



 VOTERIDERS

North Carolina

How to help NC Citizens get State-Issued IDs

# Contents



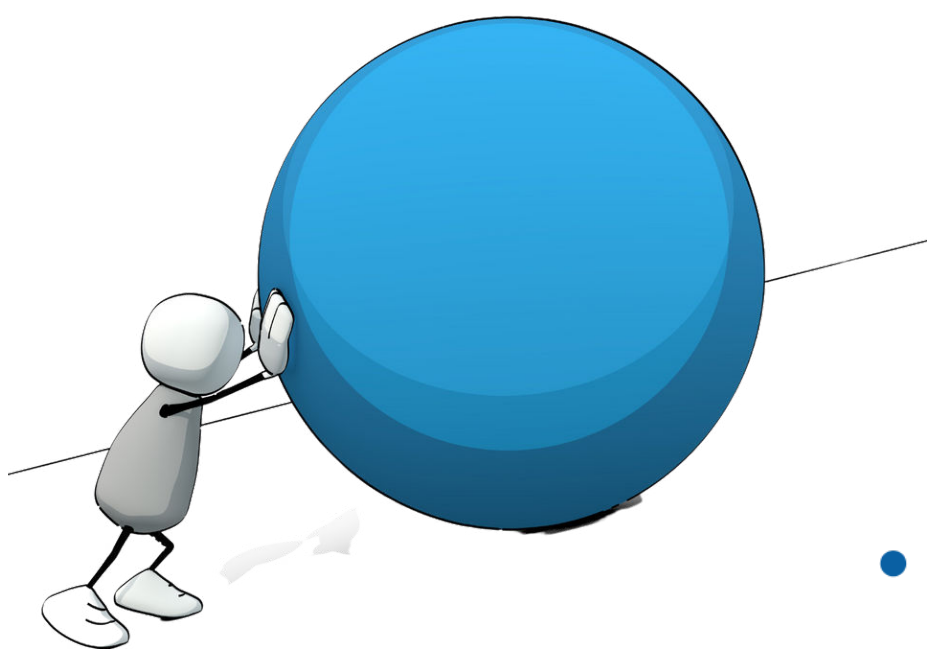
- Background (Page 3)
- What VoteRiders Does (Page 4)
- Requirements for getting NC ID (Pages 5-7)
- Getting Started (Pages 9-10)
- Getting Proof of Identity (Pages 11-19)
- Getting a Social Security Card (Pages 20-25)

# Contents, continued...



- Getting Your Client an ID (Pages 26-51)
- Ordering a Duplicate or Renewing (Pages 27-33)
- Scheduling DMV Appointments (Pages 34-42)
- Preparing for DMV Appointments (Page 43)
- NC ID/DL Costs (Page 44)
- Lyft and Uber Ride Services (Pages 45-52)





# Background

- Getting a state-issued photo ID in North Carolina is not easy for many citizens, and beginning in 2021, an ID is likely going to be required to vote.
- Barriers to getting ID include costs, limited or no DMV appointments, transportation and the need to have several key documents.
- VoteRiders is committed to helping NC citizens get their state-issued IDs so that they can vote – and also access healthcare and other services, get housing and utilities, and get on-boarded to jobs.





# What VoteRiders Does

- We provide the financial and logistical support to get the underlying documents needed (typically a birth certificate, social security card, and proof of NC residency) and
- We work one-on-one to help people navigate through the various agencies and platforms that produce the necessary documents.

♥ Your support as a volunteer is an essential part of our work to help as many North Carolinians as possible.



# Code of Conduct

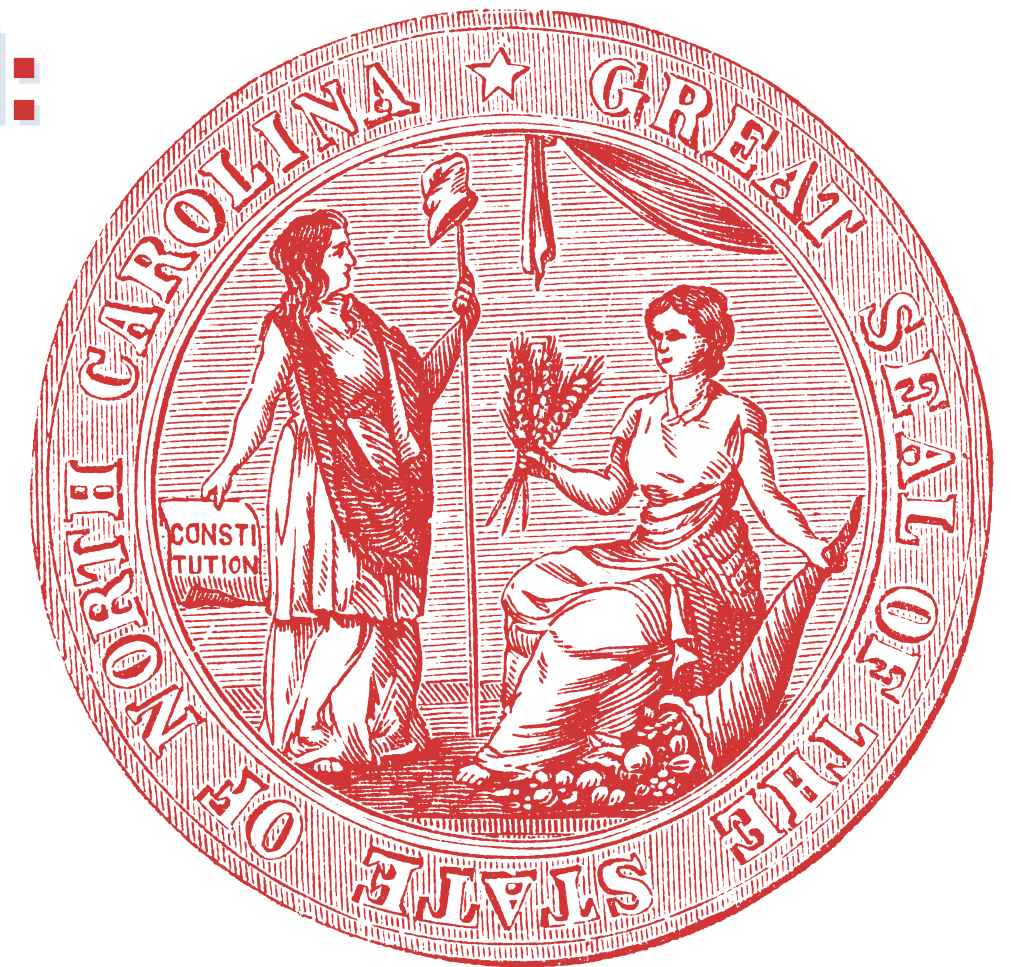
- We are strictly non-partisan. Respect everyone. You are representing VoteRiders.
- Be on time. People are depending on you. If you know you will miss an appointment, contact your coordinator as soon as possible. Communication is KEY.
- Be accurate. You aren't expected to know everything. But any information you give must be correct. Let the voter know you are working on finding the answer. Only give information that you have confirmed.



# Requirements for getting a North Carolina state-issued driver license or non-driver ID -

## The 3 types of documentation needed:

1. Proof of identity (client only needs to provide **ONE** record of this kind) – original documents only (no copies or photocopies) – most common:
  - Certified birth certificate
  - Passport (must be valid and unexpired)
  - Driver license or state-issued ID from another state (must be current or expired less than 2 years)
  - Certified driving record from another state
  - NC school transcript (must be signed by school official)



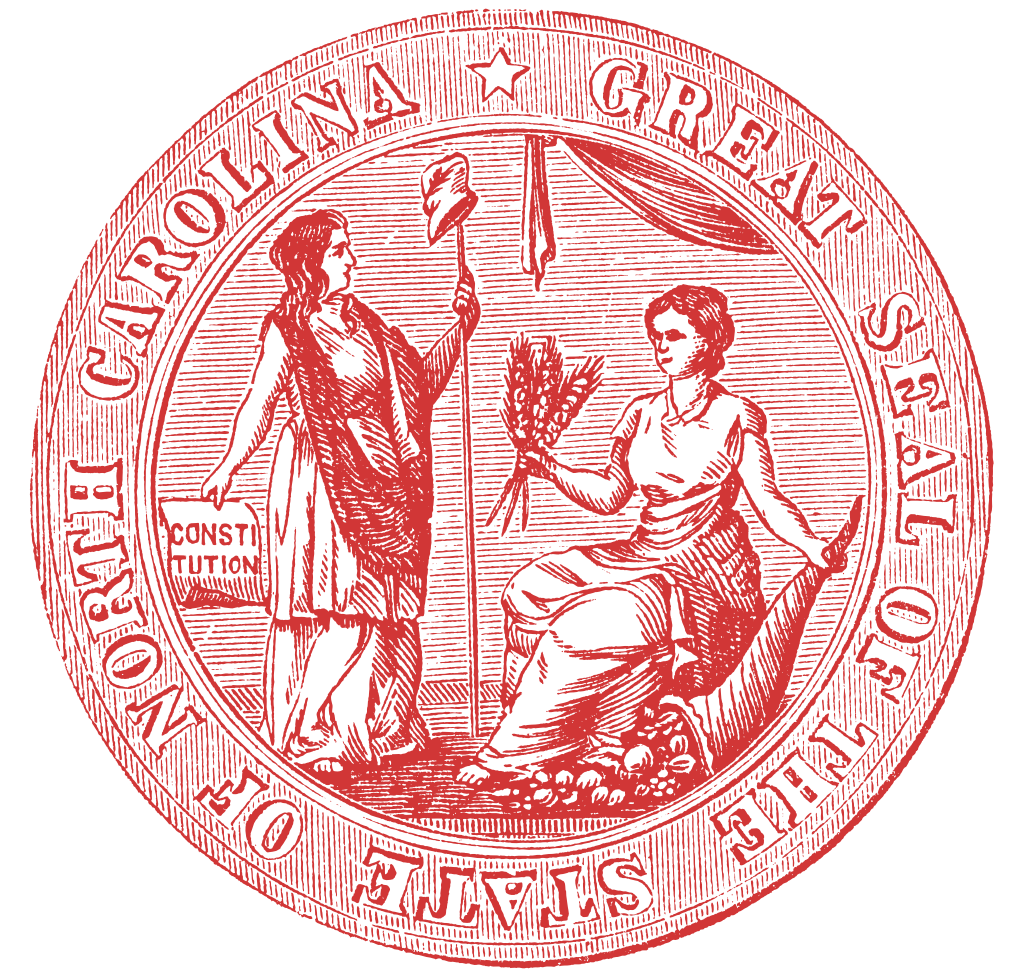


# NC ID Requirements

(continued)

2. Proof of social security number (client only needs to provide **ONE** record of this kind) – most common:

- Social Security card – actual card only (knowing your SSN is not sufficient)
- W-2 form
- SSA or non-SSA 1099 form
- Pay stub with name and full SSN
- Social Security document with full SSN
- Medicaid or Medicare card with full SSN

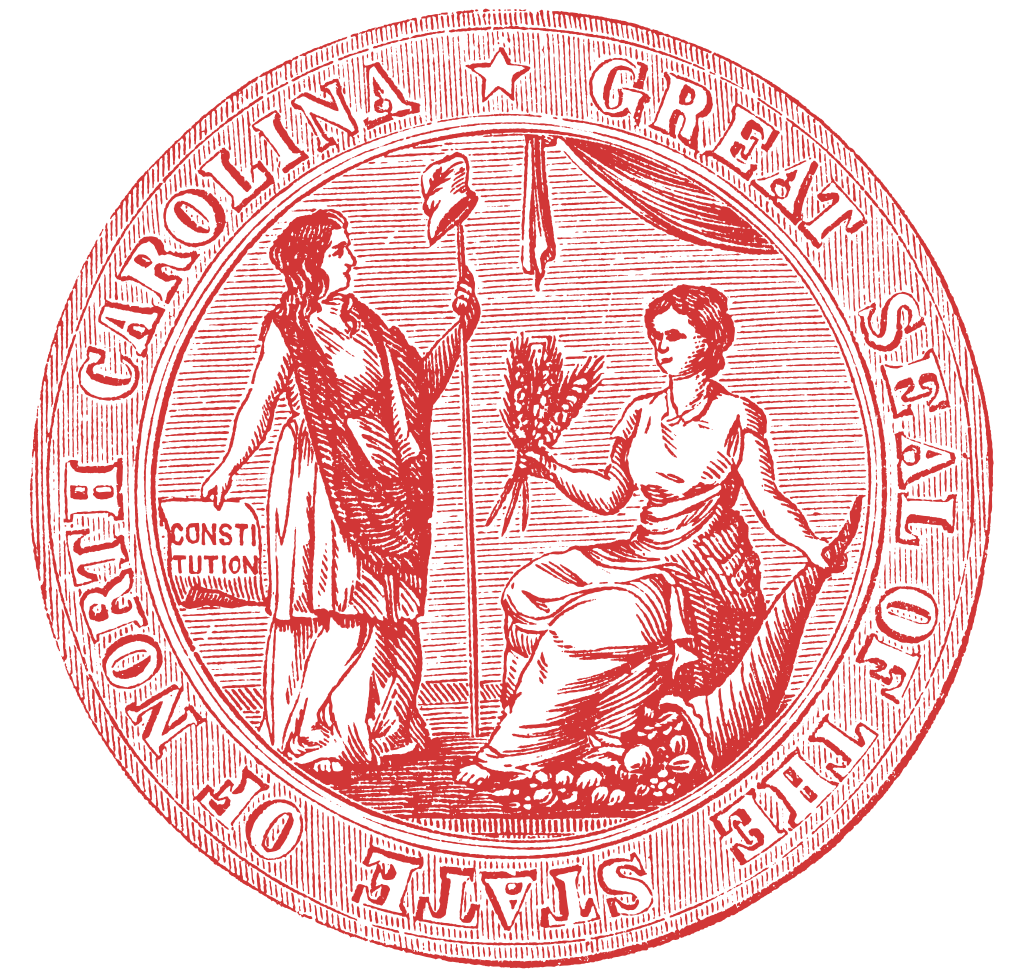


# NC ID Requirements

## (continued)

3. Proof of residency (must include name and address in NC) – most common (client only needs to provide **ONE** record of this kind):

- Utility bill
- Mail or document issued by US or NC government agency
- Paystub
- Lease
- Bank statement or pre-printed check
- NC school records
- Letter from homeless shelter



# Getting Started

## ID Information

Date: \_\_\_\_\_ Location: Day's Inn (airport)  
160 Meadow St (Monroe)  
Name: Jameson Inn (Monroe)  
America's Best Value Inn  
Phone: Kings on Lamar  
Moore Place  
Email: Motel 6 (airport)  
Dove's Nest  
Date of Birth: Rebound  
Center for Women  
**Are you registered to vote in NC?**  
Salvation Army  
**I need help getting:** SABER  
Motel 6 (Nation's Ford)  
Other: \_\_\_\_\_

### 1) NC ID/Driver's License

- Have you had a NC ID/DL before? *If yes, you will just need a duplicate. We can apply online right now; if no, we will also make an appointment for you to go to the DMV*
- If not, you will need *each of these*:
  - o Proof of identify (ID from another state, passport, or birth certificate, certified driving record or NC school transcript – some of which can be ordered online)
  - o Proof of your Social Security number (original ss card, W-2, tax or other gov't document with your full SSN)
  - o Proof of residency (utility bill, mail with your name and address, shelter residency letter)

### 2) For a Birth Certificate we will go online and order it now:

- Place of birth (city and state)
- Mother's full name (including maiden name)
- Father's full name
- If you need your birth certificate but don't have ID, do you have family who can request it for you?

