidad de Puerto Rico, vaya a nuestra página en la Internet: <http://www.census.gov/acs/www/>

➔ Por favor, escriba la fecha de hoy en letra de molde.

Mes Día Año

➔ Por favor, escriba en letra de molde el nombre y número de teléfono de la persona que está completando este cuestionario. Puede que nos comuniquemos con usted si tenemos alguna pregunta.

Apellido
Nombre Inicial
Código de área y número de teléfono
 -

➔ ¿Cuántas personas están viviendo o quedándose en esta dirección?

- **INCLUYA** a todas las personas que viven o se quedan aquí por más de 2 meses.
- **INCLUYASE** a usted mismo si vive aquí por más de 2 meses.
- **INCLUYA** a cualquier otra persona que se queda aquí que no tiene otro lugar dónde quedarse, aunque esté aquí por 2 meses o menos.
- **NO INCLUYA** a cualquier persona que viva en otro lugar por más de 2 meses, tal como un estudiante universitario que vive en otro lugar o personal de las Fuerzas Armadas que se ha activado.

Número de personas

➔ Complete las páginas 2, 3 y 4 para todas las personas, incluyéndose a usted mismo, que estén viviendo o quedándose en esta dirección por más de 2 meses. Luego, complete el resto del cuestionario.

USCENSUSBUREAU

FORMA ACS-1(X)PINTPR(2011)KFI
(09-10-2010)

Núm. de OMB 0607-0936
Approval Expires 12/31/2012



Prominent Internet Offer (Choice): Reminder Postcard (Spanish and English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-2000
OFFICE OF THE DIRECTOR

Estimado señor o señora,

Hace unos días, usted debe haber recibido una petición para que completara la Encuesta sobre la Comunidad de Puerto Rico. Si ya ha respondido, le damos las gracias. Si no, por favor, complete la encuesta por la Internet en <https://respond.census.gov/prcs> o devuelva pronto el cuestionario por correo.

Los líderes locales y nacionales utilizan la información de esta encuesta para planificar escuelas, hospitales, carreteras y otras necesidades de la comunidad.

Si usted necesita ayuda para completar la encuesta o tiene preguntas, llame sin cargo al (1-888-369-3597).

Atentamente,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

Dear Resident:

A few days ago, you should have received a request to complete the American Community Survey. If you have already responded, thank you. If you have not, please complete the survey online at <https://respond.census.gov/prcs> or mail the questionnaire back soon.

Local and national leaders use the information from this survey for planning schools, hospitals, roads, and other community needs.

If you need help completing the survey or have questions, please call our toll-free number (1-888-369-3597).

Sincerely,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

Prominent Internet Offer (Choice): Second (Replacement) Mailing Package Letter (Spanish)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Estimado señor o señora,

Hace aproximadamente tres semanas, el Negociado del Censo de los EE.UU. envió a su dirección una solicitud para que completara la Encuesta sobre la Comunidad de Puerto Rico. Le pedimos que nos ayudara con esta encuesta completando el cuestionario y devolviéndolo por correo, o proveyendo su información por la Internet. Todavía no hemos recibido su respuesta.

Si usted ya ha completado la encuesta, le damos las gracias. Si no, por favor, complétela pronto usando UNA de las siguientes opciones:

Opción 1: Llame y devuelva el cuestionario adjunto.

Opción 2: Vaya a <https://respond.census.gov/prcs> para completar la encuesta por la Internet.

Esta encuesta es de tanta importancia que, si no recibimos su cuestionario, es posible que un representante del Negociado del Censo se comunique con usted por teléfono o lo visite en su hogar.

La información recopilada por esta encuesta ayudará a decidir dónde se necesita nuevas escuelas, hospitales y estaciones de bomberos. La información también se utiliza para desarrollar programas para reducir el tráfico, proveer adiestramiento para empleos y planificar el cuidado de salud de los envejecientes.

El Negociado del Censo escogió su dirección, y no a usted personalmente, como parte de una muestra de hogares seleccionados al azar. Usted está obligado por ley a responder a esta encuesta. La ley requiere que el Negociado del Censo mantenga la confidencialidad de sus respuestas. El folleto adjunto contesta a algunas de las preguntas más frecuentes acerca de esta encuesta.

