APRIL 2021

DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

REPORT TO THE JOINT LEGISLATIVE BUDGET COMMITTEE OF THE STATE OF CALIFORNIA

EXECUTIVE SUMMARY

The Budget Act of 2018 (SB 862, Chapter 449, Statutes of 2018) and the Budget Act of 2020 (SB 75, Chapter 6, Statutes of 2020) require the Department of Motor Vehicles (DMV) to submit monthly reports to the Legislature regarding the state of field office wait-times and efforts to improve business processes.

April 2021 Highlights:

- The Department of Homeland Security announced an extension to May 3, 2023 of the REAL ID enforcement date.

- The department now accepts digital signatures for vehicle purchases, allowing Californians to have a completely paperless car buying experience from their computer or smartphone.

- As of April 2021, there are 10,363,196 Californians with a REAL ID-compliant driver license or identification card.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of April 2021, DMV produced over 12.1 million REAL ID driver license and identification cards. This includes new REAL ID cards issued, as well as existing REAL ID cardholders who received a duplicate or renewal card. Unlike new REAL ID cards, renewals and duplicates do not require an in-person field office visit.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOTAL
2018 Total	**2,044,258**	**407,971**	**2,452,229**	**5,449,379**	**1,089,505**	**6,538,884**	**8,991,113**	**27.3%**	**27.2%**	**27.3%**
January 2019	293,666	45,793	**339,459**	387,686	88,291	**475,977**	**815,436**	43.1%	34.2%	**41.6%**
February 2019	258,062	56,973	**315,035**	501,193	121,662	**622,855**	**937,890**	34.0%	31.9%	**33.6%**
March 2019	331,960	49,236	**381,196**	494,019	104,865	**598,884**	**980,080**	40.2%	32.0%	**38.9%**
April 2019	325,818	49,645	**375,463**	442,096	96,052	**538,148**	**913,611**	42.4%	34.1%	**41.1%**
May 2019	335,169	38,291	**373,460**	472,898	109,983	**582,881**	**956,341**	41.5%	25.8%	**39.1%**
June 2019	315,967	43,267	**359,234**	444,684	102,072	**546,756**	**905,990**	41.5%	29.8%	**39.7%**
July 2019	369,958	51,591	**421,549**	462,261	114,688	**576,949**	**998,498**	44.5%	31.0%	**42.2%**
August 2019	388,659	47,776	**436,435**	446,369	110,805	**557,174**	**993,609**	46.5%	30.1%	**43.9%**
September 2019	357,303	38,260	**395,563**	413,437	96,780	**510,217**	**905,780**	46.4%	28.3%	**43.7%**
October 2019	422,739	44,875	**467,614**	419,146	97,220	**516,366**	**983,980**	50.2%	31.6%	**47.5%**
November 2019	387,462	41,007	**428,469**	390,312	95,218	**485,530**	**913,999**	49.8%	30.1%	**46.9%**
December 2019	442,018	43,127	**485,145**	362,642	83,743	**446,385**	**931,530**	54.9%	34.0%	**52.1%**
2019 Total	**4,228,781**	**549,841**	**4,778,622**	**5,236,743**	**1,221,379**	**6,458,122**	**11,236,744**	**44.7%**	**31.0%**	**42.5%**
January 2020	480,563	55,935	**536,498**	373,183	96,021	**469,204**	**1,005,702**	56.3%	36.8%	**53.3%**
February 2020	464,094	55,119	**519,213**	316,511	86,597	**403,108**	**922,321**	59.5%	38.9%	**56.3%**
March 2020	348,858	36,647	**385,505**	262,168	59,735	**321,903**	**707,408**	57.1%	38.0%	**54.5%**
April 2020	36,523	1,112	**37,635**	253,037	18,767	**271,804**	**309,439**	12.6%	5.6%	**12.2%**
May 2020	80,997	4,164	**85,161**	252,776	24,120	**276,896**	**362,057**	24.3%	14.7%	**23.5%**
June 2020	223,703	20,026	**243,729**	377,653	51,666	**429,319**	**673,048**	37.2%	27.9%	**36.2%**
July 2020	324,154	30,242	**354,396**	432,751	70,013	**502,764**	**857,160**	42.8%	30.2%	**41.3%**
August 2020	288,107	27,735	**315,842**	436,561	69,126	**505,687**	**821,529**	39.8%	28.6%	**38.4%**
September 2020	268,798	30,246	**299,044**	441,064	76,986	**518,050**	**817,094**	37.9%	28.2%	**36.6%**
October 2020	273,532	33,578	**307,110**	447,206	85,634	**532,840**	**839,950**	38.0%	28.2%	**36.6%**
November 2020	217,483	25,626	**243,109**	358,200	69,705	**427,905**	**671,014**	37.8%	26.9%	**36.2%**
December 2020	225,486	22,449	**247,935**	431,415	67,623	**499,038**	**746,973**	34.3%	24.9%	**33.2%**
2020 Total	**3,232,298**	**342,879**	**3,575,177**	**4,382,525**	**775,993**	**5,158,518**	**8,733,695**	**42.4%**	**30.6%**	**40.9%**
January 2021	233,150	29,674	**262,824**	452,967	84,814	**537,781**	**800,605**	34.0%	25.9%	**32.8%**
February 2021	269,893	33,252	**303,145**	430,745	84,239	**514,984**	**818,129**	38.5%	28.3%	**37.1%**
March 2021	320,659	48,147	**368,806**	461,058	95,381	**556,439**	**925,245**	41.0%	33.5%	**39.9%**
April 2021	324,068	54,815	**378,883**	421,892	96,542	**518,434**	**897,317**	43.4%	36.2%	**42.2%**
GRAND TOTALS	**10,653,107**	**1,466,579**	**12,119,686**	**16,835,309**	**3,447,853**	**20,283,162**	**32,402,848**	**38.8%**	**29.8%**	**37.4%**

Total Californians with REAL IDs

As of April 2021, there are 10,363,196 Californians with a REAL ID compliant driver license or identification card. On April 27, 2021, the Department of Homeland Security extended the REAL ID enforcement date to May 3, 2023, in response to the COVID-19 pandemic.

DMV WORK ACTION PLAN UPDATES

There are no updates for April 2021.

STAFFING

Hiring Status: DMV filled all the 784 new positions and all staff for these positions have started.

Absenteeism: The department is monitoring unplanned absences and fluctuations in absenteeism related to COVID-19.

CONTINUED PROCESS IMPROVEMENTS

Maximize Window Utilization: DMV worked closely with two consultants to identify opportunities to streamline business processes and maximize window utilization. Several initiatives and best practices have been or will be adopted as a result:

- **Vehicle Registration Document Checklist**: Providing customers a checklist when they arrive at DMV based on their transaction. Phased rollout was completed in April 2021.

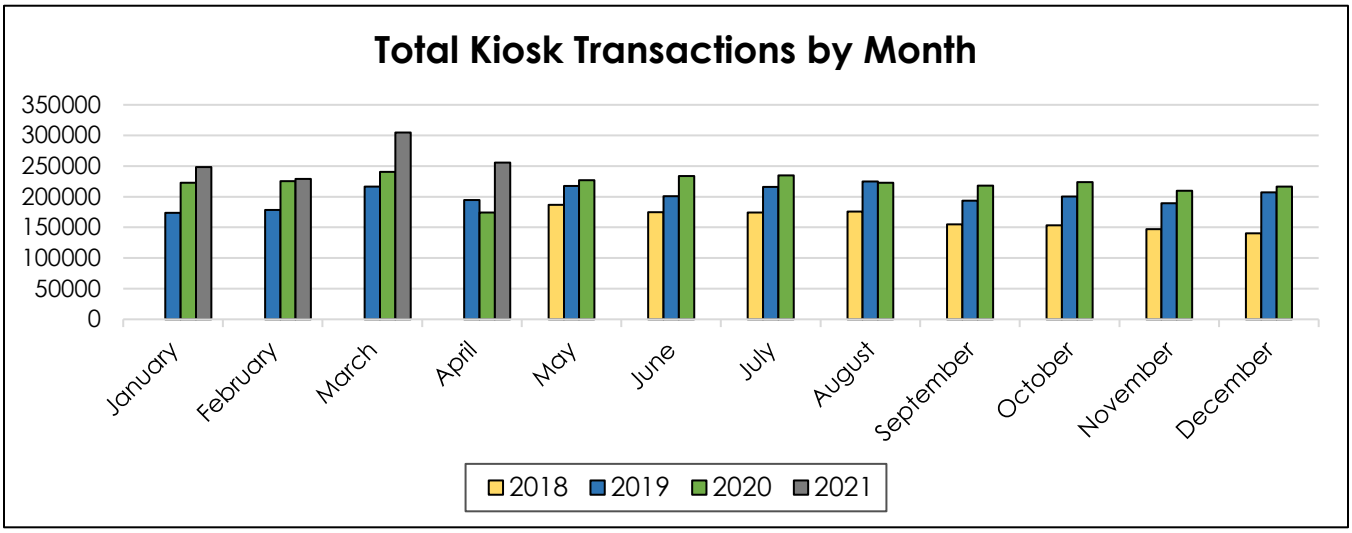
INFORMATION TECHNOLOGY

DMV NOW Kiosks: DMV is increasing usage of its self-service kiosks in order to reduce the number of customers who wait in line for services. There are 365 DMV Now kiosks statewide: 104 in DMV field offices, 246 in retail locations, 1 in the Mendota City Hall, 1 at DMV's Sacramento Headquarters building, and 13 in Northern California AAA locations. DMV continues to evaluate kiosk performance and relocate low-performing kiosks to increase their productivity.

