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# DMV ELECTRONIC REGISTRATION RENEWAL



CHRIS MILHOAN / DMV REGISTRATION OPERATIONS  
CLAY LEEK / BAR EXECUTIVE OFFICE  
BAR ADVISORY GROUP MEETING  
JANUARY 27, 2022

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# BACKGROUND / HISTORY

- Department of Motor Vehicles and Bureau of Automotive Repair partnership
- DMV's role in the Smog Check Program
- Registration renewal notification
  - California Vehicle Code Section 1661 requires the department to notify the registered owner of each vehicle of the date that the registration renewal fees for the vehicle are due, at least 60 days prior to that due date. The department shall indicate the fact that the required notice was mailed by a notation in the department's records.
- Statewide shift to online services

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# JUSTIFICATION

- Approximately 38,000,000 paper renewal notices mailed annually
- Potential savings of \$10,000,000 annually assuming a 50% adoption rate
- Customer convenience

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# LAWS / REGULATIONS


- California Health and Safety Code - HSC § 44041
  - In order to expedite emissions testing and to eliminate errors in the transcription of vehicle data, the department shall, in cooperation with the Department of Motor Vehicles, furnish bar code labels or bar coded documents to all vehicle owners at the time of their vehicle's annual registration renewal. The labels or documents shall contain vehicle identification numbers and other vehicle-specific information, to be determined by the department, which can be recorded by smog check station technicians utilizing the scanning devices required by Section 44036.

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# TENTATIVE TIMELINE

- Begin digital notification opting in – First Quarter 2022
- Digital notification rollout – First Quarter 2022
- Significant Outreach Planned
  - Press Releases
  - DMV Web Page




# PAPER RENEWAL NOTICE - SMOG CHECK REQUIRED







**VEHICLE REGISTRATION RENEWAL NOTICE**

VIN	MAKE	YR	BODY TYPE	LICENSE PLATE	AMOUNT DUE	DUE DATE
██████████	ISU	2017	PK	██████████	\$224	10/31/2021

**SMOG Certification Required (See reverse side of notice).**

 **Please take this notice to a SMOG check station.**  

**To renew, just provide:**

- 
-   (see reverse side of notice)
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**FEES**

REGISTRATION FEE	\$119
LICENSE FEE (May be an income tax deduction)	\$20
WEIGHT FEE	\$80
SPECIAL PLATE FEE	\$0
COUNTY/DISTRICT FEES	\$5
OWNER RESPONSIBILITY FEE	\$0
<b>TOTAL DUE ON OR BEFORE 10/31/2021 \$224</b>	

**OR \$23 TO FILE PLANNED NONOPERATION**

LATE PAYMENT		
POSTMARKED	RENEWAL	PNO
After 10/31/21 through 11/1/021	\$254	\$43
After 11/1/021 through 11/30/21	\$274	\$58
After 11/30/21 through 01/29/22	\$344	\$113
AFTER 01/29/2022	\$344	NO PNO

**PLANNED NONOPERATION**  
If you plan not to operate (PNO) this vehicle, please check the box and return the bottom part with your PNO payment.

Planned Nonoperation

Change of Address (see back)

For DMV Use Only

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**DETACH AND RETURN**


020301 0512000010902 0022401 30410803020000  
00050302000 0000012000 16213999 76

1212111A	C040521F01	00248	#10001
<b>LICENSE NUMBER</b>		<b>MAKE</b>	
██████████		ISU	
<b>VIN</b>			
██████████			
<b>DMV USE</b>	<b>DUE DATE</b>	<b>AMOUNT DUE</b>	
	10/31/2021	\$224	SheaK

MAKE PAYMENT TO:

██████████ CITY CA 95601-9998

DMV RENEWAL  
P. O. BOX 942897  
SACRAMENTO CA 94297-0897



02030105120000010902002240130410803020000005030200000000120001621399976

# PAPER RENEWAL NOTICE – STAR STATION CERTIFICATION REQUIRED

VEHICLE REGISTRATION RENEWAL NOTICE

VIN	MAKE	YR	BODY TYPE	LICENSE PLATE	AMOUNT DUE	DUE DATE
	2008	PK			\$225	10/31/2021

**SMOG Certification Required at a STAR station**  
(See reverse side of notice)

Please take this notice to a STAR station

To renew, just provide:

- Renewal Fees
- Manufacturer Recall #  
Proof of Correction Certificate Required  
Contact your local dealership for  
free repair. Problems call  
ARB 1-800-242-4450.
- Evidence of Liability Insurance (see reverse side of notice)
- SMOG Certification (see reverse side of notice)
- Proof of Heavy Vehicle Use Tax
- Return by MAIL only

