

Report to the
Joint Legislative Budget Committee
of the
State of California

Department of Motor Vehicles
Monthly Status Update Report



Edmund G. Brown Jr.
Governor

Brian C. Annis
Secretary
California State Transportation Agency

Bill Davidson
Acting Director
Department of Motor Vehicles

January 4, 2019

The Department of Motor Vehicles (DMV) continues to see customer wait times below the goals targeted by the end of 2018. Collectively between the months of August and December 2018, wait times have been reduced by an average of 86 minutes (1 hour and 26 minutes) for customers coming to a field office without an appointment. This number varies among offices, with some seeing even greater wait time reductions and others not as much. The department's goals are that wait times (amount of time in the queue) not exceed 45 minutes for customers without an appointment and 15 minutes for customers with an appointment. Additionally, the DMV has a goal for non-appointment customers to not wait more than 15 minutes to be issued a queue ticket upon arrival at the field office and an appointment customer not to wait more than 3 minutes to be issued a queue ticket.

December wait times remained well below these target levels. Non-appointment wait times averaged 44 minutes (30 minutes queue time and 14 minutes pre-queue) while those with an appointment waited an average of 13 minutes. The DMV remains committed to further refining those strategies already in place and working to implement others that will allow the department to sustain these wait time levels.

WAIT TIMES IN DECEMBER

The DMV committed to reducing statewide wait times to less than one hour (combined queue and pre-queue) by the end of December, and maintaining the reduction ongoing. A total wait time reduction of 86 minutes has been achieved during the past five months, and wait times remain well below an hour. The tables and charts below provide some additional perspective on wait times.

Methodology for Baseline Comparison -

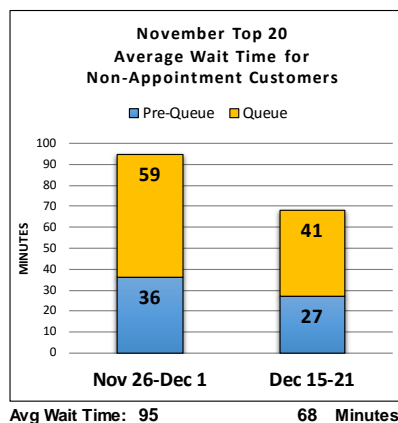
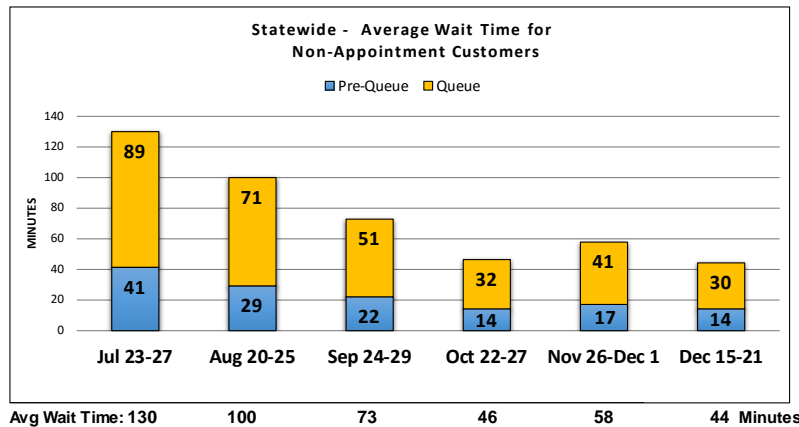
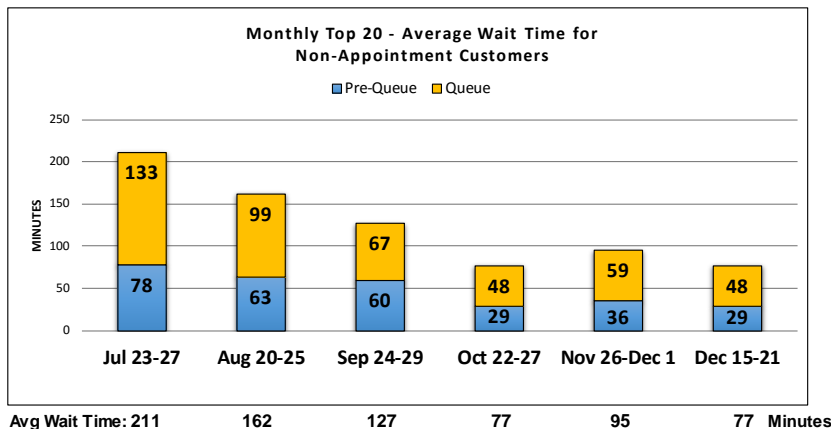
DMV began tracking the "Pre-Queue" wait times in mid-July 2018. This is the amount of time a customer waits in line prior to being issued a queue number. The week of July 23 to 27 is the baseline for wait time measurement as this captured a full week of "pre-queue" wait time data.

The first chart below ("Monthly Top 20") compares the average wait time for customers without an appointment at the 20 offices with the highest wait times during the weeks of July 23-27, August 20-25, September 24-29, October 22-27, November 26 – December 1 and December 15-21. This is the average wait time among the offices with the 20 highest wait times exclusively for each of these weeks. August was 49 minutes lower than July, September was 35 minutes lower than August, October was 50 minutes lower than September, November increased by 18 minutes as compared to October, and December decreased by 18 minutes compared to November.