Customers can complete the following transactions on a kiosk.

- Add or remove an affidavit of non-use or update vehicle insurance
- Driver record history request
- File for planned non-operation
- Pay a reinstatement fee for suspended vehicle registration
- Registration renewal
- Replacement registration card
- Replacement sticker
- Vehicle record history request

DMV continues to evaluate additional ways in which the self-service kiosks can be used to allow customers to complete their DMV transactions.



DMV NOW Self-Service Kiosk Transactions

	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
May-18	154,238	32,195	N/A	239	N/A	109	**186,781**
Jun-18	141,716	32,825	N/A	236	N/A	177	**174,954**
Jul-18	139,563	34,511	N/A	245	N/A	187	**174,506**
Aug-18	141,483	33,979	9	270	N/A	184	**175,925**
Sep-18	119,632	34,666	75	199	N/A	185	**154,757**
Oct-18	119,112	33,663	123	203	N/A	228	**153,329**
Nov-18	110,526	35,771	194	157	27	249	**146,924**
Dec-18	100,144	39,380	238	103	23	248	**140,136**
Jan-19	126,200	46,863	288	150	117	302	**173,920**
Feb-19	127,110	50,568	281	184	159	326	**178,628**
Mar-19	150,882	64,586	356	190	236	373	**216,623**
Apr-19	134,888	58,524	367	208	159	536	**194,682**
May-19	150,461	65,458	440	200	222	786	**217,567**
Jun-19	134,997	64,315	405	236	167	653	**200,773**
Jul-19	152,897	61,493	461	264	200	760	**216,075**
Aug-19	148,232	74,521	501	265	222	958	**224,699**
Sep-19	118,938	73,133	479	163	157	719	**193,589**
Oct-19	127,110	71,472	501	150	215	883	**200,331**
Nov-19	111,941	75,874	351	148	171	731	**189,216**
Dec-19	124,321	81,574	353	115	173	805	**207,341**
Jan-20	130,035	90,723	383	207	227	1,028	**222,603**
Feb-20	129,073	94,708	377	145	243	928	**225,474**
Mar-20	107,368	131,976	213	118	224	578	**240,477**
Apr-20	379	173,974	4	3	5	20	**174,385**
May-20	17,528	209,280	2	2	54	214	**227,080**
Jun-20	60,331	172,366	2	2	276	680	**233,657**
Jul-20	63,794	169,956	7	3	251	807	**234,818**
Aug-20*	58,302	163,301	3	2	280	919	**222,807**
Sep-20	60,956	155,911	0	2	259	801	**217,929**
Oct-20	64,723	157,642	0	0	368	900	**223,633**
Nov-20	56,962	151,832	0	2	275	809	**209,871**
Dec-20	60,275	155,043	0	2	325	832	**216,477**
Jan-21**	62,571	184,744	0	0	300	906	**248,521**
Feb-21	61,624	166,275	0	0	301	719	**228,919**
Mar-21	78,419	224,821	0	0	385	1,043	**304,668**
Apr-21	64,669	189,271	0	0	357	896	**255,193**

*Kiosks located at Sacramento Library and Santa Clara Library were relocated in August 2020 to increase customer usage.
**Kiosk located at UCI was relocated in January 2021 to increase customer usage.

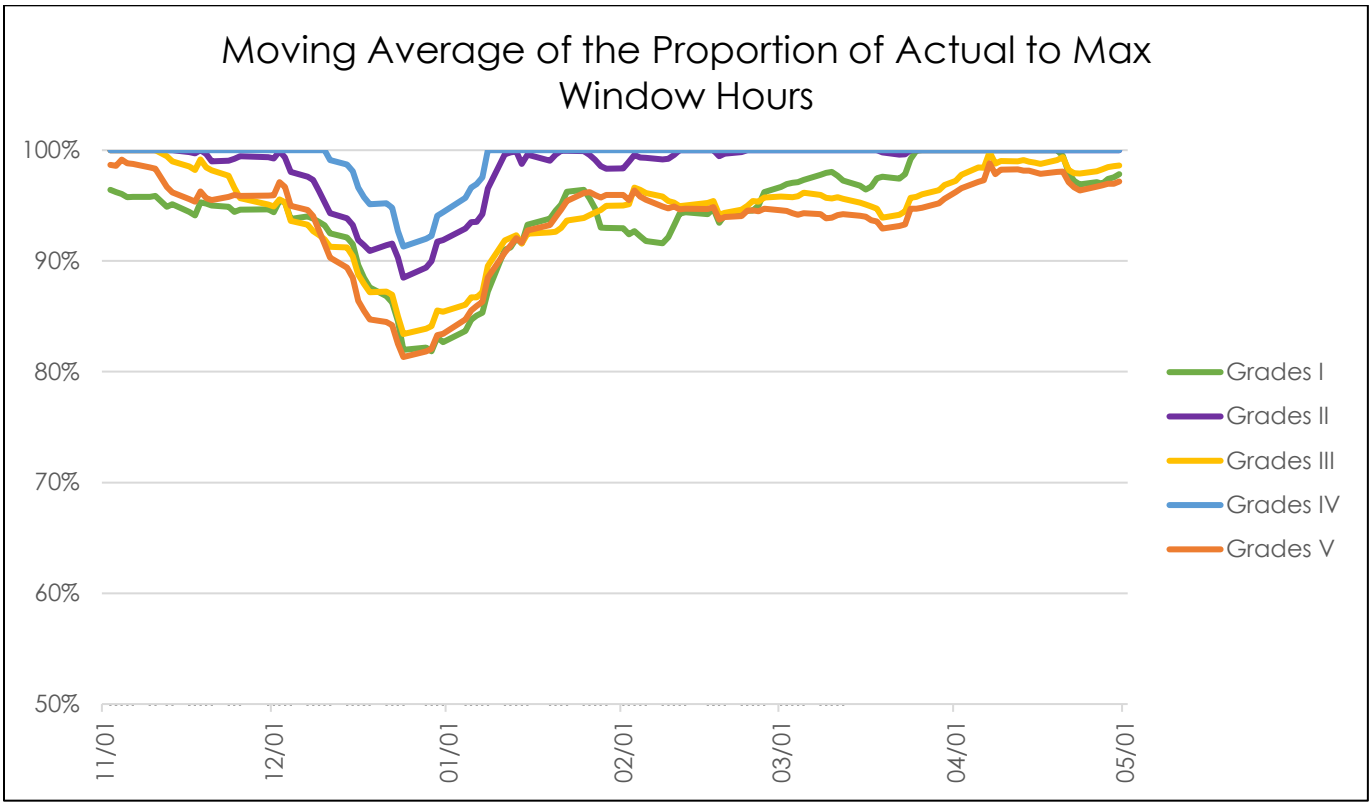
Online Transactions: DMV continues to evaluate additional transactions that could be performed online, including through its new Virtual Field Office.

WINDOW HOURS

Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow.

Physical distancing measures within field offices to ensure customer and employee safety limit the number of available transaction windows to approximately half the amount available pre-COVID-19. The following charts adjust for this new baseline of transaction windows beginning with July 2020.

Moving Average of the Proportion of Actual to Max Window Hours: The following figure shows the 10-day moving average of the proportion of available window hours recorded in use on a daily basis for the prior six months adjusted for the new baseline of transaction windows[1]. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior[2]. Each individual line represents the moving average across all offices in a given office grade. The maximum available window hours was calculated based on the number of available transaction windows, multiplied by the number of hours in a normal business day for that office, taking into account any extended hours offered at a location.

