

DECEMBER 2019

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.

December 2019 Highlights:

- DMV issued 485,145 REAL ID compliant driver licenses or identification cards this month, for a grand total of 7,230,851 REAL IDs since implementation in January 2018.
- December wait times for non-appointment customers were 23 minutes below target levels, averaging 37 minutes.

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REAL ID CUSTOMERS AND WORKLOAD

As of December 31, 2019, DMV produced and issued more than 7.2 million REAL ID driver license and identification cards.

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	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%
December 2019	442,018	43,127	485,145	362,642	83,743	446,385	931,530	54.9%	34.0%	52.1%
GRAND TOTALS	6,273,039	957,812	7,230,851	10,686,122	2,310,884	12,997,006	20,227,857	37.0%	29.3%	35.7%

DMV WORK ACTION PLAN UPDATES

Employee Tools: Signage

To improve efficiency and clearly identify a customer's next steps, DMV deployed directional floor mats to the field offices anticipated to have the greatest impact from REAL ID, and to additional locations in order to improve customer flow. DMV also installed directional signs in offices hosting a self-service kiosk to assist customers with locating this alternative service option. DMV will continue to improve field office signage as necessary.

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 December 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	86.0	73.0	65.0	54.0
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	129.0	0.0	128.5	57.0	0.0	71.0
VII	110.0	110.0	0.0	101.0	100.0	100.0	84.5
VIII	131.0	131.0	0.0	130.5	130.0	130.0	82.5
Total	784.0	766.5	20.5	741.5	584.5	497.5	455.5

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:

- A pilot to offer same-day customer appointments began in three offices at the end of December. Twenty-four same-day appointments are available daily in each of the pilot offices, and DMV is planning to evaluate whether to increase the number of appointments offered and the number of locations offering these appointments in January.
- 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 December, more than 10,700 customer documents had been uploaded. The process will continue in January 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 in November 2019. This marketplace enables customers to work through DMV's business partners to perform online vehicle registration services 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. As of the end of December, more than 1,400 vehicle registration transactions were processed successfully via the marketplace.
- 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 February 2020.

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 only 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.

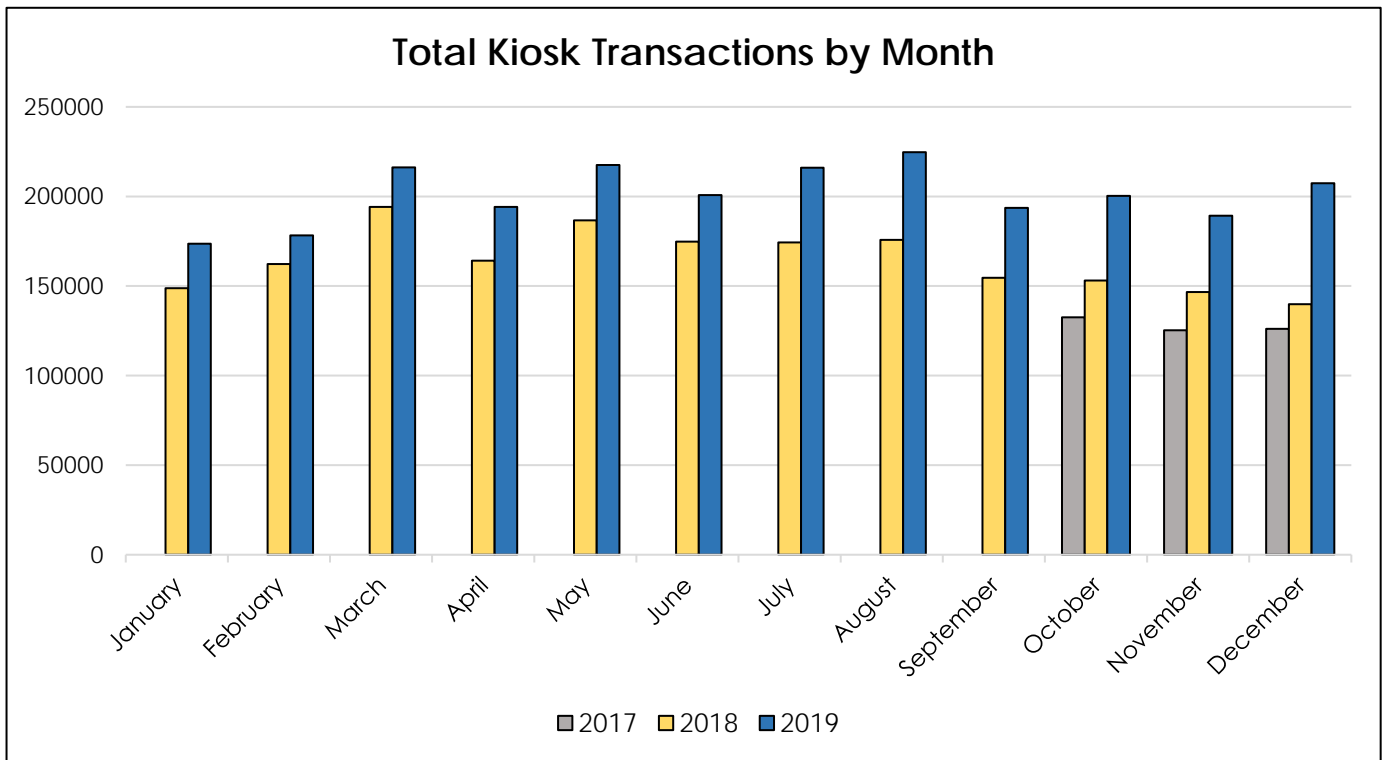
INFORMATION TECHNOLOGY

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. 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.

On December 31, 2019, DMV increased accessibility and usability of the kiosks by adding 10 additional languages to select kiosks (Arabic, Armenian, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Tagalog, and Vietnamese). DMV continues to add the additional languages to all kiosks, with completion estimated in -January. Additionally, DMV will add the following new services to the kiosks by February 4, 2020:

- 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.



