MARCH 2020

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) requires 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.

March 2020 Highlights:

- The United States Department of Homeland Security announced the extension of REAL ID enforcement until October 1, 2021 in response to the COVID-19 pandemic.
- DMV offices closed to the public on March 27, 2020 in response to the COVID-19 pandemic. DMV continues to provide essential services via mail, online, self-service kiosks, telephone, available business partners, and the newly added DMV Virtual Field Office.
- As of March 2020, there are 7,917,030 Californians with a REAL ID compliant driver license or identification card.
- March wait times for non-appointment customers were 20 minutes below target levels, averaging 40 minutes.

Table of Contents

REAL ID Customers and Workload

- Monthly Driver License and Identification Cards Produced 2
- Total Californians with REAL IDs 2

DMV Work Action Plan Updates

- No updates 3

Staffing

- Hiring Status 4
- Absenteeism 4

Process Improvements

- Customer Experience Improvements 5
- Website Design 5

Information Technology

- DMV Now Kiosks 6
- Online Transactions 7

Window Hours

- Moving Average of the Proportion of Actual to Max Window Hours 8
- Percentage of Actual to Maximum Window Hours 9
- Statewide Monthly Average of Actual to Maximum Window Hours 9

Wait Times

- Average Wait Time for Non-Appointment Customers – Statewide 10
- Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices 10
- Average Wait Time By Grade – Statewide 11
- Wait Times by Time Range – By Region 12
- Wait Times by Time Range – Statewide 13

Appendix

- A: Field Office Average Wait Times by Region 16
- B: Outage Summary 24

REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of March 2020, DMV produced and issued more than 8.6 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.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOTAL
January 2018 (22-31)	29,725	9,971	**39,696**	205,823	45,426	**251,249**	**290,945**	12.6%	18.0%	**13.6%**
February 2018	74,020	24,798	**98,818**	498,284	102,984	**601,268**	**700,086**	12.9%	19.4%	**14.1%**
March 2018	111,296	33,216	**144,512**	543,280	109,255	**652,535**	**797,047**	17.0%	23.3%	**18.1%**
April 2018	121,715	31,049	**152,764**	476,314	93,661	**569,975**	**722,739**	20.4%	24.9%	**21.1%**
May 2018	141,704	30,160	**171,864**	483,399	89,520	**572,919**	**744,783**	22.7%	25.2%	**23.1%**
June 2018	147,536	41,147	**188,683**	464,538	88,930	**553,468**	**742,151**	24.1%	31.6%	**25.4%**
July 2018	171,051	43,491	**214,542**	473,450	90,041	**563,491**	**778,033**	26.5%	32.6%	**27.6%**
August 2018	228,165	46,279	**274,444**	516,521	103,929	**620,450**	**894,894**	30.6%	30.8%	**30.7%**
September 2018	219,054	34,315	**253,369**	453,866	93,975	**547,841**	**801,210**	32.6%	26.7%	**31.6%**
October 2018	291,720	44,091	**335,811**	559,184	109,507	**668,691**	**1,004,502**	34.3%	28.7%	**33.4%**
November 2018	244,166	35,383	**279,549**	402,515	84,032	**486,547**	**766,096**	37.8%	29.6%	**36.5%**
December 2018	264,106	34,071	**298,177**	372,205	78,245	**450,450**	**748,627**	41.5%	30.3%	**39.8%**
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%**
GRAND TOTALS	**7,566,554**	**1,105,513**	**8,672,067**	**11,637,984**	**2,553,237**	**14,191,221**	**22,863,288**	**39.4%**	**30.2%**	**37.9%**

Total Californians with REAL IDs

As of March 2020, there are 7,917,030 Californians with a REAL ID compliant driver license or identification card. REAL ID transactions require an in-person visit to a field office. DMV does not anticipate this number will increase during the time period that field offices are closed to the public. The Department of Homeland Security has extended the REAL ID enforcement date to October 1, 2021 in response to the COVID-19 pandemic.

DMV WORK ACTION PLAN UPDATES

There are no updates for the month of March 2020.

STAFFING

Hiring Status: DMV has made offers on 99 percent of its 784 new positions. The following chart reflects the status of these hires as of March 2020.

Region	Number Authorized	Offers Made	Awaiting Fingerprints	Started	On-boarding In-Office Training	Expedite In-Office Training	Basic Driver License Training
I	51.0	51.0	0.0	51.0	40.0	42.0	51.0
II	124.0	117.5	0.0	108.0	104.0	104.0	104.0
III	87.0	87.0	0.0	86.0	86.0	86.0	86.0
IV	52.0	52.0	0.0	52.0	49.5	49.5	49.5
V	95.0	95.0	0.0	95.0	95.0	95.0	95.0
VI	134.0	131.0	1.0	131.0	57.0	0.0	72.0
VII	110.0	110.0	0.0	104.5	98.0	98.0	87.5
VIII	131.0	131.0	0.0	130.5	130.0	130.0	82.5
Total	**784.0**	**774.5**	**1.0**	**758.0**	**659.5**	**604.5**	**627.5**

On-boarding Training Modules

- Start Here/Concierge
- Appointment Check-in
- Cash Handling
- Drive Test Check-in
- Single Station Inventory
- Touch Screen Terminals
- Four pillars of superior customer service

Expedite Training Modules

- Driver License Record Information Requests
- Vehicle Registration Information Requests
- Return Knowledge Tests (non-commercial)
- Photo Retakes
- Personalized License Plate Assignment

All newly hired staff are expected to begin the On-boarding Training Module within two weeks of initial hire. The module takes place over two-weeks and is intended to introduce new hires to many of the support functions of the field office as well as superior customer service. Employees are immersed in the On-boarding concepts for two to four weeks until they demonstrate application of the skills. Only then do they proceed to the second module, Expedite In-Office Training.

Expedite Training introduces new hires to the work processes that are performed at the Expedite Window. This module is one week, and, at its conclusion, a new employee should be able to work independently at the Expedite Window. Both the On-boarding and Expedite Training provide a solid on-the-job knowledge base for new hires prior to their formalized classroom instruction.

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

CONTINUED PROCESS IMPROVEMENTS

Customer Experience Improvements: DMV continues to work on several initiatives to improve the customer experience, particularly as it relates to REAL ID. This includes, but is not limited to:

- Reducing REAL ID transaction times by removing redundant steps and ensuring that customers are better prepared before their office visit. As a result, it is expected that REAL ID transaction times will be reduced by more than half.
- DMV Express enables customers to upload their identity, Social Security, and residency documents online prior to their office visit. This saves several minutes of processing time at the field office. The proof of concept went live on November 20, 2019, with five offices. The department expanded the program to 18 additional offices on March 9, 2020 and plans to add 49 more offices in April.

Website Design: A full website redesign is anticipated to be unveiled in June 2020 that will provide customers with a clear, concise website that is user-friendly and provides quick service, consistency of information, and highlights alternatives to a field office visit.

On March 23, 2020, DMV launched the first phase of its online "Virtual Field Office." The DMV Virtual Field Office is designed for more complex transactions that would normally require a DMV Field Office visit. It is an interactive transaction with a DMV agent, conducted via email, phone, or chat. The first two transactions included in the Virtual Field Office are Title Transfer and Vehicle Registration. Through Virtual Field Office, customers can fill out the required forms, upload the required documents, and pay any required fees. Additional transactions will be added in phases.

