JUNE 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 74, 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. This is the final required report.

June 2021 Highlights:

- To encourage more individuals to apply earlier rather than later for their REAL IDs, DMV invited eligible Californians who received driver licenses or identification cards during the pandemic but did not get a REAL ID to convert to a REAL ID for no additional cost. The offer will expire at the end of the year. On June 21, a press release with this information was shared in advance with legislative leadership and upon release with district office staff.

- As of June 2021, there are 10,843,618 Californians with a REAL ID-compliant driver license or identification card.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of June 2021, DMV produced over 12.7 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%**
May 2021	264,446	46,317	**310,763**	355,863	86,529	**442,392**	**753,155**	42.6%	34.9%	**41.3%**
June 2021	297,343	60,971	**358,314**	358,803	99,297	**458,100**	**816,414**	45.3%	38.0%	**43.9%**
GRAND TOTALS	**11,214,896**	**1,573,867**	**12,788,763**	**17,549,975**	**3,633,679**	**21,183,654**	**33,972,417**	**39.0%**	**30.2%**	**37.6%**

Total Californians with REAL IDs

As of June 2021, there are 10,843,618 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 June 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

There are no updates for June 2021.

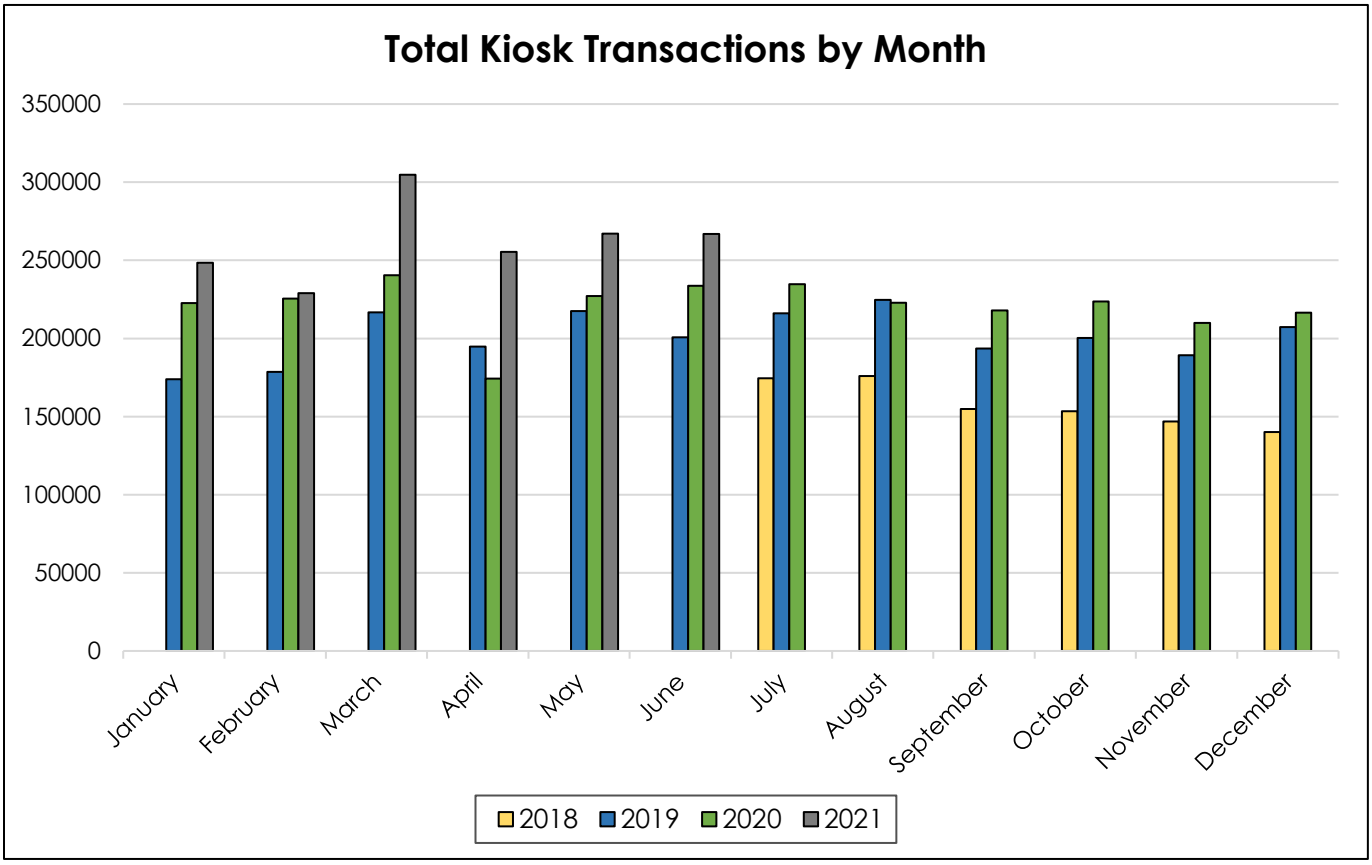
INFORMATION TECHNOLOGY

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 driver license
- 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
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**
May-21	62,058	203,650	0	0	374	1,017	**267,099**
Jun-21	73,310	191,727	0	0	415	1,391	**266,843**

*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.