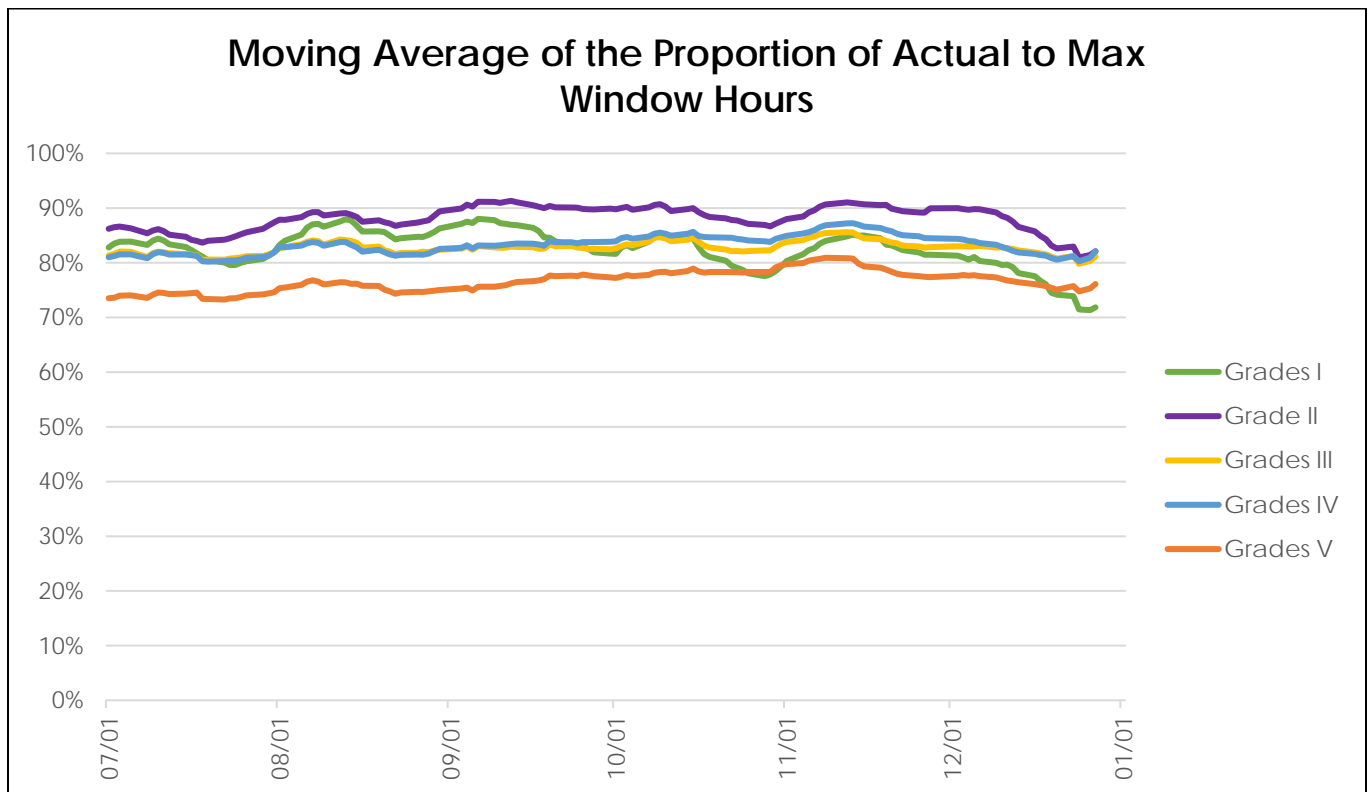
Self-Service Kiosk Transactions

	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
Dec-19	124,321	81,574	353	115	173	805	207,340

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 months¹. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior². 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.



¹ The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.

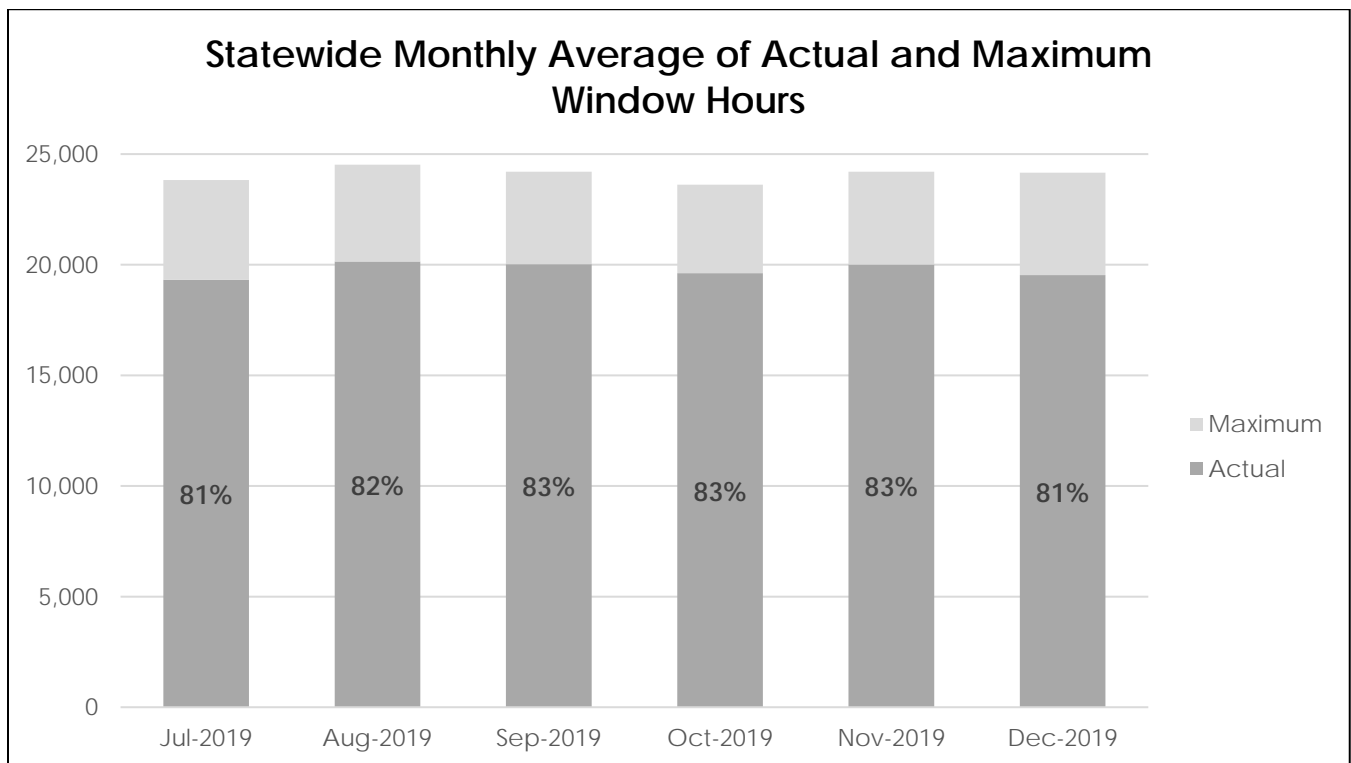
² All 10 days are weighted equally in the calculation of the average.

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

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

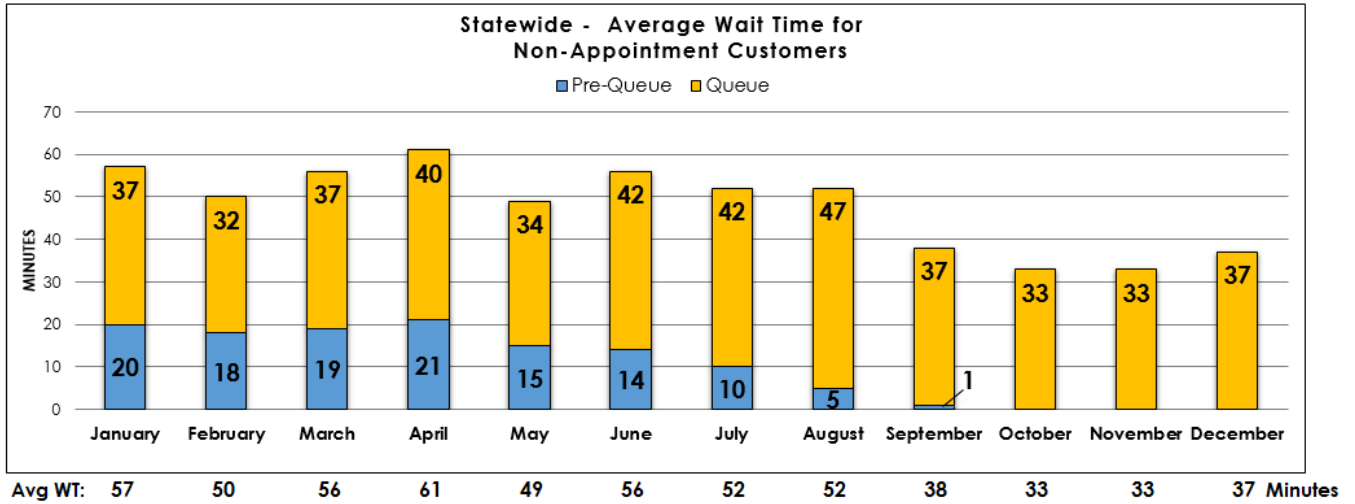
Statewide Monthly Average of Actual to Maximum Window Hours: This chart presents the same data, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.