Si usted necesita ayuda en llenar la encuesta, por favor, refiérase a las instrucciones adjuntas o llame sin cargo a nuestra línea informativa (1-888-369-3597).

Muchas gracias.

Atentamente,

Robert M. Groves
Director

Anejos

ACS-14(LX)PIO-PR (12-2010)

U S C E N S U S B U R E A U
Helping You Make Informed Decisions

www.census.gov

Prominent Internet Offer (Choice): Second (Replacement) Mailing Package Letter (English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Dear Resident:

About three weeks ago, the U.S. Census Bureau sent a request to complete the Puerto Rico Community Survey to your address. We asked you to help us with this very important survey by completing and mailing back the questionnaire or providing your information online. But we have not received your response yet.

If you have already completed the survey, thank you very much. If you have not, please complete the survey soon using ONE of the following two options.

Option 1: Fill out and mail back the enclosed questionnaire.

Option 2: Go to <https://respond.census.gov/prcs> to complete the survey online.

This survey is so important that a Census Bureau representative may attempt to contact you by telephone or personal visit if we do not receive your response.

The information collected in this survey will help decide where new schools, hospitals, and fire stations are needed. The information also is used to develop programs to reduce traffic congestion, provide job training, and plan for the health care needs of the elderly.

The Census Bureau chose your address, not you personally, as part of a randomly selected sample. You are required by U.S. law to respond to this survey. The Census Bureau is required by U.S. law to keep your answers confidential. The enclosed brochure answers frequently asked questions about the survey.

If you need help completing the survey, please use the enclosed guide or call our toll-free number (1-888-369-3597).

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

Enclosures

ACS-14(LX)PIO-PR (12-2010)

U S C E N S U S B U R E A U
Helping You Make Informed Decisions

www.census.gov

Prominent Internet Offer (Choice): Additional Reminder Postcard (Spanish and English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-2000
OFFICE OF THE DIRECTOR

Estimado señor o señora:

En las últimas semanas, el Negociado del Censo de los EE.UU. le envió a su hogar dos veces un paquete que contiene el cuestionario para la Encuesta sobre la Comunidad de Puerto Rico. **Usted está obligado(a) por ley a responder a esta encuesta.** La ley requiere que el Negociado del Censo mantenga la confidencialidad de sus respuestas. Si ya ha respondido, se lo agradecemos. Si no, por favor, llene el cuestionario y devuélvalo inmediatamente, o complete la encuesta ahora por la Internet en <https://respond.census.gov/prcs>.

Su respuesta es muy importante para su comunidad local y para su país. Si no responde, es posible que un representante del Negociado del Censo lo visite en su hogar para completar la encuesta.

Si prefiere completar la encuesta por teléfono o necesita ayuda, sírvase llamar sin carga a (1-888-369-3597). Gracias.

Atentamente,

Robert M. Groves
Director

Dear Resident:

Within the last few weeks, the U.S. Census Bureau mailed Puerto Rico Community Survey questionnaire packages to your address twice. **You are required by U.S. law to respond to this survey.** The Census Bureau is required by U.S. law to keep your answers confidential. If you have already responded, thank you. If you have not, please complete the questionnaire and send it now, or complete the survey online now at <https://respond.census.gov/prcs>.

Your response is critically important to your local community and to your country. If you do not respond, a Census Bureau interviewer may contact you by personal visit to complete the survey.

If you would like to complete the survey by telephone or need assistance, please call our toll-free number (1-888-369-3597). Thank you.

Sincerely,

Robert M. Groves
Director

Not Prominent Internet Offer: Pre-Notice Letter (Spanish)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Estimado señor o señora,

En los próximos días su hogar recibirá por correo una solicitud para que complete una encuesta nacional muy importante, la Encuesta sobre la Comunidad de Puerto Rico. Por favor, complete la encuesta inmediatamente. El Negociado del Censo de los EE.UU. está llevando a cabo esta encuesta y seleccionó su dirección, y no a usted personalmente, como parte de una muestra de hogares en su comunidad seleccionados al azar.