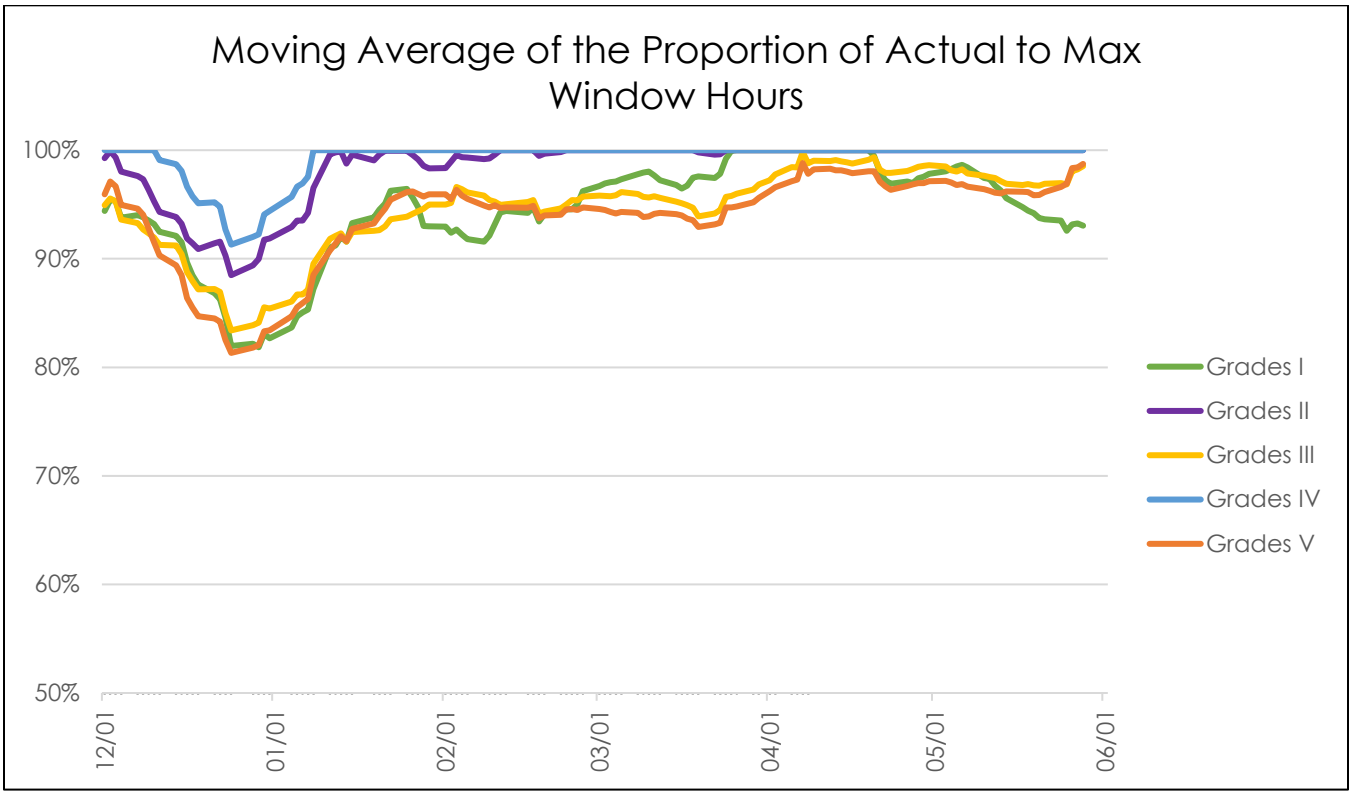
Online Transactions: DMV continues to evaluate additional transactions that could be performed online, including through its new Virtual Field Office.

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.

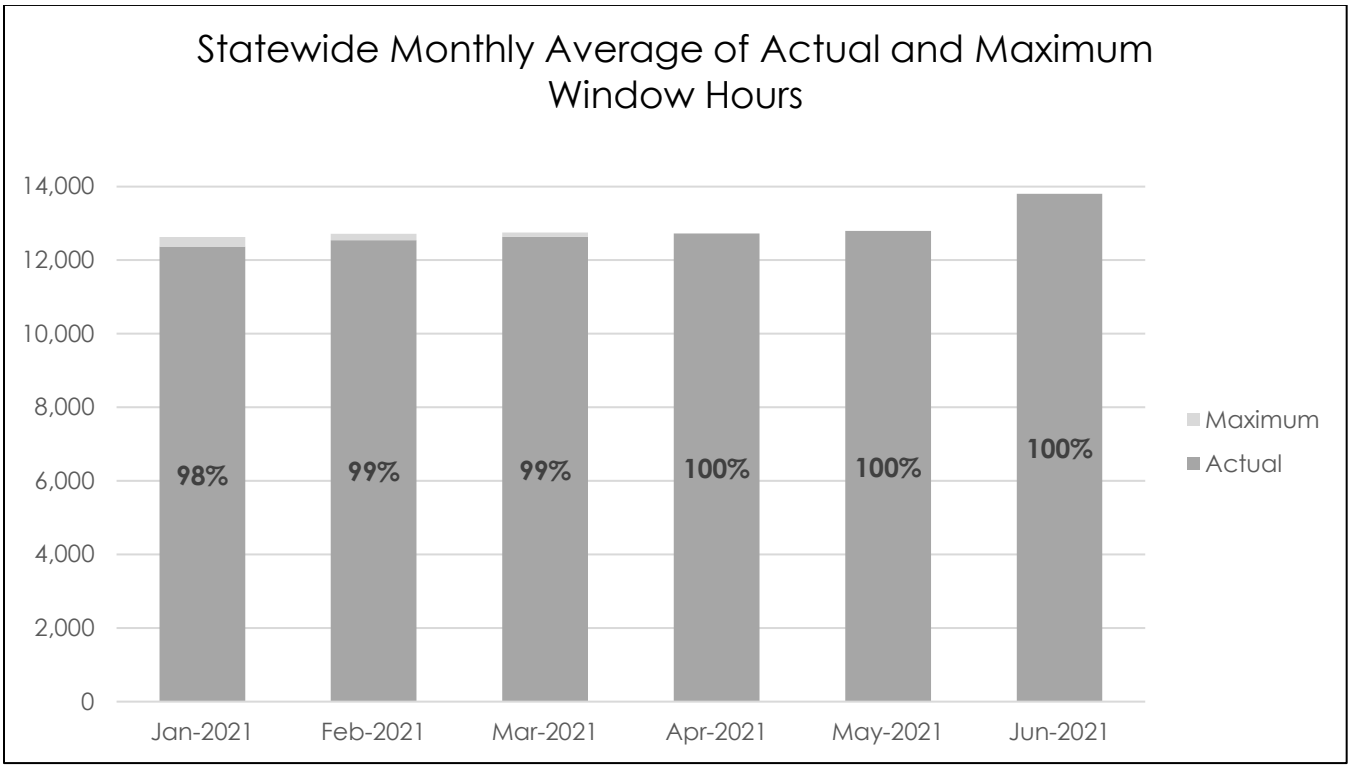


[1] The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.
[2] All 10 days are weighted equally in the calculation of the average.

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					
	Jan-21	**Feb-21**	**Mar-21**	**Apr-21**	**May-21**	**Jun-21**
Grade I	93%	95%	99%	100%	94%	94%
Grade II	99%	100%	100%	100%	100%	100%
Grade III	94%	95%	96%	99%	98%	100%
Grade IV	100%	100%	100%	100%	100%	100%
Grade V	94%	95%	95%	97%	97%	100%

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.