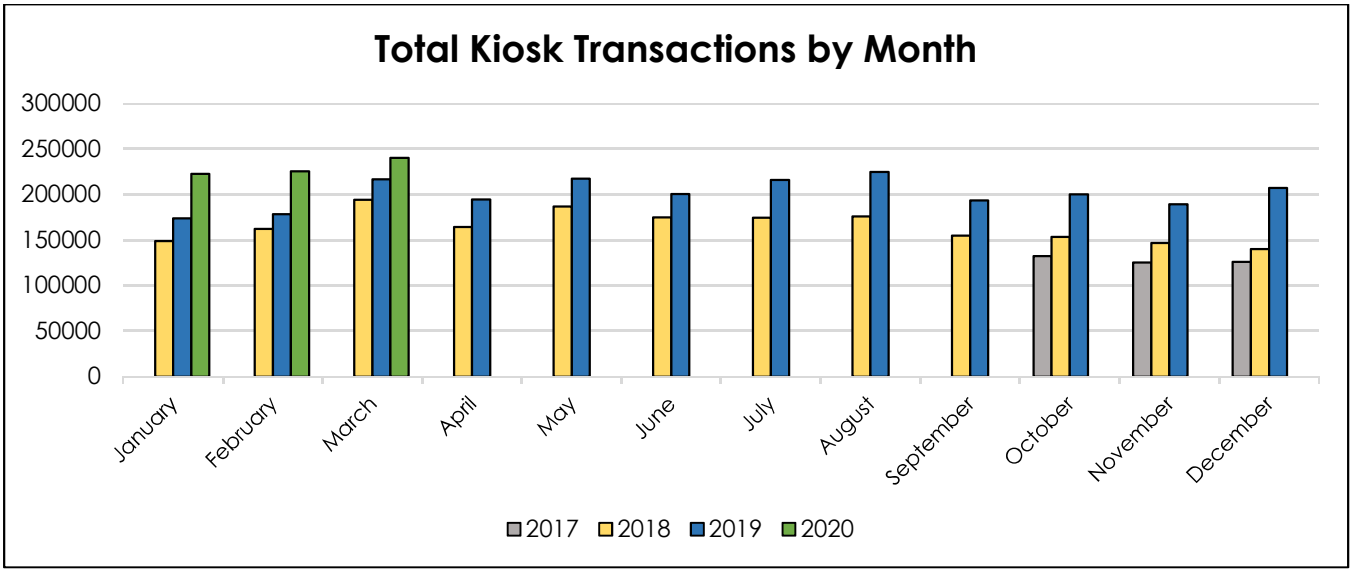
On March 25, 2020, DMV also launched "Service Advisor." Service Advisor is linked from the Appointments page, and helps customers identify whether the transaction they want to complete can be done online, at a self-service kiosk, through the Virtual Field Office or other alternatives. After the series of selections, if a customer's transaction cannot be done online - including through the Virtual Field Office, the customer will be able to schedule an appointment for an in-office visit. Appointments will be available when the Field Offices reopen. While offices are closed, DMV is working on other strategies to meet customer needs such as temporarily extending expiration dates for driver licenses and making additional transactions available via other service channels.

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: 98 in DMV field offices, 249 in retail locations, 1 library, 1 at the University of California, Irvine, 1 in the Mendota City Hall, 1 at DMV's Sacramento Headquarters building, and 14 in Northern California AAA locations.

DMV added the following new services to kiosks on February 11, 2020:

- Driver record history request
- 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

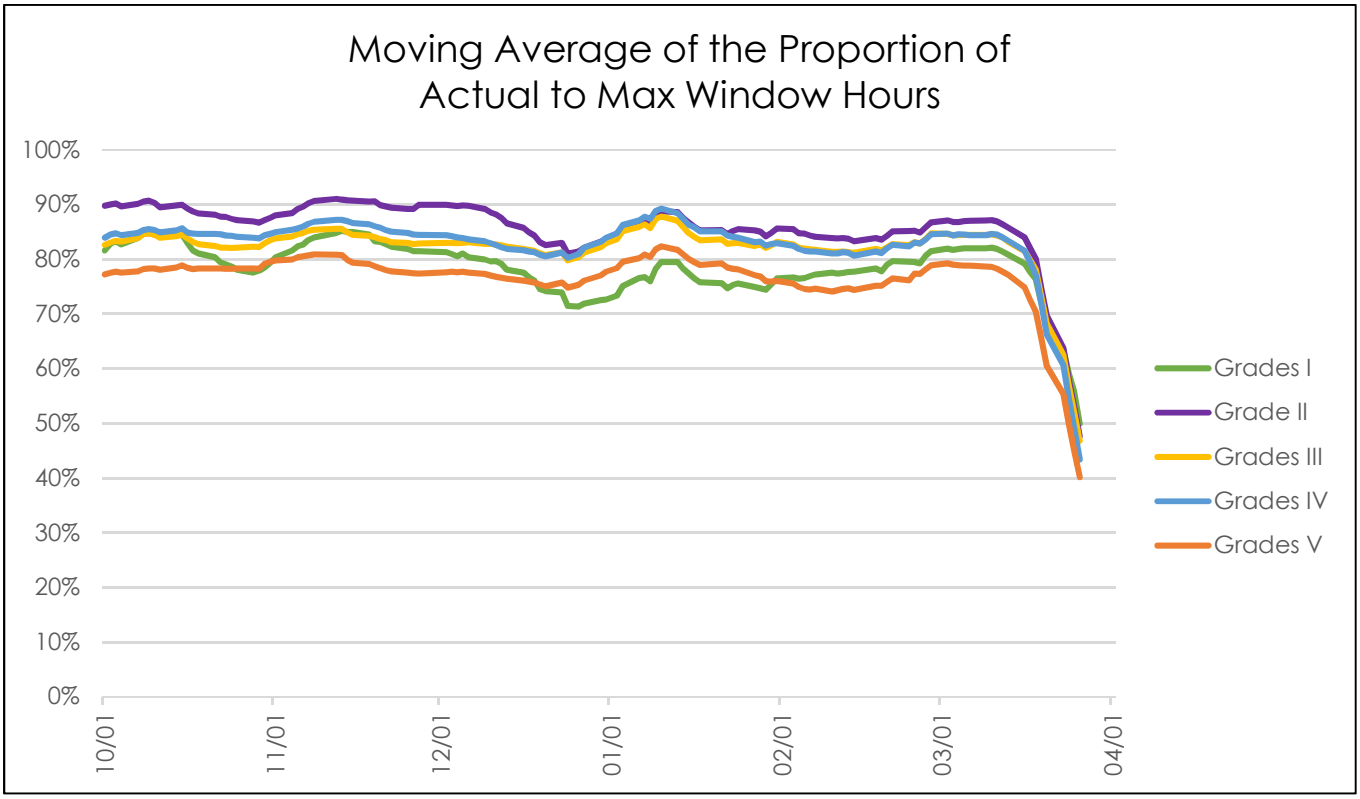
	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
Oct-17	122,358	10,043	N/A	92	N/A	N/A	**132,493**
Nov-17	114,602	10,598	N/A	94	N/A	N/A	**125,294**
Dec-17	113,140	12,889	N/A	86	N/A	N/A	**126,115**
Jan-18	131,496	17,155	N/A	151	N/A	N/A	**148,802**
Feb-18	139,654	22,487	N/A	149	N/A	N/A	**162,290**
Mar-18	164,073	29,886	N/A	184	N/A	N/A	**194,143**
Apr-18	136,052	27,942	N/A	184	N/A	62	**164,240**
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**

Online Transactions: On March 28, 2020, DMV deployed an identity management update to allow customers to register for an online account if they do not know their driver license or identification card number.

On March 29, 2020, DMV released a new transaction available through its online services. Customers can now request a duplicate driver license online. Prior to the launch of this transactions, customers were required to visit a field office to request a duplicate.

WINDOW HOURS

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[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. The proportion of actual window hour usage to maximum available usage varies across office grades. A smaller office can more easily achieve 100 percent window hour usage on any given day than can a larger office with significantly more transaction windows. DMV began limiting service to appointment-only customers on March 19, 2020 and closed its field offices to the public on March 27, 2020.

