Automatic Voter Registration and Election Safeguards

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Oregon Department of Transportation

House Committee on Rules
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Agenda

- Overview
- Oregon Motor Voter
- DMV data entry issue
- Corrective DMV actions
- Governor Kotek's directive
- Looking forward

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Situation overview

- DMV knows the importance of election integrity, and our role in it.
- DMV has taken corrective actions to address OMV files sent to the SOS to ensure it will not impact the 2024 election.
- DMV is committed to continuous improvement and will be taking additional steps to ensure data integrity moving forward.

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DMV overview

- DMV's mission: system safety, protect ownership interests in vehicles, collect revenue for the transportation system, issue driving credentials
- Most critical additional role: Oregon Motor Voter
- Additional roles: Emissions testing enforcement, organ donation, veteran recognition, fund- raising for non-profits

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Oregon Motor Voter overview and DMV's role

- Federal Motor Voter since 1995: "do you want to register to vote?"
- Oregon Motor Voter since 2016: use data for valid registration
- DMV sends data to SOS Elections on customers in driver license-type transactions who meet specific criteria
  - Customers who prove citizenship and meet age requirements

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DMV data entry issue

- Drop-down menu of document types
- Among passports, US default
- Among birth certificates, US default

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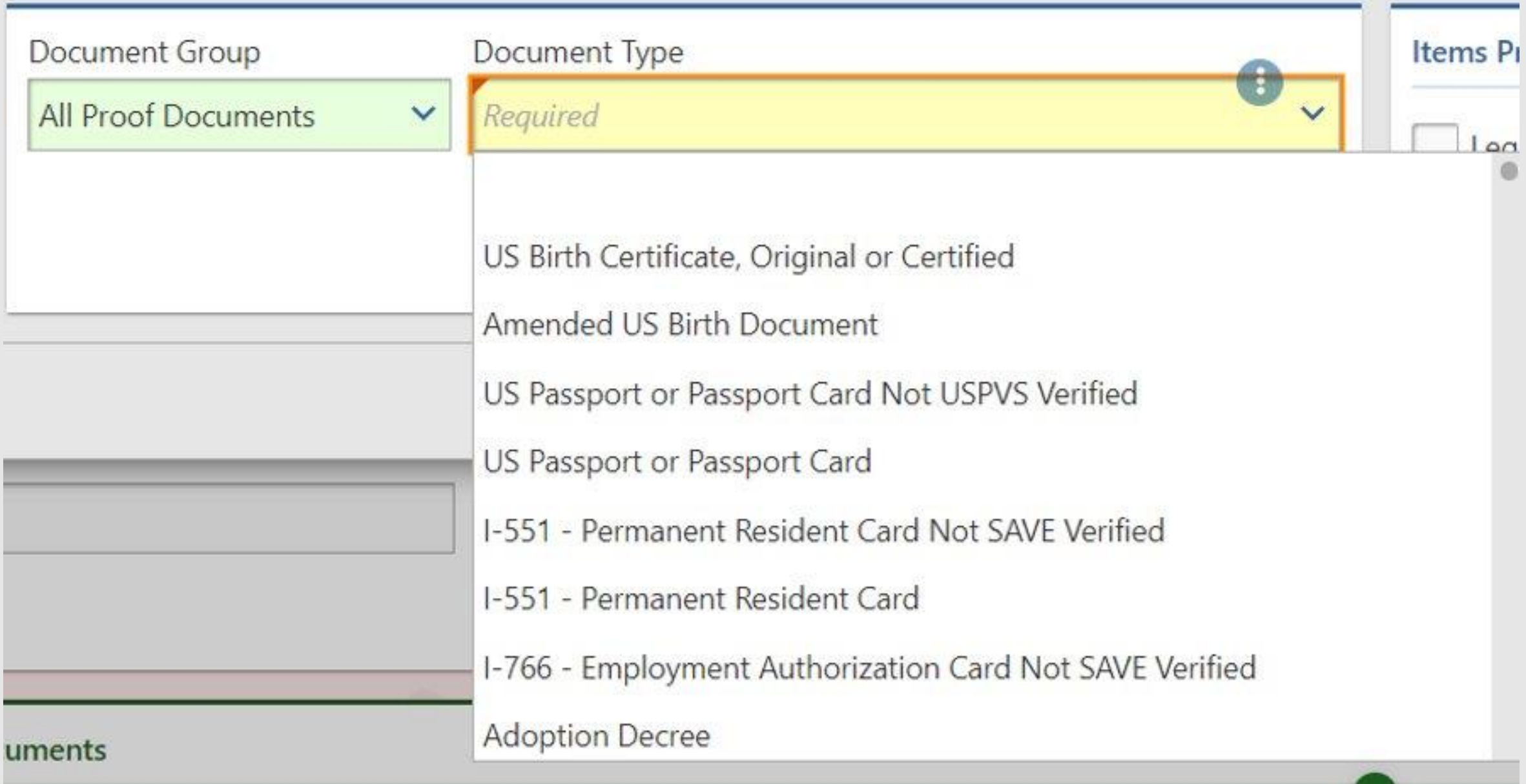
Drop-down menu - former



