DMV ELECTRONIC REGISTRATION RENEWAL



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BAR ADVISORY GROUP MEETING
JANUARY 27, 2022

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

JUSTIFICATION

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

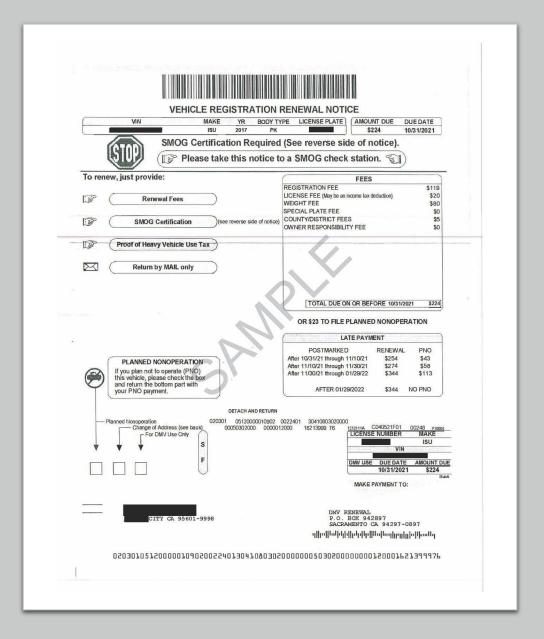
LAWS / REGULATIONS

- 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.

TENTATIVE TIMELINE

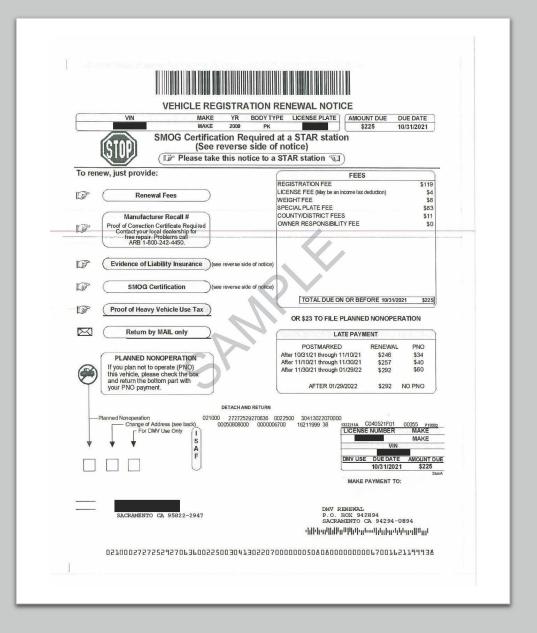
- Begin digital notification opting in First Quarter 2022
- Digital notification rollout First Quarter 2022
- Significant Outreach Planned
 - Press Releases
 - DMV Web Page

PAPER RENEWAL NOTICE SMOG CHECK REQUIRED



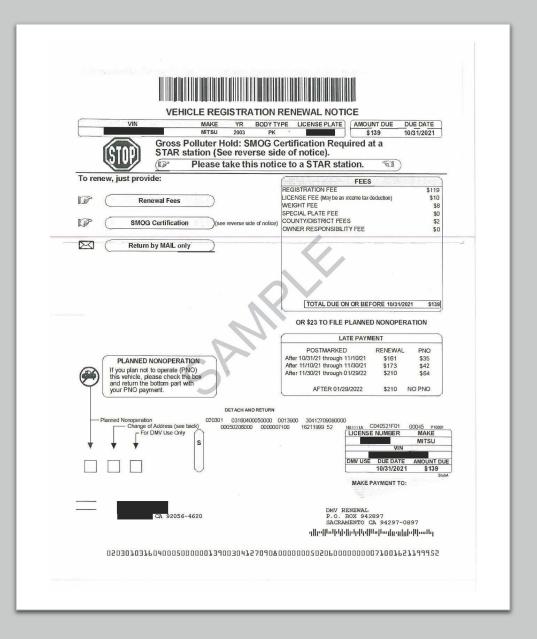
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PAPER RENEWAL NOTICE – STAR STATION CERTIFICATION REQUIRED



7

PAPER RENEWAL NOTICE – GROSS POLLUTER HOLD



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DIGITAL RENEWAL NOTICE



California Department of Motor Vehicles 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 <u>Business Partner or Auto Club</u>

If the [insert vehicle, boat/vessel, trailer] will not be used, you may place the [insert vehicle, boat/vessel, trailer] in <u>Planned Non-Operation</u> 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 <u>change of address</u> 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 <u>Virtual Field Office</u> to change your address and complete your registration renewal.

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.

- <u>Liability Insurance</u>
- Vehicle Safety Recall Notice
- Other Information Related to Vehicle Registration

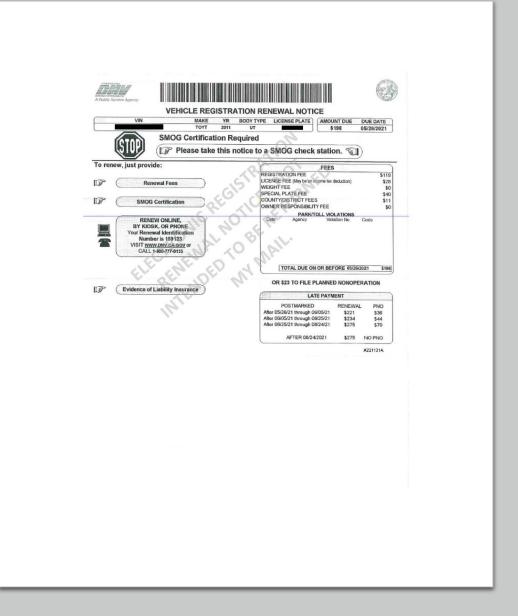
Registration fees received after the renewal date will be subject to penalties.

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 <u>account</u> 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



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

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%

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
- Protype and test updated business processes
- Gather supporting data / metrics
- Continuous improvement

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

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