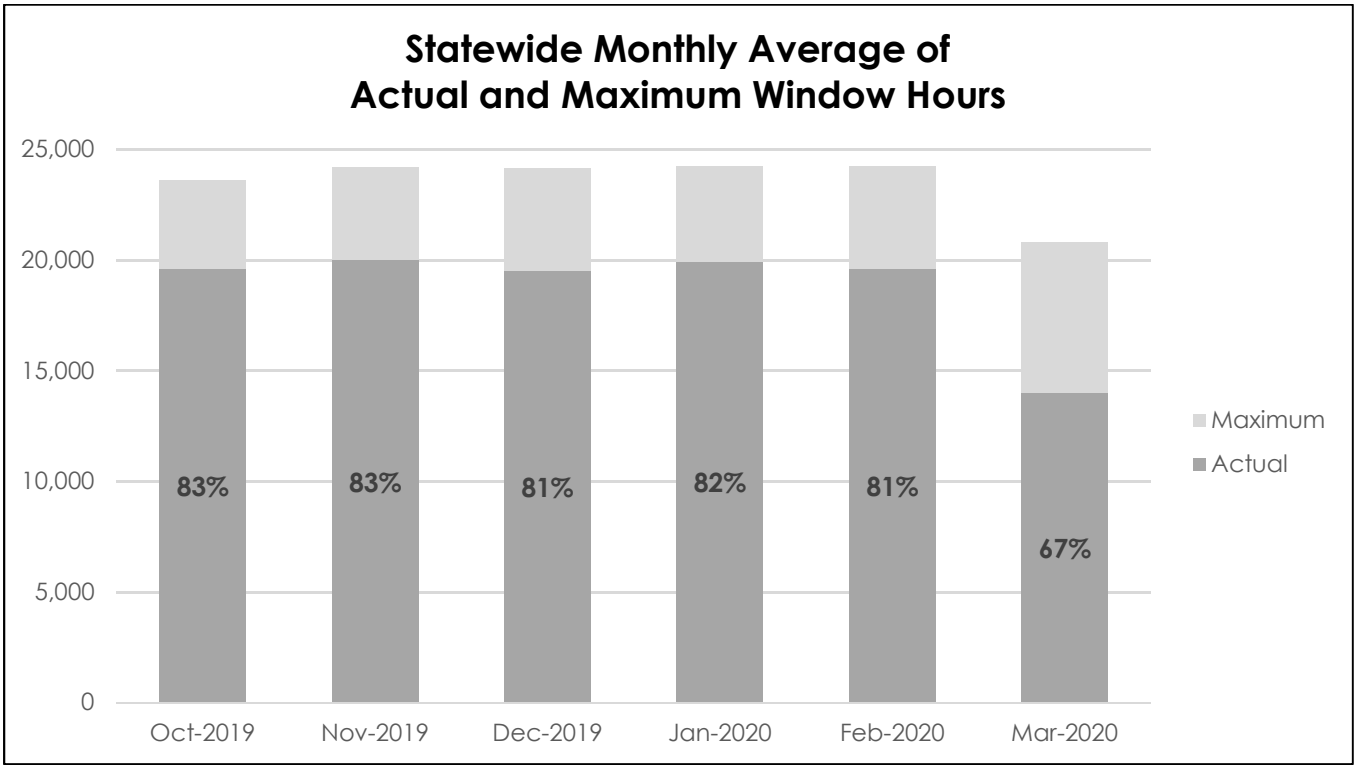


[1] The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.
[2] All 10 days are weighted equally in the calculation of the average.

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

	Percentage of Actual to Maximum Window Hours					
	Oct-2019	**Nov-2019**	**Dec-2019**	**Jan-2020**	**Feb-2020**	**Mar-2020**
Grade I	83%	79%	75%	77%	79%	71%
Grade II	90%	88%	85%	86%	85%	73%
Grade III	84%	84%	83%	84%	83%	70%
Grade IV	85%	84%	83%	85%	83%	68%
Grade V	78%	79%	78%	78%	77%	62%

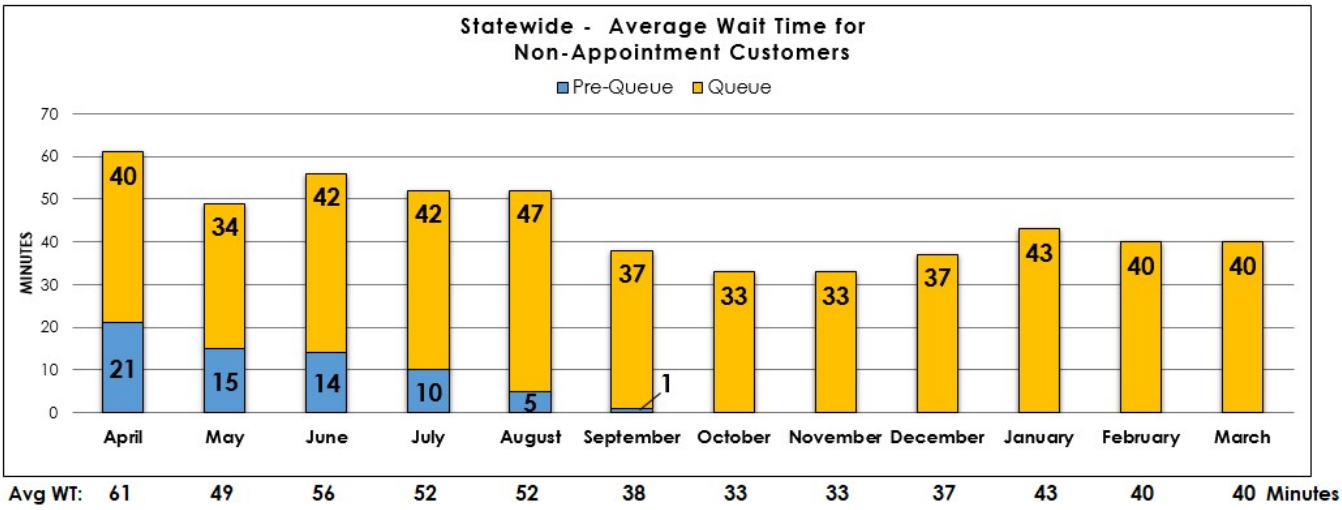
Statewide Monthly Average of Actual to Maximum Window Hours: This chart presents the same data, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.



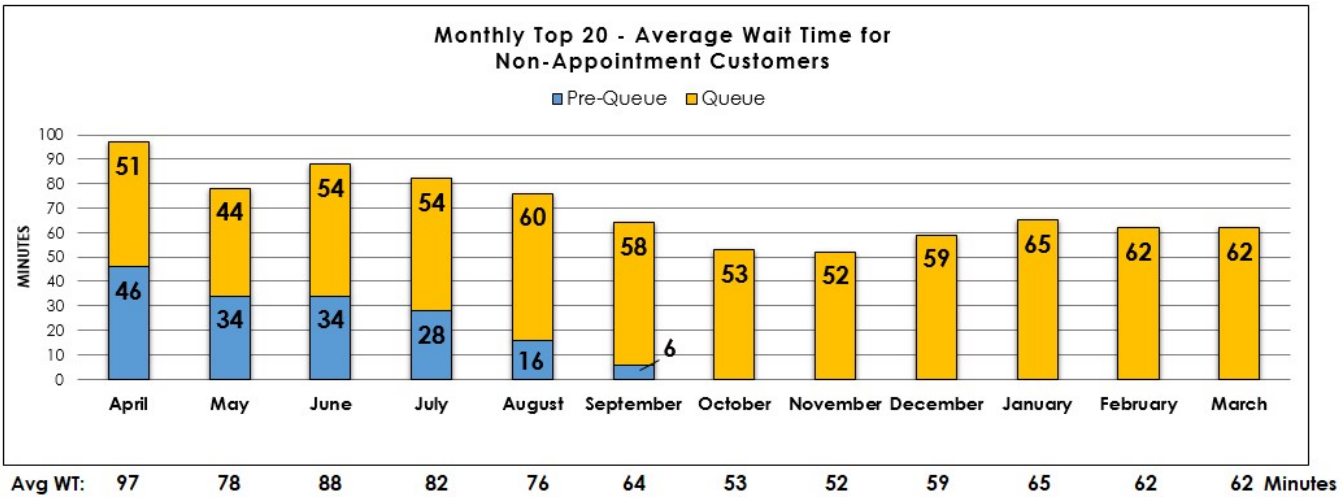
WAIT TIMES

March wait times for non-appointment customers were 20 minutes below target levels, averaging 40 minutes.

Average Wait Time for Non-Appointment Customers – Statewide:



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



Average Wait Time by Grade – Statewide: The following tables show the wait times for various grades (sizes) of field offices. Customer volumes decreased due to the service limitations and subsequent closure of field offices in response to COVID-19.