Document review - scope

- US citizenship indicated in the DMV system, therefore sent to SOS
- 1/1/21 forward. Why not earlier?
  - Drop-down menu change
  - No drop-down menu at all – hand key entry
  - Federal verifications (USPVS, SAVE)
  - Manual verifications (daily reconciliation)
- Standard Issuance. Why not REAL ID?
  - US passports run through USPVS - must verify
  - Foreign passports with immigration document run through SAVE – must verify
  - Source documents scanned into system

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Complete analysis

- Analyzed 1.4 million records that met those criteria
- Of those, used data and hand review
  - USPVS Verified
  - Birth certificate with state of issuance optionally keyed in
  - Files whose source document was provided under prior systems without the flaw
  - Hand review
- Found 1,259 individuals incorrectly sent to the Secretary of State for OMV (0.04% of registered voters), whose eligibility needs to be checked
- Nine potentially ineligible voters as determined by SOS

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Corrective actions

Action	Status
Manager daily check of transactions against stored documents to ensure match	✔
Confirmation pop-up, Initial work complete (improvement to be completed by 9/28)	✔
Document drop-down menu alphabetical re-sort	✔
State and county as required field on U.S. birth certificates	✔
Separate citizen and non-citizen documents on different screens	Estimated completion date: 10/12
Add document country as a required field	Estimated completion date: 10/26
Add issuance year as required field for U.S. passports	Estimated completion date: 11/9

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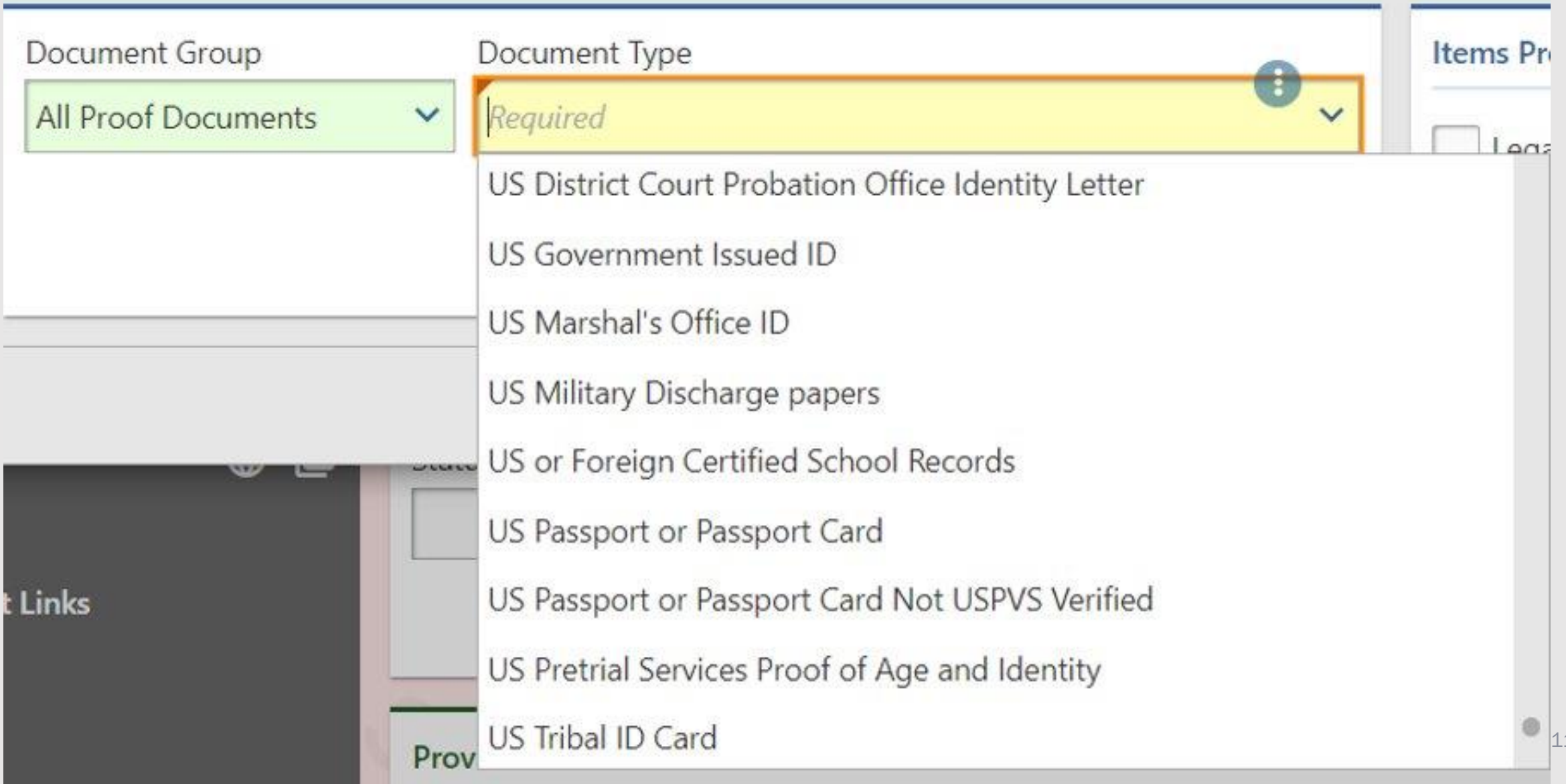
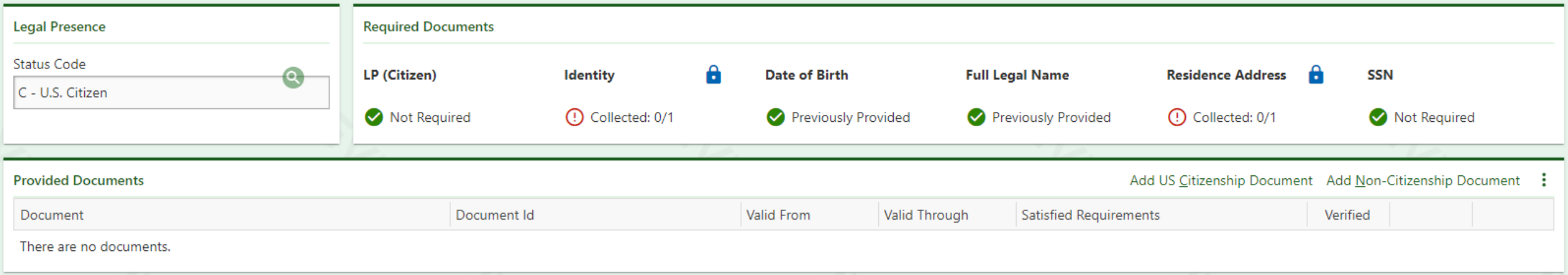
Completed fix
Drop-down menu - now



