

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



September 5, 2018

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

Dear Secretary of State Padilla:

The Department of Motor Vehicles and Department of Technology recently discovered an administrative processing error in the DMV system that impacted some California Motor Voter data transmitted to the California Secretary of State's office. The Departments completed a comprehensive review in order to prevent a reoccurrence of this error, and have implemented new and additional safeguards in the Motor Voter registration system, including software updates and staff training.

Following an extensive audit of the 1.4 million customer records that were transmitted to the Secretary of State's office between April 23 and August 5, 2018, we have determined approximately 23,000 customers may have been affected by this error. These errors occurred through no fault of the customer and were caused by DMV technicians who had more than one customer record open on their computer screens at the same time and those records were inadvertently merged. As a result, inaccurate customer information – largely affecting voter preferences such as, vote-by-mail options, language and political party selections – was transmitted to the Secretary of State. Some of those 23,000 customers did not complete an affidavit of registration to vote and their records were sent erroneously to the Secretary of State. None of the impacted customers are undocumented immigrants who received a driver license under AB 60.

We are committed to working collaboratively with your office to implement a quick and efficient resolution for impacted customers. Accordingly, during the next week, state officials will send notification to customers whose records contained errors so they can verify and correct that information well before the October 22, 2018 voter registration deadline for the upcoming General Election.

We will provide any additional information and assistance needed.

Sincerely,

Handwritten signature of Jean Shiomoto in black ink.

JEAN SHIOMOTO
Director
Department of Motor Vehicles

Handwritten signature of Amy Tong in black ink.

AMY TONG
Chief Information Officer/Director
Department of Technology

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September X, 2018

Customer
Street Address
City, CA 99999

Re: Processing Error in Your Voter Registration Information

Dear DMV Customer:

This is to notify you that an error occurred in processing voter registration information you supplied during a visit to a Department of Motor Vehicles (DMV) field office between April 23 and August 5, 2018. There was no security breach – however, your voter registration information on file with elections officials may not be accurate. You have been identified as an affected customer and need to take action. This error was caused by DMV, was not your fault, and DMV sincerely apologizes for this inconvenience.

This letter provides information on what happened and what you need to do to correct any errors.

What Happened: Under federal and state law, DMV customers are offered an opportunity to register to vote when they visit a field office. If a customer affirms they are eligible to vote, their voter preferences are sent to elections officials. DMV recently discovered a problem affecting a relatively small percentage of its customers who visited its offices between April 23 and August 5, 2018. For those customers, DMV transmitted voter information to elections officials that was different than the information provided by the customer, such as whether they chose to vote by mail, their choice of political party, and whether they intended to register to vote.

What You Need to Do:

- Go to the California Secretary of State's website and review your personal voter information; <https://voterstatus.sos.ca.gov>
- To make changes, go to: <https://registertovote.ca.gov>

For further information, to cancel your registration, or to obtain a paper registration form, call the California Secretary of State at: 1-800-345-8683.

If you already corrected voter registration record since visiting the DMV, you do not need to take any further action.

Sincerely,

JEAN SHIOMOTO
Director