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.

November 2019 Highlights:

- DMV issued 428,469 REAL ID compliant driver licenses or identification cards this month, for a grand total of 6,745,706 REAL IDs since implementation in January 2018.

- DMV installed the remaining kiosks from its 200-kiosk expansion. DMV has 364 DMV Now Kiosks statewide.

- November wait times for non-appointment customers were 27 minutes below target levels, averaging 33 minutes.

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REAL ID CUSTOMERS AND WORKLOAD

As of November 30, 2019, DMV produced and issued more than 6.7 million REAL ID driver license and identification cards.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL	DL/ID	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	99,688	498,284	102,984	601,268	700,956	12.9%	19.4%	14.2%
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%
GRAND TOTALS	5,831,021	914,685	6,745,706	10,323,480	2,227,141	12,550,621	19,296,327	36.1%	29.1%	35.0%

DMV WORK ACTION PLAN UPDATES

There are no updates for the month of November.

STAFFING

Hiring Status: DMV has made offers on 97 percent of its 784 new positions. The following chart reflects the status of these hires as of November 2019.

Region	Number Authorized	Offers Made	Awaiting Fingerprints	Started	On-boarding In-Office Training	Expedite In-Office Training	Basic Driver License Training
I	51.0	50.0	0.0	49.0	40.0	41.0	50.0
II	124.0	112.5	20.5	99.5	102.0	86.0	3.0
III	87.0	87.0	0.0	85.0	34.0	31.0	47.0
IV	52.0	52.0	0.0	52.0	48.5	48.5	48.5
V	95.0	95.0	0.0	95.0	34.0	27.0	62.0
VI	134.0	127.0	0.0	127.0	57.0	0.0	70.0
VII	110.0	110.0	0.0	101.0	100.0	100.0	84.5
VIII	131.0	131.0	0.0	131.0	130.0	130.0	82.5
Total	**784.0**	**760.5**	**20.5**	**739.0**	**545.5**	**463.5**	**447.5**

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: DMV continues to collect absenteeism data, which has an overall average of 6.0 percent. This percentage remains constant.

CONTINUED PROCESS IMPROVEMENTS:

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

- Proof of concept for implementation of DMV Express, which will enable customers to upload their identity, social security, and residency documents online prior to their office visit. This would save several minutes of processing time at the field office. The proof of concept went live on November 20, 2019, with five offices. By the end of November, more than 2,700 customer documents had been uploaded. The process will continue in December and lessons learned will be addressed before any further expansion of the proof of concept is scheduled.
- A business partner marketplace, named DMV Anytime, was launched on November 14, 2019. This marketplace enables customers to perform online vehicle registration services through DMV's business partners that are not currently available through DMV's online services. The purpose of this is to process more non-REAL ID transactions outside of the field offices in order to increase capacity for REAL ID.
- Deploying chrome devices in the field offices for customers to use for completing driver license/identification card applications. Currently, customers needing to complete applications in the field offices must utilize the testing terminals, which creates delays and congestion in the office. Dedicating chrome devices to this use should help to alleviate this bottleneck. DMV is planning to pilot this in the Santa Clara, Fullerton, Pacoima, and Westminster offices in December.

Website Design: DMV deployed a chatbot on August 27, 2019, to provide additional assistance to customers with REAL ID questions. The chatbot, called "Miles" conducts a "conversation" with website users, using artificial intelligence to answer questions they type into the site. Initially, Miles had answers to REAL ID-related questions. On November 12, 2019, additional driver license topics were added. Miles was also added to the main DMV website. By January 31, 2020, vehicle registration topics will be added to Miles.

The REAL ID microsite (www.realid.dmv.ca.gov) launched August 20, 2019. 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 alternates to a field office visit.

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.

DMV and its kiosk vendor completed this installation of the final kiosks from the 200-kiosk expansion. There are 364 DMV Now kiosks statewide: 97 in DMV field offices, 249 in retail locations, 3 in libraries, 1 at University of California, Irvine, 1 in the Mendota City Hall, and 13 in Northern California AAA locations.

By December 31, 2019, DMV plans to increase accessibility and usability of the kiosks by adding 10 additional languages to the kiosks (Arabic, Armenian, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Tagalog, and Vietnamese) and, by January 31, 2020, adding the following new services:

- Driver record history request
- Replacement registration card
- Replacement sticker
- Vehicle record history request

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

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	**164,178**
May-18	154,238	32,195	N/A	239	N/A	109	**186,672**
Jun-18	141,716	32,825	N/A	236	N/A	177	**174,777**
Jul-18	139,563	34,511	N/A	245	N/A	187	**174,319**
Aug-18	141,483	33,979	9	270	N/A	184	**175,741**
Sep-18	119,632	34,666	75	199	N/A	185	**154,572**
Oct-18	119,112	33,663	123	203	N/A	228	**153,101**
Nov-18	110,526	35,771	194	157	27	249	**146,675**
Dec-18	100,144	39,380	238	103	23	248	**139,888**
Jan-19	126,200	46,863	288	150	117	302	**173,618**
Feb-19	127,110	50,568	281	184	159	326	**178,302**
Mar-19	150,882	64,586	356	190	236	373	**216,250**
Apr-19	134,888	58,524	367	208	159	536	**194,146**
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**

Online Transactions: DMV is reviewing enhancements to services available via the DMV Website www.dmv.ca.gov, including solutions to expand access to customers who are currently unable to register with the identity management system.