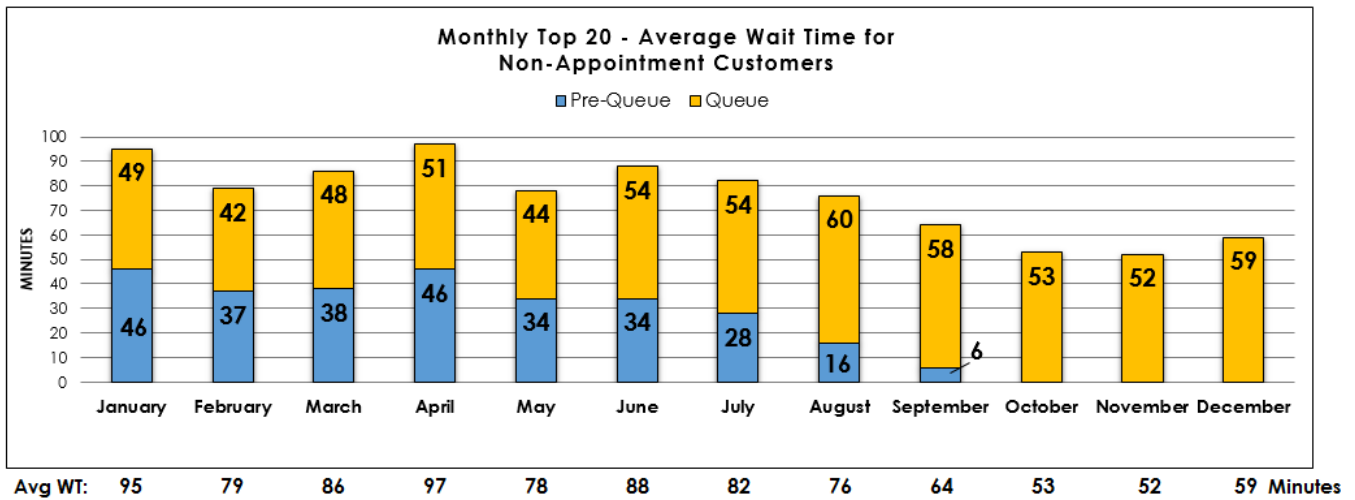
WAIT TIMES

December wait times for non-appointment customers were 23 minutes below target levels, averaging 37 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 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 November, 2019

Month of November, 2019	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	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

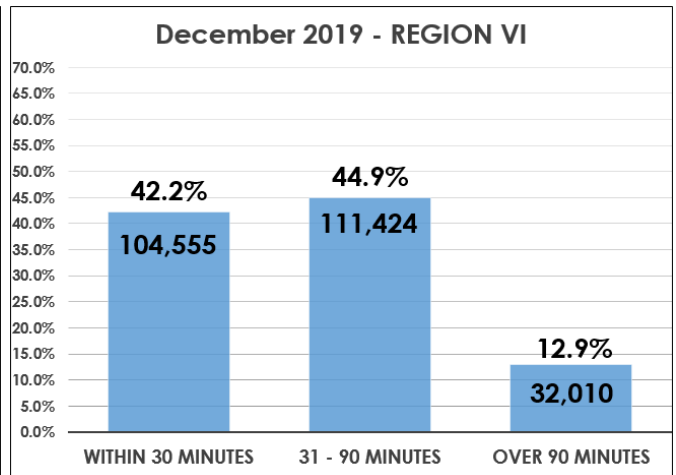
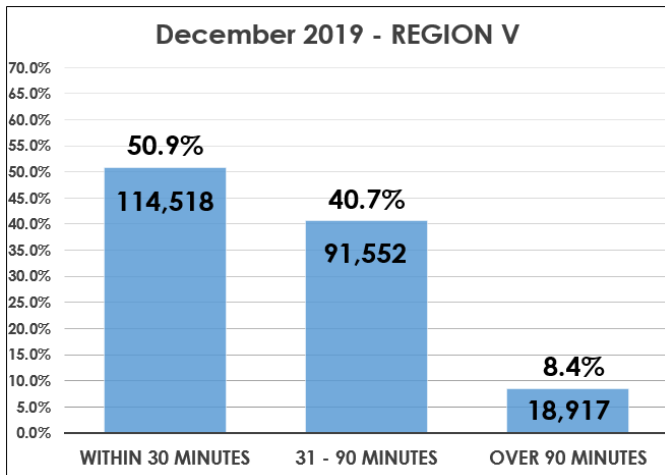
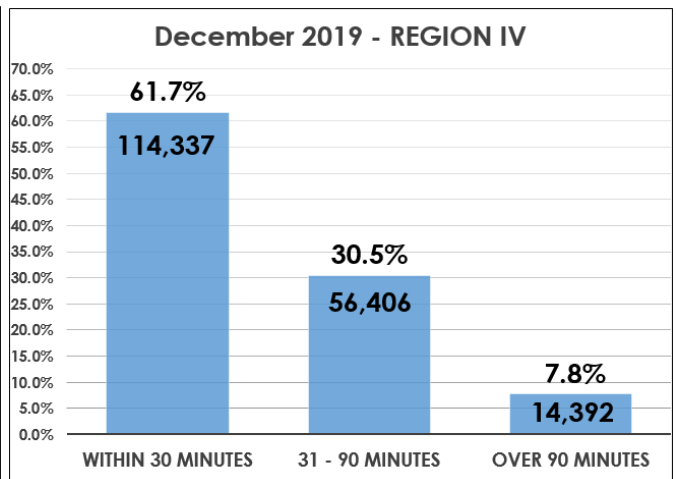
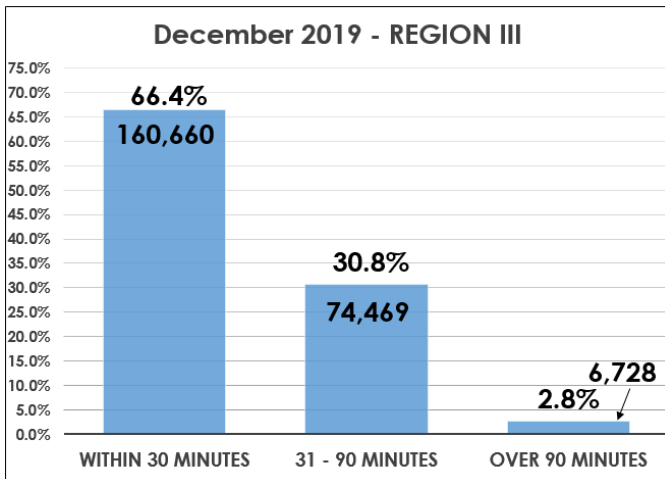
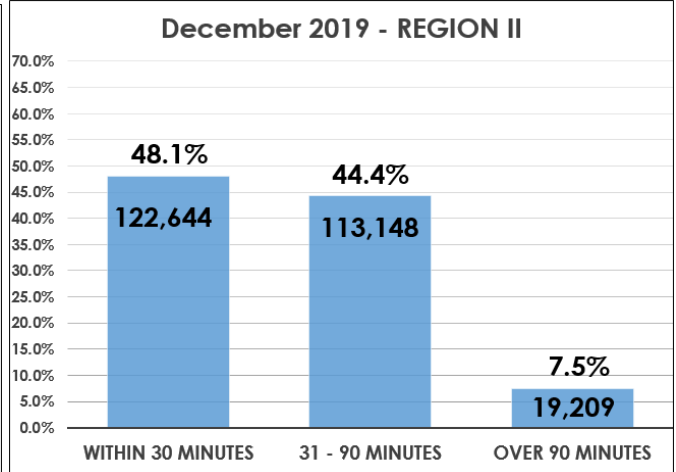
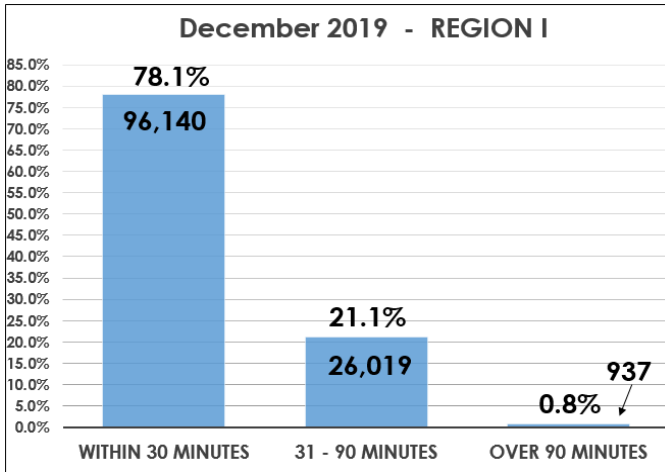
STATEWIDE - MONTH OF December, 2019

