Dispatcher
Quick Reference

DRIVE THE VOTE
• • • www.drive.vote • • •

What is Drive The Vote?

Drive the Vote is a tool that connects voters who need a ride to the polls on Election Day with volunteers who will drive them. All rides to and from the polls are absolutely free! Our goal is to encourage a better turnout on November 8th, and a better future for us all.

Important: Drivers can only assist voters with rides to or from the polls. No other stops or destinations are permitted.

How do voters schedule rides?

Voters schedule rides through the Drive The Vote website (www.drive.vote) or by sending a text message to a local number. You can also schedule rides on behalf of voters.

What does a dispatcher do?

As a dispatcher, you are responsible for ensuring that voters who need rides to the polls are connected with the volunteer drivers who will take them. Voters may schedule a ride before November 8th, or may pop in at any time on Election Day. These voters need to be matched up with volunteer drivers in their area that can pick them up and take them to and from the polls.

It sounds like it will be a crazy day, right? Well, the good news is that a 'bot' does most of the work. Your job is to monitor the process and step in when the bot runs into trouble.

What the heck is a 'bot' and what does it do?

The bot is a program that communicates with the voters through text messages, collects their information, and provides status updates. Voters 'talk' to the bot by texting a local number.

The bot asks the voter for the following information:

- The voter's name
- The voter's address
- The address of the voting location, if known
- The number of people being picked up
- Any special needs (like a wheelchair or child car seat) the voter may have
- The time the voter would like to be picked up.

The conversation is captured and the voter's responses are used to create a ride request. Volunteer drivers, using the Driver app, search for voters looking for a ride in their areas. When an available driver finds the voter's ride request, he or she accepts the ride, picks up the voter at the designated time and place, and takes the voter to and from the polling location. All of this activity is tracked, as it occurs, on the Dashboard.

How do I get started?

The first step is to access the Dashboard. To get to the Dashboard, follow these steps:

1. Go to www.drive.vote.
2. Sign in to your account.

The Dashboard displays. If you go back to the home page, just click the **dispatch** link in the upper right corner to return to the Dashboard.

Let's take a look at the Dashboard now.

The Dashboard

The Dashboard is divided into three sections:

- Main menu
- Status area
- Interactive map
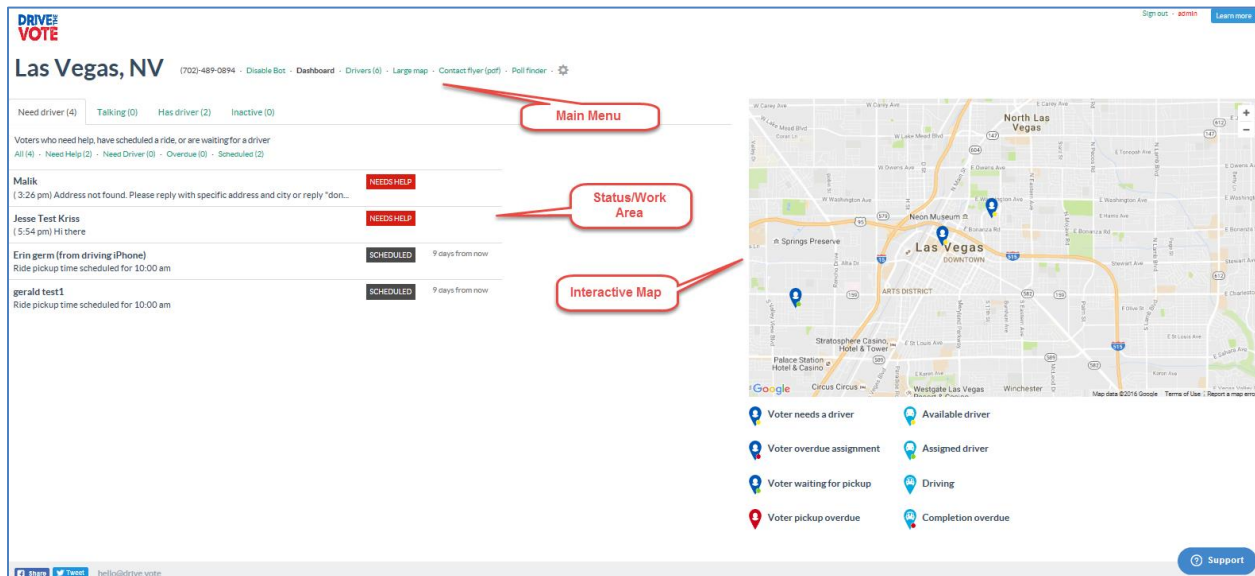
Let's take a look at each of these sections and what they do.

Main menu

The main menu gives you quick access to functions that you may need while monitoring the dispatch process:

- **Disable Bot**: Clicking this menu option turns the bot off. Clicking again turns it back on. You may need to disable the bot for troubleshooting purposes. However, while the bot is disabled, it is not communicating with any voters in need of rides. **So, only disable the bot if absolutely necessary, and enable it again as soon as possible**.
- **Dashboard**: Clicking this option returns you to the Dashboard page.

