

OFFICE OF THE DIRECTOR
DEPARTMENT OF MOTOR VEHICLES
P.O. BOX 932328
SACRAMENTO, CA 94232-3280



October 3, 2018

Honorable Alex Padilla
Secretary of State
1500 11th Street
Sacramento, CA 95814

Dear Secretary of State Padilla:

The Department of Motor Vehicles (DMV) and the California Department of Technology (CDT) are in receipt of your September 10, 2018, letter regarding the administrative processing error that affected approximately 23,000 voter records. The responses below provide additional information as to our departments' efforts to address the error.

Identify, Correct and Prevent Error Reoccurrences

In your letter, you asked about our efforts to identify, correct, and prevent error reoccurrences, specifically you asked for a:

- Description and schedule for any measures, including technology changes and staff training, to identify and correct this error.
- Description and schedule for any measures, including technology changes and staff training, to prevent reoccurrences of this error.

In preparation for the April 23, 2018, implementation of the California New Motor Voter Program in the DMV field offices, field office employees were trained on three separate training dates (April 4, 11, and 21) using a prepared procedure memo. Additionally, field office employees received multiple reference guides on April 27, May 11, and June 7 to assist in clarifying the new voter registration process. In early August 2018, it was learned that there had been an administrative processing error in the DMV system that impacted some of the Motor Voter data transmitted to the Secretary of State's (SOS) office. On August 5, 2018, while the severity of the processing error was being determined, CDT stopped the electronic transmission of the voter registration information sent to the SOS until a programmatic solution was in place. On August 8, 2018, once the exact error had been identified, DMV employees were retrained on the specific procedure to prevent the error.

CDT implemented an additional safeguard on August 28, 2018, to prevent records being submitted to the Secretary of State in error. This programming effort ensured that the system automatically matched the customer records on several validation criteria and held the submission of voter registration records that did not meet that criteria. For the records that did not match the criteria, a

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manual review is completed by DMV employees. Following that manual review, a second person will confirm the accuracy of the initial manual review. Only at that point, are these records released to the SOS.

Updates Regarding the 23,000 Records

In your letter, you asked for daily updates describing our progress on analyzing and correcting the 23,000 records. DMV/CDT completed the analysis of these records and released them to your office on September 4, 2018. A subset of those records required additional review to manually identify the customers' correct voter preferences. On September 6, 2018, DMV sent letters to all 23,000 customers notifying them of the administrative processing error and how this can be corrected unless the customer already has updated their voter registration information. On September 13, DMV/CDT completed the further analysis of the subset of records and provided that data to your office. Since that time, DMV/CDT staff have maintained continuous communication with your staff to both provide status updates and answer any questions necessary to update voter records.

Procedures to Test and Verify Functionality and Accuracy

In your letter, you asked for a description of any new or improved procedures we can implement to test and verify functionality and accuracy of systems and procedures used to transmit voter registration and affidavits.

On September 26, 2018 as part of our phased implementation of the California New Motor Voter Program, programming enhancements to the driver license/identification card application system were released. These changes integrated the electronic driver license/identification card application into the driver license/identification system referred to as the Enterprise Application System Environment (EASE) and eliminated field office employees from having more than one customer record open on their computer screen at the same time. This latest enhancement prevents the possibility of technician error.

DMV and CDT remain committed to working collaboratively with your office to implement the California New Motor Voter Program. If your office or county registrars have questions or identify issues with any particular Motor Voter records, please contact Licensing Operations Division Deputy Director Wesley Goo, and Program Manager Deanna Wida at Wesley.goo@dmv.ca.gov and Deanna.wida@dmv.ca.gov. We will expeditiously work to research and resolve any potential issues.

Sincerely,



Jean Shiomoto
Director
California Department of Motor Vehicles



Amy Tong
Director and State Chief Information Officer
California Department of Technology