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

<table>
<thead>
<tr>
<th>FEES</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>REGISTRATION FEE</td>
<td>$119</td>
</tr>
<tr>
<td>LICENSE FEE (May be an income tax deduction)</td>
<td>$20</td>
</tr>
<tr>
<td>WEIGHT FEE</td>
<td>$50</td>
</tr>
<tr>
<td>SPECIAL PLATE FEE</td>
<td>$0</td>
</tr>
<tr>
<td>COUNTY/DISTRICT FEES</td>
<td>$0</td>
</tr>
<tr>
<td>OWNER RESPONSIBILITY FEE</td>
<td>$0</td>
</tr>
</tbody>
</table>

Total due on or before 12/31/2021: $334

OR $33 to file Planned NonOperation

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

RENEWAL FEE
Amount Due

<table>
<thead>
<tr>
<th>POSTMARKED</th>
<th>RENEWAL PNO</th>
</tr>
</thead>
<tbody>
<tr>
<td>After 10/31/21 through 11/30/21</td>
<td>$254</td>
</tr>
<tr>
<td>After 11/30/21 through 01/31/22</td>
<td>$274</td>
</tr>
<tr>
<td>After 01/31/22 through 02/28/22</td>
<td>$344</td>
</tr>
<tr>
<td>After 02/28/22</td>
<td>$344</td>
</tr>
</tbody>
</table>

$534 NO PNO

PAYMENT TO:

[Address Information]

Vehicle Registration Renewal Notice

[Signature]

[Date]
PAPER RENEWAL NOTICE – STAR STATION CERTIFICATION REQUIRED
PAPER RENEWAL NOTICE – GROSS POLLUTER HOLD
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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Make</th>
<th>VIN/HIN</th>
<th>Last 5 digits</th>
<th>License/CF Plate #</th>
<th>Bill Amount</th>
<th>Renewal/Payment Due Date</th>
<th>Smog Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>CHEV</td>
<td>12345</td>
<td>12345</td>
<td>1AS123</td>
<td>$265.00</td>
<td>09/30/2021</td>
<td>Yes/No</td>
</tr>
</tbody>
</table>

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 field office 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.
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.
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
• Prototype and test updated business processes
• Gather supporting data / metrics
• Continuous improvement
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

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2415 First Avenue M/S D168
Sacramento, CA 95818
Phone: 916-657-8425
Email: Christian.Milhoan@dmv.ca.gov

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