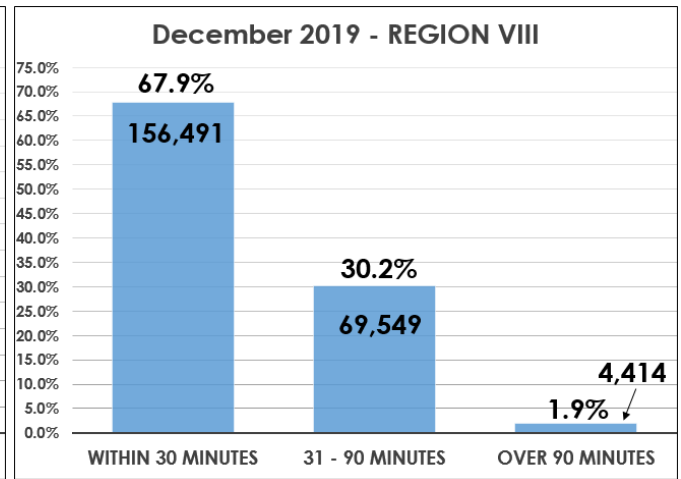
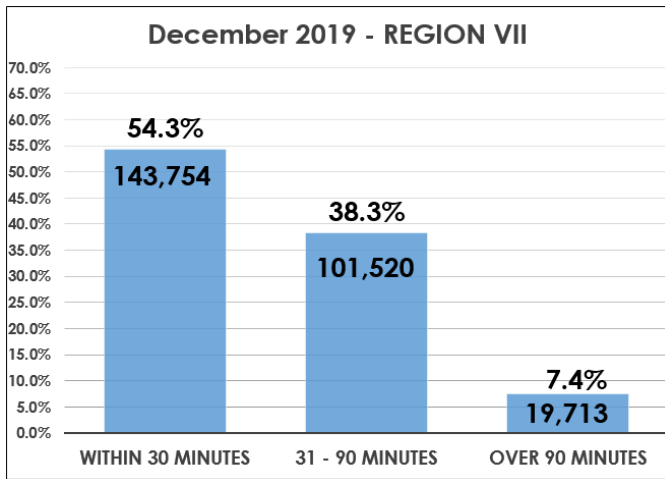
Month of December, 2019	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	30,696	10	189,687	25	220,383	23
Grade III - 47 Offices	74,250	11	390,339	28	464,589	25
Grade IV/V - 68 Offices	179,700	18	908,831	44	1,088,531	39

