

Voter Registration Modernization, Synchronization & Informed Decisions 7.12.2018

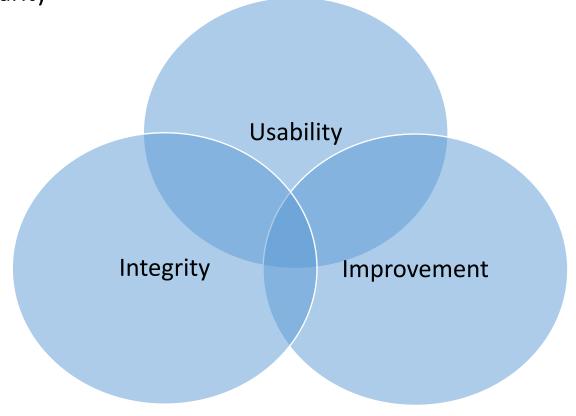
Michael Moser, Deputy Commissioner Bureau of Commissions, Elections and Legislation





Voter Registration Modernization

- Embarking on a journey to modernize all service channels
- Synchronization of services and building a solid foundation for all users
 - Upgrade channels to meet applicants and county personnel where they are
 - Focused on usability, availability and clarity
 - User testing
 - Application processing
 - Clean, complete data and process integrity
 - Continuous improvement (agile)





Voter Registration Collection in PA

Background:

- 2003
 - Motor Voter electronic exchange with signatures since 2003 (with PennDOT)
- 2005
 - All PA counties completed transition to current voter registration database
- 2015
 - Redesign of paper voter registration application (VRMA)
 - Launch of online voter registration application (OVR)
- 2016
 - Motor Voter simplified language and eligibility questions
 - Incorporated online signature upload feature into online voter registration (OVR)
 - Implemented Web Application Programming Interface (API) with online voter registration (OVR) for 3rd party organizations
- 2017
 - Adopted first state NVRA agency Web API into OVR
- 2018

pennsylvania

- Launched online 3rd party feature for registration drives (OVR Drive)
- Redesigning OVR application ongoing



PA Voter Registration Modernization

Example of old VRMA

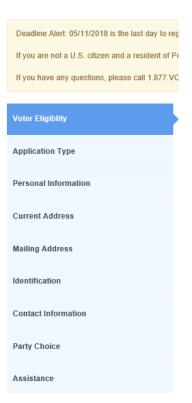
Box 4c	information on your registration form. 303 4e In Box 4e fill but he name of the municipality (city, borough, or township) and county where you live. Use the map in the box below if you cannot otherwise identify your address. 303 4e In Box 4e fill in the name of the municipality (city, borough, or township) and county where you live. Use the map in the box below if you cannot otherwise identify your address. 400 13. If you require assistance when voting, you must check the the reason.					
	name	WEST SOUTH ar address of residence listed in Box 4a has no street number or street ((for example, Schoolhouse Road or RR2 Box 3), use the box above to a map of where you live. Include landmarks and roads.	PENALTY FOR FALSIFYING REGISTRATION DECLARATION WARNING: If a person signs an official registration application knowing a statement declared in the application to be false, makes a false registra- tion, or furnishes false information, the person commits perjury. Perjury is punishable, upon conviction, by a term of imprisonment not exceeding seven years, or a fine not exceeding \$15,000, or both, at the discretion of the court. Submitting an application containing false information may also subject a respon to other engalities including loss of the right of suffrance			
		▼ PENNSYLVANIA VOTER R	EGISTRATION APPLICATION 🔻 💮			
	1		Yes \(\subseteq \text{No} \) If you checked "No" in response to either of these questions, do not complete this form.			
	Will you be 18 years of age on or before election day? \(\text{ Yes } \) No \(\) these questions, do not complete \(2 \) New Registration \(\text{ Change of Name} \) Change of Address \(\text{ Change of Party} \) \(Iman a Foderal or State employee and wish to residence in the count where I last residence.					
	3 a	☐ M Last Name First Name	Middle Name/Initial Jr Sr II III IV (circle if applicable)			
	3	Place PA Driver's License (DL) # here if you have one: If no PA DL SS# (last 4 or				
	4	If you may conce. Address of residence, include street and city, (Use may above if no sweet number or nume) (If only 190, box, see above). Apr. # State Zip Code Address of residence, include street and city, (Use may above if no sweet number or nume) (If only 190, box, see above). Apr. # State Zip Code PA Telephone Number (Optional) b ()				
	4	Municipality where you live County where you live 5 Mailing Address (if d	different than address of residence) City State Zip Code			
	6	Date of Birth Race (Optional) 8 Name on previous re				
	9	In which party do you wish to register? You must register with a party if you want to to Republican Democratic No affiliation Other	ake part in that party's primary. D County of previous registration Year of previous registration			
	1	Name and signature of person who assisted in the completion of this applicat	Place signature with full name (or mark) below.			
	10	Address	(Please see Penalty for Falsifying Declaration.)			
	thi	citizen for at least one month. I will be at least 18 years of a and I will have resided in Pennsylvania and in my election direct for at least 30 days; (2) I am legally qualified to vote. 10) I HERBY AFFIRM THAT the information I have provided s registration declaration is true. I understand that this registratic learation will be accepted for all purposes as the equivalent of	ttes ge, fis- I in Print your name below Date			
		idavit; and if the registration contains a materially false statemen Il be subject to penalties for perjury. Voter Identification Number	, ,			
	1.	(If available – not necessary if you are registering to vote for the first time or if you do not know your number.)				
	13	Do you require assistance Reason for assistance: when voting?				

