



MEETING MINUTES

DATE: April 28, 2026

TIME: 11:00am - 12:00pm

LOCATION: MS TEAMS

MEETING TITLE: Motor Voter Task Force

FACILITATOR: Sam Au

SCRIBE: Shawn Smith

INVITEES					
SOS		DMV		Task Force	
X	Sam Au		Deanna Wida	X	John Gardner
X	Jason Heyes	X	Sam Rasmussen	X	William Crist
X	Jana Lean		Anthony Barrios-Lopez	X	Deanna Kitamura
X	Tom Nguyen		Brian Gilmore	X	Whitney Quesenbery
X	Shawn Smith		Benjamin Merritt	X	Dora Rose
X	Louise D'Amico		Bernard Soriano	X	Paul R. Spencer
			Joe Chapman	X	Brittany Stonesifer
			Matthew Christy	X	Neal Ubriani
			Madeline P. Duncan	X	Tricia Webber
				X	Jacqueline Wu

AGENDA ITEMS		
	Agenda Item Description	Presented By
1.	Task Force Membership Oath	SOS
2.	Monthly Statistics	SOS
3.	AB 796 Upgrade Status	DMV
4.	Analysis on Improperly Withheld Records (Action Item)	SOS/DMV
5.	Removal of LOB Address Verification	DMV
6.	2025 Motor Voter Annual Report	SOS
7.	Next Meeting	SOS
8.	Action Items	DMV/SOS
9.	Questions and Comments	All

Agenda Item Notes:

1. Task Force Membership Oath

- Deputy Secretary of State for Operations, Reginald Fair, swore in all attending task force members at the beginning of the meeting.
- SOS ensured that all task force members had their microphones and cameras on when conducting the oath.
- The Motor Voter Task Force welcomes its newest member, William Crist, from San Joaquin's Registrar of Voters.

2. Monthly Statistics

- The Secretary of State (SOS) shared the Assembly Bill (AB) 796 quarterly statistics for the first quarter of 2026.
 - The Department of Motor Vehicles (DMV) delivered a total of 2,248,234 records, sent 278 letters, and 1,654 records were sent 10+ days after the legislative cutoff to the SOS.
 - Of the records delivered by the DMV, there are four (4) system irregularities and 21 late arrival DMV-14 forms sent to the SOS for Q1 2026.
 - In January there was a DMV Quality Assurance system error that resulted in 1,500 duplicate records from Nov 2024 to January 2025, that were later corrected. These records were properly released after the issue was resolved.
- AB 796 continues to make improvements after the Summer 2025 release.

3. AB 796 Upgrade Status

- The core project for AB 796 is complete. The DMV continues to make improvements to the Legacy system to ensure proper functionality to the best of capabilities.
- This topic will be removed prior to the Q3 2026 Task Force meeting.
- Task Force members request a new agenda topic for any upgrades, enhancements or maintenance, and if data or metrics can be provided to better understand how many people are utilizing and moving through the SOS system. DMV will provide what is feasible under costs and coding limitations.

4. Analysis on Improperly Withheld Records (Action Item)

- Action item #1 from the prior January 27, 2026 Task Force meeting. The Task Force requested the SOS to conduct analysis on potential registration impact for the 17 records reported by the DMV from October to November 2025 that were improperly withheld from release beyond the 10-day window as required by the National Voter Registration Act (NVRA) caused by a DMV employee error that occurred under the new requirements of AB 796.
 - DMV confirmed that only 10 records were impacted.
 - SOS analysis confirmed that seven of the ten records had no impact on these individual voter's registrations. The voter records remained active through the timeframe in question and each individual successfully voted in the November 2025 General Election.

- For two of the records, the DMV confirmed that these records were properly withheld from being sent to the SOS as the individuals were pending a new SSN card.
- For the last record, the DMV confirmed that the driver's license never generated a record, was never keyed, and should not have been added to this list as no outbound message was sent to SOS for record generation.

The DMV system attempts to check records that were held up, every night, to see if the required information was provided and confirmed. If so, the DMV will send the record to the SOS for processing.

5. Removal of LOB Address Verification

- DMV's third-party address standardization tool, LOB, was turned off by its vendor on March 24, 2026, because the software does not meet updated Department of General Service (DGS) cloud computing encryption requirements.
- DMV attempted an exemption with DGS, but it was not granted.
- Due to removal of LOB, DMV will no longer send county information for new DMV customers or for DMV customers updating their address at a DMV field office. Without county data, VoteCal cannot determine where to send the voter registration record, causing the record to error out.
- DMV currently has no future prospects nor solution to implement a new address verification system to check Motor Voter addresses provided. What the customer enters is what is provided to the SOS.
- DMV confirms that if an address verification fails using Accumail, it would have failed at the DMV, as both LOB and Accumail both use United States Postal Service (USPS) master address table for address verification.
- The Secretary of State implemented a fix on April 10, 2026, to add a service call to SOS AccuMail when a New Motor Voter transaction is received without a county in the primary address to append the county information to the record.
 - The SOS reported around 4,500 failed address validations on the day following the removal of LOB. The highest is above 10,000 records. The failure rate went from 1% before and increased to 14% after LOB removal.
 - The SOS now reports records are back to normal ranges with failed rate of 1%, equating to 200 - 400 record failures. These failures are typically due to DMV customer providing an address that was not found in the USPS system, out of state address or PO Box.
 - The SOS is looking into additional options other than using Accumail.
- Task Force members suggested the Electronic Registration Information Center (ERIC) as an alternative, but the DMV confirms that ERIC does not perform address lookup in same process as LOB or Accumail does because the program does not verify addresses through the USPS.
- DMV only updated (if needed) county & zip code information. Customers were prompted to attest that the address provided by customers are correct as provided.

6. 2025 Motor Voter Annual Report

- Final draft review of the annual report is due by May 15, 2026. The SOS is targeting for release before June 30, 2026. SOS will ensure formatting and structure is consistent. A request from SOS to Task Force members is that if they are reviewing the Word document, to please send back your Word version to the SOS to ensure all requested changes and updates are captured.

7. Next Meeting

- The next Quarterly Task Force Meeting is tentatively scheduled for July 21, 2026. If any Task Force members have any scheduling conflicts, the SOS requests notification as soon as the conflict is confirmed.
- The meeting will be in the same format as the Q2 2026 meeting. The meeting will be held via Teams Webinar with a provided physical location for anyone who would like to attend in person.

Other

- None

Action Items

ACTION ITEMS					
	Description	Status	Open Date	Due Date	Responsible
1.	SOS to conduct analysis on potential registration impact for the 17 records reported by the DMV in October and November 2025 that were improperly withheld from release beyond the 10-day window as required by the NVRA.	Complete	1/27/26	4/21/26	DMV/SOS
2.	SOS to add ongoing agenda item "DMV updates, enhancements, maintenance" and if possible, with any data points available.	Open	4/28/26	7/21/25	SOS