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

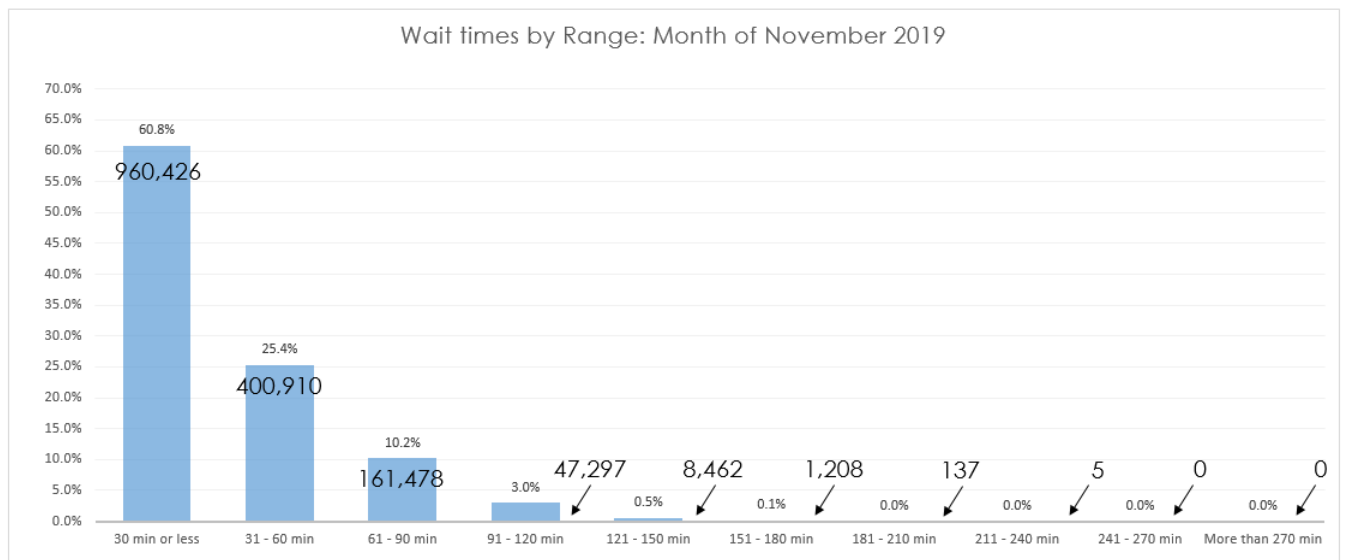
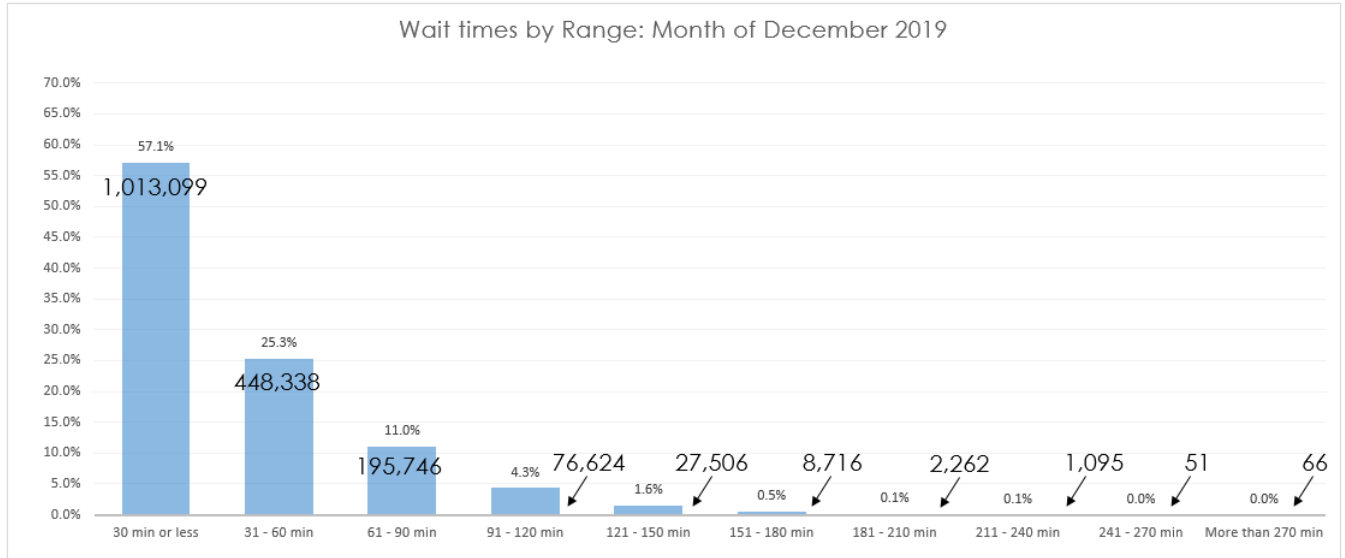
Month of Dec vs Nov, 2019	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	+2,759	-	+20,020	+3	+22,779	+3
Grade III - 47 Offices	+3,291	-	+47,419	+2	+50,710	+2
Grade IV/V - 68 Offices	+14,417	+3	+105,674	+6	+120,091	+5

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.

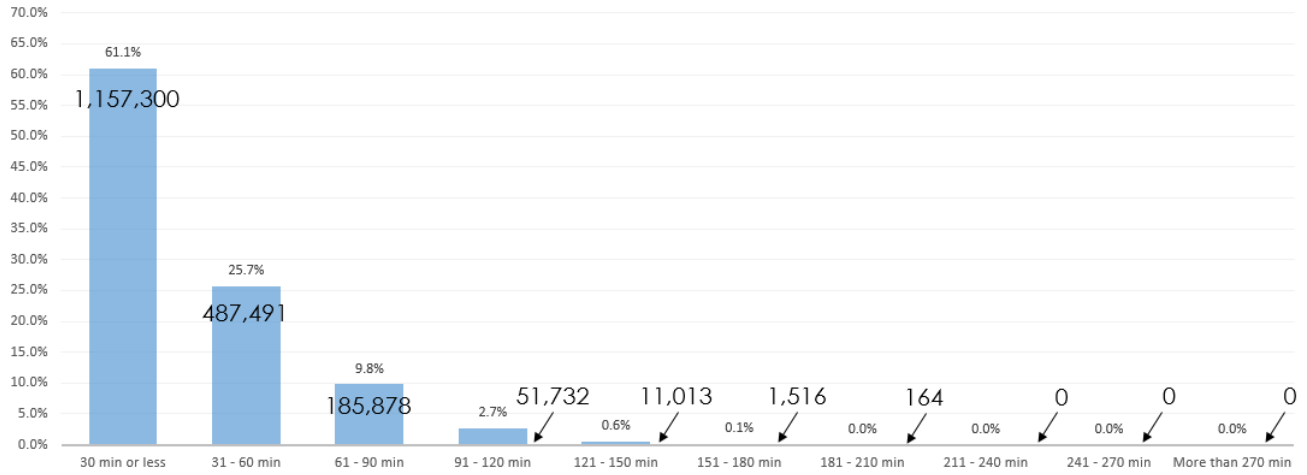




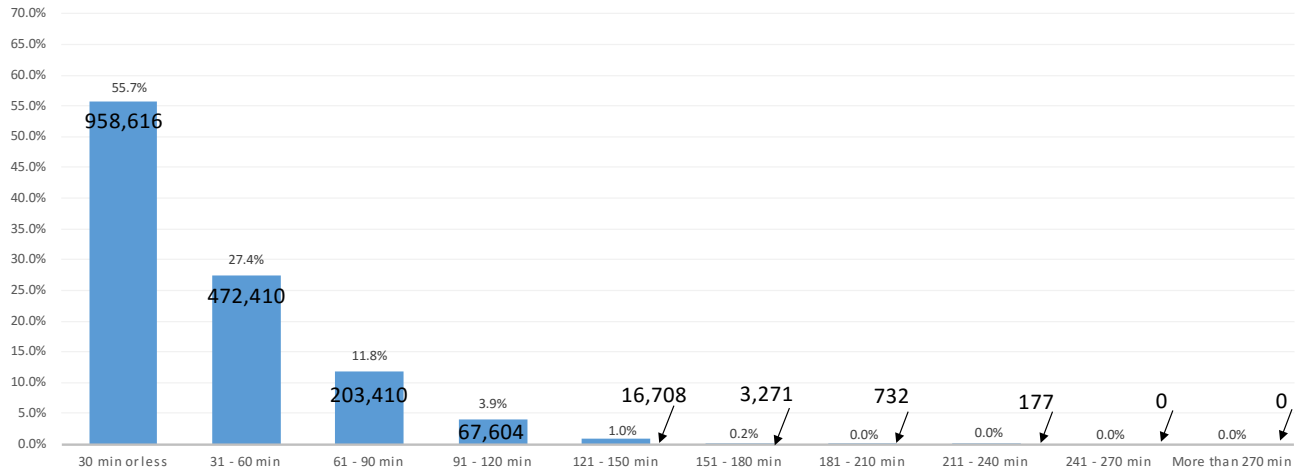
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty-minute increments) for the prior six months.



