



ALEX PADILLA
CALIFORNIA SECRETARY OF STATE

SENT VIA U.S. MAIL AND E-MAIL:

September 10, 2018

Jean Shiomoto, Director
California Department of Motor Vehicles
2415 First Avenue
Sacramento, CA 95818
Jean.shiomoto@dmv.ca.gov

Amy Tong, Director and State Chief Information Officer
California Department of Technology
1325 J Street, Suite 1600
Sacramento, CA 95814
Amy.tong@state.ca.gov

Dear Director Shiomoto and Director Tong:

I am in receipt of your September 5, 2018 letter wherein you notified me that the California Department of Motor Vehicles (DMV) and the California Department of Technology (CDT) experienced an "administrative processing error" that affected approximately 23,000 voter records. As Secretary of State, I am disappointed and deeply frustrated that the DMV and CDT error occurred and led to the transmission of inaccurate voter registration data elections officials.

As you are aware, the DMV and CDT are responsible for collecting and transmitting voter registration information and affidavits through DMV systems. In the case of the California Motor Voter program, elections officials rely on the accuracy of information transmitted by the DMV. With this error, the DMV and CDT have fallen short of this basic standard. It is an unfortunate distraction from California Motor Voter's overall success of surpassing 1.6 million total transactions in a little over four months. The additional work now required to correct the error and process the backlog of voter registration records comes at a critical stage of preparations for the November general election. I hope that this issue does not undermine the confidence the public should have in California's elections or our efforts to expand voter registration opportunities and to increase voter turnout.

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I appreciate your cooperation in taking action to identify and correct the error. I also appreciate that, pursuant to our request, you mailed a notification letter on Friday, September 7, 2018, to all impacted Californians acknowledging the error and encouraging them to verify their voter registration status using our online tool, VoterStatus.sos.ca.gov. Additionally, please be advised that my office has instructed county elections officials to cancel all registrations for records that did not include a completed affidavit and which were, therefore, transmitted in error. My office remains ready to assist affected Californians with resources and information to verify or correct their voter registration information and preferences ahead of the October 22 voter registration deadline.

Again, I appreciate your assurances that your respective agencies are taking all necessary actions to address this issue. However, I request the following additional information:

1. A description and schedule for any measures, including technology changes and staff training, to identify and correct the cause of this error.
2. A description and schedule for any measures, including technology changes and staff training, to prevent reoccurrence of errors.
3. Daily updates describing your progress on analyzing and correcting the 23,000 records.
4. A description of any new or improved procedures you can implement to test and verify the functionality and accuracy of systems and procedures used to transmit voter registration information and affidavits.

Thank you in advance for your prompt attention and response to this request. If you have any questions or need any clarification to this request, please contact me at (916) 695-1644.

Sincerely,



ALEX PADILLA
California Secretary of State