La Encuesta sobre la Comunidad de Puerto Rico recoge información sobre varios temas como la educación, la vivienda, y el empleo. La información de esta encuesta se utiliza por el gobierno federal, y también por el gobierno de Puerto Rico y los gobiernos municipales, para evaluar las necesidades de las comunidades en Puerto Rico. Por ejemplo, el gobierno utiliza esta información para decidir dónde hay mayor necesidad de escuelas, carreteras, hospitales y otros servicios públicos. La encuesta también ayuda a diseñar programas para reducir el tráfico, proveer adiestramiento para empleos y planificar el cuidado de la salud de los envejecientes.

Si usted tiene acceso a la Internet y desea obtener más información acerca de la Encuesta sobre la Comunidad de Puerto Rico, por favor, visite la página del Negociado del Censo: www.census.gov/acs/www.

Gracias de antemano por su ayuda.

Atentamente,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

ACS-12(X)NIO-PR (12-2010)

USCENSUSBUREAU
Helping You Make Informed Decisions

www.census.gov

Not Prominent Internet Offer: Pre-Notice Letter (English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Dear Resident:

In a few days your household will receive a request in the mail for a very important national survey, the Puerto Rico Community Survey. Please complete the survey promptly. The U.S. Census Bureau is conducting this survey and chose your address, not you personally, as part of a randomly selected sample.

The Puerto Rico Community Survey collects information about various topics like education, housing, and jobs. Information from this survey is used by federal, Puerto Rico, and municipio governments to meet the needs of communities in Puerto Rico. For example, the government uses this information to decide where schools, highways, hospitals, and other services are needed. The survey also is used to develop programs to reduce traffic congestion, provide job training, and plan for the health care needs of the elderly.

If you have access to the Internet and want to learn more about the Puerto Rico Community Survey, please visit the Census Bureau's Web site:
www.census.gov/acs/www.

Thank you in advance for your help.

Sincerely,

Robert M. Groves
Director

ACS-12(X)NIC-PR (12-2010)

USCENSUSBUREAU
Helping You Make Informed Decisions

www.census.gov

Not Prominent Internet Offer: First Mailing Package Letter (Spanish)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Estimado señor o señora,

El Negociado del Censo de los EE.UU. recientemente envió una carta a su hogar acerca de la Encuesta sobre la Comunidad de Puerto Rico. Adjunto encontrará un cuestionario e información sobre la encuesta. Por favor, complete la encuesta y devuélvala tan pronto sea posible.

Esta encuesta recopila información vital actualizada que se utiliza para responder a las necesidades de las comunidades en Puerto Rico. Por ejemplo, los resultados de esta encuesta son usados para determinar dónde se necesita nuevas escuelas, hospitales y estaciones de bomberos. Esta información también ayuda a las comunidades a prepararse para las emergencias que le pueden afectar a usted y a sus vecinos, tal como inundaciones y otros desastres naturales.

El Negociado del Censo de los EE.UU. escogió su dirección, y no a usted personalmente, como parte de una muestra de hogares seleccionados al azar. Usted está obligado(a) por ley a responder a esta encuesta. La ley requiere que el Negociado del Censo mantenga la confidencialidad de sus respuestas. El folleto que acompaña esta carta contesta a algunas de las preguntas más frecuentes sobre la encuesta.

Si usted necesita ayuda en llenar la encuesta, por favor, refiérase a las instrucciones adjuntas o llame sin cargo a nuestra línea informativa (1-888-369-3597).

Gracias.

Atentamente,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

Anejos

ACS-19(LX)NIO-PR (12-2010)

U S C E N S U S B U R E A U
Helping You Make Informed Decisions

www.census.gov

Not Prominent Internet Offer: First Mailing Package Letter (English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Dear Resident:

The U.S. Census Bureau recently sent a letter to your household about the Puerto Rico Community Survey. Enclosed is a questionnaire and information about the survey. Please complete the survey and return it as soon as possible.

This survey collects critical up-to-date information used to meet the needs of communities across Puerto Rico. For example, results from this survey are used to decide where new schools, hospitals, and fire stations are needed. This information also helps communities plan for the kinds of emergency situations that might affect you and your neighbors, such as floods and other natural disasters.

The U.S. Census Bureau chose your address, not you personally, as part of a randomly selected sample. You are required by U.S. law to respond to this survey. The Census Bureau is required by U.S. law to keep your answers confidential. The enclosed brochure answers frequently asked questions about the survey.

If you need help completing the survey, please use the enclosed guide or call our toll-free number (1-888-369-3597).

Thank you.

