DMV Voter Registration Status Report
FAQ

What is this report about?
- 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.

Why did DMV issue this report?
- 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. The results will be released in a full report posted on the DMV website every month.
- The report will also provide status updates on required actions.

What steps has DMV taken to ensure the integrity of OMV data?
- DMV performed the first round of a monthly data quality control, sampling 600 records that have been generated since new measures have been in place. This review found no errors in new records.
- DMV has completed additional changes to the computer system designed to minimize error and completed several rounds of staff training on OMV data quality.
- DMV did a manual re-review of the original 130,000 records reviewed by DMV between Sept. 5 - 22, 2024, that led to finding 1,561 records erroneously sent to SoS.

Why did DMV re-review the original 130,000 records?
- 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.

What did the re-review find?
- The re-review identified 54 additional records to send to SoS to be inactivated. These were cases where DMV miscategorized the individual as having proved citizenship, but on a further review this was shown to be incorrect.
- SoS found no voting history among any of these 54 individuals.

Did DMV find any additional errors?

- DMV separately identified two additional errors.
  - 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. 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.
- Both records were inactivated from registration and electronically flagged so any submitted ballot would be pulled at the local level and not counted in the Nov. 5, 2024, election.
- SoS found no voting history for these two individuals.

When did DMV inform SoS of the new errors?

- On Oct. 21, DMV sent the 56 records detailed above to SoS. 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.

How did DMV sample the data?

- 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.
- DMV pulled data on issuances where a citizenship indicator was added for a standard (non-REAL ID) credential and manually reviewed them against information collected from customers to verify accuracy and correct any errors.
- The sample included field offices and customers across the state.
- This first review did not weight for passports or geographic spread.
- Future samples will pull 500 issuances at a time.

How many errors did the sampling review find?

- The sampling review found zero errors.

How often will DMV sample the data?

- Monthly, through 2025.

What other changes has DMV put in place?

- 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.
  - 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.

What else is being done to ensure data integrity?
- On Nov. 6, 2024, ODOT posted for recruitment for a Voter Registration Integrity Analyst Position. 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.

Who will oversee the Data Integrity Review?
- ODOT has selected Deloitte as a contractor to facilitate the Data Integrity Review. They are expected to be on board before Thanksgiving.
- Preliminary findings for the data integrity review are due by Dec. 31 with ongoing work into 2025.
- 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.