- 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 February, 2020

Month of February, 2020	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 - 56 Offices	29,778	10	199,286	25	229,064	23
Grade III - 47 Offices	77,029	12	417,672	30	494,701	27
Grade IV/V - 68 Offices	189,188	18	943,141	48	1,132,329	43

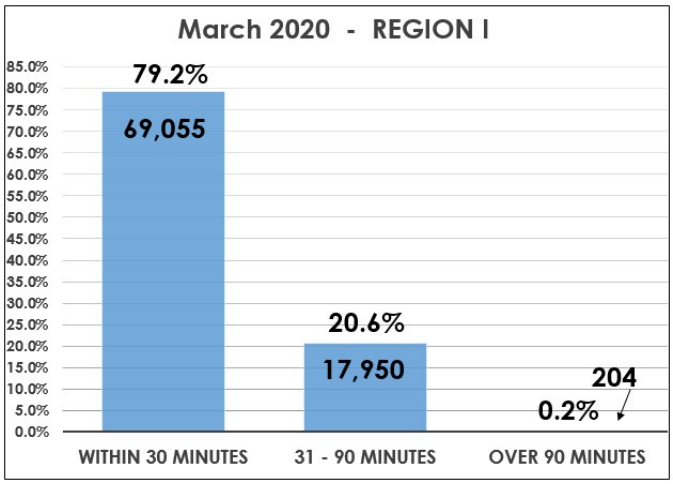
STATEWIDE - MONTH OF March, 2020

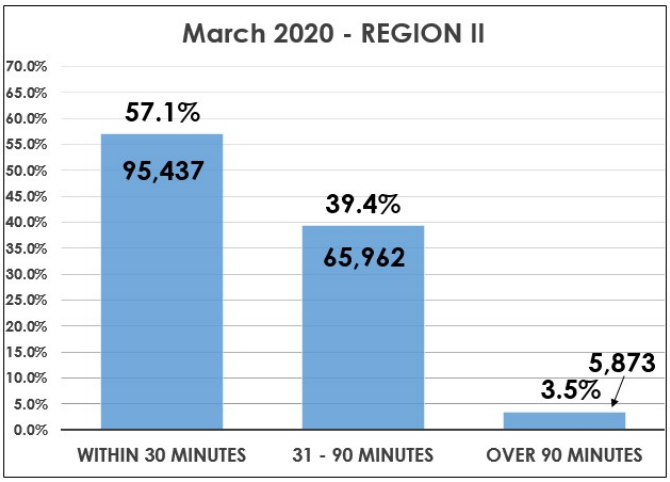
Month of March, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	27,169	8	132,251	26	159,420	23
Grade III - 47 Offices	63,453	10	264,483	30	327,936	26
Grade IV/V - 68 Offices	153,613	14	569,567	48	723,180	41

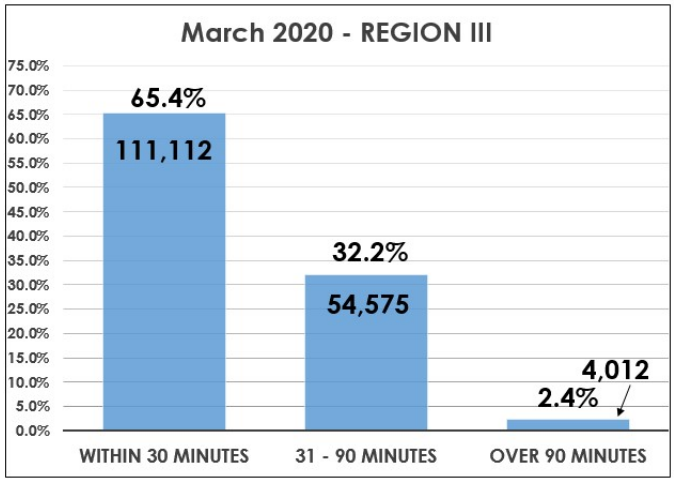
DIFFERENCE BETWEEN MONTH OF March, 2020 and MONTH OF February, 2020

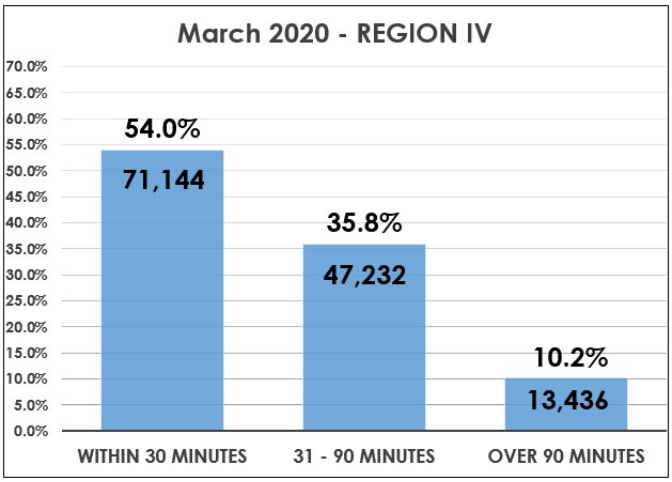
Month of Mar, 2020 vs Feb, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	(2,609)	(2)	(67,035)	+1	(69,644)	-
Grade III - 47 Offices	(13,576)	(2)	(153,189)	-	(166,765)	(1)
Grade IV/V - 68 Offices	(35,575)	(4)	(373,574)	-	(409,149)	(2)

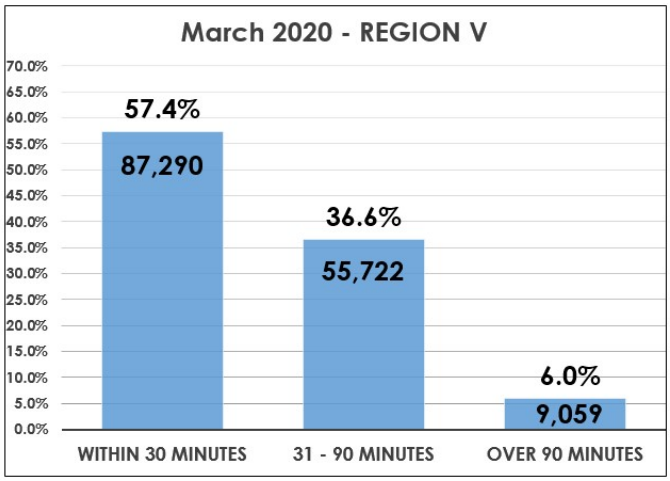
Wait Times by Time Range – By Region: The following charts show the number and percentage of customers whose queue wait times were 0-30 minutes, 31-90 minutes, and over 90 minutes for each Region.