### 3) For a Social Security card we will need or help you get:

- A gov't issued ID
- Documents from your doctor with your name and date of birth?
- A transcript from a school you attended (must be sealed in the school's envelope)-----

### DMV Appointment:

Date: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Confirmation No.: \_\_\_\_\_

Duplicate SS card requested: \_\_\_\_\_

Birth Certificate Requested: \_\_\_\_\_




- First, get to know your client!

- Have the ID Information Form ready to make notes. The form is designed to capture *all* the information you *may* need, but it's important to *first* find out what the client needs as specifically as possible. Most clients will tell you they need an ID or driver's license, but you'll want to ask whether this is the first time they're getting an ID/DL in North Carolina, or if they've just lost their ID/DL and need a replacement.

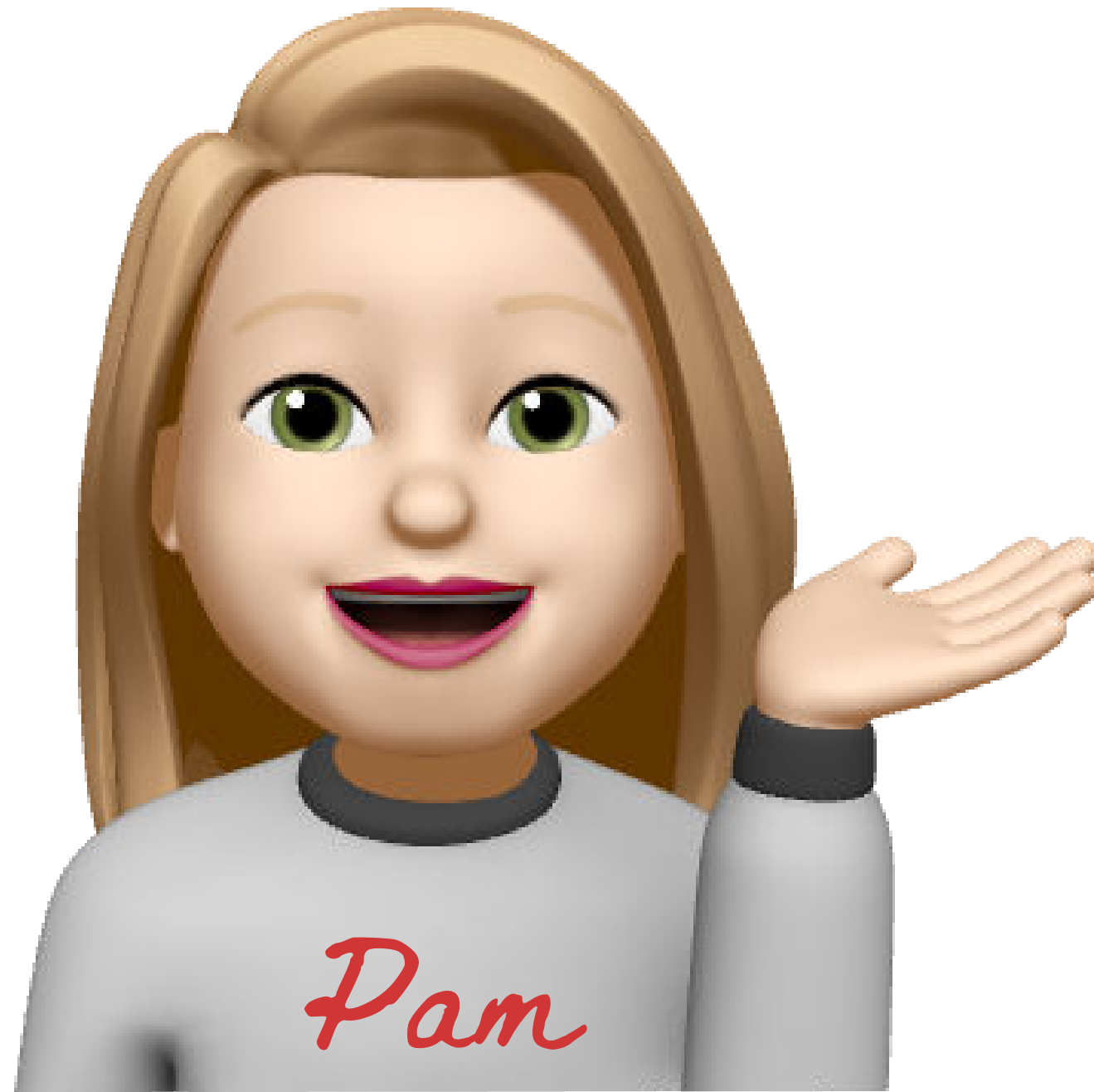


# Getting Started, continued...



- 
- Make sure you get the essential information from your client:
    - Name
    - Current address (including room number if they are staying at a hotel)
    - Date and place of birth (city, county, state)
    - Parents' names (including mother's maiden name)
    - Cellphone number
    - Email address

# Getting Started, continued...



- Second, you are never alone!
  - Pam Pearson, the NC ID Coordinator for VoteRiders, is always available to answer any questions and handle sticky situations or unique problems. Call, text or email her at 704-641-4845 / [pam@voteriders.org](mailto:pam@voteriders.org)
- **Special Note During COVID**
  - all of the North Carolina DMV offices are operating by appointment only at this time. As a result, it may be 4-6 weeks until an appointment is available. It will be important to manage voter expectations regarding delays.



# Getting Proof of Identity

- The most common proof of identity is a birth certificate, which is a valuable document not only for getting ID but also for other purposes like getting onboarded to a job. For this reason, it is the preferred proof of identity.
- Procedures for ordering a birth certificate:
  - Make sure you've obtained the essential information from your client on the ID information form
  - Ask if the client has a NC or out of state ID (including a copy, paper or electronic\*)
    - Many states require a copy of a photo ID in order to request a birth certificate
    - If the client had an out of state ID that is still valid but has lost it, see if a duplicate can be ordered
- If the client lacks an ID, ask if there is a parent or sibling who has ID who can request the birth certificate

*\*Although a photocopy or picture of an ID on a phone isn't acceptable at the DMV, you may be able to use it when ordering a birth certificate.*





# Getting Proof of Identity, continued...

- Check to see if the county or state has a website on which a birth certificate can be ordered - this should be the first step and be sure that the site is actually a government site as opposed to a third-party site that has a web address that sounds “official.”
  - Ordering directly from a government site will typically be less expensive (and therefore preferred).
  - In North Carolina, most birth certificates can be ordered online directly from the county vital records department for a nominal cost (less than \$15).
- Outside of North Carolina, many states now outsource the information gathering for birth certificates to outside agencies, but some are not trustworthy. If you need to use an external agency, VitalChek has some quirks but is reputable and secure.



# Sample County Vital Records order page

meckrodhd.permitium.com

Order Tracker

Language Google

Register of Deeds County Population: 919,628

Fredrick Smith, Registrar

## Online Birth Certificate Request

Step 3, Please Enter the Birth Certificate Information

**Full Name:** (As it appears on the Birth Certificate)

Last Name (full name, no initials) First Name

This field is required.

Middle Name

Maiden Name Suffix

Information Related To Birth:

# Sample VitalChek initial order page

The screenshot displays the VitalChek website interface. At the top, the browser address bar shows 'www.vitalchek.com'. The VitalChek logo, with the tagline 'A LexisNexis® Risk Solutions Company', is positioned in the upper left. The main heading asks, 'Whose Birth certificate are you ordering?'. Below this, there are two radio button options: 'My Birth Certificate' (which is selected) and 'Another Person's Birth Certificate'. Underneath, a section titled 'Your Current Legal Name:' contains four input fields labeled 'First', 'Middle', 'Last \*', and 'Suffix'. A note below these fields states: '\* If ordering a Puerto Rico certificate, please include both last names in the last name field.' At the bottom of the form are 'Back' and 'Continue' buttons. To the right of the form, an 'Order Summary' section includes 'Information about the event:' with a thumbnail image of a birth certificate labeled 'Sample', the text 'Government Issued', and a description of VitalChek as a fast and convenient way to order certified government-issued vital records online, usually taking less than 10 minutes. It also mentions that VitalChek has had direct relationships with agencies issuing vital records for over 20 years and is authorized with over 300 state and local governments nationwide. Below this is an 'Order Tips' section with a link: 'Why do you need to know if I am ordering my own certificate?'.



# Getting Proof of Identity, continued...

- Birth certificate orders can be placed whether you are working with the client either in person or over the phone
  - Either way, the client will need to work with you to complete the application
  - As you begin the process, be sure to ask the client for permission to complete the form on their behalf
  - As you work through the application, explain to the client what you are doing, and request permission to type their name into signature fields and initial boxes
  - If the client has an email or phone number, the best practice is to send a note confirming what you have done on their behalf, with their permission



# Getting Proof of Identity, continued...

- Many states and counties include “challenge questions” at the end of the application to protect against identity theft, so you **must** have the client available either in person or on the phone to answer them
- They often include identifying addresses or counties where the client has [or has not] lived, area codes and phone numbers that they recognize as theirs, their zodiac sign (!) and the names of close relatives
- If the client can correctly answer these questions, uploading a copy of ID may not be required and will expedite the ordering process



# Getting Proof of Identity, continued...

- Other notes:
  - The application will typically ask for an email address and phone number. Since many clients do not have email that they check regularly, it may make sense to use your email so that you will be alerted if there are issues with the application. If you are going to put your email and/or phone number on the application, ask the client for permission and explain why you are doing so.
  - The applications usually ask for three addresses: the client's residential address, a shipping address, and a billing address. Some states require that the shipping address and billing address be the same. In this case, you will have to arrange for the birth certificate to be shipped to you since you will be paying for the birth certificate. Again, be sure to explain to the client why you are doing this and that you will deliver the birth certificate to them as soon as it arrives.





# Getting Proof of Identity, continued...

- When you get to the payment screen, especially with VitalChek, be sure to select the shipping method “US Mail” if available, to avoid expensive UPS or other next-day shipping costs. The field isn’t always prominent (usually top of the page), and the default is often the more expensive option.
- It’s important to keep a record of the orders you place for voters, both so you can be reimbursed (and VoteRiders can track its expenses) and so you can check the order status as needed. When you complete an order, you should screenshot the page to capture the order number and amount paid, especially if you did not use your email address on the order and so will not be receiving an order confirmation. Save the screenshot or print it out so you can include it with your expense report. You may also want to attach a copy to the voter's ID Information page.



# Getting Proof of Identity, continued...

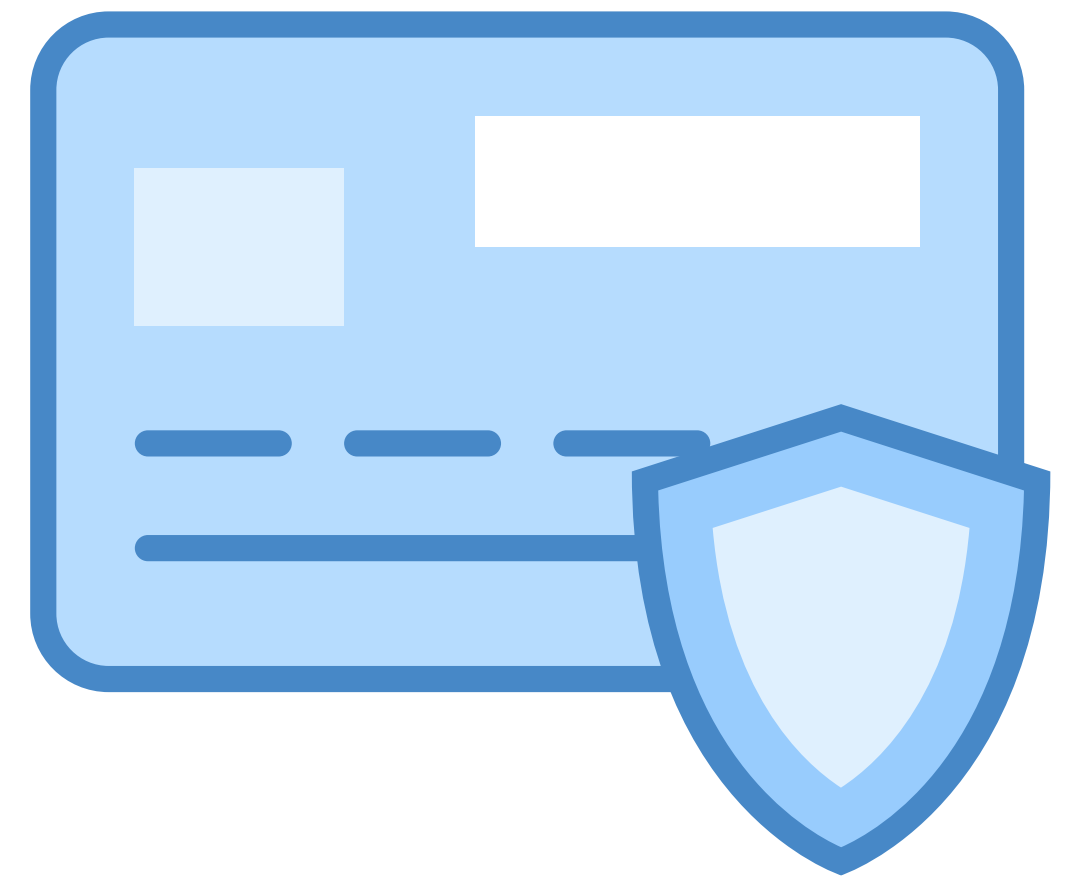
- Alternatives to getting a birth certificate for proof of identity (North Carolina only)
  - Certified out-of-state driving record
  - North Carolina school transcript in a sealed envelope signed by a school official, or diploma or GED from an NC school, community college or university
  - Tax forms with the client's full name and SSN
  - Certain court documents (divorce decree, name change court order, adoption papers)



