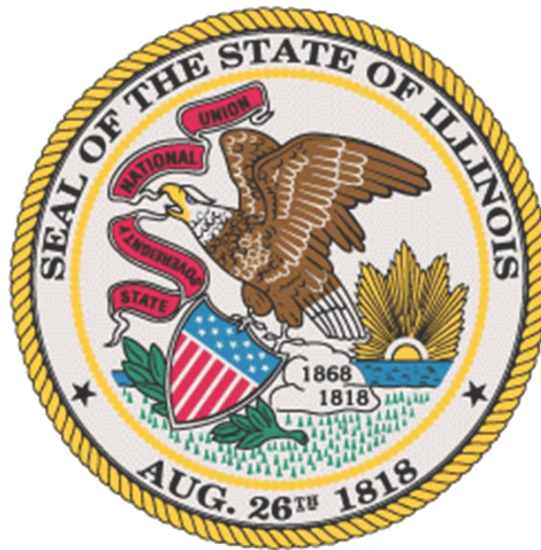


Report on Emailing Legally Required Notices



**Submitted to the Illinois House of Representatives from the Office of the
Secretary of State Pursuant to House Resolution 61**

August 31, 2021

Introduction

House Resolution 61 requests “the Illinois Secretary of State to conduct a study concerning the need and feasibility of a policy and mechanism which would (a) permit registered vehicle owners and licensed drivers to request the Secretary to send notices to their e-mail addresses and (b) enable the Secretary to comply with these requests.”

Other States’ Practices

As part of this study, the resolution requests “the Secretary of State study other states' practices of e-mailing legally required notices to licensed drivers and registered vehicle owners.” To this end, the Secretary of State’s office requested the American Association of Motor Vehicle Administrators (AAMVA) to survey their membership, asking this question:

“Does your state utilize email for sending out legally required notices to licensed drivers and registered vehicle owners? Please explain.”

A total of 25 states responded to the voluntary survey. Of the responding states, 13 of them either utilized email in some manner or were authorized to do so. The remaining 12 did not use email for these notices.

The individual responses from the various jurisdictions are attached at the end of this report.

Illinois Secretary of State Operations

Currently, email addresses can be used for license plate renewal notices, but this only occurs if requested by the vehicle owner. The Office of the Secretary of State has over 3.4 million email addresses on file for current registrations. Over 2.1 million of those addresses have received an email this year. Petitioners to the Secretary of State Administrative Hearings Department can also request to receive Orders from the Department by email. However, in the case of both vehicle registration renewal emails and Administrative Hearings emails, the constituent is aware that notices or information will be coming within a known period of time. Other statutorily required notices, i.e. notices of suspension, are not likely to be known or expected by the driver.

After internal discussions within our Driver Services and I.T. departments, the Office of the Secretary of State has determined that emailing statutorily required notices to drivers and vehicle owners, apart from those that may already be sent by email, is not practical at this time. The Secretary of State’s Office, like most other state and federal government agencies, has seen a rise in phishing scams directed at Illinois constituents. These scams directly target Illinois constituents by email and text message and urge the constituent to enter his or her personal information in order to renew a driver’s license or identification card. As the Office combats these phishing schemes and attempts to protect the personal information of constituents, the Office has routinely informed constituents that this Office will not directly solicit information from constituents. Changing internal processes at this time is not only a challenge, but could also undermine the Office’s efforts at combating phishing schemes.

In addition to the foregoing, due to the multi-faceted approach the Office has taken in response to the pandemic and its stress on the Office's operational infrastructure (IT, personnel and brick and mortar capacity), the Office believes implementing an email program should be deferred until the Office and State are able to return to normal operations.

Going forward, providing notices by email would be an important part of any digital modernization effort of the Office.



Emailing Legally Required Notices

American Association of Motor Vehicle Administrators

This data was extracted from a survey that was conducted from 6/28/2021 through 7/23/2021. All information was supplied by the jurisdictions.

Total Responses: 26

Jurisdiction	Does your state utilize e-mail for sending out legally required notices to licensed drivers and registered vehicle owners? Please explain.
	Total jurisdictions responding: 26
AK	Yes, we send out reminders when it is time to renew.
AZ	Arizona currently mails all legal notices via standard mail, not email. We do place a copy of the notice in the customer's account for the customer to pull at any time.
CT	Yes - For License and Registration Renewals per customer's request.
DC	The District of Columbia DMV uses email as a supplement to legally required notices by mail.
FL	Yes, we email MV and DL renewal notices as a courtesy reminder.
GA	Some notices are sent through our app and e-services. However, we continue to send notices through mail in addition to electronic methods. Certain notices are required, by statute, to be sent through specific mailing methods. See O.C.G.A. 40-5-54.1 for example. Transitioning to electronic notices would require legislative changes for notices that are referenced in statute. At some point, there could be an option to opt out of mailed notices for notices that are not legally required to be sent through specified mailing methods.
IA	No. We send notices to licensed driver and registered vehicle owners through USPS.

ID	<p>Idaho does not utilize this method at this time. We are however collecting this information, and may utilize such in the future.</p> <p>Motor Carrier Registration does utilize email for those carriers that sign up and create accounts for billing purposes.</p>
IL	E-mail is only used for license plate renewal notices, if it is requested by the owner.
KS	We just passed legislation this year to allow us to send electronic DL renewal notices. We are currently developing our system to include this opt in process by the customer.
LA	Louisiana does not.
MD	Yes. If MDOT MVA has a customer's email on file, we will email them if they need to renew their license, registration, etc. We will also send a notice in the mail as well.
ME	Maine does not.
MT	Montana - No.
NE	Vehicle renewal notices are emailed to individual customers who sign up for the service and to companies who have set up fleet accounts.
NJ	No.
OR	No.
PA	No. We use mail (US Postal Service),
SC	No, the SCDMV does not utilize email for sending out legally required notices to licensed drivers and registered vehicle owners. The SCDMV sends formal letters printed and mailed by a third party vendor. Print data is sent to the vendor through a nightly batch file.
TN	no.
TX	By statute TRC 521.295, Texas has the option to submit the legal notices electronically. The Records and Enforcement division of the Texas Driver License Division does not utilize the option at this time. We collect and store the email addresses from customers for when we are required to send notices electronically.
UT	No.

VA	Yes, on a voluntary basis. The emails are sent 60 days prior to the current registration expiration date.
WA	No, if a notice is required by state law to be sent to a vehicle owner or driver such as a suspension letter or shortage letter, we send it by mail only. Our state does utilize email to send non-statutory renewal notices to vehicle owners and drivers, if the customer chooses that option.
WV	West Virginia does not at this time.