

SCO ID:

STATE OF CALIFORNIA - DEPARTMENT OF GENERAL SERVICES

**STANDARD AGREEMENT**

STD 213 (Rev. 03/2019)

AGREEMENT NUMBER	PURCHASING AUTHORITY NUMBER (If Applicable)
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1. This Agreement is entered into between the Contracting Agency and the Contractor named below:

CONTRACTING AGENCY NAME

Secretary of State

CONTRACTOR NAME

Department of Motor Vehicles

2. The term of this Agreement is:

START DATE

March 1, 2021

THROUGH END DATE

June 30, 2023

3. The maximum amount of this Agreement is:

\$0.00, Zero dollars and zero cents

4. The parties agree to comply with the terms and conditions of the following exhibits, which are by this reference made a part of the Agreement.

Exhibits	Title	Pages
Exhibit A	Scope of Work	
Exhibit B*	General Terms and Conditions	GIA 610
Exhibit C	Change Request Form	
+ - Exhibit D	Incident Management Process	
+ - Exhibit E	New Motor Voter Business Rules	

Items shown with an asterisk (\*), are hereby incorporated by reference and made part of this agreement as if attached hereto.

These documents can be viewed at <https://www.dgs.ca.gov/OLS/Resources>

IN WITNESS WHEREOF, THIS AGREEMENT HAS BEEN EXECUTED BY THE PARTIES HERETO.

**CONTRACTOR**

CONTRACTOR NAME (if other than an individual, state whether a corporation, partnership, etc.)

Department of Motor Vehicles

CONTRACTOR BUSINESS ADDRESS

2415 First Avenue

CITY

Sacramento

STATE

CA

ZIP

95818

PRINTED NAME OF PERSON SIGNING

Deborah Casey

TITLE

Chief, Business Management Branch

CONTRACTOR AUTHORIZED SIGNATURE

DATE SIGNED

SCO ID:

STATE OF CALIFORNIA - DEPARTMENT OF GENERAL SERVICES

**STANDARD AGREEMENT**

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**STATE OF CALIFORNIA**

CONTRACTING AGENCY NAME

Secretary of State

CONTRACTING AGENCY ADDRESS

1500 11th Street

CITY

Sacramento

STATE

CA

ZIP

95814

PRINTED NAME OF PERSON SIGNING

Steve Reyes

TITLE

Chief Counsel

CONTRACTING AGENCY AUTHORIZED SIGNATURE

DATE SIGNED

CALIFORNIA DEPARTMENT OF GENERAL SERVICES APPROVAL

EXEMPTION (If Applicable)

**Exhibit A**  
**Scope of Work**

Purpose of this Agreement:

The purpose of this agreement is to implement the New Motor Voter Program (Elections Code §§ 2260 et seq.) by facilitating the electronic transfer of voter registration information from the Department of Motor Vehicles (DMV) to the Secretary of State (SOS).

This agreement is not intended to alter the existing obligations of the DMV or the SOS with respect to the National Voter Registration Act of 1993 (the NVRA; 52 U.S.C. §§20501 et seq.). This agreement is also not intended to alter the existing obligations of the DMV or the SOS with respect to Interagency Agreement No. 13-10036, which was entered into by the parties effective July 1, 2013, except to the extent any requirement of that agreement is determined to be superseded by the requirements of the New Motor Voter Program.

A. Roles and Responsibilities

1. DMV agrees to:

a. Electronically submit to the SOS the voter registration information set forth in Elections Code section 2263(b)(1), that has been collected from a person who submits to the DMV an original or renewal application for a driver's license or identification card pursuant to Vehicle Code sections 12800, 12815 or 13000, or who submits notice to the DMV of a change of address pursuant to Vehicle Code section 14600.

b. Submit voter registration information to the SOS in accordance with the Business Rules (Exhibit E).

2. SOS agrees to:

a. Receive all voter registration information electronically transmitted by the DMV in accordance with its obligations under Elections Code section 2263.

3. Both parties agree to:

a. Develop and maintain procedures and information technology (IT) infrastructure for the collection, transmission and receipt of voter registration information in accordance with their obligations under the New Motor Voter Program.

b. Develop, maintain and adhere to rules governing the electronic submission of voter registration information from the DMV to the SOS (Business Rules). The Business Rules in effect upon execution of this agreement are set forth in Exhibit E and may be revised by mutual written agreement between the parties or as may be necessary due to changes in applicable state or federal law.

c. Commit sufficient resources to maintain or improve the procedures and IT infrastructure established by the parties to implement the New Motor Voter Program in order to ensure each party is able to meet its obligations under the New Motor Voter Program or other applicable state or federal law.

d. Assist in responding timely to any voter registration inquiries from the counties, press, or public where the person has raised an issue or concern about the voter registration data transmitted from the DMV to the SOS.

e. Assign legal resources to the program to monitor compliance with applicable state and federal law.

