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DIRECTIVE 2012-19

May 18, 2012

TO: All County Boards of Elections Directors, Deputy Directors, and Board Members

RE: Ensuring a More Accurate and Efficient Statewide Voter Registration Database (SWVRD)

SUMMARY

This Directive addresses county procedures for the receipt and processing of registration database updates from the Bureau of Motor Vehicles (BMV).

For ease of use, this Directive is organized as follows:

- I. Enhancement of SWVRD records using election-related Bureau of Motor Vehicles (BMV) data
- II. How to process the SWVRD records that have been compared with BMV data

INSTRUCTION

I. Enhancement of SWVRD Records Using Election-related Bureau of Motor Vehicles (BMV) Data

Of the 7.7 million records in the SWVRD, over 5 million do not have a BMV ID in the record, and nearly 1.8 million do not have SSN4. The long-term effectiveness of the SWVRD necessitates these gaps be filled. To do so, the BMV is providing data to the SOS, which is compared with SWVRD records. "Pre-matched" and "possible-match" data will be provided to county boards of elections to be entered into the county voter registration systems in an effort to improve the accuracy and efficiency of both the county-level and SWVRD data.

Beginning May 25, 2012, counties will be able to download files using a secure website (link to be provided under separate cover). The files will contain "pre-matched" records that require a mandatory completion of the record and "possible-match" records that require research prior to completing the record. County boards of elections will process the bulk of the files immediately (i.e., pre-matched records requiring a mandatory completion) and then address the possible-match records (i.e., those requiring research).

The Secretary of State's office is contracting with Triad and ES&S/DIMS to provide assistance to counties in updating the pre-matched data electronically following review by board personnel. The initial data file of pre-matched BMV records will be relatively large. You should contact your county voter registration system vendor to schedule a time for them to assist you with this process.

II. How to Process the SWVRD Records that Have Been Compared with BMV Data

Before June 30, 2012, county boards of elections shall use the information provided either to (1) perform a mandatory completion of the voter's record using "pre-matched pairs" (see A below), or (2) confirm that the "possible match pairs" (see B below) are, or are not, the same person, and, if any matched pair is the same person, complete the voter's record with the new or corrected information.

A. Pre-matched Pairs Requiring a Mandatory Completion

Under the three enumerated circumstances below, board of elections staff must complete the voter's record in the county voter registration system and the SWVRD with the information from the BMV record that is missing in the SWVRD record, i.e., BMV ID, SSN4, or Date of Birth (DOB).

1. BMV ID is Blank in the SWVRD Record, and the Record Pairs Match Exactly on SSN4, DOB, and Last Name

For every BMV-SWVRD pre-matched record in which the SWVRD BMV ID field is blank, and the two records match exactly on SSN4, DOB, and Last Name (regardless whether the records match on First Name), the board staff must immediately complete the county voter registration system and the SWVRD with the BMV ID from the field labeled BMV_LICENSE_NUMBER.

2. SSN4 is Blank in the SWVRD Record, and the Record Pairs Match Exactly on BMV ID, DOB, and Last Name

For every BMV-SWVRD pre-matched record in which the SWVRD SSN4 field is blank, and the two records match exactly on BMV ID, DOB, and Last Name (regardless whether the records match on First Name), the board staff must immediately complete the county voter registration system and the SWVRD with the SSN4 from the field labeled BMV_SSN4.

3. DOB is Invalid in the SWVRD Record, and the Record Pairs Match Exactly on BMV ID, SSN4 and Last Name

For every BMV-SWVRD matched record in which the SWVRD DOB field is "1/1/1800," and the two records match exactly on BMV ID, SSN4, and Last Name (regardless whether the records match on First Name), the board staff must immediately complete the county voter registration system and the SWVRD with the DOB from the field labeled BMV_DOB.

B. Possible-Match Pairs that Require the Board of Elections to Research and Resolve

Under the six enumerated circumstances below, boards are to carefully examine all of the available information in the record pairs and the voter's original registration form to determine whether the two records are, in fact, the same person and, if so, which record (BMV or SWVRD) contains the correct information. After researching and resolving the discrepancy, board staff must correct the voter's record in the county voter registration system and the SWVRD as required to fix any incorrect information contained in the voter's record. If the record does not match due to a BOE related data entry error, as evidenced by a review of the data compared to the record filed with the board by the voter, the record may be corrected without contacting the voter.

Board of elections staff may contact the registered voter by mail at the address on file with the board to verify the accuracy of the information in the SWVRD if the board is unable to resolve a discrepancy identified between the voter's information in the SWVRD and the corresponding information in the BMV database.

