



**GAE Committee
Public Hearing
March 7, 2016**

**TESTIMONY OF SECRETARY OF THE STATE DENISE W.
MERRILL REGARDING:**

- **House Bill 5514, AN ACT CONCERNING THE DEPARTMENT OF MOTOR VEHICLES AND AUTOMATIC VOTER REGISTRATION**

Good morning Chairman Cassano, Chairman Jutila, Ranking Members McLachlan and Smith and members of the committee. My name is Denise Merrill and I am the Secretary of the State of Connecticut. I would like to address one bill before the committee.

House Bill 5514, AN ACT CONCERNING THE DEPARTMENT OF MOTOR VEHICLES AND AUTOMATIC VOTER REGISTRATION

I am putting forward this proposal to streamline our motor-voter registration system. It will make registering to vote easier, more efficient and will help keep the voter file up to date and accurate. Automatic voter registration will also save the state time and money. Finally, it could bring hundreds of thousands of new voters onto the rolls.

I hope you will support this bill.

Democracy is who we are as a state and a nation. Yet our voter registration system is unnecessarily complicated and difficult for people to use. We have made it easier with Election Day and online voter registration, but we can do more to bring our electoral system even further into the 21st century. A streamlined motor-voter system is, bar none, the most important action we can take to improve the functioning of democracy in our state.

The first thing I want to clarify is that voter registration is not a new responsibility for the Department of Motor Vehicles. The National Voter Registration Act of 1993—known as the “motor voter act”—requires that our state give people the opportunity to register to vote when they carry out a transaction with the DMV. The state is also required to send the voter registration application to the appropriate official at the local level.

Let me describe exactly what this process is supposed to look like. When one of the DMV’s hundreds of thousands of customers are carrying out a transaction with the agency, the Motor Vehicles’ representative

is required to ask if the customer would like to register to vote, offer assistance if needed and mail the registration form for the customer. The National Voter Registration Act requires a proactive role for the Department of Motor Vehicles in registering people to vote that goes beyond merely having materials available.

What I am proposing will streamline this process. Here is exactly what I envision. As the customer's information is entered by the Department of Motor Vehicles, it will auto-populate a voter registration form. In other words, it will automatically fill out the registration form for the customer. The customer will be given an opportunity to opt-out of being registered and—if he or she declines to opt-out—will then affirm identity, attest to citizenship, choose to affiliate with a party (or not) and sign. That information will then be electronically transmitted to an elections official, exactly as the existing online voter registration functions.

This will streamline the statutorily mandated responsibilities of the DMV to become faster and more efficient. It is not an add-on. It is not tacking more responsibilities on to DMV staff. It is about saving the agency's staff, and hence their customers, time.

We regularly hear that we need to break down silos in government. The public wants us to be able to do our jobs faster, more effectively and at less cost. This will meet all of those principles.

Since announcing this proposal, I have heard your concerns, one of which was how our two systems—the voter file and the DMV—would interact.

The online voter registration now uses DMV information to confirm the customer's identity. That is why only people with certain types of DMV-issued identification are able to register to vote online. So again, that amounts to tens of thousands of transactions in roughly two years, in which our respective systems interacted. We have security protocols in place for how we refer to information on file with the DMV. We feel very comfortable with how this has worked and how it will work under this proposal.

Another concern is that there may be some cost to this.

Let me assure you, it will be affordable. We've already built our online voter registration platform which can be integrated into the proposed system. In addition, one of the major costs in other jurisdictions was e-signature machines like those we use when we charge store purchases and sign on a digital pad for our credit card.

These have been used as the prompt to enable a customer to enroll as a voter, confirm their identity, make selections about party affiliation and attest their citizenship. A recent visit to the DMV confirmed that they are already using this equipment. It would just need to be programmed to prompt the customer with the questions.

A ballpark estimate for this system might be around \$300,000, however, that cost pales in comparison to the savings at the town and state levels. Paper registration forms are costly both in labor as well as printing and postage. More efficient voter registration systems have saved hundreds of thousands of dollars annually in some jurisdictions. In fact, cutting down on mere printing alone would save tens of thousands per year. Over the course of my administration, we've spent around \$150,000 printing paper registration forms, and we estimate about one-third of those were distributed to the Department of Motor Vehicles.

So the costs would be minimal and we are confident that there are avenues for funding already available.

Well, I can anticipate one question from the committee: why now?

I am not suggesting this happen today, tomorrow or next week. I accept that this system will be implemented at a future date to be determined. However, I can think of no better time than now—when our officials are working with the DMV to restructure its standard operating procedures and the systems it uses—to prioritize a faster way to do its business. The hood is up. If we do not do it now, it could be even more expensive to integrate at a future date.

After all, a streamlined motor-voter registration system is just good customer service. Why send customers to another agency when we can help them—or should I say are legally required to help them—in one single transaction.

One question I've received is how many people would be registered under this system?

According to the US Census data, there are 600,000 eligible but not registered voters in Connecticut. The Department of Motor Vehicles is the most frequently used agency by the general public, and a more comprehensive motor-voter system would help us reach the greatest number of people. If we assume that some percentage of people, say 20 percent, will not interact with the DMV because they don't have a license or state ID that leaves 480,000 people that could be added to our voter rolls. They won't necessarily all be registered in the first year because most people don't visit the DMV annually. And some percentage of those 480,000 will decline to register.

However, let's also remember that the more than 2 million voters who are currently registered also interact with the DMV. And every time those people have the opportunity to register, they can update their information with new addresses, party affiliation or update to their name changes.

One of the most common problems we encounter is that people fail to update their voter information. In fact, I recently met a friend—an experienced prime voter—who had just moved to another town. She voiced her regret that she hadn't been able to update her registration because she didn't have time to get to town hall. She had, however, updated her driver's license. A system like this would spare her the trip.