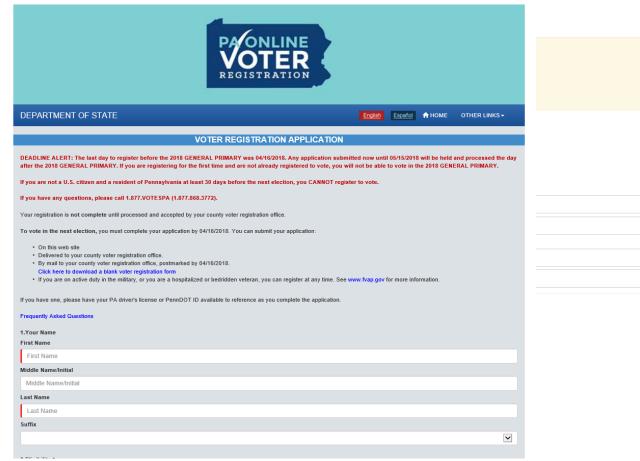
Example of new VRMA

B :	1	Last name	Jr Sr II III IV (circle if applicable)		
Print your name		First name	Middle name or initial		
Eligibility I you answer "No" to either question, you cannot register to vote.	2	Are you a citizen of the U.S.? Yes No Will you be 18 years or older on or before election day? Yes No			
Reason	3	□ New registration □ Change of name □ Change of address □ Change of party □ Federal or State employee registering in county of last residence			
About you Thone and email are optional and used if information is nissing on this form.	4		☐ M ☐ F Race (optional)		
200		Address (not P.O. Box)	Apt. number		
Your address I you do not have a street address		City/Town Sta	te PA Zip Code		
or a permanent residence, or are a student, see the instructions.	5	Municipality Con	unty		
tudent, see the list uctions.		☐ I do not have a street address or permanent res	sidence (use map on back)		
The address where		☐ Same as above Address or P.O. Box			
ou receive mail	6	City/Town Sta	te Zip Code		
dentification	7	PA driver's license or PennDOT ID card number			
ou must use it. If not, please rovide the last four digits of our Social Security number. ee Verifying your identity.		Last four digits of your Social Security number I do not have a PA driver's license or a PennDO1	X X X - X X -		
Political party o vote in a primary, you nust register with either the	8	☐ Democratic ☐ Republican ☐ Green ☐ Libertarian ☐ None (No Affiliation) ☐ Other			
lemocratic or Republican party.					
		☐ I require help to vote. I need this kind of assista	nce:		
	9	☐ I require help to vote. I need this kind of assistar☐ I require language help. My preferred language			
oting assistance	9	_ ' '			
oting assistance f your name or address has changed	9	☐ I require language help. My preferred language			
/oting assistance f your name or address has changed kp if this is the first time		☐ I require language help. My preferred language Name on previous registration			
Voting assistance If your name or address has changed kep it has is the first time out are registering to vote.		I require language help. My preferred language Name on previous registration Full previous address and county PA Voter No. (If available) I declare that: I am a lunted States citzen and will have been a citzen of the county of the next election. I will be at least 18 years old on the day of the next election. I will have lived at the same address in Section 5 for at least 30 days before the election. I am legally qualified to vote. I am legally qualified to vote. I am legally qualified to vote.	is:		
Voting assistance f your name or address has changed kpi if his is the first time ou are registering to vote.	10	I require language help. My preferred language Name on previous registration Full previous address and county PA Voter No. (if available) I declare that: - I am a United States citizen and will have been a citizen for at least one month on the day of the nost decision. I will be at least 18 years old on the early offen next electron. - I will be the will be a least 18 years old on the early offen next electron. - I am lapsally qualified to well. - I am lapsally qualified to well.	is: Year Ature or mark		
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Voting assistance f your name or address has changed kp if this is the first time ou are registering to vote.	10	I require language help. My preferred language Name on previous registration Full previous address and county PA Voter No. (If available) I declare that: I am a Linted States (close and will have been a citizen end will be at level 18 years old on the day of the next election. I am legally qualified to vote. I am legally qualified to vote. I affirm that this information is true. Lunderstand that this declaration is the same as an affishavt, and, if this information is not true. I can be concleted of pertuy, and fined up to \$15,000, jailed for up to seven years, or both.	is: Year Year t name		