FEES	
REGISTRATION FEE	\$119
LICENSE FEE (May be an income tax deduction)	\$4
WEIGHT FEE	\$8
SPECIAL PLATE FEE	\$63
COUNTY/DISTRICT FEES	\$11
OWNER RESPONSIBILITY FEE	\$0
<b>TOTAL DUE ON OR BEFORE 10/31/2021 \$225</b>	

**OR \$23 TO FILE PLANNED NONOPERATION**

LATE PAYMENT		
POSTMARKED	RENEWAL	PNO
After 10/31/21 through 11/10/21	\$246	\$34
After 11/10/21 through 11/30/21	\$257	\$40
After 11/30/21 through 01/29/22	\$292	\$60
AFTER 01/29/2022	\$292	NO PNO

**PLANNED NONOPERATION**  
If you plan not to operate (PNO) this vehicle, please check the box and return the bottom part with your PNO payment.

DETACH AND RETURN

Planned Nonoperation  Change of Address (see back)  For DMV Use Only

021000 27272529270636 0022500 30413022070000  
00050808000 0000006700 16211999 38

1322211A	C040521F01	00055	01002
LICENSE NUMBER	MAKE	LICENSE NUMBER	MAKE
		VIN	
DMV USE	DUE DATE	AMOUNT DUE	
	10/31/2021	\$225	


MAKE PAYMENT TO:

SACRAMENTO CA 95822-2947

DMV RENEWAL  
P. O. BOX 942894  
SACRAMENTO CA 94294-0894


0210002727252927063600225003041302207000000508080000000067001621199938

# PAPER RENEWAL NOTICE – GROSS POLLUTER HOLD



**VEHICLE REGISTRATION RENEWAL NOTICE**


VIN	MAKE	YR	BODY TYPE	LICENSE PLATE	AMOUNT DUE	DUE DATE
██████████	MITSU	2003	PK	██████████	\$ 139	10/31/2021





**Gross Polluter Hold: SMOG Certification Required at a STAR station (See reverse side of notice).**

Please take this notice to a STAR station.

**To renew, just provide:**



  (see reverse side of notice)



**FEES**


REGISTRATION FEE	\$119
LICENSE FEE (May be an income tax deduction)	\$10
WEIGHT FEE	\$8
SPECIAL PLATE FEE	\$0
COUNTY/DISTRICT FEES	\$2
OWNER RESPONSIBILITY FEE	\$0
<b>TOTAL DUE ON OR BEFORE 10/31/2021 \$139</b>	

**OR \$23 TO FILE PLANNED NONOPERATION**

LATE PAYMENT		
POSTMARKED	RENEWAL	PNO
After 10/31/21 through 11/10/21	\$161	\$35
After 11/10/21 through 11/30/21	\$173	\$42
After 11/30/21 through 01/29/22	\$210	\$64
AFTER 01/29/2022	\$210	NO PNO

**PLANNED NONOPERATION**

If you plan not to operate (PNO) this vehicle, please check the box and return the bottom part with your PNO payment.



Planned Nonoperation

Change of Address (see back)

For DMV Use Only

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DETACH AND RETURN


020301	03180400050000	0013000	30412706080000
00050206000	0000007100	16211999	52

181111A	CO40521F01	00045	P10001
LICENSE NUMBER		MAKE	
██████████		MITSU	
VIN			
██████████			
DMV USE	DUE DATE	AMOUNT DUE	
	10/31/2021	\$139	

MAKE PAYMENT TO: SUSA

CA 92056-4620

DMV RENEWAL  
P.O. BOX 942897  
SACRAMENTO CA 94297-0897



020301031604000500000001390030412709060000000502060000000071001621199952



# DIGITAL RENEWAL NOTICE



California Department of Motor Vehicles  
[dmv.ca.gov](http://dmv.ca.gov)  
1-800-777-0133

DMV Registration Renewal Notice

From: DoNotReply@dmvonline.ca.gov

Subject line: DMV [insert Vehicle, Boat/Vessel, Trailer] Renewal Notice

Body:

[insert customer's first name],

Your [insert vehicle, boat/vessel, trailer] registration will be expiring soon.

Year	Make	VIN/HIN Last 5 digits	License/CF Plate #	Bill Amount	Renewal/Payment Due Date	Smog Due
2020	CHEV	12345	1SAM123	\$ 265.00	09/30/2021	Yes/No

Attached is a breakdown of your fees and instructions on how to complete your renewal.

