

Department of Motor Vehicles
Supplemental Information on AB 1461 Implementation Planning
Little Hoover Commission Study on Voter Participation
July 26, 2017

The Department of Motor Vehicles (DMV) appreciates the opportunity to provide this supplemental update on the department's activities to implement AB 1461 by April 2018. We are excited about this endeavor and appreciate our close partnership with the Secretary of State, California Department of Technology, and Government Operations Agency, as we look forward to a successful rollout in advance of the June primary next year.

As discussed in our previous written comments, AB 1461 will move California from the current opt-in voter registration process at DMV to an opt-out process for eligible voters, meaning eligible customers will be automatically registered to vote unless they opt out of the process. Implementation of AB 1461 will require modifications to how driver license/identification card (DL/ID) and change of address transactions are processed in DMV field offices, online, and by mail. Additionally, DMV will be required to electronically provide to the Secretary of State the records of each eligible applicant.

As part of AB 1461, DMV plans to implement a fully automated and paperless DL/ID card application form (DL-44). The electronic DL-44 will provide customers with the opportunity to fill out the information needed for their DL/ID card and also provide voter information in advance of their arrival at a DMV field office. Stations within the field office will be available for customers who do not fill out the form prior to their trip to DMV.

The department anticipates the electronic DL-44 solution will increase the number of individuals who provide their voter preference information, as this information will be collected upfront and prior to beginning their DMV transaction. Additionally, this electronic option will allow for an automatic and efficient method of capturing the preferred language of the applicant, which is not currently available today. The preferred language will be shared with the Secretary of State for the purposes of sending follow-up correspondence to the customer in their preferred language.

DMV has also partnered with the Government Operations Agency and Department of Technology on an innovative IT procurement/programming approach that will accelerate the implementation schedule for AB 1461. The project is utilizing the Agile methodology, which breaks down complex scope into multiple smaller modules, so the solution can be designed, developed and tested in a rapid manner. By using an iterative process, results are delivered faster and the ultimate solution can be tested with the end user and adjusted based on feedback. The project is also incorporating a user-centered design approach, with the goal of making the new processes accessible, intuitive, and easy to use. DMV has hired an ADA consultant to assess current field office processes and provide guidance to ensure that the new processes implemented under AB 1461 are accessible to all customers.

Utilizing this Agile approach, a strike team comprised of program and technology subject matter experts from DMV and Secretary of State, facilitated by staff from the Department of Technology, was created in May 2017. Having principle subject matter experts on the team allowed key project decisions to be reached quickly, which is key to expediting the implementation schedule. Activities have now transitioned over to an execution team that is responsible for completing the key operational and IT system modifications necessary to ensure the program is fully operational by April 2018.