PA Voter Registration Modernization

Example of OVR redesign



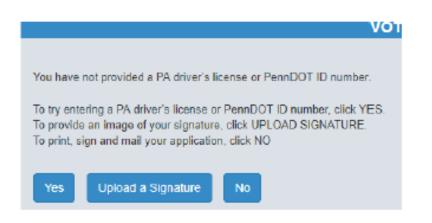




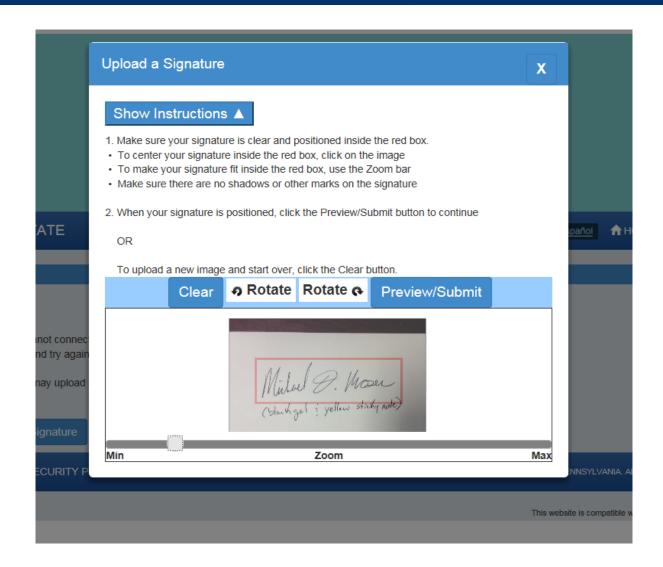
Initially, OVR didn't provide an opportunity to upload a signature if an applicant didn't match with PennDOT or they elected to proceed without a PennDOT ID.

Year	Total OVR Apps	Missing Signature Requests
2015	56,707	12,162
2016	858,984	99,054
2017	68,966	9,586











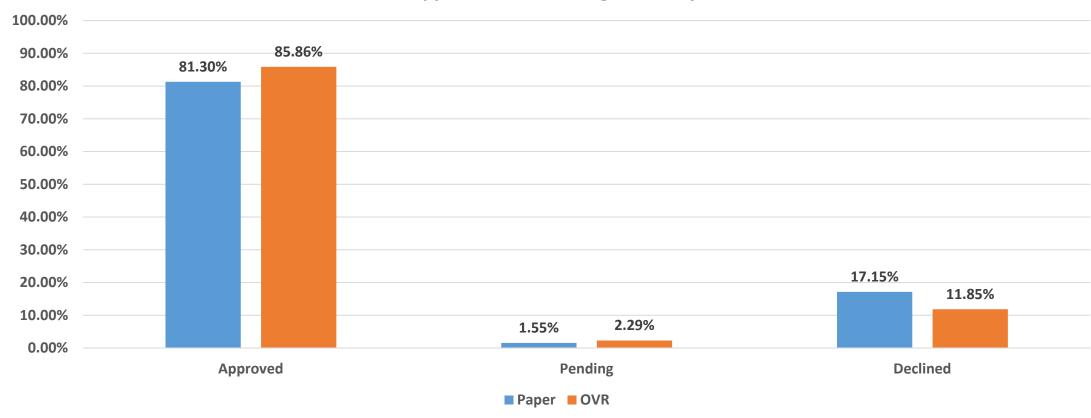
To date, more than 45,000 signature have been successfully uploaded with online applications.