f. Establish schedules and methodologies to: 1) conduct data validation, which shall include, but not be limited to, reconciling data that DMV submits to the SOS; and 2) test the integrity of voter registration information transmitted from the DMV to the SOS. The parties shall utilize Workgroup Meetings to discuss and establish the necessary scope and parameters of data validation and testing and the Workgroups shall make recommendations to their respective agency's management for approval as necessary.

g. Coordinate in the development and maintenance of a New Motor Voter Program alternate procedures and continuity of operations plan, which will be developed in order to maintain the continued, uninterrupted delivery of voter registration information from the DMV to the SOS in the event the primary New Motor Voter Program system developed by the parties is suspended for any reason, including but not limited to: the need for maintenance, upgrades, repairs, or replacement of hardware or software. Alternative procedures may include but are not limited to: a manual, batched, or alternative information delivery system.

h. Maintain IT disaster recovery procedures to be implemented in the event of a data breach, natural disaster, major equipment failure, or other triggering event.

B. Management and Interagency Communications

1. Each party shall designate a Program Coordinator who shall serve as the primary point of contact between the parties for all New Motor Voter Program issues, and whose duties shall include coordinating meetings and regular communications between the parties.

The Program Coordinators during the term of this agreement shall be:

Secretary of State  
Harjit Basi  
1500 11<sup>th</sup> Street  
(916) 695-1627

Department of Motor Vehicles  
Vincent Donato  
2570 24<sup>th</sup> Street, M/S J481  
(916) 657-5541

2. The parties shall meet as needed to discuss issues pertaining to the management or implementation of the New Motor Voter Program, including discussion of any changes, defects, or other risks to the program. At a minimum, the parties intend to hold the following meetings:

- Interagency Management Meeting – This meeting shall be scheduled as determined necessary by the parties and shall include senior management from DMV and SOS, and may include representatives from the California State Transportation Agency and the Governor’s Office.
- Weekly Workgroup Meetings – The parties shall designate appropriate subject matter experts to meet weekly to discuss any changes, defects, issues, or risks associated with the program.

3. Each party shall be responsible for appropriately communicating and escalating to their respective management any issue identified and discussed at a Weekly Workgroup Meeting or other meeting between the parties. Each party shall be provided a reasonable time to respond to and assist the other party with a joint analysis of the issue.

4. Each party shall provide training concerning applicable laws and procedures to their respective employees who are responsible for implementing the New Motor Voter Program.

5. Each party shall identify in writing the person(s) who are authorized to agree to or accept, on that party’s behalf, change requests, test plans or any other proposals determined necessary to effectuate the purposes of this agreement and that are not specifically addressed by the terms of this agreement. Any limitation on the scope of the authority granted to a person shall be noted by the party. The authorization list shall be maintained by each party’s Program Coordinator and updated as necessary.

C. Technology Changes

1. Each party shall notify the other in writing at least three (3) business days in advance of any scheduled technology-related outage that may delay or impede the transmission or receipt of voter registration information between the DMV and the SOS.

2. Prior to implementing a change to the New Motor Voter Program IT infrastructure that will require the other party to alter its system, each party shall notify and obtain the approval of the other party using a Change Request Form (Exhibit C). A change to the New Motor Voter Program IT infrastructure is defined as any change to the programming, applications, or technology equipment utilized by a party to directly implement its obligations under this agreement.

a. To the extent feasible, a Change Request shall be submitted at least six (6) months prior to the proposed implementation date of the change. Factors to be considered in accepting and implementing any Change Request include, but are not limited to: cost, legislative changes, improved efficiency, improved data security, business need, recommendations from oversight entities, pending or threatened litigation, technology upgrades, security updates, and the needs of county election officials. Each party shall make reasonable efforts to address business or budgetary constraints that might prohibit the implementation of a requested change.

b. A proposed Change Request Form shall be completed in full by each party within sixty (60) calendar days from being initiated by one or both of the parties and shall be reviewed, evaluated, and discussed at a Workgroup Meeting between the parties. Following the meeting, each party shall make a recommendation to their respective management on whether to approve or reject a Change Request.

c. If the Workgroup recommends approval of a Change Request or if the Workgroup cannot agree on whether to approve or reject a Change Request, the Change Request shall be elevated to an Interagency Management Meeting for review and disposition.

d. The parties agree to establish a test plan and conduct testing prior to implementing a change to the New Motor Voter Program IT infrastructure in order to ensure the change will not negatively impact the operation of the New Motor Voter Program or the integrity of voter registration information. The parties shall utilize Workgroup Meetings to discuss and establish the necessary scope and parameters of a test plan, which shall be set forth in writing. Prior to deploying an approved change, both parties shall agree in writing that sufficient testing has occurred based on the test plan.

3. The SOS may request the DMV refrain from making changes to the IT components utilized by the DMV to send SOS voter registration information pursuant to the New Motor Voter Program for a defined period of time prior to a primary or general election (Freeze Period). The SOS shall annually notify the DMV in writing of the applicable election dates. The parties shall utilize Workgroup Meetings to discuss and establish the scope and parameters of a Freeze Period. The DMV shall not unreasonably withhold agreement to a request from the SOS for a Freeze Period.