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.
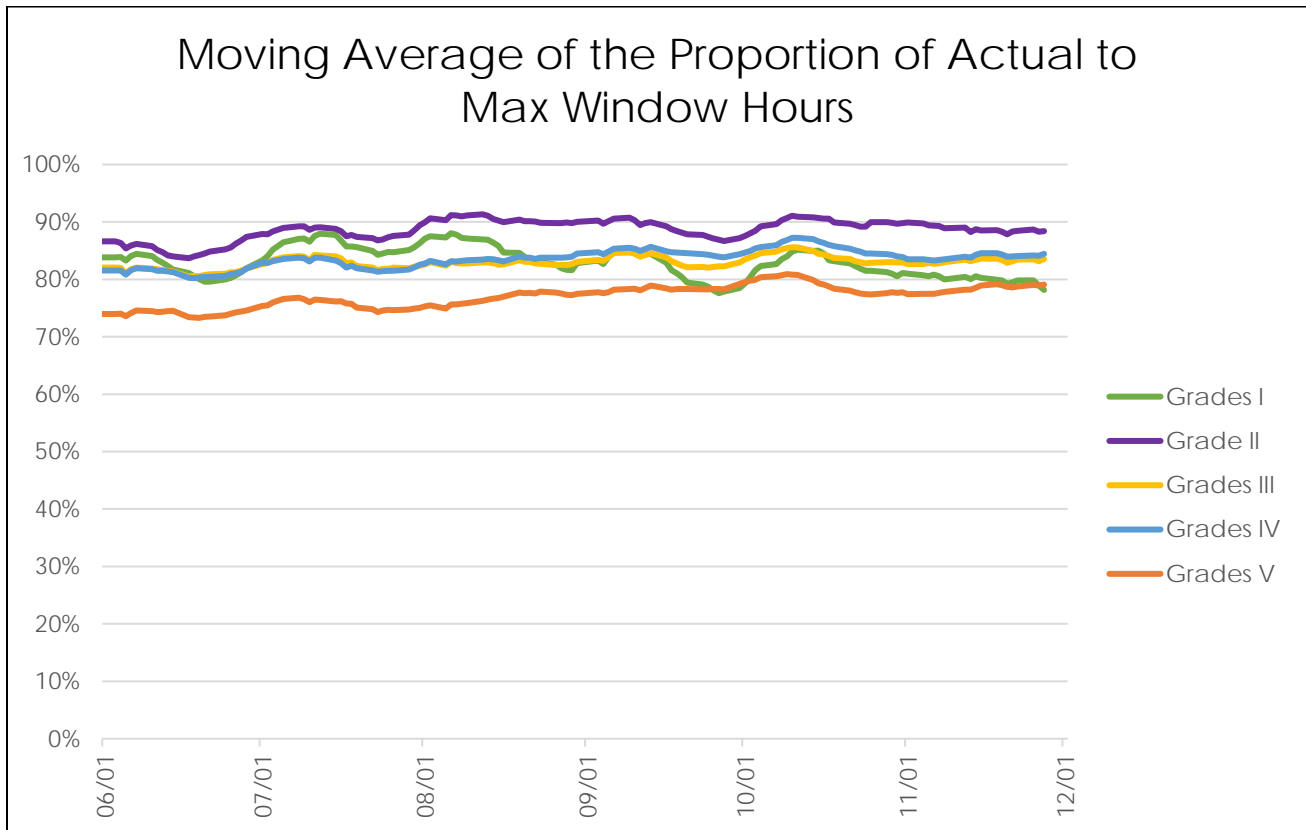
Moving Average of the Proportion of Actual to Max Window Hours

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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

	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019
Grade I	82%	85%	84%	81%	83%	79%
Grade II	86%	87%	91%	88%	90%	88%
Grade III	82%	81%	83%	83%	84%	84%
Grade IV	82%	81%	84%	85%	85%	84%
Grade V	75%	74%	77%	80%	78%	79%

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.
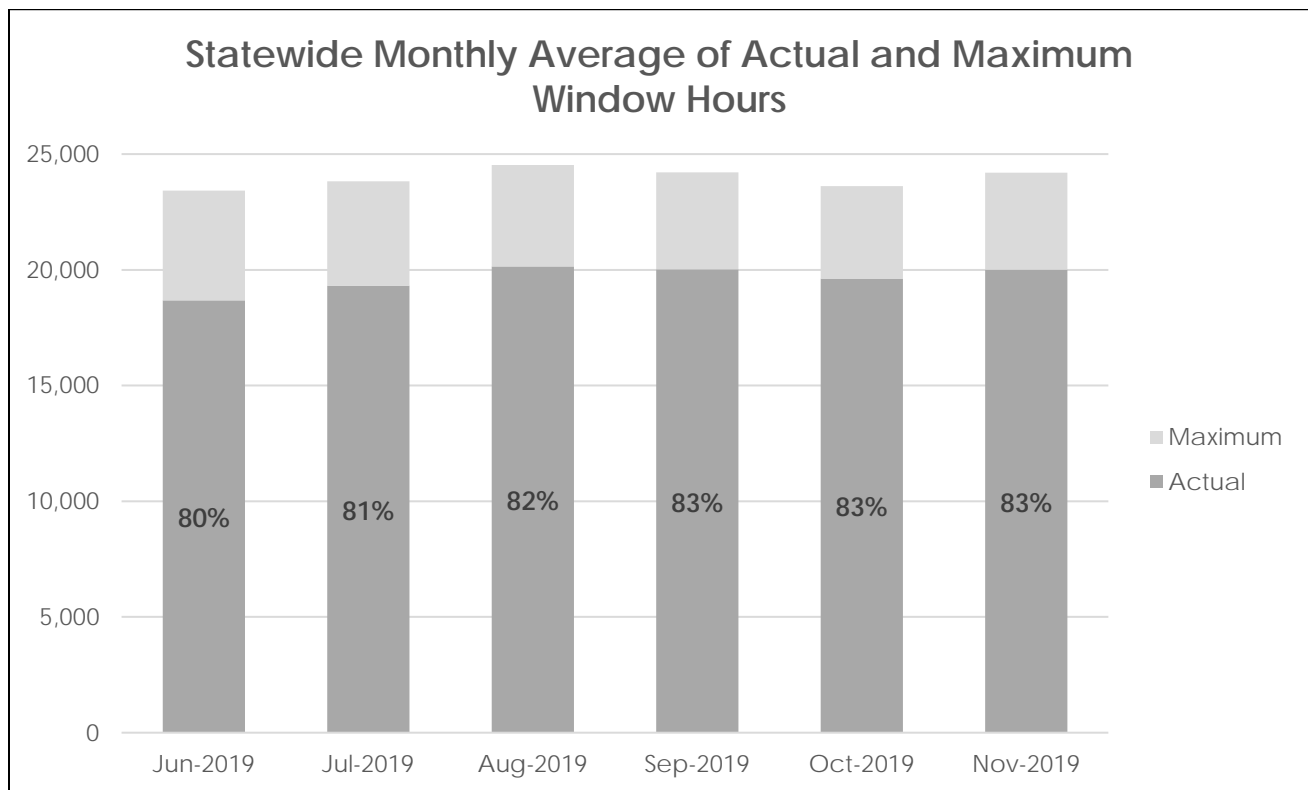
WAIT TIMES

November wait times for non-appointment customers were 27 minutes below target levels, averaging 33 minutes. DMV attributes the decrease in average wait times to the elimination of the pre-queue, increased staffing, and seasonal shifts in customer volumes.