# Getting a Social Security Card

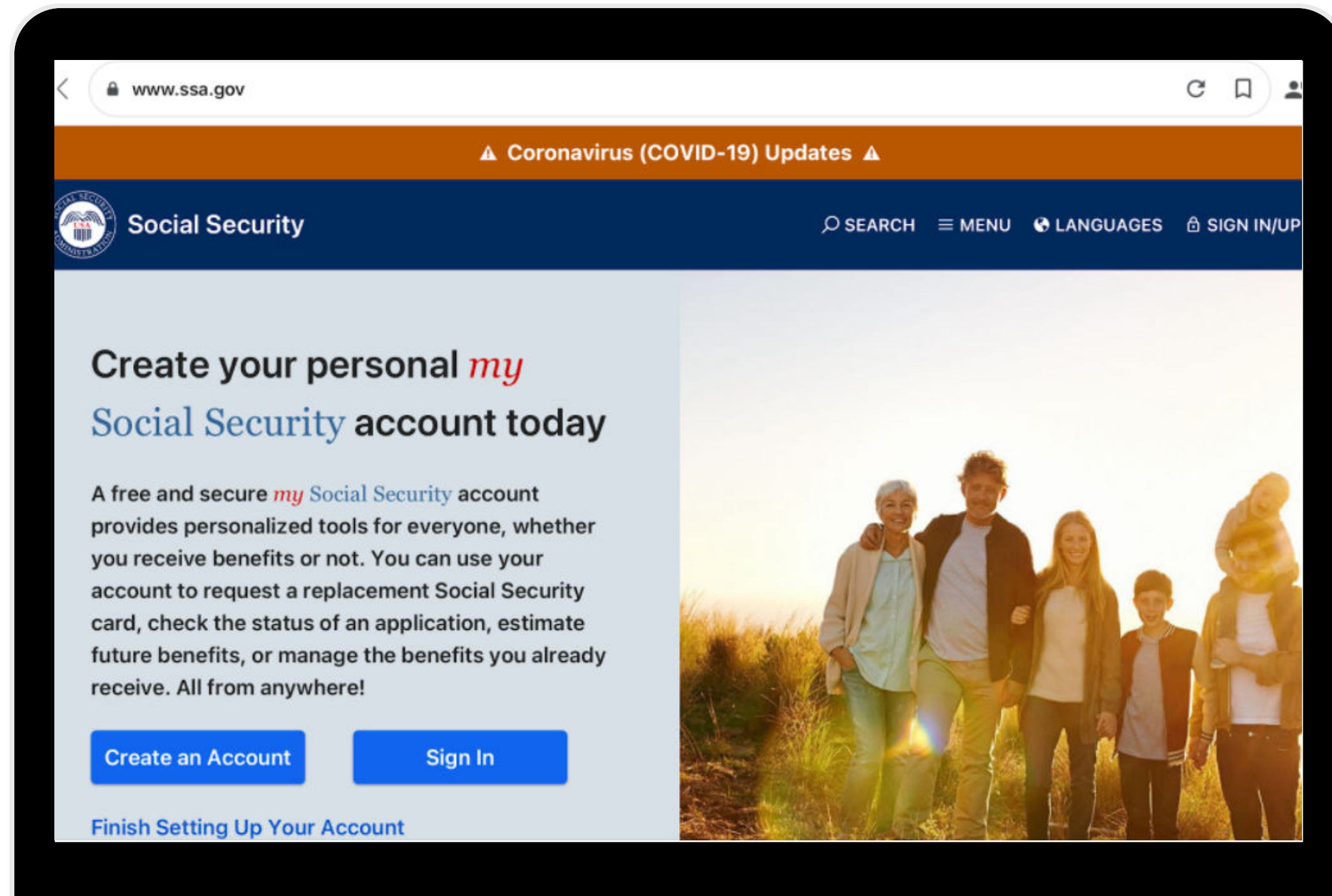
**Special Note During COVID – all of the Social Security Administration offices in NC are currently closed, so the usual easy method of visiting the office is not an option. Although there is a provision for “urgent need” appointments, this apparently means only for the first-time issuance of social security cards (for babies?), not the clients we are serving.**

- For people with credit cards (not debit cards), a MySocialSecurity account can be created online, and a duplicate SS card ordered (the card is used to verify identity). This is rarely an option.
- Note: the non-government sites that offer to get social security cards for a fee should never be used. Social Security cards are free and there is no value to these services.





# MySocialSecurity landing page



# Getting a Social Security Card, continued...

- For everyone else, getting a SS card requires that a Form SS-5 be completed and mailed to the local SSA office, along with one of the following:
  - Original, current state-issued ID or driver license
  - Original, current passport
  - A biographical/demographic document from a medical facility (doctor's office, clinic, hospital, ER) with the client's basic information on it – name, address, date of birth. The document does NOT have to include the SS number or any medical or treatment information. The document must be on the medical facility's letterhead and include an original signature, signature stamp or office stamp.
  - An official school transcript, still sealed in the envelope from the institution



# Getting a Social Security Card, continued...

- Other acceptable original proofs of identity (must show legal name, date of birth, age or parents' names):
  - US Military ID card
  - Certificate of Naturalization
  - Employee ID card
  - Insurance, Medicaid or Medicare card
- Note: Birth certificates are not accepted, nor are Social Security records





# SS-5 Form

## SOCIAL SECURITY ADMINISTRATION

### Application for a Social Security Card

Form Approved  
OMB No. 0960-0068

<b>1</b>	<b>NAME</b> <span style="float: right;">→</span> <small>TO BE SHOWN ON CARD</small>	<small>First</small>	<small>Full Middle Name</small>	<small>Last</small>
	<b>FULL NAME AT BIRTH</b> <small>IF OTHER THAN ABOVE</small>	<small>First</small>	<small>Full Middle Name</small>	<small>Last</small>
	<b>OTHER NAMES USED</b>			
<b>2</b>	<b>MAILING ADDRESS</b> <span style="float: right;">→</span> <small>Do Not Abbreviate</small>	<small>Street Address, Apt. No., PO Box, Rural Route No.</small>		
		<small>City</small>	<small>State</small>	<small>ZIP Code</small>
<b>3</b>	<b>CITIZENSHIP</b> <span style="float: right;">→</span> <small>(Check One)</small>	<input type="checkbox"/> U.S. Citizen <input type="checkbox"/> Legal Alien Allowed To Work <input type="checkbox"/> Legal Alien <b>Not</b> Allowed To Work (See Instructions On Page 2) <input type="checkbox"/> Other (See Instructions On Page 2)		
<b>4</b>	<b>SEX</b> <span style="float: right;">→</span>	<input type="checkbox"/> Male <input type="checkbox"/> Female		
<b>5</b>	<b>RACE/ETHNIC DESCRIPTION</b> <span style="float: right;">→</span> <small>(Check One Only - Voluntary)</small>	<input type="checkbox"/> Asian, Asian-American or Pacific Islander <input type="checkbox"/> Hispanic <input type="checkbox"/> Black (Not Hispanic) <input type="checkbox"/> North American Indian or Alaskan Native <input type="checkbox"/> White (Not Hispanic)		
<b>6</b>	<b>DATE OF BIRTH</b> <span style="float: right;">→</span> <small>Month, Day, Year</small>	<b>7 PLACE OF BIRTH</b> <span style="float: right;">→</span> <small>(Do Not Abbreviate) City State or Foreign Country FCI</small>		
<b>8</b>	<b>A. MOTHER'S NAME AT HER BIRTH</b> <span style="float: right;">→</span>	<small>First</small>	<small>Full Middle Name</small>	<small>Last Name At Her Birth</small>
	<b>B. MOTHER'S SOCIAL SECURITY NUMBER</b> <span style="float: right;">→</span> <small>(See instructions for 8B on Page 2)</small>	<div style="border-bottom: 1px solid black; width: 100%; text-align: center;"> <span style="font-family: monospace; font-size: 1.2em;">_ _ _ - _ _ - _ _ _</span> </div>		
<b>9</b>	<b>A. FATHER'S NAME</b> <span style="float: right;">→</span>	<small>First</small>	<small>Full Middle Name</small>	<small>Last</small>
	<b>B. FATHER'S SOCIAL SECURITY NUMBER</b> <span style="float: right;">→</span> <small>(See instructions for 9B on Page 2)</small>	<div style="border-bottom: 1px solid black; width: 100%; text-align: center;"> <span style="font-family: monospace; font-size: 1.2em;">_ _ _ - _ _ - _ _ _</span> </div>		
<b>10</b>	Has the applicant or anyone acting on his/her behalf ever filed for or received a Social Security number card before? <input type="checkbox"/> Yes (If "yes", answer questions 11-13.) <input type="checkbox"/> No (If "no," go on to question 14.) <input type="checkbox"/> Don't Know (If "don't know," go on to question 14.)			
<b>11</b>	Enter the Social Security number previously assigned to the person listed in item 1. <span style="float: right;">→</span>	<div style="border-bottom: 1px solid black; width: 100%; text-align: center;"> <span style="font-family: monospace; font-size: 1.2em;">_ _ _ - _ _ - _ _ _</span> </div>		
<b>12</b>	Enter the name shown on the most recent Social Security card issued for the person listed in item 1. <span style="float: right;">→</span>	<small>First</small>	<small>Middle Name</small>	<small>Last</small>
<b>13</b>	Enter any different date of birth if used on an earlier application for a card. <span style="float: right;">→</span>	<div style="border-bottom: 1px solid black; width: 100%; text-align: center;"> <span style="font-family: monospace; font-size: 1.2em;">_ _ _ - _ _ - _ _ _</span> </div>		

# Getting a Social Security Card, continued...

- New “pilot” option in Charlotte and other cities
  - If client has a current state ID, an email that they can login to and the ability to access the Microsoft Teams app on a smartphone, tablet or computer, the client may apply for a replacement SS card by video conference with SSA
  - General process:
    - Client (with your support, if needed) calls the Charlotte SSA office to request a video appointment
    - SSA officer takes voter information, including email address at which voter will receive an email with a link to the video meeting
    - Client downloads/install the Microsoft Teams app, or partners with someone who can
    - Client receives email link to the video meeting and clicks on link at meeting time
    - During the meeting, client will answer questions on the SS-5 form and show state ID
  - At present, this process appears to reduce the time to apply for and receive a replacement SS card from a month to only a week/10 days



# Getting an NC ID

In this section, you will learn how to:

- Order a duplicate ID or DL
- Renew a DL or ID
- Make a DMV appointment

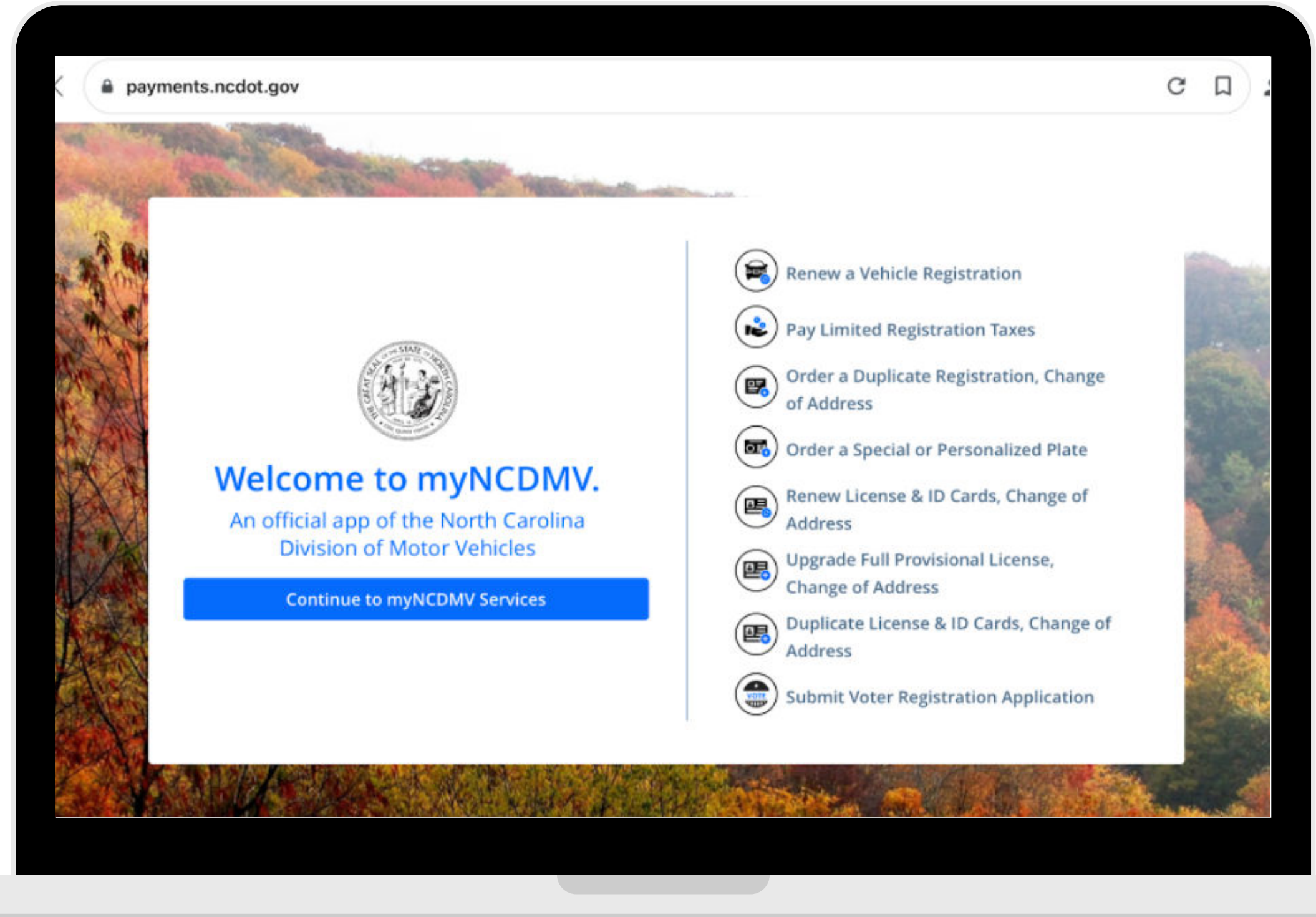


\*Special Note During COVID – DMV offices are open but by appointment only. This is resulting in a considerable backlog of demand, which means that it generally takes many weeks to get an appointment, unless by chance a cancellation pops up. Appointment can be made by phone (919-715-7000) or online.