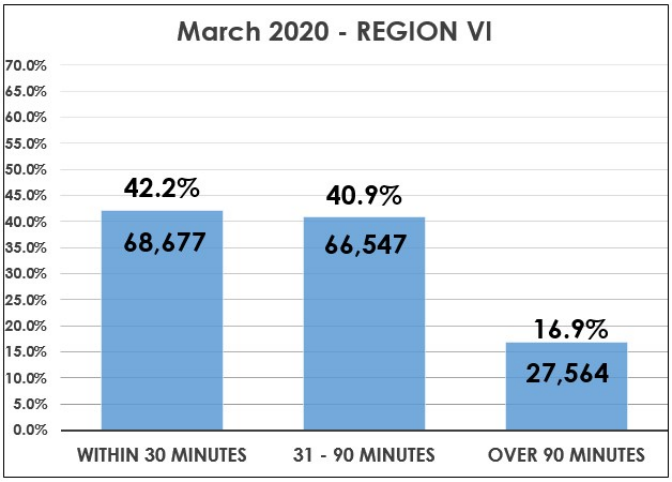


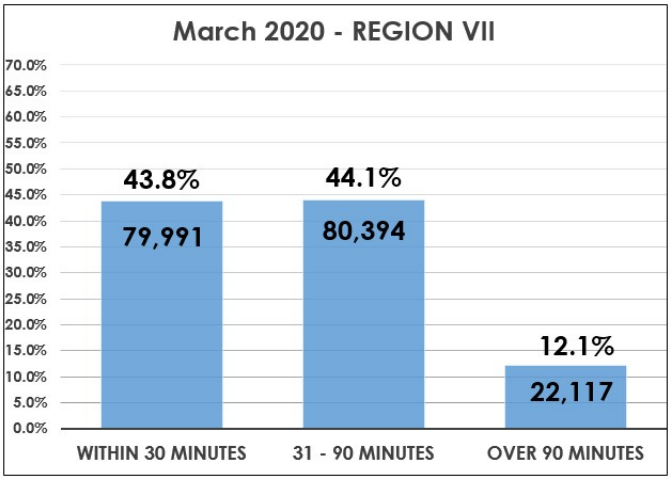


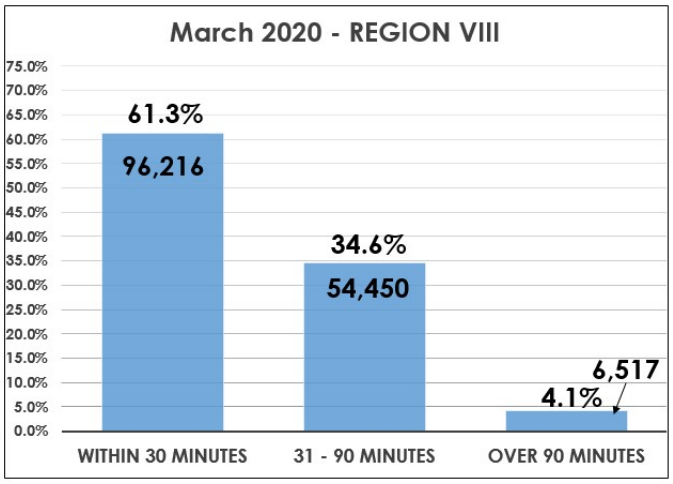




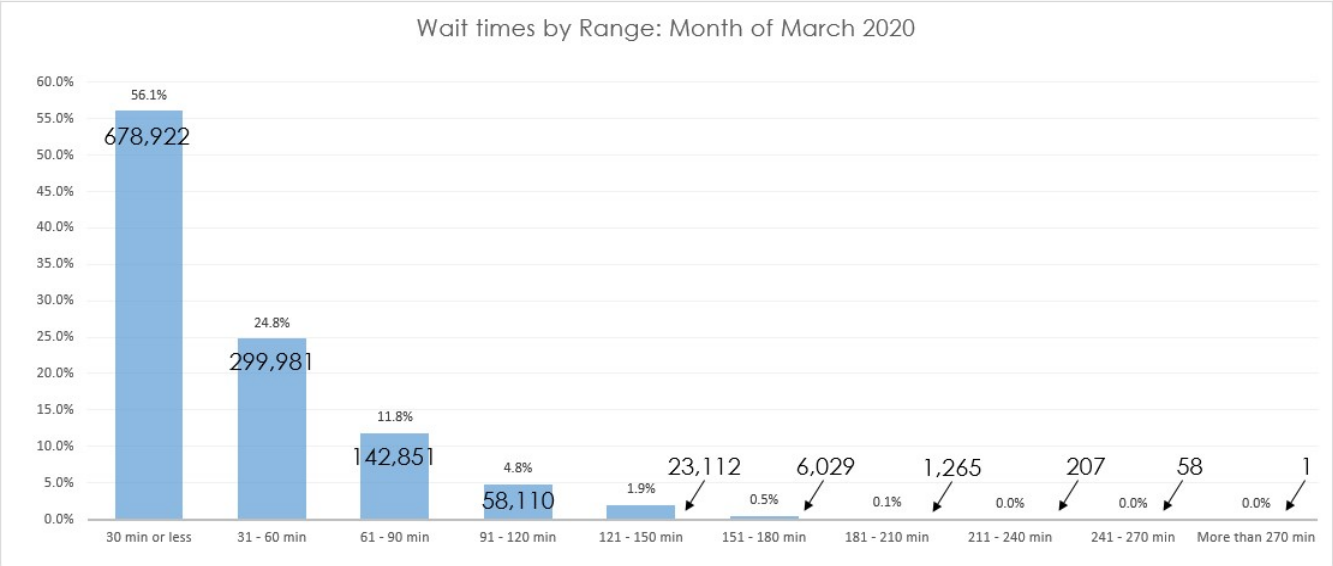


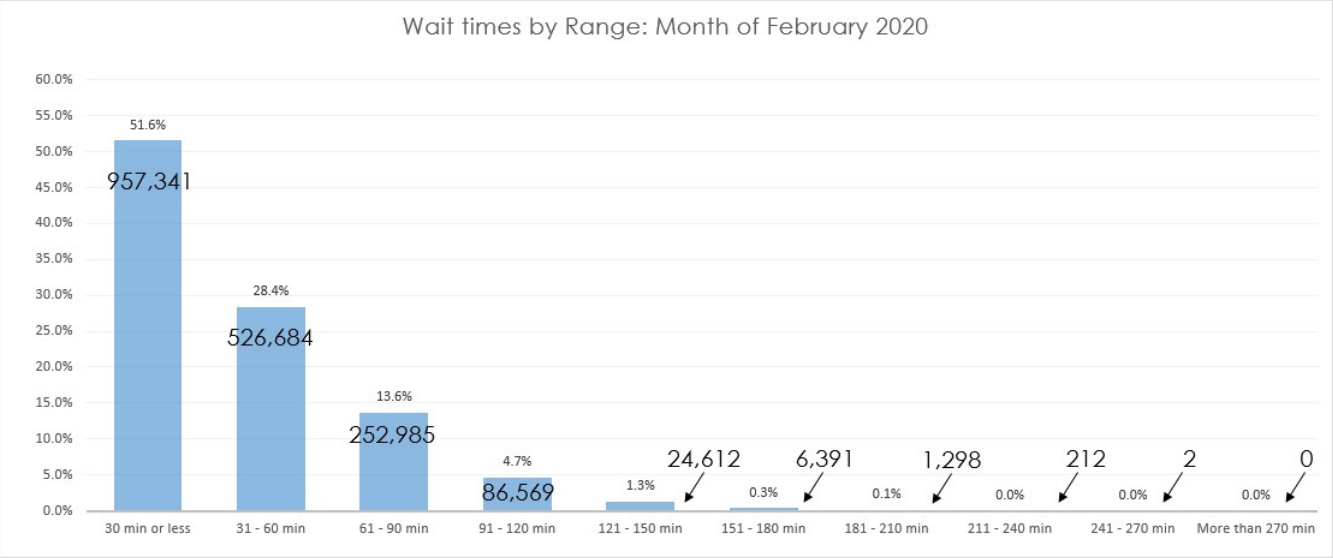


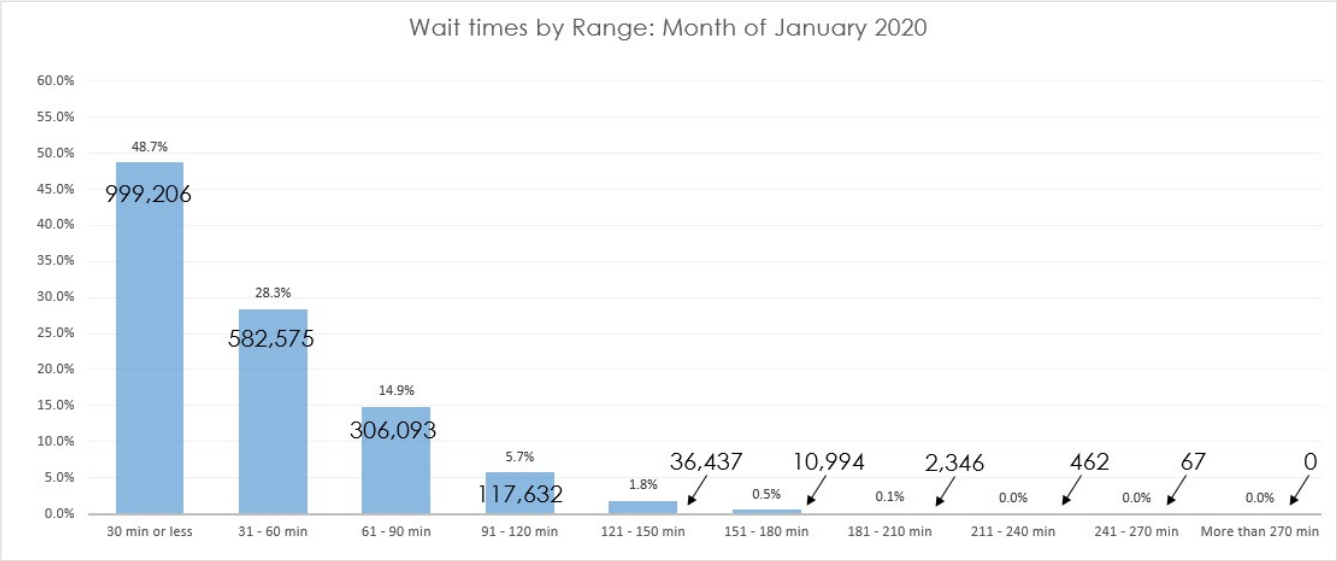


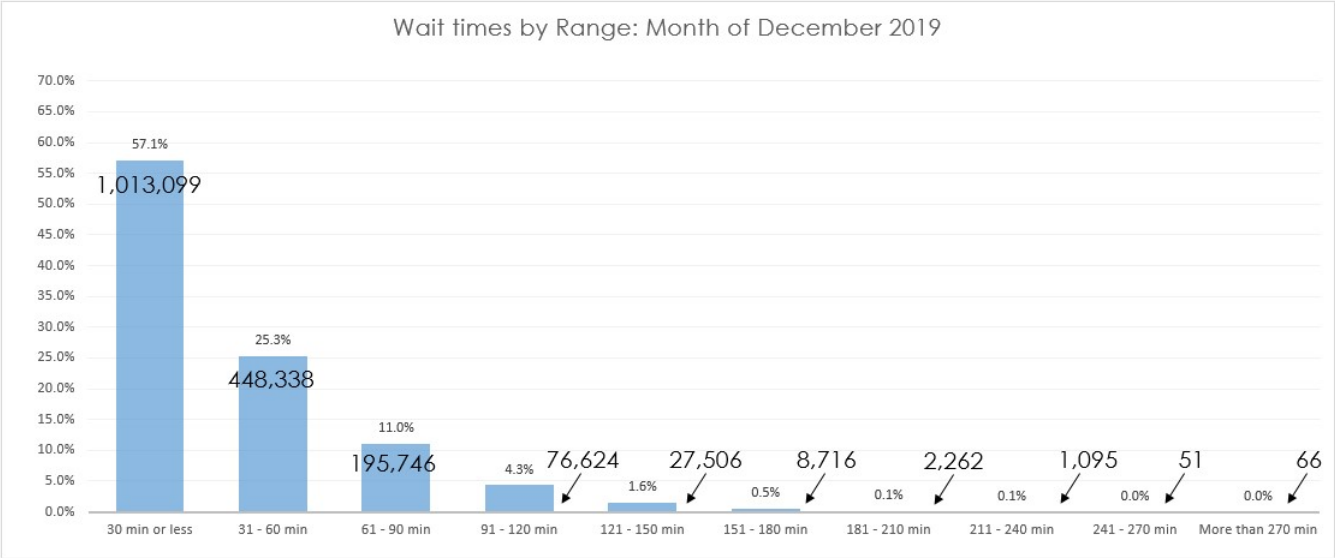


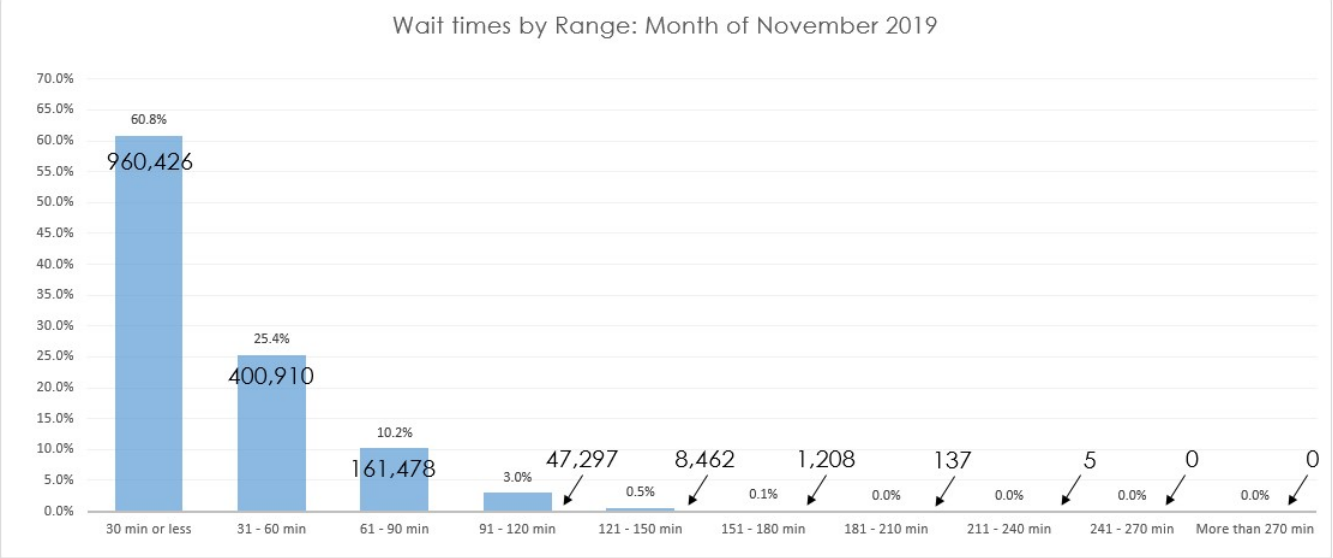
