Modernizing voter registration

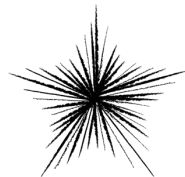# Automatic Voter Registration at Motor Vehicle Agencies

Webinar hosted by the Center for Technology and Civic Life &

the Center for Secure and Modern Elections

July 11, 2019

1:00pm – 1:45 Central Time

CENTER FOR SECURE
AND MODERN ELECTIONS

THE **CENTER** FOR
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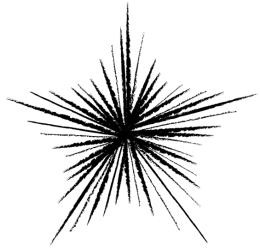# Hello, there!

Whitney May
whitney@techandciviclife.org

Sandy Jack
saundra.jack@dmv.virginia.gov

Stephanie Sams
ssams@dol.wa.gov

The Center for Technology & Civic Life

Using technology to improve how local government and communities interact

@HelloCTCL

www.techandciviclife.org

CSME/Implementation Working Group

Supporting election and agency administrators and advocates to ensure automated voter registration systems are implemented to maximize the accuracy and completeness of voter rolls while improving efficiency.

Providing design, legal, communications, and data transfer support through our networks, as well as insight into campaigns and implementation efforts around the country.

Comprised of a number of individuals and institutions.
For support: implementation@modernelections.org

Housekeeping

- Mute your audio if you aren't speaking
- Use chat to communicate
- Update your screen name

Voter registration at the DMV and other agencies

Motor Voter/NVRA/Federal Law
Customers at motor vehicle agencies and state Health and Social Services agencies are offered the opportunity to register to vote under the National Voter Registration Act (NVRA).

Automatic Voter Registration/State Law (so far)
Qualified people who apply for or renew a driver's license (or other government service) are automatically registered to vote, unless they decide to opt-out of voter registration.

Electronic data transfer is the key to Automatic Voter Registration

The ability to transfer voter registration data quickly and accurately through electronic data transfer is a key feature of a modernized voter registration process.

States using electronic data transfer have transitioned away from sharing voter registration data between agencies via paper forms and, instead, send data electronically on a regular schedule or in real time.

Today's topics

- How AVR works at VA & WA motor vehicle agencies
- Potential implementation pitfalls and how to avoid them
- Benefits in cost & time savings

Why should motor vehicle agency administrators care about AVR implementation?

- Participation in motor voter is a federal law
- It's the #1 way voters get registered in most states
- There are varying degrees of understanding the process
- Implementation of an electronic process can produce financial and customer service benefits to the motor vehicle agency

How does AVR work at motor vehicle agencies?

How AVR works at Virginia DMVs

Implemented in July 2016

Method of approval
- Administrative change
- Timed with rolling out new credit card terminals

Exchanging data between agencies
- Real-time data exchange between DMV & Department of Elections

Declination type
- At time of transaction

Motor Voter Before July 2016...

- Entirely paper based system.
- Applications collected in customer service centers and sent to mail services for distribution to local registrars.
- For online transactions, DMV sent a paper application to the customer, who in turn had to mail it back to the Department of Elections or the local registrar.
- Required DMV customer service staff time at end of each day to audit logs and account for every application.

Rollout of EMV in July 2016

- In person, customers are presented with questions from the voter application on the credit card screen located at each customer service window.
- Customer uses the touch pad to click through the required questions.
- DMV employee cannot input motor voter answers.

Back

Would you like to apply to register to vote?

If you live in Virginia, you may register to vote. Your answer to this question does not affect your ability to obtain a driver's license or identification card.

