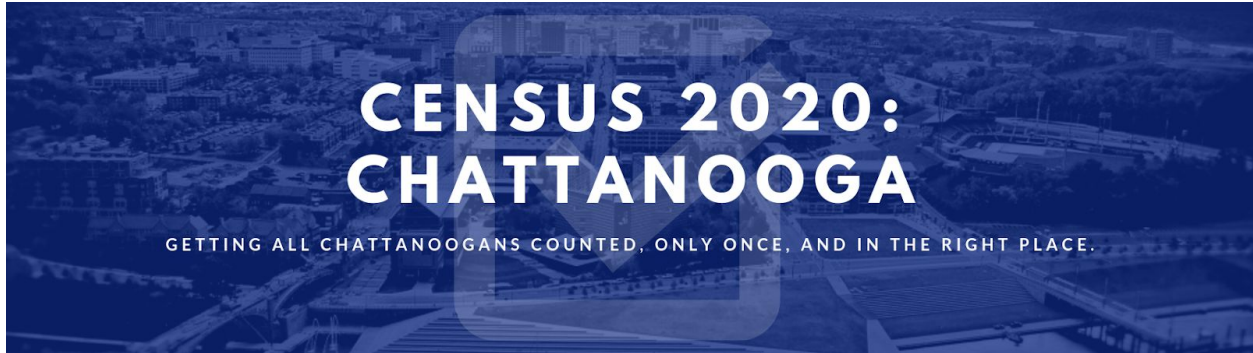


## Ways Chattanoogaans Can Respond to the 2020 Census



### Online

Generally you should direct someone to go to [2020census.gov](https://2020census.gov) to respond online. If you have a public computer that will be used for people to respond, you'll want to have the page open for the response portal: <https://my2020census.gov>

### By Phone

A Telephone Questionnaire Assistance phone number will be available for respondents to call in (7am to 2am eastern time). Respondents can receive assistance to complete the form on-line or on paper or even respond to the Census over the phone. Assistance will be available in 12 Languages plus English. Assistance will be provided by a live Census employee. There will be an automated system on the front end of our English and Spanish language lines offering answers to FAQs. This system will go live on March 1, 2020. It will be available 24 hours a day, 7 days a week on the English and Spanish lines through July 31, 2020. Live assistance from Customer Service Representatives (CSRs) on all language lines begins March 9, 2020. CSRs will be available from 7 am to 2 am Eastern Time through July 31, 2020. We do not recommend anyone call any language line before March 1. Beginning in February, if anyone does call, they will hear a message telling them when to call back to speak to someone.

LANGUAGE LINE	TOLL-FREE NUMBER
English	844-330-2020
Spanish	844-468-2020
Chinese (Mandarin)	844-391-2020
Chinese (Cantonese)	844-398-2020
Vietnamese	844-461-2020
Korean	844-392-2020
Russian	844-417-2020
Arabic	844-416-2020
Tagalog	844-478-2020
Polish	844-479-2020

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French	844-494-2020
Haitian Creole	844-477-2020
Portuguese	844-474-2020
Japanese	844-460-2020
English (Puerto Rico residents)	844-418-2020
Spanish (Puerto Rico residents)	844-426-2020
Telephone Display Device (TDD)	844-467-2020

### By Paper Form/Mail

Only certain areas of Chattanooga will be able to respond by mail via a paper census form. [See the map here for which households will get a paper form in the mail](#)

Green = paper form

Purple = online, no paper form