Consider some other jurisdictions. Oregon, for example, where an average of 2,023 people were registered to vote per month. After introducing its own automatic voter registration program this year, more than 4,300 people were registered to vote in the first *six business days*. That is more than twice the typical monthly average in around a quarter of the time.

What's perhaps even more impressive, the Secretary of State in Oregon was able to process more than 17,000 address updates for currently registered voters in its first month. That means fewer returned ballots. Less confusion at the polls. Fewer people turned away because of outdated information.

This makes for better records and a smoother Election Day for all of us. We hope it will make the jobs of registrars and other elections officials easier as well.

There are a few comments I do need to make on the language of the current draft that differs from earlier versions of the bill.

First, in Section 1, it is described as a "web-based program." Unfortunately this could allow a program not contemplated by the bill. I do not believe that accurately captures the breadth of systems that could be used. We could describe it as an "electronic system" which would allow our agencies' respective staff to develop whatever is needed to ensure a smooth-running program.

Second, there is a section, at line 34, that suggests an applicant provide either an address of residence *or* a "bona fide mailing address." However, a person cannot register to vote without a physical residence. We suggest "and" instead of "or."

Also, beginning at line 130, regarding distribution of forms when renewing a license, there was some language that had been removed from an earlier version of the bill that articulates federal standards. That language should be included again to conform to federal law.

Lastly, the attestation starting at line 49 should mirror the online voter registration. In the current bill I believe it is a bit more protracted than what is used in other methods of registration. Our view is they should be exactly the same.

There is nothing you can do this year that will have a greater impact on voter participation than support this proposal.

JEANNE P. ATKINS
SECRETARY OF STATE



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Oregon Motor Voter

January statistics

In the big picture: Overall Volume between January 1 and February 2, there were 52,741 of issuance transactions at the DMV; 72% of those individuals were found to be currently registered to vote. The remainder -- 15,060 -- have gotten mailings from the Secretary of State's office. Our current daily average for OMV mailers sent is 753.

By the end of February 2nd, seven days' worth of mailings -- 4,653 -- had "matured" -- that is, the 21-day response deadline had been reached. So this is the group that we can begin to analyze in terms of their response.

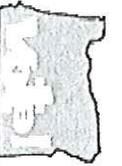
For that cohort of 6 days of mailing -- 742 or 16% returned their OMV card; 305 opting out; and 437 making a party choice. Again, this is an early sample: we'll be watching to see how those percentages hold up over time.

The ultimate result is we have moved electronic records for 4,348 new voters to the counties for final processing.

Let me put that into context:

- Over the past eight (8) years, Oregon has added an average of 2,023 registered voters to the rolls each month.
- Under Oregon Motor Voter, we doubled that average monthly registration number - **in just the first six business days of full implementation.**
- While we used to register just over 2,000 people a month, under OMV we've registered over 4,300 people in six business days of a full implementation.

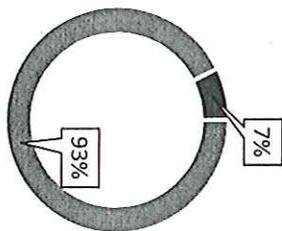
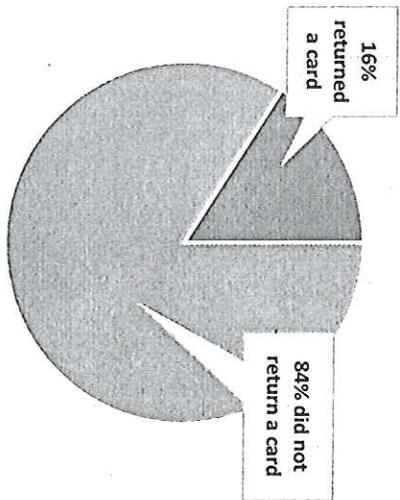
Also to date, we have processed over 17,000 address updates for currently registered voters. We are now able to anticipate that counties will see many fewer returned ballots and we can all have more confidence that ballots will reach voters before each election.



Oregon Motor Voter - Statewide
January 4th 2016 - February 2nd 2016

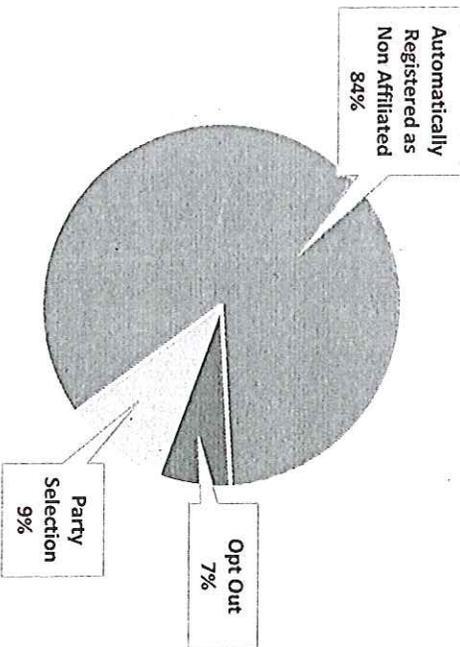
Elections Division
Oregon Secretary of State
www.OregonVotes.gov

Total Matured Records	4,653
Days Matured	6
Daily Average of Mailers	776
Automatically Registered as Non Affiliated Voter (did not return card)	3,911
Total Cards Returned	742
Cards returned pre-deadline	687
Cards returned post-deadline	55
Undeliverable cards	0