Coming fix
Citizen vs. non-citizen separation
*In development – not final



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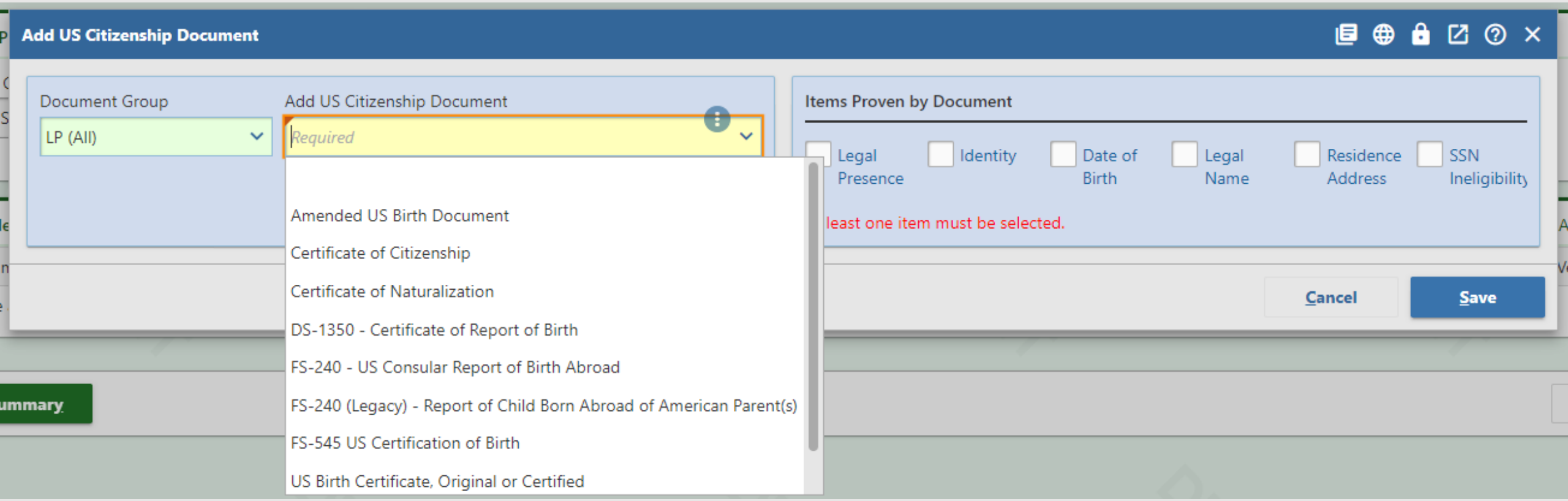