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.

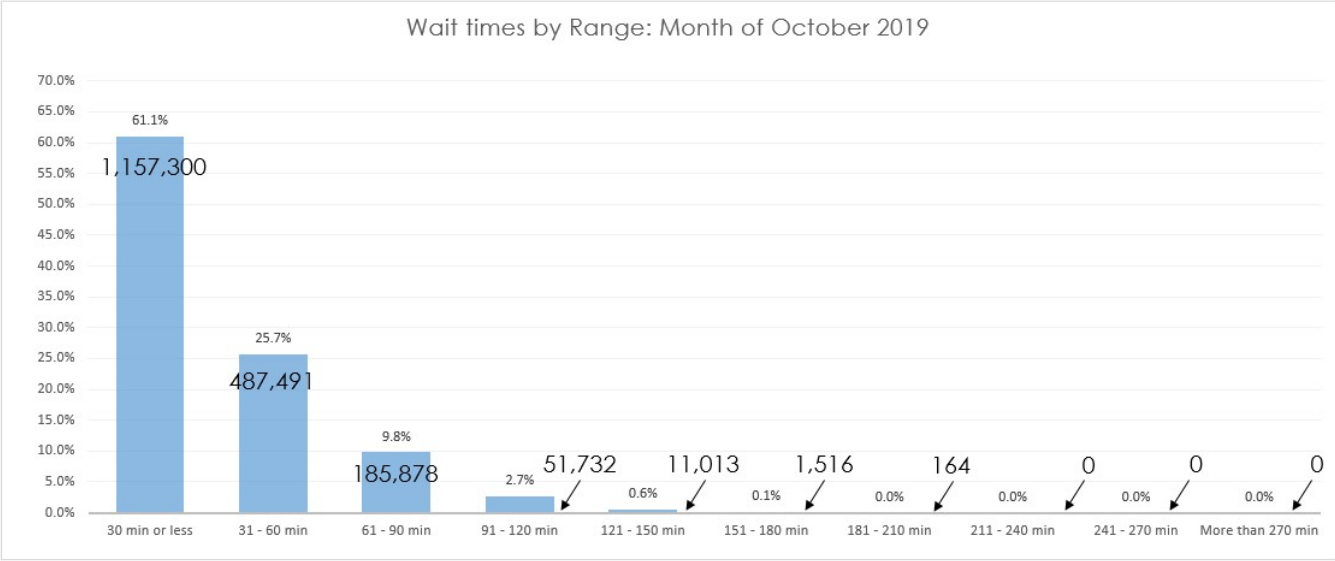





Wait times by Range: Month of January 2020
60.0%
55.0%
50.0%
45.0%
40.0%
35.0%
30.0%
25.0%
20.0%
15.0%
10.0%
5.0%
0.0%
48.7%
999,206
28.3%
582,575
14.9%
306,093
5.7%
117,632
1.8%
36,437
0.5%
10,994
0.1%
2,346
0.0%
462
0.0%
67
0.0%
0
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min