Pay your [insert vehicle, boat/vessel, trailer] registration fees:

- [Online](#)
- [DMV Virtual Field Office](#)
- At a [DMV Now Kiosk](#) near you
- Through a [Business Partner or Auto Club](#)

If the [insert vehicle, boat/vessel, trailer] will not be used, you may place the [insert vehicle, boat/vessel, trailer] in [Planned Non-Operation](#) status.

The mailing address on record is:

[Insert Street Address]

[Insert City, State Zip]

This is the address your new registration and sticker will be mailed to. If it is not the correct address, please complete and confirm a [change of address](#) online prior to renewing your [insert vehicle, boat/vessel, trailer] registration.

Please note: If the location of your [insert boat/vessel, trailer] has changed, visit the [Virtual Field Office](#) to change your address and complete your registration renewal.

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# DIGITAL RENEWAL NOTICE (CONTINUED)

#### IMPORTANT VEHICLE INFORMATION:

These links contain notices required to be provided by the Department of Motor Vehicles. Please review these notices of your legal obligations regarding vehicle registration in California.

- [Liability Insurance](#)
- [Vehicle Safety Recall Notice](#)
- [Other Information Related to Vehicle Registration](#)

Registration fees received after the renewal date will be subject to penalties.

You should receive your new registration and sticker in the mail within two to four weeks of completing your renewal.

**Note:** If you would like to revert back to paper notices, log into your [account](#) and update your Paperless Notification settings.

*This email was sent from an unattended mailbox. Please do not respond using the "Reply" button.*

# DIGITAL RENEWAL NOTICE ATTACHMENT



## VEHICLE REGISTRATION RENEWAL NOTICE

VIN	MAKE	YR	BODY TYPE	LICENSE PLATE	AMOUNT DUE	DUE DATE
[REDACTED]	[REDACTED]	2011	UT	[REDACTED]	\$198	05/26/2021



### SMOG Certification Required

Please take this notice to a SMOG check station.

To renew, just provide:

Renewal Fees

SMOG Certification

**RENEW ONLINE,  
BY KIOSK, OR PHONE**  
Your Renewal Identification  
Number is 159123  
VISIT [www.idot.gov](http://www.idot.gov) or  
CALL 1-800-777-8133

Evidence of Liability Insurance

FEES	
REGISTRATION FEE	\$110
LICENSE FEE (May be an income tax deduction)	\$28
WEIGHT FEE	\$0
SPECIAL PLATE FEE	\$40
COUNTY/DISTRICT FEES	\$11
OWNER RESPONSIBILITY FEE	\$0

### PARK/TOLL VIOLATIONS

Date	Agency	Violation No.	Code
[REDACTED]			

TOTAL DUE ON OR BEFORE 05/26/2021 \$198

### OR \$23 TO FILE PLANNED NONOPERATION

LATE PAYMENT		
POSTMARKED	RENEWAL	PNO
After 05/26/21 through 09/05/21	\$221	\$36
After 09/05/21 through 09/25/21	\$234	\$44
After 09/25/21 through 09/24/21	\$275	\$70
AFTER 09/24/2021	\$275	NO PNO

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# BUSINESS PROCESS REVIEW

- Objective is to expedite testing and eliminate data entry errors in the transcription of vehicle data
- Multiple ways to enter the VIN and License Plate into the Analyzer (BAR OBD Inspection System (OIS) and BAR-97):
  - VIN
    - Scan from DMV registration renewal
    - Scan from vehicle
    - Manual entry
  - License Plate
    - Scan from DMV registration renewal
    - Manually enter

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# SUPPORTING DATA

- Data entry break down:
  - VIN
    - Scan from DMV registration renewal – 55%
    - Scan from vehicle – 41%
    - Manual entry – 4%
  - License Plate
    - Scan from DMV registration renewal – 55%
    - Manually enter – 45%

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# NEXT STEPS

- Analysis of impact to existing business processes
- Evaluate and provide feedback on draft DMV electronic registration renewal materials
- Evaluate potential changes to BAR-OIS
- Evaluate potential changes to BAR-97
- Prototype and test updated business processes
- Gather supporting data / metrics
- Continuous improvement

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# QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Chris Milhoan

Department of Motor Vehicles

2415 First Avenue M/S D168

Sacramento, CA 95818

Phone: 916-657-8425

Email: [Christian.Milhoan@dmv.ca.gov](mailto:Christian.Milhoan@dmv.ca.gov)

Clay Leek

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8600

Email: [clayton.leek@dca.ca.gov](mailto:clayton.leek@dca.ca.gov)