

JANUARY 2020

DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

REPORT TO THE JOINT LEGISLATIVE BUDGET COMMITTEE
OF THE STATE OF CALIFORNIA



EXECUTIVE SUMMARY

The Budget Act of 2018 (SB 862, Chapter 449, Statutes of 2018) requires the Department of Motor Vehicles (DMV) to submit monthly reports to the Legislature regarding the state of field office wait-times and efforts to improve business processes.

January 2020 Highlights:

- As of January 2020, there are 7,148,983 Californians with a REAL ID compliant driver license or identification card.
- January wait times for non-appointment customers were 17 minutes below target levels, averaging 43 minutes.
- DMV served 282,000 more customers in January than it did in the prior month.
- DMV completed two Work Action Plan items aimed at decreasing customer traffic in field offices and improving communication with customers.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of January 2020, DMV produced and issued more than 7.7 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.

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%
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%
GRAND TOTALS	6,753,602	1,013,747	7,767,349	11,059,305	2,406,905	13,466,210	21,233,559	37.9%	29.6%	36.6%

Total Californians with REAL IDs

As of January 2020, there are 7,148,983 Californians with a REAL ID compliant driver license or identification card.

DMV WORK ACTION PLAN UPDATES

Business Partners: Increase Public Use and Awareness of Services Offered through the Business Partner Automation.

The Business Partner Automation program has more than 5,000 sites statewide that can process DMV transactions for the public and issue license plates, registration cards, and stickers. Business Partner Automation participants also offer a host of online services for vehicle registration customers unable to execute transactions through the DMV website.

DMV created the DMV Anytime page on its website to create a user-friendly way for customers to locate business partners that provide online or walk-in service providers. The page allows customers to narrow the search for walk-in providers by transaction type, city, zip code, and/or provider name. Customers can locate DMV Anytime under the "Quick Links" banner on the DMV homepage. 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.

Outreach and Marketing: Social Media

DMV added three staff positions to its Office of Public Affairs: a Social Media Specialist, a Graphic Artist III, and a Television Specialist. All three positions are critical to implementing the department's marketing and public relations campaigns, and to improving customer service via accurate and timely communication. Social media is a crucial way for the DMV to immediately educate and engage its customers, and effective social media relies on timely and clearly messaged content, graphics, and video content. Video is also a critical tool in educating DMV staff internally so that they are best prepared to serve customers.

STAFFING

Hiring Status: DMV has made offers on 98 percent of its 784 new positions. The following chart reflects the status of these hires as of January 2020.

Region	Number Authorized	Offers Made	Awaiting Fingerprints	Started	On-boarding In-Office Training	Expedite In-Office Training	Basic Driver License Training
I	51.0	51.0	0.0	51.0	40.0	42.0	51.0
II	124.0	112.5	16.5	104.0	102.0	86.0	3.0
III	87.0	87.0	0.0	86.0	86.0	85.0	77.0
IV	52.0	52.0	0.0	52.0	49.5	49.5	49.5
V	95.0	95.0	0.0	95.0	34.0	27.0	62.0
VI	134.0	129.0	0.0	129.0	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	767.5	16.5	748.5	598.5	519.5	480.5

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:

- Reducing REAL ID transaction times by removing redundant steps and ensuring that customers are better prepared before their office visit. It is expected that average REAL ID transaction times will be reduced by more than half by the end of February 2020.
- 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. DMV continues to evaluate whether to increase the number of appointments offered and the number of locations offering these appointments.
- 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 January, more than 22,000 customer documents had been uploaded. The department will expand the program to additional offices this spring, and intends to offer it statewide by the summer.
- 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 March 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. On January 27, 2020, vehicle registration information was added to Miles. DMV also launched LiveChat, which allows users to have real-time conversations with DMV contact center employees over the web.

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.

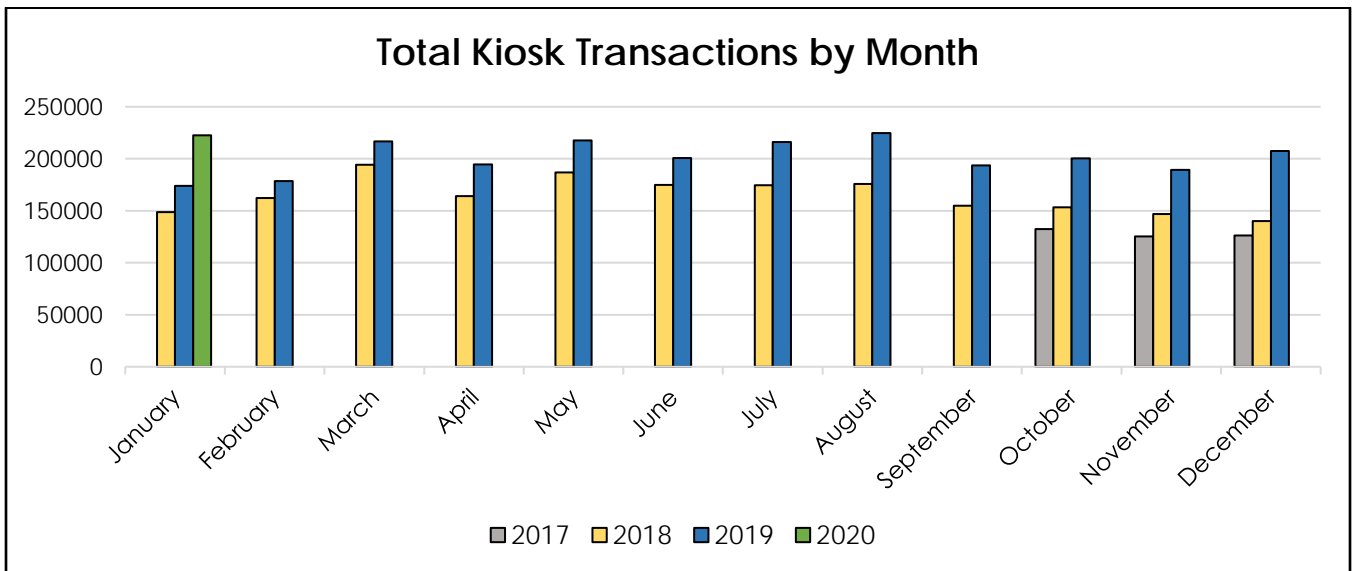
INFORMATION TECHNOLOGY

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.

DMV completed its efforts to add 10 additional languages (Arabic, Armenian, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Tagalog, and Vietnamese) to all kiosks, on January 27, 2020. Additionally, DMV will add the following new services to the kiosks by the end of February 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.