D. Incident Notification

1. Each party shall notify the other immediately but no later than one (1) business day upon discovery that a critical issue has occurred with respect to the New Motor Voter Program. Critical issues are programming or other technology issues that prevent either party from accurately or timely satisfying its legal obligations under the New Motor Voter Program or other applicable state and federal voter registration laws. Critical issues include, but are not limited to:

- Data flow outages – DMV is unable to capture, store or send data to the SOS or the SOS is unable to capture, store or send data to the counties.
- Signature retrieval – DMV is unable to provide digital signatures, or the SOS is unable to retrieve the digital signatures.
- Identification verification – DMV is unable to provide or the SOS is unable to retrieve identification verification.
- Inaccurate data – Data is not transmitting as intended, whether it be human or system error.
- Delay of records – More than a five- or ten-day delay transmitting accepted records to the SOS resulting in NVRA non-compliance.

2. In the event the SOS determines that an unplanned interruption or reduction in the quality of service has occurred with respect to the electronic transfer of voter registration information from the DMV to the SOS, the parties agree to utilize the Incident Management Process (Exhibit D).

E. Public Records and Communications

1. The parties acknowledge and agree that information exchanged between the parties in the course of implementing this agreement may involve descriptions and details of the technology and information security infrastructure of both agencies and that the public release of such information may reveal vulnerabilities to, or otherwise increase the potential for an attack on, an information technology system of either agency. In recognition of this risk, the parties agree that the exchange of such information is done so in confidence and such information shall not be publicly released unless required by law.

a. In the event a party receives a subpoena, discovery request or a California Public Records Act request that seeks communications or other records that may contain details regarding the technology and information security infrastructure of the other agency, the receiving party shall promptly notify the other agency and provide an opportunity for that agency to review the requested records prior to their release in order to identify whether the records contain any information that will reveal vulnerabilities to, or otherwise increase the potential for an attack on, an information technology system of that agency. If information subject to release is identified as confidential, the party receiving the request shall take appropriate steps to protect and secure the confidential information from public release.

b. For any public communication – written or oral – subject to the control of the SOS, wherein any description of the DMV’s IT system will be described or implicated, the SOS shall provide the DMV with the text or content of the communication at least one (1) business day prior to transmitting or releasing the information, if feasible. DMV shall promptly provide feedback and may, upon written notice, request language be removed or changed in order to ensure the accuracy of the DMV system description or to maintain the confidentiality of the DMV system and prevent any security vulnerability to the DMV system from being created or increased.

c. Information related to the DMV system functionality shall not be disclosed by SOS to any third party, including counties, or included in the NVRA Manual, without the prior review of DMV who reserves the right to review and provide timely feedback on the content of any DMV-related system functionality information for accuracy and suitability for release.

2. The parties agree to collaborate on general New Motor Voter Program information to be distributed to the public.

F. Information Privacy and Security

1. Voter registration information collected by the DMV from its customers and transmitted to the SOS contains confidential personal information. Within the scope of this agreement, the New Motor Voter Program data collected by DMV remains the exclusive property of DMV until such time as DMV transmits the voter registration information to the SOS and the SOS receives the data. At that time, SOS is the owner of the transferred data and is responsible for its integrity and confidentiality. Each party is responsible for maintaining the security of the confidential personal information in its possession in accordance with applicable law.

2. In order to conduct tests, resolve problems or address other issues associated with the New Motor Voter Program, confidential, sensitive or personal information relating to a voter's registration may be exchanged between the parties outside of the electronic transfer process developed to implement the New Motor Voter Program. The information shall be exchanged pursuant to a mutually agreed upon process.

a. Information obtained, furnished or secured pursuant to this agreement shall be used solely for the purposes described in this agreement, and the parties agree to follow all applicable laws, or such policies and procedures as may be agreed to by the parties, to ensure the security and confidentiality of the information.

b. In the event of a breach or unauthorized access of confidential, sensitive or personal information exchanged between the parties:

1. SOS or DMV shall immediately notify the other party's Information Security Office of any actual or suspected information security breach involving information accessed or obtained under this agreement within twenty-four (24) hours after the security incident is detected.

2. Each party reserves the right to participate in the investigation of any security incident involving its data and may conduct its own independent investigation, and both parties shall cooperate fully in such investigation.

3. Each party agrees to indemnify and hold harmless the other from any liability resulting from a breach of their respective systems. The party with



custody of the records at the time of the breach shall notify individuals whose personal information is breached in accordance with the procedures contained in the Information Practices Act (Civil Code §§ 1798 et seq.). All costs and expenses associated with sending out any such notices shall be borne by the party with custody of the records at the time of the breach. The SOS and DMV Privacy Officers shall review the content of any and all notifications prior to their being sent.