Average Wait Time for Non-Appointment Customers – Statewide:
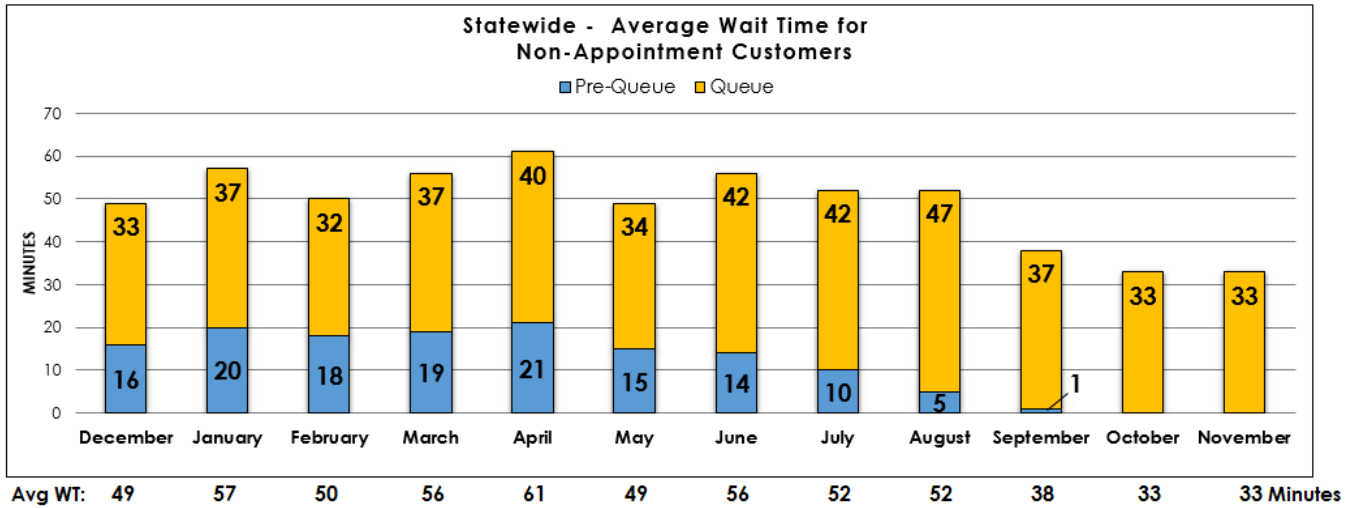
Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices:
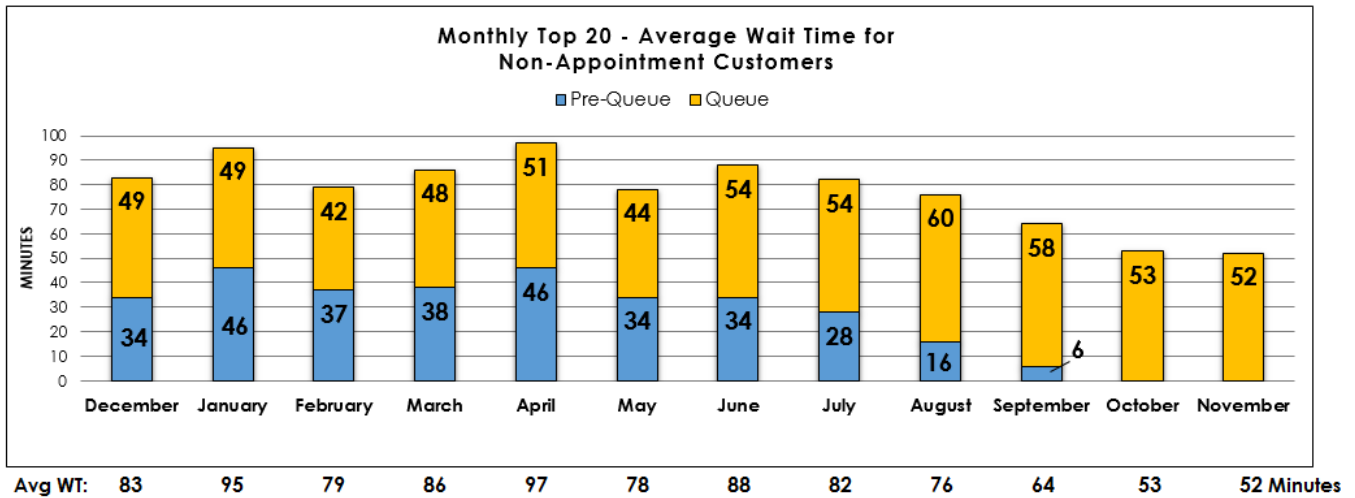
Average Wait Time by Grade – Statewide: The following tables show the reduction in wait times for various grades (sizes) of field offices.

- 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 October, 2019

Month of October, 2019	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	33,656	9	198,834	22	232,490	20
Grade III - 47 Offices	89,448	11	400,864	26	490,312	23
Grade IV/V - 68 Offices	211,769	16	960,523	38	1,172,292	34

STATEWIDE - MONTH OF November, 2019

| Month of November, 2019	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	27,937	10	169,667	22	197,604	20
Grade III - 47 Offices	70,959	11	342,920	26	413,879	23
Grade IV/V - 68 Offices	165,283	15	803,157	38	968,440	34

DIFFERENCE BETWEEN MONTH OF November, 2019 and MONTH OF October, 2019

Month of Nov vs Oct, 2019	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	(5,719)	+1	(29,167)	-	(34,886)	-
Grade III - 47 Offices	(18,489)	-	(57,944)	-	(76,433)	-
Grade IV/V - 68 Offices	(46,486)	(1)	(157,366)	-	(203,852)	-

Wait Times by Time Range – By Grade: 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.