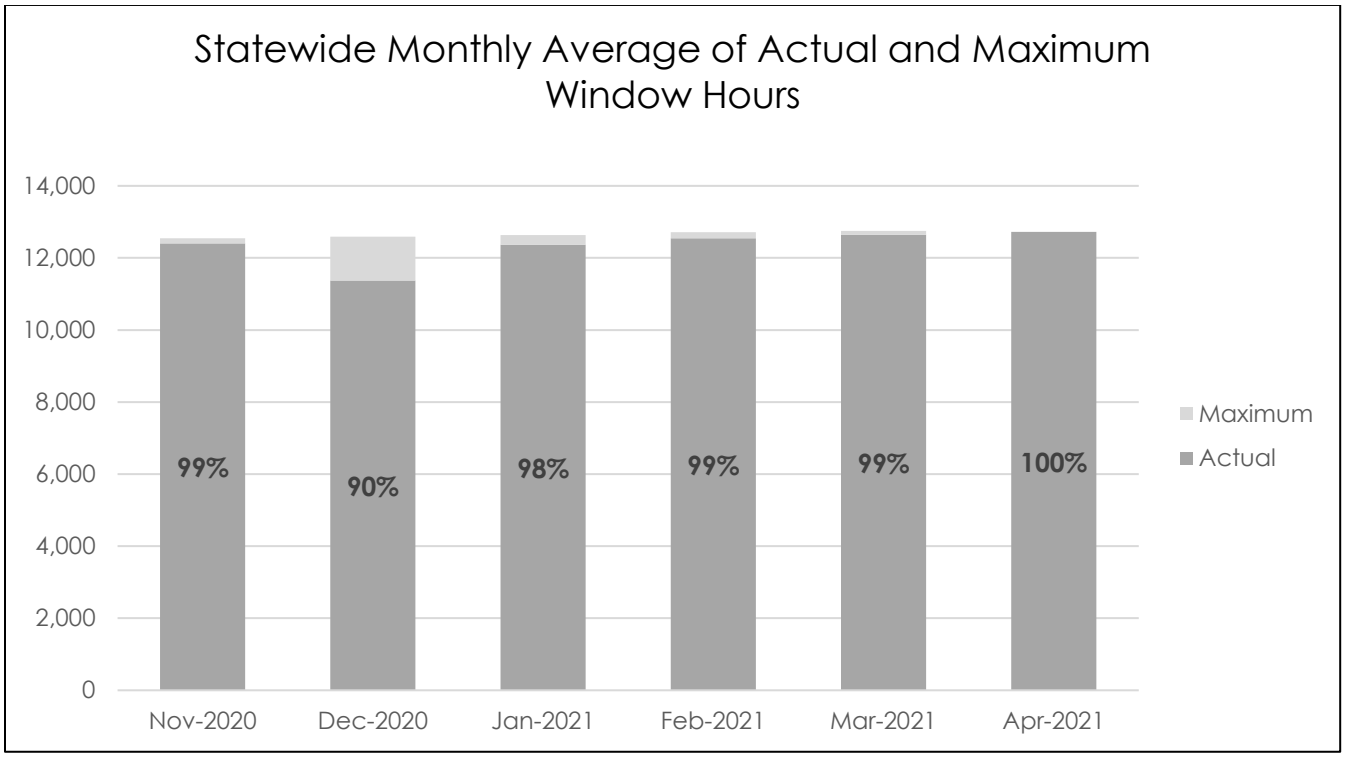


[1] The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.
[2] All 10 days are weighted equally in the calculation of the average.

Percentage of Actual to Maximum Window Hours: This table presents the same information adjusted for the new baseline as the figure above but aggregated to the month as a whole.

	Percentage of Actual to Maximum Window Hours					
	Nov-20	**Dec-20**	**Jan-21**	**Feb-21**	**Mar-21**	**Apr-21**
Grade I	95%	87%	93%	95%	99%	100%
Grade II	100%	93%	99%	100%	100%	100%
Grade III	97%	88%	94%	95%	96%	99%
Grade IV	100%	96%	100%	100%	100%	100%
Grade V	96%	86%	94%	95%	95%	97%

Statewide Monthly Average of Actual to Maximum Window Hours: This chart presents the same data adjusted for the new baseline, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.

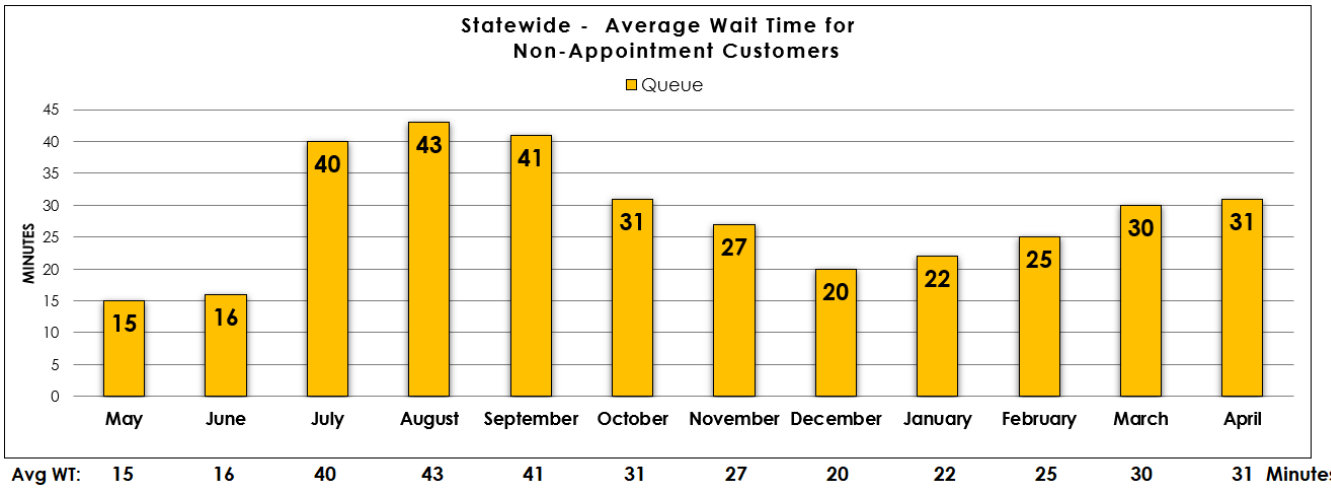


WAIT TIMES

Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow. DMV has taken steps to promote a healthy environment for employees and customers. DMV has reduced the number of workstations opened to serve the public to ensure physical distancing, instituted temperature checks for customers and employees, and required technicians to wipe down workstations prior to calling the next customer.

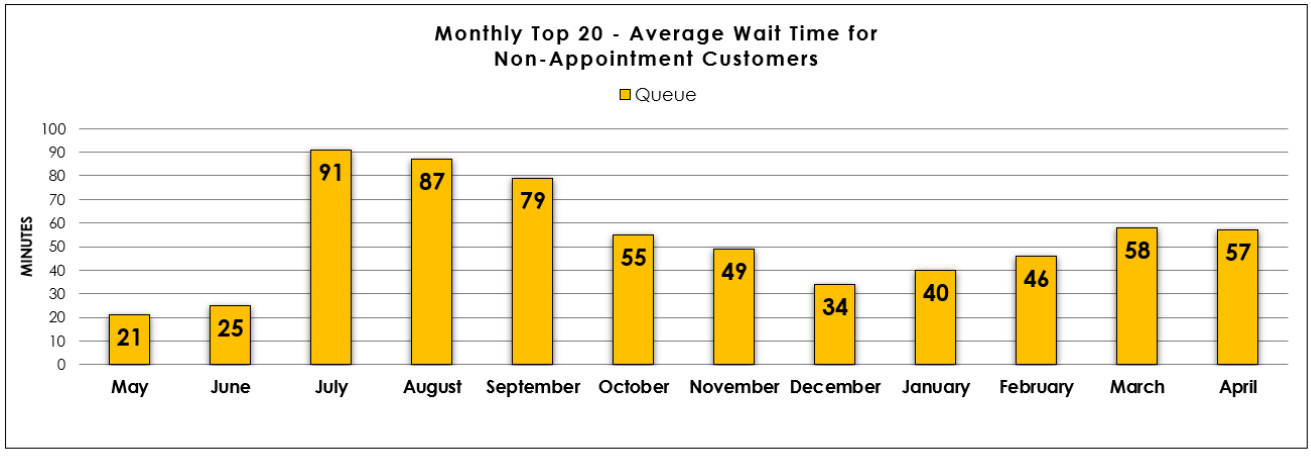
April wait times for non-appointment customers averaged 31 minutes.