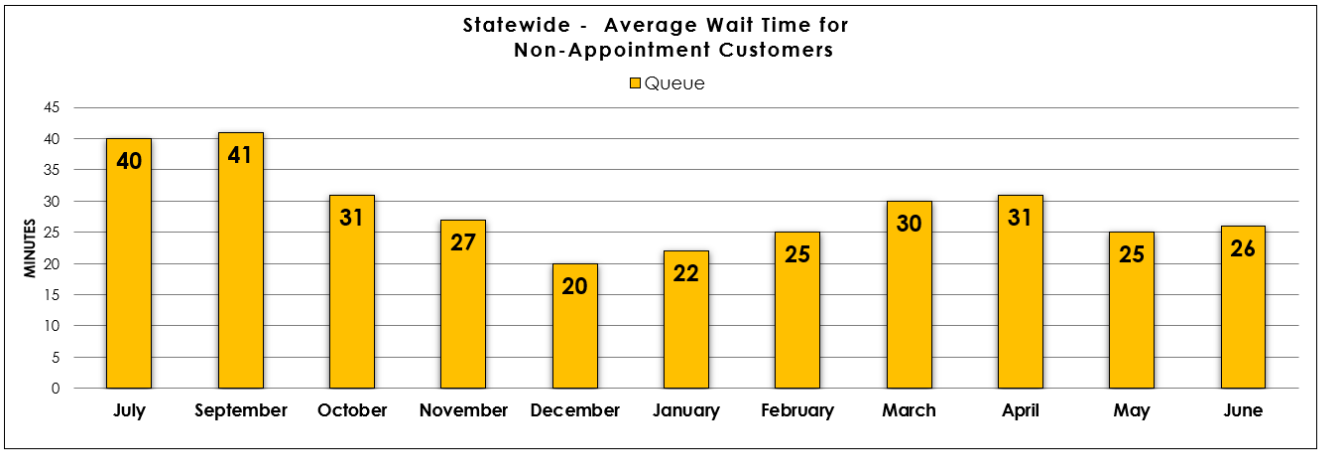


WAIT TIMES

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.

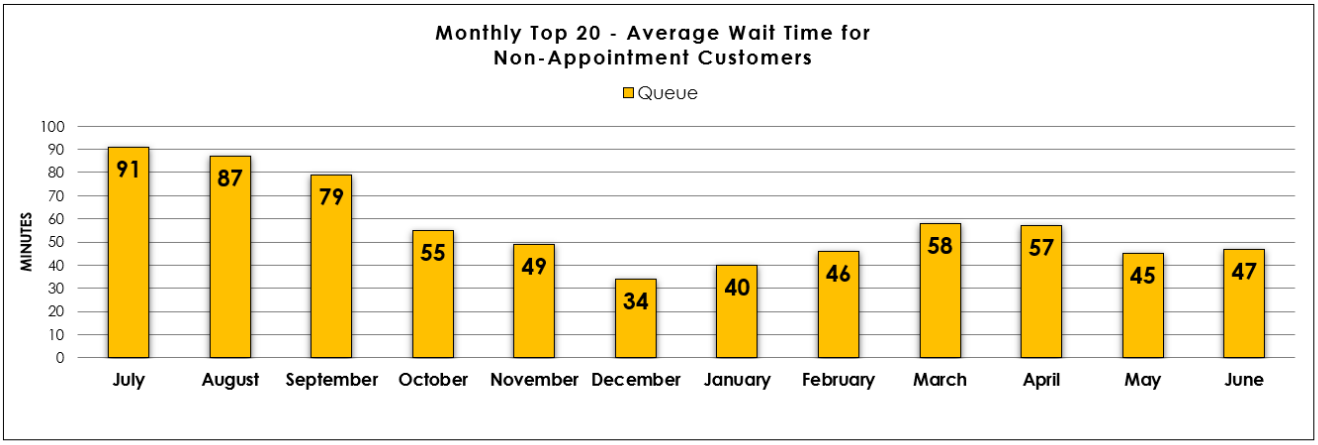
June wait times for non-appointment customers averaged 26 minutes.

Average Wait Time for Non-Appointment Customers – Statewide:



Avg WT:	July	September	October	November	December	January	February	March	April	May	June	Minutes
	40	41	31	27	20	22	25	30	31	25	26	

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



Avg WT:	July	August	September	October	November	December	January	February	March	April	May	June	Minutes
	91	87	79	55	49	34	40	46	58	57	45	47	

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 May, 2021

Month of May, 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	11,759	8	153,890	20	165,649	19
Grade III - 47 Offices	29,416	10	268,886	28	298,302	26
Grade IV/V - 69 Offices	85,974	11	601,551	25	687,525	23

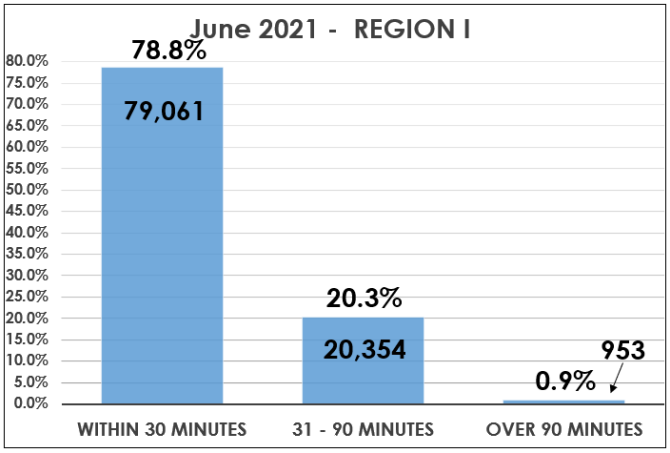
STATEWIDE - MONTH OF June, 2021

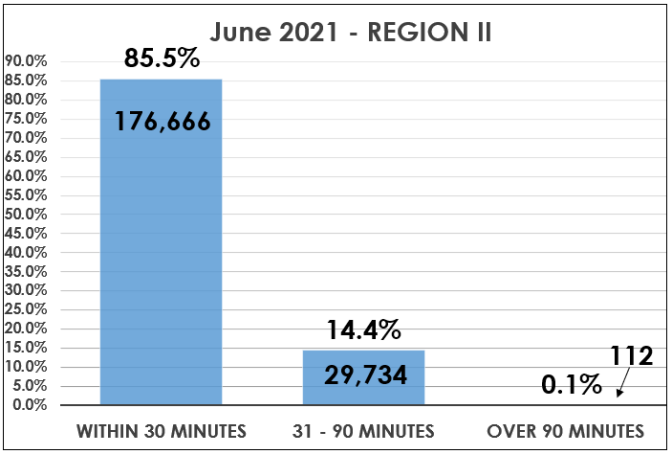
Month of June, 2021	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	13,702	10	175,290	18	188,992	18
Grade III - 47 Offices	45,150	12	303,750	26	348,900	24
Grade IV/V - 69 Offices	145,214	15	678,344	28	823,558	26

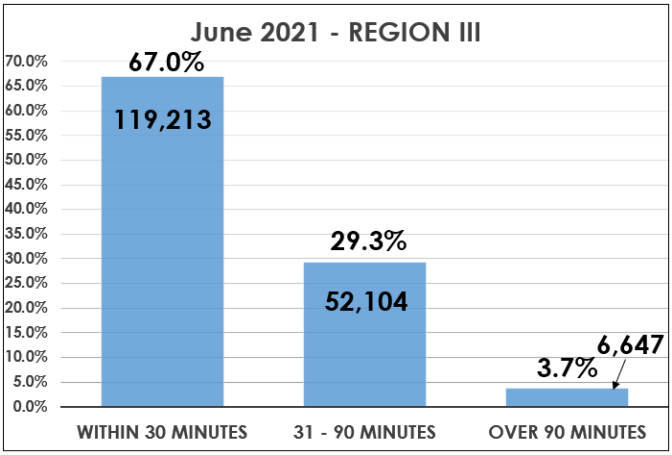
DIFFERENCE BETWEEN MONTH OF June, 2021 and MONTH OF May, 2021