November 2019 - REGION I

November 2019 - REGION II

November 2019 - REGION III

November 2019 - REGION IV

November 2019 - REGION V

November 2019 - REGION VI

November 2019 - REGION VII

59.7%	142,309 (WITHIN 30 MINUTES)
36.7%	87,294 (31 - 90 MINUTES)
3.6%	8,550 (OVER 90 MINUTES)

November 2019 - REGION VIII

68.3%	140,704 (WITHIN 30 MINUTES)
30.5%	62,720 (31 - 90 MINUTES)
1.2%	2,503 (OVER 90 MINUTES)
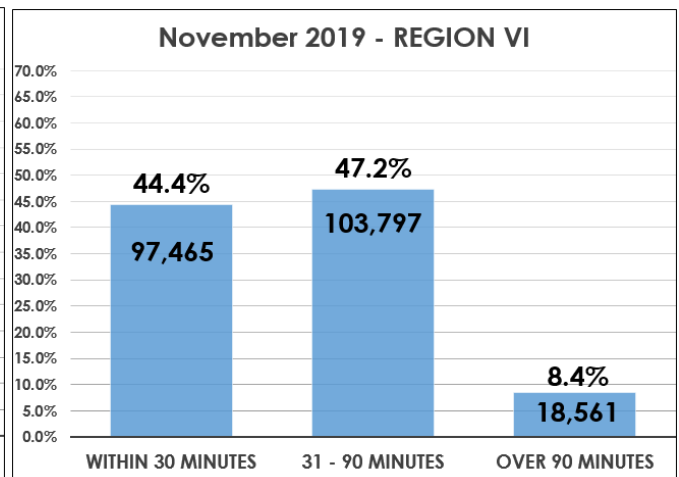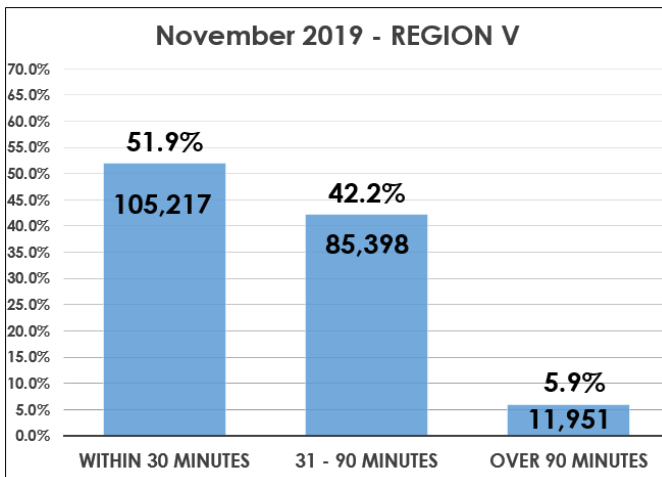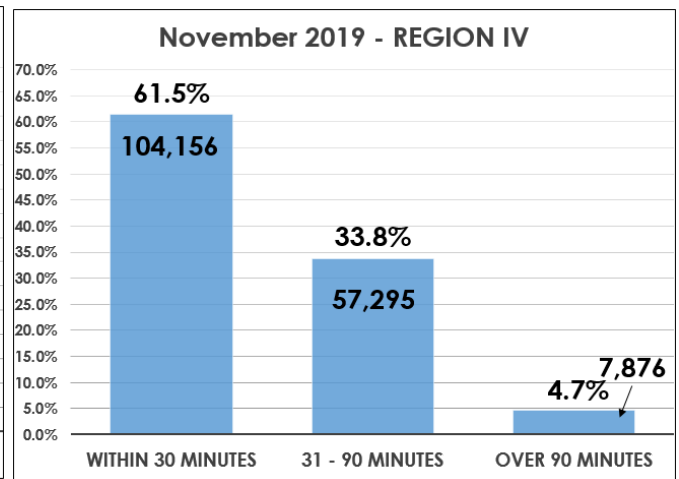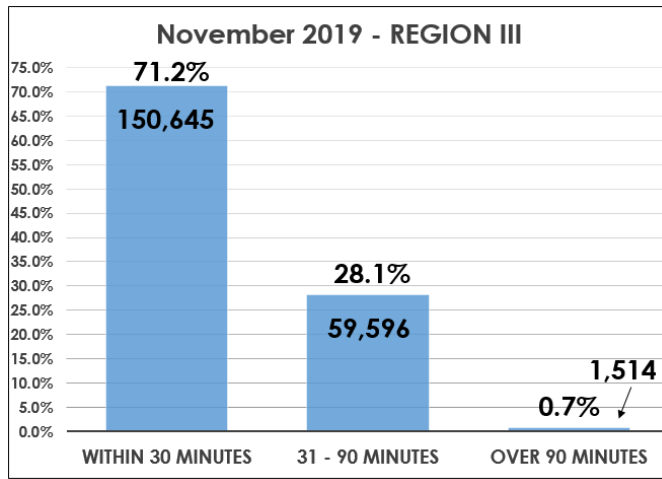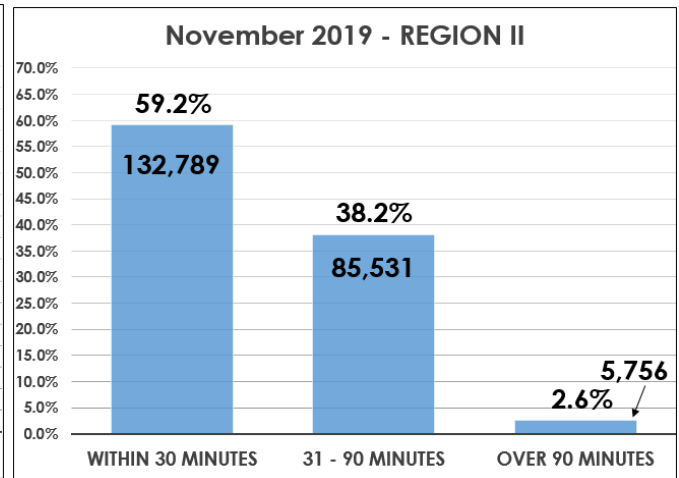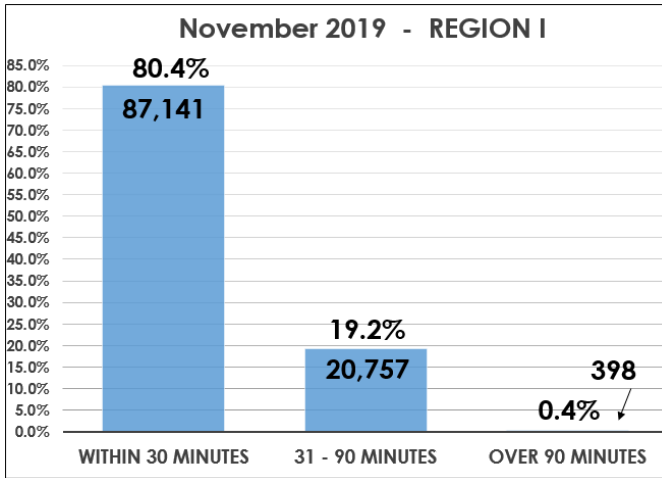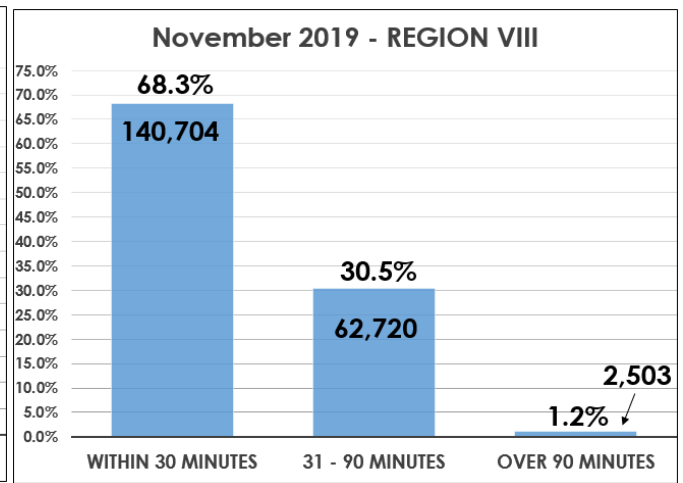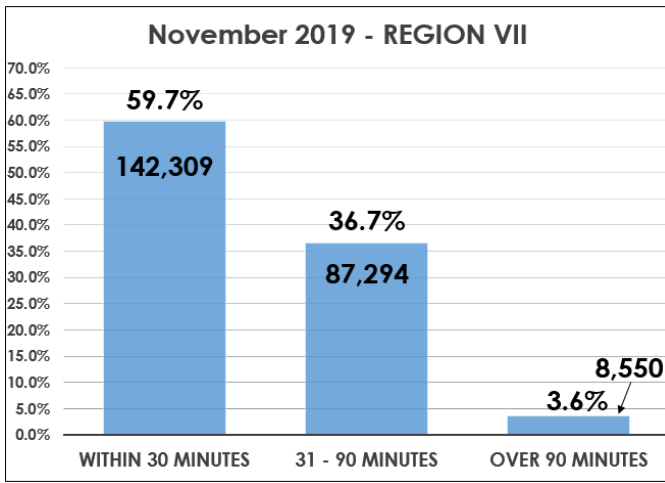
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty-minute increments) for the prior six months.