Year	Total OVR Apps	Missing Signature Requests	Missing Signature Requests % of Total OVR Apps
2015	56,707	12,162	21.45%
2016	858,984	99,054	11.53%
2017	68,966	9,586	13.90%



Informing decisions: Approval Ratings

Application Processing Summary





Informing decisions: Data Collection

Integration can assist with business processing and improve data completeness and integrity.

Data Points	Paper	OVR	Web API (OVR Subset)*
w/o Driver's License	58%	10%	16%
w/o Last 4 SSN	43.5%	66.5%	82%
w/o Email	94%	27%	2%
w/o Phone	58%	37%	1%
Approx. Apps Reviewed	1,050,000	980,000	74,000

^{*}One API entity requires last 4 SSN as part of their business process. At a minimum, last 4 of SSN is submitted as a form of ID when their applications are submitted to DOS and county officials.



Other realized benefits:

- Application processing becomes more elastic
- OVR applications are traceable for status updates
- Modern platforms provide greater opportunities to refine voter behavior patterns or other areas like maintenance windows or county processing loads





Avg. paper processing time/10 apps

Approx. 18 minutes

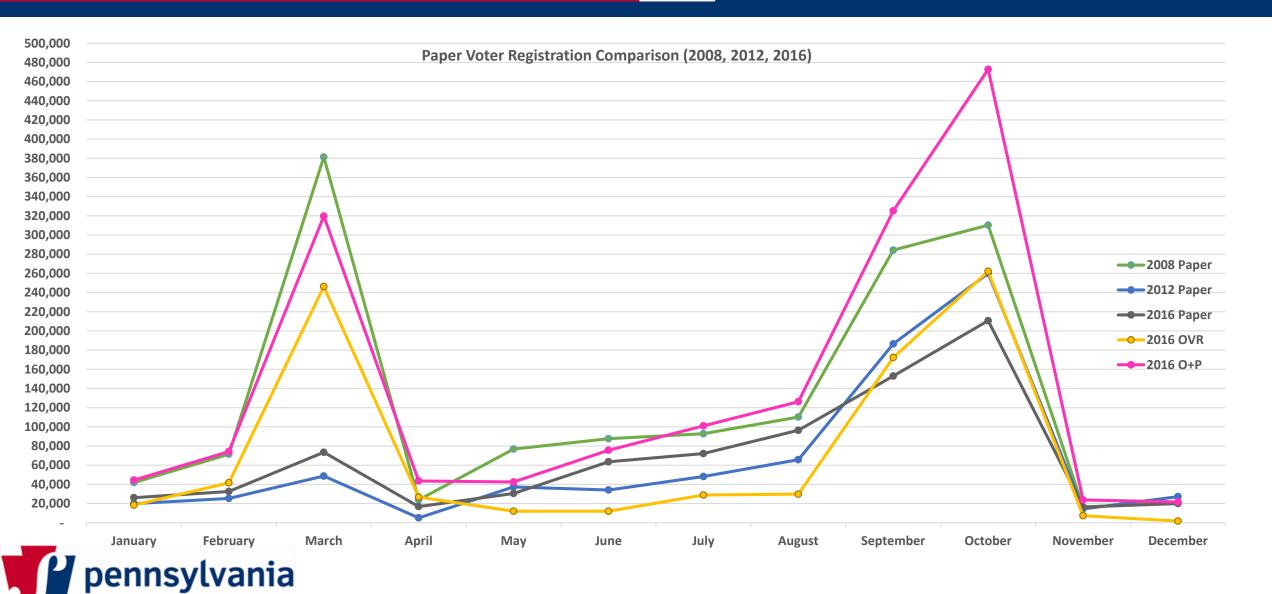