Average Wait Time for Non-Appointment Customers – Statewide:



Avg WT:	May	June	July	August	September	October	November	December	January	February	March	April	Minutes
	15	16	40	43	41	31	27	20	22	25	30	31	

Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices:



Avg WT:	May	June	July	August	September	October	November	December	January	February	March	April	Minutes
	21	25	91	87	79	55	49	34	40	46	58	57	

Average Wait Time by Grade – Statewide: The following tables show the wait times for various grades (sizes) of field offices.

- Grade I/II offices are small, mostly rural offices, serving an average of 300-1,200 customer per week.
- Grade III offices are mid-sized offices, serving an average of 1,500-2,000 customers per week.
- Grade IV/V offices are large, mostly urban offices which serve an average of 2,000-3,300 customers per week.

STATEWIDE - MONTH OF March, 2021

Month of March, 2021	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	14,032	9	175,756	26	189,788	25
Grade III - 47 Offices	36,457	12	291,706	34	328,163	31
Grade IV/V - 69 Offices	97,235	14	640,326	30	737,561	28

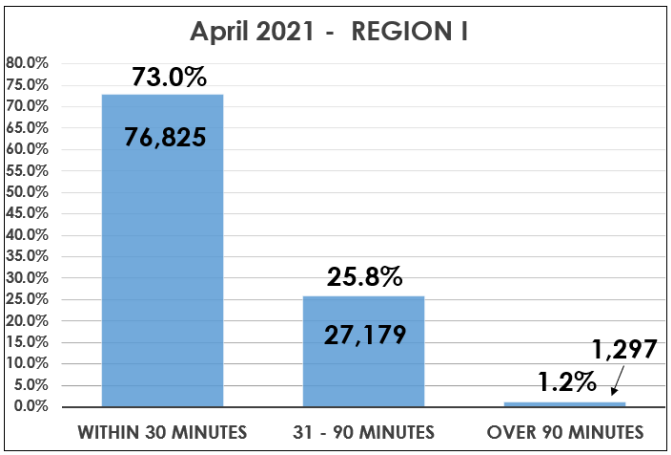
STATEWIDE - MONTH OF April, 2021

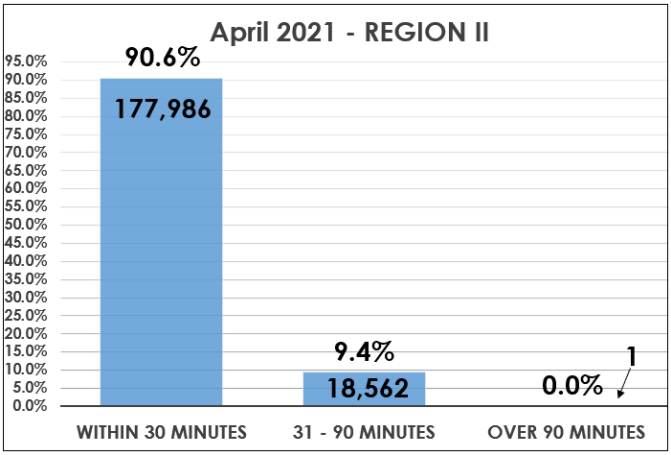
Month of April, 2021	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	14,572	9	177,404	27	191,976	26
Grade III - 47 Offices	34,141	12	304,913	34	339,054	32
Grade IV/V - 69 Offices	99,107	13	668,280	31	767,387	29

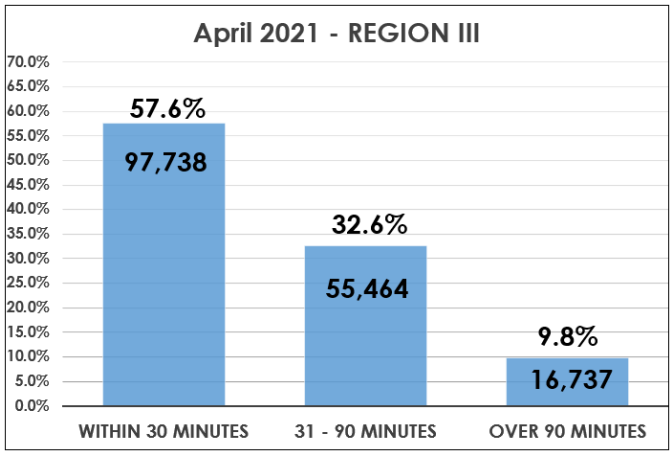
DIFFERENCE BETWEEN MONTH OF April, 2021 and MONTH OF March, 2021

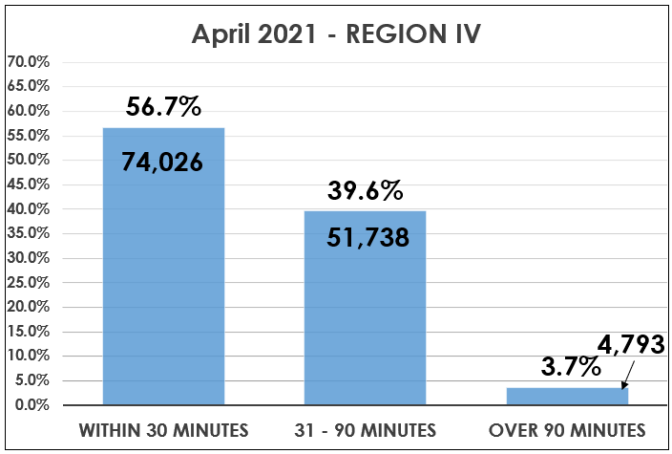
Month of Apr, 2021 vs Mar, 2021	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	+540	-	+1,648	+1	+2,188	+1
Grade III - 47 Offices	(2,316)	-	+13,207	-	+10,891	+1
Grade IV/V - 69 Offices	+1,872	(1)	27,954	+1	+29,826	+1

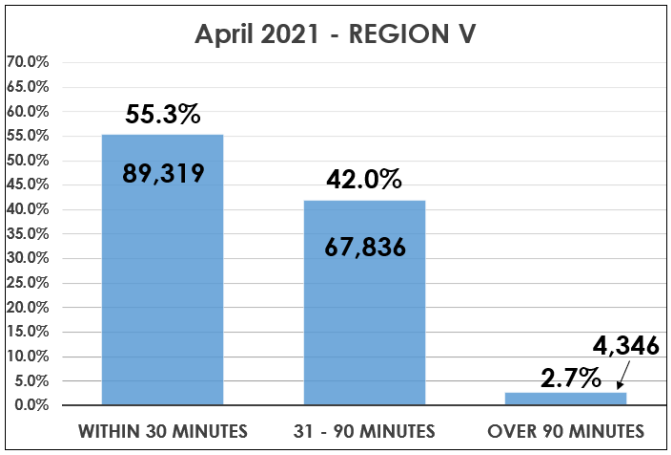
Wait Times by Time Range – By Region: The following charts show the number and percentage of customers whose queue wait times were 0-30 minutes, 31-90 minutes, and over 90 minutes for each Region.