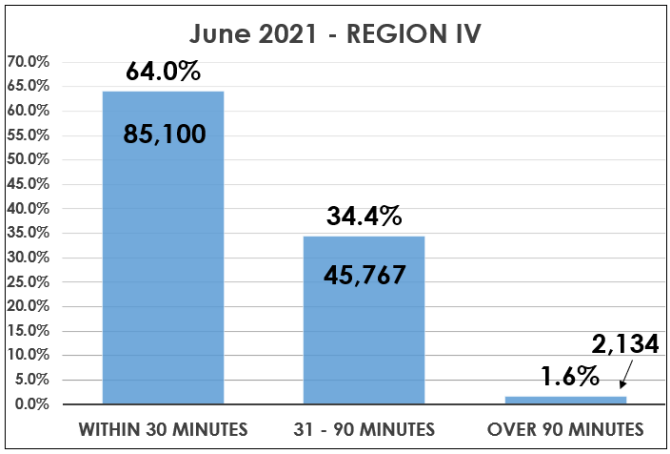
Month of Jun, 2021 vs May, 2021	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	+1,943	+2	+21,400	(2)	+23,343	(1)
Grade III - 47 Offices	+15,734	+2	+34,864	(2)	+50,598	(2)
Grade IV/V - 69 Offices	+59,240	+4	+76,793	+3	+136,033	+3

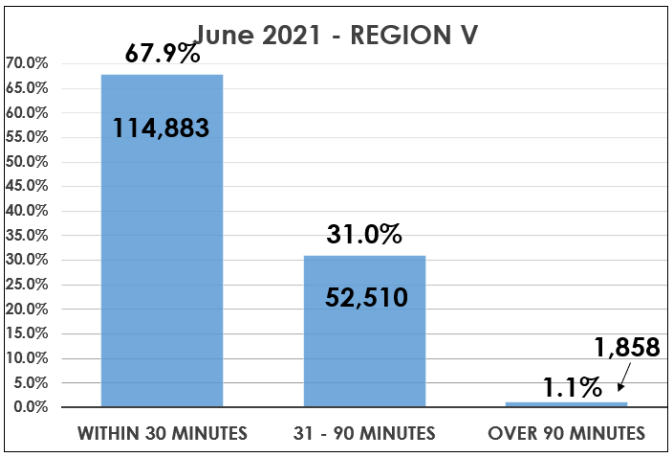
Wait Times by Time Range – By Region: The following charts show the number and percentage of customers whose queue wait times were 0-30 minutes, 31-90 minutes, and over 90 minutes for each Region.