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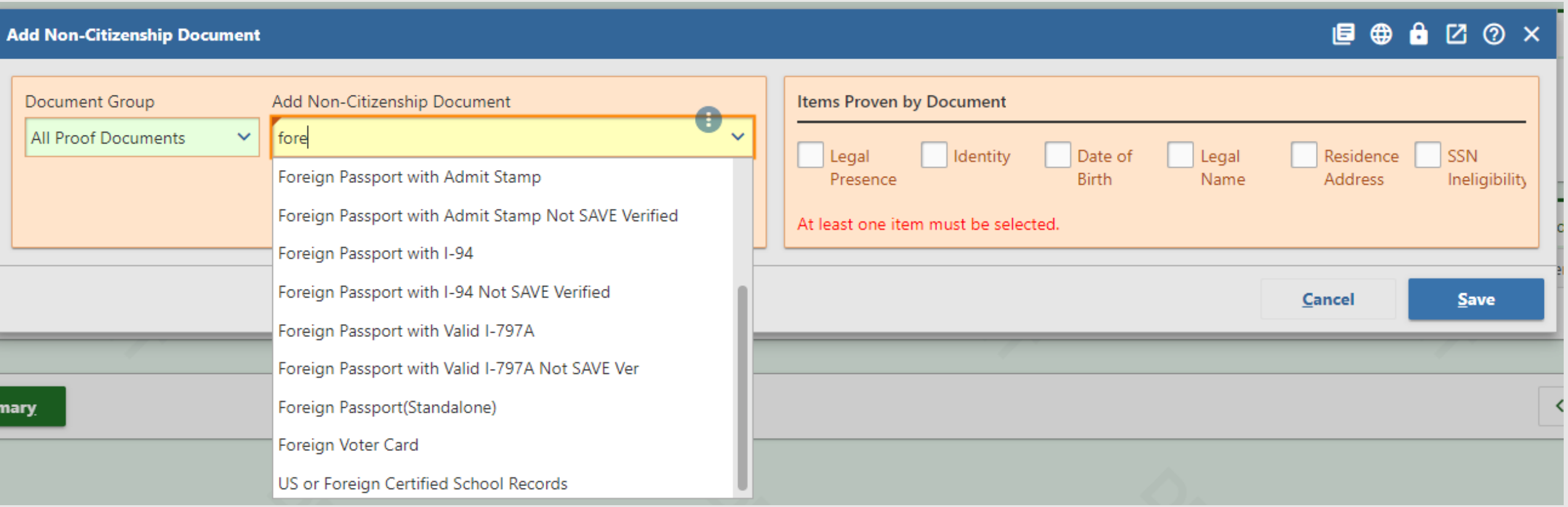

Staff training

- Since problem discovered – intensive training on accuracy and the importance of getting this right.
  - Demo of screen, form, and transfer of information into system
  - System changes
  - Conveyed the importance of accuracy – *and why it's critical*
- Planned training
  - New employee training modules enhanced to further emphasize accuracy of this transaction element *and the why.*
  - Required, on-going refresher training on process *and the why.*
- Continuous improvement and encouraging feedback

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Governor direction to take additional action

1. Provide updated training to all relevant staff on the full set of corrective actions in response to error immediately.
2. Undertake and complete a comprehensive After Action Report within 14 days to determine how the error occurred, document corrective actions taken, and provide an explanation of why the error will not occur again.
3. Full-scale DMV data integrity review overseen by a panel of external data experts to produce preliminary recommendations for improved data management by the end of 2024. This must include staff training improvements to ensure staff have every available resource to succeed.
4. Set data quality control calendar in coordination with the Secretary of State to ensure due diligence ahead of elections.

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Looking forward

- DMV is proud to partner with Oregon's Secretary of State in our role helping U.S. citizens participate in our elections.
- We regret our actions caused this; we moved quickly to correct the issue before the upcoming election.
- These corrective actions will ensure this data processing error will not impact the 2024 election or future elections.
- We are committed to building trust in our role in the voter registration process.

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