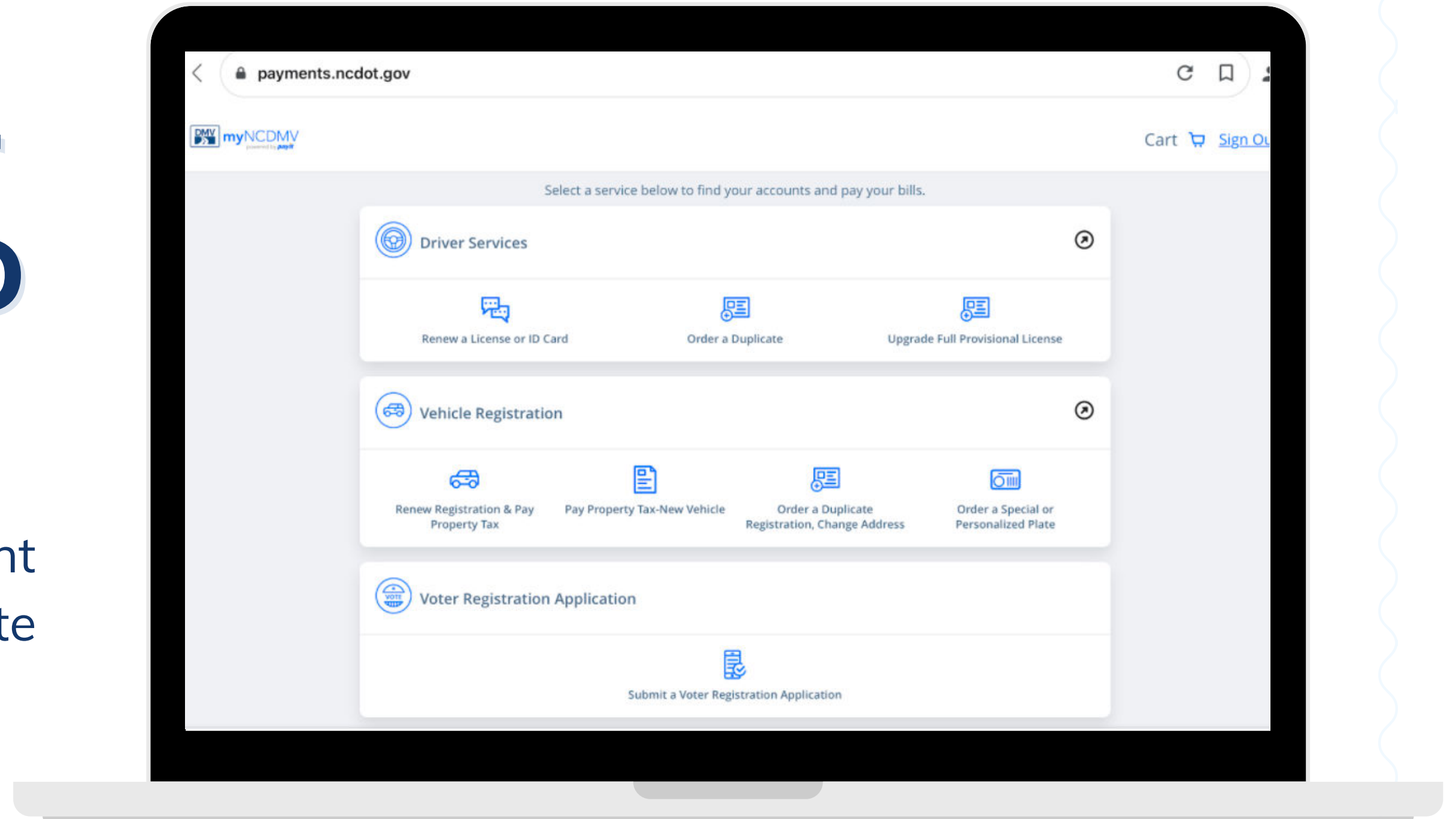
# Ordering a Duplicate or Renewing ID or DL

- Go to the DMV “PayIt” landing page:  
<https://payments.ncdot.gov>
- On the next page, select “Continue as a Guest”



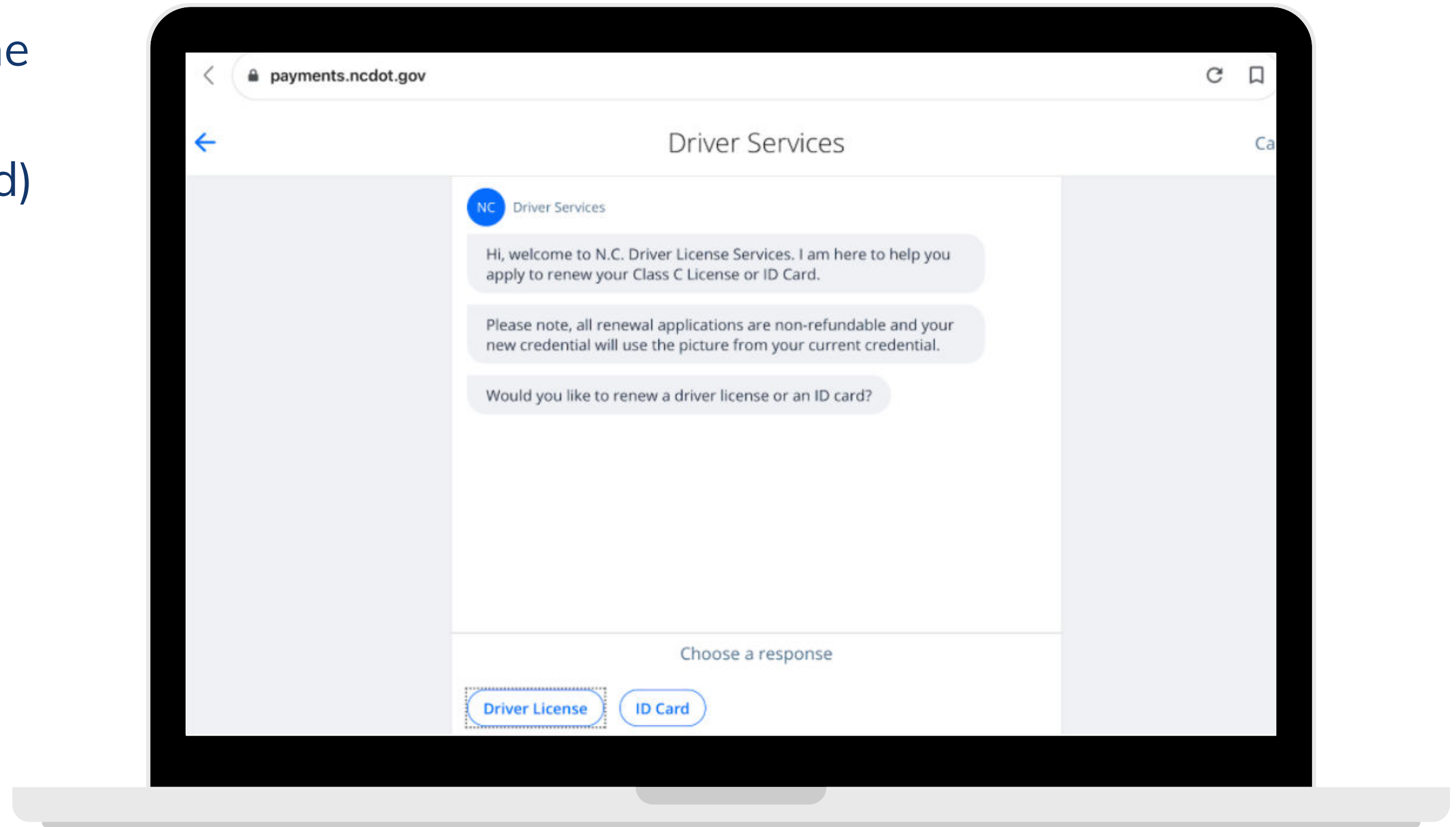
# Ordering a Duplicate or Renewing ID or DL

- Choose whether the client needs to order a duplicate ID/DL or renew



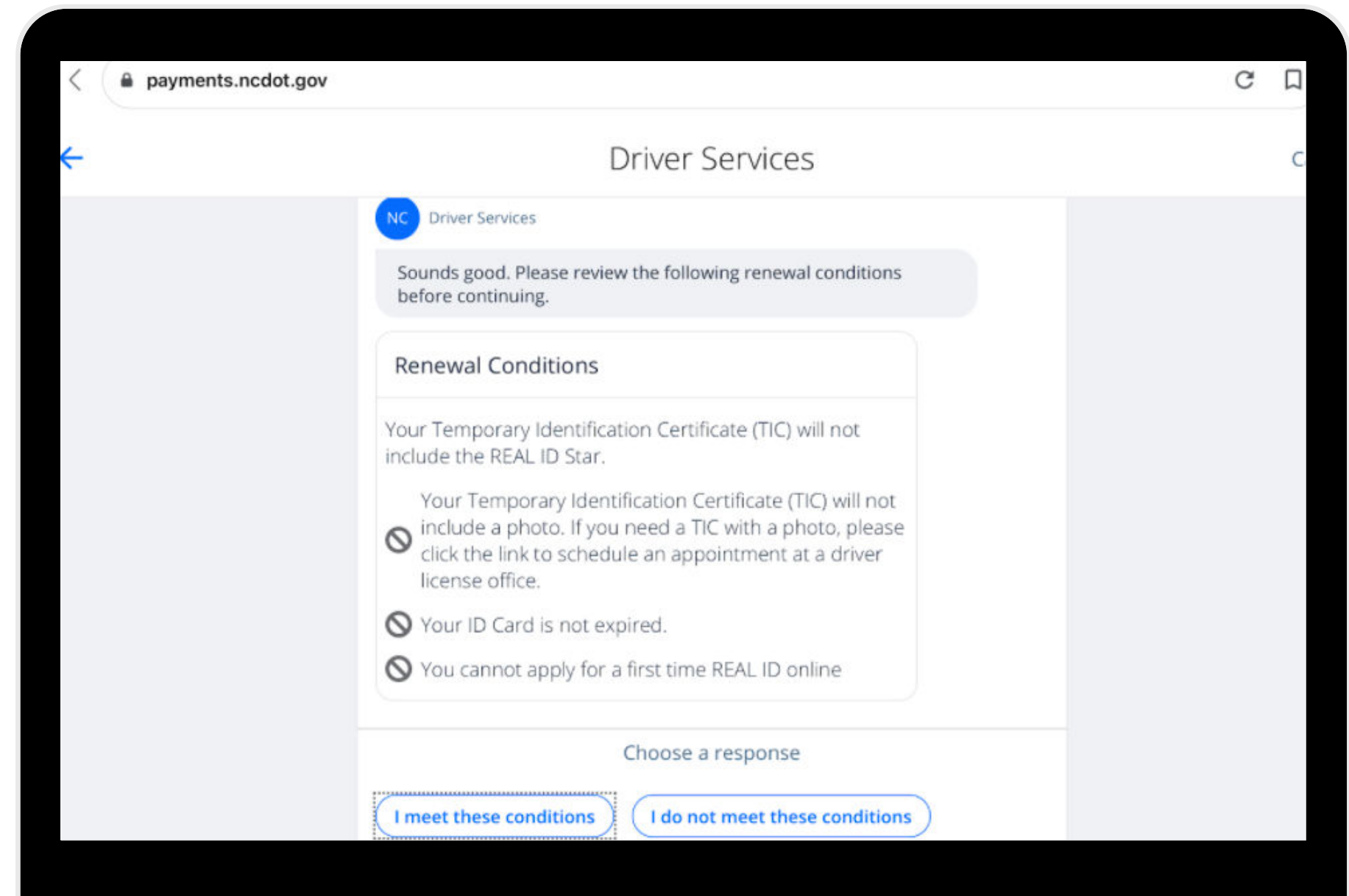
# Renewing a DL or ID

- Choose the type that the client wants to renew (driver license or ID card)



# Renewing an ID

- Make sure that the client meets the renewal conditions
  - *Most important: the ID cannot be expired*
- The ID can be renewed if it has been lost but only if the client knows the ID number
- The client will also have to provide date of birth and the last 4 digits of SSN
- There is currently no cost to renew an ID