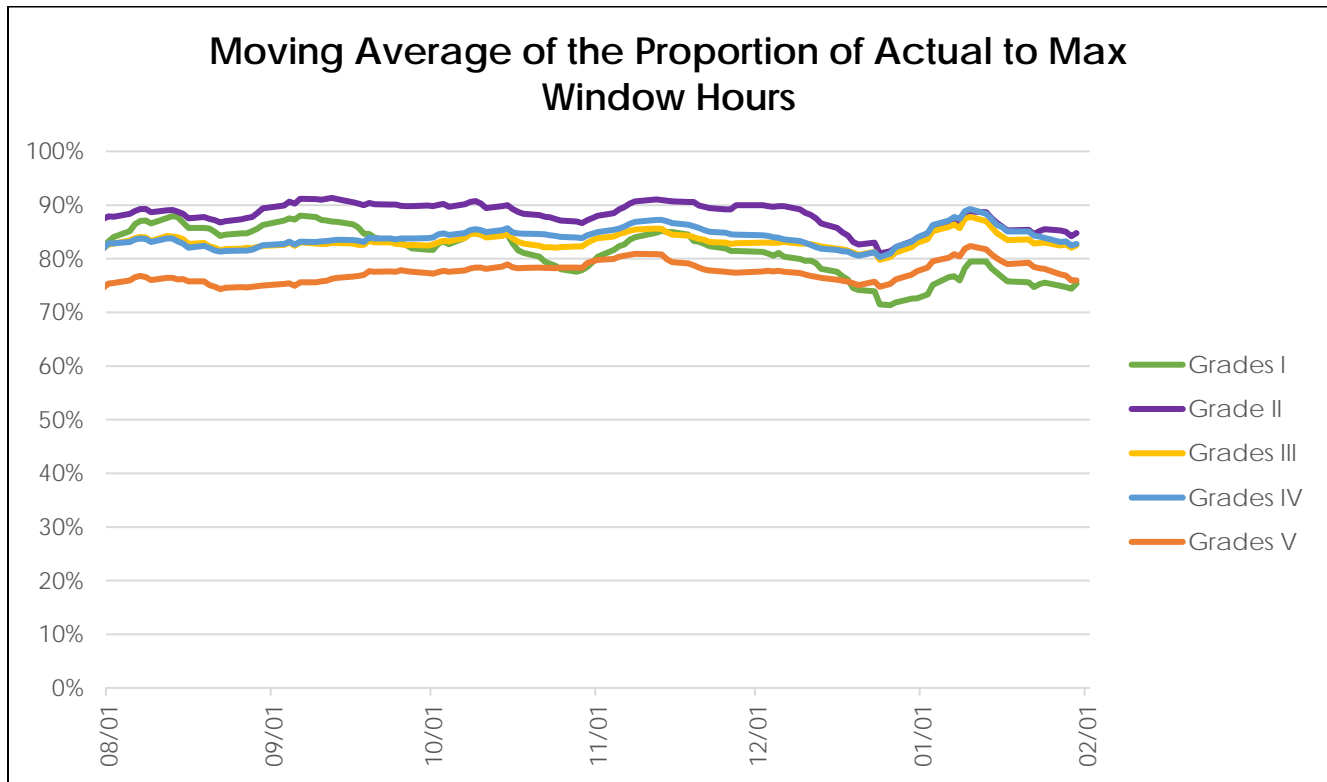
Self-Service Kiosk Transactions

	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	164,240
May-18	154,238	32,195	N/A	239	N/A	109	186,781
Jun-18	141,716	32,825	N/A	236	N/A	177	174,954
Jul-18	139,563	34,511	N/A	245	N/A	187	174,506
Aug-18	141,483	33,979	9	270	N/A	184	175,925
Sep-18	119,632	34,666	75	199	N/A	185	154,757
Oct-18	119,112	33,663	123	203	N/A	228	153,329
Nov-18	110,526	35,771	194	157	27	249	146,924
Dec-18	100,144	39,380	238	103	23	248	140,136
Jan-19	126,200	46,863	288	150	117	302	173,920
Feb-19	127,110	50,568	281	184	159	326	178,628
Mar-19	150,882	64,586	356	190	236	373	216,623
Apr-19	134,888	58,524	367	208	159	536	194,682
May-19	150,461	65,458	440	200	222	786	217,567
Jun-19	134,997	64,315	405	236	167	653	200,773
Jul-19	152,897	61,493	461	264	200	760	216,075
Aug-19	148,232	74,521	501	265	222	958	224,699
Sep-19	118,938	73,133	479	163	157	719	193,589
Oct-19	127,110	71,472	501	150	215	883	200,331
Nov-19	111,941	75,874	351	148	171	731	189,216
Dec-19	124,321	81,574	353	115	173	805	207,341
Jan-20	130,035	90,723	383	207	227	1,028	222,603

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.



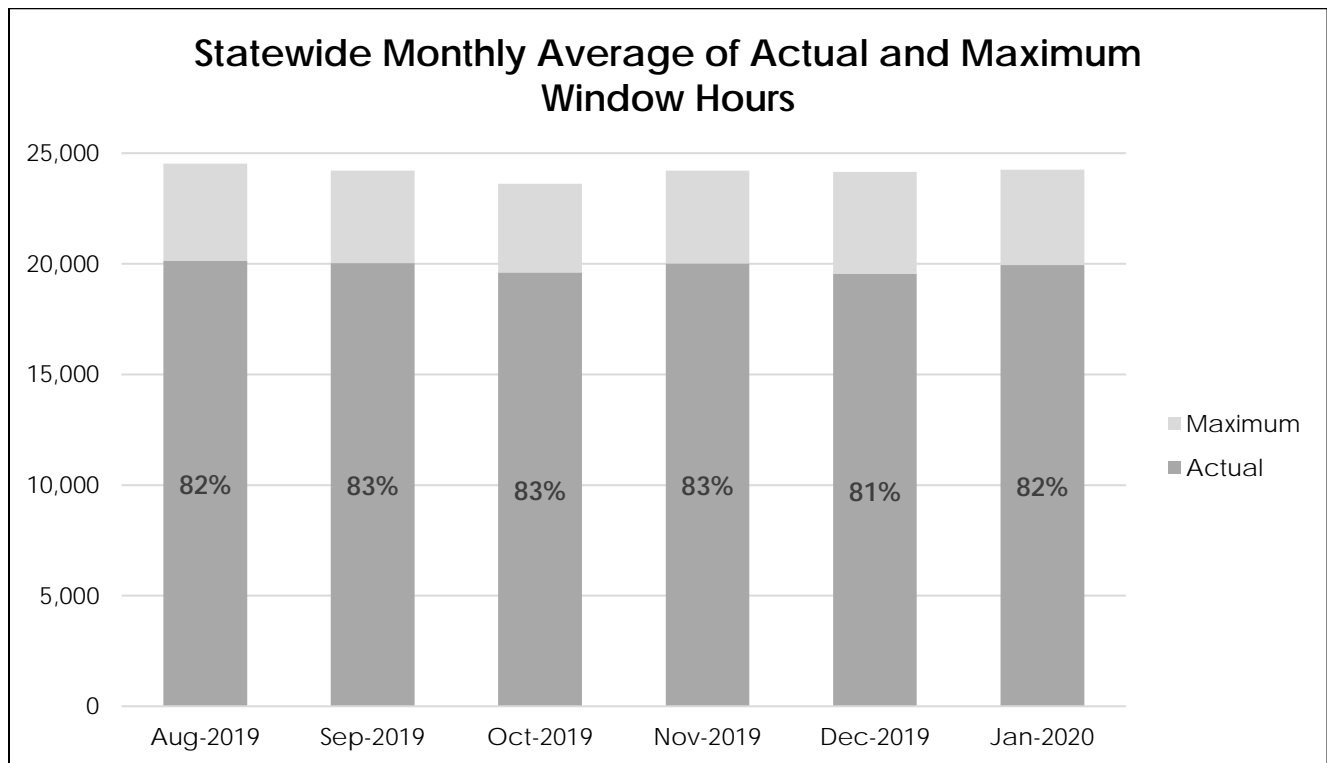
¹ The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.