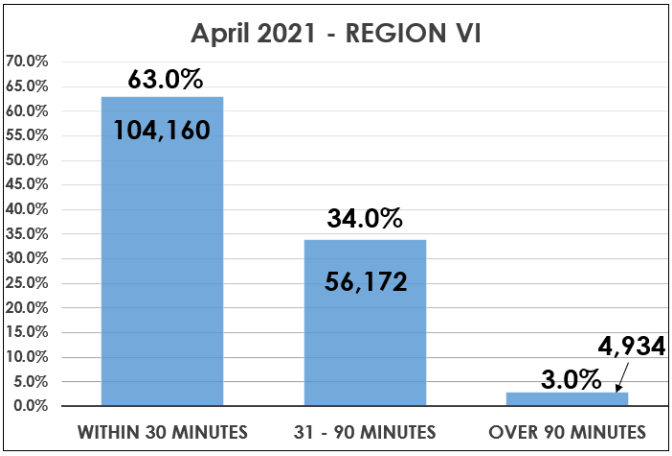


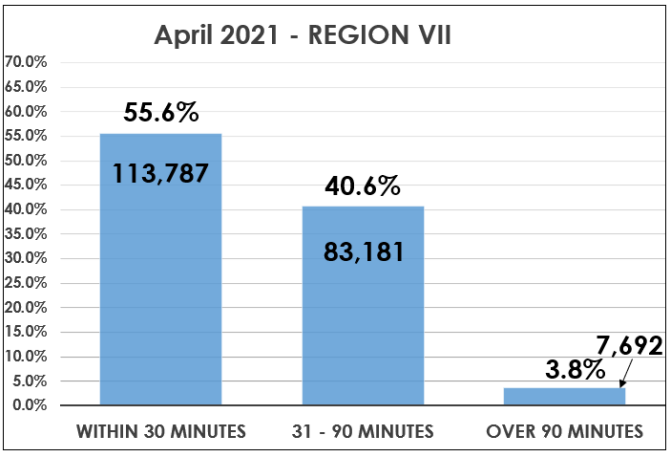


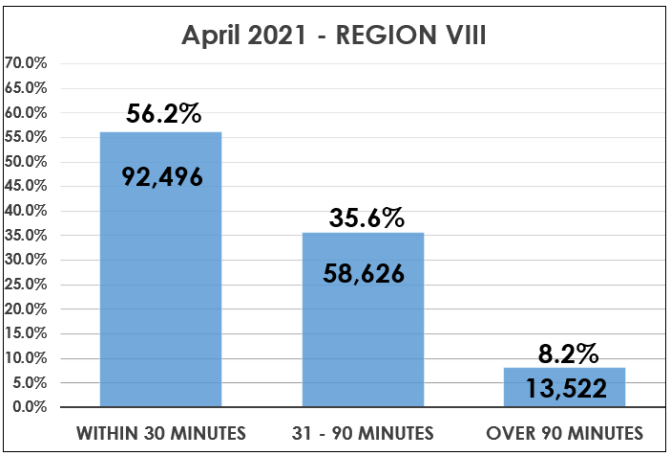




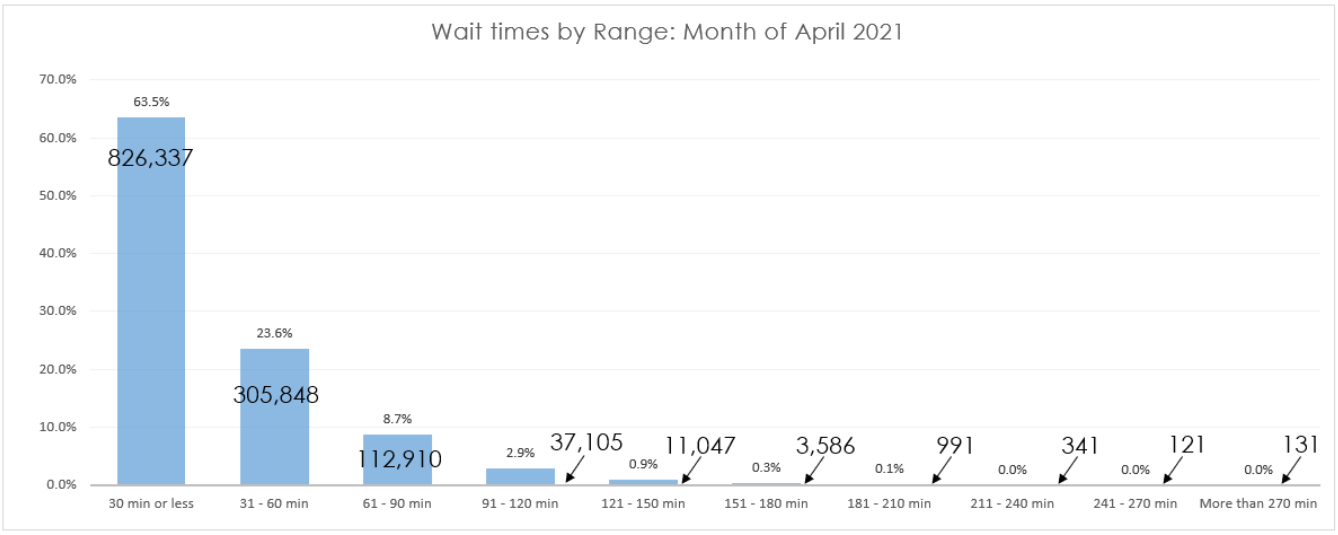


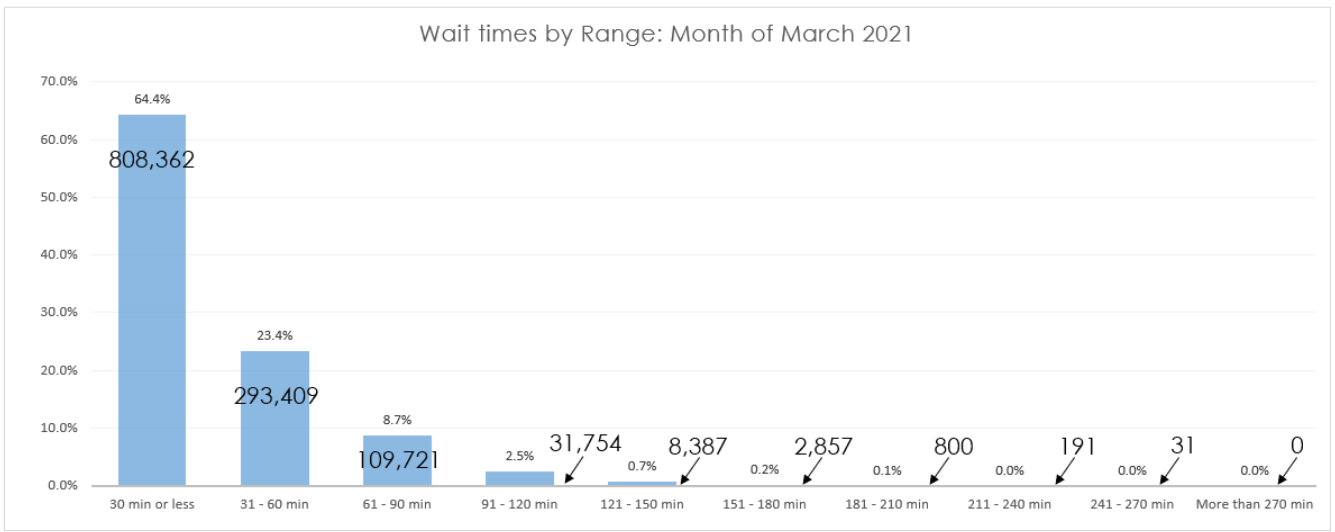


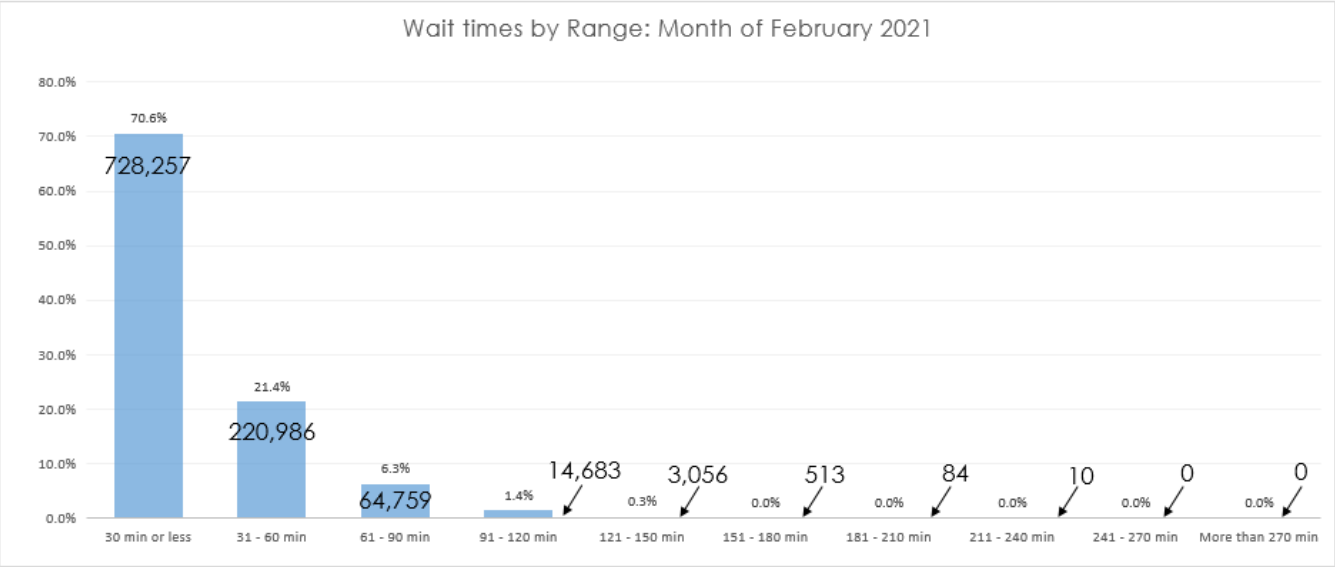


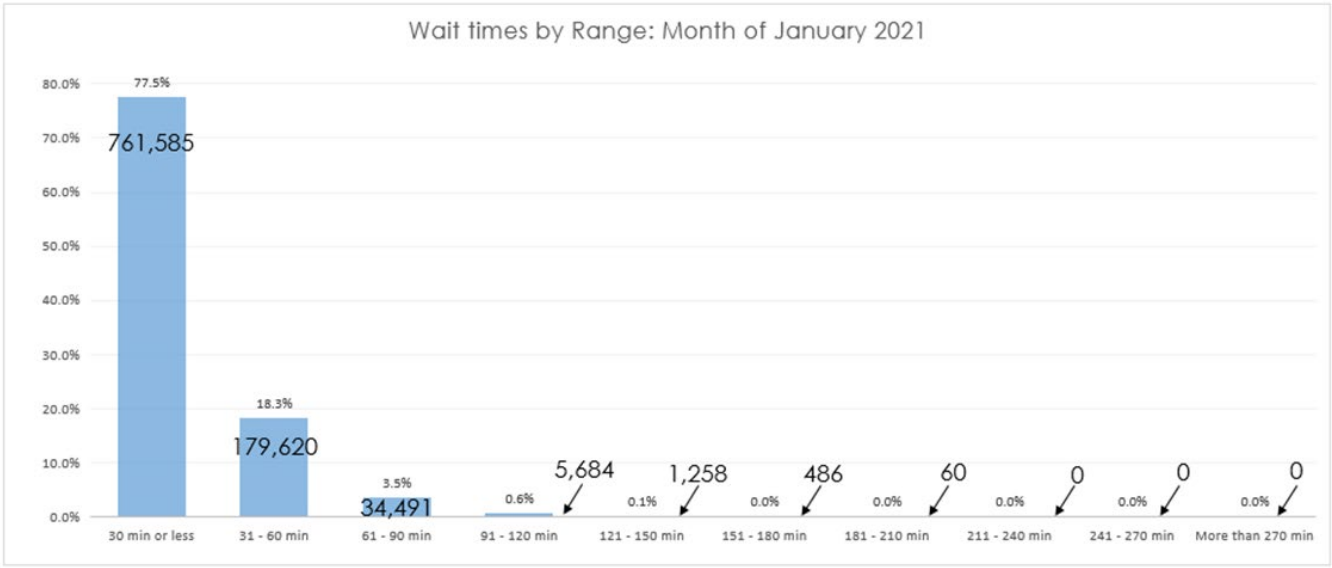


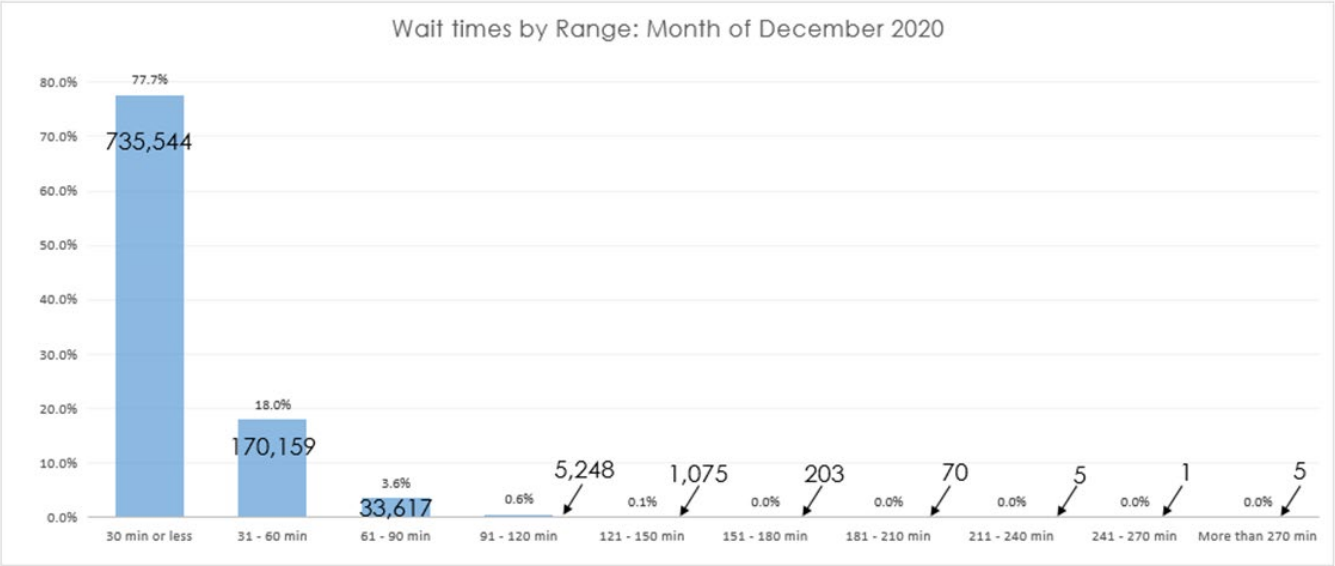
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.

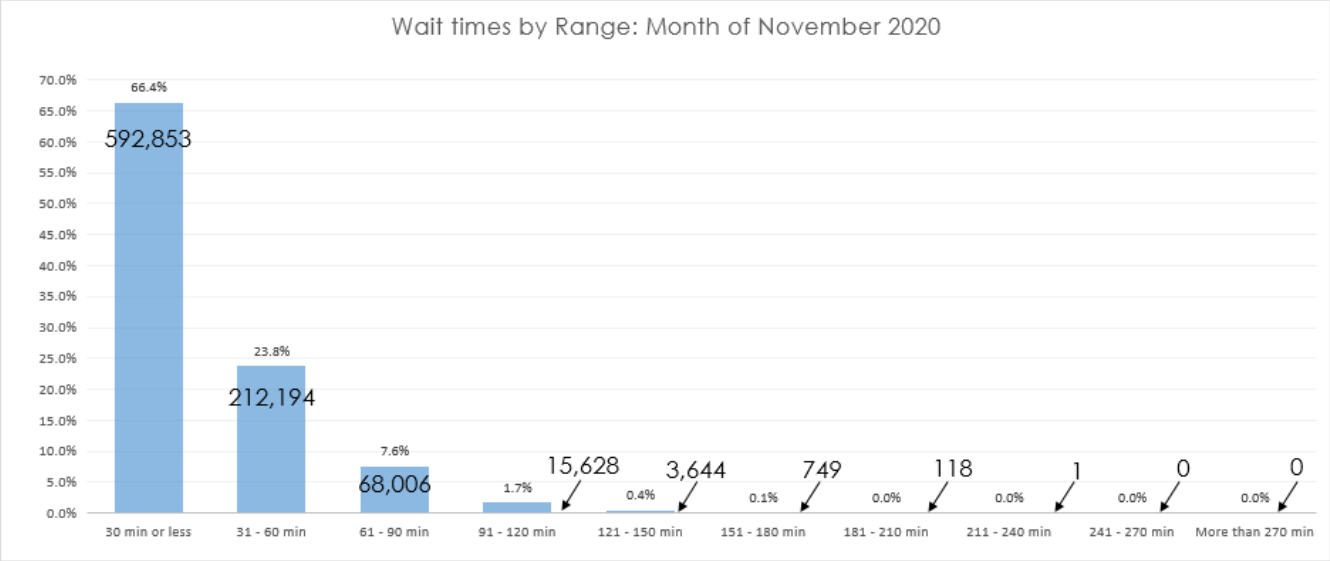





Wait times by Range: Month of February 2021
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
70.6%
728,257
21.4%
220,986
6.3%
64,759
1.4%
14,683
0.3%
3,056
0.0%
513
0.0%
84
0.0%
10
0.0%
0
0.0%
0
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min


Wait times by Range: Month of January 2021
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
77.5%
761,585
18.3%
179,620
3.5%
34,491
0.6%
5,684
0.1%
1,258
0.0%
486
0.0%
60
0.0%
0
0.0%
0
0.0%
0
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min


Wait times by Range: Month of December 2020
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
77.7%
735,544
18.0%
170,159
3.6%
33,617
0.6%
5,248
0.1%
1,075
0.0%
203
0.0%
70
0.0%
5
0.0%
1
0.0%
5
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min


Wait times by Range: Month of November 2020
70.0%
65.0%
60.0%
55.0%
50.0%
45.0%
40.0%
35.0%
30.0%
25.0%
20.0%
15.0%
10.0%
5.0%
0.0%
66.4%
592,853
23.8%
212,194
7.6%
68,006
1.7%
15,628
0.4%
3,644
0.1%
749
0.0%
118
0.0%
1
0.0%
0
0.0%
0
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min

APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow.