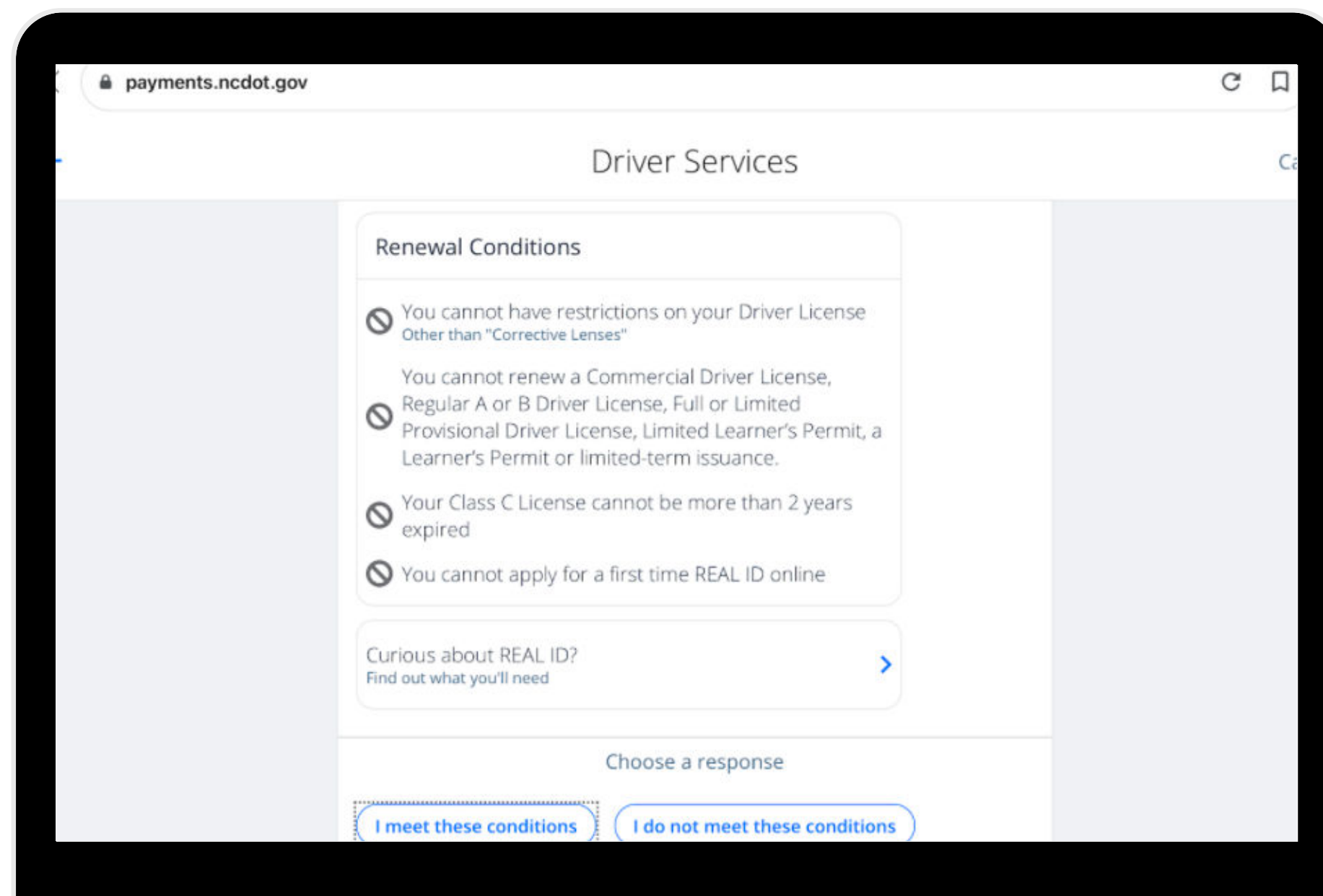
A screenshot of a web browser displaying the 'Driver Services' page on the 'payments.ncdot.gov' website. The page has a blue header with the 'NC Driver Services' logo. Below the header, a message states: 'Sounds good. Please review the following renewal conditions before continuing.' A box titled 'Renewal Conditions' lists three items: 'Your Temporary Identification Certificate (TIC) will not include the REAL ID Star.', 'Your Temporary Identification Certificate (TIC) will not include a photo. If you need a TIC with a photo, please click the link to schedule an appointment at a driver license office.', 'Your ID Card is not expired.', and 'You cannot apply for a first time REAL ID online'. At the bottom, there is a 'Choose a response' section with two buttons: 'I meet these conditions' and 'I do not meet these conditions'.

*\*Note: the DMV site requires that after inputting information you click the “search” button, which is at the top of the section, not the bottom*



# Renewing a Driver License

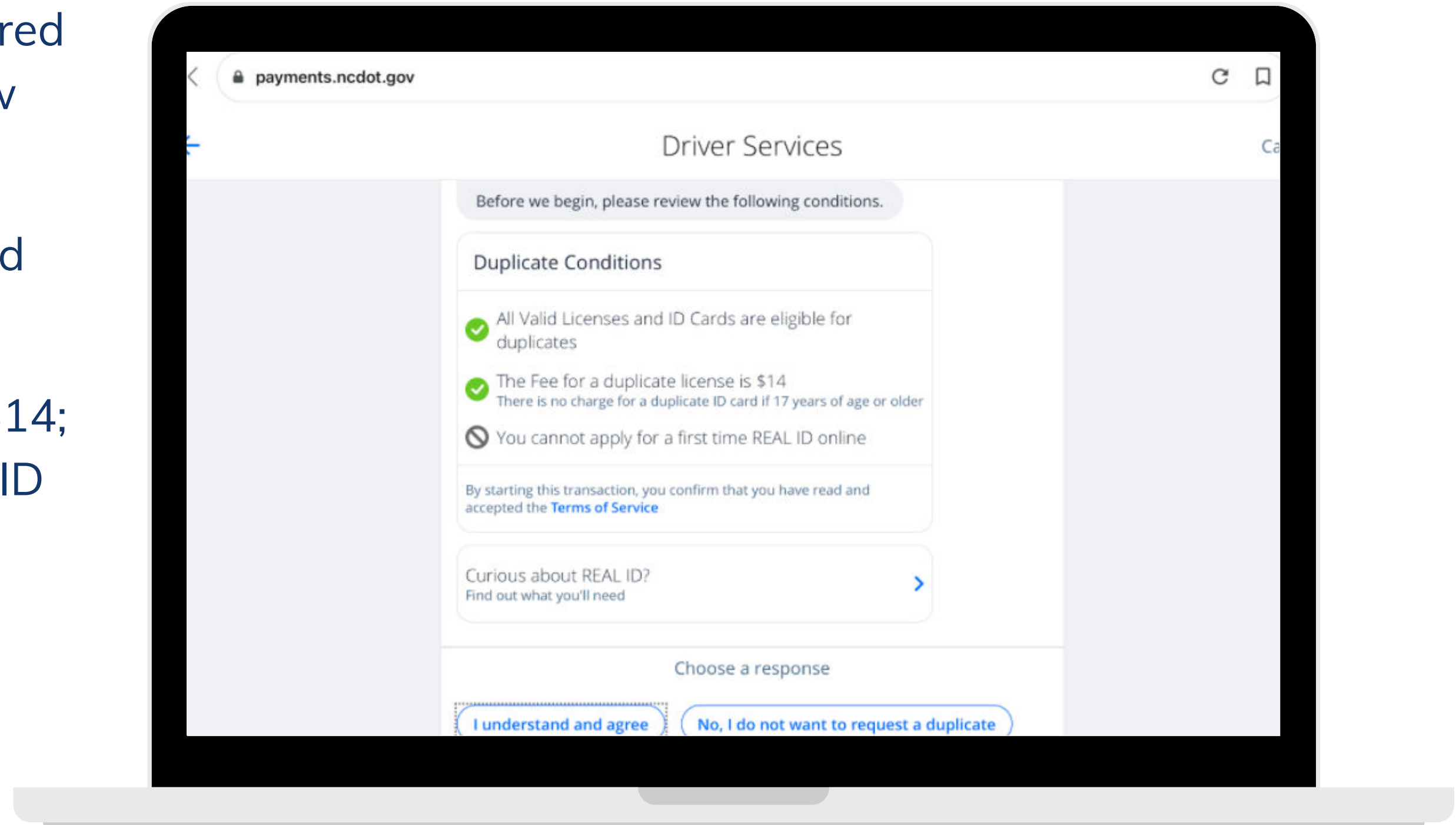
- Make sure that the client meets the renewal conditions
- Note: in contrast to the ID rules, the DL can be renewed if it has expired not more than 2 years ago
- The DL can be renewed if it has been lost but only if the client knows the ID number
- The client will also have to provide date of birth and the last 4 digits of SSN
- The cost to renew a DL is \$44

A screenshot of a web browser displaying the 'payments.ncdot.gov' website. The page is titled 'Driver Services'. Under the heading 'Renewal Conditions', there are four items, each with a red circle containing a white 'X' icon: 'You cannot have restrictions on your Driver License Other than "Corrective Lenses"', 'You cannot renew a Commercial Driver License, Regular A or B Driver License, Full or Limited Provisional Driver License, Limited Learner's Permit, a Learner's Permit or limited-term issuance.', 'Your Class C License cannot be more than 2 years expired', and 'You cannot apply for a first time REAL ID online'. Below these conditions is a link that says 'Curious about REAL ID? Find out what you'll need' with a right-pointing arrow. At the bottom of the section, there is a prompt 'Choose a response' followed by two buttons: 'I meet these conditions' and 'I do not meet these conditions'.

*\*Note: the DMV site requires that after inputting information you click the “search” button, which is at the top of the section, not the bottom*

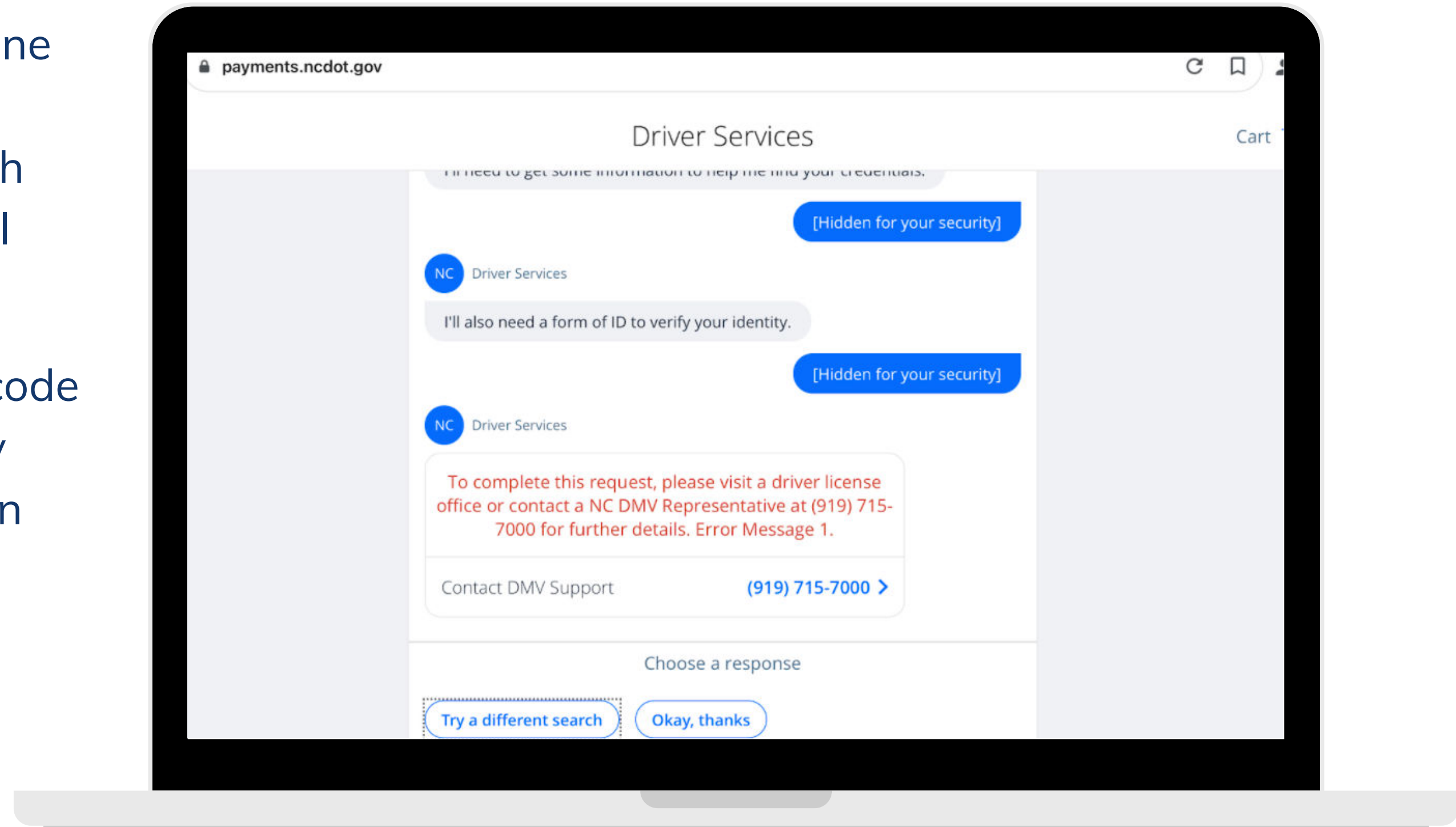
# Ordering a duplicate ID or DL

- Duplicate ID or DL can be ordered even if the client does not know the number
- The client's last name, DOB and SSN will be required
- The cost for a duplicate DL is \$14; there is no cost for a duplicate ID

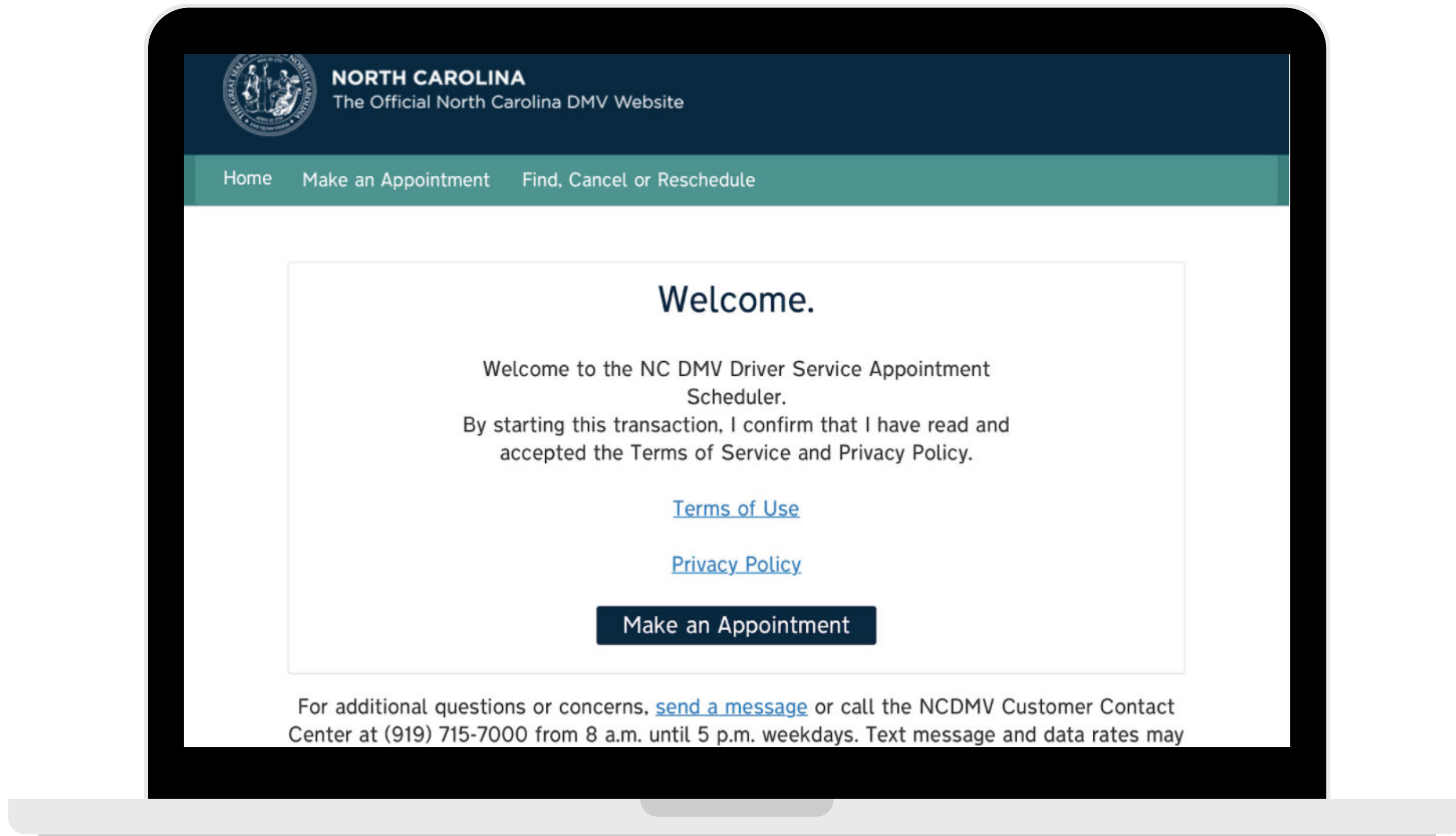


# DMV Error Codes

- In certain instances when online services are attempted the transaction will not go through and an “error code” notice will appear.
- DMV will not share the error code meanings, but states that any issues can be addressed when the client goes to the DMV in person



# North Carolina's Online Appointment System





# Making a NC DMV appointment

- Select an appointment type (ID card, driver license, etc.)

