

2020 Field Reengineering – ROckIT

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The constitutional requirement to conduct a decennial census is becoming more complex and costly due to an increasing diversity in our population. The U.S. Census Bureau (“Census Bureau”) was mandated to perform the 2020 Decennial Census at the same cost, adjusted for inflation, as realized in the 2010 Decennial Census. This constrained budget, coupled with the difficulty in accurately and efficiently counting a diverse population, has led the Census Bureau to rethink its approach for how it conducts certain components of its field operations.

The Census Bureau is addressing this challenge through the 2020 Field Reengineering initiative. This initiative aims to realize process and cost efficiencies within field operations, specifically in the non-response follow up area. The effort evaluates the feasibility of fully utilizing the advantages of planned automation and available real-time data to transform the efficiency and effectiveness of data collection operations.

Discussion Questions:

- 1) What is the best source for real time data related to traffic? Is it worth doing it? What we mean by this is in a 6 week mission, which has daily case attempts for the enumerators, will we gain enough efficiencies and benefits to outweigh the risks and time it would take to integrate. We believe this would potentially be a small segment of the larger picture. Will this really have a significant impact?
- 2) So currently we are pushing work assignments (workload - more than can be worked in a shift) from MOJO, the operational control system (OCS) 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. So looking ahead to the future, should we push to COMPASS more than once per day.
 - a. So the concern here is with connectivity is it worth pushing work assignments one assignment at a time to each enumerator?
 - b. Should we push a full workload and then begin removing assignments as receipts are received from other modes - in real time? Concern here is an enumerator could be in route to an assignment when we could be removing or altering their assignment.
 - c. We do paired interviews, two or more enumerators working together to complete all assignments in a shared facility. This would be because we may only have a few hours or a day window to complete collection for all units in a large scale complex. Should we assign the same workload to multiple enumerators and then make real time adjustments to the assignments as enumerators’ complete work?
- 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 as detailed above. 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?