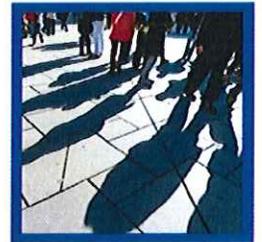
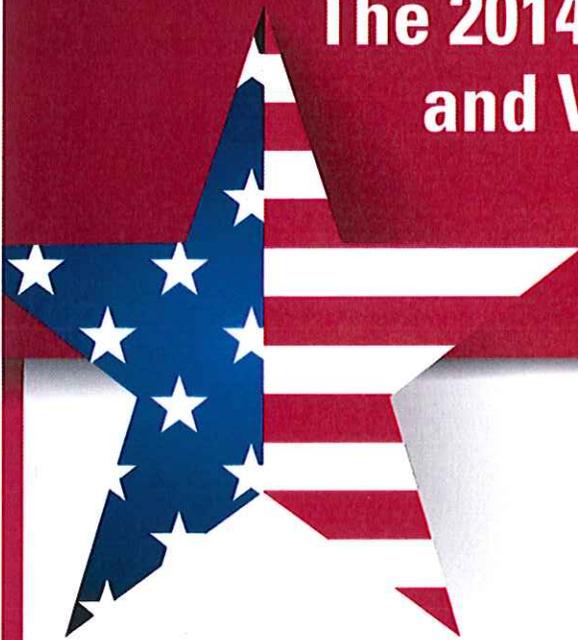
■ Cards returned pre-deadline
 ■ Cards returned post-deadline

Total Cards Returned	742
<i>Opt Out</i>	305
<i>Party Selection</i>	437
Democrat	213
Independent	23
Republican	133
Non Affiliated	48
Constitution	3
Libertarian	9
Pacific Green	3
Progressive	1
Working Families	1
Other	3



The 2014 EAC Election Administration and Voting Survey Comprehensive Report

A Report to the 114th Congress



A Summary of Key Findings

**The Impact of the National Voter Registration Act of 1993
on the Administration of Elections for Federal Office 2013-2014**

**Survey Findings of the Uniformed and Overseas Citizens
Absentee Voting Act**



The EAC 2014 Election Administration and Voting Survey Comprehensive Report:

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Survey Findings of the Uniformed and Overseas Citizens
Absentee Voting Act

A REPORT TO THE 114TH CONGRESS

2014 Election Administration and Voting Survey
 Table 2a. Application Sources: Total Forms Received (continued)

State	Applications Received From Different Voter Registration Agencies														
	Motor Vehicle Offices			Public Assistance Offices			Disability Services Offices			Armed Forces Recruitment Offices			Other State Agencies		
	Total	Cases	Pct.	Total	Cases	Pct.	Total	Cases	Pct.	Total	Cases	Pct.	Total	Cases	Pct.
Alabama	10,031	67	2.3	69,366	67	15.9	1,387	67	0.3	224	67	0.1	62,145	67	14.2
Alaska	72,318	1	26.2	24,791	1	9.0	287	1	0.1	674	1	0.2	576	1	0.2
Arizona	639,948	15	44.4	17,063	15	1.2	3,223	11	0.2	8,736	13	0.6	48,931	11	3.4
Arkansas	273,844	75	48.9	24,979	75	4.5	644	75	0.1	123	75	0.0	1,879	68	0.3
California	854,031	55	18.9	84,247	54	1.9	3,222	45	0.1	1,899	45	0.0	197,605	43	4.4
Colorado	325,857	64	37.2	17,741	64	2.0	749	64	0.1	13	64	0.0		0	...
Connecticut	26,551	169	4.8	12,060	169	2.2	139	169	0.0	2,097	169	0.4	29,187	169	5.2
Delaware	178,596	3	69.9	33	3	0.0	27	3	0.0	0	3	0.0	379	3	0.1
District of Columbia	31,228	1	32.0	90	1	0.1	4	1	0.0	10	1	0.0		0	...
Florida	768,245	67	64.1	10,420	67	0.9	768	67	0.1	62	67	0.0	8,026	67	0.7
Georgia	850,347	159	59.8	34,588	159	2.4	52,884	159	3.7	170	159	0.0		0	...
Hawaii	61,221	3	35.8	3,097	3	1.8	73	3	0.0	825	3	0.5		0	...
Idaho*		0	...		0	...		0	...		0	...		0	...
Illinois	744,608	108	46.1	58,292	104	3.6	3,562	101	0.2	2,846	102	0.2	85,983	108	5.3
Indiana	581,190	92	36.7	41,865	92	2.6	436	52	0.0	328	53	0.0	134	41	0.0
Iowa	85,633	99	13.3	1,560	99	0.2	111	99	0.0	19	99	0.0	129	99	0.0
Kansas	225,393	105	45.2	3,673	105	0.7	102	105	0.0	45	105	0.0		0	...
