Completing the Census by Phone

Beginning March 1, 2020, the English and Spanish language lines will be available to provide general information about the 2020 Census, including answers to frequently asked questions (FAQs), via an automated Interactive Voice Response (IVR) system.

Callers to these lines will also be advised to call back starting March 9, 2020 to speak with a live customer service representative (CSR). Callers to all other language lines will hear the message to call back starting March 9, 2020, to speak with a live CSR.

Beginning March 9, 2020, all lines will begin live CSR support providing information about the 2020 Census and assistance with the questionnaire.

Callers to the English and Spanish language lines will be routed through the IVR system prior to being transferred to a CSR. Callers to all other language lines will be greeted in that language by a CSR.