

2016 Boundary and Annexation Survey (BAS) Call Script

1. Introduction:

“This is the US Census Bureau, Boundary and Annexation Survey, my name is <insert name>. How may I help you?”

2. If the caller states that they are from an American Indian Area (AIA), give them the following information:

“This is the general BAS information line, but there is a dedicated toll-free number for respondents in American Indian Areas. If you would, please call 1-800-796-3748 and they will assist you with any questions that you may have. Thank you for your call.”

3. Call type will direct the call:

- a. Reporting a Change – refer to Appendix A
- b. Reporting a No Change – refer to Appendix B
- c. Question – refer to Frequently Asked Questions document

4. If at any time the caller asks a question not listed or needs specific information that you are unable to provide, inform them that you will have to transfer them to a BAS tech staff member:

“I am sorry, but your question will require additional research from the BAS technical support staff, I will transfer you.”

Transfer the call to extension 8-TBD.

5. Before ending all calls:

- a. Attempt to obtain a Change/No Change response

“Do you think that you will have any changes to report to the 2016 BAS?”

Refer to Appendix A or B depending upon response.

- b. Verify/Update the contact information in the Geographic Participants Program (GPP) System with the current Highest Elected Official (HEO) and BAS contact information.

“I would like to verify the contact information that we have for your entity.”

Refer to 2016 Advance Response GPP Update Procedure for specific information on updating GPP.

6. Ending the call

“Thank you for your call. If you need any additional information, please visit our website or email us at geo.bas@census.gov. Have a nice day.”

Frequently Asked Questions (FAQs)

1. What is the Boundary and Annexation Survey (BAS) survey?

The U.S. Census Bureau conducts the Boundary and Annexation Survey (BAS) annually to collect information about selected legally defined geographic areas. The BAS is used to update information about the legal boundaries and names of all governmental units in the United States. The Census Bureau uses the boundary information collected in the BAS to tabulate data for the Decennial and Economic Censuses, and annual estimates and surveys such as the Population Estimates Program and the American Community Survey.

2. Is the BAS survey mandatory?

BAS is a voluntary survey. However, participation in BAS allows you to ensure your boundaries are correct and up to date. This facilitates correct data being collected for the Decennial Census and other Census programs. In addition, correct boundaries can help ensure that any federal funding is correctly distributed to the appropriate governmental unit.

3. What are the due dates?

March 1 and May 31 are the two important deadline dates for BAS. All annexations received by March 1 will be included in current year's legal boundary delivery for the Population Estimates Program and the American Community Survey. All annexation and boundary corrections received by May 31 will be reflected in 2017 BAS materials. Boundary corrections are worked as time allows.

4. What is my BAS ID?

The BAS ID is an 11-digit unique identifier for your governmental unit. It can be found in all BAS emails in the subject line and at the top of the body of the email.

5. How do I see my current boundaries?

You may view the PDF of the paper map for your entity on the BAS website or you can use the online viewer TIGERWeb at <http://tigerweb.census.gov/>. The GEOID that you will need is 0020.

You may also download your shapefiles to use in your GIS at http://www.census.gov/geo/partnerships/bas/bas_download.html. If you do not have a GIS or prefer to use our software, you may request that the Geographic Update Partnership System (GUPS) software be shipped to you along with the required shapefiles.

6. How do I respond?

There are two ways to respond: digitally using the Census Bureau provided shapefiles in a Geographic Information System (GIS) or the Census Bureau's free Geographic Update Partnership System (GUPS) or via paper maps. All materials can be downloaded from the BAS website or you may request materials to be shipped to you by replying to the Advanced Response email, filling out the Online Response Form, or I can enter your request.

7. How do I report if I have no changes?

I can do that for you now. <Refer to Appendix B for specific instructions>

8. I don't have a GIS. How do I report my changes?

You can request paper maps or utilize the Geographic Update Partnership System (GUPS). GUPS is a PC-based software application for participants to digitally update Census Bureau maps and forms and does not require GIS experience.

9. Can I just send in my maps/plats?

No, we prefer that all changes be submitted either digitally using the Census Bureau provided shapefiles in a Geographic Information System (GIS) or the Census Bureau's free Geographic Update Partnership System (GUPS); or via paper BAS maps.

10. Can I just send in my Shapefiles?

No, we cannot accept materials that are not submitted in the approved digital format created through the Digital BAS or Geographic Update Partnership System (GUPS) methods of reporting changes.

11. How do I return my changes to the Census Bureau?

All digital BAS submissions must be submitted via the Secure Web Incoming Module (SWIM). No other methods or protocols (e.g. email or FTP) are allowed because of Census IT security policy. Paper materials may be returned using the return FedEx label that was included in your materials package or by USPS to: National Processing Center; Attn: BAS Returns 64A; 1201 E. 10th St.; Jeffersonville, IN 47132

12. What is SWIM?

SWIM stands for Secure Web Incoming Module. Due to Census Bureau IT Security policies, this is the only method for reporting changes to your boundary for 2016 BAS. This method replaces other reporting methods used in previous years, such as email and FTP.