3. SOS and DMV shall use encryption standards, methods, and/or best practices as stated within NIST SP 800-53 such as, but not limited to, utilizing a minimum encryption strength of AES 256 bit when transferring or encrypting electronic files or information that contain voter registration data or information related to the program.
4. The DMV agrees to store, maintain and make available any New Motor Voter data for a minimum of twenty-four (24) months. The SOS agrees to store, maintain and make available any New Motor Voter data in compliance with the data retention schedule for the statewide voter registration database.
5. Disclosure of any information by the non-originating party to any person or entity not specifically authorized in this agreement or as may be required by law is strictly prohibited. Each party's personnel assigned to work with confidential information, including the other party's system information, shall not reveal, share, or divulge to any person or entity any of the confidential information provided under this agreement.

## EXHIBIT B

### **General Terms and Conditions for Interagency Agreements** **GIA-610**

1. **APPROVAL:** This Agreement is not valid until signed by both parties and approved by the Department of General Services, if required.
2. **AUDIT:** The agency performing work under this Agreement agrees that the awarding department, the Department of General Services, the Bureau of State Audits, or their designated representative shall have the right to review and to copy any records and supporting documentation pertaining to the performance of this Agreement if it exceeds \$10,000. The agency performing work agrees to maintain such records for possible audit for a minimum of three (3) years after final payment, unless a longer period of record retention is stipulated.
3. **PAYMENT:** Costs for this Agreement shall be computed in accordance with State Administrative Manual Section 8752 and 8752.1.
4. **AMENDMENT:** No amendment or variation of the terms of this Agreement shall be valid unless made in writing, signed by the parties, and approved as required. No oral understanding or agreement not incorporated in the Agreement is binding on any of the parties.
5. **SUBCONTRACTING:** All subcontracting must comply with the requirements of the State Contracting Manual, Section 3.06.
6. **ADVANCE PAYMENT:** The parties to this interagency agreement may agree to the advancing of funds as provided in Government Code Sections 11257 through 11263.
7. **DISPUTES:** The agency performing work under this Agreement shall continue with the responsibilities under this Agreement during any dispute.
8. **TIMELINESS:** Time is of the essence in this Agreement.
9. **NON-PAYMENT OF INVOICES – FUND TRANSACTION REQUEST:** In accordance with Government Code Section 11255, the parties agree that when an invoice is not paid by the requested due date to the Contractor (agency providing the service) and the invoice is not disputed by the contracting Department (agency receiving the service), Contractor may send the contracting Department a 30-day notice that it intends to initiate a transfer of funds through a Transaction Request sent to the State Controller's Office. To facilitate a Transaction Request should one be needed, the contracting Department shall no later than 10 business days following execution of this agreement provide data to the Contractor for the appropriation to be charged including: fund number, organization code, fiscal year, reference, category or program, and, if applicable, element, component, and task.

**EXHIBIT C**  
**CHANGE REQUEST FORM**

New Motor Voter	Change Request (CR)		
Change Request Submission Section			
Change Request Title:			CR Number:
Implementation Date			
Originator Name	[Name]	Originator Organization	[Organization name]
Date Submitted	[XX/XX/XXXX]		
Primary Contact Person	[Name]	Backup Contact Person	[Name]
Primary Contact E-mail	[E-mail]	Backup Contact E-mail	[E-Mail]
<p><b>Priority: (Check One):</b></p> <p><input type="checkbox"/> 1 – <b>Critical:</b> Work stoppage or severe impact on productivity has occurred; solution needed immediately.</p> <p><input type="checkbox"/> 2 – <b>High:</b> Work stoppage or severe impact on productivity is eminent; solution needed before impact occurs.</p> <p><input type="checkbox"/> 3 – <b>Medium:</b> Impact on productivity is expected; workaround has been identified and solution is needed.</p> <p><input type="checkbox"/> 4 – <b>Low:</b> Impact on productivity is minimal; solution is needed.</p>			
Description of Problem			
Description of Proposed Change			
Changes to DMV			
Changes to VoteCal			
Current Workaround (if applicable)			
Additional Information / Comments			

## Change Request Schedule

### Shared Implementation Schedule

Activity	DMV Efforts		SOS Efforts		Comments
	Start Date	Finish Date	Start Date	Finish Date	
Requirements	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	
CR Approval					
Design					
Sample Test Files					
Development					
System Test					
Define Test Data Needs					
Integration Test					
Implementation					
User Acceptance Test					
Production Implementation					
Post-Imp Review					
CR Acceptance					

DMV Implementation Risks and Mitigation	
SOS Implementation Risks and Mitigation	
Additional Information/Comments	

**Change Request Approval Section**

Change Analysis	DMV Print Name: [Name]	Initials: [Initials]
	VoteCal Print Name: [Name]	Initials: [Initials]

Change Request	<input type="checkbox"/> Rework <input type="checkbox"/> Not Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Deferred <input type="checkbox"/> Approved for Implementation Disposition Comments:  DMV Signature: _____ Date: _____  VoteCal Signature: _____ Date: _____
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**Change Request Tracking Section**

Changes Implemented	<input type="checkbox"/> Yes (DMV) Date: _____ <input type="checkbox"/> Yes (VoteCal) Date: _____
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**Change Request Closing Section**

Change Request	<input type="checkbox"/> Closed Disposition Comments:  DMV Signature: _____ Date: _____  VoteCal Signature: _____ Date: _____
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## EXHIBIT D

### INCIDENT MANAGEMENT PROCESS

**Incident:** An unplanned interruption to an IT service or reduction in the quality of an IT service impacting the New Motor Voter Program.