Wait times by Range: Month of November 2019

Range	Percentage	Number
30 min or less	60.8%	960,426
31 - 60 min	25.4%	400,910
61 - 90 min	10.2%	161,478
91 - 120 min	3.0%	47,297
121 - 150 min	0.5%	8,462
151 - 180 min	0.1%	1,208
181 - 210 min	0.0%	137
211 - 240 min	0.0%	5
241 - 270 min	0.0%	0
More than 270 min	0.0%	0

Wait times by Range: Month of October 2019

Range	Percentage	Number
30 min or less	61.1%	1,157,300
31 - 60 min	25.7%	487,491
61 - 90 min	9.8%	185,878
91 - 120 min	2.7%	51,732
121 - 150 min	0.6%	11,013
151 - 180 min	0.1%	1,516
181 - 210 min	0.0%	164
211 - 240 min	0.0%	0
241 - 270 min	0.0%	0
More than 270 min	0.0%	0

Wait times by Range: Month of September 2019

Range	Value	Percent
30 min or less	958,616	55.7%
31 - 60 min	472,410	27.4%
61 - 90 min	203,410	11.8%
91 - 120 min	67,604	3.9%
121 - 150 min	16,708	1.0%
151 - 180 min	3,271	0.2%
181 - 210 min	732	0.0%
211 - 240 min	177	0.0%
241 - 270 min	0	0.0%
More than 270 min	0	0.0%
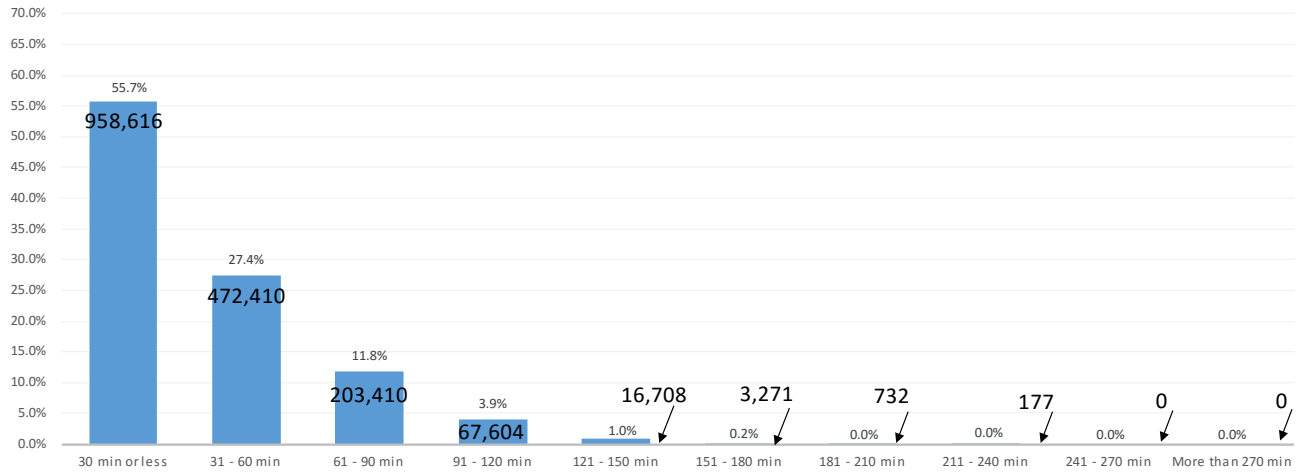
Wait Times by Range: Month of August 2019