A SWIM token will be emailed to the BAS Contact 5 days after a governmental unit indicates they have changes through the 2016 BAS Advance Response. This token will then be used to

create an individual SWIM account. When boundary changes have been created and are ready to be submitted, this will be done through the SWIM account.

13. I have reported that I will have changes, but have not received my SWIM token. When will I receive this?

A SWIM token will be emailed to you 5 days after you responded that you have changes to report. If you responded to the BAS last year and created a SWIM account, you will not receive a new token since you can use that account to upload your changes. If you did not respond last year and have not received a SWIM token after five days, email geo.bas@census.gov.

14. I am no longer the Highest Elected Official (HEO) or BAS contact. How can I correct this?

This information can be updated online if you have the contact information for the new HEO or BAS contact at <http://www.census.gov/geo/partnerships/bas.html>, you can send an email to geo.bas@census.gov with the information, or I can take the information from you at this time.

15. What are the Consolidated BAS (CBAS) agreements?

To reduce the burden on local governments and avoid duplication of efforts, the Census Bureau offers consolidation agreements to counties that are interested in submitting boundary changes for the legal governments (incorporated places and minor civil divisions) within their jurisdiction. The consolidated BAS (CBAS) program allows counties to report boundary and feature changes for some or all of the legal governments within their county. Once a local government agrees to the consolidation, the local government will no longer receive BAS materials. Instead, the county BAS respondent will be responsible for providing the Census Bureau with all boundary updates.

For more information on CBAS, and to see the current agreements in place, visit the CBAS page at http://www.census.gov/geo/partnerships/bas/bas_cca.html on the BAS homepage.

16. How do I report a new incorporation/disincorporation?

Please refer to the following website (http://www.census.gov/geo/partnerships/bas/bas_newannex.html) for the specific instructions and paperwork that are required to report a new incorporation/disincorporation.

17. I'm trying to access my BAS form online and it is asking for a user name and password?

The user name to access to forms is 'bas' and the password is 'basforms', all lower case.

18. My BAS form does not show any annexation information. Where can I find this?

This information can be found at http://www.census.gov/geo/partnerships/bas/bas_annex.html.

Appendix A: Reporting Changes

1. Access the 2016 BAS PCS from the BAS Sharepoint Site
<https://collab.ecm.census.gov/div/geo/gab/SitePages/BAS.aspx>
2. Obtain the BAS ID from the caller and enter it into the **Entity ID** field. Click the Annual Response link.



3. On the Annual Response page, click the dropdown for 'AR Response:' and select 'YC-Yes Change or Needs Materials'

| Annual Response | | |
|--|------------------------------------|--|
| BAS ID | ST | Entity Name |
| 11800038358 | IN | Jeffersonville |
| Annual Response | | |
| Annual Response Universe: Y | | |
| AR Response: | YC - Yes Change or Needs Materials | Note: Please go to the Mail Return page to verify the actual package returned. |
| AR Materials Requested: | | |
| AR Response Type: | | |
| AR Response Date: | | |
| Comment available: N | | |
| <input type="button" value="Submit"/> <input type="button" value="Clear"/> | | |

4. On the same screen, click the dropdown for 'AR Materials Requested:' and select the method that the respondent wishes to use. Select 'P-Phone' in the 'AR Response Type.'

| Annual Response | | |
|--|------------------------------------|--|
| BAS ID | ST | Entity Name |
| 11800038358 | IN | Jeffersonville |
| Annual Response | | |
| Annual Response Universe: Y | | |
| AR Response: | YC - Yes Change or Needs Materials | Note: Please go to the Mail Return page to verify the actual package returned. |
| AR Materials Requested: | DL - Download - 9 | |
| AR Response Type: | P - Phone | |
| AR Response Date: | | |
| Comment available: N | | |
| <input type="button" value="Submit"/> <input type="button" value="Clear"/> | | |

5. Click 'Submit.' Refer to 2016 Advance Response GPP Procedure to update contact information.

Appendix B: Reporting No Changes

1. Access the 2016 BAS PCS from the BAS Sharepoint Site
<http://www.geo.census.gov/gab/bas.html>
2. Obtain the BAS ID from the caller and enter it into the **Entity ID** field. Click the Annual Response link.

The screenshot shows a search interface with a yellow header area labeled 'Entity ID' containing a search input field and a magnifying glass icon with the word 'Search' below it. Below this is a blue link labeled 'Universe' and another blue link labeled 'Annual Response'. Two red arrows point to the search input field and the 'Annual Response' link respectively.

3. On the Annual Response page, click the dropdown for 'AR Response:' and select 'NC-No Change.' Select 'P-Phone' in the 'AR Response Type.'

| Annual Response | | |
|-----------------|----|----------------|
| BAS ID | ST | Entity Name |
| 11800038358 | IN | Jeffersonville |

Annual Response

Annual Response Universe: Y

AR Response:

AR Materials Requested:

AR Response Type: AR Response Date:

Note: Please go to the Mail Return page to verify the actual package returned.

Comment available: N

4. Click 'Submit.' Refer to 2016 Advance Response GPP Procedure to update contact information.