

Modernizing voter registration

Automatic Voter Registration at Motor Vehicle Agencies

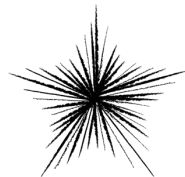
Webinar hosted by the Center for Technology and Civic Life & the Center for Secure and Modern Elections

July 11, 2019

1:00pm – 1:45 Central Time



CENTER FOR SECURE
AND MODERN ELECTIONS



THE **CENTER** FOR
TECHNOLOGY AND CIVIC LIFE

Hello, there!



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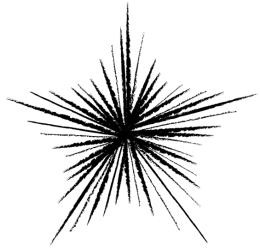
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The Center for Technology & Civic Life

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

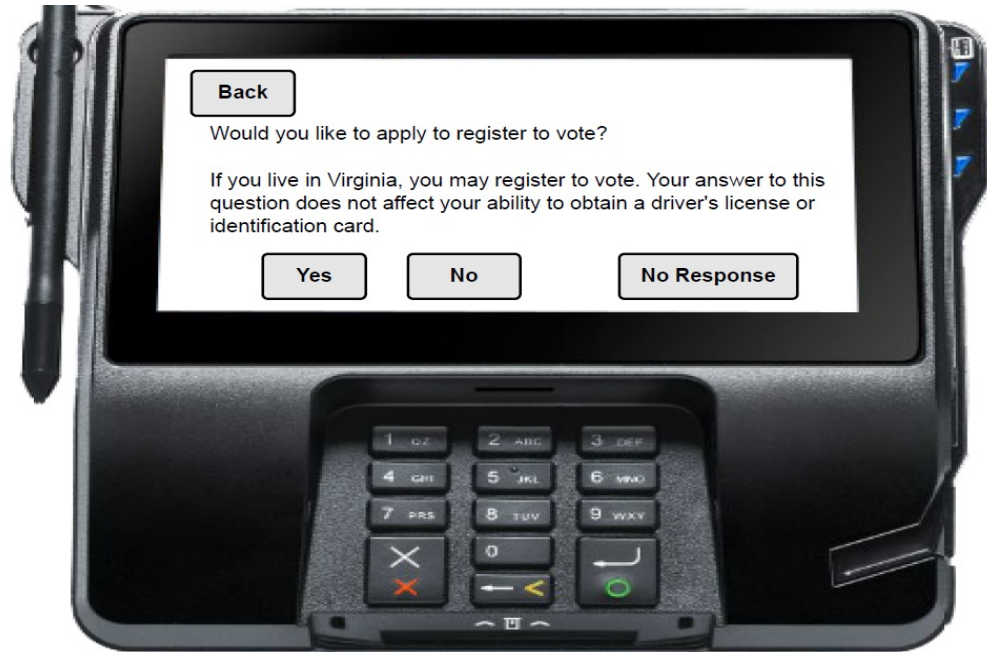
Motor Voter Before July 2016...



- 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.



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

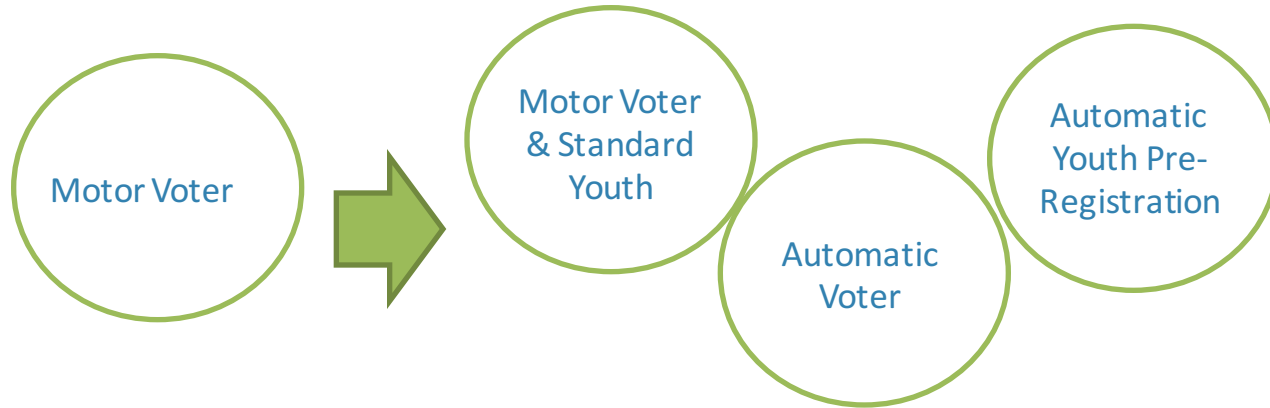
- At time of transaction

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

Activity
Driver Issuance

Credential Issuance

CUSTOMER INFORMATION
Customer Information
Out of State License

LICENSE INFORMATION
Transaction Details
Proof Documents
Verification Services
Vision/Medical Screening

EXAMS
Driver Exams

FINALIZATION
Additional Questions

FINALIZATION

Additional Questions

Has your driver license or driving privilege ever been suspended, revoked, cancelled, or denied? No

Do you want to register to vote or update your voter registration? Yes

Would you like to register as an eye, tissue, and organ donor? No

Are you a twin or triplet? No

Would you like to display your veteran status on your document? No

What is your military status? Non-Military

What is your mother's maiden name? MADRE Unknown

One-Time Mailing Address

One-Time Mailing Address Unvalidated

Signature

Display to Customer Clear Signature

Signature




Simulate Signature

Do Not Finalize Application

Cancel Previous Next

“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

Change Address Welcome, ZOLA GREY SHEPHERD  Settings  Take survey  Log Off

[Home](#) > [Change Address](#)

Start page
What you'll need

Address
Residential address
Verify residential

Voter registration
Register to vote

Current residential address
1125 WASHINGTON ST SE OLYMPIA WA 98501-2283

Current mailing address
No mailing address (same as residential)

Register to vote

Do you want to register to vote or update your voter registration?