Please select an appointment type.

Driver License - First Time	Driver License Duplicate	Driver License Renewal
Fees	ID Card	Knowledge / Computer Test
Legal Presence	Motorcycle Skills Test	Permits
Teen Driver Level 1		Teen Driver Level 2

For additional questions or concerns, [send a message](#) or call the NCDMV Customer Contact Center at (919) 715-7000 from 8 a.m. until 5 p.m. weekdays.

[NC DOT](#) [NC DMV](#) [ACCESSIBILITY](#) [PRIVACY POLICY](#) [TERMS OF USE](#)

Version v2.4.3.9 © 2018

# Select a DMV location

- Note: Some cities/areas have only one DMV site, some have more. Use the zip code search feature for the client's location to determine available options.

The screenshot shows a web interface for selecting a DMV location. At the top, there are two buttons: "Sort Offices by Name" and "Sort by Nearest Office". To the right of these buttons is a search bar labeled "Search by Zip Code" with a magnifying glass icon. Below the buttons and search bar, there is a grid of 15 blue boxes, each representing a DMV location. The locations are arranged in three columns and five rows. The first column lists: Aberdeen, Andrews, Boone, Burnsville, and Charlotte East. The second column lists: Ahoskie, Asheboro, Brevard, Carrboro, and Charlotte North. The third column lists: Albemarle, Asheville, Burgaw, Cary, and Charlotte South. Each box contains the city name, the address, and the zip code. A "Google Maps" link is visible in the top right corner of the grid area.

Sort Offices by Name	Sort by Nearest Office	Search by Zip Code
<b>Aberdeen</b> 521 South Sandhills Boulevard Aberdeen, NC 28315	<b>Ahoskie</b> 242 NC 42 W Ahoskie, NC 27910	<b>Albemarle</b> 611 Concord Road Albemarle, NC 28001
<b>Andrews</b> 1440 Main St. Andrew, NC 28901	<b>Asheboro</b> Driver License Office, 2754 US Highway 220 Business South Asheboro, NC 27205	<b>Asheville</b> 1624 Patton Avenue Asheville 28806
<b>Boone</b> 4469 Bamboo Rd., Suite 103 Boone, NC 28607	<b>Brevard</b> 50 Commerce St. Unit 4 Brevard, NC 28712	<b>Burgaw</b> 781 U.S HWY 117 S. Burgaw, NC 28425
<b>Burnsville</b> 116 North Main Street Burnsville, NC 28714	<b>Carrboro</b> 100 NC Hwy 54, Suite 104JJ Carrboro 27510	<b>Cary</b> 1387 SE Maynard Rd, Cary, NC 27511
<b>Charlotte East</b> 6635 Executive Circle, Suite	<b>Charlotte North</b> 8711 David Taylor Dr.	<b>Charlotte South</b> 201-H West Arrowood Road

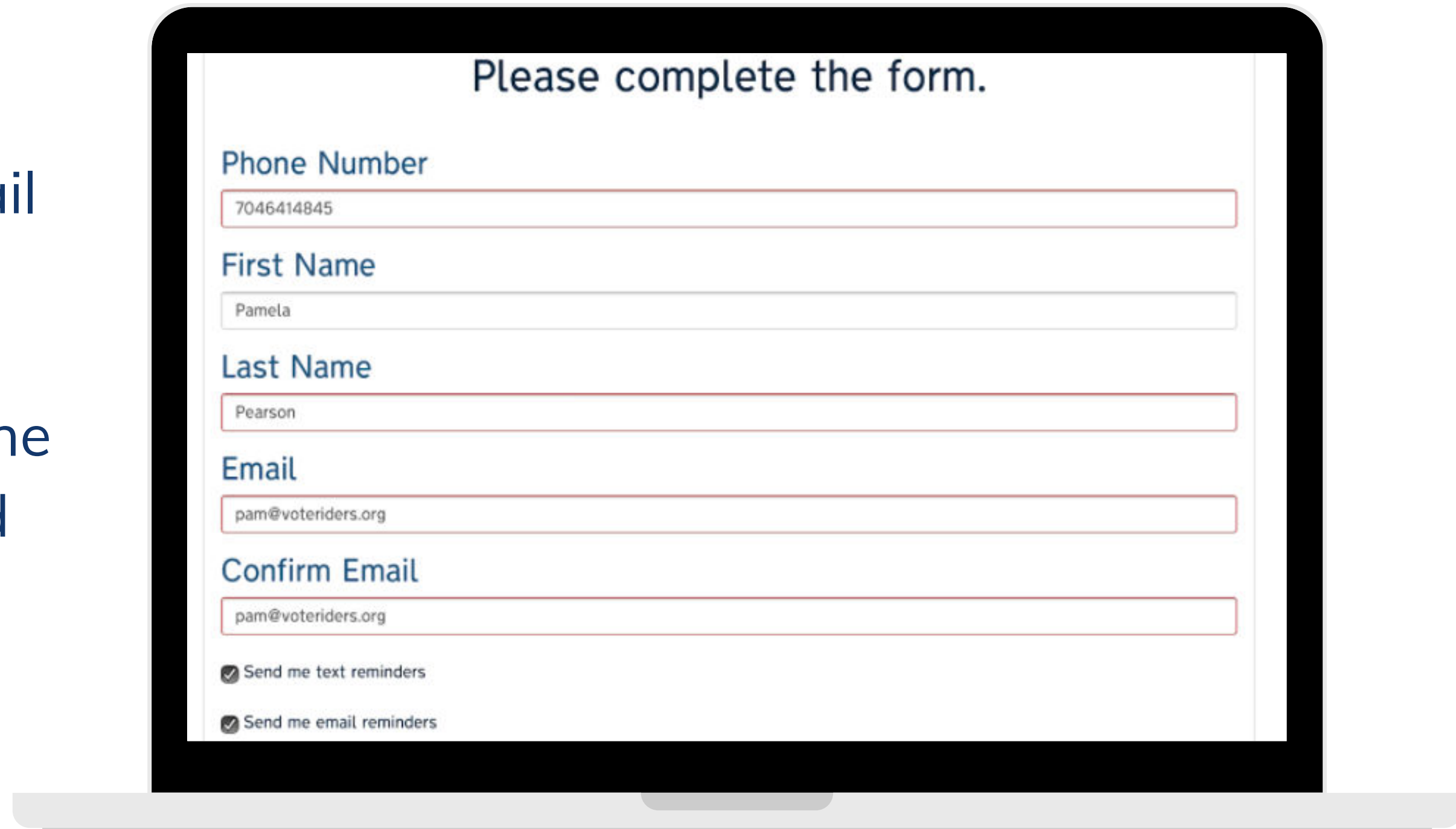
# Select a Date and Time

- Note: If the calendar shows no days highlighted, there are no available appointments – use the arrow to move to the next month.

The screenshot shows a web browser at skiptheline.ncdot.gov. The page has a progress bar at the top with five steps: 1. Appointment, 2. Location, 3. Date and Time (current step), 4. Customer, and 5. Confirmation. A calendar for April 2021 is displayed, showing days from 28 to 8. The text 'Select date and time.' is prominently displayed. Below the calendar is a text input field labeled 'Choose a day (mm/dd/yyyy)' and a 'Time' dropdown menu. A 'Next' button is located at the bottom right of the form. At the bottom of the page, there is a footer with links for NC DOT, NC DMV, ACCESSIBILITY, PRIVACY POLICY, and TERMS OF USE. A note at the bottom of the form area states: 'For additional questions or concerns, [send a message](#) or call the NCDMV Customer Contact Center at (919) 715-7000 from 8 a.m. until 5 p.m. weekdays.'

# Complete the Form

- Add the client's phone number, first and last names, and YOUR email address. This will help you keep track of appointments. Check the boxes for both text and email reminders.



Please complete the form.

