

Voter Registration Status Report

Summary

This Voter Registration Status Report is the sixth monthly report outlining DMV's data quality-control work to further ensure the integrity of Oregon Motor Voter (OMV) data. This is in following with the monthly data control calendar described in the October 2024 report, and as directed by Governor Kotek.

The report reviews the results from the sampling of new OMV data for the month of March 2025, which found no errors.

The report also:

- Describes a new report that has automated the process of discovering past errors when customers bring in new documentation and discusses 116 past errors that this report has helped correct.
- Reviews 2 separate error cases.
- Highlights other work to improve the OMV system overall and DMV's general data integrity.

March Sample Results

Continuing on a monthly basis throughout 2025, DMV samples new Oregon Motor Voter (OMV) records and manually reviews them against information collected from customers to verify accuracy and to correct any errors. Since the restart of the OMV data transfer in February, all of the same controls have been in place and will continue to be rigorously followed.

DMV pulled 500 records for the March OMV review. These primarily consist of records that listed a U.S. passport as the source document proving citizenship, as the majority of errors described in the DMV's [After-Action Report](#) occurred when field staff miscoded passports. Additional records include source documents coded as a U.S. birth certificate, a naturalization document, and other less common source documents that indicate citizenship status.

For the six month in a row, the sampling review found zero errors.

New Report Corrects a Group of Historical Errors from DMV's Legacy System

In keeping with the findings of DMV's After-Action Report and the [Data Integrity Review](#), and DMV's commitment to continually improving data integrity, DMV staff developed a specialized report to automate detection of past errors. The report identified 116 errors, all of which occurred before DMV put additional controls in place starting in September 2024.

Background

From 2010 to the end of 2020, to receive a license DMV customers had to show documents that proved legal presence in the U.S. In DMV's old computer system, which was replaced by the new OLIVR system in July 2020, DMV staff would enter the status manually. Indicators could be C for citizen, or P for permanent resident, among others. Unlike the current OLIVR system, the customer indicator was not automatically generated based on the document selected. Notably, the legacy system did not have the document selection dropdown menu that was the main cause of the errors in the OLIVR system and discovered in fall 2024.

Errors in the legacy system that caused people to be mis-classified as a citizen from 2010-2020 have been relatively infrequent due to the manual nature of the system, but DMV has been finding and correcting errors in legacy data in recent months as it has worked to correct the issues with

OMV. In alignment with the After-Action Report and Data Integrity Review, DMV has been looking for opportunities to automate the detection of errors and continually improve the accuracy of data. DMV recently developed a report that can flag records that are coded with citizenship status but where a non-citizen document has since been input in OLIVR after the original citizenship status was established. This report will catch errors made in both the legacy system prior to 2020 and in OLIVR after 2020 whenever new documents that indicate non-citizenship are presented. Field staff have been identifying these cases individually as customers come in, as noted in previous monthly updates, but this report will provide another layer of defense going forward to ensure that errors can be captured automatically and corrected.

By running this report, DMV recently found 116 historic errors that occurred when citizenship was established, but documents presented at DMV since 2020 indicate the customer is not a citizen. All of the errors detected by this report took place before DMV put new controls starting in September of 2024. The original errors occurred between 2010, when DMV started recording legal presence in the system, through 2023. Virtually all of these errors — 111 — were in legacy data entered into the old system prior to 2020, while 5 involve records where citizenship was established in the OLIVR system.

These errors are typically identified with issuance of a REAL ID — for example, someone who was already marked as a citizen in the system might come to DMV to get a REAL ID and show a permanent resident card. This indicates that an error was made during a previous transaction. The average number of past errors discovered by the report is 1.9 for each month since July 2020. While these records erroneously maintained the legacy mark as citizens, no new voter registrations have occurred among them since DMV put significant mitigations in place starting in September 2024.

The fall 2024 review of records, which included a hand review of more than 130,000 records, looked at records where the customer had a credential issuance transaction after January 1, 2021, that triggered their record's inclusion in the OMV data and where OLIVR showed entry of any document proving citizenship. This was designed to review all possible records where citizenship could have been added in error by using the OLIVR dropdown to incorrectly select citizenship documents. The documents recorded in OLIVR indicated these customers were not citizens, so the records identified in this report were not included in the 2024 review.

DMV will run this error report each day to capture any records that show inconsistency between citizenship status in the system and the documents selected in transactions.

Among those who this month were discovered to have been improperly registered from 2016 through 2023, county clerks and the Secretary of State's office have determined that 13 individuals had a voting history. While these people were improperly registered to vote as a result of DMV's actions, some of them may have been eligible to vote at the time they cast a ballot, such as through becoming a U.S. citizen. SOS is reviewing the details of each individual's eligibility to vote as of the time their ballots were cast

More details on this month's data review:

116 errors were discovered as a result of the new report.

- 111 errors originated from legacy data between 2010 and 2020 that were discovered by this report and subsequent review of legacy records where the indicator was manually changed.
- 5 errors occurred after July 2020 in the new system. The errors were identified when customers returned for subsequent issuances and presented documents that indicated they were not citizens.

Two additional errors were identified.

- 1 new error occurred in March 2025 and was corrected within the same month. Field staff had incorrectly categorized an American Samoan's U.S. national passport as confirming U.S. citizenship in the customer record. This was corrected when the individual came back to DMV for a REAL ID.
- 1 error was identified by Secretary of State's Elections Division when they received communication from an individual noting they were not eligible to vote. Secretary of State removed this individual's registration and notified DMV. Staff investigated and identified the incorrect citizenship status was established in 2016 in the legacy system.

Additional Work on OMV and Data Integrity

1. Data Integrity Review

The contracted vendor for the external Data Integrity Review, Deloitte, completed its Final Report and delivered it to the Governor on February 26. The report included 14 opportunities for ODOT to improve data integrity in addition to the efforts already implemented. ODOT is developing an implementation plan.

2. OMV Audit

In partnership with DAS and Baker Tilly, ODOT is participating in the audit of Oregon Motor Voter. The audit report preliminary findings are expected in April.

3. Expert Review Team

The Expert Review Team, including the state's Chief Data Officer, and current and former DMV executives from other states, has met four times. The team met in March to review the Deloitte Data Integrity Review Final Report. The group will review the Baker Tilly audit during its meeting in May.

4. Partnership with Secretary of State's Office

New practices have been collaboratively agreed upon:

- Daily control file between agency technical staff to verify the number of records transmitted by DMV is the number received by SoS. This practice has been successfully implemented.
- Random sampling of OMV records by SoS, with verification by DMV that each file was accurately and appropriately entered and dispatched. (This is in addition to DMV's monthly sampling.) SoS has sent the initial files for review on March 31, with results of analysis due from DMV provided by mid-April.
- Annual OMV review with SoS, county clerks, and ODOT.