Wait times by Range: Month of December 2019
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%
57.1%
1,013,099
25.3%
448,338
11.0%
195,746
4.3%
76,624
1.6%
27,506
0.5%
8,716
0.1%
2,262
0.1%
1,095
0.0%
51
0.0%
66
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 2019
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%
60.8%
960,426
25.4%
400,910
10.2%
161,478
3.0%
47,297
0.5%
8,462
0.1%
1,208
0.0%
137
0.0%
5
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 October 2019
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%
61.1%
1,157,300
25.7%
487,491
9.8%
185,878
2.7%
51,732
0.6%
11,013
0.1%
1,516
0.0%
164
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

APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Region I

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of March, 2020

Month of March, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Mar Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		125	1	810	5	935	5
CHICO		932	6	5,412	17	6,344	15
COLUSA		287	4	1,855	11	2,142	10
CORTE MADERA		1,078	7	3,939	24	5,017	20
CRESCENT CITY		282	5	1,495	24	1,777	21
EUREKA		665	3	4,560	12	5,225	11
FALL RIVER MILLS		50	2	632	10	682	9
FORT BRAGG		135	7	988	19	1,123	18
GARBERVILLE		123	3	742	9	865	9
GRASS VALLEY		631	6	2,442	22	3,073	19
LAKEPORT		327	6	2,299	25	2,626	22
MOUNT SHASTA		214	4	1,180	8	1,394	8
NOVATO		616	4	3,212	13	3,828	11
OROVILLE		687	7	3,385	23	4,072	20
PETALUMA		1,069	7	4,389	16	5,458	14
QUINCY		99	3	996	13	1,095	12
RED BLUFF		824	5	3,369	16	4,193	14
REDDING		1,348	10	6,042	25	7,390	23
SANTA ROSA		1,548	6	5,950	25	7,498	21
SOUTH LAKE TAHOE		242	11	1,463	36	1,705	33
SUSANVILLE		213	4	1,530	18	1,743	16
TRUCKEE		337	11	1,416	24	1,753	21
UKIAH		560	13	2,561	27	3,121	25
WEAVERVILLE		80	3	858	12	938	11
WILLOWS		199	10	1,779	14	1,978	14
YREKA		229	6	1,368	21	1,597	19
YUBA CITY		1,527	9	8,110	19	9,637	18
Region I (Northern CA)TOTAL		**14,427**	**7**	**72,782**	**19**	**87,209**	**17**

Saturday Service in 61 Offices

Region II

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of March, 2020

Month of March, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Mar Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		1,245	10	4,391	27	5,636	23
DALY CITY		2,601	17	8,496	46	11,097	39
EL CERRITO		1,689	14	6,925	30	8,614	27
FREMONT		1,207	16	5,421	43	6,628	38
GILROY		1,017	9	3,903	18	4,920	16
HAYWARD		1,735	10	7,455	31	9,190	27
HOLLISTER		464	10	1,826	24	2,290	21
KING CITY		470	12	3,243	25	3,713	24
LOS GATOS		1,679	17	4,178	43	5,857	36
OAKLAND CLAREMONT		2,225	13	9,078	36	11,303	32
OAKLAND COLISEUM		1,943	18	6,269	49	8,212	42
PLEASANTON		1,533	15	6,591	36	8,124	32
REDWOOD CITY		1,481	20	6,158	46	7,639	41
SALINAS		1,238	7	5,514	24	6,752	21
SAN FRANCISCO		2,163	8	9,377	27	11,540	23
SAN JOSE		2,414	12	7,294	29	9,708	25
SAN JOSE DLPC		2,717	13	10,211	42	12,928	36
SAN MATEO		1,240	18	5,410	45	6,650	40
SANTA CLARA		2,157	11	9,479	39	11,636	34
SANTA TERESA		1,259	16	5,417	35	6,676	32
SEASIDE		978	6	4,230	17	5,208	15
WATSONVILLE		602	14	2,349	37	2,951	32
Region II (Bay Area) TOTAL		**34,057**	**13**	**133,215**	**35**	**167,272**	**31**

Saturday Service in 61 Offices

Region III

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of March, 2020

Month of March, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Mar Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		759	3	3,579	16	4,338	14
CARMICHAEL	12	2,973	14	9,217	61	12,190	49
CONCORD		1,554	9	7,247	26	8,801	23
DAVIS		947	2	2,806	8	3,753	6
FAIRFIELD		1,493	7	5,968	17	7,461	15
FOLSOM		2,041	14	6,554	33	8,595	29
JACKSON		523	6	1,858	28	2,381	23
LODI		2,223	16	6,793	46	9,016	39
MANTECA		1,386	10	5,372	32	6,758	27
NAPA		1,319	3	5,584	8	6,903	7
PITTSBURG		897	9	6,809	23	7,706	21
PLACERVILLE		575	12	2,270	43	2,845	37
ROCKLIN		1,361	8	4,640	23	6,001	20
ROSEVILLE		2,133	6	8,676	28	10,809	24
SACRAMENTO		3,328	9	10,942	37	14,270	31
SACRAMENTO SOUTH		2,954	9	9,126	37	12,080	30
SAN ANDREAS		380	9	1,546	28	1,926	24
SONORA		610	11	1,984	33	2,594	28
STOCKTON		1,928	11	10,108	33	12,036	29
TRACY		1,291	9	7,075	27	8,366	24
VACAVILLE		949	5	3,547	30	4,496	24
VALLEJO		1,289	7	5,696	21	6,985	19
WALNUT CREEK		817	4	3,940	15	4,757	13
WOODLAND		1,012	9	3,620	31	4,632	26
Region ■ (Sacramento Area) TOTAL		**34,742**	**9**	**134,957**	**30**	**169,699**	**26**

Saturday Service in 61 Offices

Region IV

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of March, 2020

Month of March, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Mar Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		680	9	3,698	26	4,378	23
BAKERSFIELD		1,583	14	8,238	53	9,821	47
BAKERSFIELD SW	16	1,547	18	6,720	58	8,267	50
BISHOP		240	6	1,231	38	1,471	33
CLOVIS		1,699	8	7,393	33	9,092	28
COALINGA		303	9	1,672	22	1,975	20
DELANO		615	12	3,405	40	4,020	35
FRESNO	17	2,267	15	11,793	57	14,060	50
FRESNO NORTH		1,626	12	4,893	54	6,519	43
HANFORD		861	12	4,001	45	4,862	39
LAKE ISABELLA		132	6	1,129	16	1,261	15
LOS BANOS		832	14	3,024	42	3,856	36
MADERA		820	10	3,663	40	4,483	35
MARIPOSA		250	9	964	35	1,214	30
MERCED		1,442	17	6,343	44	7,785	39
MODESTO	19	2,093	19	8,861	56	10,954	49
PORTERVILLE		684	12	3,985	37	4,669	33
REEDLEY		854	9	5,416	25	6,270	23
RIDGECREST		370	10	2,027	28	2,397	25
SHAFTER		544	8	3,228	26	3,772	23
TAFT		261	11	1,580	29	1,841	26
TULARE		762	13	3,261	45	4,023	39
TURLOCK		1,076	15	5,216	45	6,292	40
VISALIA		1,484	6	7,046	26	8,530	22
Region IV (Central Valley) TOTAL		**23,025**	**13**	**108,787**	**43**	**131,812**	**37**

Saturday Service in 61 Offices

Region V

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of March, 2020

Month of March, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Mar Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		2,655	5	9,492	31	12,147	25
GLENDALE		3,288	2	7,799	37	11,087	27
GOLETA		472	7	2,859	24	3,331	22
PACOIMA DLPC		639	7	7,000	36	7,639	34
HOLLYWOOD COLE		1,557	6	4,774	39	6,331	31
HOLLYWOOD WEST		1,230	3	4,485	18	5,715	15
LANCASTER		4,241	14	10,898	46	15,139	37
LOMPOC		738	13	3,005	43	3,743	37
NEWHALL		1,411	13	5,495	44	6,906	38
OXNARD		1,580	8	5,810	44	7,390	36
PASO ROBLES		494	15	2,394	32	2,888	29
SAN LUIS OBISPO		1,229	8	3,942	25	5,171	21
SANTA BARBARA		663	11	2,867	38	3,530	33
SANTA MARIA		1,337	6	4,140	42	5,477	33
SANTA MONICA		1,457	11	6,425	41	7,882	36
SANTA PAULA		662	4	4,187	25	4,849	23
SIMI VALLEY		1,360	6	4,963	26	6,323	22
THOUSAND OAKS		1,582	10	6,183	47	7,765	40
VAN NUYS		1,318	8	9,333	41	10,651	37
VENTURA		1,946	7	5,999	41	7,945	33
WINNETKA	18	2,033	15	8,129	56	10,162	47
Region V (Northern Los Angeles/Coastal Area) TOTAL		**31,892**	**8**	**120,179**	**39**	**152,071**	**32**