Yes, We'll send your information to the Secretary of State

No

No, I'm already registered

- I am a citizen of the United States,
- I am not disqualified from voting due to a court order, and not under the Department of Corrections supervision for a Washington felony conviction,
- I've lived in Washington at this address for 30 days immediately before the next election at which I vote, and
- I'll be at least 18 years old when I vote.

I certify the above statements are true.

If you knowingly provide false information on this voter registration form or knowingly make a false declaration about your qualifications for voter registration you will have committed a class C felony that is punishable by imprisonment for up to 5 years, a fine of up to \$10,000 or both.

[Cancel](#) [Back](#) [Next](#)

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.

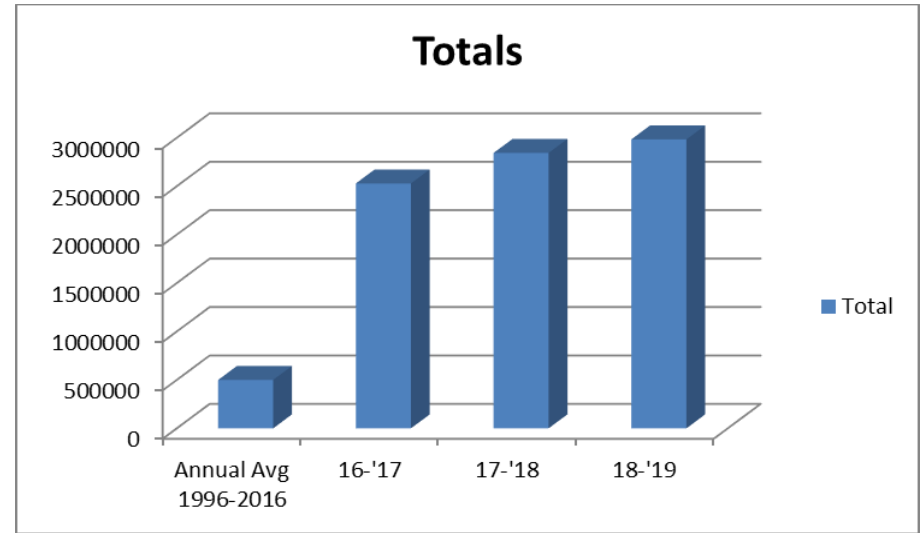
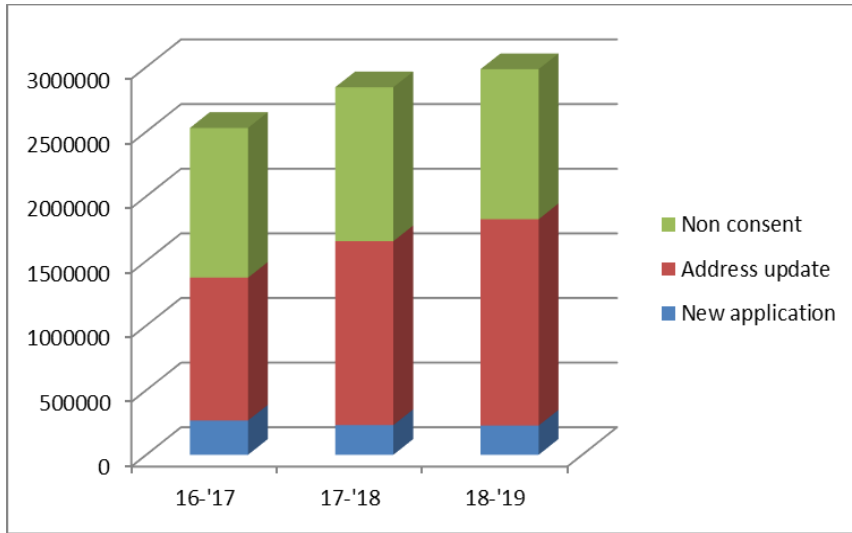
Benefits in cost & time savings



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

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.techandciviclifef.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

The screenshot displays the ModernReg.org website interface. At the top left, the logo 'ModernReg.org' is shown in white on a dark blue background. To the right, a navigation bar includes a 'Home' link with a house icon and a search icon. Below the navigation is a hero banner with a light blue background and faint images of documents and flags. A dark red box in the banner contains the text 'The voter registration modernization resource center'. Underneath the banner is a row of six icons, each with a corresponding label: a calendar for 'Events & training', a document with a dollar sign for 'Planning a VRM project', a speech bubble for 'Communication tools', a flask for 'Design & testing', a pie chart for 'Data & reports', and a trophy for 'Success stories'. The bottom section features three white cards with dark red headers, each labeled 'Webinar'. The first card is titled 'Guidelines for local election officials' and describes the impact of automated voter registration. The second card is titled 'Testing electronic data transfer' and discusses software and data quality assurance. The third card is titled 'Automatic voter address updates' and covers efficiency, cost-savings, and security. Each card includes a small row of icons at the bottom.

ModernReg.org

Home

The voter registration modernization resource center

Events & training

Planning a VRM project

Communication tools

Design & testing

Data & reports

Success stories

Webinar

Guidelines for local election officials

The impact of automated voter registration on local election offices

Webinar

Testing electronic data transfer

Understanding software and data quality assurance testing

Webinar

Automatic voter address updates

Efficiency, cost-savings, and security advantages of automated voter address updates



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