

IN THE UNITED STATES DISTRICT COURT
FOR THE WESTERN DISTRICT OF WISCONSIN

ONE WISCONSIN INSTITUTE, *et al.*,

Plaintiffs,

v.

Case No. 15-CV-324

MARK L. THOMSEN, *et al.*,

Defendants.

**DECLARATION OF KRISTINA BOARDMAN
REGARDING DMV'S REPORT ON IDPP QUALITY ASSURANCE AND
OUTREACH EFFORTS FOR THE WEEK OF OCTOBER 31, 2016**

I, Kristina Boardman, pursuant to 28 U.S.C. § 1746, hereby declare as follows:

1. I am the Administrator of the Wisconsin Department of Transportation, Division of Motor Vehicles (DMV). I make this declaration in support of the Defendants' weekly report about IDPP quality assurance and outreach efforts, in accordance with this Court's October 13, 2016, order.

2. This declaration describes only new activities from the week of October 31, and is not a cumulative report of IDPP-related activities.

DISTRIBUTION OF IDPP PUBLIC INFORMATION

3. DMV has prepared a handout about provisional ballot procedures, which will be provided to all IDPP applicants. That handout will be distributed starting today November 4. A true and correct copy of the handout is attached hereto as **Exhibit 1**.

4. During the week of October 31, DMV released six tweets relating to the IDPP, as well as one Facebook post, and one press release.

a. DMV's Twitter feed can be found here:
<https://twitter.com/WisconsinDOT>

b. DMV's Facebook page can be found here:
<https://www.facebook.com/WisDOT/>

c. An online version of the press release that was issued this week is available here: <http://wisconsin.gov/Pages/about-wisdot/newsroom/news-rel/181a-co-exec-dmv.aspx>

IDPP-SPECIFIC TRAINING

5. In addition to the trainings described in the October 21, 2016 Joint Phase Two Report, DMV has conducted additional training this week. A training video has been released to all employees, discussing last-minute reminders in preparation for the election. This training included reminders about provisional ballot information, confirming that all addresses on IDPP applications are accurate and complete, and the fact that the IDPP receipt is just an interim document until all information can be verified for the issuance of an 8-year identification card. All field staff will be required to

view the video. It is available on YouTube here:
<https://www.youtube.com/watch?v=iSIGdakLtjQ&feature=youtu.be>

6. 464 employees have completed the field staff training that was distributed last week. This total represents 98% of the assigned persons.

7. 379 employees have viewed the “Wakeup Wednesday” training video that was distributed last week. This total represents 98% of the assigned persons.

IDPP QUALITY ASSURANCE EFFORTS

8. Five “secret shopper” phone calls were placed to the Voter ID hotline and five additional similar calls were placed to the general ID question phone number on November 2 and November 3. The results of the audits affirmed that customers are receiving accurate information.

9. 183 calls to the Voter ID hotline were reviewed for accuracy by a supervisor. The results of the audits affirmed that customers are receiving accurate information.

10. DMV staff made ten “secret shopper” in-person visits to DMV field offices this week. Two DMV staff members made the secret visits, one was an African American male, and the other was a Latina woman. The audits discovered no instances where a hypothetical customer would not receive an ID, but a couple of minor training objectives were identified. For example, a “secret shopper” inquired about his hypothetical mother’s

situation. Accurate information was given, but the “secret shopper” was not given a take-away sheet. The DMV employee was re-trained to give the take-away sheet to anyone who even inquiries about the IDPP, even if that person is not the one who needs the receipt.

**EFFORTS TO CONTACT PETITIONERS WITH
UNDELIVERABLE ADDRESSES**

11. Since the Court’s October 26, 2016 order, DMV has taken additional efforts to contact petitioners whose mail has been returned as undeliverable.

12. Immediately after the order, CAFU reviewed its files and found forty-eight persons on file whose records showed receipts having been returned as undeliverable. Of these forty-eight records, one entry was found to be duplicative, two persons have since received an ID card, and three persons have been confirmed as having moved out of state. That left forty-two people with potential delivery problems.

13. CAFU developed a procedure for contacting petitioners whose IDPP receipt has been returned as undeliverable. A true and correct copy of the procedure is attached hereto as **Exhibit 2**.

14. Efforts to contact petitioners with undeliverable addresses are tracked in a chart, and in case activity reports. Those documents are not attached to this declaration because they contain confidential information,

but they are being produced to counsel for the Plaintiffs today, subject to the protective order in this case.

15. Under the procedures, CAFU first reviews all information to see if an address error was made, or if there is new information in a customer file.

16. CAFU next obtains a CLEAR report for anyone whose receipt was returned as undeliverable. New reports for each petitioner will be obtained quarterly to check for any new available information. Quarterly updates to CLEAR reports will continue until further order of this Court or an applicable ruling by an appellate court.