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					
	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020
Grade I	84%	81%	83%	79%	75%	77%
Grade II	91%	88%	90%	88%	85%	86%
Grade III	83%	83%	84%	84%	83%	84%
Grade IV	84%	85%	85%	84%	83%	85%
Grade V	77%	80%	78%	79%	78%	78%

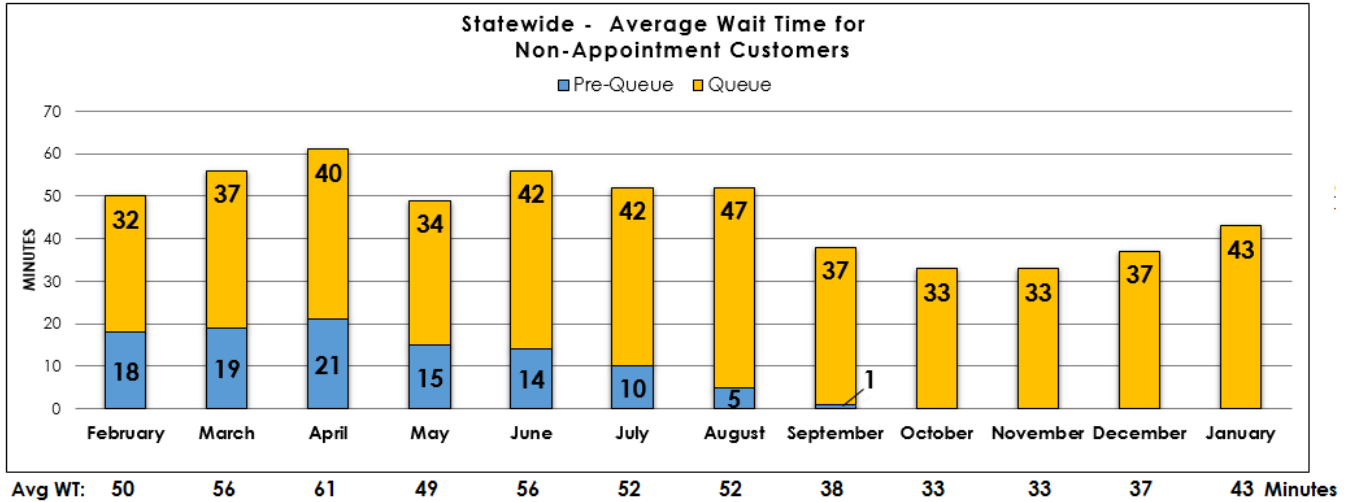
Statewide Monthly Average of Actual to Maximum Window Hours: This chart presents the same data, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.



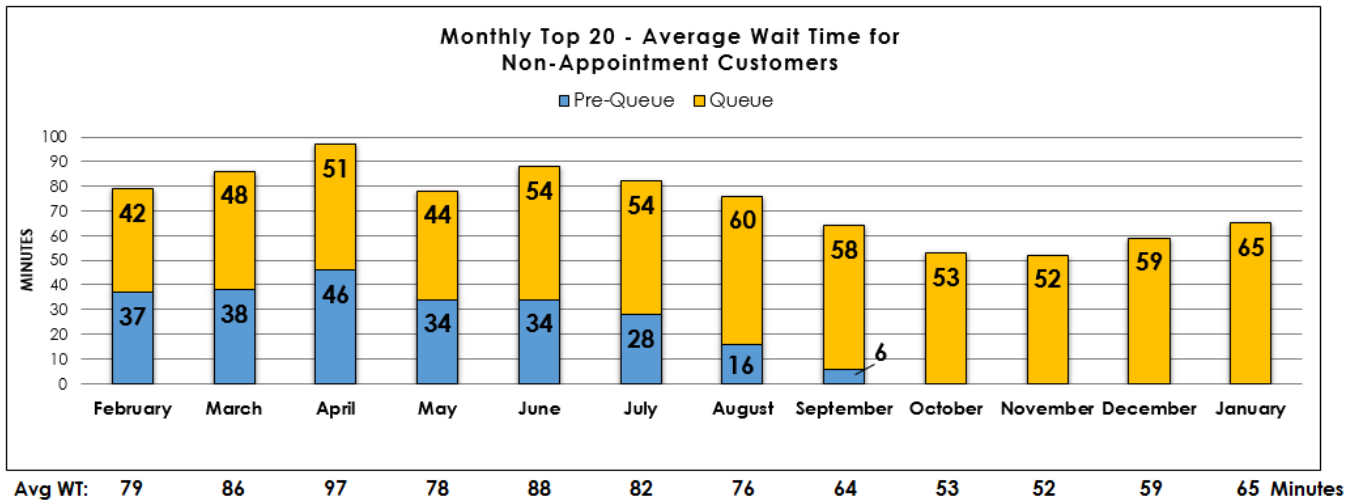
WAIT TIMES

January wait times for non-appointment customers were 17 minutes below target levels, averaging 43 minutes.

Average Wait Time for Non-Appointment Customers – Statewide:



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



Average Wait Time by Grade – Statewide: The following tables show the wait times for various grades (sizes) of field offices.

