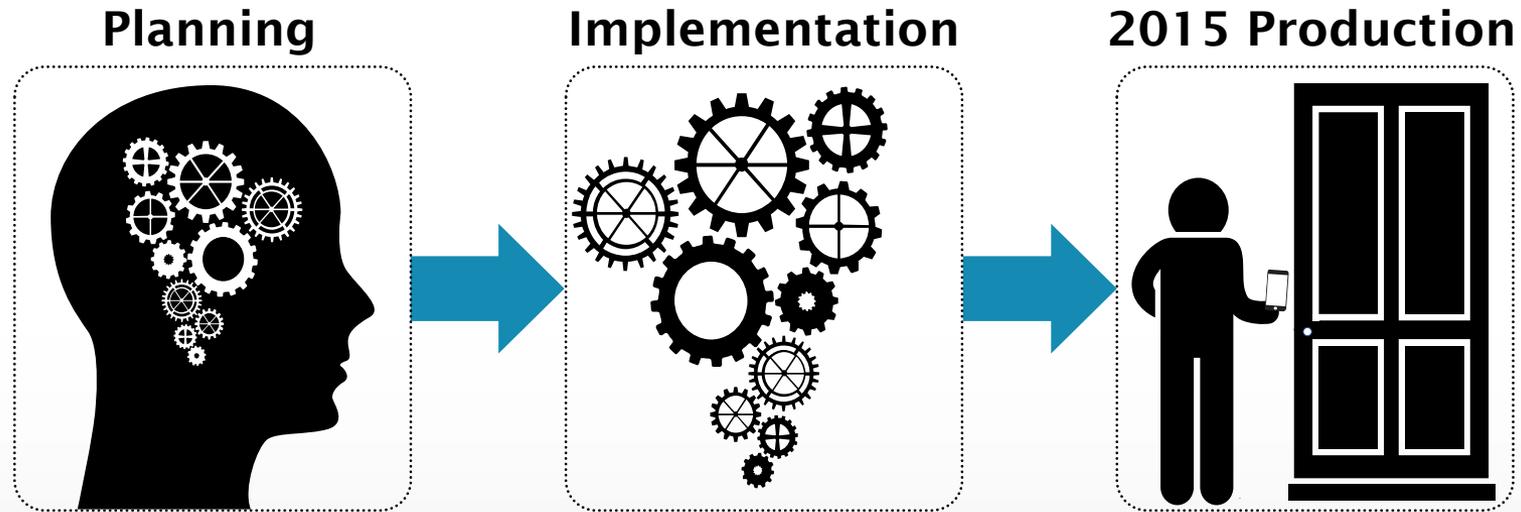


2020 Field Reengineering Journey

ROCKIT (Re-Organize Census with Integrated Technology) Team

Stephanie Studds

ROCKIT Journey



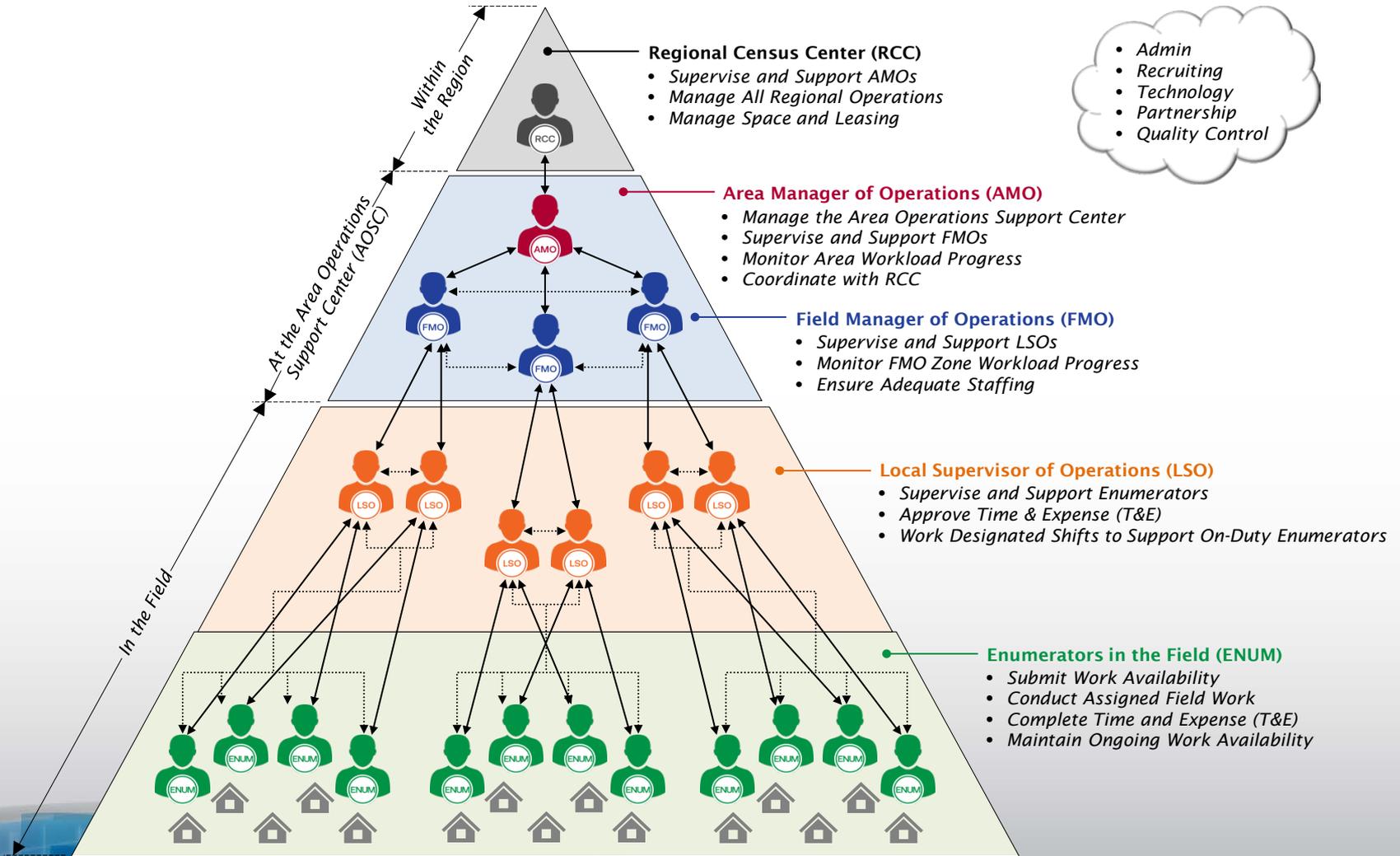
Goals

- Develop a new concept of operations for the Decennial that increases 2020 Non-Response Follow Up (NRFU) productivity by a minimum of 20%
- Identify parameters to inform 2020 cost projections
- Provide information for the 2020 systems buy vs build decisions

