



Democratic Party of Virginia Virginia Voter Hotline Volunteer Description

The Virginia Voter Hotline operates year-round to assist, encourage, and empower voters. Virginia Voter Hotline Operators answer voter's questions about voting or address issues voters experience while voting. To sign up to be a Virginia Voter Hotline Operator, [please click here](#). If you have any questions, please contact the Voter Protection Team at voterprotection@vademocrats.org.

Goals of the Virginia Voter Hotline

- Make sure the voting process is as smooth as possible for our callers.
- Lower the barriers to vote by using the best tools to quickly inform voters on the most up to date information.
- Report all voting incidents to LBJ, and provide *as much* background information as possible in the comments.
- Document information related to provisional and absentee ballots cast, so we can keep data on voting issues across the commonwealth of Virginia.

Shifts & Hours of Operation

- The hotline hours determine when we will need operators to be responding to hotline calls. During general operation, we keep the hotline open from 9 AM to 6 PM (Monday-Friday). In the days leading up to registration and absentee request deadlines, we often extend the hotline as needed.
- Before and after an Election, the Hotline has three shifts: the morning shift from 9 AM - 12 PM, the afternoon shift from 12 PM - 3 PM, and the evening shift runs from 3 PM - 6 PM.
- On Election Day, hotline hours are 5:30 AM - 8:00 PM following when polls are open 6AM-7PM.



Hotline Manager

- Support the hotline operators with advice and information as they respond to voters issues.
- Confirm and follow up with hotline operators before each shift to make sure they are prepared with all the information they need.
- Frequently check in with operators.
- Make sure they are engaged and available for incoming calls.
- Notify operators of trending issues, so they are aware.

Workflow for Incidents from DPVA's Voter Protection Team

- While DPVA's Voter Protection Team is speaking to volunteers and voters across the Commonwealth, they will give out the Virginia Voter Hotline number.
- We keep track of these hotline incidents through LBJ. During slower moments, it is the Hotline Managers duty to look through the incident reports and direct operators to follow up with the impacted voters.