2020 Census 16. Enumeration At Transitory Locations Operation (ETL)

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Major Revision Change History

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**BPM Purpose**

- Describe Census Operations business processes – activities, resources and key milestones
- Provide the details necessary for non-subject matter experts to understand the business process
- Contribute to the requirements development process
- Facilitate the linkage of business processes to IT capabilities
- Capture Operations inputs and outputs

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**Legend**

- **Data Object** – Input: This represents any incoming data (e.g., files, data, etc.) to the activity.
- **Data Object** – Output: This represents any outgoing data (e.g., files, data, etc.) from the activity.
- **Gateway** – Exclusive decision gateway: This represents that the process must go one way or the other but not both at once.
- **Gateway** – Parallel split gateway: This represents the start of activities that happen in parallel.
- **Gateway** – Parallel merge gateway: This represents the end of activities that happen in parallel. All incoming flows must complete before triggering the outgoing flow.
- **Sub Process** – This represents a further detailing process model. The details about this activity appear on another page.

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**Example Activity Model**

1. **Start**
   - Determine Universe for Mailing
2. **Identify Respondents**
3. **Write Specs for Mailout**
   - Electronic? 30.05
     - **Yes**
     - **No**
6. **Process Postcards**
    - Oct 31
8. **Prepare Paper Surveys and Envelopes for Mail**
10. **Go Live with Online Survey**
12. **Label & Mail all Survey-Related Information**
14. **Follow-Up Required? 70.05**
16. **Update Status Nightly**
18. **Sub Process**

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**Key:**

- **Activity** – This represents the atomic level of an activity in the process model.
- **Sequence Flow** – This represents the direction of the process’ flow.
- **Intermediate Timed Event** – This represents an event that waits for the specified timeframe to occur before proceeding to the next activity.
Purpose: The 2020 Census for ETL conducts enumeration at transitory locations such as, Recreational Vehicle, parks, campgrounds, hotel/motel, marinas, racetracks, circuses, carnivals, etc.
60. Conduct ETL Advance Contact

Purpose: The objective of Advance Contact is to examine the characteristics of the TL, determine special cases and set enumeration appointments.

**16-3.2 Conduct ETL Advance Contact**

**16-3.2.1 Attempt ETL Advance Contact**
- Assign TL Advance Contact Work Assignments
- Call to Verify Correct TL
- Are they open during ETL?
  - Yes: Verify/Update the Contact and Address Information
  - No: No

**16-3.2.2 Collect ETL Advance Contact Information**
- Expected and Maximum Population Info
- Scheduled Day for TL Enumeration
- Documented Constraints/Issues
- Determined TL Type

**16-3.2.3 Update ETL Advance Contact Status**
- Update Status Outcome Code
- Send TL Advance Contact Updates/Status to Response Processing for Op
- Mark Case as Unresolved
- Send Paradata to PM Operation
- Status as TL Case

Local Knowledge Adds
TL Universe from RPD
Calling Script
Able to Contact by 3 Phone Attempts
Verify/Update the Contact and Address Information
Expected and Maximum Population Info
Scheduled Day for TL Enumeration
Documented Constraints/Issues
Includes Constraints/Issues, Questions, Language Issues, Logistics
Verified Contact Info
Start Sub-process
Assign TL Advance Contact Work Assignments
End Sub-process
Call to Verify Correct TL
Yes
No
60.10
60.20
60.30
60.40
60.50
60.60
60.70
60.80
80. Create Field Work Assignments and Prepare Packets

**Purpose:** The objective is to create enumeration packets for field enumeration and provide packets to enumerators.

16-5.1 Create Field Work Assignments and Prepare Packets

- **Start Sub-process**
  - Print Materials for Enumeration
  - Create Packets for Each TL
  - Create Assignments – Assigns TLs to CFS
  - Check Out Packets and Provide to Field
  - Receive Packets at CFS
  - Assign Packets to Enumerator
  - Send Assigned Packets to Enumerator

**ACO**

**Field**

- **End Sub-process**

- Repeat until end of enumeration
- Verify that a record of mailing is created each time a packet is mailed and what data are collected and where it is sent
- Packet includes:
  - TL ID Labels
  - Envelopes to mail TLQ’s
  - TLQs
  - Listing Sheets
  - etc.
90. Conduct ETL Field

Purpose: The objective of this process is to enumerate transitory units directly.