Yes   No   No Response
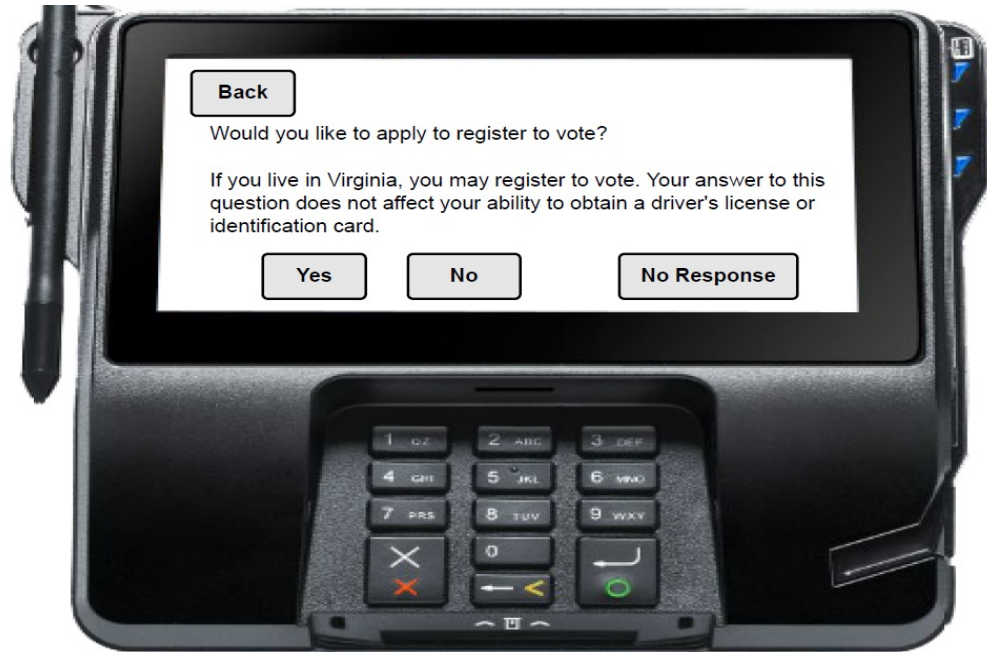
EMV continued…

-   At beginning of transaction, DMV system checks voter registration status with Department of Elections.

-   When the customer finishes the questions on the screen, answers are bundled with DMV customer record information and sent to the Department of Elections in real-time.

-   With rollout of EMV, began offering the electronic process for online transactions as well.

How AVR works at Washington DOLs

Implemented in July 2019

Method of approval
- House bill signed into law

Exchanging data between agencies
- Nightly data exchanges between DOL & state election database

Declination type
- At time of transaction

From one process to three

1990 – Washington passed motor voter

2008 – Online/Electronic voter registration

2018 – Automatic registration & Youth pre-registration
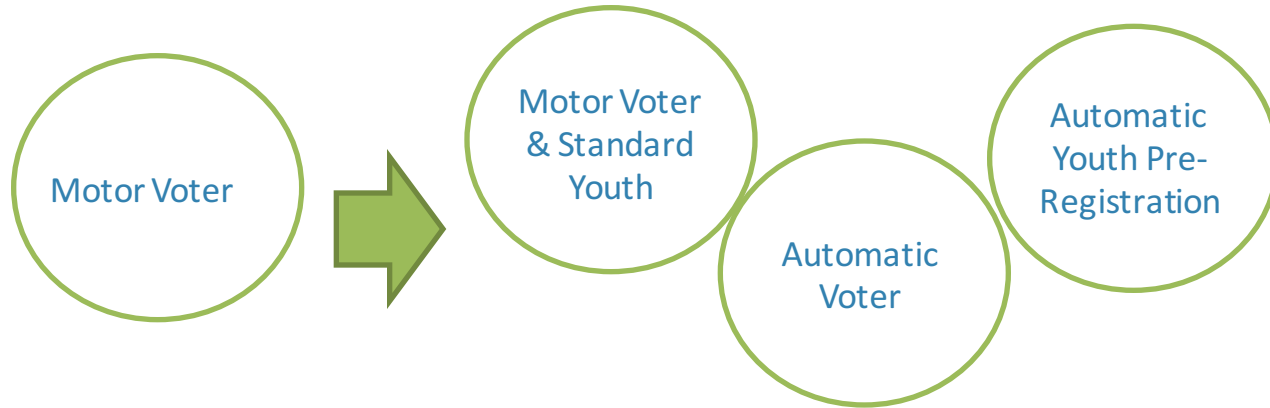
Automatic voter registration

- Motor voter is currently opt-in
- AVR is opt-out for enhanced issuances
- DOL must notify OSOS and county auditor of cancellations due to fraud
- CY 2018 – 796,591 enhanced documents

AVR in person

"Let's make sure you're ready to vote during the next election, we will use your information to update your voter registration or register you to vote."

Voter registration online

20

Youth voter pre-registration

- Allows 16 & 17 year olds to pre-register
- DOL updated scripts in the office
- Enhanced transactions are automatically registered
- Info is sent over to OSOS

Potential implementation pitfalls and how to avoid them

What to expect

- Closer partnership with elections community
- Increase in volume of transactions and the amount of data moving from the motor vehicle agency to elections department
- Potential technology issues

Best practices for implementation

- Work closely with the state AND local election offices. Identify all potential stakeholders, including the end user of the data.
- Think about a reconciliation process from the beginning. Have a plan for technical failures.
- Consider how the medium may affect how the information and questions are perceived. Use consultants to address content and format if possible.

What to expect

- Interest from advocacy groups
- Data collection to measure success
- REAL ID implications
- Unknowns

Best practices for implementation

- Make sure implementation timeline is doable for both motor vehicle agency & election office.
- Work with organizations to get the languages right.
- Create a way to audit data and systems to identify abnormalities.