The second chart ("Statewide") compares the overall average statewide wait time for customers without an appointment during the weeks of July 23-27, August 20–25, September

24-29, October 22-27, November 26 – December 1, and December 15-21. August was 30 minutes lower than July, September was 27 minutes lower than August, October was 27 minutes lower than September, November increased by 12 minutes over October, and December was 14 minutes lower than November. During the five month period of August - December, a combined 86 minute reduction in combined “pre-queue” and queue wait time has been achieved.

The third chart (“November Top 20”) compares the 20 highest wait time offices for the week of November 26-December 1 with the wait times in those same 20 offices for the week of December 15-21. The average wait time decreased by 27 minutes.



To provide another context of wait time reductions, the table below shows 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, and Grade IV/V offices are large, mostly urban offices that serve an average of 2,000-3,300 customers per week. The first two tables show the average wait time in the various grades of field offices for the week of November 26 – December 1 with the week of December 15-21. The third table displays the difference between December 15-21 and November 26 – December 1. For example, the ‘Overall – Appt/Non-Appt’ Queue and Pre-Queue wait time decreased by 13 minutes (43 minutes for December 15-21 compared to 56 minutes November 26 – December 1) for large Grade IV/V offices.

STATEWIDE - WEEK OF Nov 26-Dec1, 2018

Week of Nov 26-Dec 1, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
	Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	7,905	11	42,926	30	8	38	50,831	27	34
Grade III - 47 Offices	21,477	14	74,948	37	14	51	96,425	32	43
Grade IV/V - 68 Offices	48,397	17	168,402	46	21	67	216,799	40	56

STATEWIDE - WEEK OF Dec 15, 2018

Week of Dec 15-21, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
	Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	7,169	10	36,232	21	7	28	43,401	19	25
Grade III - 47 Offices	19,703	11	68,703	26	11	37	88,406	22	31
Grade IV/V - 68 Offices	45,509	13	160,828	34	17	51	206,337	30	43

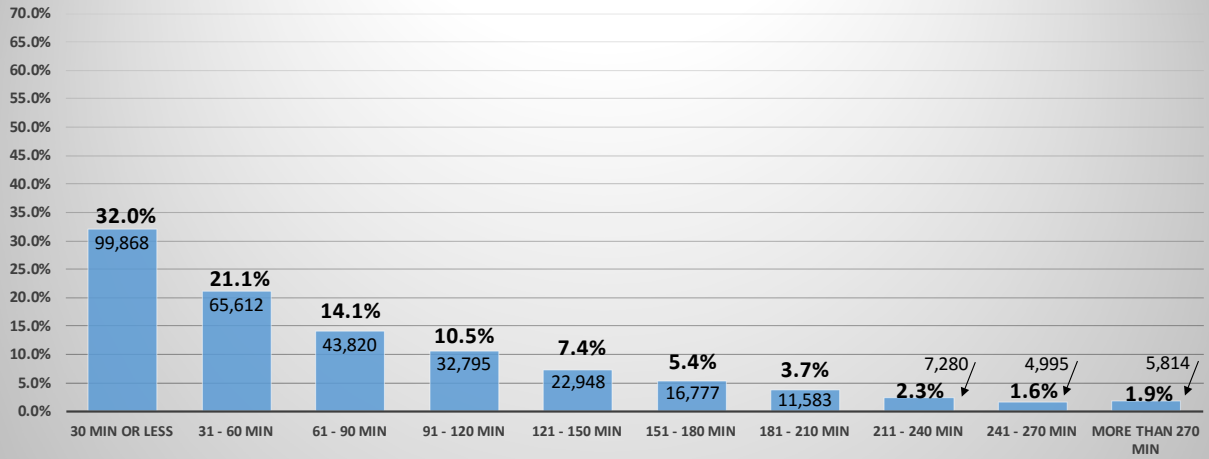
DIFFERENCE BETWEEN WEEK OF Dec 15, 2018 and WEEK OF Nov 26, 2018

Week of Dec 15 vs Nov 26, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
	Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	(736)	(1)	(6,694)	(9)	(1)	(10)	(7,430)	(8)	(9)
Grade III - 47 Offices	(1,774)	(3)	(6,245)	(11)	(3)	(14)	(8,019)	(10)	(12)
Grade IV/V - 68 Offices	(2,888)	(4)	(7,574)	(12)	(4)	(16)	(10,462)	(10)	(13)