16-5.2 Conduct ETL Field

16-5.2.1 Receive Work Assignments for TLs

Field Worker Profile, Schedule, Geographic Locations

16-5.2.2 Enumerate TLs

Receive Work Assignments for Enumeration of Transitory Locations

Locate and Travel to First/Next TL - Contact Operator if Necessary

Locate First/Next Site in the TL - Determine if Site is Occupied by a TU

Is Transitory Location Open/Occupied?

Interview Status

Includes Unable to Enumerate reason if applicable.

Contact Transitory Unit

Is Respondent Available?

Conduct Interview at that Location

Is Site Occupied?

Conduct Interview Status

Is Site Open/Occupied?

All Sites Visited?

Flag Unit for Second Visit

Operator may have Maps and provide info on TU occupancy.

1st Attempt?

Leave Notice of Visit

All 2nd Visit Units Revisited?

No

Yes

Yes

Yes

No

No

Yes

Yes

Yes

Yes

Yes

Yes

End Sub-process

CFS Receives Packets

CFS Reviews Enumerator’s Time and Expense Records

CFS Reviews Packets and Resolve Issues

CFS sends Packets to ACO

16-5.3 Review and Send Completed Packets

Responsible Enumerator Collects Completed Work and Sends Packets from Field to CFS

CFS Receives Packets

CFS Reviews Enumerator’s Time and Expense Records

Note:
- Notice of Visit will include respondent ID?
- May involve Proxy

Additional Transitory Location to Visit?

Leave Notice of Visit

End Sub-process

Federated States

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16.5.3 Process Paper Enumeration Records (ER) and Other Materials from Field

Purpose: To process paper received as a result of enumeration in the field by field staff.

100.10 Receive Paper Responses from Enumerator (Enumeration Record)

100.20 Check in Packet and Update Status in OCS

100.30 Review Check in Packet and Resolve Issues

100.40 Scan Barcode and Link TLQ to TL

100.45 Perform Quality Control Data Input

100.48 Collect Packets for Shipment (Not Needed for QC or QC Complete)

100.49 Candidate Cases for Reinterview Workload

100.50 Photocopy Enumeration Record, Mail TLQ to Paper Data Capture and Update Status in OCS

End Sub-process
110. Conduct ETL QC Data Collection

Purpose: The objective is to ensure quality enumeration data is received from Transitory Location Census Activities.

16-5.4 Conduct ETL QC Data Collection

16-5.4.1 Conduct ETL Reinterview

Cases Selected for Supplemental RI

- Receive Reinterview Workload
  - Print RI Forms at ACO
  - Call TL/TU to Ask Reinterview Questions
  - Record Reinterview Responses on RI Form
  - Determine Pass/Fail
  - Anomalies Found?
    - No
      - Record RI Final Outcome (Pass)
    - Yes
      - Prompt Case and Record Final Outcome (CFM)

16-5.4.2 Adjudicate Reinterview Results

- Are Supplemental Cases Required?
  - No
    - End Sub-process
  - Yes
    - Continue with Sub-process

- Hard Fail Determination?
  - Yes
    - Hard Fail Case(s) for Rework
    - Status and Assignment Update to RPO
  - No
    - Soft Fail Case(s) for Rework
    - Status and Assignment Update to RPO

- Does this Case Require Rework?
  - Yes
    - Rework Cases
  - No
    - End Sub-process

Cases that have been checked into ACO in accordance with business rules. Cases may additionally be placed into Supplemental RI by a manager at any time during the TL operation.

Every case that Hard Fail enumerator worked on that has not had a Reinterview goes to supplemental RI.

For Each Case Worked: Does this case still need supplemental RI?
  - Yes
    - Reassign Hard Fail Case(s) for Rework
  - No
    - Reassign Soft Fail Case(s) for Rework

Status and Assignment Update to RPO
16-6.1 Closeout ETL Operation

**Purpose:** The objective of this sub-process is to close the ETL operation.

1. **Perform ETL Operation Closeout**
2. **Conduct Lessons Learned/Field Debrief Activities**
3. **Create Internal Lessons Learned Report**
4. **Create Assessment Reports**
5. **Perform ETL Management Closeout**
6. **Conduct Lessons Learned/Field Debrief Activities**

**Includes:** Risk Register, Schedule, Budget, Issue Log closeout

**ETL Closeout Documents**

**ETL Operation Assessment**

**2020 Census Lessons Learned Report**