Kentucky	583,350	120	59.6	49,143	120	5.0	1,878	120	0.2	123	120	0.0	5,209	120	0.5
Louisiana	354,972	64	38.3	29,268	64	3.2	3,195	64	0.3	2,369	64	0.3	0	64	0.0
Maine	28,241	500	16.8		0	...		0	...		0	...		0	...
Maryland	183,114	24	13.3	7,181	24	0.5		0	...	27	24	0.0	226	24	0.0
Massachusetts	805,230	351	73.0	15,414	351	1.4	1,514	351	0.1	0	351	0.0	941	351	0.1
Michigan	1,837,406	83	77.3	26,692	83	1.1	66	83	0.0	603	83	0.0	0	83	0.0
Minnesota*	87,023	87	10.8		0	...		0	...		0	...		0	...
Mississippi	21,492	58	10.5	27,677	58	13.6	3,984	47	2.0	260	45	0.1	5,998	39	2.9
Missouri	253,058	116	13.1	72,617	116	3.7	505	116	0.0	188	116	0.0		0	...
Montana	26,853	56	13.9	7,823	56	4.1	614	56	0.3	119	56	0.1	131	56	0.1
Nebraska	37,881	93	36.5	234	93	0.2	52	93	0.1	7	93	0.0		0	...
Nevada	71,961	17	23.4	29,316	17	9.5	81	13	0.0	50	16	0.0	152	17	0.0
New Hampshire*	0	320	0.0	0	320	0.0	0	320	0.0	0	320	0.0	0	320	0.0
New Jersey		0	...		0	...		0	...		0	...		0	...
New Mexico	37,411	33	12.3	26,941	33	8.8	9	33	0.0		0	...	762	33	0.2
New York	410,307	62	11.8	127,179	62	3.7	5,654	62	0.2	0	62	0.0	8,683	62	0.2
North Carolina	537,088	100	29.2	33,332	100	1.8	1,714	100	0.1	10	100	0.0	4,557	100	0.2
North Dakota*	
Ohio	925,252	88	37.4	197,842	88	8.0	4,060	84	0.2	215	83	0.0	108,755	88	4.4
Oklahoma	84,461	77	25.2	6,096	77	1.8	45	77	0.0	9	77	0.0	707	77	0.2
Oregon	230,295	36	35.3	9,297	32	1.4	10,993	31	1.7	135	18	0.0	26,921	34	4.1
Pennsylvania	2,048,506	67	79.0	1	67	0.0	48	67	0.0	93	67	0.0	2,338	67	0.1
Rhode Island	61,517	39	57.2		0	...		0	...		0	...		0	...
South Carolina	375,420	46	50.1	7,486	46	1.0	331	46	0.0	325	46	0.0		0	...
South Dakota		0	...		0	...		0	...		0	...		0	...
Tennessee	289,692	94	36.7	85,935	94	10.9	388	28	0.0	2,559	92	0.3	7,591	91	1.0
Texas	1,413,344	132	28.2	433,721	125	8.7	72,531	92	1.4	14,764	78	0.3	281,988	88	5.6
Utah	115,506	29	21.5		0	...	1,253	29	0.2	591	29	0.1	47,942	29	8.9
Vermont	9,443	246	25.6	2,875	246	7.8	41	246	0.1	9	246	0.0	135	246	0.4
Virginia	582,352	133	48.7	14,497	133	1.2	289	133	0.0	31	133	0.0	34,287	133	2.9
Washington	338,341	39	36.2	0	36	0.0	0	36	0.0	3,176	39	0.3	0	36	0.0
West Virginia		0	...		0	...		0	...		0	...		0	...
Wisconsin*		0	...		0	...		0	...	34	3,589	0.0		0	...
Wyoming*		0	...		0	...		0	...		0	...		0	...
American Samoa*	0	1	0.0	0	1	0.0	0	1	0.0		0	...		0	...
Guam*		0	...		0	...		0	...		0	...		0	...
Puerto Rico*		0	...		0	...		0	...		0	...		0	...
Virgin Islands*		0	...		0	...		0	...		0	...		0	...
Sum of Above	17,478,557	4,194	35.4	1,614,432	3,520	3.3	176,863	3,350	0.4	43,768	6,973	0.1	972,297	2,835	2.0
States Included	45			41			41			41			33		
Question	A6d			A6e			A6f			A6g			A6h		