- 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 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

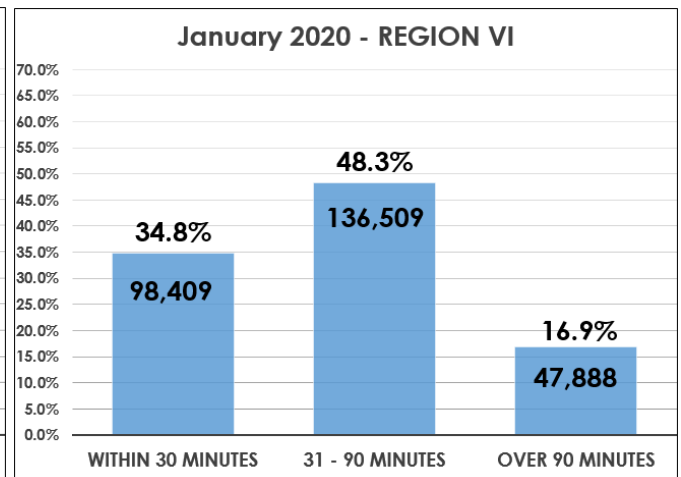
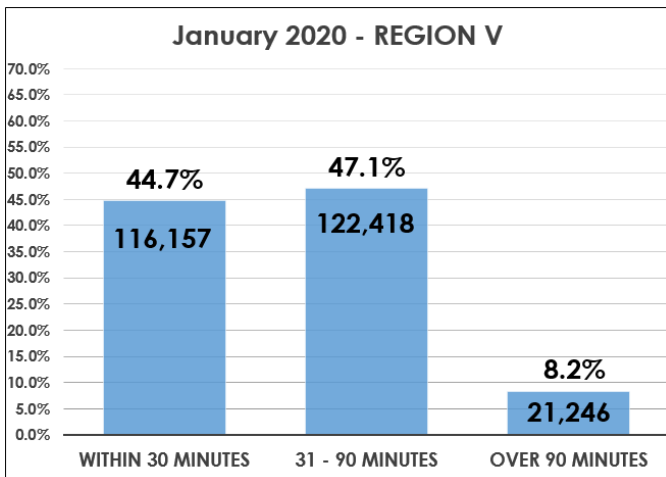
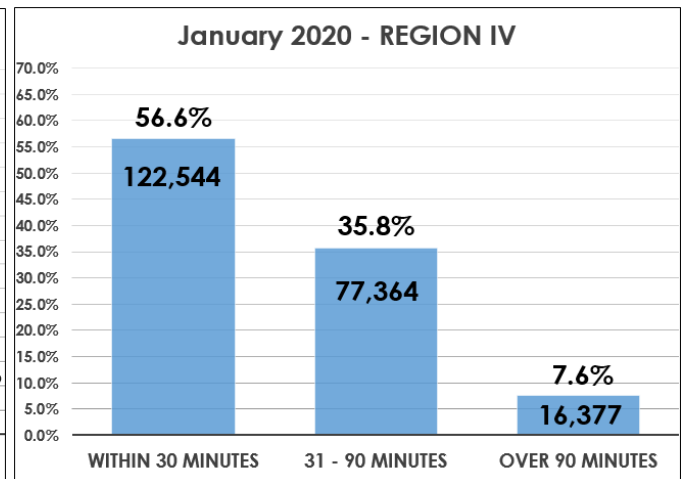
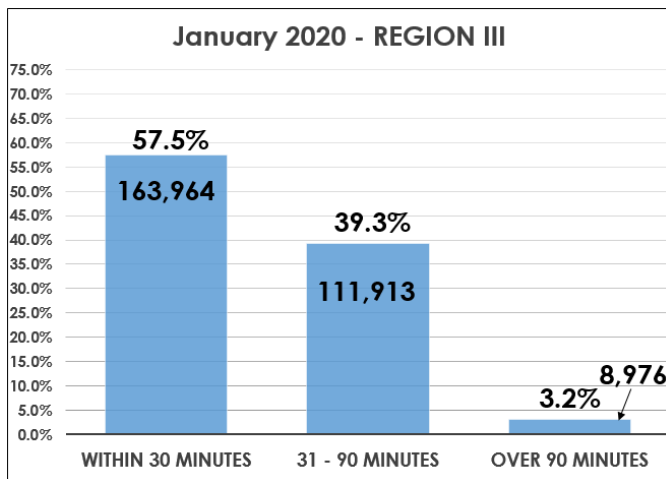
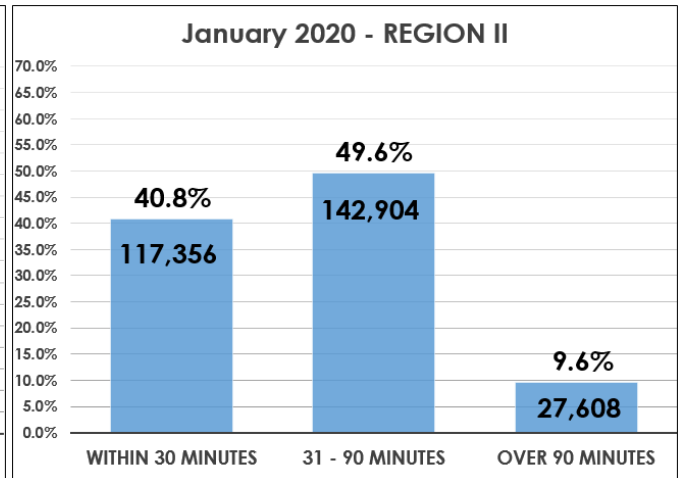
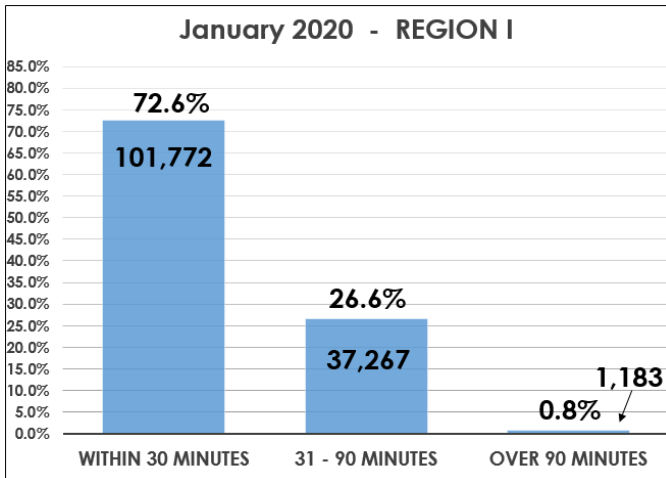
STATEWIDE - MONTH OF January, 2020