Range	Value	Percent
30 min or less	977,026	50.9%
31 - 60 min	538,891	28.1%
61 - 90 min	263,979	13.8%
91 - 120 min	101,832	5.3%
121 - 150 min	28,536	1.5%
151 - 180 min	6,659	0.3%
181 - 210 min	1,128	0.1%
211 - 240 min	194	0.0%
241 - 270 min	0	0.0%
More than 270 min	0	0.0%
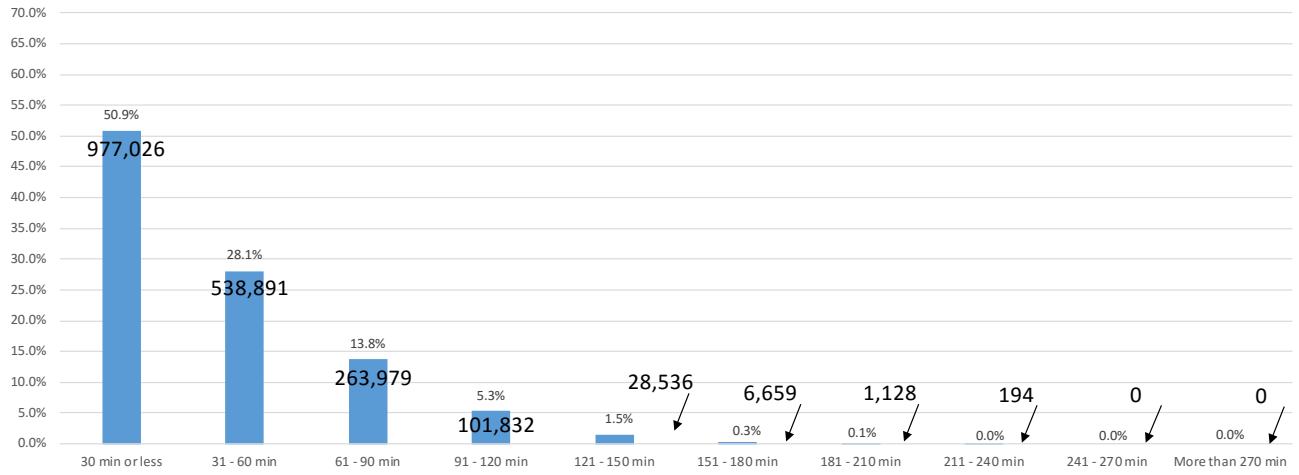
Wait Times by Range: Month of July, 2019

Range	Value	Percent
30 min or less	918,881	50.8%
31 - 60 min	511,981	28.4%
61 - 90 min	246,966	13.7%
91 - 120 min	91,426	5.1%
121 - 150 min	27,681	1.5%
151 - 180 min	6,454	0.4%
181 - 210 min	1,385	0.1%
211 - 240 min	80	0.0%
241 - 270 min	0	0.0%
More than 270 min	0	0.0%
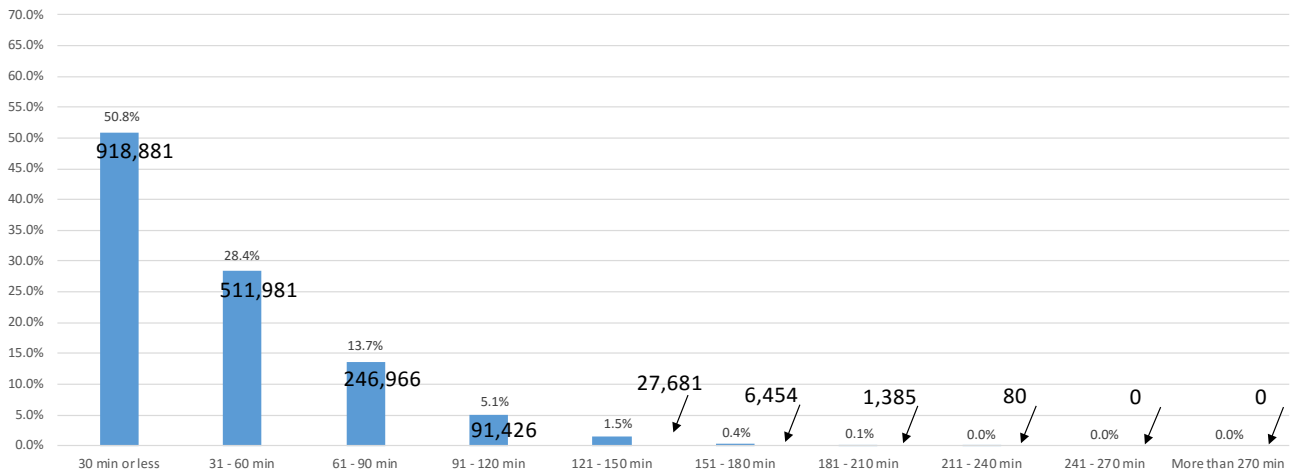
Wait Times by Range: Month of June, 2019

Range	Percentage	Count
30 min or less	51.2%	826,699
31 - 60 min	28.8%	464,549
61 - 90 min	13.4%	216,179
91 - 120 min	4.9%	79,331
121 - 150 min	1.4%	21,899
151 - 180 min	0.3%	4,739
181 - 210 min	0.0%	664
211 - 240 min	0.0%	39
241 - 270 min	0.0%	0
More than 270 min	0.0%	0
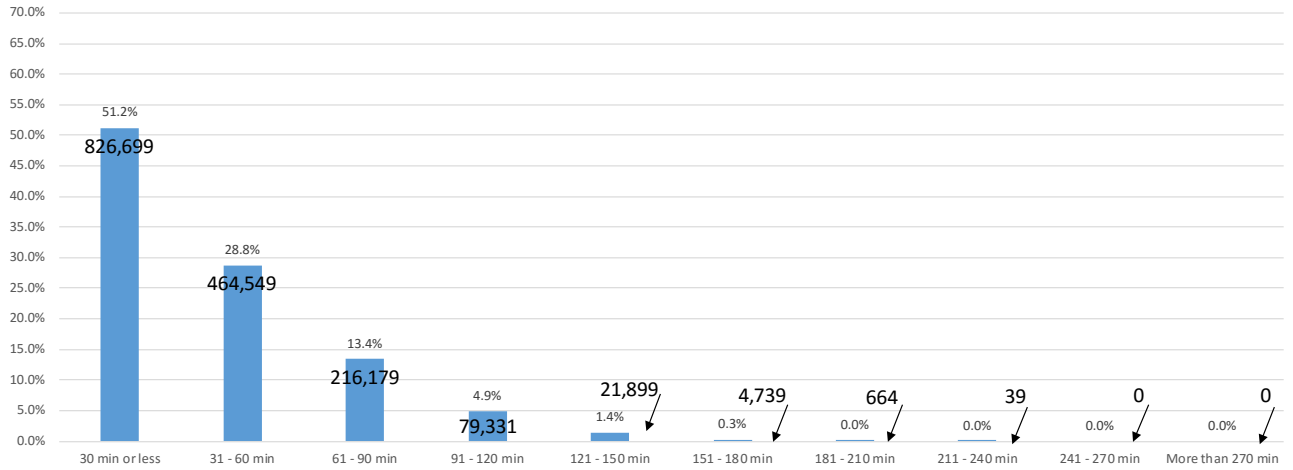
APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Region I
DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of November, 2019