Whenever possible, the incident management process will be governed by standard turnaround times as defined below.

Severity Level	Definition	Turnaround/Response Time
Election Day	Critical incident on Election Day or the day before the election.	1 hour
1 – Critical (Emergency)	Critical incident, immediate response required.  Business functionality completely unavailable or prevents the business from accessing product. Work to address the issue/problem begins upon notification and continues until resolved.	4 hours
2 – Serious (High)	Business functionality is partially unavailable. A workaround may be available until the issue/problem can be fully resolved however the workaround causes additional work.	6 hours
3 – Moderate (Medium)	A problem that impairs some functionality and an approved workaround may be available to be used until the issue/problem can be fully resolved.	Next Business Day
4 – Minimal (Low)	A problem that does not affect any production functionality of the software and may be cosmetic in nature. A software defect exists but does not impede	Two Business Days

<b>Severity Level</b>	<b>Definition</b>	<b>Turnaround/Response Time</b>
	any functionality. The business is fully operational, and an approved workaround may be available to be used until the issue/problem can be fully resolved.	

SOS and DMV shall maintain reporting email addresses dedicated to transmitting questions and incidences under this process.

In the event of an incident or if SOS has an inquiry/question regarding a potential incident, SOS will send a secure e-mail to the predetermined e-mail address created by DMV with the question described in detail. SOS will also give an indication of urgency (Critical, High, Medium or Low) which will govern turnaround/response time. The DMV e-mail address will be accessible by the DMV NVRA Coordinator as well as DMV IT data resource manager(s) responsible for New Motor Voter Program data. At least one DMV employee shall provide a timely acknowledgement of receipt to the inquiry as well as a response to the inquiry

## EXHIBIT E

### NEW MOTOR VOTER BUSINESS RULES

#### Types of Follow-Up Letters Sent by SOS

- *Voter Preference Letter*: Sent to eligible customers who were automatically registered to vote, but who did not provide all of their voting information in Section 6.
- *Registration Opportunity Letter*: Sent to customers where their intended action with DMV was unclear. (e.g. “You tried to do some action at DMV, but we were unable to determine your intent. If you’d like to register to vote, here’s how you can register.”)
- *Opt-Out Letter*: Sent to customers who are not currently registered but have indicated they are eligible and opted out at DMV.

#### Types of Follow-Up Sent by County

*Voter Notification Card (VNC)*: Sent to customers whose voter registration was completed (e.g. eligible, did not opt-out, and completed Section 6) or updated (e.g. address or voter preferences).

### Change of Address Section Completed-2a Unchecked

1. 2a: Unchecked  
5a: Yes  
5b: Yes  
5c: Unchecked  
DMV: DMV sends demographic data plus 2a/5a/5b/5c/6  
SOS: SOS researches to see if already registered.  
If registered, processes address change and responses to Section 6 because customer checked 5a/5b.  
If not registered, because customer checked Yes to 5a/5b and did not opt out (5c is unchecked), SOS automatically registers the customer with responses to Section 6. If no responses to Section 6 then SOS sends follow-up mailing (Voter Preferences letter).
2. 2a: Unchecked  
5a: Yes  
5b: Yes  
5c: Checked  
DMV: DMV sends demographic data plus 2a/5a/5b/5c  
SOS: SOS researches to see if already registered.  
If registered, processes only address change.  
If not registered, sends follow-up mailing (Opt out Letter).
3. 2a: Unchecked  
5a: Yes  
5b: Yes/No  
5c: Unchecked  
DMV: DMV sends demographic data plus 2a/5a/5b/5c  
SOS: SOS researches to see if already registered.  
If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).  
If not registered, sends follow-up mailing (Registration Opportunity letter).



- 4.** 2a: Unchecked  
5a: Yes  
5b: Yes/No  
5c: Checked  
DMV: DMV sends demographic data plus 2a/5a/5b/5c  
SOS: SOS researches to see if already registered.  
If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).  
If not registered, sends follow-up mailing (Registration Opportunity letter).
- 5.** 2a: Unchecked  
5a: Yes/No  
5b: Yes  
5c: Unchecked  
DMV: DMV sends demographic data plus 2a/5a/5b/5c  
SOS: SOS researches to see if already registered.  
If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).  
If not registered, sends follow-up mailing (Registration Opportunity letter).
- 6.** 2a: Unchecked  
5a: Yes/No  
5b: Yes  
5c: Checked  
DMV: DMV sends demographic data plus 2a/5a/5b/5c  
SOS: SOS researches to see if already registered.  
If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).  
If not registered, sends follow-up mailing (Registration Opportunity letter).
- 7.** 2a: Unchecked  
5a: Yes  
5b: Unchecked  
5c: Unchecked  
DMV: DMV sends demographic data plus 2a/5a/5b/5c  
SOS: SOS researches to see if already registered.  
If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).  
If not registered, sends follow-up mailing (Registration Opportunity letter).
- 8.** 2a: Unchecked  
5a: Yes  
5b: Unchecked  
5c: Checked  
DMV: DMV sends demographic data plus 2a/5a/5b/5c  
SOS: SOS researches to see if already registered.  
If registered, processes only address change.  
If not registered, sends follow-up mailing (Registration Opportunity letter).
- 9.** 2a: Unchecked  
5a: Yes/No  
5b: Yes/No

5c: Unchecked

DMV: DMV sends demographic data plus 2a/5a/5b/5c

SOS: SOS researches to see if already registered.