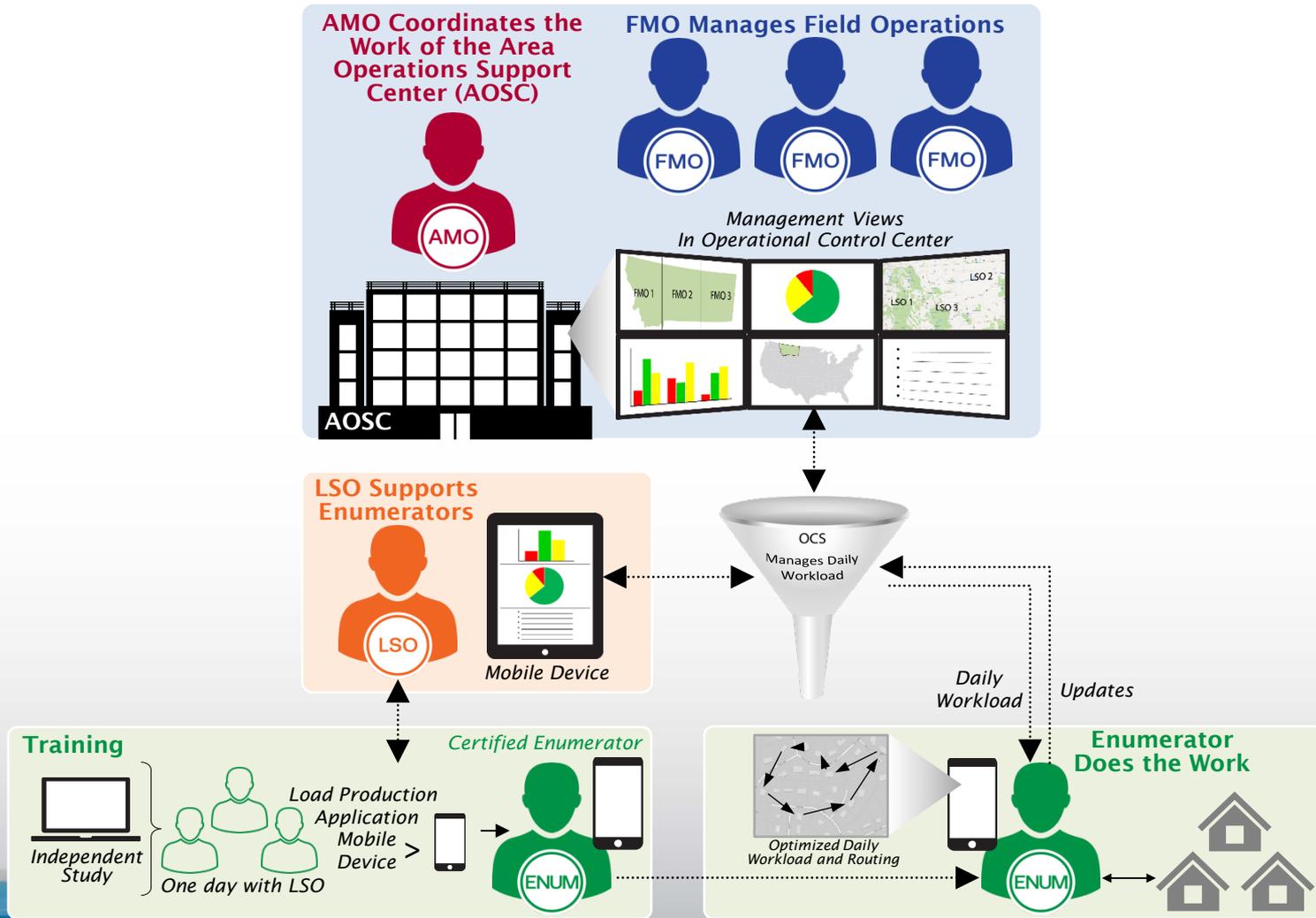
Major Changes for Field Operations

- *Using automation to support processes*
 - *Optimized daily enumerator assignments of attempts*
 - *Near real time operations information for decision making*