2014 Election Administration and Voting Survey

Table 2a. Application Sources: Total Forms Received (continued)

State	Different Agencies (continued)						Not Categorized	
	Registration Drives from Advocacy Groups or Parties			Other Sources			Balance: (See Notes)	
	Total	Cases	Pct.	Total	Cases	Pct.	Total	Pct.
Alabama	37,321	67	8.5	1,596	50	0.4	2,753	0.6
Alaska	12,856	1	4.7		0	...	0	0.0
Arizona	74,788	14	5.2	52,978	11	3.7	(346,311)	(24.0)
Arkansas	26,423	75	4.7	33,069	75	5.9	131	0.0
California	169,081	32	3.7	422,704	35	9.3	114,991	2.5
Colorado	69,871	64	8.0	17,573	64	2.0	0	0.0
Connecticut	7,364	169	1.3	99,507	169	17.8	0	0.0
Delaware	214	3	0.1	7,565	3	3.0	16,893	6.6
District of Columbia		0	...		0	...	59,178	60.7
Florida	30,378	67	2.5	205,899	67	17.2	49,563	4.1
Georgia		0	...	53,360	159	3.8	3,876	0.3
Hawaii		0	...	24,421	2	14.3	12,395	7.2
Idaho*		0	...		0	...	298,798	100.0
Illinois	66,517	102	4.1		0	...	28,372	1.8
Indiana		0	...	798,862	92	50.4	31,446	2.0
Iowa	0	99	0.0	63,323	99	9.8	452,873	70.1
Kansas	11,791	105	2.4	52,912	105	10.6	(1,083)	(0.2)
Kentucky		0	...	84,697	120	8.6	84,927	8.7
Louisiana	12,694	64	1.4		0	...	0	0.0
Maine	9,220	500	5.5	13,459	500	8.0	0	0.0
Maryland		0	...	6,443	24	0.5	1,146,764	83.3
Massachusetts		0	...		0	...	0	0.0
Michigan		0	...		0	...	0	0.0
Minnesota*	11,919	87	1.5	397,940	87	49.2	0	0.0
Mississippi	2,318	19	1.1	26,383	40	12.9	9,473	4.6
Missouri		0	...	13,825	116	0.7	1,485,817	76.7
Montana	13,738	56	7.1	76,156	56	39.4	0	0.0
Nebraska		0	...	8,787	93	8.5	27,719	26.7
Nevada	68,240	17	22.2	2,418	17	0.8	813	0.3
New Hampshire*	0	320	0.0	0	320	0.0	0	0.0
New Jersey		0	...		0	...	347,465	100.0
New Mexico		0	...		0	...	90,442	29.6
New York	37,141	44	1.1	161,425	62	4.6	1,927,954	55.4
North Carolina	10,171	100	0.6	327,871	100	17.8	0	0.0
North Dakota*	
Ohio	84,718	77	3.4		0	...	33,692	1.4
Oklahoma		0	...	83,058	77	24.8	2	0.0
Oregon		0	...	146,255	36	22.4	0	0.0
Pennsylvania	34,223	67	1.3	126,139	67	4.9	124,989	4.8
Rhode Island		0	...	10,562	39	9.8	6,653	6.2
South Carolina		0	...		0	...	18,228	2.4
South Dakota		0	...		0	...	98,878	100.0
Tennessee	9,906	10	1.3	56,497	6	7.2	520	0.1
Texas	107	5	0.0	3,145	8	0.1	919,475	18.3
Utah		0	...		0	...	221,586	41.2
Vermont	1,148	246	3.1	234	246	0.6	4,868	13.2
Virginia	22,724	133	1.9	173,702	133	14.5	25	0.0
Washington	31,344	39	3.4	129,052	39	13.8	280,026	30.0
West Virginia		0	...	32,556	55	15.6	127,108	61.1
Wisconsin*	461	3,589	0.1	378,922	3,589	80.7	0	0.0
Wyoming*		0	...		0	...	0	0.0
American Samoa*		0	...		0	...	2,023	67.7
Guam*		0	...		0	...	0	...
Puerto Rico*		0	...		0	...	0	...
Virgin Islands*		0	...		0	...	0	...
Sum of Above	856,676	6,171	1.7	4,093,295	6,761	8.3	7,683,322	15.5
States Included	29			36			37	
Question	A6i			A6j:o			calc	