Phone Number

7046414845

First Name

Pamela

Last Name

Pearson

Email

pam@voteriders.org

Confirm Email

pam@voteriders.org

☒ Send me text reminders

☒ Send me email reminders



# Confirm the Appointment Details

Customer Information

Name

Pamela Pearson

Phone

7046414845

Email

pam@voteriders.org

Appointment Info

Appointment Type

ID Card

Office

Charlotte East

6635 Executive Circle, Suite 130

Charlotte 28212

Date

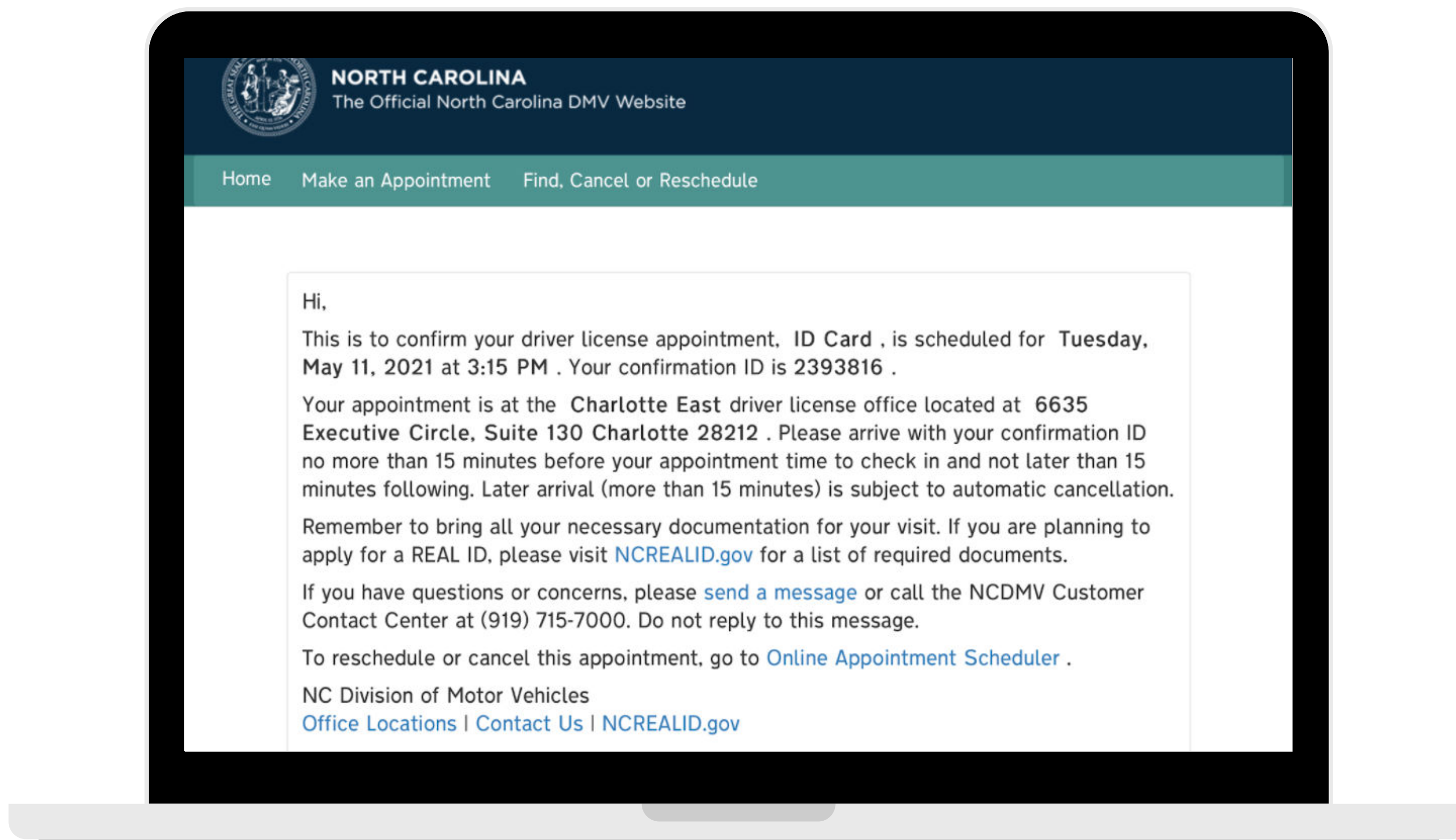
5/11/2021

Time

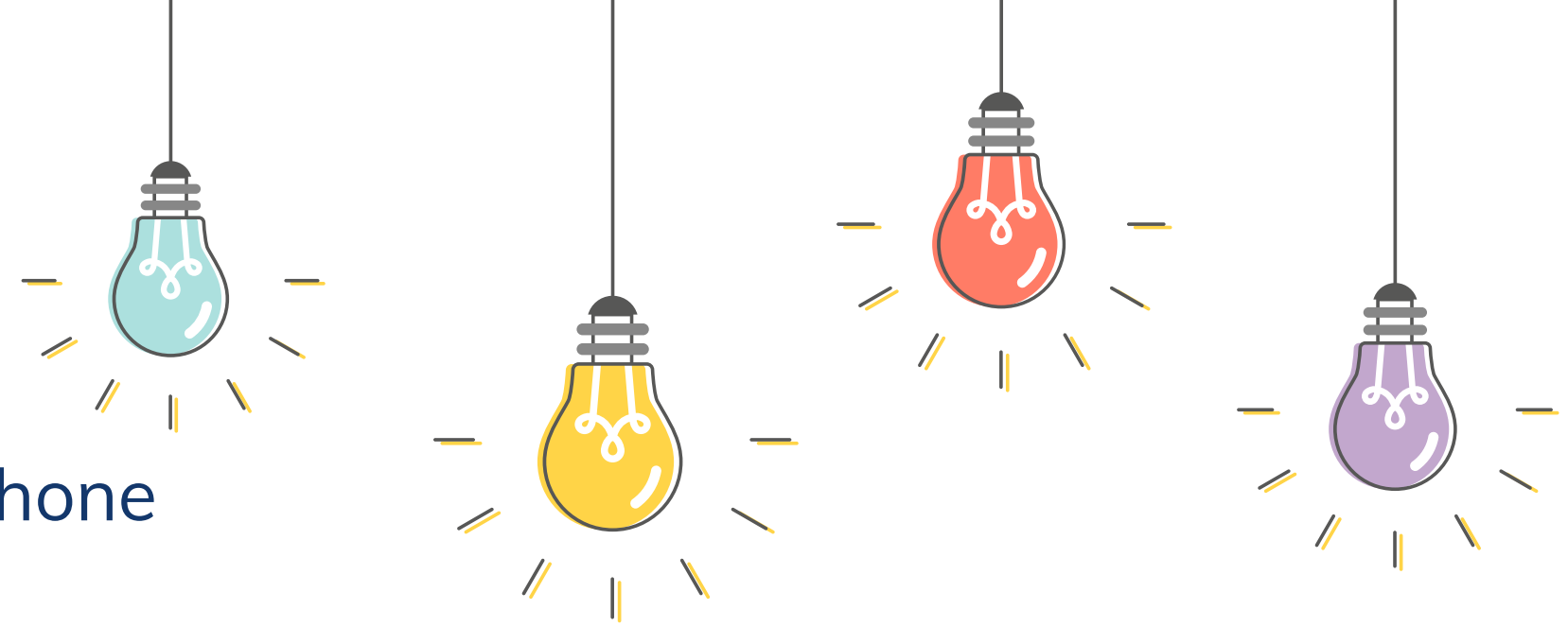
3:15 PM

Schedule

# The Appointment is Confirmed!



# DMV/Appointment Tips



- Some clients do not have phone numbers – but a phone number is required
- Only two appointments can be scheduled at a time per phone number, so if you use yours, remember this limitation
- Take a screenshot of the appointment confirmation – you can print and give a copy to a client without a phone or who may find a visual reminder helpful – this will also help you keep track of upcoming appointments so you can (a) remind the client and (b) schedule a ride
- In the Charlotte area, we are currently using a shared Google Sheet that tracks all of the upcoming voter appointments and details

# Preparing for Voter DMV Appointments

- VoteRiders supports its clients in obtaining their state-issued ID/DLs
  - We help make the appointments (and remind the clients about them)
  - We schedule and pay for rides to/from the DMV
  - We make sure clients are prepared for their appointments
    - Go over what they need to bring to the appointment
      - Documents
      - Payment (if applicable)
- We do our best to ensure a successful experience and outcome
  - Remind the client to bring your phone number with them to DMV so they can call if there are any problems
  - Remind the client to call when they are done at the DMV so you can send a ride to bring them back (if they don't have a phone, the DMV personnel will often make the call)





# NC ID/Driver License (DL) Costs

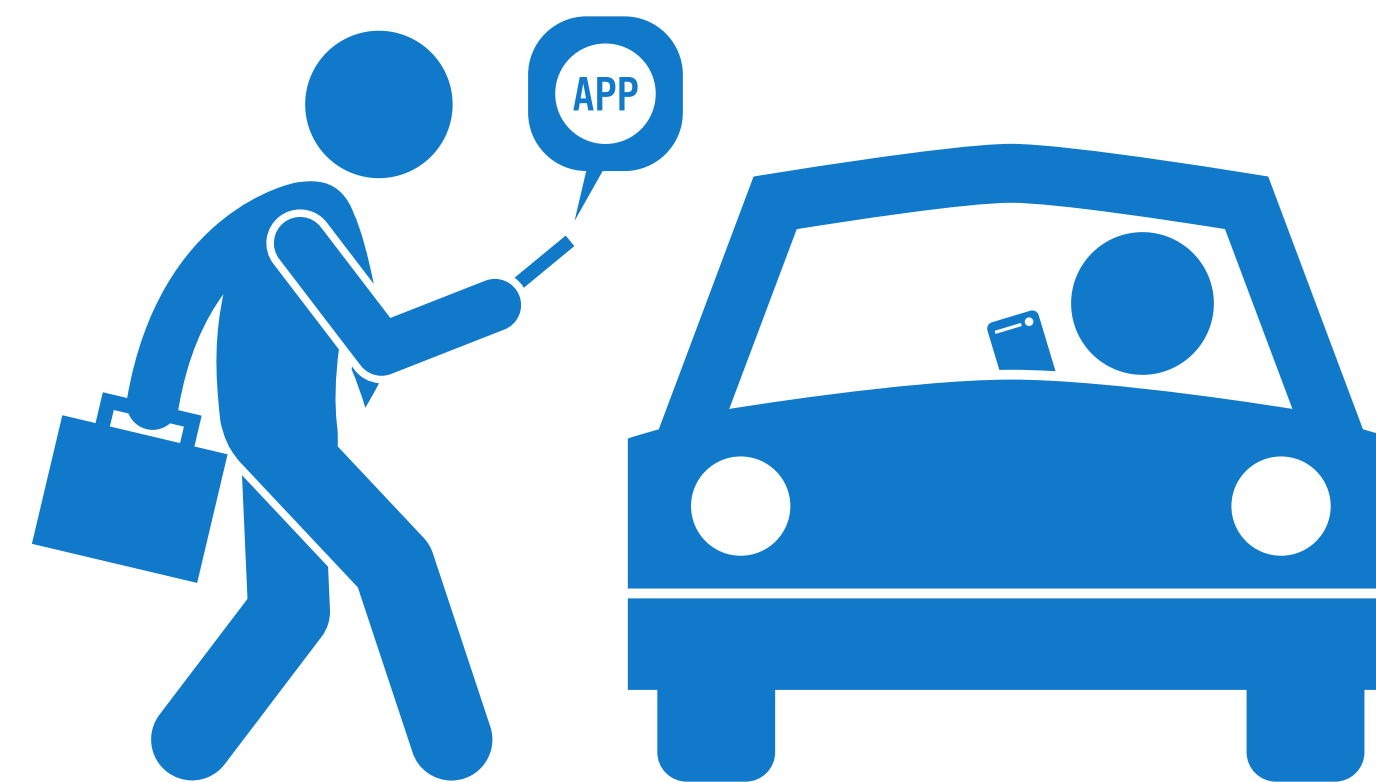
- At present, NC state IDs are free – both new issuance and duplicates
- NC DL are \$44 for a standard license – new issuance or renewal and \$14 for a duplicate
- VoteRiders does not pay for fines, reinstatement fees, insurance costs, etc.
- VoteRiders has an expense reimbursement process for volunteers.



# Lyft and Uber Ride Services

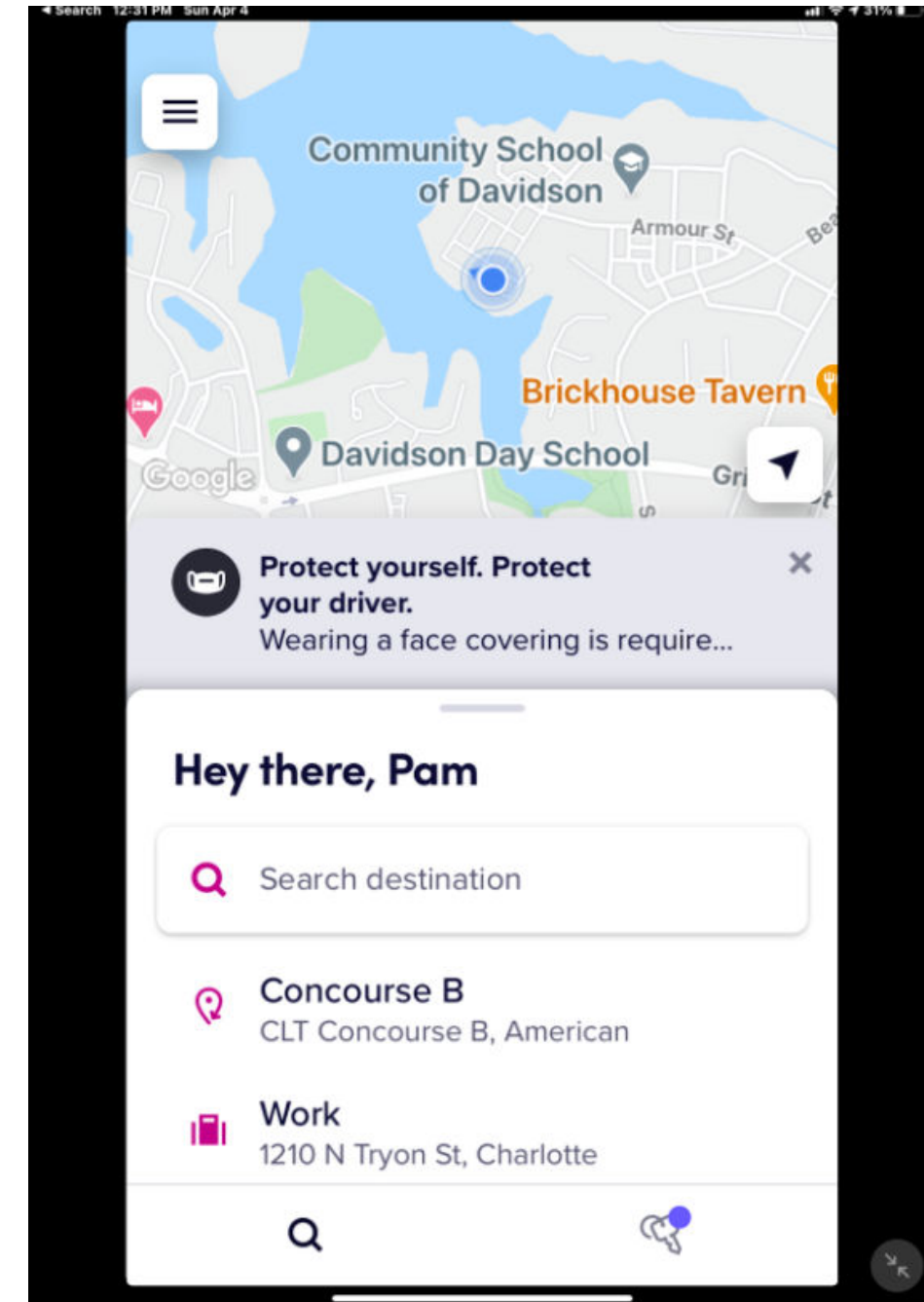
## (\*\*RideShare2Vote in the near future\*\*)

- VoteRiders' services include providing rides to ID-issuing agencies – in NC, this means the DMV
- Signing up for these app-based services is easy
- Managing client rides can be challenging – both because the clients are not always reliable and accessible (especially if they don't have a phone) AND because the ride companies aren't always reliable
- While we may create a small team to manage these rides in the future, it's possible in the near term that you will need to handle your clients' rides
- For insurance reasons, VoteRiders does not directly provide voter transportation. Voter transportation is managed through partner organizations and vendors.
  - Surcharges or extensive distances or needs like handicap-accessible vehicles require approval from the ED.



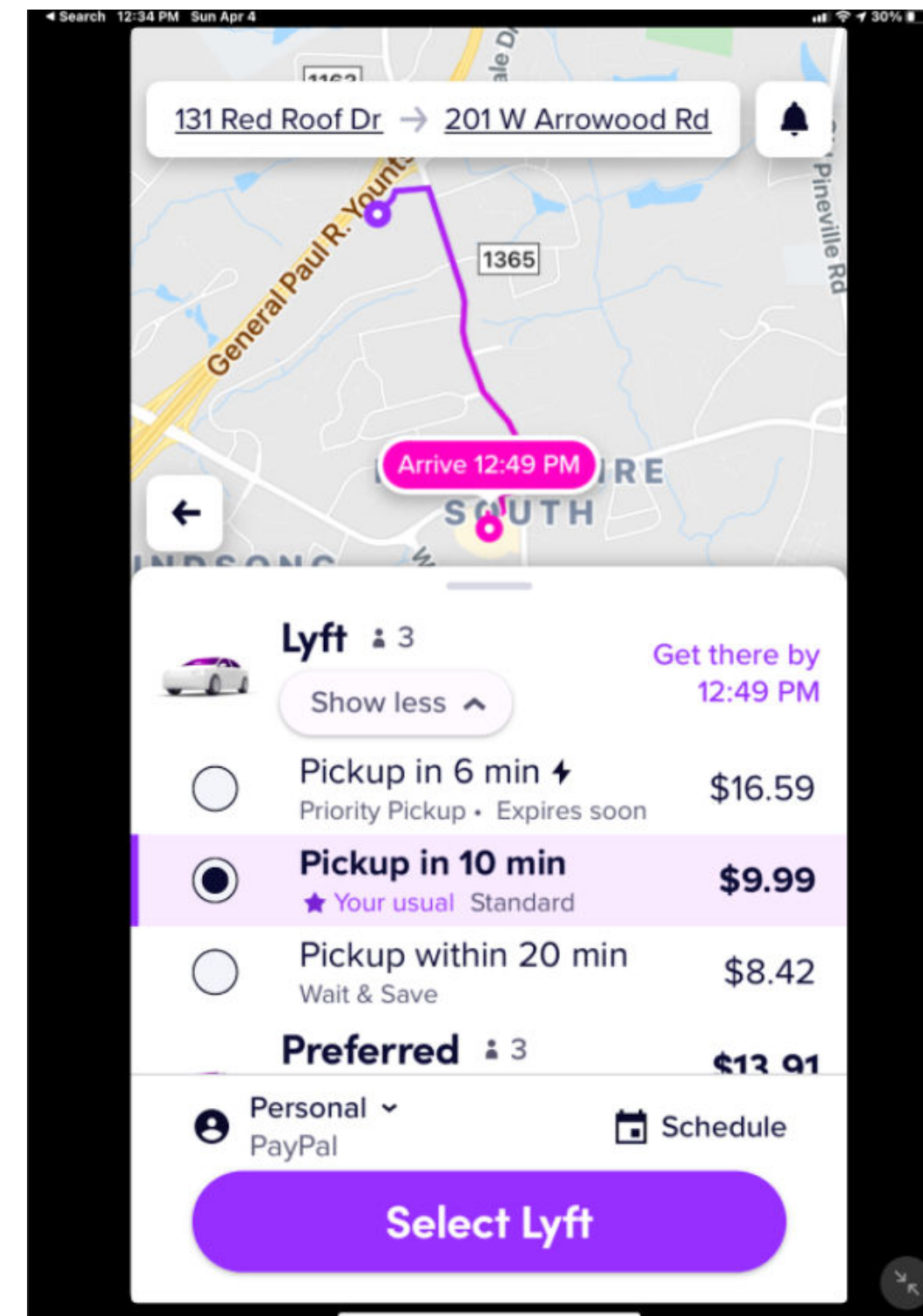
# Tips for sending Clients to/from DMV

- Always call to remind the client the day before the appointment to make sure they can still make it – confirm all the details (time, location, and most importantly appointment number – agree on a pick-up time, but tell the voter to be ready up to 15 minutes earlier
- About 15 minutes before the agreed pick-up time, log into the app (I'll use Lyft as an example) and plug in the pick-up and drop-off addresses (be sure that you've used the client's address for pick-up, as the app defaults to your location)