If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).

If not registered, sends follow-up mailing (Registration Opportunity letter).

**10.** 2a: Unchecked

5a: Yes/No

5b: Yes/No

5c: Checked

DMV: DMV sends demographic data plus 2a/5a/5b/5c

SOS: SOS researches to see if already registered.

If registered, processes only address change.

If not registered, sends follow-up mailing (Registration Opportunity letter).

**11.** 2a: Unchecked

5a: Yes/No

5b: Unchecked

5c: Unchecked

DMV: DMV sends demographic data plus 2a/5a/5b/5c

SOS: SOS researches to see if already registered.

If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).

If not registered, sends follow-up mailing (Registration Opportunity letter).

**12.** 2a: Unchecked

5a: Yes/No

5b: Unchecked

5c: Checked

DMV: DMV sends demographic data plus 2a/5a/5b/5c

SOS: SOS researches to see if already registered.

If registered, processes only address change.

If not registered, sends follow-up mailing (Registration Opportunity letter).

**13.** 2a: Unchecked

5a: Unchecked

5b: Yes

5c: Unchecked

DMV: DMV sends demographic data plus 2a/5a/5b/5c

SOS: SOS researches to see if already registered.

If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).

If not registered, sends follow-up mailing (Registration Opportunity letter).

**14.** 2a: Unchecked

5a: Unchecked

5b: Yes

5c: Checked

DMV: DMV sends demographic data plus 2a/5a/5b/5c

SOS: SOS researches to see if already registered.

If registered, processes only address change.

- If not registered, sends follow-up mailing (Registration Opportunity letter).
- 15.** 2a: Unchecked  
 5a: Yes  
 5b: No  
 5c: Unchecked  
 DMV: DMV does not send data to SOS
- 16.** 2a: Unchecked  
 5a: Yes  
 5b: No  
 5c: Checked  
 DMV: DMV does not send data to SOS
- 17.** 2a: Unchecked  
 5a: Unchecked  
 5b: No  
 5c: Checked  
 DMV: DMV does not send data to SOS
- 18.** 2a: Unchecked  
 5a: Unchecked  
 5b: No  
 5c: Unchecked  
 DMV: DMV does not send data to SOS
- 19.** 2a: Unchecked  
 5a: Unchecked  
 5b: Yes/No  
 5c: Unchecked  
 DMV: DMV sends demographic data plus 2a/5a/5b/5c  
 SOS: SOS researches to see if already registered.  
 If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).  
 If not registered, sends follow-up mailing (Registration Opportunity letter).
- 20.** 2a: Unchecked  
 5a: Unchecked  
 5b: Yes/No  
 5c: Checked  
 DMV: DMV sends demographic data plus 2a/5a/5b/5c  
 SOS: SOS researches to see if already registered.  
 If registered, processes only address change.  
 If not registered, sends follow-up mailing (Registration Opportunity letter).
- 21.** 2a: Unchecked  
 5a: Unchecked  
 5b: Unchecked  
 5c: Unchecked  
 DMV: DMV sends demographic data plus 2a/5a/5b/5c  
 SOS: SOS researches to see if already registered.  
 If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).  
 If not registered, sends follow-up mailing (Registration Opportunity letter).

- 22.** 2a: Unchecked  
5a: Unchecked  
5b: Unchecked  
5c: Checked  
DMV: DMV sends demographic data plus 2a/5a/5b/5c  
SOS: SOS researches to see if already registered.  
If registered, processes only address change.  
If not registered, sends follow-up mailing (Registration Opportunity letter).
- 23.** 2a: Unchecked  
5a: Yes/No  
5b: No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 24.** 2a: Unchecked  
5a: Yes/No  
5b: No  
5c: Checked  
DMV: DMV does not send data to SOS
- 25.** 2a: Unchecked  
5a: No  
5b: Yes  
5c: Checked  
DMV: DMV does not send the data to SOS
- 26.** 2a: Unchecked  
5a: No  
5b: Yes  
5c: Unchecked  
DMV: DMV does not send the data to SOS
- 27.** 2a: Unchecked  
5a: No  
5b: Yes/No  
5c: Unchecked  
DMV: DMV does not send the data to SOS
- 28.** 2a: Unchecked  
5a: No  
5b: Yes/No  
5c: Checked  
DMV: DMV does not send the data to SOS
- 29.** 2a: Unchecked  
5a: No  
5b: Unchecked  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 30.** 2a: Unchecked  
5a: No  
5b: Unchecked

5c: Checked  
DMV: DMV does not send data to SOS

**31.** 2a: Unchecked

5a: No

5b: No

5c: Unchecked

DMV: DMV does not send data to SOS

**32.** 2a: Unchecked

5a: No

5b: No

5c: Checked

DMV: DMV does not send data to SOS

**33.** 2a: Unchecked

5a: Yes/No

5b: Yes/No

5c: Checked

DMV: DMV sends the data to SOS with the responses to 2a, 5a, 5b, 5c

SOS: SOS researches to see if already registered.