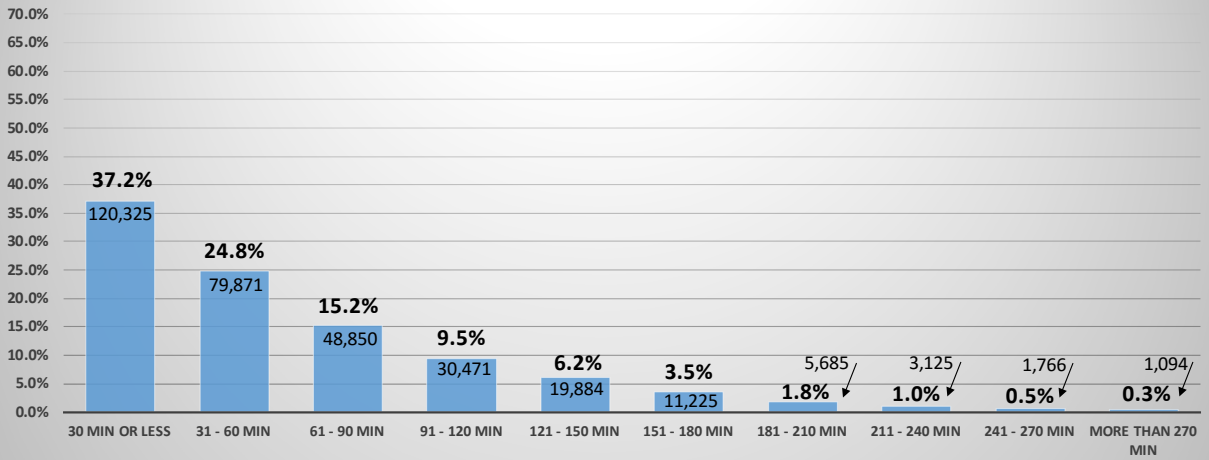
Note: The Grade I/II Pre-Queue wait times is estimated for the Week of July 23. Pre-Queue during July was captured for larger offices (Grade III and above). All office pre-queue times (Grades I – V) are captured as of mid August.

Smaller offices had an average wait time decrease of 9 minutes while mid-sized and larger offices had increases of 12 and 13 minutes respectively for all customers.

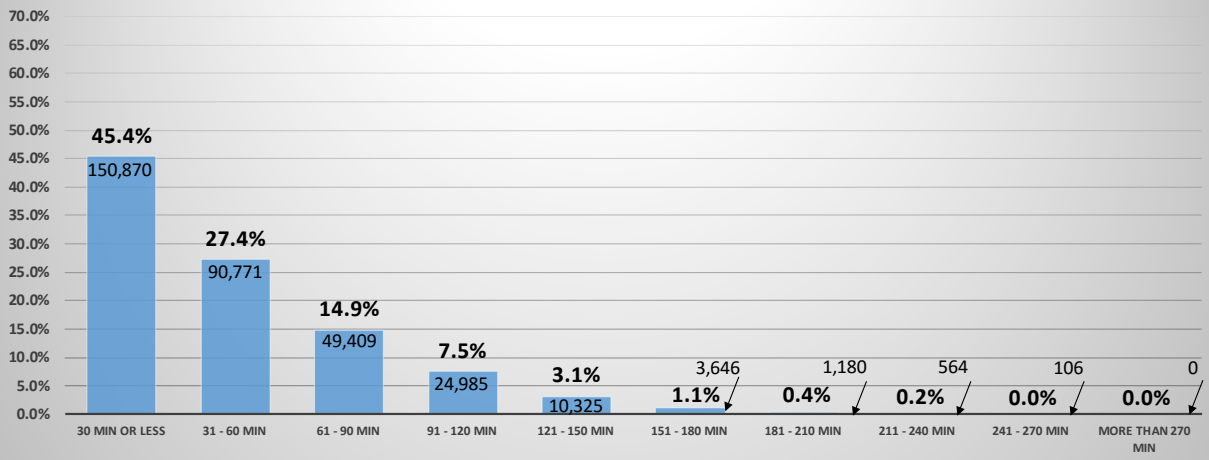
Wait Times by Range: Week of July 23-27



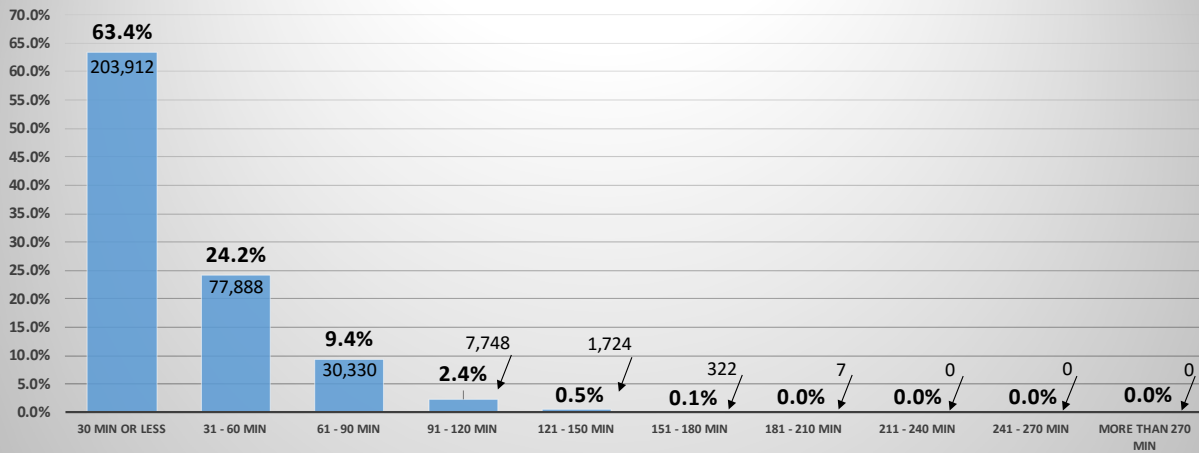
Wait Times by Range: Week of August 20-25