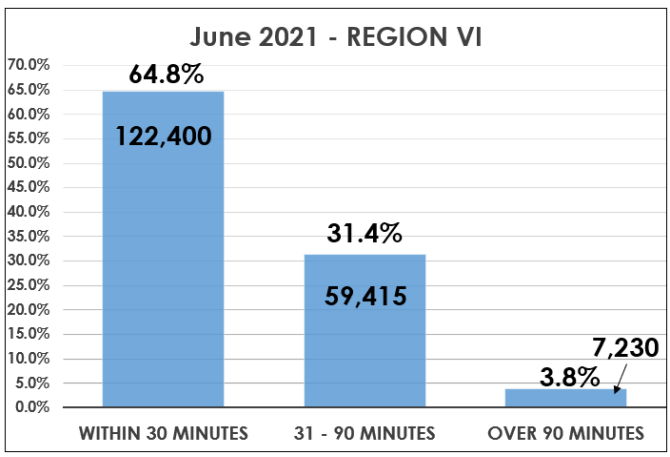


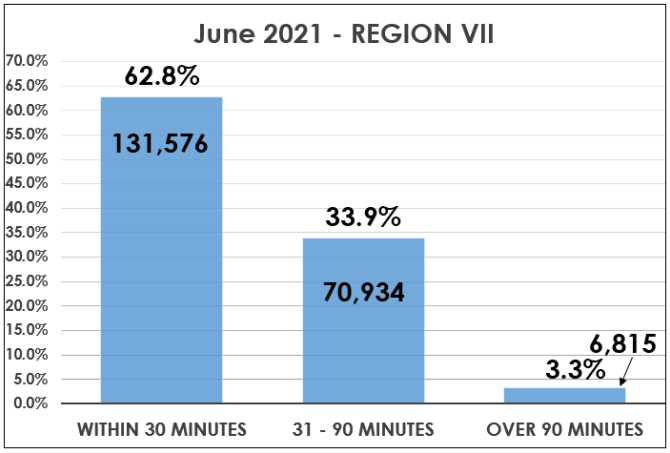


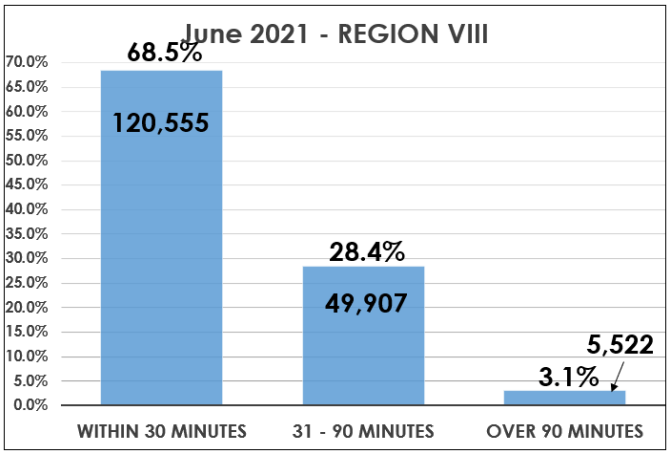




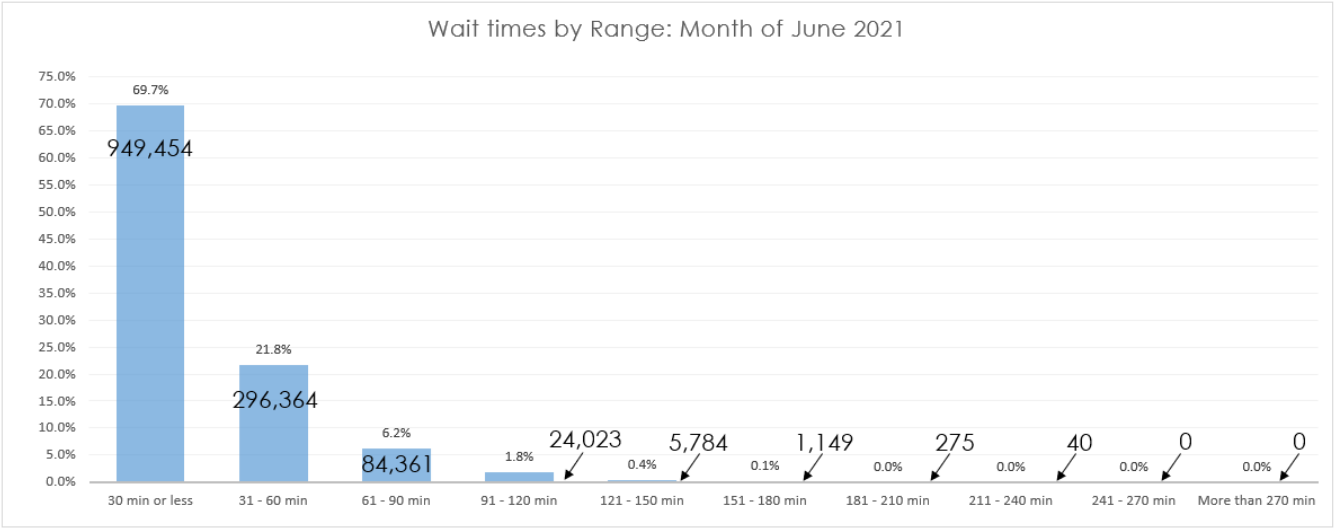


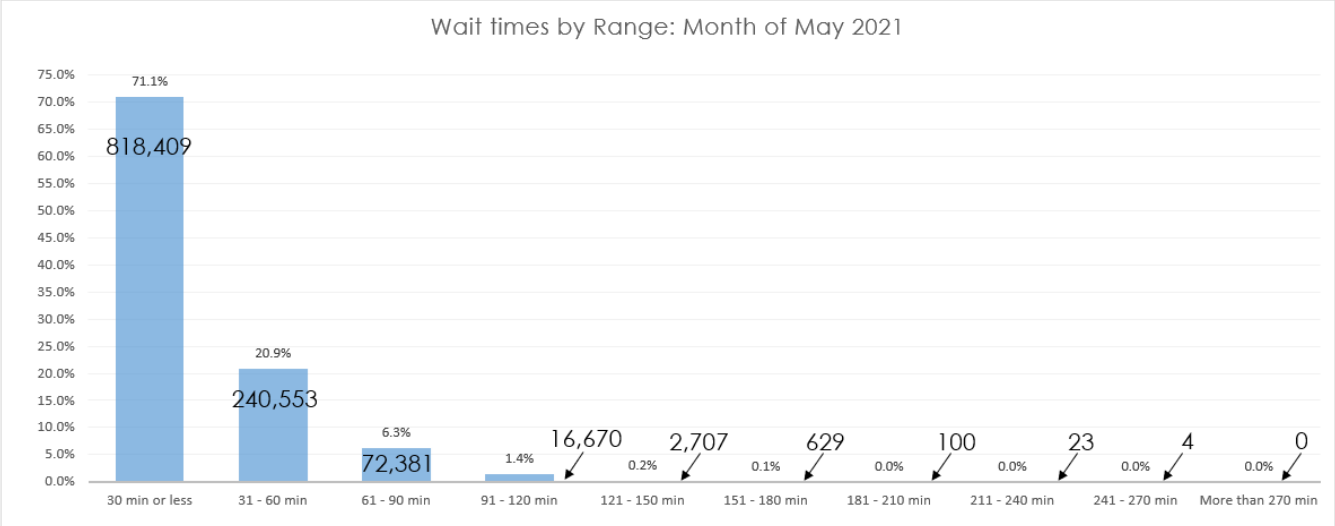


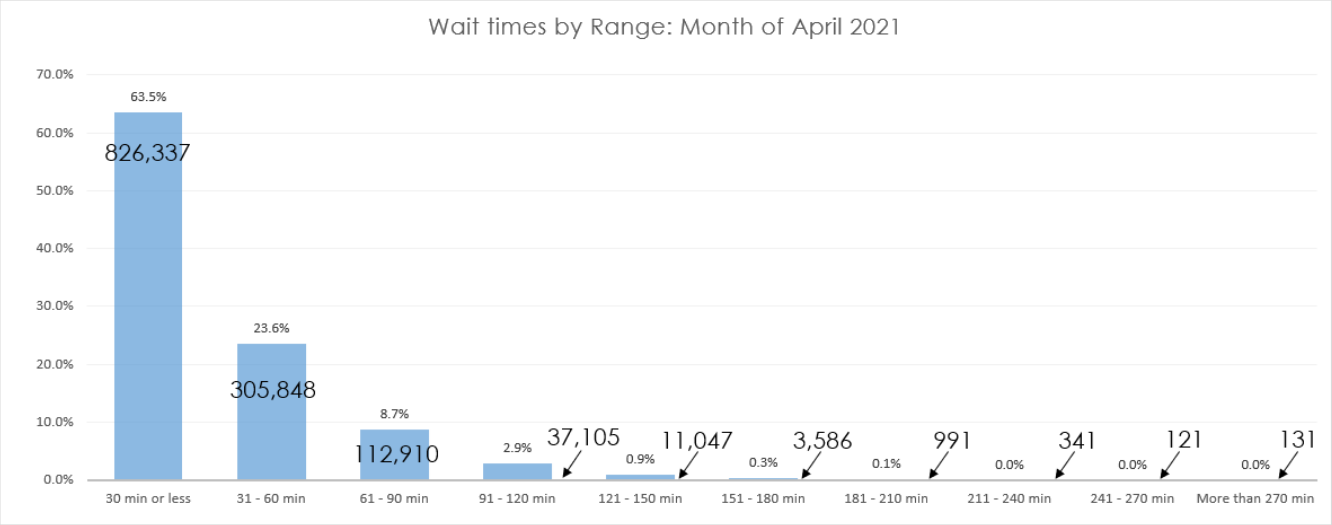


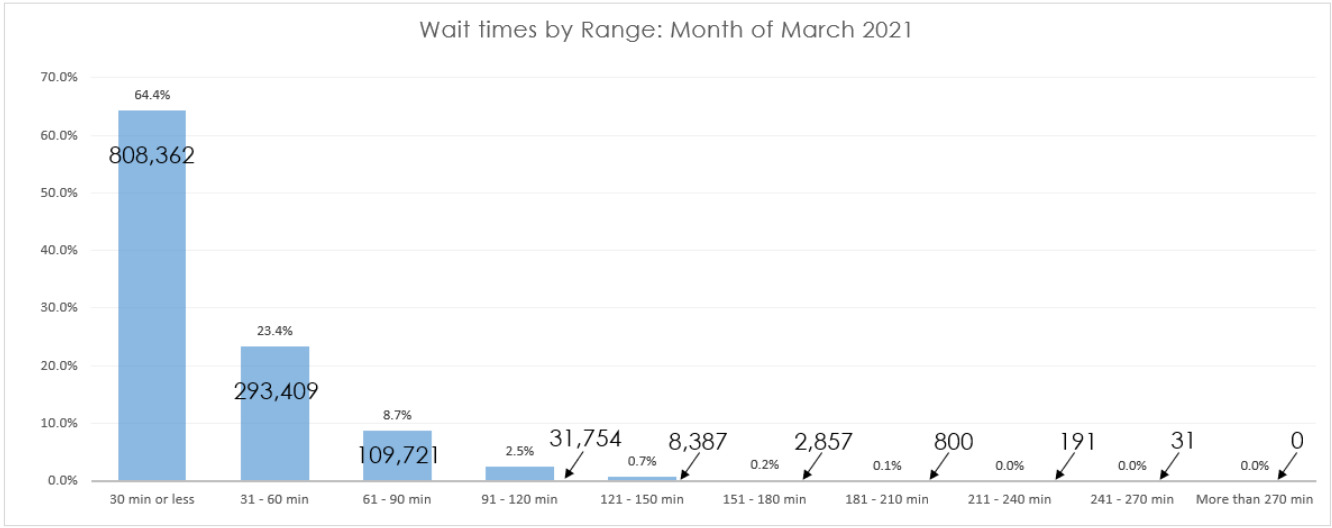


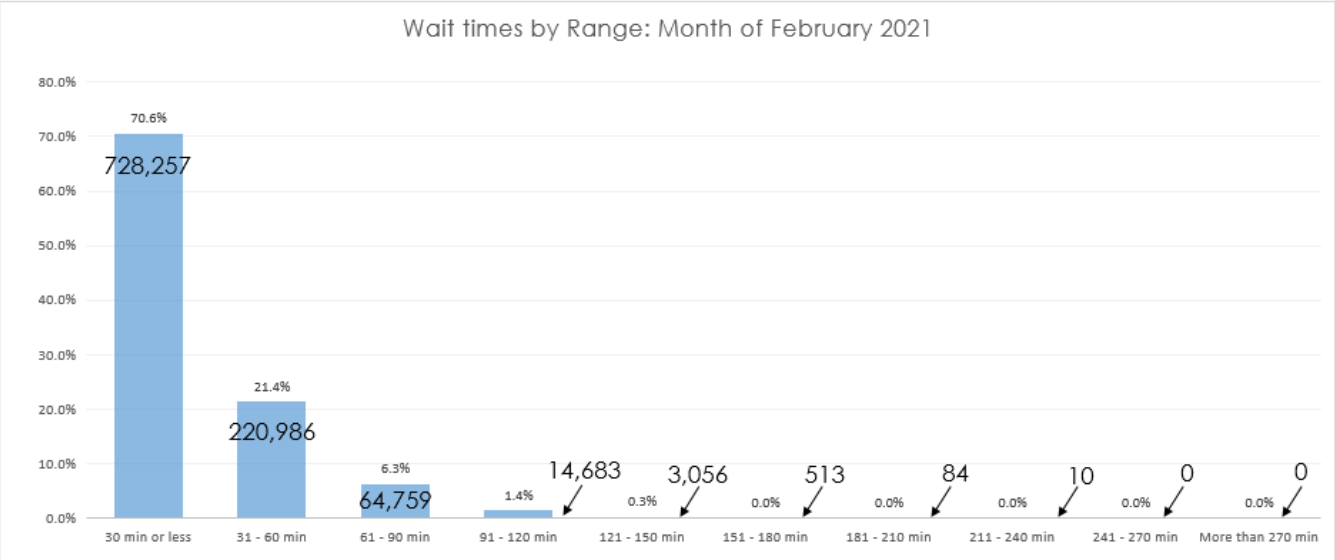
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.

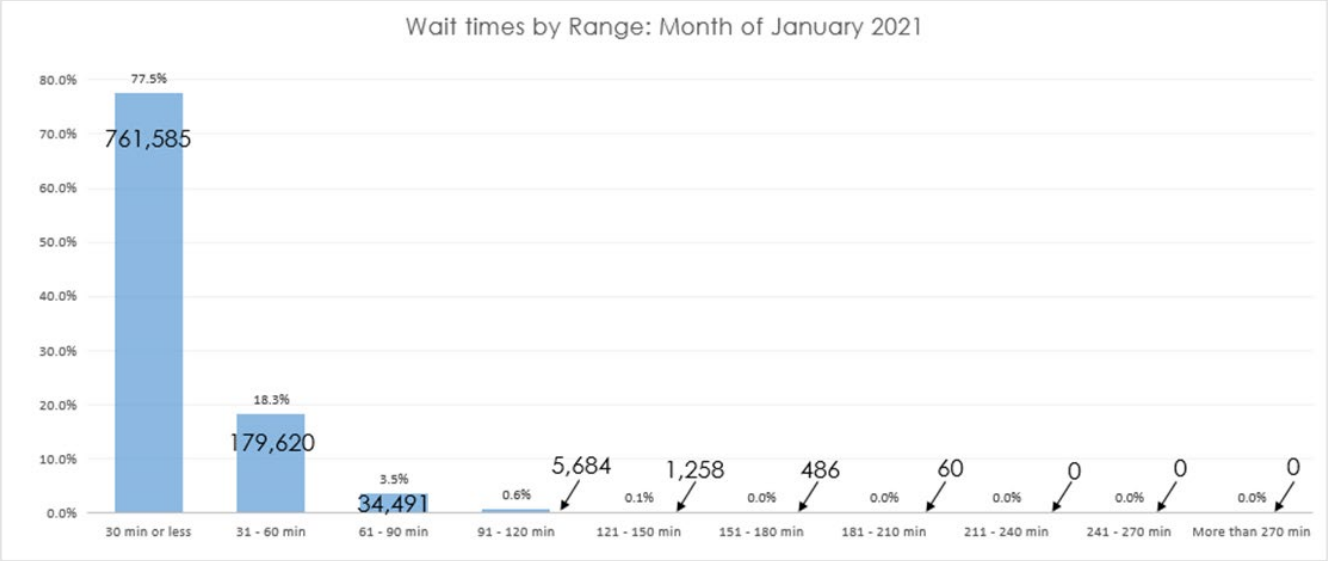





Wait times by Range: Month of April 2021
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
63.5%
826,337
23.6%
305,848
8.7%
112,910
2.9%
37,105
0.9%
11,047
0.3%
3,586
0.1%
991
0.0%
341
0.0%
121
0.0%
131
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min


Wait times by Range: Month of March 2021
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
64.4%
808,362
23.4%
293,409
8.7%
109,721
2.5%
31,754
0.7%
8,387
0.2%
2,857
0.1%
800
0.0%
191
0.0%
31
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 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