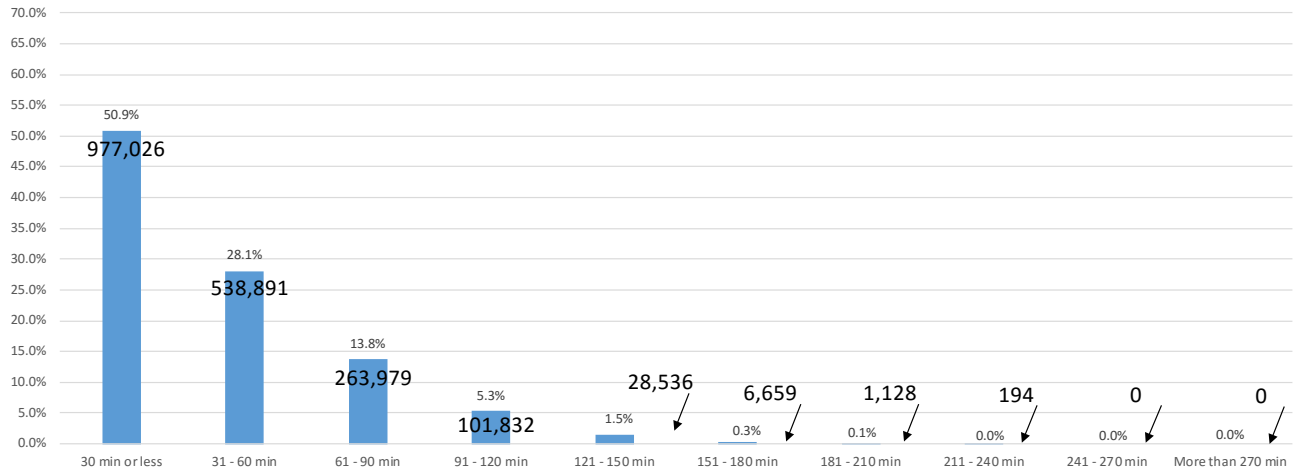
Wait times by Range: Month of October 2019



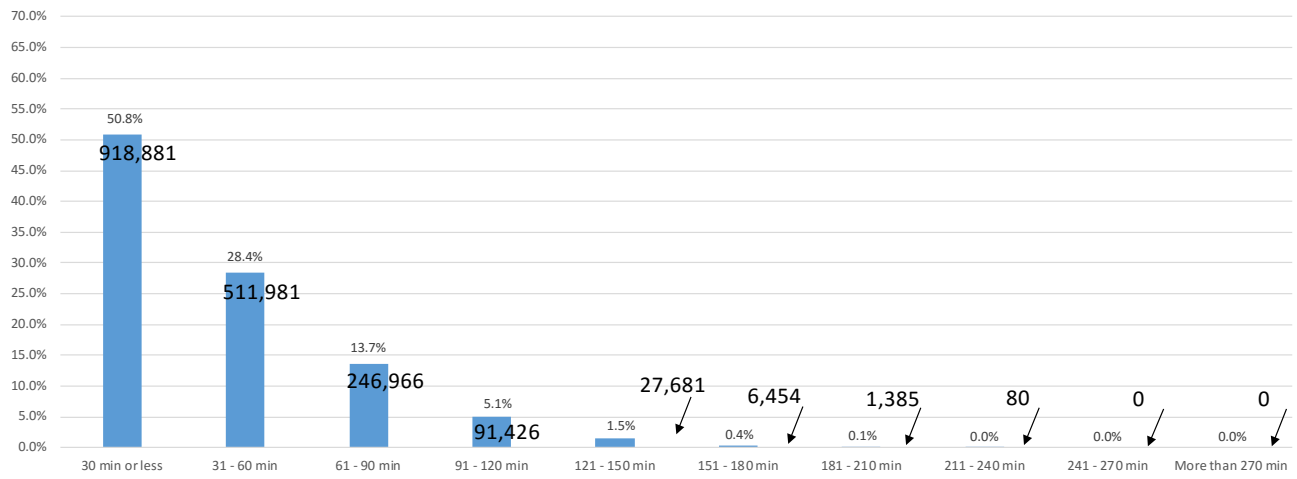
Wait times by Range: Month of September 2019



Wait Times by Range: Month of August 2019



Wait Times by Range: Month of July, 2019



APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Region I

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

Month of December, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		3	0	1,142	6	1,145	6
CHICO		1,227	7	7,449	22	8,676	20
COLUSA		247	8	2,607	25	2,854	23
CORTE MADERA		612	9	7,090	22	7,702	21
CRESCENT CITY		314	4	2,105	16	2,419	14
EUREKA		821	4	6,537	21	7,358	19
FALL RIVER MILLS		39	4	974	16	1,013	16
FORT BRAGG		108	9	1,394	19	1,502	18
GARBERVILLE		143	4	1,262	18	1,405	17
GRASS VALLEY		898	7	3,777	23	4,675	20
LAKEPORT		398	14	3,168	50	3,566	46
MOUNT SHASTA		139	9	1,738	16	1,877	16
NOVATO		980	5	4,866	19	5,846	16
OROVILLE		674	9	4,134	19	4,808	18
PARADISE		-	-	-	-	-	-
PETALUMA		1,334	5	6,347	17	7,681	15
QUINCY		55	3	1,390	12	1,445	11
RED BLUFF		1,193	5	4,737	12	5,930	11
REDDING		1,660	8	8,333	21	9,993	19
SANTA ROSA		1,644	6	10,871	25	12,515	23
SOUTH LAKE TAHOE		299	11	2,341	25	2,640	24
SUSANVILLE		166	6	1,931	21	2,097	19
TRUCKEE		413	8	2,429	17	2,842	16
UKIAH		597	9	3,937	19	4,534	17
WEAVERVILLE		69	5	998	15	1,067	14
WILLOWS		231	10	2,318	18	2,549	17
YREKA		311	10	1,871	30	2,182	27
YUBA CITY		1,751	7	11,024	12	12,775	11
Region I (Northern CA)TOTAL		16,326	7	106,770	20	123,096	18

Saturday Service in 61 Offices

Region II

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

Month of December, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		1,862	17	6,613	21	8,475	20
DALY CITY	6	3,365	33	13,950	61	17,315	56
EL CERRITO		2,418	12	11,634	29	14,052	26
FREMONT		940	18	9,480	37	10,420	35
GILROY		928	9	6,545	14	7,473	13
HAYWARD		1,781	22	9,342	36	11,123	34
HOLLISTER		545	14	2,686	26	3,231	24
KING CITY		459	13	3,818	20	4,277	19
LOS GATOS		1,934	27	7,075	43	9,009	39
OAKLAND CLAREMONT		2,685	23	13,660	43	16,345	39
OAKLAND COLISEUM	9	2,490	25	10,352	60	12,842	53
PLEASANTON		364	15	10,626	24	10,990	24
REDWOOD CITY	1	3,042	40	9,707	74	12,749	66
SALINAS		1,310	11	8,054	23	9,364	21
SAN FRANCISCO		3,203	15	15,831	31	19,034	28
SAN JOSE		4,170	25	11,360	52	15,530	45
SAN JOSE DLPC	7	3,844	25	15,365	61	19,209	54
SAN MATEO		1,607	26	8,897	49	10,504	45
SANTA CLARA	20	2,487	24	17,513	52	20,000	49
SANTA TERESA		1,676	20	9,259	39	10,935	36
SEASIDE		1,742	14	5,715	26	7,457	23
WATSONVILLE		547	18	4,120	26	4,667	25
Region II (Bay Area) TOTAL		43,399	23	211,602	42	255,001	39