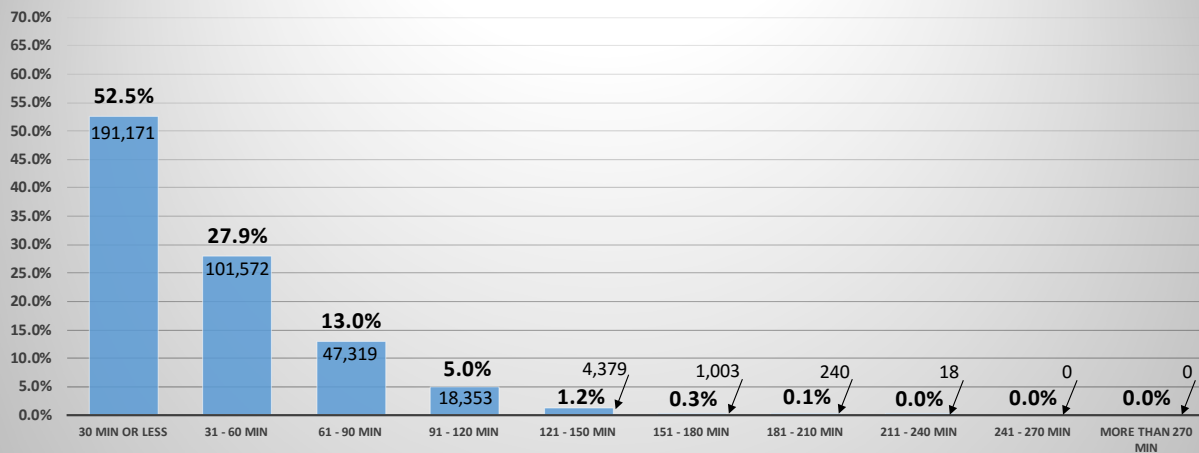
Wait Times by Range: Week of September 24-29



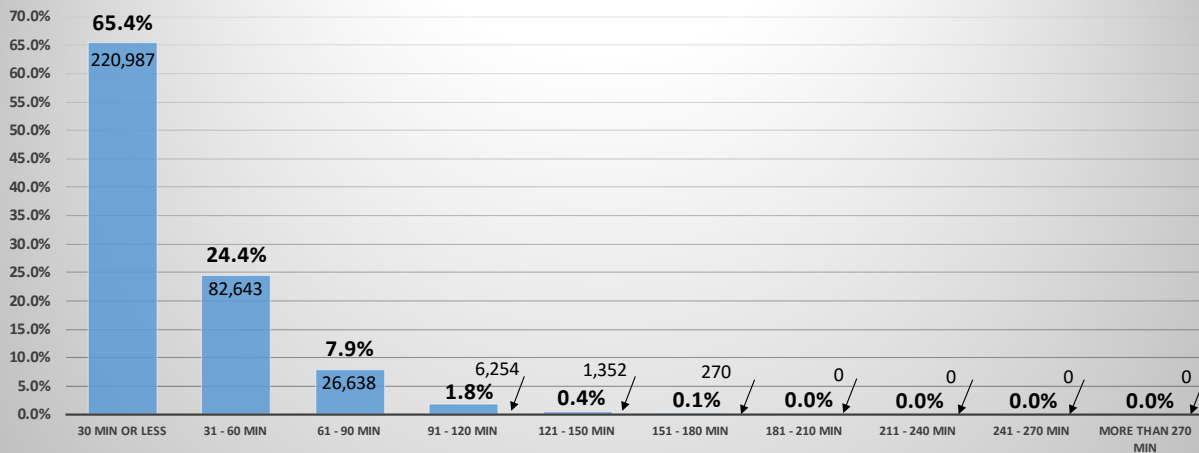
Wait Times by Range: Week of October 22-27



Wait Times by Range: Week of November 26 - December 1



Wait Times by Range: Week of December 15-21



The charts above 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 weeks of July 23-27, August 20-25, September 24-29, October 22-27, November 26 – December 1, and December 15-21. As can be seen in these charts, significant improvement has been made in the past five months on the amount of time customers are waiting in DMV field offices. For example, in July more than 22% of customers had a wait time of more than two hours. In the week of December 15-21, that dropped to 0.5%. Similarly, customers waiting one hour or less improved from 53% in July to nearly 90% in December. These tables are reflective of the efforts that have been made to date to lessen the amount of time customers are waiting at DMV field offices.

Tables at the end of this report reflect wait times for each individual field office and region across the state.

