

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2024 HISP CX Action Plan

Census Bureau

As a High Impact Service Provider (HISP), the Census Bureau focuses on improving customer experience and delivery for the following services:

- 1) Responding to a Census Bureau administered survey:** Each year, the Census Bureau invites millions of households to respond to Census Bureau surveys. By completing these surveys, a participant can make a difference in their community by improving the quality of the data used to make decisions that distribute funding, target resources, provide assistance, and create jobs.
- 2) Obtaining Census Bureau statistics online:** Millions of people attempt to access data published by the Census Bureau every year to allocate funding, apply for grants, conduct research, collect facts for news stories, choose their major or career, or make critical decisions for their business or community. The Census Bureau has many online data platforms, such as [census.gov](https://www.census.gov), QuickFacts, and an API, where the public can access these data.

What we will deliver in 2025:

● **Test online response option for the Current Population Survey**

The Census Bureau will test, in collaboration with the U.S. Department of Labor's Bureau of Labor Statistics, an online option for people to respond to the Current Population Survey (CPS), which provides vital, timely information about the U.S. economy. For this test, the Census Bureau will ask over 7,000 households to volunteer to complete the online CPS and request feedback to determine what is working well and what needs to be improved. When fully launched, this online response option will allow the 60,000 monthly households to respond to the CPS on their own, online, and at a time convenient to them.

● **Pilot a “search by address” feature on data.census.gov**

The Census Bureau will improve the website data site search experience of its most advanced data tool, data.census.gov, by piloting a new “search by address” feature. With this improvement, more than 90,000 weekly users (averaging 160,000 sessions per week) of data.census.gov can easily discover statistics related to their city, county, or region by typing a home or business address in the search bar.