# Tips, continued...

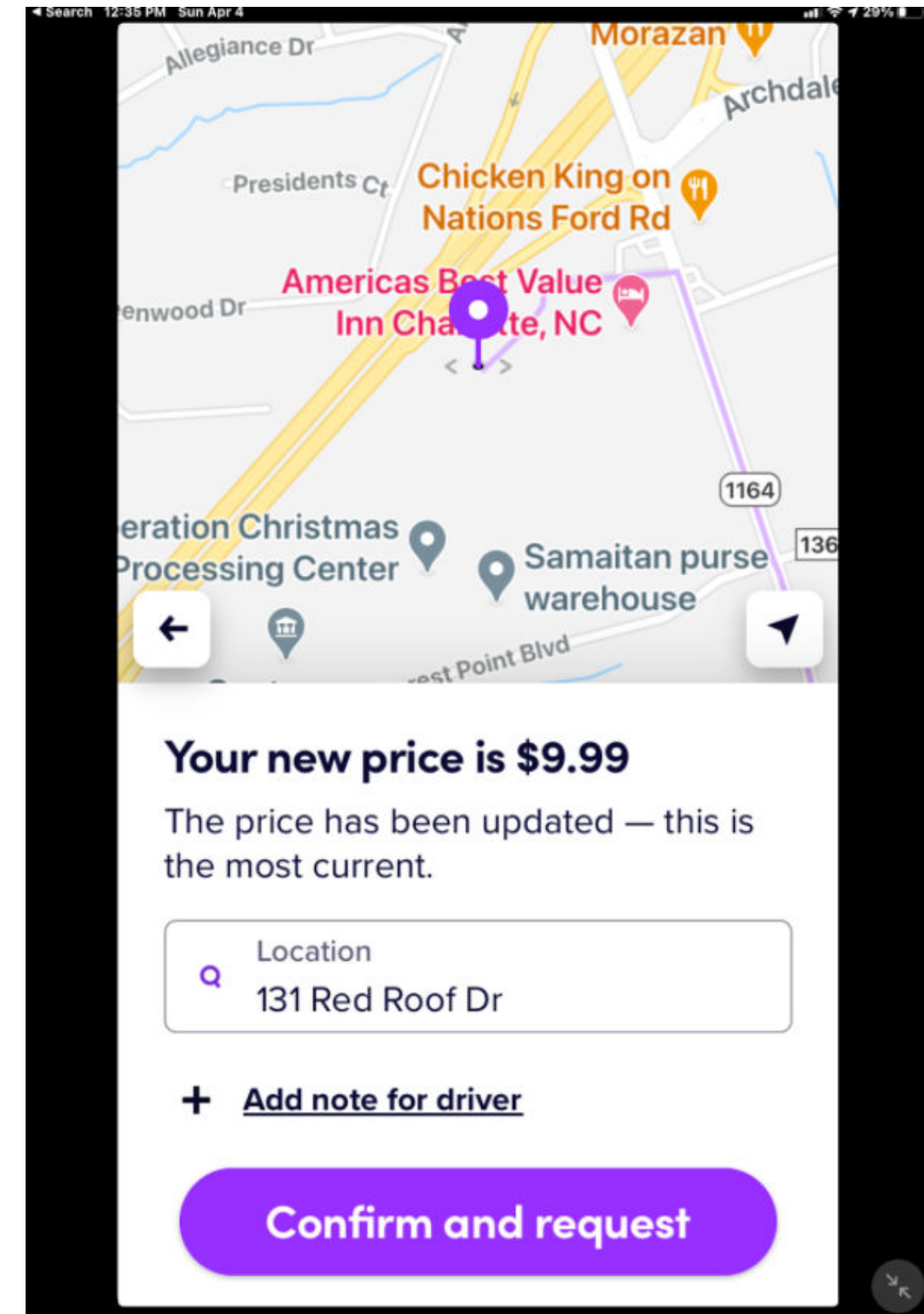
- Generally, you should use the standard ride option – although “Wait and Save” is cheaper, the pickup window is large and may be hard to manage with the client who may think the ride isn’t coming





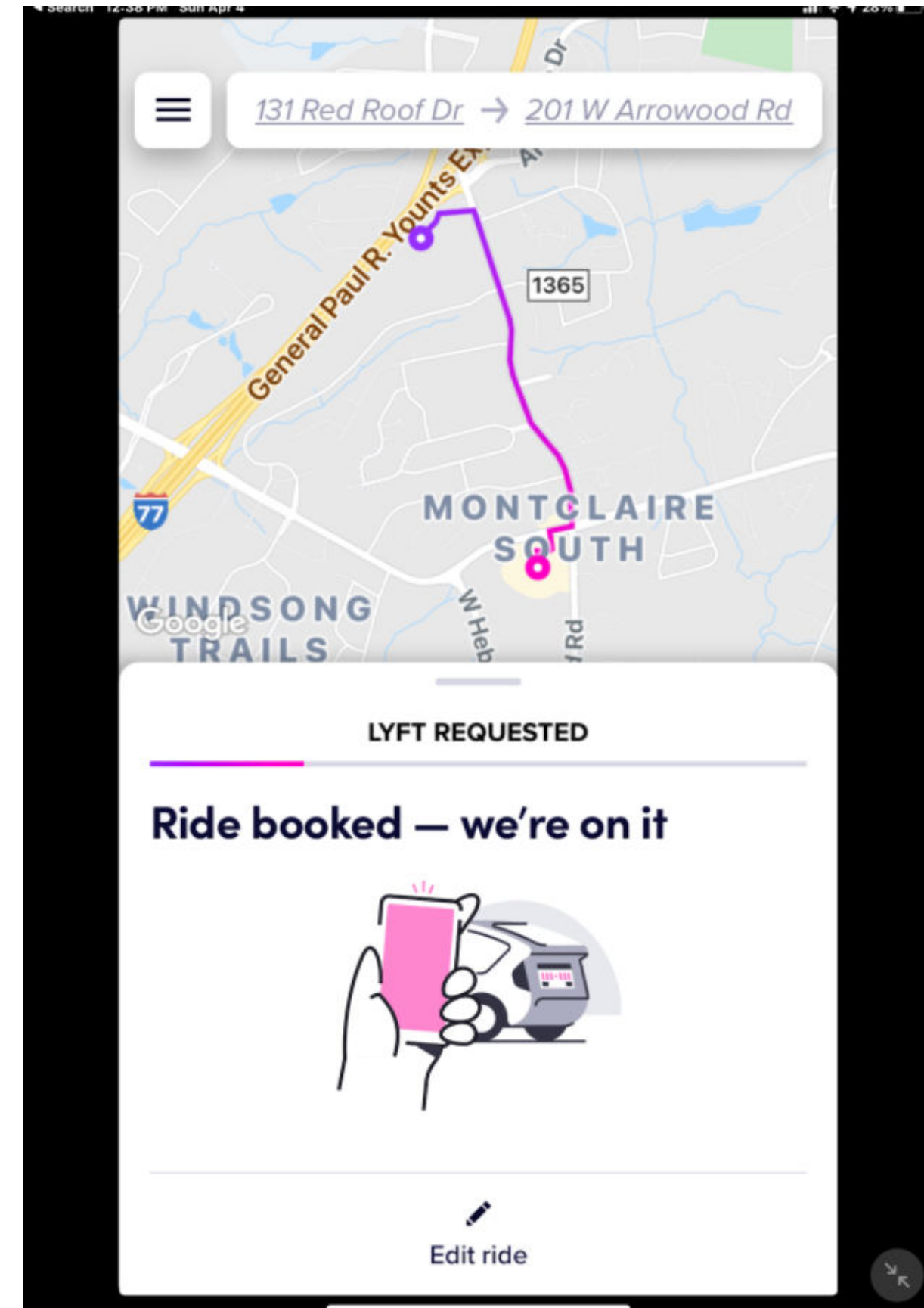
# Tips, continued...

- The app will confirm the pick-up location and the price
- Click on “Add a note for driver” and type in “you’ll be picking up [Client] to go to the DMV”
- Click Confirm and Request



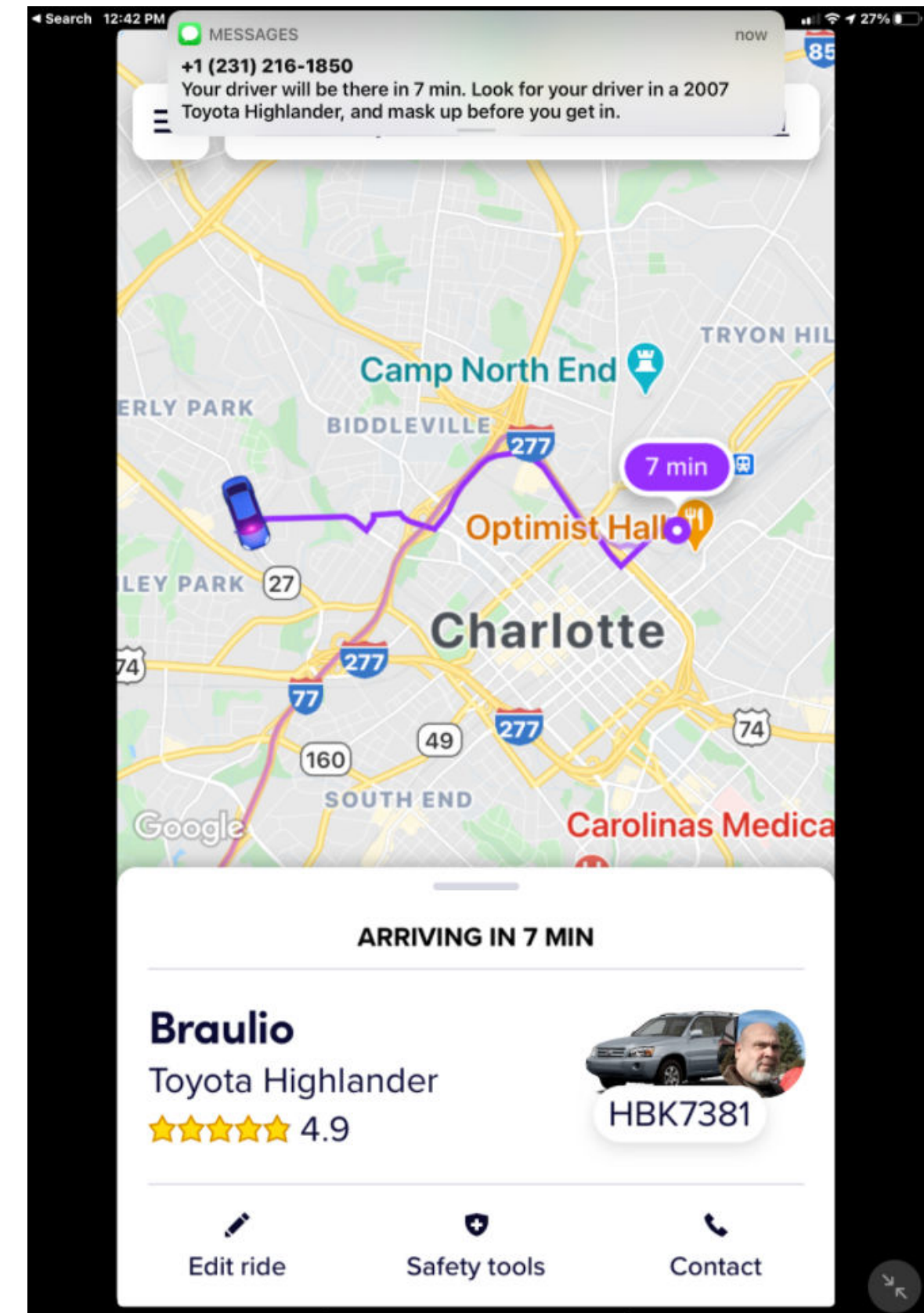
# Tips, continued...

- Note: the screenshot to the right does NOT show a confirmed ride – they're still looking for a driver



# Tips, continued...

- When a driver has been found and the ride confirmed, this is what the screen will look like
- Call the client to confirm the ride has been ordered and that they need to go wait outside for their pickup
- Provide the driver's name and make and color of car
- Ask what the client is wearing so this information can be provided to the driver
- Remind the client to bring their documents and your phone number so that they can call you if there are problems and to get a ride back
- DMV personnel are generally willing to make this call



# Tips, continued...

- Unfortunately, Lyft and its drivers aren't always reliable
- It is common for Lyft to notify you after confirming that “we've found you another driver” – so now your client will be looking for the wrong ride – so you need to keep an eye on the app until the ride is over
- If possible, notify the client with the new information
- Use the app to send a text to the driver telling him/her who the rider is (they don't always see the information from the original ride order) and what she/he is wearing – confirm that they are taking them to the DMV





# Tips, continued...

- When the client is dropped off, add a 15% tip for the driver
- When the client calls and says that they are done at DMV, confirm if they got their ID
- Order a ride while you have them on the phone so you can confirm the details (especially if the DMV examiner has let them use their phone)
- Follow the same process as before, and be sure to tell the driver what the client is wearing to help them find each other





# Keep in touch!

@voteriders



QUESTIONS:

[pam@voteriders.org](mailto:pam@voteriders.org)

704-641-4845



 **VOTERIDERS**

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