Avg. OVR processing time/10 apps

Approx. 6 minutes

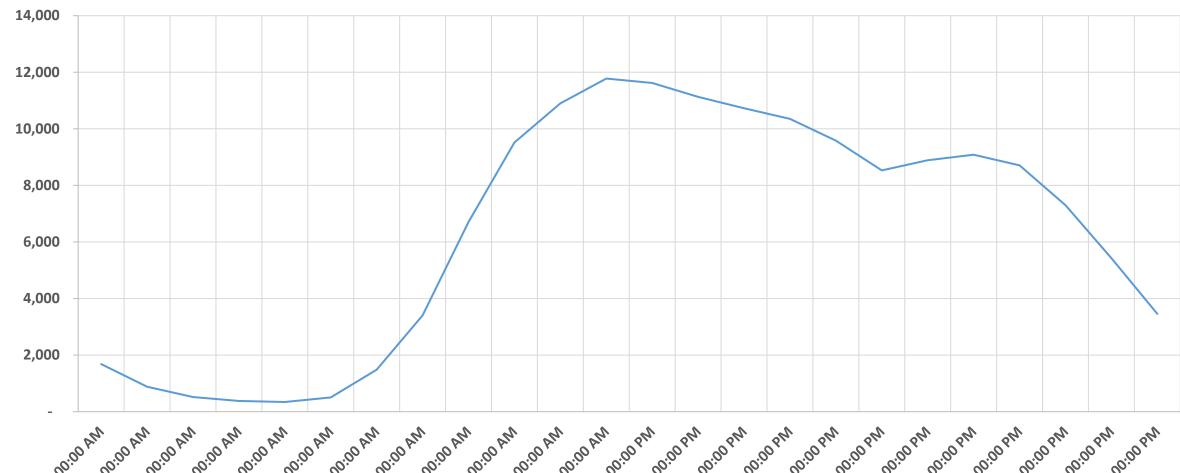


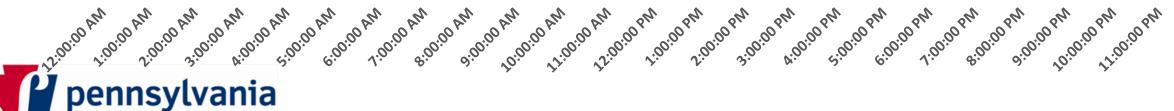
DEPARTMENT OF STATE



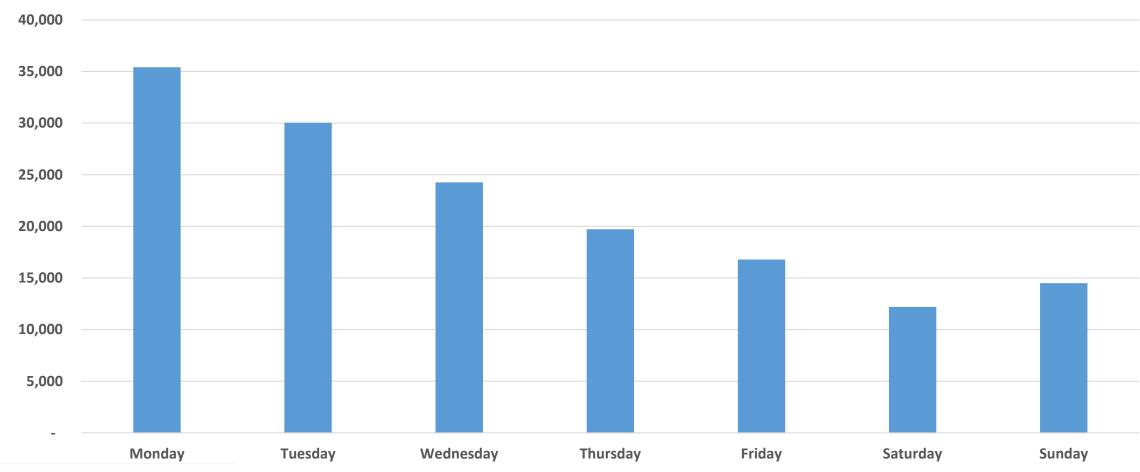
DEPARTMENT OF STATE

Count of OVR Applications Per Hour Since 1/1/2017









Summary

- A lot of the information covered in this slide deck was achieved with common tools (like access or excel)
 - This provides a solid foundation for greater process integrity and more complete data creates a launchpad for more in-depth analysis
- We're achieving greater usability and understanding
- Applicants are more aware of potential application issues upfront and have an opportunity to correct
 - Online applications are trimming processing time, improving approval rates, voters receive more timely applications and mitigate potential application errors
- County personnel receive cleaner, more complete applications
- Overall data is improving with more comprehensive records and data points
 - This improves quality of matches when conducting list maintenance or other initiatives



Contact Information

Thank you!

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