Region I

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of April, 2021

Month of April, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Apr Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	1,360	2	1,360	2
CHICO		347	7	5,258	26	5,605	25
COLUSA		47	7	2,928	17	2,975	16
CORTE MADERA		693	5	6,386	15	7,079	14
CRESCENT CITY		34	2	2,323	16	2,357	15
EUREKA		225	5	6,474	14	6,699	14
FALL RIVER MILLS		3	2	1,125	5	1,128	5
FORT BRAGG		44	6	1,572	16	1,616	15
GARBERVILLE		19	4	1,080	14	1,099	14
GRASS VALLEY		380	7	3,478	25	3,858	24
LAKEPORT		192	10	2,930	32	3,122	30
MOUNT SHASTA		119	6	1,766	24	1,885	23
NOVATO		339	6	3,886	16	4,225	15
OROVILLE		341	5	4,744	21	5,085	20
PETALUMA		294	5	5,571	8	5,865	8
QUINCY		29	5	1,709	14	1,738	14
RED BLUFF		413	8	4,600	37	5,013	34
REDDING		805	18	6,850	41	7,655	39
SANTA ROSA		1,052	12	8,974	25	10,026	24
SOUTH LAKE TAHOE		51	13	2,767	19	2,818	19
SUSANVILLE		51	6	2,418	23	2,469	23
TRUCKEE		306	13	2,667	38	2,973	36
UKIAH		128	7	3,567	20	3,695	19
WEAVERVILLE		16	5	1,197	12	1,213	12
WILLOWS		54	11	2,718	18	2,772	17
YREKA		158	6	2,027	18	2,185	17
YUBA CITY		944	11	7,842	33	8,786	30
Region I (Northern CA) TOTAL		**7,084**	**10**	**98,217**	**23**	**105,301**	**22**

Region II

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of April, 2021

Month of April, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Apr Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		207	8	7,029	10	7,236	10
DALY CITY		1,371	17	10,782	20	12,153	20
EL CERRITO		546	11	8,975	15	9,521	14
FREMONT		537	13	7,786	14	8,323	14
GILROY		304	9	5,054	10	5,358	10
HAYWARD		778	13	7,671	14	8,449	14
HOLLISTER		121	5	2,928	10	3,049	10
KING CITY		237	6	3,698	12	3,935	12
LOS GATOS		881	13	6,671	15	7,552	15
OAKLAND CLAREMONT		1,222	16	10,097	17	11,319	17
OAKLAND COLISEUM		649	15	7,428	20	8,077	20
PLEASANTON		454	12	6,993	15	7,447	15
PLEASANTON STONERIDGE		243	4	4,906	7	5,149	7
REDWOOD CITY		520	13	9,042	15	9,562	15
SALINAS		206	8	7,263	8	7,469	8
SAN FRANCISCO		1,253	20	13,077	22	14,330	22
SAN JOSE		634	8	11,369	8	12,003	8
SAN JOSE DLPC		615	6	12,982	6	13,597	6
SAN MATEO		349	7	9,036	10	9,385	10
SANTA CLARA		450	12	14,803	15	15,253	15
SANTA TERESA		496	9	6,926	10	7,422	10
SEASIDE		242	6	6,616	11	6,858	11
WATSONVILLE		157	11	2,945	16	3,102	16
Region II (Bay Area) TOTAL		**12,472**	**13**	**184,077**	**13**	**196,549**	**13**

REGION III

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of April, 2021

Month of April, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Apr Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		356	3	4,761	36	5,117	33
CARMICHAEL		854	8	9,367	21	10,221	20
CONCORD	7	665	13	10,847	57	11,512	54
DAVIS		412	9	4,156	36	4,568	34
FAIRFIELD		452	5	7,286	18	7,738	17
FOLSOM	4	803	14	7,560	68	8,363	63
JACKSON		489	5	2,496	27	2,985	23
LODI	15	632	13	7,490	53	8,122	50
MANTECA	1	520	13	6,684	74	7,204	70
NAPA		165	1	9,262	4	9,427	4
PITTSBURG	6	968	23	7,370	65	8,338	60
PLACERVILLE	3	409	14	3,247	70	3,656	64
ROCKLIN		861	6	7,120	38	7,981	35
ROSEVILLE	11	1,222	15	10,089	55	11,311	50
SACRAMENTO		780	11	9,599	22	10,379	21
SACRAMENTO SOUTH		776	9	8,974	22	9,750	21
SAN ANDREAS		119	5	2,398	20	2,517	19
SONORA		236	15	3,131	41	3,367	39
STOCKTON		784	4	10,834	16	11,618	15
TRACY		510	12	7,387	36	7,897	34
VACAVILLE		426	8	4,974	41	5,400	39
VALLEJO		547	6	6,838	34	7,385	32
WOODLAND	8	451	13	4,632	57	5,083	53
Region III (Sacramento Area) TOTAL		**13,437**	**11**	**156,502**	**38**	**169,939**	**36**

REGION IV

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of April, 2021

Month of April, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Apr Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		685	10	4,482	25	5,167	23
BAKERSFIELD		1,227	9	8,141	35	9,368	32
BAKERSFIELD SW		979	13	8,402	32	9,381	30
BISHOP		49	6	1,892	13	1,941	12
CLOVIS		812	18	7,301	46	8,113	43
COALINGA		200	8	2,796	24	2,996	23
DELANO		188	13	3,828	29	4,016	28
FRESNO		1,615	13	10,108	37	11,723	34
FRESNO NORTH		1,339	13	5,653	46	6,992	40
HANFORD		561	12	3,952	40	4,513	37
LAKE ISABELLA		60	6	1,995	12	2,055	12
LOS BANOS		203	10	3,618	28	3,821	27
MADERA		489	15	3,338	46	3,827	42
MARIPOSA		198	13	1,229	28	1,427	26
MERCED		982	13	4,939	40	5,921	35
MODESTO		1,910	10	8,457	31	10,367	27
PORTERVILLE		723	13	4,127	35	4,850	32
REEDLEY		397	12	5,739	31	6,136	29
RIDGECREST		289	4	3,419	17	3,708	16
SHAFTER		257	16	3,121	46	3,378	44
TAFT		265	6	2,789	24	3,054	23
TULARE		283	8	4,793	26	5,076	25
TURLOCK	14	766	18	5,121	53	5,887	48
VISALIA		913	12	5,927	36	6,840	33
Region IV (Central Valley) TOTAL		**15,390**	**12**	**115,167**	**34**	**130,557**	**32**

REGION V

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of April, 2021

Month of April, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Apr Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,479	4	13,562	30	15,041	27
GLENDALE		1,861	6	11,509	30	13,370	27
GOLETA		-	-	-	-	-	-
PACOIMA DLPC		1,256	3	8,375	33	9,631	30
HOLLYWOOD COLE	5	2,200	14	6,675	67	8,875	54
HOLLYWOOD WEST	20	710	17	5,191	48	5,901	44
LANCASTER		1,841	5	13,709	44	15,550	40
LOMPOC		210	8	3,795	19	4,005	18
NEWHALL		436	7	5,787	26	6,223	25
OXNARD		558	5	7,054	20	7,612	19
PASO ROBLES		128	6	3,201	26	3,329	26
SAN LUIS OBISPO		186	3	4,777	20	4,963	19
SANTA BARBARA		408	12	5,028	45	5,436	43
SANTA MARIA		533	5	4,477	32	5,010	29
SANTA MONICA		422	11	8,503	37	8,925	36
SANTA PAULA		466	4	4,562	25	5,028	23
SIMI VALLEY		437	8	6,456	36	6,893	34
THOUSAND OAKS		501	5	7,418	22	7,919	21
VAN NUYS		1,223	10	9,347	34	10,570	31
VENTURA		1,102	8	5,869	37	6,971	32
WINNETKA		1,444	10	8,805	38	10,249	34
Region V (Northern Los Angeles/Coastal Area) TOTAL		**17,401**	**8**	**144,100**	**34**	**161,501**	**31**