1. The Record Pairs Match Exactly on BMV ID, DOB, Last Name and First Name, but not SSN4

For every BMV-SWVRD matched record in which the two records match exactly on BMV ID, DOB, Last Name and First Name, but not SSN4, board staff must review the voter's registration form to ascertain whether a data entry error explains the discrepancy. Boards must immediately correct their county voter registration system and the SWVRD as required to fix all data entry errors. Board staff may contact the registered voter by mail at the address on file with the board to verify the accuracy of the SSN4 information in the SWVRD if the board is unable to resolve the discrepancy between the SSN4 in the SWVRD record and the SSN4 in the BMV record. The discrepancy in the SSN4 information must be resolved by the board for all of the BMV-SWVRD matched pairs.

2. The Record Pairs Match Exactly on BMV ID, SSN4, Last Name and First Name, but not DOB

For every BMV-SWVRD matched record in which the two records match exactly on BMV ID, SSN4, Last Name and First Name, but not DOB, board staff must review the voter's registration form to ascertain whether a data entry error explains the discrepancy. Boards must immediately correct their county voter registration system and the SWVRD as required to fix all data entry errors. Board staff may contact the registered voter by mail at the address on file with the board to verify the accuracy of the DOB information in the SWVRD if the board is unable to resolve the discrepancy between the DOB in the SWVRD record and the DOB in the BMV record. The discrepancy

in the DOB information must be resolved by the board for all of the BMV-SWVRD matched pairs.

3. The Record Pairs Match Exactly on SSN4, DOB, Last Name and First Name, but not BMV ID

For every BMV-SWVRD matched record in which the two records match exactly on SSN4, DOB, Last Name and First Name, but not BMV ID, board staff must review the voter's registration form to ascertain whether a data entry error explains the discrepancy. Boards must immediately correct their county voter registration system and the SWVRD as required to fix all data entry errors. Board staff may contact the registered voter by mail at the address on file with the board to verify the accuracy of the BMV ID information in the SWVRD if the board is unable to resolve the discrepancy between the BMV ID in the SWVRD record and the BMV ID in the BMV record. The discrepancy in the BMV ID information must be resolved by the board for all of the BMV-SWVRD matched pairs.

4. The Record Pairs Match Exactly on BMV ID, Last Name and First Name, but not SSN4 and DOB

For every BMV-SWVRD matched record in which the two records match exactly on BMV ID, Last Name and First Name, but not SSN4 and DOB, Board staff must review the voter's registration form to ascertain whether data entry errors explain the discrepancies. Boards must immediately correct their county voter registration system and the SWVRD as required to fix all data entry errors. Board staff may contact the registered voter by mail at the address on file with the board to verify the accuracy of the SSN4 and DOB information in the SWVRD if the board is unable to resolve the discrepancy between the SSN4 and DOB information in the SWVRD record and the SSN4 and DOB information in the BMV record. The discrepancies in the SSN4 and DOB information must be resolved by the board for all of the BMV-SWVRD matched pairs.

5. The Record Pairs Match Exactly on BMV ID, SSN4 and Last Name, but not DOB and First Name

For every BMV-SWVRD matched record in which the two records match exactly on BMV ID, SSN4 and Last Name, but not DOB and First Name, Board staff must review the voter's registration form to ascertain whether data entry errors explain the discrepancies. Boards must immediately correct their county voter registration system and the SWVRD as required to fix all data entry errors. Board staff may contact the registered voter by mail at the address on file with the board to verify the accuracy of the DOB and First Name information in the SWVRD if the board is unable to resolve the discrepancy between the DOB and First Name information in the SWVRD record and the DOB and First Name information in the BMV record. The

discrepancies in the DOB and First Name information must be resolved by the board for all of the BMV-SWVRD matched pairs.

6. The Record Pairs Match Exactly on BMV ID, DOB and Last Name, but not SSN4 and First Name

For every BMV-SWVRD matched record in which the two records match exactly on BMV ID, DOB and Last Name, but not SSN4 and First Name, Board staff must review the voter's registration form to ascertain whether data entry errors explain the discrepancies. Boards must immediately correct their county voter registration system and the SWVRD as required to fix all data entry errors. Board staff may contact the registered voter by mail at the address on file with the board to verify the accuracy of the SSN4 and First Name information in the SWVRD if the board is unable to resolve the discrepancy between the SSN4 and First Name information in the SWVRD record and the SSN4 and First Name information in the BMV record. The discrepancies in the SSN4 and First Name information must be resolved by the board for all of the BMV-SWVRD matched pairs.

If you have any questions about this Directive, please do not hesitate to contact Matt Masterson, Caitlin Decatur, or Robin Fields at 614-466-2585.

Sincerely,



Jon Husted