Sincerely,

Robert M. Groves
Director

Enclosures

ACS-13(LX)NIO-PR (12-2010)

U S C E N S U S B U R E A U
Helping You Make Informed Decisions

www.census.gov



La Encuesta sobre la Comunidad de Puerto Rico

DEPARTAMENTO DE COMERCIO DE LOS EE.UU.
Administración de Economía y Estadísticas
NEGOCIADO DEL CENSO

Por favor, complete este cuestionario y devuélvalo tan pronto como sea posible después de recibirlo por correo.

Este cuestionario pide información sobre las personas que viven o se quedan en la dirección en la etiqueta. También pide información sobre la casa, apartamento o casa móvil ubicada en la dirección que se indica en la etiqueta.



Si prefiere, puede responder por la Internet en:
<https://respond.census.gov/prcs>



Si necesita ayuda o si tiene alguna pregunta sobre cómo completar este cuestionario, por favor, llame al 1-888-369-3597. La llamada telefónica es gratis.

Aparato telefónico para las personas con impedimentos auditivos (TDD, por sus siglas en inglés):

Llame al 1-800-786-9448. La llamada telefónica es gratis.

NEED HELP? If you speak English and need help completing this form, call toll-free 1-888-369-3597. You can also complete your interview over the phone with an English-speaking interviewer. Or you can respond online at: <https://respond.census.gov/prcs>.

Para más información sobre la Encuesta sobre la Comunidad de Puerto Rico, vaya a nuestra página en la Internet: <http://www.census.gov/acs/www/>

USCENSUSBUREAU



Comience Aquí

➔ Por favor, escriba la fecha de hoy en letra de molde.

Mes Día Año

➔ Por favor, escriba en letra de molde el nombre y número de teléfono de la persona que está completando este cuestionario. Puede que nos comuniquemos con usted si tenemos alguna pregunta.

Apellido

Nombre Inicial

Código de área y número de teléfono
 -

➔ ¿Cuántas personas están viviendo o quedándose en esta dirección?

- **INCLUYA** a todas las personas que viven o se quedan aquí por más de 2 meses.
- **INCLÚYASE** a usted mismo si vive aquí por más de 2 meses.
- **INCLUYA** a cualquier otra persona que se queda aquí que no tiene otro lugar dónde quedarse, aunque esté aquí por 2 meses o menos.
- **NO INCLUYA** a cualquier persona que viva en otro lugar por más de 2 meses, tal como un estudiante universitario que vive en otro lugar o personal de las Fuerzas Armadas que se ha activado.

Número de personas

➔ Complete las páginas 2, 3 y 4 para todas las personas, incluyéndose a usted mismo, que estén viviendo o quedándose en esta dirección por más de 2 meses. Luego, complete el resto del cuestionario.

FORMA ACS-1(X)NPINTPR(2011)KFI
(09-10-2010)

Núm. de OMB 0607-0936
Approval Expires 12/31/2012

Not Prominent Internet Offer: Reminder Postcard (Spanish and English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-2000
OFFICE OF THE DIRECTOR

Estimado señor o señora,

Hace unos días, usted debe haber recibido un cuestionario para la Encuesta sobre la Comunidad de Puerto Rico. Si ya ha respondido, le damos las gracias. Si no, por favor, complételo pronto.

Los líderes locales y nacionales utilizan la información de esta encuesta para planificar escuelas, hospitales, carreteras y otras necesidades de la comunidad.

Si usted necesita ayuda para llenar la encuesta o tiene preguntas, llame sin cargo al (1-888-369-3597).

Atentamente,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

Dear Resident:

A few days ago, you should have received a Puerto Rico Community Survey questionnaire. If you have already responded, thank you. If you have not, please complete the survey soon.

Local and national leaders use the information from this survey for planning schools, hospitals, roads, and other community needs.

If you need help completing the survey or have questions, please call our toll-free number (1-888-369-3597).

Sincerely,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

Not Prominent Internet Offer: Second (Replacement) Mailing Package Letter (Spanish)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Estimado señor o señora,

Hace aproximadamente tres semanas, el Negociado del Censo de los EE.UU. envió a su dirección una solicitud para que completara la Encuesta sobre la Comunidad de Puerto Rico. Le pedimos ayuda con esta encuesta importante. Todavía no hemos recibido su respuesta. Si usted ya ha completado la encuesta, le damos las gracias. Si no, por favor, complétela pronto. Hemos incluido otro cuestionario con esta carta.