2014 Election Administration and Voting Survey
Table 2b. Application Sources: New Registrations

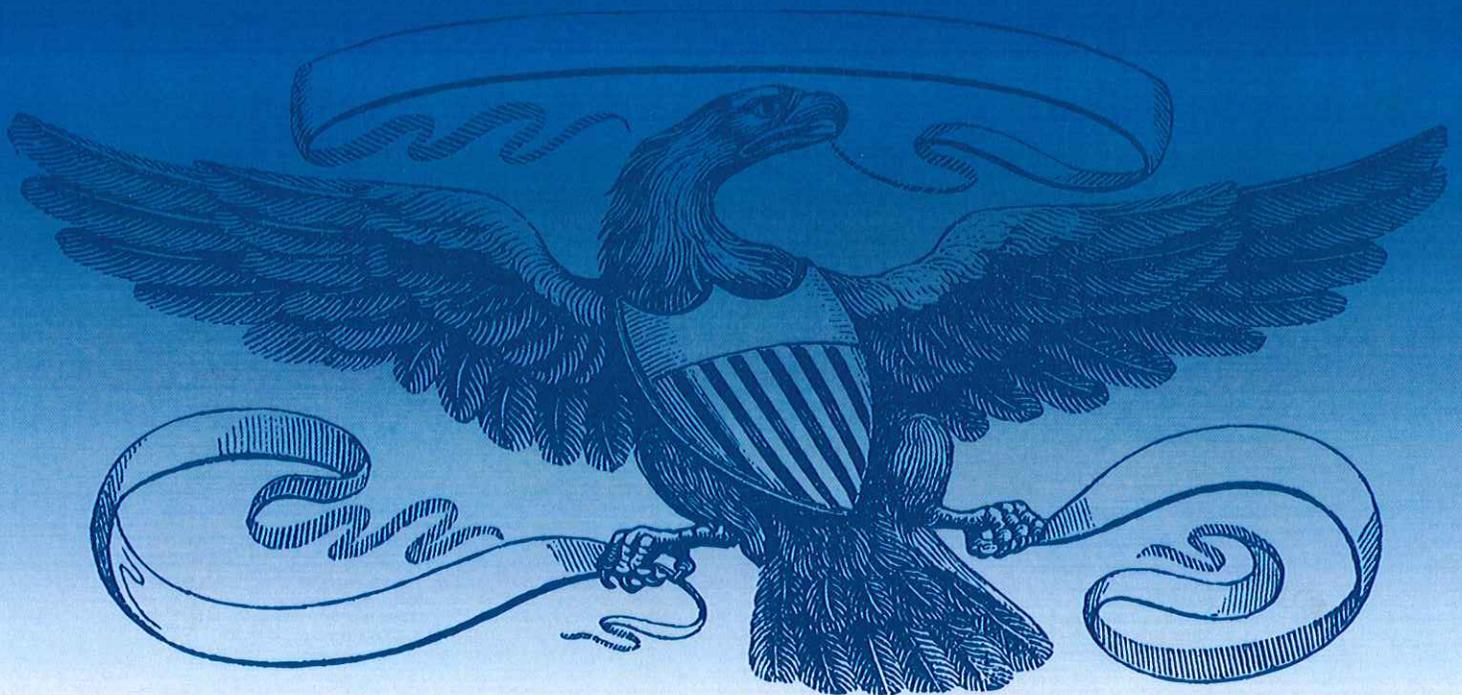
State	Election Juris. In Survey	Total New Applications Received 2012 to 2014	Cases	Applications Received From Individual Voters					
				Mail Registration Applications		In-Person Registration Applications		Internet Registration Applications	
				Total	Pct.	Total	Pct.	Total	Pct.
Alabama	67	177,090	67	43,685	24.7	49,640	28.0	0	0.0
Alaska	1	60,273	1	13,165	21.8	14,178	23.5		...
Arizona	15	337,170	15	32,077	9.5	3,685	1.1	101,924	30.2
Arkansas	75	300,264	75	45,365	15.1	37,315	12.4	0	0.0
California	58	1,783,462	51	396,944	22.3	88,184	4.9	378,038	21.2
Colorado	64	271,902	64	14,573	5.4	11,610	4.3	27,907	10.3
Connecticut	169	378,544	169	147,713	39.0	129,817	34.3	24,387	6.4
Delaware	3	54,978	3	1,202	2.2	1,315	2.4	1,623	3.0
District of Columbia	1	91,516	1	2,517	2.8	2,122	2.3	2,367	2.6
Florida	67	1,020,878	67	113,731	11.1	
Georgia	159	364,382	159	81,398	22.3	17,778	4.9	13,072	3.6
Hawaii	4	41,103	2	3,120	7.6	13,815	33.6	4,874	11.9
Idaho*	44	108,313	44	
Illinois	110	706,586	107	
Indiana	92	267,100	92	6,758	2.5	652	0.2	32,934	12.3
Iowa	99	119,809	99	9,944	8.3	13,077	10.9		...
Kansas	105	149,496	105	13,534	9.1	17,890	12.0	20,491	13.7
Kentucky	120	184,795	120	11,470	6.2	37,474	20.3		...
Louisiana	64	245,557	64	86,076	35.1	18,187	7.4	30,956	12.6
Maine	500	45,359	500	2,092	4.6	34,664	76.4		...
Maryland	24	224,750	24	18,695	8.3	2,473	1.1	10,067	4.5
Massachusetts	351	305,982	351	80,491	26.3	
Michigan	83	1,209,982	83	29,113	2.4	41,403	3.4	0	0.0
Minnesota*	87	165,601	87	17,879	10.8	96,186	58.1	16,515	10.0
Mississippi	82	134,297	56	12,488	9.3	18,595	13.8	0	0.0
Missouri	116	356,619	116	2,875	0.8	1,456	0.4	1,441	0.4
Montana	56	54,534	56	9,992	18.3	9,358	17.2	0	0.0
Nebraska	93	29,212	93	2	0.0	9,226	31.6		...
Nevada	17	158,131	17	40,855	25.8	5,980	3.8	14,700	9.3
New Hampshire*	320	70,666	320	260	0.4	70,406	99.6	0	0.0
New Jersey	21	307,954	21	58,884	19.1	1,301	0.4		...
New Mexico	33	99,872	33	18,967	19.0	35,810	35.9		...
New York	62	714,528	60	400,864	56.1	90,377	12.6		...
North Carolina	100	646,764	100	82,337	12.7	154,739	23.9		...
North Dakota*	53		0	
Ohio	88	734,579	88	112,336	15.3	107,654	14.7	29,567	4.0
Oklahoma	77	155,716	77	47,117	30.3	31,449	20.2		...
Oregon	36	200,834	36	21,472	10.7		...	25,108	12.5
Pennsylvania	67	340,067	67	83,226	24.5	9,356	2.8		...
Rhode Island	39	66,278	39	7,237	10.9	9,159	13.8		...
South Carolina	46	143,139	46	17,268	12.1	3,806	2.7	7,386	5.2
South Dakota	66	34,836	66	
Tennessee	95	525,336	95	147,332	28.0	113,855	21.7	0	0.0
Texas	254	1,854,556	175	446,112	24.1	183,451	9.9	6	0.0
Utah	29	96,176	29	14,377	14.9		...	11,953	12.4
Vermont	246	32,970	246	3,430	10.4	9,967	30.2	41	0.1
Virginia	133	550,793	133	85,072	15.4	57,969	10.5	40,617	7.4
Washington	39	486,719	39	59,034	12.1	16,664	3.4	55,857	11.5
West Virginia	55	80,531	55	28,109	34.9	19,989	24.8	0	0.0
Wisconsin*	3,589	140,345	3,589	6,212	4.4	22,320	15.9		...
Wyoming*	23	15,978	23	206	1.3	15,772	98.7		...
American Samoa*	1	963	1	
Guam*	1		0	
Puerto Rico*	0		0	
Virgin Islands*	1		0	
Sum of Above	8,200	16,647,265	8,026	2,877,606	17.3	1,630,124	9.8	851,831	5.1
States Included		51		47		43		31	
Question		A5b		A7a		A7b		A7c	

