

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



October 8, 2018

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

Dear Secretary of State Padilla:

Last week, the Department of Motor Vehicles and California Department of Technology discovered an administrative processing error impacting California Motor Voter data collected from DMV field offices between April 23 and September 25, 2018 and sent to the Secretary of State. An extensive internal audit by our departments found that approximately 1,500 customers may have been registered to vote in error. This error has been corrected and is separate from the processing error we notified you about in writing on September 5.

This error occurred when DMV technicians processed customer requests at field offices to change voter eligibility responses on driver license applications. Due to the order in which the change was processed, the customer's initial responses were retained instead of the correct and revised responses. These customers may not have completed an affidavit of registration to vote, and their records were sent erroneously to the Secretary of State's office. None of the impacted customers are undocumented immigrants who received a driver license under AB 60. These DMV processing errors occurred through no fault of the customer, and we will coordinate in notification to the affected customers.

On September 26, DMV implemented a scheduled IT upgrade replacing its driver license application system. This new upgrade has prevented the reoccurrence of this error. The system enhancement added safeguards to ensure only records for customers affirming eligibility are forwarded to your office.

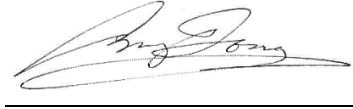
DMV and CDT remain committed to working collaboratively with your office to implement the California New Motor Voter Program. If your office or county registrars have questions or identify issues with any particular Motor Voter records, please contact Licensing Operations Division Deputy Director Wesley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

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Sincerely,



Jean Shiomoto  
Director  
California Department of Motor Vehicles



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