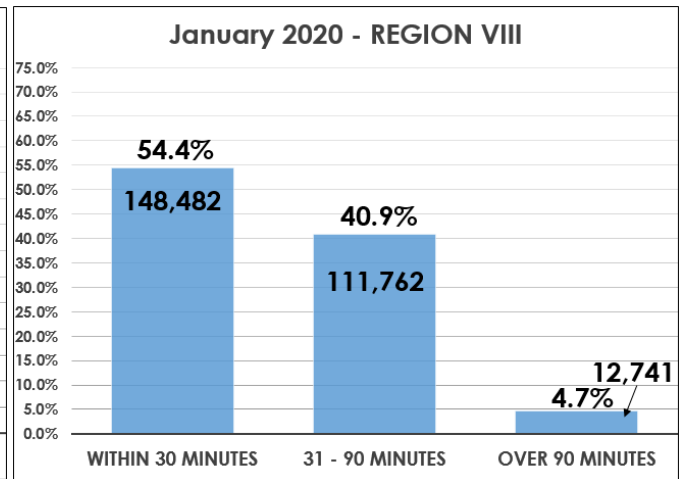
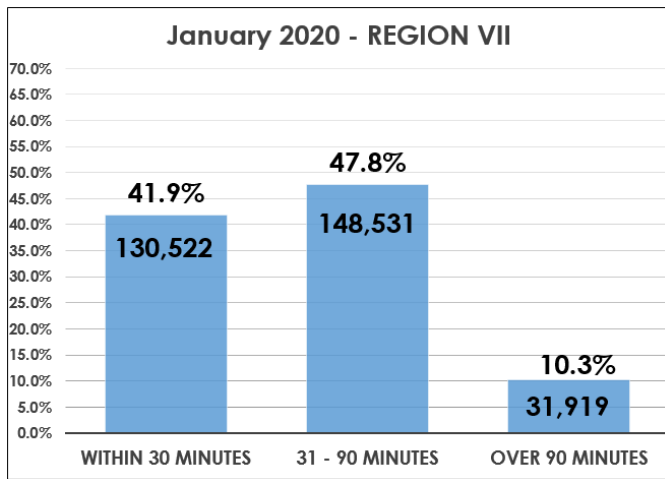
Month of January, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	47,516	15	208,709	28	256,225	25
Grade III - 47 Offices	110,957	17	435,860	33	546,817	30
Grade IV/V - 68 Offices	254,106	25	998,664	51	1,252,770	46

DIFFERENCE BETWEEN MONTH OF January, 2020 and MONTH OF December, 2019

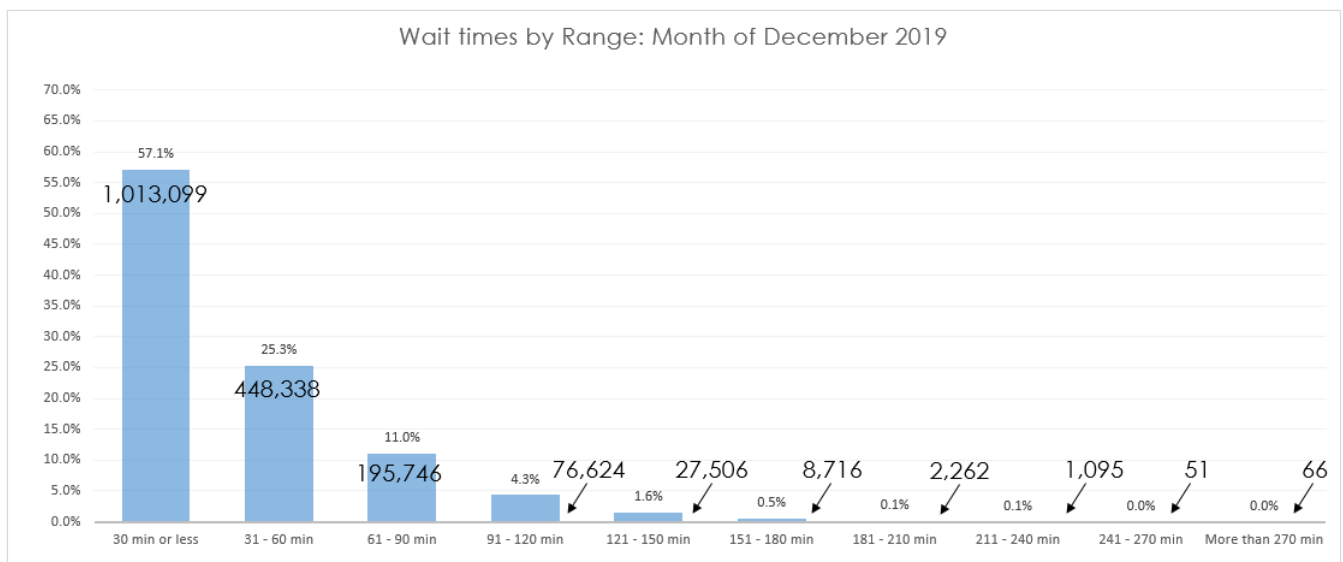
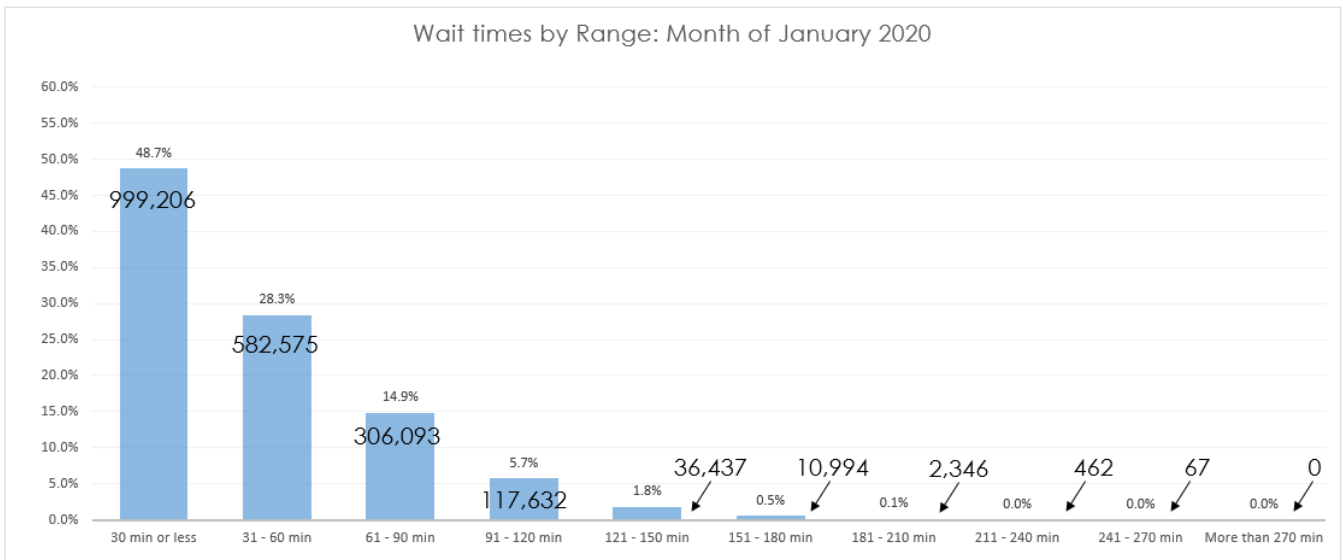
Month of Jan, 2020 vs Dec, 2019	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	+16,820	+5	+19,022	+3	+35,842	+2
Grade III - 47 Offices	+36,707	+6	+45,521	+5	+82,228	+5
Grade IV/V - 68 Offices	+74,406	+7	+89,833	+7	+164,239	+7

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.