REAL ID CUSTOMERS AND WORKLOAD

The month of December saw an increase in the total number of REAL ID driver license and ID cards produced for the month, with nearly 300,000 REAL ID cards produced and issued. Also, the percentage of cards being produced that are REAL ID continued to increase with nearly 40% of all cards produced in December being REAL ID. This percentage has increased every month since REAL ID cards were first issued. The table below shows the number of REAL ID cards that have been produced each month since the program began on January 22, 2018. To date, more than 2.45 million REAL ID driver license and ID cards have been produced and issued. The table also shows the number of federal non-compliant cards produced along with the percentage of each.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID CARDS	COMPLIANT %		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOT
January TOTALS	29,725	9,971	39,696	205,823	45,426	251,249	290,945	12.62%	18.00%	13.64%
February TOTALS	74,890	24,798	99,688	498,284	102,984	601,268	700,956	13.07%	19.41%	14.22%
March TOTALS	111,296	33,216	144,512	543,280	109,255	652,535	797,047	17.00%	23.31%	18.13%
April TOTALS	121,715	31,049	152,764	476,314	93,661	569,975	722,739	20.35%	24.90%	21.14%
May TOTALS	141,704	30,160	171,864	483,399	89,520	572,919	744,783	22.67%	25.20%	23.08%
June TOTALS	147,536	41,147	188,683	464,538	88,930	553,468	742,151	24.10%	31.63%	25.42%
July TOTALS	171,051	43,491	214,542	473,450	90,041	563,491	778,033	26.54%	32.57%	27.57%
August TOTALS	228,165	46,279	274,444	516,521	103,929	620,450	894,894	30.64%	30.81%	30.67%
September TOTALS	219,054	34,315	253,369	453,866	93,975	547,841	801,210	32.55%	26.75%	31.62%
October TOTALS	291,720	44,091	335,811	559,184	109,507	668,691	1,004,502	34.28%	28.71%	33.43%
November TOTALS	244,166	35,383	279,549	402,515	84,032	486,547	766,096	37.76%	29.63%	36.49%
December TOTALS	264,106	34,071	298,177	372,205	78,245	450,450	748,627	41.51%	30.33%	39.83%
GRAND TOTALS	2,045,128	407,971	2,453,099	5,449,379	1,089,505	6,538,884	8,991,983	27.29%	27.24%	27.28%

HIRING AND ABSENTEEISM

Hiring:

In the month of December, the department continued to hire new staff. The primary focus was on hiring and filling civil service positions.

- As of December 31, 2018, the following job offers have been made since July 1, 2018:
 - 946 Civil Service Appointments made – 561 have already started
 - 680 Emergency Hires made – 469 have already started
 - 141 Retired Annuitants hired – 128 have already started
- The new hires filled the authorized positions for REAL ID and positions in field offices that have become vacant through transfers, promotions, and retirements.

Absenteeism:

As reported in November's report the department established an Absenteeism Task Force to look into the reasons why staff are absent from work and identify strategies to reduce the department's absenteeism rate. The DMV re-defined the absenteeism metric as the total number of staff who have an unscheduled absence, divided by the total number of staff on schedule on any given day. The DMV's Field Operations Division began gathering data utilizing this definition on October 22, 2018. Since the data has been tracked, the absenteeism rate has been 6.1%. The month of December was slightly above that figure, at 6.4%.

The department continues its effort to identify absenteeism rates in other states with similar type of staffing to see how we compare against other states. DMV also continues to identify ways in which the absenteeism rate can be lowered and ensure that employees are healthy, that morale is high, and that the workplace environment is productive. The department is working on a Wellness Expansion Initiative, which includes an all employee wellness survey. It is anticipated the survey will roll out by the end of January 2019.

INFORMATION TECHNOLOGY MODERNIZATION

During the month of December, the DMV continued adding additional self-service vehicle registration renewal kiosks. Four new kiosks were installed last month in grocery stores in Oxnard, Victorville, Lancaster and Bakersfield. These terminals allow customers to renew their registration and receive their tags on site. With the addition of these 4 new self-service kiosks, there are now 152 kiosks statewide: 70 in DMV field offices, 77 retail locations, 3 libraries, 1 at UC Irvine and 1 in City Hall in Mendota. The department plans to add 25 more kiosks in 2019.

On January 1, 2019, additional functionality was added to the self-service kiosks. Customers can now use the kiosks to complete the following transactions:

- Pay their vehicle registration suspension reinstatement fee (\$14)
- Submit or remove an affidavit of non-use
- Submit insurance information when required by the Vehicle Insurance Program

The department is excited to offer these new transactions on the self-service kiosks and looks forward to identifying additional ways in which the kiosks can be used to allow customers to complete their DMV transactions. The chart below shows the number of transactions completed at the self-service kiosks since October 2017.

Self-Service Terminal Kiosk Transactions

	DMV Field Offices	Retail Locations	Libraries	UC Irvine	TOTAL
Oct-17	122,358	10,043	0	92	132,493
Nov-17	114,602	10,598	0	94	125,294
Dec-17	113,140	12,889	0	86	126,115
Jan-18	131,496	17,155	0	151	148,802
Feb-18	139,654	22,487	0	149	162,290
Mar-18	164,073	29,886	0	184	194,143
Apr-18	136,052	27,942	0	184	164,178
May-18	154,238	32,195	0	239	186,672
Jun-18	141,716	32,825	0	236	174,777
Jul-18	139,563	34,511	0	245	174,319
Aug-18	141,483	33,979	9	270	175,741
Sep-18	119,632	34,666	75	199	154,572
Oct-18	119,112	33,663	123	203	153,101
Nov-18	110,526	35,771	194	157	146,648
Dec-18	100,144	39,380	238	103	139,865

CONTINUED PROCESS IMPROVEMENTS:

Lean Six Sigma:

In October, the San Jose Driver License Processing Center (DLPC) became the first office to implement a new document review process as its operational standard. This process includes the prescreening of documents such as birth certificates, passports, residency, and social security cards while customers wait for their queue number to be called. When the applicant arrives at a technician window, this document review is already complete and reduces the transaction processing time. This new process had previously been piloted in the San Jose DLPC

and proved to have efficiencies in the processing of a driver license or ID card transaction. In the month of November, this model was implemented in the Stanton DLPC. The Granada Hills DLPC and Hollywood-Cole field office both adopted this as their operational standard in December. In the month of January, the Pasadena field office will be the fifth office to implement this process. The pilot effort revealed that this model of document pre-screening is most effective in those offices whose primary workload is driver licensing. These five offices are all driver license-only field offices, or process a high volume of driver licenses.

Consistency Training:

The department has continued its efforts to develop training material, including training videos, to reinforce the importance of consistency in the customer service initiatives implemented at the field offices. In the month of December, two new training videos were completed that focus on specific details of triaging the customer wait lines and proper queue management. These new videos will be used as part of statewide employee training on January 16 and January 23.

Progress has been made over the past several months in reducing wait times at DMV field offices. Average wait times remain below targeted levels. DMV remains committed to focusing on and working with those field offices with the highest wait times and to work to maintain appropriate and acceptable service levels at all offices. The department continues to look at any additional opportunities to further lower wait times and make the process of completing transactions at field offices as convenient and efficient as possible, while also finding more ways to offer these services outside of the field offices.

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of December 15-21, 2018

Week of Dec 15-21, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
AUBURN		267	6	976	14	5	19	1,243	12	16
CHICO		196	10	1,065	34	13	47	1,261	30	41
COLUSA		31	5	477	12	3	15	508	11	14
ALTURAS		1	0	246	1	3	4	247	1	4
FALL RIVER MILLS		-	-	188	6	3	9	188	6	9
QUINCY		-	-	288	9	1	11	288	9	11
CORTE MADERA		567	16	1,077	40	14	54	1,644	32	41
CRESCENT CITY		26	3	436	15	3	18	462	14	17
DALY CITY	20	982	23	2,659	50	14	63	3,641	42	52
EUREKA		253	3	983	9	9	17	1,236	8	14
FORT BRAGG		22	3	363	14	5	19	385	14	18
GRASS VALLEY		177	7	768	12	4	16	945	11	14
GARBERVILLE		11	31	263	38	7	46	274	38	45
LAKEPORT		34	5	610	18	10	28	644	17	27
MOUNT SHASTA		17	5	410	13	4	17	427	13	17
OROVILLE		110	21	803	37	5	42	913	35	39
PARADISE		-	-	-	-	-	-	-	-	-
SUSANVILLE		33	9	415	27	3	30	448	26	29
WEAVERVILLE		8	3	247	9	0	9	255	9	9
WILLOWS		47	13	488	16	2	18	535	16	18
YREKA		68	7	362	18	1	19	430	16	17
NOVATO		178	8	1,142	19	16	36	1,320	18	32
PETALUMA		405	7	1,033	16	14	31	1,438	14	24
RED BLUFF		198	8	880	12	7	19	1,078	11	17
REDDING		483	8	1,279	18	3	20	1,762	15	17
ROCKLIN		425	7	1,224	19	8	27	1,649	16	22
ROSEVILLE		741	4	2,239	19	9	28	2,980	16	22
SAN FRANCISCO	7	990	23	2,300	50	30	80	3,290	42	62
SANTA ROSA		579	20	1,846	32	10	42	2,425	29	37
TRUCKEE		55	7	593	18	2	20	648	17	19
UKIAH		103	6	824	26	6	32	927	24	29
YUBA CITY		706	16	1,443	46	6	52	2,149	36	40
Region I (Northern CA)TOTAL		7,713	13	27,927	27	10	37	35,640	24	32

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of December 15-21, 2018

Week of Dec 15-21, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
CAPITOLA		326	8	1,318	18	5	23	1,644	16	20
FREMONT		378	11	1,832	20	10	30	2,210	19	27
GILROY		226	5	1,289	6	10	15	1,515	6	14
HAYWARD		569	16	1,802	22	23	45	2,371	21	38
HOLLISTER		89	11	580	22	4	26	669	21	24
KING CITY		99	9	438	14	10	23	537	13	21
WATSONVILLE		186	17	653	21	27	48	839	20	42
LOS GATOS		462	13	1,707	17	11	28	2,169	16	25
OAKLAND CLAREMONT		618	15	2,001	27	12	38	2,619	24	33
OAKLAND COLISEUM		599	20	2,139	36	15	51	2,738	32	44
PLEASANTON		569	17	1,732	29	19	49	2,301	26	41
REDWOOD CITY		557	18	1,658	25	26	51	2,215	23	43
SALINAS		404	19	1,363	24	13	37	1,767	23	33
SAN JOSE		778	7	2,333	14	14	28	3,111	12	22
SAN JOSE DLPC		650	15	2,534	25	4	30	3,184	23	27
SAN MATEO		304	9	1,985	23	13	36	2,289	21	33
SANTA CLARA		770	13	3,141	26	11	37	3,911	24	32
SANTA TERESA		401	9	1,975	19	10	29	2,376	17	26
SEASIDE		377	9	1,305	15	11	25	1,682	13	22
Region II (Bay Area) TOTAL		8,362	13	31,785	22	13	35	40,147	20	30