 - *Enhanced operational control system*
 - *Automated training for enumerators and managers*
- *New field structure, including field staff roles and staffing ratios*

Organizational Structure



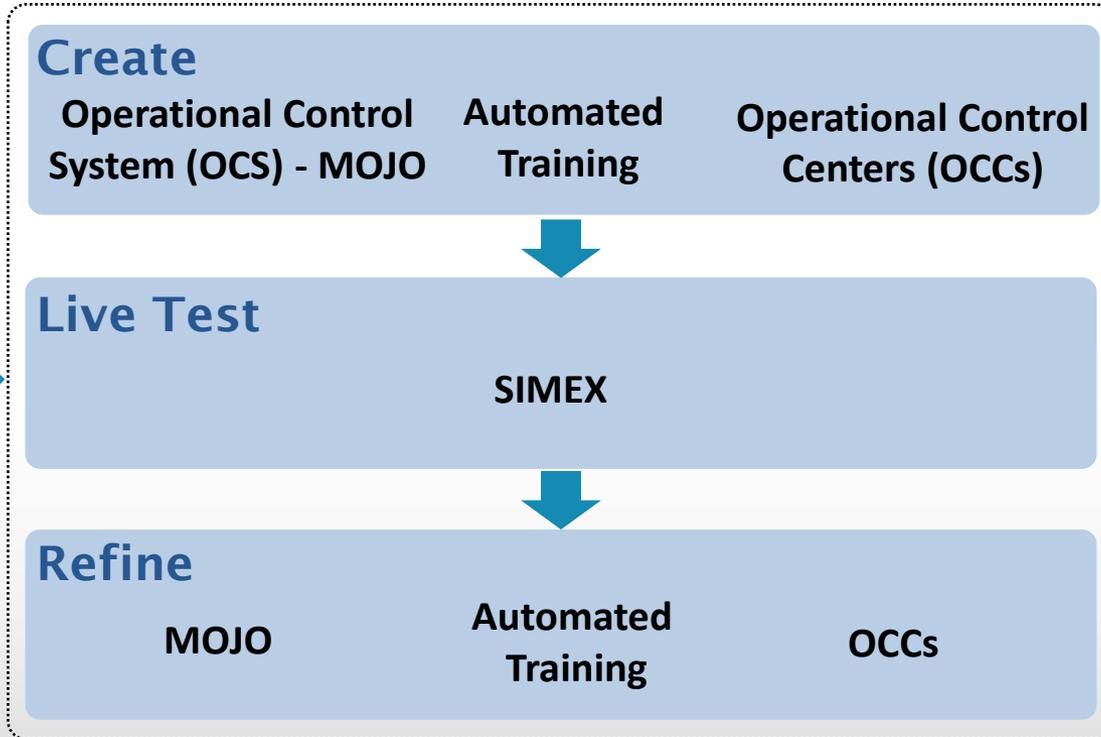
Concept of Operations (CONOPS)