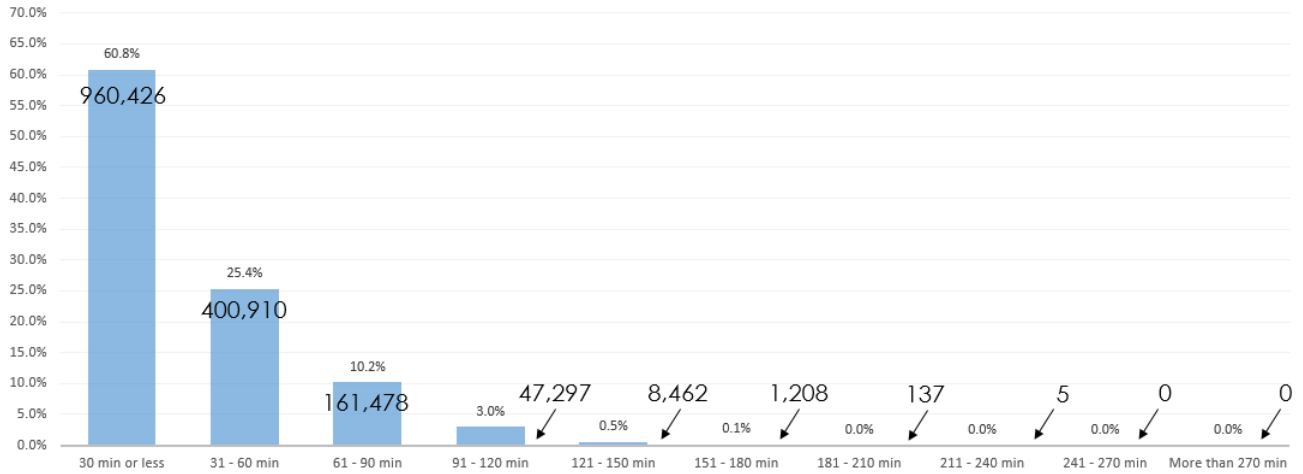




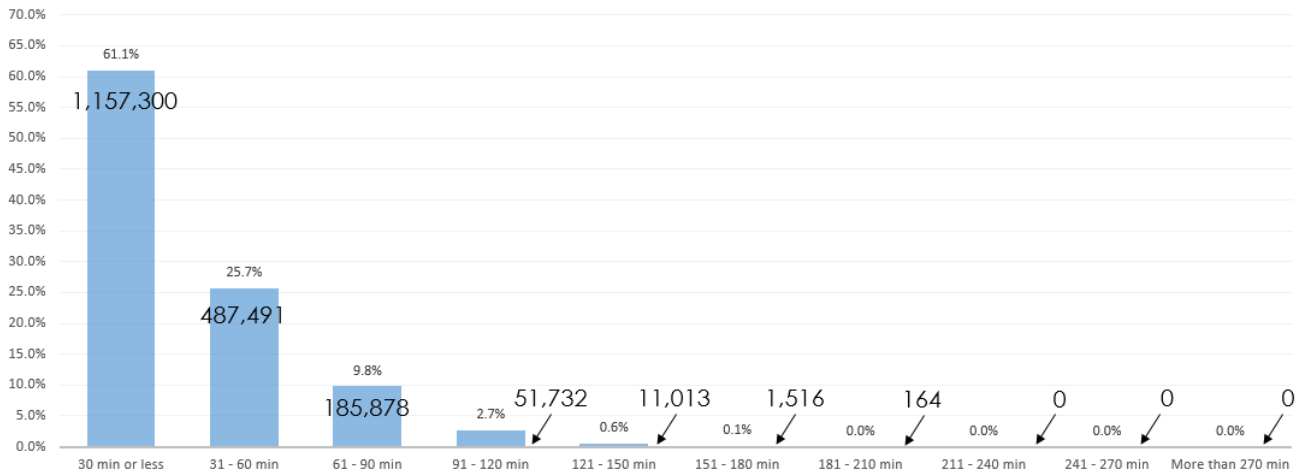
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.



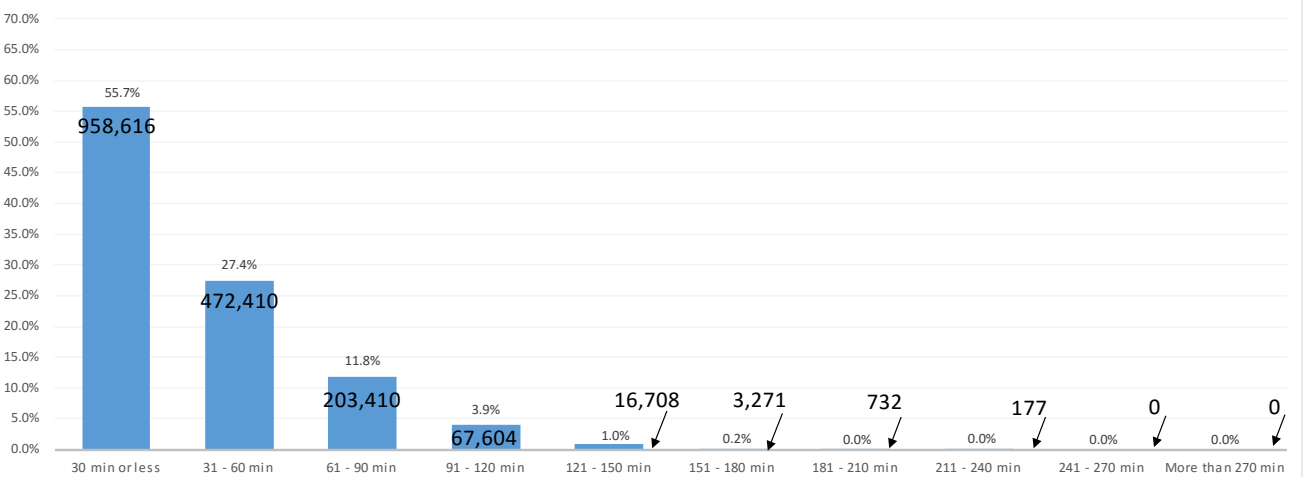
Wait times by Range: Month of November 2019