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
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Week of December 15-21, 2018

Week of Dec 15-21, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
CARMICHAEL		670	9	2,438	20	4	24	3,108	18	21
CONCORD		301	9	2,145	26	7	33	2,446	23	30
DAVIS		438	12	697	27	10	38	1,135	21	28
EL CERRITO		804	16	1,927	33	20	53	2,731	28	42
FAIRFIELD		383	7	1,596	18	11	30	1,979	16	25
FOLSOM		787	17	1,548	37	15	53	2,335	31	41
LODI		816	12	1,593	27	8	35	2,409	22	27
MANTECA		597	10	1,245	25	4	30	1,842	20	23
NAPA		230	2	1,691	5	2	7	1,921	5	6
PITTSBURG		250	21	1,898	18	7	25	2,148	18	24
PLACERVILLE		247	10	669	31	5	36	916	26	29
JACKSON		76	4	495	15	-	15	571	14	14
SAN ANDREAS		97	10	438	23	2	26	535	21	23
SOUTH LAKE TAHOE		52	9	474	27	5	33	526	26	30
SACRAMENTO		832	6	3,333	24	17	41	4,165	20	34
SONORA		204	24	567	43	9	52	771	38	45
SACRAMENTO SOUTH		884	19	2,429	31	12	43	3,313	27	37
STOCKTON		468	5	2,354	15	15	30	2,822	13	26
TRACY		270	11	1,557	28	13	41	1,827	25	37
VACAVILLE		370	9	907	31	7	38	1,277	25	30
VALLEJO	19	360	12	1,282	31	33	64	1,642	26	52
WALNUT CREEK		301	6	1,115	20	28	48	1,416	17	39
WOODLAND		254	10	867	42	5	47	1,121	35	39
Region III (Sacramento Area) TOTAL		9,691	12	33,265	25	12	37	42,956	22	31

Saturday Service in 62 Offices

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OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
ARVIN		122	5	891	12	4	16	1,013	11	15
BAKERSFIELD		196	5	1,546	19	10	29	1,742	18	26
CLOVIS		602	10	1,662	28	15	42	2,264	23	34
DELANO		127	5	1,021	15	10	25	1,148	14	23
FRESNO		717	11	2,965	18	9	27	3,682	16	24
FRESNO NORTH		404	15	1,004	32	6	38	1,408	27	32
HANFORD		264	6	1,098	10	2	12	1,362	10	11
LANCASTER		1,114	13	3,165	24	9	33	4,279	21	28
LOS BANOS		100	9	947	21	5	26	1,047	20	25
MADERA		123	16	1,042	42	12	55	1,165	40	50
MERCED		445	7	1,152	15	3	19	1,597	13	16
MODESTO		740	14	2,000	30	22	52	2,740	26	42
PORTERVILLE		249	17	769	19	13	32	1,018	18	28
REEDLEY		280	8	1,403	18	8	26	1,683	16	23
RIDGECREST		10	6	485	9	2	11	495	9	11
BISHOP		19	13	196	25	6	31	215	24	29
COALINGA		40	11	526	18	4	23	566	18	22
LAKE ISABELLA		11	6	157	13	4	17	168	12	16
MARIPOSA		32	5	105	9	7	16	137	8	13
SHAFTER		201	18	709	33	4	37	910	30	33
BAKERSFIELD SW		293	7	2,147	14	2	16	2,440	13	15
TAFT		45	4	393	11	2	13	438	10	12
TULARE		250	7	1,097	14	5	19	1,347	13	17
TURLOCK		375	10	1,546	28	4	32	1,921	24	28
VISALIA		317	7	1,422	11	5	16	1,739	11	14
Region IV (Central Valley)		7,076	11	29,448	21	8	29	36,524	19	25
TOTAL										

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of December 15-21, 2018

Week of Dec 15-21, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
ARLETA		704	10	3,014	31	26	57	3,718	27	48
CULVER CITY	4	890	27	1,820	58	34	92	2,710	48	71
GLENDALE	11	776	5	2,736	36	40	75	3,512	29	60
GOLETA		205	7	850	26	6	32	1,055	22	27
HOLLYWOOD COLE	2	556	22	1,553	56	56	112	2,109	47	88
HOLLYWOOD WEST		403	4	1,525	17	7	23	1,928	14	19
GRANADA HILLS DLPC		437	11	1,815	24	20	44	2,252	22	38
NEWHALL		630	10	1,499	27	12	40	2,129	22	31
OXNARD		439	7	1,386	30	11	40	1,825	24	33
PASO ROBLES		254	11	838	25	7	31	1,092	21	26
LOMPOC		345	12	750	32	10	41	1,095	25	32
SAN LUIS OBISPO		479	21	1,172	36	8	44	1,651	32	37
SANTA BARBARA		173	11	900	36	3	39	1,073	32	35
SANTA MARIA	15	340	11	1,310	55	12	67	1,650	46	56
SANTA MONICA	12	453	13	2,523	57	13	70	2,976	50	61
SANTA PAULA		188	9	1,283	27	9	36	1,471	24	33
SIMI VALLEY		355	8	1,323	19	12	30	1,678	16	25
THOUSAND OAKS		348	14	1,776	43	14	57	2,124	38	50
VAN NUYS		801	10	2,846	38	23	61	3,647	31	49
VENTURA		721	9	1,632	39	12	50	2,353	30	38
WINNETKA		760	9	2,108	27	17	44	2,868	22	35
Region V (Northern Los Angeles/Coastal Area) TOTAL		10,257	12	34,659	36	19	55	44,916	31	45