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 June, 2021

Month of June, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		3	0	1,214	3	1,217	3
CHICO		252	7	5,631	26	5,883	25
COLUSA		25	5	2,754	10	2,779	10
CORTE MADERA		741	5	5,551	12	6,292	11
CRESCENT CITY		44	5	2,139	19	2,183	18
EUREKA		218	5	6,089	12	6,307	12
FALL RIVER MILLS		3	7	917	4	920	4
FORT BRAGG		30	5	1,594	12	1,624	11
GARBERVILLE		20	2	1,029	11	1,049	11
GRASS VALLEY		271	6	3,639	17	3,910	16
LAKEPORT		187	10	2,729	35	2,916	34
MOUNT SHASTA		45	7	1,627	15	1,672	14
NOVATO		232	6	3,835	10	4,067	10
OROVILLE		296	5	4,242	13	4,538	13
PETALUMA		144	5	5,805	5	5,949	5
QUINCY		28	2	1,565	10	1,593	10
RED BLUFF		323	7	4,294	19	4,617	18
REDDING		687	13	6,408	28	7,095	26
SANTA ROSA		1,262	8	8,600	22	9,862	20
SOUTH LAKE TAHOE		40	12	2,669	18	2,709	18
SUSANVILLE		26	10	2,268	13	2,294	13
TRUCKEE		363	14	2,574	32	2,937	30
UKIAH		143	11	3,284	37	3,427	35
WEAVERVILLE		14	8	1,016	12	1,030	12
WILLOWS		27	7	2,606	7	2,633	7
YREKA		47	5	2,262	9	2,309	9
YUBA CITY		868	12	7,688	37	8,556	35
Region I (Northern CA) TOTAL		**6,339**	**9**	**94,029**	**19**	**100,368**	**18**

Region II

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

Month of June, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		225	8	6,301	9	6,526	9
DALY CITY		2,319	21	10,835	24	13,154	23
EL CERRITO		1,262	17	8,880	20	10,142	20
FREMONT		1,240	15	8,924	18	10,164	17
GILROY		327	6	5,324	8	5,651	7
HAYWARD		942	9	8,088	9	9,030	9
HOLLISTER		171	6	2,850	10	3,021	9
KING CITY		178	5	3,693	10	3,871	9
LOS GATOS		1,629	15	6,570	20	8,199	19
OAKLAND CLAREMONT		1,643	15	9,742	16	11,385	16
OAKLAND COLISEUM		570	16	8,001	20	8,571	20
PLEASANTON		563	13	6,967	13	7,530	13
PLEASANTON STONERIDGE		134	7	3,959	7	4,093	7
REDWOOD CITY		1,019	16	8,773	21	9,792	21
SALINAS		212	8	7,419	7	7,631	7
SAN FRANCISCO		2,079	23	13,559	26	15,638	26
SAN JOSE		478	12	12,039	10	12,517	10
SAN JOSE DLPC		858	5	13,105	6	13,963	6
SAN MATEO		802	9	8,915	10	9,717	10
SANTA CLARA		2,129	19	15,820	24	17,949	23
SANTA TERESA		233	7	7,888	5	8,121	5
SEASIDE		252	8	6,093	12	6,345	12
WATSONVILLE		117	13	3,385	17	3,502	17
Region II (Bay Area) TOTAL		**19,382**	**15**	**187,130**	**15**	**206,512**	**15**

REGION III

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

Month of June, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		263	3	4,796	15	5,059	14
CARMICHAEL		1,439	6	9,919	29	11,358	26
CONCORD	16	1,778	16	10,485	43	12,263	39
DAVIS		569	8	4,117	17	4,686	15
FAIRFIELD		406	5	6,900	12	7,306	12
FOLSOM	3	1,240	12	7,241	52	8,481	47
JACKSON		291	4	2,424	15	2,715	14
LODI		1,000	11	7,699	34	8,699	32
MANTECA	9	833	14	6,985	47	7,818	43
NAPA		126	1	8,527	4	8,653	4
PITTSBURG	17	1,094	19	7,657	43	8,751	40
PLACERVILLE		360	13	3,513	35	3,873	33
ROCKLIN		785	8	6,512	31	7,297	29
ROSEVILLE		1,759	13	10,038	37	11,797	33
SACRAMENTO		1,684	11	11,157	24	12,841	23
SACRAMENTO SOUTH		1,591	14	9,954	35	11,545	32
SAN ANDREAS		121	5	2,197	13	2,318	13
SONORA		293	11	2,917	24	3,210	23
STOCKTON		1,119	9	11,481	25	12,600	24
TRACY		685	7	7,666	20	8,351	19
VACAVILLE		431	5	4,690	17	5,121	16
VALLEJO		381	4	7,527	14	7,908	13
WOODLAND		360	6	4,954	26	5,314	25
Region III (Sacramento Area) TOTAL		**18,608**	**11**	**159,356**	**28**	**177,964**	**26**

REGION IV

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

Month of June, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		740	10	4,525	21	5,265	19
BAKERSFIELD		1,391	16	7,711	29	9,102	27
BAKERSFIELD SW		1,898	21	7,724	29	9,622	28
BISHOP		36	8	1,983	10	2,019	10
CLOVIS		1,849	26	6,357	38	8,206	35
COALINGA		81	9	3,015	14	3,096	14
DELANO		293	14	3,819	20	4,112	20
FRESNO		1,542	14	9,878	32	11,420	30
FRESNO NORTH	20	1,101	17	6,319	40	7,420	36
HANFORD	15	588	22	3,933	43	4,521	41
LAKE ISABELLA		29	9	1,775	9	1,804	9
LOS BANOS		296	11	3,451	20	3,747	19
MADERA	13	734	31	3,622	44	4,356	42
MARIPOSA		176	14	1,211	28	1,387	26
MERCED		1,127	14	6,111	29	7,238	27
MODESTO		2,498	14	9,165	31	11,663	27
PORTERVILLE		462	22	4,503	28	4,965	27
REEDLEY		457	11	5,278	24	5,735	23
RIDGECREST		174	9	3,042	16	3,216	16
SHAFTER		786	31	2,758	31	3,544	31
TAFT		79	7	2,636	11	2,715	11
TULARE		387	13	4,562	22	4,949	22
TURLOCK		1,043	21	5,204	37	6,247	34
VISALIA		1,156	17	5,496	30	6,652	28
Region IV (Central Valley) TOTAL		**18,923**	**18**	**114,078**	**29**	**133,001**	**27**