Esta encuesta es de tanta importancia que, si no recibimos su cuestionario, es posible que un representante del Negociado del Censo se comuniqué con usted por teléfono o lo visite en su hogar.

La información recopilada por esta encuesta ayudará a decidir dónde se necesitan nuevas escuelas, hospitales y estaciones de bomberos. La información también se utiliza para desarrollar programas para reducir el tráfico, proveer adiestramiento para empleos y planificar el cuidado de salud de los envejecientes.

El Negociado del Censo escogió su dirección, y no a usted personalmente, como parte de una muestra de hogares seleccionados al azar. Usted está obligado por ley a responder a esta encuesta. La ley requiere que el Negociado del Censo mantenga la confidencialidad de sus respuestas. El folleto adjunto contesta a algunas de las preguntas más frecuentes acerca de esta encuesta.

Si usted necesita ayuda en llenar la encuesta, por favor, refiérase a las instrucciones adjuntas o llame sin cargo a nuestra línea informativa (1-888-369-3597).

Muchas gracias.

Atentamente,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

Anejos

ACS-14(LX)NIO-PR (12-2010)

U S C E N S U S B U R E A U
Helping You Make Informed Decisions

www.census.gov

Not Prominent Internet Offer: Second (Replacement) Mailing Package Letter (English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

Dear Resident:

About three weeks ago, the U.S. Census Bureau sent a request to complete the Puerto Rico Community Survey to your address. We asked you to help us with this very important survey. But we have not received your response yet. If you have already completed the survey, thank you very much. If you have not, please complete it soon. We have included another questionnaire with this letter.

This survey is so important that a Census Bureau representative may attempt to contact you by telephone or personal visit if we do not receive your response.

The information collected in this survey will help decide where new schools, hospitals, and fire stations are needed. The information also is used to develop programs to reduce traffic congestion, provide job training, and plan for the health care needs of the elderly.

The Census Bureau chose your address, not you personally, as part of a randomly selected sample. You are required by U.S. law to respond to this survey. The Census Bureau is required by U.S. law to keep your answers confidential. The enclosed brochure answers frequently asked questions about the survey.

If you need help filling out the survey, please use the enclosed guide or call our toll-free number (1-888-369-3597).

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Robert M. Groves".

Robert M. Groves
Director

Enclosures

ACS-14(LX)NIO-PR (12-2010)

U S C E N S U S B U R E A U
Helping You Make Informed Decisions

www.census.gov

Not Prominent Internet Offer: Additional Reminder Postcard (Spanish and English)



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-2000
OFFICE OF THE DIRECTOR

Estimado señor o señora:

En las últimas semanas, el Negociado del Censo de los EE.UU. le envió a su hogar dos veces un paquete que contiene el cuestionario para la Encuesta sobre la Comunidad de Puerto Rico. **Usted está obligado(a) por ley a responder a esta encuesta.** La ley requiere que el Negociado del Censo mantenga la confidencialidad de sus respuestas. Si ya ha enviado un cuestionario de vuelta por correo, se lo agradecemos. Si no, por favor, complételo y envíelo inmediatamente.

Su respuesta es muy importante para su comunidad local y para su país. Si no llena y envía su cuestionario, es posible que un representante del Negociado del Censo lo visite en su hogar para completar la encuesta.

Si prefiere completar la encuesta por teléfono o necesita ayuda, sírvase llamar sin carga a (1-888-369-3597). Gracias.

Atentamente,

Robert M. Groves
Director

Dear Resident:

Within the last few weeks, the U.S. Census Bureau mailed Puerto Rico Community Survey questionnaire packages to your address twice. **You are required by U.S. law to respond to this survey.** The Census Bureau is required by U.S. law to keep your answers confidential. If you have already mailed back a questionnaire, thank you. If you have not, please complete one and send it now.

Your response is critically important to your local community and to your country. If you do not send your completed questionnaire, a Census Bureau interviewer may contact you by personal visit to complete the survey.

If you would like to complete the survey by telephone or need assistance, please call our toll-free number (1-888-369-3597). Thank you.

Sincerely,

Robert M. Groves
Director