

IVR Design	Panel Number	Panel Description	ENGLISH Phone Number	SPANISH Phone Number
IVR Base	1	Control for Panels 2-4	833-783-4700	833-783-6976
IVR Base	2	Respond By Dates	833-783-4700	833-783-6976
IVR Time Capsule	3	Time Capsule and Paper Size	833-791-4568	833-791-4626
IVR Arrow & Census ID	4	Arrow pointing to Census ID on questionnaire	833-791-8244	833-791-9519
IVR Base	5	Control for Panel 6	833-783-4700	833-783-6976
IVR Base	6	Tailored Contact QR Codes	833-783-4700	833-783-6976

Use for Panels: 1, 2, 5, c

Module Name
<MainMenu>
<1 General>
<1-1 Required>
<1-2 Confidential>
<2 CensusID>
<3 Mail/PaperQ>
<3-1 Mailings>
<4 HelpRespond>
<4-1 Address>

<4-2 MultAddresses>

<4-3 OtherVacant>

<CloseoutMessage>

and 6 - This is the IVR base design.

Recorded Text

Thank you for calling the Census Bureau 2024 National Census Survey Information Line.

For general information about the 2024 National Census Survey, including how the Census Bureau protects your responses,

For help finding your Census ID to respond online, press 2.

For information about mail, including when you'll receive a paper questionnaire, press 3.

For information to help you respond to questions on the survey, press 4.

To repeat this menu, press 8.

The goal of the survey is to help design the next census. We use surveys to research more effective methods for counting

By completing this survey, you are helping to improve the 2030 Census.

To find out if you are required to respond, press 1.

For information about how the Census Bureau keeps responses confidential, press 2.

To repeat this menu, press 8.

To go back to the previous menu, press 9.

You are required by law to respond to this survey. We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141, 193, and 221.

To go back to the previous menu, press 9.

Your answers are confidential. The Census Bureau is required by law to protect your information. Title 13, U.S. Code, Section 221, is the law that protects your confidentiality. The Census Bureau is not permitted to publicly release your responses in a way that identifies you or your household. By law, the Census Bureau can only use your responses to produce statistics.

To go back to the previous menu, press 9.

Your Census ID is a series of 12 digits found on the front of the invitation letter. If you received a postcard or questionnaire, your Census ID is located below the barcode and separated by dashes. For additional guidance on finding your Census ID, go to the 2024 National Census Survey website at www.census.gov/2024survey and scroll down to frequently asked questions.

To go back to the previous menu, press 9.

The Census Bureau is minimizing the use of paper questionnaires. If you do not want to respond to the survey online, a paper questionnaire will be mailed to you in early October.

If you already responded to the survey, but continue to receive mailings from the Census Bureau, press 1.

To repeat this menu, press 8.

To go back to the previous menu, press 9.

If you have already responded to the survey, the reminder mailing may have been sent before we received your response. You do not need to do anything else. The Census Bureau may still contact you to participate.

To go back to the previous menu, press 9.

For help providing your address, press 1.

If you live or stay at more than one address, or if an address is vacant, press 2.

If you have a question about providing information about other houses, apartments, or mobile homes inside or outside your neighborhood, press 3.

To repeat this menu, press 8.

To go back to the previous menu, press 9.

Provide the address you would use to have a package delivered directly to your residence, not a P.O. Box address.

To go back to the previous menu, press 9.

You can respond for each of your addresses, using the same Census ID for each response. Please count each person at the address of their usual residence. That is, where they live and sleep most of the time. If a person spends equal time at multiple addresses, count them at the address of the place where they were staying on October 1, 2024. If no one lives or stays at an address, you will be asked a few questions about whether the home is vacant.

In addition to collecting basic demographic information about the people living in your household, the survey also collects information about vacant homes. The information you provide could help save taxpayer money by identifying vacant addresses that the Census Bureau may not need to visit in the future.
To go back to the previous menu, press 9.

Thank you for calling the 2024 National Census Survey Information Line. The 2024 National Census Survey has been completed. Thank you for your participation. Goodbye.

Use for Panel: 3 (Time Caps

Module Name
<MainMenu>
<1 General>
<1-1 Required>
<1-2 Confidential>
<2 CensusID>
<3 Mail/PaperQ>
<3-1 Mailings>
<4 HelpRespond_Future>
<4-1 Address>

<4-2 MultAddresses>

<4-3 OtherVacant>

<4-4 FutureGen>

<CloseoutMessage>

ule) - Updates to the IVR flow/content specific to this panel appear in green.

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For general information about the 2024 National Census Survey, including how the Census Bureau protects your responses,

For help finding your Census ID to respond online, press 2.

For information about mail, including when you'll receive a paper questionnaire, press 3.

For information to help you respond to questions on the survey, press 4.

To repeat this menu, press 8.

The goal of the survey is to help design the next census. We use surveys to research more effective methods for counting. By completing this survey, you are helping to improve the 2030 Census.

To find out if you are required to respond, press 1.

For information about how the Census Bureau keeps responses confidential, press 2.

To repeat this menu, press 8.

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To repeat this menu, press 8.

To go back to the previous menu, press 9.

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To go back to the previous menu, press 9.

For help providing your address, press 1.

If you live or stay at more than one address, or if an address is vacant, press 2.

If you have a question about providing information about other houses, apartments, or mobile homes inside or outside your household, press 3.

If you have a question about including a message for future generations in your response, press 4.

To repeat this menu, press 8.

To go back to the previous menu, press 9.

Provide the address you would use to have a package delivered directly to your residence, not a P.O. Box address.

To go back to the previous menu, press 9.

You can respond for each of your addresses, using the same Census ID for each response. Please count each person at their usual residence. That is, where they live and sleep most of the time. If a person spends equal time at both places, count the address of the place where they were staying on October 1, 2024. If no one lives or stays at an address, you will be asked questions about whether the home is vacant.
To go back to the previous menu, press 9.

In addition to collecting basic demographic information about the people living in your household, the survey also collects information about vacant homes. The information you provide could help save taxpayer money by identifying vacant addresses that may not need to be visited in the future.
To go back to the previous menu, press 9.

A new question at the end of the online questionnaire provides the opportunity for respondents to write a personal message to future generations. The message will be available with the 2030 Census data that will be released to the public by the National Archives and Records Administration in 2102. The maximum length is 1000 characters. While all other questions are mandatory, this question is optional.
To go back to the previous menu, press 9.

Thank you for calling the 2024 National Census Survey Information Line. The 2024 National Census Survey has been completed. Thank you for your participation. Goodbye.

Use for Panels: 4 (Arrow

Module Name
<MainMenu>
<1 General>
<1-1 Required>
<1-2 Confidential>
<2 CensusID_Move>
<3 Mail/PaperQ>
<3-1 Mailings>
<4 HelpRespond>
<4-1 Address>

<4-2 MultAddresses>
<4-3 OtherVacant>
<CloseoutMessage>

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Your Census ID is a series of 12 digits found on the front of the invitation letter. If you received a postcard, the 12-digit ID is located below the barcode and separated by dashes. If you received a questionnaire, an arrow points to the 12-digit Census ID. For additional guidance on finding your Census ID, go to the 2024 National Census Survey website at www.census.gov/2024survey and scroll down to frequently asked questions.

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To go back to the previous menu, press 9.

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To go back to the previous menu, press 9.

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