REGION VI

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of April, 2021

Month of April, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Apr Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		2,208	12	10,105	45	12,313	39
BELLFLOWER		2,061	13	8,415	38	10,476	33
COMPTON		2,346	11	7,766	44	10,112	36
CULVER CITY		2,290	18	7,756	45	10,046	39
EL MONTE		1,186	12	7,582	32	8,768	29
HAWTHORNE		938	22	7,471	36	8,409	34
INGLEWOOD		706	4	9,381	11	10,087	10
LINCOLN PARK		1,825	9	8,758	32	10,583	28
LONG BEACH		809	12	8,793	32	9,602	30
LOS ANGELES		746	22	11,379	36	12,125	35
MONTEBELLO		2,897	9	6,210	20	9,107	17
PASADENA		1,428	8	10,827	14	12,255	13
SAN PEDRO		1,122	7	8,686	29	9,808	26
TORRANCE		1,396	15	6,938	33	8,334	30
WEST COVINA		1,961	14	9,379	37	11,340	33
WHITTIER		1,288	10	10,613	25	11,901	23
Region VI (Los Angeles Area) TOTAL		**25,207**	**12**	**140,059**	**31**	**165,266**	**28**

REGION VII

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of April, 2021

Month of April, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Apr Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ANAHEIM DLPC		1,509	3	10,717	12	12,226	11
BARSTOW		734	17	4,319	32	5,053	30
COSTA MESA		1,581	21	8,516	39	10,097	37
FONTANA		2,047	12	14,602	25	16,649	23
FONTANA DLPC		415	4	5,437	10	5,852	9
FULLERTON		2,866	19	14,982	27	17,848	26
LAGUNA HILLS		1,332	26	8,416	47	9,748	44
NEEDLES		76	15	1,409	30	1,485	30
NORCO		1,322	26	10,573	35	11,895	34
POMONA		1,894	27	10,226	43	12,120	40
RANCHO CUCAMONGA		2,224	16	10,943	30	13,167	27
REDLANDS		1,536	17	7,534	40	9,070	36
RIVERSIDE		1,113	14	7,425	39	8,538	36
RIVERSIDE EAST		2,206	14	14,233	26	16,439	24
SAN BERNARDINO		2,095	17	9,138	46	11,233	40
SANTA ANA		2,595	16	11,928	47	14,523	42
VICTORVILLE	13	2,692	19	10,284	54	12,976	47
WESTMINSTER	19	3,290	19	12,451	48	15,741	42
Region VII (Orange County/Inland Empire) TOTAL		**31,527**	**17**	**173,133**	**35**	**204,660**	**32**

REGION VIII

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of April, 2021

Month of April, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Apr Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		789	7	5,570	24	6,359	22
BLYTHE		45	5	1,980	13	2,025	13
BRAWLEY		291	7	5,632	16	5,923	15
CHULA VISTA		3,068	8	13,309	26	16,377	23
EL CAJON	17	1,584	18	10,885	50	12,469	46
EL CENTRO		573	10	5,128	33	5,701	31
HEMET	18	996	8	8,631	48	9,627	44
INDIO		1,228	4	5,595	25	6,823	22
OCEANSIDE	16	1,005	16	7,036	50	8,041	46
PALM DESERT		772	6	6,442	20	7,214	18
PALM SPRINGS		1,309	4	6,011	16	7,320	14
POWAY		924	16	7,979	43	8,903	40
SAN CLEMENTE		1,067	12	6,335	41	7,402	37
SAN DIEGO CLAIREMONT		2,212	14	12,776	39	14,988	35
SAN DIEGO NORMAL	9	1,955	15	8,109	56	10,064	48
SAN MARCOS	10	2,100	10	10,410	56	12,510	49
SAN YSIDRO	12	2,539	11	8,181	54	10,720	44
TEMECULA	2	2,014	19	6,480	74	8,494	61
TWENTYNINE PALMS		831	12	2,853	28	3,684	24
Region VIII (San Diego Area) TOTAL		**25,302**	**12**	**139,342**	**40**	**164,644**	**36**

STATEWIDE TOTALS	**147,820**	**12**	**1,150,597**	**31**	**1,298,417**	**29**

Appendix B
April Outage Summary

Number	Source of Failure		Number of Offices Impacted or Statewide	DMV Operations				Duration hh:mm	Reported Issue	DMV Services / Applications Impacted *Workaround Explained if Applicable	DMV Operational Impact	Direct or Indirect Cause of Outage	Resolution
	Component	Cause		Disruption Start Date		Returned to Normal Date							
1	Vendor	Application	Multiple FO	Mon 04/19/2021	8:15 AM	Mon 04/19/2021	9:53 AM	1:38	Multiple offices were unable to use the DHS (Department of Homeland Security) US Passport Service. Legal Presence was unavailable.	Multiple offices are unable to use the DHS US Passport Service. *Workaround: Offices should continue to key, Using secondary verification and Legal Presence referral process.	Multiple offices were unable to process Driver License Applications	Indirect: Unknown cause	Issue resolved: DHS reported they were having network issues and it was resolved on DHS side. US Passport service has been restored.
2	Vendor	Application	Multiple FO	Thu 04/22/2021	7:25 AM	Thu 04/22/2021	5:24 PM	9:59	Multiple Field offices are unable to access the Electronic Driver License Application on the AKTE and touch screen testing (TST) terminals	Multiple field offices are unable to access or process the Electronic Driver License Application on the AKTE and TST terminals. *Workaround: Offices asked customers to fill out the D44 online utilizing their smart phone or use the paper option in the EASE application.	Customers were unable to fill out applications on the AKTE or TST terminals.	Direct: DMV implemented a coding change with Internet Explorer 11.	Issue resolved: DMV rolled back recently deployed coding change and all services were restored. DMV is reviewing release/change processes.
3	Vendor	Application	Multiple FO	Fri 04/23/2021	8:30 AM	Fri 04/23/2021	11:16 AM	2:46	Multiple Field offices are unable to process VR Applications in the NMVTIS (National Motor Vehicle Title Information System) system, receiving a CNA (communication not available) short term error.	Multiple field offices are receiving CNA short term error processing VR applications in NMVTIS *Workaround: Office will used established work around.	Multiple field offices received CNA short term error processing VR applications in NMVTIS	Indirect: AAMVA (American Association of Motor Vehicle Administrators) made a coding change in their test environment which caused the outage in our production environment.	Issue resolved: DMV corrected the authentication URL to point to AAMVA production environment

4	Vendor	Application	Multiple FO	Fri 04/23/2021	8:30 AM	Fri 04/23/2021	1:35 PM	5:05	Multiple Field offices accessing Legal presence response for DL applications is receiving CNA (communication not available) short term error in Department of Homeland Security - Systematic Alien Verification for Entitlements	Multiple field offices are receiving CNA short term error when accessing Legal presence response for DL applications in DHS-SAVE. *Workaround: Office will use established Legal Presence referral process. DL production should continue.	Multiple field offices are receiving CNA short term error accessing Legal presence response for DL applications in DHS-SAVE.	Indirect: Issue was on DHS side. DHS did not provide a root cause analysis.	Issue resolved: Issue was on DHS side. DHS-SAVE service has been restored.
5	Vendor	Application	Call Centers	Mon 04/26/2021	9:00 AM	Mon 04/26/2021	10:30 AM	1:30	DMV Contact Centers Verizon IVR service is down. The Outage is affecting 800 number calls for Spanish and English	DMV Contact Centers Verizon IVR service is down. The Outage is affecting 800 number calls for Spanish and English. *No workaround	Contact Centers are unable to receive 1-800 phone call in Spanish and English	Indirect: DMV Firewall configuration issue.	Issue resolved. DMV changed the IP on the new Firewall to restore services.
6	Vendor	Application	Multiple FO	Wed 04/28/2021	12:02 PM	Wed 04/28/2021	12:57 PM	0:55	The VFO (Virtual Field Office) Applications are unavailable from Simpligov. Customers are experiencing 504 gateway errors, slow load times, inability to process records, and inability to pull tasks for Orchestrator	VFO users and DMV customers are unable to use the VFO application in Simpligov *No workaround available.	VFO user will be unable to submit or process any DMV transaction in Simpligov	Indirect: Simpligov had submissions stuck in processing that cause the database to hang.	Issue resolved: SimpliGov restarted all backend processing services, services which were previously crashing self-healed and began to process submits, auto-submits etc.