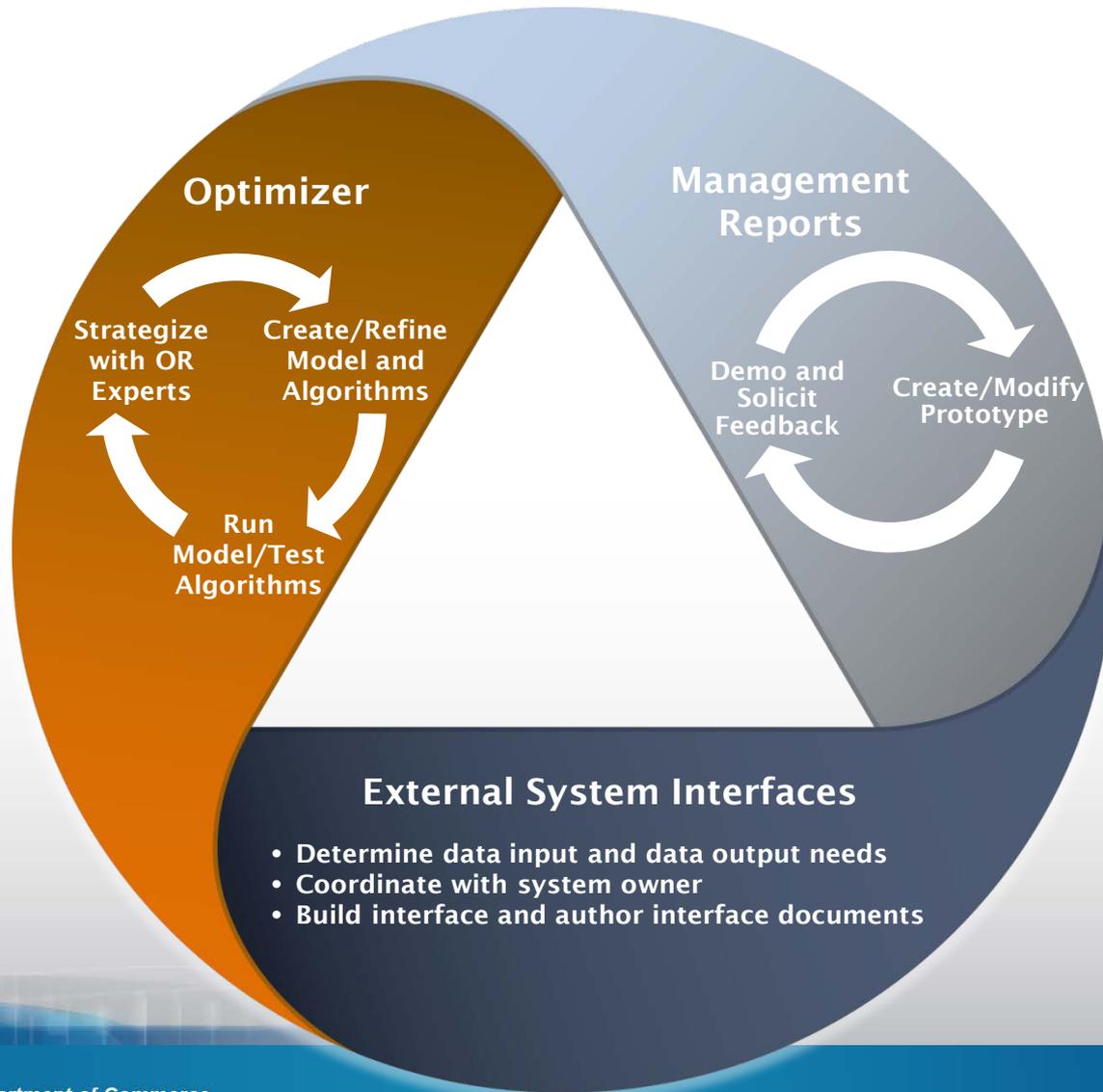
ROCKIT Journey

- Policy
- Legal
- Staffing

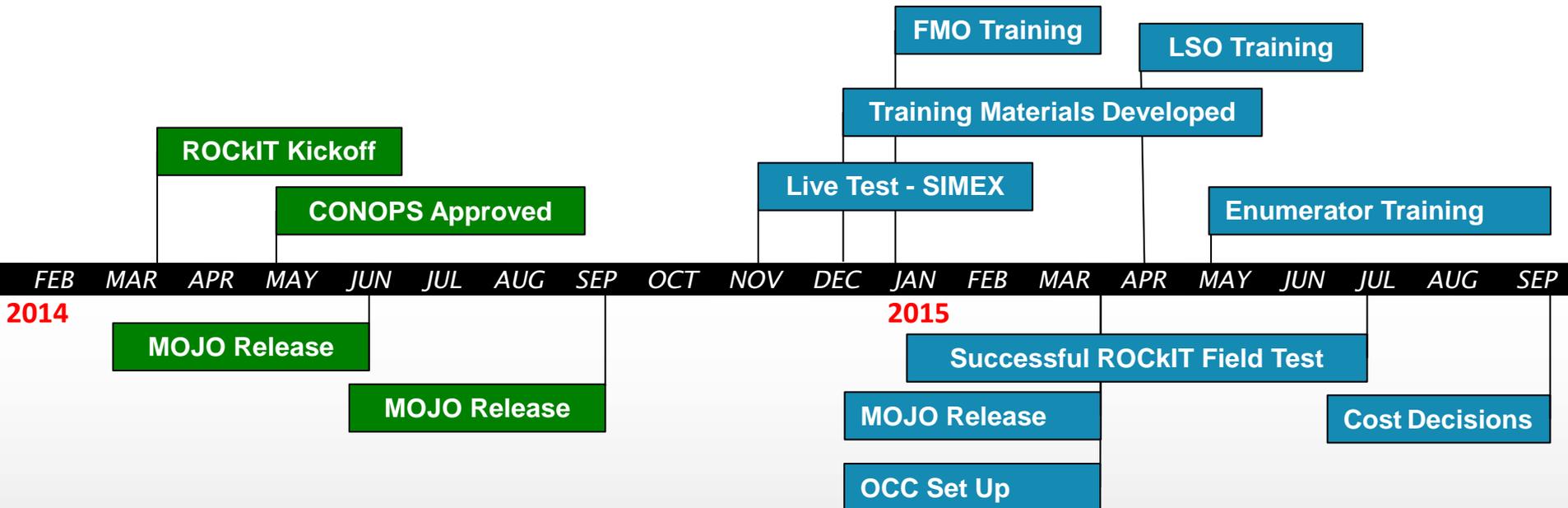
Implementation



MOJO



Key Milestones



ROCKIT 2015 Test Plans

- Cost metrics in comparison with the control panel:
 - 20% increase in productivity
 - Decrease in miles/case
 - Decrease in total hours spent
- Evaluations of new structure and procedures:
 - Management structure
 - Staffing ratios
 - Scheduled time and shift time management
 - Enumerator performance indicators
 - Automated training
- Quality metrics in comparison with the control panel

Discussion Questions Part 1

Currently we are pushing work assignments from MOJO to COMPASS (the collection application hosted on a hand held device) once a day. COMPASS is pushing data back to MOJO at a minimum of every 20 minutes. MOJO then displays operational related data for real time management decision making.

- With concerns to connectivity, is it worth pushing a single assignment (one address) at a time or multiple batch assignments throughout the day to each enumerator?
- Should we push a full workload and then begin removing assignments as receipts are received real time from other modes ? The concern here is an enumerator could be in route to an assignment when we could be removing or altering their assignment.

Discussion Questions Part 2

We do paired interviews, two or more enumerators working together to complete all assignments in a shared facility.

- Should we assign the same workload to multiple enumerators and then make real time adjustments to the assignments as enumerators' complete work?

Discussion Questions Part 3

Given the automation we are doing with payroll, scheduling, operational control system, and the hand-held device we will get the majority of the savings we are looking for. That being said, the remaining delta of savings is related to the real time traffic and push of assignment updates and removals.

- Is the complexity required to implement for real time traffic and push of assignment updates and removals, worth the small percentage gain for a one time blitz mission (6 week operational window), where 300,000 to 600,000 enumerators are hired?
- What is the best source for real time data related to traffic?

Contact Information

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Let's ROCKIT to Success!!!