



LA Census 2020

Census Action Kiosk (CAK) FAQ Sheet

What is a Census Action Kiosk (CAK)?

Given that the census questionnaire will be predominantly online in 2020, and that the digital divide still impacts many Angelenos, the City and County of Los Angeles are establishing Census Action Kiosks (CAKs) countywide. CAKs are physical locations with regular office hours open to the public where they can comfortably and securely access information, fill out the 2020 Census and receive help if they need it. A Kiosk can be a desktop computer, laptop or tablet and may or may not be humanly staffed.

Who can host a CAK?

Any City or County department, local or State government, school, community organization, faith-based organization, business, etc. The host must already come equipped with computers for public use and be largely frequented by the public. Examples of ideal CAK locations are libraries, schools, clinics, community organizations or worksorce centers.

Will the CAK computers be branded?

Yes, those computers designated as CAKs will be branded or identified accordingly so they can be easily identified by the public who walks in to fill out their census form.

How many computers at each City facility will be designated as a CAK?

The number of CAKs designated is up to each facility, but must have a minimum of 1 (one) computer with internet access available for public use that is programmed to engage with the 2020 Census website.

Does the facility need to be ADA compliant?

Yes, the facility needs to be ADA compliant. Locations that are not ADA accessible may still be considered dependent on need.

Will there be resources and informational materials available at the CAK?

Yes, the U.S. Census Bureau, the City and County of Los Angeles will provide informational materials, including the phone numbers of where the public can call if they have questions on the census questionnaire or if they want to fill out the form over the phone (only in limited languages).

Will the CAKs be staffed by a live person?

Yes, they will be staffed by a Census Goodwill Ambassador volunteer or a designated staff person from the facility. Each will be trained and will receive a CAK tool kit to help answer basic questions the public might have on the census questionnaire.

When will the CAKs be operational?

Overall, CAKs throughout the City will be operational from March 2020 – July 2020 (before and after the official Census Day on April 1, 2020). However, the CAK hours of operation at each facility will depend on the facility's hours of operation and the hours the CAK will be staffed.