Month of November, 2019 OFFICE	Nov Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	1,062	4	1,062	4
CHICO		1,202	7	6,172	24	7,374	21
COLUSA		166	4	2,355	12	2,521	11
CORTE MADERA		1,338	12	5,200	23	6,538	21
CRESCENT CITY		310	4	1,857	15	2,167	14
EUREKA		596	4	5,671	21	6,267	19
FALL RIVER MILLS		28	2	908	8	936	8
FORT BRAGG		112	11	1,386	19	1,498	18
GARBERVILLE		155	5	1,204	14	1,359	13
GRASS VALLEY		727	9	3,385	23	4,112	20
LAKEPORT		364	12	3,007	33	3,371	31
MOUNT SHASTA		111	13	1,502	18	1,613	17
NOVATO		903	6	4,301	17	5,204	15
OROVILLE		540	7	3,674	15	4,214	14
PARADISE		-	-	-	-	-	-
PETALUMA		1,301	7	5,047	20	6,348	18
QUINCY		100	3	1,264	12	1,364	11
RED BLUFF		916	5	3,984	9	4,900	9
REDDING		1,440	8	7,500	16	8,940	15
SANTA ROSA		2,052	7	9,020	22	11,072	19
SOUTH LAKE TAHOE		322	11	2,000	22	2,322	21
SUSANVILLE		164	4	1,730	12	1,894	12
TRUCKEE		408	9	2,255	22	2,663	20
UKIAH		599	11	3,493	19	4,092	18
WEAVERVILLE		40	5	1,033	10	1,073	10
WILLOWS		203	9	1,751	19	1,954	18
YREKA		282	11	1,598	26	1,880	24
YUBA CITY		1,810	8	9,748	14	11,558	13
Region I (Northern CA)TOTAL		**16,189**	**8**	**92,107**	**19**	**108,296**	**17**

Saturday Service in 61 Offices

Region II

Month of November, 2019	Nov Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		1,227	15	5,897	23	7,124	21
DALY CITY		2,585	21	13,091	41	15,676	38
EL CERRITO		2,337	9	11,301	22	13,638	20
FREMONT		1,398	15	6,756	31	8,154	29
GILROY		832	8	5,502	10	6,334	10
HAYWARD		1,589	18	8,855	31	10,444	29
HOLLISTER		296	7	2,492	16	2,788	15
KING CITY		430	13	3,299	15	3,729	15
LOS GATOS		1,719	26	5,403	40	7,122	37
OAKLAND CLAREMONT		2,223	21	12,181	35	14,404	33
OAKLAND COLISEUM		2,164	21	8,405	39	10,569	35
PLEASANTON		1,302	19	9,156	27	10,458	26
REDWOOD CITY	20	2,245	28	9,078	45	11,323	42
SALINAS		1,029	10	8,130	17	9,159	16
SAN FRANCISCO		2,437	12	13,974	25	16,411	23
SAN JOSE		2,676	14	10,315	35	12,991	30
SAN JOSE DLPC		2,128	18	14,180	36	16,308	34
SAN MATEO		1,313	21	7,738	38	9,051	36
SANTA CLARA	11	2,841	24	15,090	50	17,931	46
SANTA TERESA		1,683	17	8,136	30	9,819	28
SEASIDE		928	7	5,458	14	6,386	13
WATSONVILLE		511	24	3,746	24	4,257	24
Region II (Bay Area) TOTAL		**35,893**	**18**	**188,183**	**32**	**224,076**	**30**

Saturday Service in 61 Offices

Region III

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of November, 2019

Month of November, 2019 OFFICE	Nov Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		969	5	4,649	11	5,618	10
CARMICHAEL		3,431	15	11,627	37	15,058	32
CONCORD		2,076	10	10,636	28	12,712	25
DAVIS		1,139	4	3,571	12	4,710	10
FAIRFIELD		1,969	11	7,982	22	9,951	20
FOLSOM		2,248	10	7,903	25	10,151	22
JACKSON		482	5	2,511	15	2,993	14
LODI		2,492	15	7,899	36	10,391	31
MANTECA		1,584	11	5,419	30	7,003	26
NAPA		1,891	4	7,770	10	9,661	9
PITTSBURG		663	15	8,894	22	9,557	21
PLACERVILLE		696	14	3,276	35	3,972	31
ROCKLIN		1,713	8	5,899	20	7,612	17
ROSEVILLE		2,583	7	11,047	22	13,630	19
SACRAMENTO		2,887	6	16,222	19	19,109	17
SACRAMENTO SOUTH		3,300	10	11,275	39	14,575	33
SAN ANDREAS		329	9	1,951	24	2,280	22
SONORA		656	11	2,636	27	3,292	24
STOCKTON		2,021	11	10,895	25	12,916	23
TRACY		1,449	10	8,201	27	9,650	24
VACAVILLE		1,043	7	4,765	28	5,808	24
VALLEJO		1,395	10	8,035	21	9,430	19
WALNUT CREEK		1,069	9	4,852	23	5,921	20
WOODLAND		1,144	13	4,611	35	5,755	31
Region III (Sacramento Area) TOTAL		**39,229**	**10**	**172,526**	**25**	**211,755**	**22**

Saturday Service in 61 Offices

Region IV

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of November, 2019

Month of November, 2019	Nov Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		450	11	4,228	23	4,678	22
BAKERSFIELD	12	1,560	18	10,742	50	12,302	46
BAKERSFIELD SW		1,571	14	9,746	44	11,317	40
BISHOP		174	9	1,701	28	1,875	26
CLOVIS		1,937	12	9,780	29	11,717	26
COALINGA		193	11	2,183	15	2,376	15
DELANO		561	14	4,358	29	4,919	27
FRESNO		2,586	19	17,153	40	19,739	38
FRESNO NORTH		2,036	19	6,420	40	8,456	35
HANFORD		1,098	18	5,237	37	6,335	34
LAKE ISABELLA		129	6	1,301	12	1,430	12
LOS BANOS		621	14	4,455	24	5,076	23
MADERA		852	19	4,880	40	5,732	37
MARIPOSA		142	11	1,296	25	1,438	23
MERCED		1,814	12	9,312	22	11,126	20
MODESTO		2,315	23	12,476	40	14,791	38
PORTERVILLE	19	619	21	4,655	45	5,274	42
REEDLEY		813	9	6,487	19	7,300	17
RIDGECREST		216	10	2,780	17	2,996	17
SHAFTER		505	12	4,181	21	4,686	20
TAFT		194	8	1,935	13	2,129	13
TULARE		723	16	4,088	31	4,811	29
TURLOCK		1,293	13	6,945	29	8,238	26
VISALIA		1,346	8	9,240	22	10,586	21
Region IV (Central Valley) TOTAL		**23,748**	**15**	**145,579**	**33**	**169,327**	**30**

