

# Voter Registration Status Report

## Summary

The Voter Registration Status Report is the first monthly report outlining DMV's data quality-control work to further ensure the integrity of Oregon Motor Voter data. The report shows results from the first sampling of recent OMV data for the second half of October 2024, which found no errors. It also describes the results from a re-review of the initial 130,000 records, which found 56 erroneously registered voters.

**The Secretary of State reported that all 56 registrations were inactivated, and none had a voting history. Any ballot submitted will not be counted.**

The report also:

- Establishes a data control calendar.
- Describes continued work to prevent potential data entry errors.
- Highlights other work to improve the OMV system overall and DMV's general data integrity.

## Monthly data control calendar

On Sept. 23, 2024, Governor Kotek directed DMV to establish a quality-control calendar in conjunction with the Elections Division of the SoS. The goal is to review OMV data to ensure its accuracy and correct any errors. On Oct. 7, 2024, Governor Kotek also directed DMV to pause the transfer of OMV data to SoS pending confirmation of improvements in data accuracy.

Monthly, through 2025, DMV will sample new OMV records and manually review them against information collected from customers to verify accuracy and correct any errors. DMV will pull a sample data set on 500 standard credential issuances where citizenship was indicated. Going forward, the DMV will over-sample records showing a U.S. passport as the citizenship document because that was by far the highest source of errors reflected in the [DMV's After-Action Report](#). The sample will include field offices and customers across the state.

## Initial sample results

DMV pulled 600 records for the first review. The first sample of data was pulled on Nov. 1, 2024, from records dating Oct. 14 - 29, 2024. The start date was chosen as the day after DMV paused the transfer of data to SoS, after DMV put in place major solutions to the OMV process. The digital images for comparison were not yet in the electronic system for review for dates after Oct. 29, 2024. This first review did not weight for passports or geographic spread.

**The sampling review found zero errors.**

## Re-review of 130,000 records

As described in the After-Action Report (pp. 4 and 6), DMV re-reviewed the 130,000 records reviewed by DMV between Sept. 5 - 22, 2024. The manual re-review was conducted to further quality check the data and flag records for additional customer outreach to re-confirm accurate citizenship coding. The work to identify and flag records was projected to be complete Dec. 1, 2024. The record review is complete, and record flagging is on track to be completed by Dec. 1, 2024.

The re-review identified 54 additional records to send to SoS to be inactivated. In the first review in September, DMV miscategorized these individuals as having proved citizenship. For the initial, manual review, this is an error rate of about 0.04%, or about one in every 2,400 records reviewed. More about these cases is described below.

## Additional Records Sent to Oregon Secretary of State

On Oct. 21, 2024, DMV sent 56 records to SoS that had been previously sent for registration in error.

As described above, 54 were found in the re-review of older records; instances of the original clerical error that DMV experienced before recent system changes, where staff mistakenly selected the wrong document from a drop-down menu. Consistent with errors identified in September, a large percentage of these (72%) were based on a foreign passport mistakenly coded as a U.S. passport.

DMV identified two other cases.

- One case was found in the field office during a renewal transaction. The customer showed a document — a foreign birth certificate — that would not have qualified to transfer as part of OMV and staff saw the record was marked as citizen in the system based on a previous transaction. With heightened awareness and training, staff questioned the customer and determined the citizen coding was in error.
- One case was erroneously recorded in mid-September 2024 before DMV's new mitigations would have stopped the error. The customer had used a foreign passport, which was miscoded as a U.S. passport.

SoS reports all 56 were inactivated from registration and electronically flagged so that any submitted ballot would be pulled at the local level and not counted in the Nov. 5, 2024, election. SoS reports none of the 56 had a voting history.

## Mitigations

DMV delivered the AAR on Oct. 7, 2024. In addition to mitigations described in the AAR (starting on p. 5), the following additional mitigations have been completed or are scheduled:

- A DMV Internal Controls Workgroup was formed Oct. 8, 2024, to better address key transaction elements — OMV and others — and set a pace for quality checks and follow-up actions. The group continues to develop and execute this plan.
- Conducted all field staff intensive training; completed on Oct. 9, 2024.

- User interface entry screens were split between citizenship and non-citizenship documents to reduce errors; completed on Oct. 11, 2024, one day ahead of schedule.
- User interface changed to require the country of origin for identity documents and must logically match citizen/non-citizen selection to reduce errors; completed on Oct. 11, 2024, 15 days ahead of schedule.
- User interface changed to require the year of U.S. passport issuance to flag for accurate number of digits to reduce errors; estimated completion Nov. 19, 2024.
  - o Original projected completion was Nov. 9, 2024. An enterprise-wide freeze on code changes immediately before and after election day caused a brief delay.
- User interface updated for separate document type for documents from American Samoa; projected completion date Nov. 19, 2024. Manual reporting process continues, as reported in AAR p. 6.
- All field staff received a refresher training via three online modules; completed. This excluded staff on long-term leave.
- An on-going annual training requirement has also been assigned to all field staff.
- Field staff classroom training module updated; completed. First new class received the ongoing training on Oct. 14, 2024.

## Additional Work on OMV and General DMV Data Integrity

### 1. Hiring an ODOT/DMV Voter Registration Integrity Analyst (AAR p. 7)

- The position was posted for recruitment on Nov. 6, 2024.
- We expect this analyst will be hired and begin work in December 2024.
- The position is Limited Duration through the end of 2026; ODOT may request legislative approval of a permanent position.
- SoS has posted a recruitment for its Automatic Voter Registration Policy Specialist.

### 2. Data Integrity Review

- ODOT received two proposals in response to the RFP for contracted expertise in data review, including facilitating the Data Integrity Review. The selected contractor, Deloitte, is expected to be on board before Thanksgiving.
- A separate contractor, Spy Pond, is on board to work with DMV to conduct a Data Maturity Assessment to have available for Deloitte.
- A project manager is on board and leading the effort.
- Preliminary findings for the Data Integrity Review are due by Dec. 31, 2024, with ongoing work into 2025.