If registered, processes only address change.

If not registered, sends follow-up mailing (Registration Opportunity letter).

**34.** 2a: Unchecked

5a: Yes/No

5b: Yes/No

5c: Unchecked

DMV: DMV sends the data to SOS with the responses to 2a, 5a, 5b, 5c

SOS: SOS researches to see if already registered.

If registered, processes only address change and send follow-up mailing (Registration Opportunity letter).

If not registered, sends follow-up mailing (Registration Opportunity letter).

## **Change of Address Section Completed-2a Checked**

**35.** 2a: Checked

5a: Unchecked

5b: Unchecked

5c: Checked

DMV: DMV does not send data to SOS

**36.** 2a: Checked

5a: Unchecked

5b: Unchecked

5c: Unchecked

DMV: DMV does not send data to SOS

**37.** 2a: Checked

5a: Yes

5b: Yes

5c: Checked

DMV: DMV sends responses to 2a, 5a, 5b, 5c

SOS: SOS will not research to see if customer already registered or update voter address. SOS sends follow up mailing to previous address (Opt Out letter).

**38.** 2a: Checked

5a: Yes

5b: Yes

5c: Unchecked

DMV: DMV sends responses to 2a, 5a, 5b, 5c, 6 and previous address

SOS: SOS will research to see if customer already registered. If registered, SOS will not update voter address but will update voter preferences.

If not registered, SOS will register the voter using the previous residential address with their voter preferences. If section 6 is blank or partially blank, then SOS will send the follow-up (Voter Preference letter)

**39.** 2a: Checked

5a: No

5b: No

5c: Checked

DMV: DMV does not send data to SOS

**40.** 2a: Checked

5a: No

5b: No

5c: Unchecked

DMV: DMV does not send data to SOS

**41.** 2a: Checked

5a: Yes

5b: No

5c: Checked

DMV: DMV does not send data to SOS

**42.** 2a: Checked

5a: Yes

5b: No

5c: Unchecked

DMV: DMV does not send data to SOS

**43.** 2a: Checked

5a: No

5b: Yes

5c: Checked

DMV: DMV does not send data to SOS

**44.** 2a: Checked

5a: No

5b: Yes

5c: Unchecked

DMV: DMV does not send data to SOS

**45.** 2a: Checked

5a: Unchecked

5b: No

5c: Checked

DMV: DMV does not send data to SOS

- 46.** 2a: Checked
  - 5a: Unchecked
  - 5b: No
  - 5c: Unchecked
  - DMV: DMV does not send data to SOS
- 47.** 2a: Checked
  - 5a: No
  - 5b: Unchecked
  - 5c: Checked
  - DMV: DMV does not send data to SOS
- 48.** 2a: Checked
  - 5a: No
  - 5b: Unchecked
  - 5c: Unchecked
  - DMV: DMV does not send data to SOS
- 49.** 2a: Checked
  - 5a: Yes/No
  - 5b: Yes/No
  - 5c: Checked
  - DMV: DMV does not send data to SOS
- 50.** 2a: Checked
  - 5a: Yes/No
  - 5b: Yes/No
  - 5c: Unchecked
  - DMV: DMV does not send data to SOS
- 51.** 2a: Checked
  - 5a: Unchecked
  - 5b: Yes/No
  - 5c: Checked
  - DMV: DMV does not send data to SOS
- 52.** 2a: Checked
  - 5a: Unchecked
  - 5b: Yes/No
  - 5c: Unchecked
  - DMV: DMV does not send data to SOS
- 53.** 2a: Checked
  - 5a: Yes/No
  - 5b: Unchecked
  - 5c: Checked
  - DMV: DMV does not send data to SOS
- 54.** 2a: Checked
  - 5a: Yes/No
  - 5b: Unchecked
  - 5c: Unchecked
  - DMV: DMV does not send data to SOS

- 55.** 2a: Checked  
5a: Unchecked  
5b: Yes  
5c: Checked  
DMV: DMV does not send data to SOS
- 56.** 2a: Checked  
5a: Unchecked  
5b: Yes  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 57.** 2a: Checked  
5a: Yes  
5b: Unchecked  
5c: Checked  
DMV: DMV does not send data to SOS
- 58.** 2a: Checked  
5a: Yes  
5b: Unchecked  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 59.** 2a: Checked  
5a: Yes/No  
5b: No  
5c: Checked  
DMV: DMV does not send data to SOS
- 60.** 2a: Checked  
5a: Yes/No  
5b: No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 61.** 2a: Checked  
5a: No  
5b: Yes/No  
5c: Checked  
DMV: DMV does not send data to SOS
- 62.** 2a: Checked  
5a: No  
5b: Yes/No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 63.** 2a: Checked  
5a: Yes  
5b: Yes/No  
5c: Checked  
DMV: DMV does not send data to SOS



