



Name: Dispatcher Dulcea
Job: Taxicab Dispatcher
Location: The Bronx, NY
Age: 36
Phone: iPhone 8
Computer: Dell Laptop
Social Media: Instagram, Pinterest

Bio:

Dulcea was born in Nicaragua, but migrated to the United States as a child. She recently became an American citizen, and is excited to vote for the first time in the 2020 election.

Dulcea speaks some English, but most of her coworkers and customers speak Spanish, her native language. While Dulcea practices English with her children, they are too young to help her understand something as complex as voting instructions.

Character Traits: Charismatic, Responsible, Self-reliant, Dedicated

Habits: Dulcea works a mixture of daytime and evening hours. She browses social media and news feeds using her phone when work gets slow, which isn't often. Dulcea feels more confident speaking English than she does reading or writing it.

Goals:

- Find Spanish language voting instructions
- Register to vote
- Locate correct polling place
- Learn ID requirements