Saturday Service in 61 Offices

Region III

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

Month of December, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		1,162	5	5,545	15	6,707	14
CARMICHAEL		3,762	17	13,412	44	17,174	38
CONCORD		2,384	12	11,699	30	14,083	27
DAVIS		1,299	3	4,276	11	5,575	9
FAIRFIELD		1,974	10	8,832	19	10,806	17
FOLSOM		2,524	14	8,878	36	11,402	31
JACKSON		567	5	2,671	21	3,238	18
LODI		2,596	16	8,694	41	11,290	35
MANTECA		1,798	13	7,680	36	9,478	32
NAPA		1,802	4	8,899	9	10,701	8
PITTSBURG		828	17	10,521	29	11,349	28
PLACERVILLE		838	12	3,679	38	4,517	33
ROCKLIN		2,136	13	6,393	32	8,529	27
ROSEVILLE		2,772	7	12,162	28	14,934	24
SACRAMENTO		3,037	7	17,821	23	20,858	20
SACRAMENTO SOUTH		3,898	9	14,624	39	18,522	33
SAN ANDREAS		363	6	2,187	22	2,550	20
SONORA		710	11	3,033	31	3,743	27
STOCKTON		2,130	10	12,275	31	14,405	28
TRACY		1,542	13	9,795	34	11,337	31
VACAVILLE		1,303	9	5,397	40	6,700	34
VALLEJO		1,452	8	8,794	18	10,246	16
WALNUT CREEK		1,300	8	6,197	23	7,497	20
WOODLAND		1,224	12	4,992	40	6,216	35
Region III (Sacramento Area) TOTAL		43,401	11	198,456	30	241,857	26

Saturday Service in 61 Offices

Region IV

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

Month of December, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		460	9	4,629	21	5,089	20
BAKERSFIELD		1,584	13	12,200	38	13,784	35
BAKERSFIELD SW		1,799	14	10,697	48	12,496	43
BISHOP		184	6	1,792	19	1,976	18
CLOVIS		1,998	13	10,203	37	12,201	33
COALINGA		242	9	2,237	18	2,479	17
DELANO		607	14	4,720	26	5,327	25
FRESNO		2,590	18	18,484	47	21,074	43
FRESNO NORTH		2,034	19	7,615	49	9,649	43
HANFORD		1,139	13	6,053	27	7,192	25
LAKE ISABELLA		120	6	1,424	11	1,544	10
LOS BANOS		680	18	4,871	34	5,551	32
MADERA		955	14	5,883	37	6,838	34
MARIPOSA		267	14	1,405	41	1,672	36
MERCED		1,838	17	9,993	28	11,831	26
MODESTO		2,196	25	14,029	47	16,225	44
PORTERVILLE		723	19	4,765	46	5,488	42
REEDLEY		813	7	7,723	15	8,536	15
RIDGECREST		148	10	3,154	14	3,302	14
SHAFTER		575	13	4,447	27	5,022	26
TAFT		235	7	2,029	14	2,264	13
TULARE		784	15	4,727	31	5,511	29
TURLOCK		1,423	16	7,643	38	9,066	34
VISALIA		1,429	8	9,589	20	11,018	18
Region IV (Central Valley) TOTAL		24,823	15	160,312	35	185,135	32

Saturday Service in 61 Offices

Region V

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

Month of December, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		3,067	15	14,961	48	18,028	42
GLENDALE		3,683	3	16,413	29	20,096	24
GOLETA		535	9	4,610	30	5,145	28
PACOIMA DLPC		292	15	10,295	27	10,587	27
HOLLYWOOD COLE	5	2,435	18	7,634	62	10,069	51
HOLLYWOOD WEST		1,324	4	6,434	14	7,758	12
LANCASTER	18	4,250	17	15,122	53	19,372	45
LOMPOC	19	859	17	4,329	53	5,188	47
NEWHALL		1,909	16	8,025	36	9,934	32
OXNARD	14	1,539	15	8,295	56	9,834	49
PASO ROBLES		608	16	4,030	32	4,638	30
SAN LUIS OBISPO		1,266	17	5,835	38	7,101	34
SANTA BARBARA		652	13	4,518	30	5,170	28
SANTA MARIA	10	1,589	15	6,623	59	8,212	50
SANTA MONICA		1,886	16	10,133	38	12,019	35
SANTA PAULA		589	7	5,940	33	6,529	31
SIMI VALLEY		1,289	8	7,277	33	8,566	29
THOUSAND OAKS	11	948	19	9,764	58	10,712	55
VAN NUYS	13	2,128	18	15,148	56	17,276	52
VENTURA		1,901	9	9,182	44	11,083	38
WINNETKA		1,901	18	15,769	41	17,670	38
Region V (Northern Los Angeles/Coastal Area) TOTAL		34,650	14	190,337	43	224,987	38

Saturday Service in 61 Offices

Region VI

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

Month of December, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS	17	2,471	22	13,092	54	15,563	49
BELLFLOWER		3,808	17	15,416	49	19,224	43
COMPTON		3,494	12	12,306	44	15,800	37
CULVER CITY	15	3,471	30	10,993	55	14,464	49
EL MONTE		2,328	19	10,694	48	13,022	43
HAWTHORNE	3	3,269	31	12,056	66	15,325	58
INGLEWOOD		1,967	15	10,688	43	12,655	39
LINCOLN PARK		2,713	13	11,952	42	14,665	37
LONG BEACH	12	3,084	18	11,767	57	14,851	49
LOS ANGELES	2	3,861	40	15,317	71	19,178	65
MONTEBELLO		2,694	22	11,311	48	14,005	43
PASADENA		4,605	17	14,340	50	18,945	42
SAN PEDRO		2,289	8	10,679	35	12,968	31
TORRANCE	8	3,146	29	9,401	61	12,547	53
WEST COVINA		3,782	19	14,588	43	18,370	38
WHITTIER	4	3,097	19	13,310	63	16,407	55
Region VI (Los Angeles Area) TOTAL		50,079	21	197,910	52	247,989	46

Saturday Service in 61 Offices

Region VII

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

Month of December, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		651	14	4,321	29	4,972	27
COSTA MESA		1,363	15	14,101	35	15,464	33
FONTANA		3,851	13	19,160	42	23,011	37
FULLERTON		2,593	13	24,085	39	26,678	36
LAGUNA HILLS		1,809	13	14,095	48	15,904	44
NEEDLES		188	9	1,315	25	1,503	23
NORCO	16	2,280	22	11,404	54	13,684	49
POMONA		3,278	16	16,568	37	19,846	34
RANCHO CUCAMONGA		2,262	8	16,785	28	19,047	26
REDLANDS		2,134	17	8,554	42	10,688	37
RIVERSIDE		2,670	19	10,525	37	13,195	33
RIVERSIDE EAST		3,373	17	16,302	45	19,675	40
SAN BERNARDINO		3,710	9	13,614	26	17,324	23
SANTA ANA		2,944	15	19,568	45	22,512	41
VICTORVILLE		3,353	18	12,429	41	15,782	36
WESTMINSTER		2,108	14	23,594	42	25,702	40
Region VII (Orange County/Inland Empire) TOTAL		38,567	15	226,420	40	264,987	36