- 64.** 2a: Checked  
 5a: Yes  
 5b: Yes/No  
 5c: Unchecked  
 DMV: DMV does not send data to SOS
- 65.** 2a: Checked  
 5a: Yes/No  
 5b: Yes  
 5c: Checked  
 DMV: DMV does not send data to SOS
- 66.** 2a: Checked  
 5a: Yes/No  
 5b: Yes  
 5c: Unchecked  
 DMV: DMV does not send data to SOS

## Change of Address Section - Blank

- 67.** 2a: blank  
 5a: Yes  
 5b: Yes  
 5c: Checked  
 DMV: DMV sends responses to 5a, 5b, 5c  
 SOS: SOS researches to see if customer is already registered.  
 If registered and active, SOS takes no further action.  
 If not registered or is inactive or cancelled, SOS sends follow up mailing to customer (Opt-Out Letter).
- 68.** 2a: blank  
 5a: Yes  
 5b: Yes  
 5c: Unchecked  
 DMV: DMV sends responses to 5a, 5b, 5c and 6  
 SOS: SOS researches to see if already registered.  
 If registered, SOS updates voter preferences that the user indicated because customer checked 5a/5b and did not opt out. (SOS will not override previous registration selections, for any section 6 response that is blank.)  
 If not registered, because customer checked 5a/5b and did not opt out, SOS automatically registers the customer with responses to Section 6. May send follow up mailing, if customer does not respond to all Section 6 questions (Voter Preferences letter).
- 69.** 2a: blank  
 5a: Yes/No  
 5b: No  
 5c: Checked  
 DMV: DMV does not send data to SOS
- 70.** 2a: blank  
 5a: Yes/No  
 5b: No

- 5c: Unchecked  
DMV: DMV does not send data to SOS
- 71.** 2a: blank  
5a: Yes  
5b: No  
5c: Checked  
DMV: DMV does not send data to SOS
- 72.** 2a: blank  
5a: Yes  
5b: No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 73.** 2a: blank  
5a: No  
5b: No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 74.** 2a: blank  
5a: No  
5b: No  
5c: Checked  
DMV: DMV does not send data to SOS
- 75.** 2a: blank  
5a: Unchecked  
5b: No  
5c: Checked  
DMV: DMV does not send data to SOS
- 76.** 2a: blank  
5a: Unchecked  
5b: No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 77.** 2a: blank  
5a: No  
5b: Unchecked  
5c: Checked  
DMV: DMV do a not send data to SOS
- 78.** 2a: blank  
5a: No  
5b: Unchecked  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 79.** 2a: blank  
5a: Unchecked  
5b: Unchecked  
5c: Checked  
DMV: DMV does not send data to SOS

- 80.** 2a: blank  
5a: Unchecked  
5b: Unchecked  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 81.** 2a: blank  
5a: Unchecked  
5b: Yes/No  
5c: Checked  
DMV: DMV does not send data to SOS
- 82.** 2a: blank  
5a: Unchecked  
5b: Yes/No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 83.** 2a: blank  
5a: Yes/No  
5b: Unchecked  
5c: Checked  
DMV: DMV does not send data to SOS
- 84.** 2a: blank  
5a: Yes/No  
5b: Unchecked  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 85.** 2a: blank  
5a: Yes/No  
5b: Yes  
5c: Checked  
DMV: DMV does not send data to SOS
- 86.** 2a: blank  
5a: Yes/No  
5b: Yes  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 87.** 2a: blank  
5a: Yes/No  
5b: Yes/No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 88.** 2a: blank  
5a: Yes/No  
5b: Yes/No  
5c: Checked  
DMV: DMV does not send data to SOS

- 89.** 2a: blank  
5a: Unchecked  
5b: Yes  
5c: checked  
DMV: DMV does not send data to SOS
- 90.** 2a: blank  
5a: Unchecked  
5b: Yes  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 91.** 2a: blank  
5a: Yes  
5b: Unchecked  
5c: checked  
DMV: DMV does not send data to SOS
- 92.** 2a: blank  
5a: Yes  
5b: Unchecked  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 93.** 2a: blank  
5a: No  
5b: Yes/No  
5c: checked  
DMV: DMV does not send data to SOS
- 94.** 2a: blank  
5a: No  
5b: Yes/No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 95.** 2a: Blank  
5a: Yes  
5b: Yes/No  
5c: Unchecked  
DMV: DMV does not send data to SOS
- 96.** 2a: Blank  
5a: Yes  
5b: Yes/No  
5c: Checked  
DMV: Does not send data to SOS
- 97.** 2a: Blank  
5a: No  
5b: Yes  
5c: Unchecked  
DMV: DMV does not send data to SOS

**98.** 2a: Blank

5a: No

5b: Yes

5c: Checked

DMV: DMV does not send data to SOS