17. CAFU investigators use any information in the CLEAR reports to find updated contact information.

18. CAFU also searches for contact information on Google, Facebook, and other broad internet searches.

19. CAFU staff uses their investigative training and expertise to follow leads that arise from CLEAR reports or other searches. Examples of things that have been done so far include: calling additional phone numbers listed for petitioners, contacting relatives listed on CLEAR reports, and sending messages through Facebook Messenger if the customer is confirmed online and the messaging service has been enabled. DMV has also coordinated with VoteRiders, for example to make contact with a shelter

where certain applicants may be able to receive mail. These examples are non-exhaustive, but are illustrative of the types of investigatory activities taking place.

20. Since last week's report, one additional person has had their ID card issued, one has been confirmed as deceased, seven additional persons have been confirmed as having moved out of state, and one new undeliverable receipt was identified (but it was for a person who is confirmed to currently live outside the state).

21. So far, updated contact information has been obtained for 19 petitioners with formerly undeliverable addresses. IDPP receipts have been sent to these addresses.

22. The current status of investigation of undeliverable receipts are:
- a. 49 total receipts returned undeliverable
 - b. One duplicate file (leaving 48 total)
 - c. Three ID card issuances (leaving 45 total)
 - d. Ten people confirmed to currently be non-Wisconsin residents (leaving 35 total)
 - e. One person deceased (leaving 34 total)
 - f. Contact information found for 18 people (leaving 16 total unresolved)

23. For the remaining 16 petitioners, investigation continues. Two have been sent Facebook messages, and one person's sister has been contacted to assist in providing an updated address.

24. Pending those investigations DMV has re-sent receipts to the address on file for all remaining petitioners, as a safeguard against a post office or delivery problem that may have incorrectly caused return of a prior mailing.

OVERNIGHT MAILING OF IDPP RECEIPTS

25. Overnight mailing of IDPP receipts began on October 31, 2016.

26. Delivery of overnight mailing of receipts will be tracked by DMV staff.

27. Prior to October 31, DMV tested the overnight mailing process. Testing of overnight mailing via UPS was conducted on October 21–22 and on October 29–30. Testing of USPS Priority Saturday mailing for any receipts generated and mailed after 1:00 PM was tested on October 30. These tests indicated reliable delivery of IDPP receipts.

ADDITIONAL STAFFING AND RESOURCES NEAR ELECTION DAY

28. DMV has allocated additional resources for handling IDPP-related issues near the election.

29. A dedicated after-hours phone line has been provided to field staff for support outside the hours when central office staff is normally

available to answer questions. The new line is staffed 7:00 a.m. to 6:00 p.m., Monday through Friday, and 8:00 a.m. through 4:00 p.m. on Saturday.

30. In addition, CAFU and Qualifications and Issuance Section (QIS) management were at work and available to help resolve issues on Saturday, October 29, and will be again on Saturday November 5.

I declare under penalty of perjury that the foregoing is true and correct.

Dated this 4th day of November, 2016.

/s/Kristina Boardman
KRISTINA BOARDMAN

Even if you don't have an ID on Election Day, You Can Still Vote.

*It's
Called Voting a
Provisional Ballot.*



Your ballot will
be counted once
you provide an
Acceptable Photo ID
at your clerk's office.*

You have until 4pm on
the Friday after the election
(November 11, 2016).

* Visit myvote.wi.gov to
find your clerk and voter
information.

Questions regarding the provisional ballot process?
Contact Wisconsin Elections Commission (1-866-VOTE-WIS).



wisconsindmv.gov
bringit.wi.gov

BRING IT
— TO THE —
BALLOT

Exhibit 2

CAFU - IDPP Receipt Undeliverable Procedures

When a receipt is returned, CAFU follows the processes described below:

1. Verify the address is correct on the receipt by reviewing the scanned documents and any other information in the file. If there was an error in addressing the receipt, or if an updated address is discovered, re-mail to the corrected address.
2. Record all undelivered receipt mailings on the "UNDELIVERABLE" spreadsheet.
3. Obtain a CLEAR report for any undeliverable receipt when the returned mail is received.
4. Review the CAR and any CLEAR reports to find alternate contact information.
5. Obtain a new CLEAR report quarterly, in October 2016, January 2017, April 2017, and continuing quarterly, and review each updated CLEAR report for new information.
6. Use any means to obtain a new address or contact information, including but not limited to, contacting relations identified in CLEAR reports, contacting former residences, and searching on Google, Facebook, or other wide internet searches.
7. Whenever new contact information is available for the petitioner or a documented family member, make contact for updated address information.