REGION V

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

Month of June, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	**Jun Top 20**	**Cust Served**	**Queue Wait Time**	**Cust Served**	**Queue Wait Time**	**Total Cust Served**	**Queue Wait Time**
ARLETA		2,454	6	12,190	29	14,644	25
GLENDALE		3,347	8	10,043	24	13,390	20
GOLETA		114	7	1,215	19	1,329	18
PACOIMA DLPC		903	2	9,434	15	10,337	13
HOLLYWOOD COLE	5	3,439	19	6,088	51	9,527	40
HOLLYWOOD WEST		1,195	10	6,131	24	7,326	22
LANCASTER		2,316	7	11,745	32	14,061	28
LOMPOC		528	10	2,924	28	3,452	25
NEWHALL		1,028	11	5,306	29	6,334	26
OXNARD		635	6	7,570	19	8,205	18
PASO ROBLES		318	6	3,824	23	4,142	21
SAN LUIS OBISPO		569	5	5,493	23	6,062	21
SANTA BARBARA		1,025	11	3,804	38	4,829	32
SANTA MARIA		872	4	4,301	30	5,173	26
SANTA MONICA		2,274	15	7,615	26	9,889	23
SANTA PAULA		634	5	4,518	27	5,152	24
SIMI VALLEY		980	7	6,654	28	7,634	25
THOUSAND OAKS		904	6	8,056	19	8,960	17
VAN NUYS		2,362	9	8,465	34	10,827	28
VENTURA		1,786	7	5,883	30	7,669	25
WINNETKA		2,688	10	7,621	29	10,309	24
Region V (Northern Los Angeles/Coastal Area) TOTAL		**30,371**	**9**	**138,880**	**27**	**169,251**	**24**

REGION VI

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

Month of June, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS	8	3,315	19	11,271	47	14,586	41
BELLFLOWER		3,900	11	10,240	27	14,140	22
COMPTON	2	3,335	14	9,480	53	12,815	43
CULVER CITY		3,659	22	6,293	38	9,952	32
EL MONTE		1,925	11	8,641	28	10,566	25
HAWTHORNE		2,114	21	7,876	35	9,990	32
INGLEWOOD		2,334	8	7,774	16	10,108	14
LINCOLN PARK	11	4,135	23	6,732	46	10,867	37
LONG BEACH	18	3,212	38	8,354	43	11,566	41
LOS ANGELES	19	2,554	34	10,066	41	12,620	40
MONTEBELLO		4,935	15	6,695	21	11,630	19
PASADENA		2,827	8	11,462	15	14,289	14
SAN PEDRO		1,782	7	8,616	23	10,398	20
TORRANCE		3,343	22	5,771	31	9,114	28
WEST COVINA		3,317	17	9,725	36	13,042	31
WHITTIER		1,856	6	11,506	17	13,362	15
Region VI (Los Angeles Area) TOTAL		**48,543**	**18**	**140,502**	**32**	**189,045**	**28**

REGION VII

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

Month of June, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ANAHEIM DLPC		675	3	10,780	8	11,455	8
BARSTOW		466	8	4,059	22	4,525	21
COSTA MESA		2,607	17	8,554	37	11,161	32
FONTANA		1,483	10	14,850	17	16,333	17
FONTANA DLPC		168	2	4,742	5	4,910	4
FULLERTON		3,308	26	13,236	36	16,544	34
LAGUNA HILLS	7	2,897	19	7,736	47	10,633	39
NEEDLES		46	7	1,274	29	1,320	29
NORCO		2,279	23	9,621	35	11,900	32
POMONA	12	2,414	27	10,168	44	12,582	41
RANCHO CUCAMONGA		2,665	10	12,073	19	14,738	17
REDLANDS		1,975	17	7,518	37	9,493	32
RIVERSIDE		1,380	13	8,185	32	9,565	29
RIVERSIDE EAST		2,281	9	13,909	18	16,190	17
SAN BERNARDINO		1,445	11	10,731	27	12,176	25
SANTA ANA	4	2,649	17	12,430	52	15,079	46
VICTORVILLE	6	3,534	18	9,857	49	13,391	41
WESTMINSTER		3,425	10	13,905	35	17,330	30
Region VII (Orange County/Inland Empire) TOTAL		**35,697**	**16**	**173,628**	**31**	**209,325**	**28**

REGION VIII

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

Month of June, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		538	5	5,997	15	6,535	14
BLYTHE		25	1	1,721	5	1,746	5
BRAWLEY		134	5	5,244	8	5,378	8
CHULA VISTA		2,041	6	15,298	17	17,339	15
EL CAJON		2,173	15	12,126	37	14,299	34
EL CENTRO		461	6	6,035	15	6,496	14
HEMET		1,663	8	9,078	38	10,741	33
INDIO		1,603	4	6,431	13	8,034	11
OCEANSIDE		1,570	12	8,653	28	10,223	25
PALM DESERT		613	5	6,180	14	6,793	14
PALM SPRINGS		1,079	3	6,050	9	7,129	8
POWAY		1,690	15	7,538	33	9,228	30
SAN CLEMENTE		1,512	11	6,169	26	7,681	23
SAN DIEGO CLAIREMONT		1,987	11	12,660	31	14,647	28
SAN DIEGO NORMAL	10	1,581	16	8,985	46	10,566	42
SAN MARCOS		2,802	12	11,055	34	13,857	30
SAN YSIDRO	14	1,932	7	10,346	44	12,278	38
TEMECULA	1	2,029	15	7,352	53	9,381	45
TWENTYNINE PALMS		770	8	2,863	18	3,633	16
Region VIII (San Diego Area) TOTAL		**26,203**	**10**	**149,781**	**28**	**175,984**	**26**

STATEWIDE TOTALS		**204,066**	**14**	**1,157,384**	**26**	**1,361,450**	**24**

Appendix B
June 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	Tue 06/08/2021	8:00 AM	Tue 06/08/2021	8:26 AM	0:26	Multiple Field offices processing Express DL applications are unable to retrieve scanned images for DMV Express documents in Field Office Document Imaging (FODI).	Multiple Field offices processing Express DL applications are unable to retrieve scanned images for DMV Express documents in FODI. *Workaround: Offices processed the application and re-scanned documents to FODI that the customer brought with them to the office.	No operational impact. Offices were able to continue to process with the workaround.	Indirect: The Department Homeland Security (DHS) US Passport Verification System (USPVS) experienced intermittent issues in the Production environment. The DHS USPVS system resumed normal application processing in the production environment.	Resolved: Awaiting notes from DHS and America Association of Motor Vehicle Administrators (AAMVA) to be sent to DMV.
2	Vendor	Application	Multiple FO	Wed 06/23/2021	9:23 AM	Thu 06/24/2021	9:12 AM	35:49	Multiple field office FODI issues. Offices are unable to scan pull up docs in the FODI system.	Multiple field office FODI issues. Offices are unable to scan pull up docs in the FODI system. *Workaround: Offices processed the application and re-scanned documents to FODI that the customer brought with them to the office.	No operational impact. Offices were able to continue to process with the workaround.	Direct: The Crowdstrike application had been updated on the FODI server which monitors the batch processing and had caused memory to overload.	Resolved: DMV rebooted the server, removed the bad batches, and limited the scope for Crowdstrike. DMV is conducting a root cause analysis.