Saturday Service in 61 Offices

Region VI

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of March, 2020

Month of March, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Mar Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS	10	1,957	18	9,013	61	10,970	53
BELLFLOWER	3	3,009	16	9,603	68	12,612	56
COMPTON	8	2,195	12	7,724	64	9,919	53
CULVER CITY	1	2,134	24	6,695	80	8,829	66
EL MONTE		1,742	14	6,588	50	8,330	43
HAWTHORNE	2	2,435	20	7,821	70	10,256	58
INGLEWOOD	9	1,372	11	6,042	61	7,414	52
LINCOLN PARK		1,970	10	7,880	45	9,850	38
LONG BEACH	11	2,292	13	7,203	61	9,495	49
LOS ANGELES	7	2,762	24	9,796	65	12,558	56
MONTEBELLO		1,943	21	6,332	55	8,275	47
PASADENA		2,767	11	9,348	42	12,115	35
SAN PEDRO		1,558	7	6,732	39	8,290	33
TORRANCE	5	2,062	19	6,675	68	8,737	56
WEST COVINA		2,909	13	11,002	49	13,911	41
WHITTIER	20	2,465	13	8,762	55	11,227	46
Region VI (Los Angeles Area) TOTAL		**35,572**	**15**	**127,216**	**58**	**162,788**	**49**

Saturday Service in 61 Offices

Region VII

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of March, 2020

Month of March, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Mar Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		763	13	3,332	40	4,095	35
COSTA MESA	13	2,788	21	9,078	59	11,866	50
FONTANA		4,469	12	12,290	44	16,759	36
FULLERTON		2,557	15	15,716	54	18,273	49
LAGUNA HILLS	15	3,074	27	7,399	59	10,473	49
NEEDLES		190	10	1,017	24	1,207	22
NORCO		2,098	17	7,568	52	9,666	44
POMONA		2,495	18	9,478	48	11,973	42
RANCHO CUCAMONGA		3,631	20	9,826	52	13,457	43
REDLANDS	6	2,300	26	5,289	67	7,589	55
RIVERSIDE		1,832	17	6,663	48	8,495	41
RIVERSIDE EAST		3,289	16	10,890	44	14,179	37
SAN BERNARDINO		2,924	12	9,162	47	12,086	39
SANTA ANA		3,198	14	11,100	53	14,298	44
VICTORVILLE		2,487	15	8,770	42	11,257	36
WESTMINSTER	4	4,788	18	12,041	68	16,829	54
Region VII (Orange County/Inland Empire) TOTAL		**42,883**	**17**	**139,619**	**52**	**182,502**	**44**

Saturday Service in 61 Offices

Region VIII

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of March, 2020

Month of March, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Mar Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		843	7	4,113	32	4,956	28
BLYTHE		149	2	1,239	6	1,388	6
BRAWLEY		371	9	3,137	17	3,508	16
CHULA VISTA		2,661	6	13,186	37	15,847	32
EL CAJON		2,010	10	10,880	43	12,890	38
EL CENTRO		1,071	9	5,877	19	6,948	17
HEMET		1,586	4	10,399	16	11,985	14
INDIO		946	5	5,467	18	6,413	16
OCEANSIDE		1,583	19	6,119	49	7,702	43
PALM DESERT		1,369	6	5,175	16	6,544	14
PALM SPRINGS		1,103	4	4,288	13	5,391	11
POWAY		1,907	8	6,770	29	8,677	24
SAN CLEMENTE		1,233	9	5,442	38	6,675	32
SAN DIEGO CLAIREMONT		2,870	6	11,978	34	14,848	28
SAN DIEGO NORMAL		2,868	14	6,731	45	9,599	36
SAN MARCOS	14	1,921	17	11,248	59	13,169	53
SAN YSIDRO		1,123	7	9,224	34	10,347	31
TEMECULA		1,691	13	6,130	49	7,821	41
TWENTYNINE PALMS		332	4	2,143	17	2,475	15
Region VIII (San Diego Area) TOTAL		**27,637**	**9**	**129,546**	**34**	**157,183**	**29**

STATEWIDE TOTALS	**244,235**	**12**	**966,301**	**40**	**1,210,536**	**34**

Saturday Service in 61 Offices

Appendix B
March 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	Credit Card Processing	Configuration	Multiple FO	Mon 03/02/2020	4:33 PM	Mon 03/02/2020	4:56 PM	0:23	Field Offices unable to process credit card payments. Credit card transactions are receiving an error code "Token Error" which is declining all credit card transactions.	Field Office unable to successfully completed transactions using credit cards as a payment sources. * Transaction were completed with other payment source.	Field Office transactions using Credit Cards as a payment source.	Direct: Credit Card processing time zones not set properly in relation to authentication activities.	Vendor, Vitupay, corrected the time zones restoring service.
2	Vendor	Network Connectivity	Multiple FO	Tue 03/03/2020	10:52 AM	Tue 03/03/2020	12:23 PM	1:31	Document Verification services unavailable.	Driver License, Identification Card, and Commercial Driver License applications. *Alternative process used to complete Driver License and Identification Card transactions. Commercial Driver License process required a return visit to finalize application process.	Driver License and Identification Card application Social Security verification process. Commercial Driver License process required a return visit to finalize application process.	Direct: Document verification service provider, AAMVA, experience server issues.	Vendor moved Social Security Number verification to a secondary server and service was restored.
3	Vendor	Network Connectivity	Multiple FO	Wed 03/04/2020	1:28 PM	Wed 03/04/2020	3:00 PM	1:32	Passport Verification Service unavailable.	Driver License and Identification Card applications process. *Manual process to verify documents.	Driver License and Identification Card applications processing.	Direct: Department of Homeland Security US Passport Verification Service (USPVS) experienced intermittent issues.	Department of Homeland Security US Passport Verification Service restored to normal operations.
4	Vendor	Undetermined	Multiple FO	Wed 03/04/2020	5:18 PM	Wed 03/04/2020	5:56 PM	0:38	Customer unable to process vehicle registration transactions on the Self-Service Kiosks.	Self Service Kiosks unavailable. *No workaround.	Customer were unable to obtain services through the Self-Service Kiosks.	Direct: Root cause requested from vendor.	Vendor reboot machines and issues were resolved.
5	Vendor	Network Connectivity	Multiple FO	Wed 03/11/2020	4:05 PM	Wed 03/11/2020	4:49 PM	0:44	Document Verification services unavailable.	Driver License, Identification Card, and Commercial Driver License applications. *Alternative process used to complete Driver License and Identification Card transactions.	Driver License and Identification Card applications Social Security and Passport verification processes.	Direct: Document verification service provider, AAMVA, experience services timeout issues.	Vendor reboot machines and issues were resolved.
6	Vendor	Network Connectivity	Multiple FO	Thu 03/12/2020	12:58 PM	Thu 03/12/2020	1:57 PM	0:59	Document Verification services unavailable.	Driver License, Identification Card, and Commercial Driver License applications. *Alternative process used to complete Driver License and Identification Card transactions.	Driver License and Identification Card application Social Security and Department of Homeland Security verification processes.	Direct: Document verification service provider, AAMVA, experience services timeout issues.	Vendor reboot machines and issues were resolved.
7	Network Connectivity	Human Error	Multiple FO	Thu 03/26/2020	7:10 AM	Thu 03/26/2020	7:50 AM	0:40	Multiple (23) offices lost network connectivity.	The impacted Field Offices were unable to process Vehicle Registration, Driver License, and Identification Card, and other transitions. * No workaround. The office is providing informational and drop box services and offering customers alternative service options.	Field Office network services, terminals, and devices unable to connect to DMV applications and other functions requiring network connectivity.	Direct: Telecommunication provider, Comcast, implemented a change that disrupted services to 23 field offices.	Comcast reversed the change and service was restored.