2014 Election Administration and Voting Survey
 Table 2b. Application Sources: New Registrations (continued)

State	Applications Received From Different Voter Registration Agencies													
	Motor Vehicle Offices		Public Assistance Offices		Disability Services Offices		Armed Forces Recruitment Offices		Other State Agencies		Registration Drives from Advocacy Groups or Parties		Other Sources	
	Total	Pct.	Total	Pct.	Total	Pct.	Total	Pct.	Total	Pct.	Total	Pct.	Total	Pct.
Alabama	4,031	2.3	38,367	21.7	5,325	3.0	72	0.0	13,068	7.4	18,635	10.5	4,175	2.4
Alaska	28,956	48.0	3,420	5.7	162	0.3	57	0.1	271	0.4	64	0.1		...
Arizona	146,560	43.5	4,033	1.2	806	0.2	2,218	0.7	13,805	4.1	21,754	6.5	10,304	3.1
Arkansas	165,209	55.0	14,751	4.9	367	0.1	17	0.0	871	0.3	17,108	5.7	19,240	6.4
California	382,148	21.4	19,932	1.1	576	0.0	312	0.0	128,406	7.2	22,321	1.3	120,801	6.8
Colorado	168,764	62.1	8,176	3.0	113	0.0	5	0.0		...	32,675	12.0	8,079	3.0
Connecticut	12,699	3.4	7,964	2.1	88	0.0	1,175	0.3	20,446	5.4	3,926	1.0	30,329	8.0
Delaware	49,894	90.8	16	0.0	11	0.0	0	0.0	313	0.6	122	0.2	482	0.9
District of Columbia	31,228	34.1	90	0.1	4	0.0	10	0.0		3,519	3.8
Florida	694,977	68.1	7,771	0.8		...	49	0.0	7,068	0.7	23,284	2.3	173,629	17.0
Georgia	214,362	58.8	18,458	5.1	17,161	4.7	35	0.0		2,118	0.6
Hawaii	19,510	47.5	1,611	3.9	50	0.1	419	1.0	0	0.0	0	0.0	6,694	16.3
Idaho*	
Illinois	
Indiana	159,826	59.8	12,367	4.6	181	0.1	67	0.0	50	0.0		...	54,265	20.3
Iowa	68,545	57.2	966	0.8	55	0.0	4	0.0	73	0.1	0	0.0	27,129	22.6
Kansas	93,232	62.4	825	0.6	9	0.0	5	0.0		...	3,916	2.6	7,960	5.3
Kentucky	114,469	61.9	15,662	8.5	1,164	0.6	55	0.0	4,500	2.4	
Louisiana	100,883	41.1	6,210	2.5	1,047	0.4	337	0.1	0	0.0	1,861	0.8		...
Maine	1,054	2.3		4,427	9.8	3,122	6.9
Maryland	179,725	80.0	6,914	3.1	0	0.0	26	0.0	218	0.1		...	6,122	2.7
Massachusetts	174,246	56.9	8,124	2.7	645	0.2		...	447	0.1	
Michigan	1,137,049	94.0	2,332	0.2	23	0.0	42	0.0	0	0.0	
Minnesota*	23,301	14.1		8,742	5.3	2,978	1.8
Mississippi	10,083	7.5	10,312	7.7	733	0.5	227	0.2	4,159	3.1	27	0.0	8,418	6.3
Missouri	9,242	2.6	1,872	0.5	
Montana	17,930	32.9	7,611	14.0	614	1.1	20	0.0	131	0.2	5,926	10.9	2,952	5.4
Nebraska	19,234	65.8	125	0.4	1	0.0	0	0.0		624	2.1
Nevada	49,963	31.6	11,741	7.4	52	0.0	24	0.0	82	0.1	31,260	19.8	637	0.4
New Hampshire*	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
New Jersey	138,348	44.9	4,089	1.3		...	1,686	0.5		3,396	1.1
New Mexico	28,333	28.4	13,845	13.9		415	0.4	
New York	211,735	29.6	51,353	7.2	2,153	0.3	0	0.0	4,164	0.6	37,050	5.2		...
North Carolina	375,699	58.1	17,955	2.8	1,002	0.2	3	0.0	161	0.0		...	14,868	2.3
North Dakota*	
Ohio	347,603	47.3	53,917	7.3	1,539	0.2	111	0.0	54,290	7.4	23,727	3.2		...
Oklahoma	50,912	32.7	4,301	2.8	29	0.0	7	0.0	482	0.3		...	21,413	13.8
Oregon	94,913	47.3	3,988	2.0	4,548	2.3	34	0.0	8,153	4.1		...	42,609	21.2
Pennsylvania	196,689	57.8	0	0.0	1	0.0	26	0.0	1,084	0.3	17,393	5.1	2,842	0.8
Rhode Island	42,687	64.4		7,193	10.9
South Carolina	112,997	78.9	1,650	1.2	28	0.0	4	0.0	
South Dakota	
Tennessee	186,403	35.5	54,651	10.4	35	0.0	2,251	0.4	5,768	1.1	9,860	1.9	1,618	0.3
Texas	742,462	40.0	194,086	10.5	25,694	1.4	6,534	0.4	41,523	2.2	0	0.0	249	0.0
Utah	63,797	66.3		...	157	0.2	6	0.0	5,857	6.1	
Vermont	6,644	20.2	259	0.8	35	0.1	2	0.0	51	0.2	1,012	3.1	86	0.3
Virginia	310,401	56.4	7,868	1.4	166	0.0	23	0.0	7,454	1.4	16,378	3.0	24,835	4.5
Washington	313,141	64.3	0	0.0	0	0.0	2,913	0.6	0	0.0	27,669	5.7	11,441	2.4
West Virginia		32,433	40.3
Wisconsin*		12	0.0		...	214	0.2	111,587	79.5
Wyoming*	
American Samoa*	
Guam*	
Puerto Rico*	
Virgin Islands*	
Sum of Above	7,299,884	43.9	617,612	3.7	64,574	0.4	18,788	0.1	323,310	1.9	329,351	2.0	768,147	4.6
States Included	44		40		38		35		33		28		35	
Question	A7d		A7e		A7f		A7g		A7h		A7i		A7j:o	

2014 Election Administration and Voting Survey		
Table 2b. Application Sources: New Registrations (continued)		
State	Not Categorized	
	Balance: (See Notes)	
	Total	Pct.
Alabama	92	0.1
Alaska	0	0.0
Arizona	4	0.0
Arkansas	21	0.0
California	245,800	13.8
Colorado	0	0.0
Connecticut	0	0.0
Delaware	0	0.0
District of Columbia	49,659	54.3
Florida	369	0.0
Georgia	0	0.0
Hawaii	(8,990)	(21.9)
Idaho*	108,313	100.0
Illinois	706,586	100.0
Indiana	0	0.0
Iowa	16	0.0
Kansas	(8,366)	(5.6)
Kentucky	1	0.0
Louisiana	0	0.0
Maine	0	0.0
Maryland	510	0.2
Massachusetts	42,029	13.7
Michigan	0	0.0
Minnesota*	0	0.0
Mississippi	69,255	51.6
Missouri	339,733	95.3
Montana	0	0.0
Nebraska	0	0.0
Nevada	2,837	1.8
New Hampshire*	0	0.0
New Jersey	100,260	11.6
New Mexico	2,502	2.5
New York	(83,168)	(11.6)
North Carolina	0	0.0
North Dakota*	0	...
Ohio	3,835	0.5
Oklahoma	6	0.0
Oregon	9	0.0
Pennsylvania	29,450	8.7
Rhode Island	2	0.0
South Carolina	0	0.0
South Dakota	34,836	100.0
Tennessee	3,563	0.7
Texas	214,439	11.6
Utah	29	0.0
Vermont	11,443	34.7
Virginia	10	0.0
Washington	0	0.0
West Virginia	0	0.0
Wisconsin*	0	0.0
Wyoming*	0	0.0
American Samoa*	963	100.0
Guam*	0	...
Puerto Rico*	0	...
Virgin Islands*	0	...
Sum of Above	1,866,038	11.2
States Included	32	
Question	calc	

**The American Voting Experience:
Report and Recommendations
of the
Presidential Commission
on Election Administration**



January 2014

Presidential Commission on Election Administration

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the Presidential Commission
on Election Administration



January 2014

Dear Mr. President:

We are pleased to submit this Report and Recommendation called for in your Executive Order 13639, which established this Commission on Election Administration and defined its mission.