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Week of December 15-21, 2018

Week of Dec 15-21, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BELL GARDENS	13	736	13	2,391	48	21	69	3,127	40	56
BELLFLOWER		837	11	2,412	38	23	61	3,249	31	48
COMPTON		652	8	1,829	35	18	52	2,481	28	41
EL MONTE	10	571	17	1,913	46	31	78	2,484	40	64
HAWTHORNE		828	20	2,554	46	15	61	3,382	40	51
INGLEWOOD		472	13	1,928	38	14	52	2,400	33	44
LINCOLN PARK	8	687	14	2,091	60	18	78	2,778	49	62
LONG BEACH		525	10	2,869	26	22	48	3,394	24	42
LOS ANGELES	9	916	18	2,833	61	17	78	3,749	50	63
MONTEBELLO		715	10	1,796	39	21	61	2,511	31	46
PASADENA	6	1,114	10	2,558	38	43	81	3,672	29	59
SAN PEDRO		602	8	1,879	25	13	38	2,481	21	31
TORRANCE	1	808	38	1,521	63	56	119	2,329	54	91
WEST COVINA	5	999	14	2,519	52	33	85	3,518	41	65
Region VI (Los Angeles Area) TOTAL		10,462	15	31,093	44	24	68	41,555	37	55
Saturday Service in 62 Offices										

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Week of December 15-21, 2018

Week of Dec 15-21, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BARSTOW		259	12	849	27	2	29	1,108	23	25
RIVERSIDE EAST		952	7	2,673	29	7	36	3,625	23	29
FONTANA		1,105	12	3,165	33	11	44	4,270	28	36
FULLERTON		1,026	13	3,255	42	7	49	4,281	35	40
NEEDLES		37	5	231	12	6	18	268	11	16
NORCO		616	17	1,884	44	6	51	2,500	38	42
POMONA		825	9	2,991	43	8	51	3,816	36	42
RANCHO CUCAMONGA		827	17	3,055	38	11	48	3,882	33	41
REDLANDS		477	15	1,409	38	6	44	1,886	32	37
RIVERSIDE		702	12	1,972	48	6	54	2,674	38	43
SAN BERNARDINO		582	6	3,047	19	14	32	3,629	17	28
SANTA ANA		859	5	3,435	19	11	30	4,294	16	25
STANTON DLPC		909	15	2,331	44	17	61	3,240	36	48
VICTORVILLE		806	15	2,406	45	9	53	3,212	37	44
WESTMINSTER		805	10	2,511	37	16	53	3,316	30	42
WHITTIER	17	733	11	2,563	43	22	65	3,296	36	53
Region VII (Orange County/Inland Empire) TOTAL		11,520	12	37,777	36	11	47	49,297	30	39

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of December 15-21, 2018

Week of Dec 15-21, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BANNING		375	12	1,088	34	6	40	1,463	28	33
BRAWLEY		107	7	1,095	13	5	18	1,202	13	17
BLYTHE		65	2	450	10	4	14	515	9	12
CHULA VISTA	16	505	8	3,349	39	26	65	3,854	35	58
COSTA MESA		581	9	1,820	24	10	35	2,401	21	28
EL CAJON		429	9	3,199	23	15	38	3,628	21	34
EL CENTRO		178	13	1,250	40	8	48	1,428	36	44
HEMET		256	8	2,437	16	3	20	2,693	16	19
INDIO		259	6	1,500	8	8	16	1,759	8	15
LAGUNA HILLS	3	422	15	1,755	42	64	106	2,177	37	88
OCEANSIDE	18	413	21	1,727	43	21	64	2,140	39	56
PALM DESERT		361	12	1,323	30	11	40	1,684	26	34
PALM SPRINGS		198	3	1,343	6	3	9	1,541	6	8
POWAY		549	16	1,674	35	17	52	2,223	30	43
SAN CLEMENTE		281	7	1,517	29	26	55	1,798	26	48
SAN DIEGO CLAIREMONT		466	13	3,896	30	9	39	4,362	28	36
SAN DIEGO NORMAL		635	12	2,536	36	12	48	3,171	31	40
SAN MARCOS		388	11	2,702	38	9	47	3,090	35	42
SAN YSIDRO	14	394	15	2,557	43	26	69	2,951	39	62
TEMECULA		384	8	1,973	21	23	44	2,357	19	38
TWENTYNINE PALMS		54	7	618	15	10	24	672	14	23
Region VIII (San Diego Area) TOTAL		7,300	11	39,809	30	16	46	47,109	27	41
STATEWIDE TOTALS		72,381	12	265,763	30	14	44	338,144	26	37

Saturday Service in 62 Offices