- **Drivers**: Clicking this option displays a page that shows which drivers are approved and not approved. You can promote or demote drivers from this page, and view their contact information (email and mobile number.)
- **Large Map**: Clicking this option displays a full-page view of the map.
- **Contact Flyer (PDF)**: Clicking this option displays a PDF of the contact flyer, listing the URL and phone number that voters can use to request rides.
- **Poll Finder**: Clicking this link opens the "Get To The Polls "site (https://gttp.votinginfoproject.org/). Use this site to help voters find their polling location.
- **"Gear" icon** ⚙: Clicking this icon enables you to manually schedule a ride, view the Driver Consent Form, and open the Driver app in your browser.

Status area

The status area provides detailed information about the voters and their current status. The area consists of four tabs:
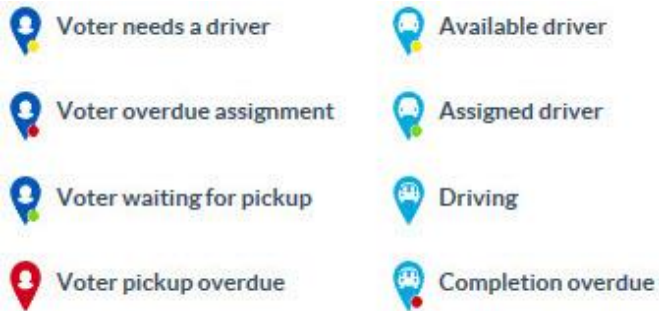
Need driver (4)   Talking (0)   Has driver (2)   Inactive (0)

- **Need driver**: Displays voters who need help, need a driver, are overdue, or scheduled for a ride. Riders who require assistance have a tag of NEEDS HELP.
- **Talking**: Displays voters who are communicating with the bot.
- **Has driver**: Displays voters who have been assigned a driver, are waiting for a pickup, or are in transit.
- **Inactive**: Displays voters who cancelled or completed their ride.

You can click on the voter entry in the list to view and change the ride details, and communicate with the voter via text message.

Interactive map

The interactive map shows you the status of all rides in real time. The rides are displayed on the map using "pins" that indicate the current status of the ride. The meaning of each pin is displayed in the legend below the map:

 Voter needs a driver   Available driver

 Voter overdue assignment   Assigned driver

 Voter waiting for pickup   Driving

 Voter pickup overdue   Completion overdue

Hover your cursor over the pin to view the name of the voter or driver.

What do I need to do?

Your job as a dispatcher is to monitor:

- the status area, especially for voters tagged with **NEEDS HELP**
- the Interactive map, especially for the **Voter overdue assignment**, **Voter pickup overdue**, and **Completion overdue** pins.

Additionally, you may need to manually schedule a ride for a voter who is unable to sign up at the web site or through text messaging.

Let's look at some scenarios you are likely to experience on Election Day.

A voter needs help

In the status area, you see that a driver has a **NEEDS HELP** tag. Here is what to do:

1. Click on the voter's entry to display the ride details.
2. Review the conversation between the voter and the bot. Most likely, the issue will be related to a response that the bot could not understand.
3. Identify the problem and update the ride details as needed.
4. Respond to the voter as needed and click the **Send** button.

A voter needs to be manually scheduled for a ride

If needed, you can manually schedule a ride for a voter. To do this:

1. Click the Gear icon.
2. Select **Schedule a ride**.
3. Enter the voter's information in the Schedule a free ride form:

4. Click **Save**.
5. Check the status area on the dashboard to confirm that the voter's ride request appears in the **Need driver** list.

A voter assignment is overdue

In the interactive map, you notice that a voter pin indicates that a voter has requested a ride, but a driver has not been assigned. Here is what to do:

1. Hover your cursor over the pin to see the rider's name.
2. In the Needs driver list, click the **Overdue** link. If there is more than one voter, locate the voter in the list.

   Important: If there are other voters in this list, you will need to address them too.
3. Click on the voter's entry to view the ride details.
4. Click the down arrow in the **SET DRIVER** field and select a driver from the list.

The bot will automatically notify the voter of the driver assignment.

Note: You do not have to rely solely on the map. All overdue assignments, pickups, and completed rides also appear in the status area.

A voter pickup is overdue

In the interactive map, you notice that a voter pin indicates that a voter pickup is overdue. Here is what to do:

1. Hover your cursor over the pin to see the rider's name.
2. In the Has driver list, click the **Overdue** link. If there is more than one voter, locate the voter in the list.

   Important: If there are other voters in this list, you will need to address them too.
3. Click on the voter's entry to view the ride details.
4. Check the **CURRENT DRIVER** field to see who is assigned to this voter.
5. Click the **Drivers** menu option and locate the driver.
6. Call the driver and ask for a status.
7. Return to the voter's details and do one of the following:
   a. If the driver cannot pick up the voter, use the **SET DRIVER** field to select a new driver.
   b. If the driver can still pick up the voter in a reasonable amount of time, type a message to the voter and click **Send**.

How do I get help?

You may come across a situation that stumps you. Not to worry. Help is a click, email, or phone call away:

- From the Dispatcher Dashboard: Click **Support**. In the message box, type your name, email address, and your message. You can also attach a file if you'd like. Once you are done, click **Send**.
- Send an email to hello@drive.vote.
- Give us a call at 888-657-6075.