Saturday Service in 61 Offices

Region VIII

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

Month of December, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		1,187	9	6,190	26	7,377	23
BLYTHE		224	2	1,514	7	1,738	6
BRAWLEY		449	5	4,449	12	4,898	12
CHULA VISTA		2,973	8	21,705	32	24,678	29
EL CAJON		2,543	10	16,164	42	18,707	38
EL CENTRO		1,203	5	8,143	14	9,346	13
HEMET		1,634	3	13,769	13	15,403	12
INDIO		1,400	3	8,117	9	9,517	8
OCEANSIDE		2,214	18	8,453	40	10,667	36
PALM DESERT		1,687	7	7,483	14	9,170	13
PALM SPRINGS		1,713	5	6,114	18	7,827	15
POWAY		1,138	9	11,158	19	12,296	18
SAN CLEMENTE		1,958	8	7,805	33	9,763	28
SAN DIEGO CLAIREMONT		2,988	8	20,292	26	23,280	24
SAN DIEGO NORMAL		3,697	12	11,760	42	15,457	35
SAN MARCOS		1,545	9	17,384	24	18,929	23
SAN YSIDRO		1,504	9	14,378	35	15,882	32
TEMECULA		3,004	11	9,310	41	12,314	33
TWENTYNINE PALMS		340	4	2,862	13	3,202	12
Region VIII (San Diego Area) TOTAL		33,401	9	197,050	27	230,451	25
STATEWIDE TOTALS		284,646	15	1,488,857	37	1,773,503	34

Saturday Service in 61 Offices

Appendix B December 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	Software	Configuration	DMV Website	Sun 12/01/2019	7:30 PM	Mon 12/02/2019	2:00 AM	6:30	DMV Public website - Five self-service applications were unavailable.	DMV Customer self-service applications impacted: <ul style="list-style-type: none"> • Vehicle Registration Renewal • Driver License Renewal • REAL ID Learn More • Online forms • Address Change * No workaround	Disruption to customer service.	Direct: Transaction volume exceeded established resource connection threshold.	Doubled resource connection threshold in support of increased transaction volumes.
2	Hardware	Change resulting in unanticipated impact	DMV Website	Sun 12/01/2019	7:30 PM	Mon 12/02/2019	6:30 AM	11:00	DMV Public website - Customer access to the Fee Calculation application was unavailable.	DMV Customers self-service application impacted: <ul style="list-style-type: none"> • Fee Calculation * No work around	Disruption to customer service.	Direct: CPU upgrade	Rollback back of the CPU upgrade to the prior state resolved the issue.
3	Software	Change resulting in unanticipated impact	DMV Website	Sun 12/08/2019	4:03 AM	Sun 12/08/2019	7:23 AM	3:20	DMV Public website - Five self-service applications were unavailable.	DMV Customer self-service applications impacted were: <ul style="list-style-type: none"> • Vehicle Registration Renewal • Fee Calculation • Customer Insurance Services Applications • Vehicle Insurance Program • Driver Record Requests *intermittently unavailable - Customers were able to successfully complete transaction upon reentry.	Disruption to customer service.	Direct: Scheduled maintenance resulted in intermit disruptions of service	Server and application restarts restored service.
4	Vendor	Application	Statewide	Tue 12/10/2019	7:00 AM	Tue 12/10/2019	12:00 PM	5:00	DMV Public website - Online Appointment system sporadically unavailable.	The DMV Online Appointment system was sporadically unavailable. *Customers were able to schedule appointment online once the system recovered.	Disruption to customer service.	Direct: Vendor database deadlock impacted system availability.	Vendor restarted the application, restoring services.
5	Network Connectivity	Human Error	Multiple FO	Mon 12/16/2019	6:31 AM	Tue 12/17/2019	8:00 AM	1 Business Day	Multiple Field Offices and the Riverside Call Center lost primary network connectivity. <ul style="list-style-type: none"> • Los Angeles Metro Industry Service Center • Hemet Field Offices • Banning • Arleta • Bishop • Bell Gardens • Riverside Call Center 	Telecommunication provider, Frontier, reported high level fiber cut. Field Offices were able to process Vehicle Registration transactions and Driver License and Identification Card transactions that did not require photos. *Field Offices were able to provide some customer service support utilizing Cellular Backup.	Impacted Field Offices were able to process Vehicle Registration transactions and Driver License and Identification Card transactions that did not require photos utilizing back up Cellular Network. Calls were routed to DMV's other call centers.	Direct: Fiber cut impacting telecommunication network connection.	Telecommunication provider repaired impacted network connection, restoring service.

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							
6	Software	Change resulting in unanticipated impact	DMV Website	Mon 12/16/2019	12:45 AM	Mon 12/16/2019	7:23 AM	6:38	DMV Public website - Customer self service applications were unavailable.	DMV Public Website and access to the following DMV customer self-service tools: <ul style="list-style-type: none"> • Vehicle Registration Renewal • Fee Calculation • Customer Insurance Services Applications • Vehicle Insurance Program • Driver Record Requests *intermittently unavailable - Customer were able to successfully complete transaction upon reentry.	Disruption to customer service.	Direct: Scheduled maintenance resulted in intermittent disruptions of service.	Server and application restarts restored service.
7	Vendor	Configuration	Statewide	Tue 12/17/2019	5:58 AM	Tue 12/17/2019	8:29 AM	2:31	DMV Public website - Online Appointment system sporadically unavailable.	The DMV Online Appointment system was unavailable.*Customers were able to schedule appointment online once the system recovered.	Disruption to customer service.	Direct: Data synchronization process between redundant servers stopped, resulting in disruptions of service	Vendor recreated impacted redundant database and resynchronized the data.
8	Vendor	Change resulting in unanticipated impact	All Call Center	Wed 12/18/2019	8:00 AM	Wed 12/18/2019	11:50 AM	3:50	Call Center platform	DMV Call Centers did not receive calls during the outage. * No work around	DMV Call Center technicians unable to transfer callers.	Direct: Transfer function resulted in calls being disconnected.	
9	Software	Change resulting in unanticipated impact	Statewide	Wed 12/18/2019	8:50 AM	Thu 12/19/2019	9:30 PM	2 Business Days	Traffic courts/schools were not able to send or download information from DMV through web service.	Traffic courts/schools were not able to send or download information from DMV through web service. * No work around	Disruption to customer service and increased Call Center call volumes.	Direct: Configuration was set to the wrong server.	Undetermined
10	Vendor	Other	Statewide	Sat 12/21/2019	9:20 AM	Tue 12/24/2019	7:00 AM	3 Business Days	Field Offices were unable to use automated processes to verify documents originating from Mexico to process Driver License and Identification Card applications.	Driver License and Identification Card applications. *Manual process to verify foreign documents verification.	Field Offices Driver License and Identification Card applications processing.	Direct: Per Mexican Foreign Ministry - The application was having technical issues.	Services restored. No additional information provided.
11	Vendor	Other	Statewide	Thu 12/26/2019	2:00 PM	Thu 12/26/2019	2:45 PM	0:45	Online Appointments - intermittently unavailable.	The DMV Online Appointment system was intermittently unavailable. *Customers were be able to schedule appointment online once the system recovered.	Disruption to customer service.	Direct: Undetermined	Undetermined
12	Vendor	Configuration	Statewide	Mon 12/30/2019	8:27 AM	Mon 12/30/2019	9:30 AM	1:03	DMV Public website - Online Appointment system unavailable.	The DMV Online Appointment system was unavailable. *Customers were able to schedule appointment online once the system recovered.	Disruption to customer service.	Direct: Vendor database deadlock impacted system availability.	Vendor restarted the application restoring services.