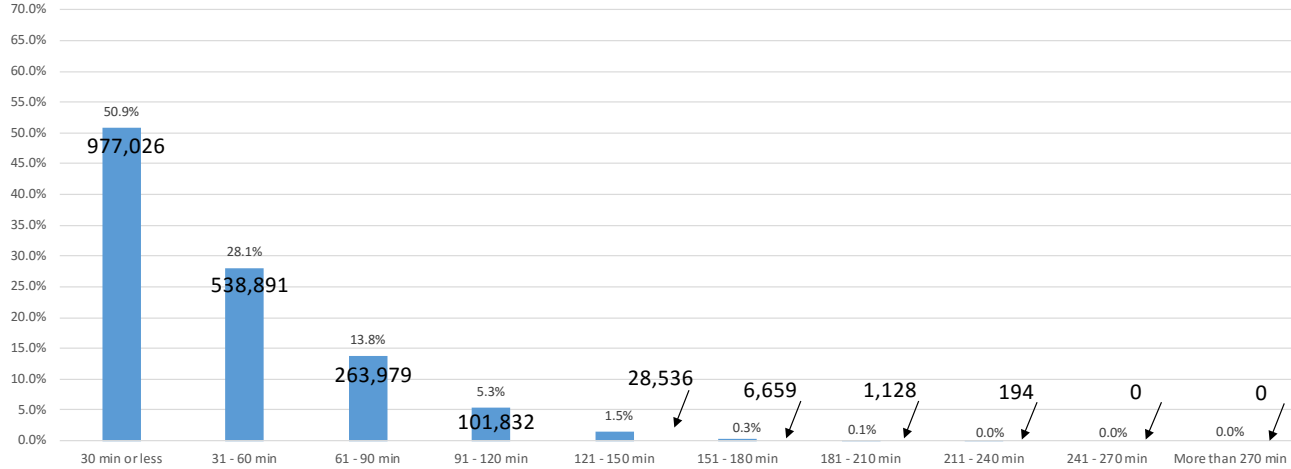
Wait times by Range: Month of October 2019



Wait times by Range: Month of September 2019



Wait Times by Range: Month of August 2019



APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Region I

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

Month of January, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		126	3	1,298	5	1,424	5
CHICO		1,802	12	8,168	29	9,970	26
COLUSA		423	10	2,839	17	3,262	16
CORTE MADERA		1,354	20	7,552	38	8,906	35
CRESCENT CITY		522	8	2,211	17	2,733	15
EUREKA		1,364	9	7,051	19	8,415	18
FALL RIVER MILLS		146	10	1,131	14	1,277	14
FORT BRAGG		231	15	1,655	21	1,886	20
GARBERVILLE		239	7	1,268	15	1,507	14
GRASS VALLEY		1,127	10	3,975	24	5,102	21
LAKEPORT		656	23	3,351	42	4,007	39
MOUNT SHASTA		284	8	1,745	15	2,029	14
NOVATO		1,380	10	5,702	27	7,082	24
OROVILLE		1,102	16	4,486	29	5,588	27
PARADISE		-	-	-	-	-	-
PETALUMA		2,346	8	8,156	19	10,502	17
QUINCY		209	7	1,480	13	1,689	12
RED BLUFF		1,395	8	4,785	18	6,180	16
REDDING		2,233	9	9,194	22	11,427	19
SANTA ROSA		2,587	10	8,862	32	11,449	27
SOUTH LAKE TAHOE		523	25	2,518	36	3,041	34
SUSANVILLE		347	9	2,209	19	2,556	17
TRUCKEE		633	14	2,505	24	3,138	22
UKIAH		992	11	4,396	21	5,388	20
WEAVERVILLE		168	11	1,061	11	1,229	11
WILLOWS		428	13	2,541	15	2,969	15
YREKA		470	18	1,781	33	2,251	30
YUBA CITY		2,811	10	12,404	16	15,215	15
Region I (Northern CA)TOTAL		25,898	11	114,324	24	140,222	21

Saturday Service in 61 Offices

Region II

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

Month of January, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		2,382	19	7,276	29	9,658	27
DALY CITY	2	4,461	43	15,216	77	19,677	69
EL CERRITO		3,311	19	12,582	35	15,893	32
FREMONT		2,376	34	9,584	51	11,960	48
GILROY		1,630	12	6,830	18	8,460	17
HAYWARD		2,676	24	11,162	42	13,838	38
HOLLISTER		694	19	2,797	28	3,491	26
KING CITY		782	17	4,096	22	4,878	21
LOS GATOS		2,536	34	7,198	51	9,734	46
OAKLAND CLAREMONT		3,926	27	14,674	48	18,600	43
OAKLAND COLISEUM	9	3,314	36	11,195	65	14,509	58
PLEASANTON		2,564	25	11,301	41	13,865	38
REDWOOD CITY	12	3,787	39	10,784	63	14,571	56
SALINAS		1,845	12	8,729	24	10,574	22
SAN FRANCISCO		5,229	23	15,951	45	21,180	40
SAN JOSE		4,421	18	12,544	37	16,965	32
SAN JOSE DLPC	19	4,122	30	16,754	59	20,876	53
SAN MATEO	14	2,214	41	8,624	62	10,838	58
SANTA CLARA	17	4,225	31	18,132	60	22,357	55
SANTA TERESA		2,587	29	9,340	50	11,927	46
SEASIDE		1,693	10	7,203	21	8,896	19
WATSONVILLE		908	27	4,213	46	5,121	43
Region II (Bay Area) TOTAL		61,683	28	226,185	48	287,868	44

Saturday Service in 61 Offices

Region III

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

Month of January, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		1,604	9	6,237	20	7,841	18
CARMICHAEL	20	5,302	26	14,495	59	19,797	50
CONCORD		3,110	17	13,890	32	17,000	29
DAVIS		1,675	7	4,511	18	6,186	15
FAIRFIELD		2,757	12	10,228	25	12,985	22
FOLSOM		3,479	25	10,409	52	13,888	46
JACKSON		739	13	2,920	25	3,659	23
LODI		3,646	25	10,456	46	14,102	40
MANTECA		2,439	18	8,079	32	10,518	29
NAPA		2,728	7	9,905	11	12,633	10
PITTSBURG		1,711	25	12,025	34	13,736	33
PLACERVILLE		1,102	25	3,855	54	4,957	48
ROCKLIN		2,409	25	7,058	43	9,467	38
ROSEVILLE		3,798	14	13,195	35	16,993	30
SACRAMENTO		4,814	14	19,338	35	24,152	31
SACRAMENTO SOUTH		5,186	17	14,871	43	20,057	36
SAN ANDREAS		610	20	2,366	43	2,976	39
SONORA		1,126	20	3,290	35	4,416	31
STOCKTON		3,373	13	15,905	33	19,278	30
TRACY		2,436	16	11,974	32	14,410	29
VACAVILLE		1,674	11	6,015	34	7,689	29
VALLEJO		2,341	12	10,091	18	12,432	17
WALNUT CREEK		1,798	9	6,771	21	8,569	19
WOODLAND		1,599	18	5,513	42	7,112	37
Region III (Sacramento Area) TOTAL		61,456	17	223,397	35	284,853	31

