National Voter Registration Act

A New Focus on DMV Motor Voter Operations

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“DMVs, which are supposed to play the most important registration role in the statute, are the weakest link in the system. Some DMVs appear to disregard the law. Others erect impediments to the seamless transfer of registration data to election offices managing statewide registration lists. This noncompliance leads to preventable inaccuracies in the voter registration lists.”
Delaware’s eSignature Application
The National Voter Registration Act of 1993 (NVRA) required states to offer citizens the opportunity to register to vote at state motor vehicle

Initiative was generally postponed until the implementation of the Help America Vote Act of 2002 (HAVA)
• DMV Mainframe application was updated to support HAVA:
  – Questions asked from DMV application and answers entered
  – Voter application printed, signed and collected at each counter
  – At the end of the day, all voter applications physically sent to Elections
  – At night, batch job would run, passing the new applicant data from DMV to an Elections queue
Next day Elections official would take the paper voter registration application and search the Elections queue for the data.

The paper application was the catalyst for searching the Elections queue.

Once found, the registration data would be removed off of the queue and processed in the Elections application.
Challenges

• Each election year, many citizens would complain that they had registered to vote at the DMV but there was no record of the registration in the Elections application.

• This caused friction between the two agencies and did not provide the citizen with the quality of service that they expected.
Challenges (continued)

- After careful analysis of the process, the following deficiencies were discovered:
  - Paper applications were stacked up at each DMV counter without any formal process of collecting them by Elections. Several paper applications would go missing.
  - There was no audit trail of the citizen ever registering to vote at the DMV. The only trigger for Elections to know that someone had registered to vote was through the printed paper application.
  - The registration data found in the DMV database did not match the registration data found in the Elections database.
  - There were software bugs in the DMV application that would not capture the registration data accurately and would pass inaccurate data to the Elections queue.
Solution

• A team was put together to look at improving the process:
  – Pull all Elections data out of the DMV application and keep it centralized in the Elections database
  – Eliminate the paper pushing/processing
  – Eliminate “double handling” of data
  – Pull the “Motor Voter” functionality out of the DMV application and call Election’s application
  – Pull current registration information from Elections to show citizen
The New Application Flow
Citizen is applying for or updating a Driver’s License or ID Card
DMV Associate requests Motor Voter process

Delaware’s DMV Application, a legacy mainframe application built utilizing ADABAS/Natural
DMV application requests Elections application

- Citizen
- DMV Associate
- MVALS
  Delaware’s DMV Application, a legacy mainframe application built utilizing ADABAS/Natural
- EMS
  EMS is Delaware’s Election Application. Software is a legacy mainframe application built utilizing ADABAS/Natural
Elections application starts Motor Voter process

- Citizen
- DMV Associate
- MVALS: Delaware’s DMV Application, a legacy mainframe application built utilizing ADABAS/Natural
- EMS: EMS is Delaware’s Election Application. Software is a legacy mainframe application built utilizing ADABAS/Natural
- Motor Voter Management Module: JAVA application hosted on WEBLOGIC server
Management Module starts Client PC Module

Citizen

DMV Associate

MVALS

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Motor Voter Management Module

JAVA application hosted on WEBLOGIC server

Motor Voter Client PC Module

Part of the DMV Credit Card application. Software built utilizing .NET
Client PC Module starts Credit Card device

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- Motor Voter Management Module
  - JAVA application hosted on WEBLOGIC server
- Motor Voter Client PC Module
  - Part of the DMV Credit Card application. Software built utilizing .NET
- Verifone MX870 utilizing TCP/IP
Once citizen is done, Elections Database updated

Elections Database

Motor Voter Management Module
- JAVA application
- hosted on WEBLOGIC server

Motor Voter Client PC Module
- Part of the DMV Credit Card application
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Verifone MX870
- utilizing TCP/IP

DMV
Associate

Citizen

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Conclusion

• eSignature application was implemented 1st quarter of 2009
• HAVA funds were utilized for the development
• Project took 6 months
• Application has had a 99% uptime over the last 5 years
• Huge Success!
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