Saturday Service in 61 Offices

Region V

Month of November, 2019	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		2,392	14	13,288	39	15,680	35
GLENDALE		3,305	3	14,863	28	18,168	23
GOLETA		629	8	4,224	26	4,853	24
PACOIMA DLPC		602	12	8,388	30	8,990	29
HOLLYWOOD COLE	4	2,233	15	6,739	57	8,972	46
HOLLYWOOD WEST		1,173	5	5,170	16	6,343	14
LANCASTER		3,912	10	14,955	27	18,867	23
LOMPOC		746	15	4,031	40	4,777	36
NEWHALL		1,560	16	6,603	34	8,163	30
OXNARD	2	1,801	13	7,276	63	9,077	53
PASO ROBLES		683	20	3,421	44	4,104	40
SAN LUIS OBISPO		1,364	20	5,361	44	6,725	39
SANTA BARBARA		589	19	3,614	42	4,203	39
SANTA MARIA	10	1,565	11	5,858	52	7,423	44
SANTA MONICA		1,592	13	9,591	33	11,183	30
SANTA PAULA		595	8	5,313	36	5,908	34
SIMI VALLEY		1,121	9	6,008	34	7,129	30
THOUSAND OAKS	8	1,516	18	8,454	53	9,970	48
VAN NUYS	7	1,707	18	14,797	54	16,504	50
VENTURA	13	2,126	11	8,536	49	10,662	41
WINNETKA		2,304	18	12,561	44	14,865	40
Region V (Northern Los Angeles/Coastal Area) TOTAL		33,515	13	169,051	40	202,566	36

Saturday Service in 61 Offices

Region VI

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of November, 2019

Month of November, 2019 OFFICE	Nov Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS	16	2,133	24	11,071	46	13,204	42
BELLFLOWER		3,481	17	14,263	44	17,744	39
COMPTON		2,665	9	10,530	37	13,195	32
CULVER CITY	14	3,109	24	10,450	48	13,559	43
EL MONTE		1,882	14	9,110	39	10,992	35
HAWTHORNE	5	3,034	25	11,408	56	14,442	50
INGLEWOOD		1,520	13	8,901	39	10,421	35
LINCOLN PARK		2,239	11	10,292	37	12,531	32
LONG BEACH	17	2,772	15	12,124	46	14,896	40
LOS ANGELES	1	3,808	34	14,875	64	18,683	58
MONTEBELLO		2,378	21	9,798	43	12,176	39
PASADENA		3,598	13	12,101	36	15,699	31
SAN PEDRO		1,736	11	8,714	38	10,450	34
TORRANCE	6	2,686	20	8,010	55	10,696	47
WEST COVINA	9	3,048	18	13,421	52	16,469	46
WHITTIER	3	2,707	17	11,959	57	14,666	50
Region VI (Los Angeles Area) TOTAL		42,796	19	177,027	47	219,823	41

Saturday Service in 61 Offices

Region VII

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of November, 2019

Month of November, 2019	Nov Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		869	14	3,779	28	4,648	25
COSTA MESA		2,024	8	13,217	25	15,241	23
FONTANA		3,660	14	17,380	36	21,040	32
FULLERTON		3,004	11	20,927	30	23,931	28
LAGUNA HILLS		2,757	16	10,251	42	13,008	37
NEEDLES		215	11	1,194	24	1,409	22
NORCO		2,242	17	10,132	43	12,374	38
POMONA		2,797	17	13,177	37	15,974	33
RANCHO CUCAMONGA		2,743	10	15,380	28	18,123	25
REDLANDS		1,863	13	7,809	33	9,672	29
RIVERSIDE		2,645	16	8,469	35	11,114	31
RIVERSIDE EAST		3,323	15	13,998	28	17,321	26
SAN BERNARDINO		3,335	9	12,671	23	16,006	20
SANTA ANA		2,512	13	16,947	39	19,459	35
VICTORVILLE		3,250	16	12,045	36	15,295	32
WESTMINSTER		2,180	14	21,358	44	23,538	41
Region VII (Orange County/Inland Empire) TOTAL		**39,419**	**14**	**198,734**	**34**	**238,153**	**31**

Saturday Service in 61 Offices

Region VIII

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of November, 2019

Month of November, 2019	Nov Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		1,178	8	5,373	20	6,551	18
BLYTHE		247	2	1,789	6	2,036	5
BRAWLEY		550	7	3,844	15	4,394	14
CHULA VISTA		3,131	8	20,084	31	23,215	28
EL CAJON	18	2,268	10	14,137	45	16,405	40
EL CENTRO		1,248	5	7,098	12	8,346	11
HEMET		1,655	4	12,210	12	13,865	11
INDIO		1,314	6	6,819	11	8,133	10
OCEANSIDE	15	1,815	22	7,887	47	9,702	43
PALM DESERT		1,542	9	6,750	16	8,292	14
PALM SPRINGS		1,611	6	5,415	18	7,026	15
POWAY		1,765	9	8,822	21	10,587	19
SAN CLEMENTE		1,741	8	6,712	29	8,453	25
SAN DIEGO CLAIREMONT		4,019	9	16,651	29	20,670	25
SAN DIEGO NORMAL		2,837	11	10,436	35	13,273	30
SAN MARCOS		2,114	14	14,936	34	17,050	32
SAN YSIDRO		1,479	9	11,769	31	13,248	29
TEMECULA		2,571	7	9,094	22	11,665	19
TWENTYNINE PALMS		305	4	2,711	10	3,016	10
Region VIII (San Diego Area) TOTAL		**33,390**	**9**	**172,537**	**27**	**205,927**	**24**

| **STATEWIDE TOTALS** | | 264,179 | 14 | 1,315,744 | 33 | 1,579,923 | 30 |

Saturday Service in 61 Offices

**Appendix B
November Outage Summary**

There were no outages to report in the month of November.