Benefits in cost & time savings

Benefits of AVR for motor vehicle agencies

- Auditing function saves staff time
- Postage & paper savings
- Log of all customer transactions adds a layer of accountability
- Decrease in transmission time between DMV and the local registrar
- Availability of data to elections community for research purposes on and around elections.

Virginia Transaction Volumes
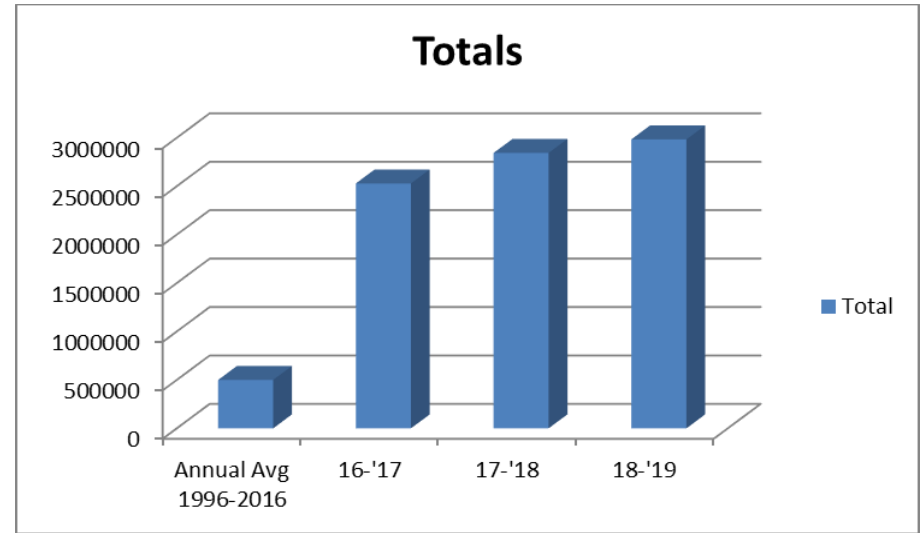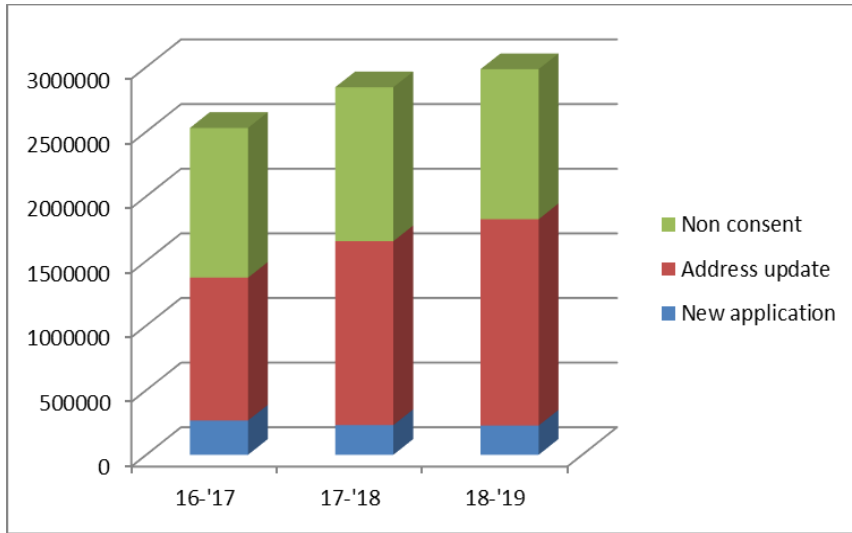
Statistics for July to July each year

	16-'17	17-'18	18-'19
New application	265129	229591	226201
Address update	1105257	1422726	1596054
Non consent	1158100	1191022	1160724
Total	2528486	2843339	2982979

Virginia paper transactions averaged approximately 500,000 per year for new and updates (from DMV only)

Current average for electronic transactions is approximately 1.8 million

29

Today's takeaways

- **AVR is a win for everyone.**

- **A successful program is only possible with an open and productive partnership between the motor vehicle and election communities.**

- **Be prepared for high profile nature of an AVR bill and stakeholder interest from advocates – have a communication plan in place.**

Group discussion questions

What resonated with you today?

What did we cover that you have questions about?

Is there some thing we didn't discuss today that you're curious about?

Resources

Recording of this webinar will be posted on the CTCL website

www.techandciviclife.org/news/webinar-avr-at-motor-vehicle-agencies

Watch the webinar series on Vimeo

www.vimeo.com/helloctcl

Next webinar

Stay tuned

August 2019

ModernReg.org

How to get help with your implementation

The IWG coordinates support for state and local election and agencies as well as advocates working to ensure smooth implementation of automated voter registration systems.

We can assist with design issues, testing, legal review, public education and engagement plans, data transfer plans, and other issues.

For assistance or to learn more, contact
the Center for Secure and Modern Elections at
 implementation@modernelections.org