Our examination spanned six months of public hearings and included consultations with state and local election officials, academic experts, and organizations and associations involved in one form or another with voting or election administration. In connection with testimony provided to the Commission, the Caltech-MIT Voting Technology Project also conducted a comprehensive survey of the views of thousands of local election officials around the country. As a result, the Commission presents its unanimous recommendations, together with an array of best practices in election administration, which will significantly improve the American voter's experience and promote confidence in the administration of U.S. elections.

The Commission's focus in this Report remained resolutely on the voter. We discovered, as officials, experts, and members of the public from across the country testified, that voters' expectations are remarkably uniform and transcend differences of party and political perspective. The electorate seeks above all modern, efficient, and responsive administrative performance in the conduct of elections. As the Commission sets out in its Report, election administration must be viewed as a subject of sound public administration. Our best election administrators attend closely to the interests, needs, and concerns of all of our voters — in large and small jurisdictions, and in urban and rural communities — just as well-managed organizations in the private sector succeed by establishing and meeting high standards for “customer service.”

This view of administration will not only reduce wait times where they occur, but also improve the quality of administration in many other ways, from the registration process through the selection and design of polling places, to improved access for particular communities of voters, such as those with disabilities or limited English proficiency, and overseas and military voters. The Commission has found that the problems encountered with election administration overlap and intersect, and improved management at one stage in the process

will yield benefits at later stages. Improving the accuracy of registration rolls, for example, can expand access, reduce administrative costs, prevent fraud and irregularity, and reduce polling place congestion leading to long lines.

Consistent with this approach, the Commission's key recommendations call for:

- modernization of the registration process through continued expansion of online voter registration and expanded state collaboration in improving the accuracy of voter lists;
- measures to improve access to the polls through expansion of the period for voting before the traditional Election Day, and through the selection of suitable, well-equipped polling place facilities, such as schools;
- state-of-the-art techniques to assure efficient management of polling places, including tools the Commission is publicizing and recommending for the efficient allocation of polling place resources; and,
- reforms of the standard-setting and certification process for new voting technology to address soon-to-be antiquated voting machines and to encourage innovation and the adoption of widely available off-the-shelf technologies.

The Commission is grateful for the opportunity to present this Report and Recommendations on issues central to the quality of voter participation and confidence in our democratic process.

Respectfully submitted,

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Recommendation: States should seamlessly integrate voter data acquired through Departments of Motor Vehicles with their statewide voter registration lists.

The Department of Motor Vehicles (DMV), known in each state as the agency issuing driver's licenses and state personal identification cards, plays a pivotal role in the registration of America's voters. As a critical actor in the creation and maintenance of each state's voter registration file, the DMV can also contribute to the degree of orderliness and efficiency of operation in each community's polling places on Election Day. The NVRA, enacted more than 20 years ago, mandates that each state's DMV offer an opportunity to register to vote for every citizen applying for a driver's license or state personal identification card or changing an address on one of those documents. If there is any identification document that citizens will keep current, it is the state-issued driver's license or personal identification card. Universally, this NVRA program, commonly known as "Motor Voter," is embraced across political party lines because such a wide swath of the American electorate frequents these offices on a regular basis.

Yet the data compiled biennially by the EAC reflect poorly on the efficacy of Motor Voter. Significantly less than one-third of new registrations are processed through motor vehicle departments. Only seven states and the District of Columbia report total motor vehicle department registrations accounting for more than 50 percent of the total registrations received in the 2011-2012 election cycle.⁷⁹ The low level of participation by DMVs leaves no doubt that Motor Voter is not working as intended.⁸⁰

Delaware and Michigan have designed systems that seamlessly integrate the Motor Voter transaction into the DMV driver's license application program in such a manner as to keep a large number of voter records current and to save the DMV money in reduced staff time committed to this program.⁸¹ The Delaware DMV Director and the Election Commissioner together developed an interface called "e-signature."⁸² It began because of the number of voters who appeared at polling places believing they had registered at the DMV, but were not on the voter rolls. When citizens go to the DMV for driver's license services, they provide their information to the DMV clerk. By following a script on their computer screen, the DMV clerks now ask citizens if they would like to register to vote or update their information if they are already registered. They view their information on a screen that is also a credit card-style signature device. On that screen, voters certify that they are citizens, select their party affiliations and sign the forms. All

of this information is then transmitted in real-time to the Department of Elections for the voter's county. The election office no longer processes registration applications from the DMV by hand. All information is now entered and transmitted electronically, saving time every day and especially on Election Days.

An improperly functioning DMV can naturally lead to Election Day confusion. Voters who appear at their polling place after moving can find that their voter registration



An improperly functioning DMV can naturally lead to Election Day confusion.



records have not been updated to conform to their new driver's license addresses. As a result, a greater number of provisional ballots are cast, leading to congestion in the polling place and unnecessary post-election verification work for county and local

election officials.⁸³ In other states, the voters are directed to their old polling places to vote, which may be located in another jurisdiction within the state. *The Commission strongly recommends that states follow the Delaware model and adopt procedures that lead to the seamless integration of data between DMVs and election offices.*

The Commission notes that the adoption of online registration will provide DMVs with a ready-made portal to facilitate seamless transmission of voter registration data to the election office. An online registration portal can open at a specific point during the driver's license transaction, thus providing the convenient opportunity to register contemplated by the NVRA. Indeed, with online voter registration, a registration widget or portal can be placed on any state website to facilitate registration either by a voter or an administrator who is filling in a voter's information for other purposes.

B. Improved Management of the Polling Place

Securing access to the vote depends on sound polling place management. The issues that election administrators confront in organizing and managing polling locations relate directly in one form or the other to the matters the Commission was charged with examining. The task is not an easy one. With limited resources, election administrators must have suitable and well-designed facilities, effective line management techniques, and the capacity to recruit and train poll workers.