VIRGINIA DEPARTMENT OF MOTOR VEHCILES
NATIONAL VOTER REGISTRATION ACT
MOTOR VOTER
March 14, 2006

- Motor Voter was implemented by the Virginia Department of Motor Vehicles (DMV) on March 6, 1996.

- DMV has consistently provided training for its Customer Service Center (CSC) employees through a variety of methods. Procedures were originally developed and employees trained in 1996. The latest procedures became effective March 1, 2004. At that time all District Managers and CSC Managers were trained. The CSC Managers then returned to their CSCs and held training sessions with their employees, where each employee received a copy of the procedures. Motor Voter requirements are also reviewed at District Manager meetings with their CSC Managers and at CSC staff meetings. In addition, there is a Motor Voter module included in the new employee-training package, which is used to train new CSC employees.

- The current Motor Voter process for handling customers in a CSC is:

1. The customer enters a CSC to conduct a Driver's License, Identification Card, or Address Change transaction.

2. The customer goes to the Information Counter or window.

3. The Information Representative asks the customer what type of transaction they are going to conduct.

4. When the customer says Driver's License, Identification Card, or Address Change, the representative gives the customer a DL1P application and advises the customer, "You may apply to register to vote or change your voter registration address by answering the question at the top of this application."

5. The customer then has a seat and completes the application.

6. The customer's number is called by the queuing system and they go to the Customer Service Counter.

7. The Customer Service Representative (CSR) begins to process the Driver's License, Identification Card, or Address Change transaction.

8. The DMV computer system gives the representative a prompt to ask the customer, "Would you like to apply to register to vote or change your voter registration address?"

9. The customer answers the representative's question verbally. (Yes or No)

10. The CSR has to enter the customer's response (Y or N) into the DMV system or the system will not allow the transaction to proceed.

11. If the customer answers yes, than "Y" is entered into the DMV system:

♦ The DMV system automatically generates a Voter Registration Application and an Acknowledgement Form that is given to the customer by the CSR. The Voter Registration Application has the common data (name, date of birth, address, etc.) pre-filled by the DMV computer system. The customer is advised to complete the remaining parts of the Voter Registration Application (citizenship, felony, competency, etc.) and sign and date the Voter Registration Application. The Voter Registration Application is then given back to the CSR.

♦ The Acknowledgement Form advises the customer (1) that they have applied to register to vote or change their voter address with DMV, (2) DMV will forward the voter application to the State Board of Elections (SBE), (3) the customer will receive a voter registration card from the local registrar within 30 days, and (4) if they do not receive the voter registration card within 30 days to call the SBE at 1-800-522-9745.

♦ The CSR then reviews the voter application to ensure all sections are completed and that the customer has signed the voter application.

♦ The CSR then processes the customer's DMV transaction.

12. If the customer answers no, than "N" is entered into the DMV computer system:

♦ No Voter Registration Application or Acknowledgement Form is printed.

♦ The CSR then processes the customer's DMV transaction.

13. At the end of the business day, the CSR gives their work to the audit clerk in the CSC.

14. The next business day, the audit clerk prints an audit report from the DMV system that identifies all of the customers from the previous day that conducted a Driver's License, Identification Card, or Address Change transaction. The report also indicates whether the customer wanted to apply to register to vote or change their voter address based on the "Y" or "N", the CSR placed in the DMV system prompt the day before.

15. The DMV audit clerk verifies that they have a completed and signed voter application for every customer who answered "Yes". If they do not have a signed voter application then they mail the customer a voter application with instructions to complete it and return it to the SBE.

16. All voter applications are batched and reviewed by a CSC Manager. The voter applications and the audit report are mailed <u>daily</u> to the SBE.

- All DMV Driver's License and Identification Card applications are combined with the voter registration application. We display signs in all DMV service outlets that state that a customer may apply to register to vote and if they have any questions, to contact the SBE at 1-800-522-9745. DMV also post signs before elections to advise customers of the upcoming election, the cutoff date to apply to register to vote, and that if they have questions, they should contact SBE. All DMV service outlets also have display boxes with the SBE stand-alone voter registration application available for customers to pick up, fill out, and turn in at DMV or use the self-mailer.

- All DMV service outlets (CSCs, DMV Selects, Motor Carrier Service Centers, mail, web site, and telephone) offer customers the opportunity to apply to register to vote or change their voter address. The U.S. Department of Justice has pre-cleared all service outlets, forms, and processes currently used by DMV.

- You may be interested to know that through the mutual cooperation between DMV, SBE, and certain local registrars, a program was developed that offers customers one-stop-shopping at the DMV. The program is designed to reduce the number of incomplete and duplicate voter registration applications and provide better service to DMV customers and voter registration applicants. The program allows assistant registrars to share space at DMV Information Counters and DMV provides the registrars with the use of PC's, printers, faxes, and phone lines. Assistant registrars enter voter applications directly into SBE's system bypassing the manual application collection and distribution. Unfortunately, only 15 local registrars have elected to participate statewide. There are 134 local registrars in Virginia. Based on the success of this program and the positive comments from customers and the registrars participating in the program, DMV and SBE would like to expand this program statewide. As you can see, this program would ensure that customers understand whether they are registered or not before they leave the CSC.

- Over the past ten years, DMV has enhanced the process, revised procedures, revised forms, and revised computer systems at the request of local registrars, special interest groups, federal and state legislators, the State Board of Elections, federal and state agencies, and citizens. As an example, the Driver's License Application that incorporates the Voter Registration Application has been revised 22 times in ten years.

- Because of Motor Voter, everything DMV does with Driver Licensing and Identification Cards now falls under the Voting Rights Act and the National Voter Registration Act, thus requiring DMV to obtain Pre-Clearance from DOJ before changes can be made to forms, procedures, or service outlets.

- No matter how many signs are posted, instructions are written on the applications and the acknowledgements, customers still insist on Election Day when they cannot vote that they **registered** to vote at DMV. Based on our interpretation of the National Voter Registration Act and state laws, DMV is a pass-through agency and in Virginia only the local Voter Registrars can review Voter Registration Applications and determine an individual's eligibility and **register** the individual to vote.

- The current paper process is mammoth and archaic in some respects. Paper applications, with requirements for a certain size and weight of the paper and wet signature that are kept on file in each locality are all outdated and cumbersome. We (DMV and SBE) would like to move to a totally electronic application process with the customer completing the Voter Registration Application via touch screen and the data and signatures being transferred to election officials electronically. However, this will require funding and system redesign for DMV, SBE and the local registrars.