

## Phone Bank Canvass Statuses for Volunteers

### How to Complete “I Couldn’t Reach.”

Please review the following definitions and assign the appropriate designation when using the “I Couldn’t Reach” section of the phone bank:

**Busy.** Designate if (a) busy signal; (b) you get 3 beeps and the line goes dead, you wait a few seconds, redial, and get the 3 beeps again; or (c) you get a strange dial tone.

**Deceased.** Designate if the person answering the phone says they knew the voter and the voter has died.

**Disconnected.** Designate if a phone company message says (a) the number is not in service or not a working number; (b) the number has been disconnected; (c) your call cannot be completed as dialed and you confirm you dialed the number given by the phone bank; or (d) something similar indicating the phone company does not consider the number to be active.

Do not use if you get a strange dial tone. Mark those *Busy*. Do not use if you get 3 beeps and the line goes dead. Wait a few seconds, then redial. If you get 3 beeps again assign a *Busy* status.

**Do not call.** Designate if the person answering asks that the phone number be removed from our list or not be contacted AND you confirm they are the person who you were calling. If the person requesting Do Not Call is not the person you were calling or you are unable to confirm who you are speaking to, assign a Wrong Number status.

**Hostile.** Assign this status only if you confirm the person answering is who you were calling AND the person (a) is hostile or particularly unpleasant or (b) hangs up on you in a rude way. If you cannot confirm the person’s identity, assign a Wrong Number status.

**Left message.** Designate if you left a message by voicemail or with the person who answered the phone.

**Moved.** This includes three categories: (a) Moved within the same county. Do not designate as Moved. Encourage the voter to change their voting address by contacting their Supervisor of Elections. Answer the survey question or designate a Canvass Status other than Moved. (b) Moved to another county in FL. Designate as Moved. Encourage the voter to contact the SOE in their new county to change their address. (c) Moved outside of Florida. Designate as Moved. Encourage the voter to register in their new jurisdiction and to contact their prior SOE to be deleted from that county’s rolls. Inform them that getting deleted from the FL rolls is a sure way to stop political calls from FL.

**Not Home.** Designate if (a) mailbox is full or not set up; (b) this number is not accepting messages; (c) you get a telephone company message that the customer you are calling is not available; or (d) the phone rings but doesn't have voicemail or otherwise doesn't answer.

**Other Language.** Designate if you encounter voicemail in a language other than English or Spanish or the person you are speaking to uses a language other than Spanish that you are unable to communicate with.

**Refused.** Designate if (a) the call is answered and hung up while you are talking or the person refuses to answer the survey question; (b) the call is screened and you are not allowed to connect; (c) you are told the voter is not at home and they do not want a call back; or (d) if the voter refuses to engage in conversation.

**Spanish.** Designate if you encounter Spanish language voicemail or a Spanish speaker you are unable to communicate with.

**Wrong number.** Designate if (a) the person answering the phone says it is a wrong number after you indicate who you are calling; (b) a fax machine answers; or (c) you connect to voicemail that strongly sounds like it is not used by the person you are calling. If the voicemail identity is ambiguous [e.g., you call Mary Smith but the voicemail is for the Smith family or Joe Smith], leave a message instead and designate as Left Message.