

Automatic Voter Registration and Election Safeguards

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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

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.

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



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

DMV data entry issue

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

Drop-down menu - former

Document Group	Document Type	Items Per Page
All Proof Documents 	Required 	<input type="checkbox"/> 10
	<ul style="list-style-type: none">US Birth Certificate, Original or CertifiedAmended US Birth DocumentUS Passport or Passport Card Not USPVS VerifiedUS Passport or Passport CardI-551 - Permanent Resident Card Not SAVE VerifiedI-551 - Permanent Resident CardI-766 - Employment Authorization Card Not SAVE VerifiedAdoption Decree	

uments

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

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

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

Completed fix

Drop-down menu - now

Document Group

All Proof Documents



Document Type

Required



US District Court Probation Office Identity Letter

US Government Issued ID

US Marshal's Office ID

US Military Discharge papers

US or Foreign Certified School Records

US Passport or Passport Card

US Passport or Passport Card Not USPVS Verified

US Pretrial Services Proof of Age and Identity

US Tribal ID Card

Items Pro

Leas

Links

Prov

Coming fix

Citizen vs. non-citizen separation

*In development – not final

Legal Presence

Status Code

Required Documents

LP (Citizen)	Identity	Date of Birth	Full Legal Name	Residence Address	SSN
Not Required	Collected: 0/1	Previously Provided	Previously Provided	Collected: 0/1	Not Required

Provided Documents

[Add US Citizenship Document](#) [Add Non-Citizenship Document](#)

Document	Document Id	Valid From	Valid Through	Satisfied Requirements	Verified	
There are no documents.						

Coming fix

Citizen vs. non-citizen separation

*In development – not final

Add US Citizenship Document

Document Group: LP (All) ▼

Add US Citizenship Document

Required ▼

- Amended US Birth Document
- Certificate of Citizenship
- Certificate of Naturalization
- DS-1350 - Certificate of Report of Birth
- FS-240 - US Consular Report of Birth Abroad
- FS-240 (Legacy) - Report of Child Born Abroad of American Parent(s)
- FS-545 US Certification of Birth
- US Birth Certificate, Original or Certified

Items Proven by Document

Legal Presence Identity Date of Birth Legal Name Residence Address SSN Ineligibility

least one item must be selected.

Cancel Save

Coming fix

Citizen vs. non-citizen separation

*In development – not final

Add Non-Citizenship Document

Document Group: All Proof Documents

Add Non-Citizenship Document

fore

- Foreign Passport with Admit Stamp
- Foreign Passport with Admit Stamp Not SAVE Verified
- Foreign Passport with I-94
- Foreign Passport with I-94 Not SAVE Verified
- Foreign Passport with Valid I-797A
- Foreign Passport with Valid I-797A Not SAVE Ver
- Foreign Passport(Standalone)
- Foreign Voter Card
- US or Foreign Certified School Records

Items Proven by Document

Legal Presence Identity Date of Birth Legal Name Residence Address SSN Ineligibility

At least one item must be selected.

Cancel Save

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

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.

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.