Saturday Service in 61 Offices

Region IV

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

Month of January, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		901	11	4,998	19	5,899	17
BAKERSFIELD		2,474	23	12,965	43	15,439	40
BAKERSFIELD SW		2,806	24	12,147	52	14,953	47
BISHOP		376	16	2,027	29	2,403	27
CLOVIS		2,890	18	11,863	43	14,753	38
COALINGA		418	8	2,280	16	2,698	14
DELANO		1,038	20	4,832	27	5,870	26
FRESNO		3,251	24	21,582	47	24,833	44
FRESNO NORTH		2,727	20	8,175	50	10,902	43
HANFORD		1,885	16	6,576	30	8,461	27
LAKE ISABELLA		281	7	1,774	16	2,055	15
LOS BANOS		1,077	21	5,001	32	6,078	30
MADERA		1,502	22	6,159	38	7,661	34
MARIPOSA		389	21	1,468	45	1,857	40
MERCED		2,628	21	11,396	33	14,024	31
MODESTO		3,472	33	15,940	52	19,412	49
PORTERVILLE		1,150	23	5,046	40	6,196	37
REEDLEY		1,482	9	8,467	17	9,949	16
RIDGECREST		544	9	3,361	17	3,905	16
SHAFTER		1,038	13	5,206	24	6,244	22
TAFT		416	15	2,387	16	2,803	16
TULARE		1,136	12	4,977	27	6,113	24
TURLOCK		2,237	22	8,711	40	10,948	36
VISALIA		2,265	11	10,564	25	12,829	22
Region IV (Central Valley) TOTAL		38,383	20	177,902	37	216,285	34

Saturday Service in 61 Offices

Region V

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

Month of January, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		4,495	23	14,356	52	18,851	45
GLENDALE		5,165	11	15,702	42	20,867	34
GOLETA		1,059	12	5,251	29	6,310	26
PACOIMA DLPC		1,196	25	12,301	42	13,497	41
HOLLYWOOD COLE	8	2,929	24	8,175	68	11,104	56
HOLLYWOOD WEST		1,914	6	7,144	16	9,058	14
LANCASTER		5,952	24	17,815	46	23,767	40
LOMPOC		1,254	21	4,630	47	5,884	42
NEWHALL		2,674	20	9,496	37	12,170	33
OXNARD		2,238	25	9,031	54	11,269	49
PASO ROBLES		1,002	16	4,393	25	5,395	23
SAN LUIS OBISPO		1,834	16	6,826	33	8,660	29
SANTA BARBARA		1,105	24	4,932	43	6,037	39
SANTA MARIA		2,065	18	6,623	52	8,688	44
SANTA MONICA		2,632	23	11,130	55	13,762	49
SANTA PAULA		1,100	17	6,544	37	7,644	35
SIMI VALLEY		2,056	11	8,520	31	10,576	27
THOUSAND OAKS	7	2,218	28	10,791	68	13,009	61
VAN NUYS	18	3,292	30	17,460	59	20,752	55
VENTURA		2,526	17	10,108	46	12,634	40
WINNETKA		3,756	27	16,131	49	19,887	45
Region V (Northern Los Angeles/Coastal Area) TOTAL		52,462	21	207,359	47	259,821	41

Saturday Service in 61 Offices

Region VI

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

Month of January, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS	13	3,152	31	16,248	62	19,400	57
BELLFLOWER		5,039	22	17,256	57	22,295	49
COMPTON	10	3,885	23	12,802	64	16,687	55
CULVER CITY	6	4,097	39	10,275	68	14,372	60
EL MONTE		3,135	27	11,492	48	14,627	44
HAWTHORNE	5	4,217	34	14,131	69	18,348	61
INGLEWOOD	16	2,667	30	11,914	60	14,581	55
LINCOLN PARK		3,668	20	12,859	54	16,527	47
LONG BEACH	3	3,853	31	13,131	74	16,984	64
LOS ANGELES	4	4,537	45	16,765	72	21,302	66
MONTEBELLO		3,412	27	12,107	53	15,519	47
PASADENA		4,513	22	17,082	48	21,595	43
SAN PEDRO		2,870	30	11,061	51	13,931	47
TORRANCE	1	3,728	34	10,070	82	13,798	69
WEST COVINA		4,773	21	18,407	43	23,180	38
WHITTIER	15	4,515	26	15,145	61	19,660	53
Region VI (Los Angeles Area) TOTAL		62,061	29	220,745	60	282,806	53

Saturday Service in 61 Offices

Region VII

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

Month of January, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		1,154	28	5,233	40	6,387	38
COSTA MESA		2,635	27	15,905	49	18,540	46
FONTANA		5,873	23	22,012	43	27,885	39
FULLERTON		4,523	24	26,594	54	31,117	49
LAGUNA HILLS	11	2,998	31	14,626	64	17,624	58
NEEDLES		338	11	1,500	28	1,838	25
NORCO		3,535	29	13,410	55	16,945	50
POMONA		4,629	26	17,349	48	21,978	44
RANCHO CUCAMONGA		3,956	13	19,729	34	23,685	31
REDLANDS		3,010	27	9,858	52	12,868	46
RIVERSIDE		3,564	27	10,991	41	14,555	38
RIVERSIDE EAST		4,664	23	18,236	50	22,900	45
SAN BERNARDINO		5,073	14	15,298	35	20,371	30
SANTA ANA		4,473	32	20,893	53	25,366	49
VICTORVILLE		4,499	21	14,240	40	18,739	35
WESTMINSTER		4,103	36	26,071	57	30,174	54
Region VII (Orange County/Inland Empire) TOTAL		59,027	25	251,945	48	310,972	44

Saturday Service in 61 Offices

Region VIII

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

Month of January, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jan Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		1,835	11	7,297	26	9,132	23
BLYTHE		299	3	1,905	8	2,204	7
BRAWLEY		955	7	5,145	14	6,100	13
CHULA VISTA		4,622	15	23,408	39	28,030	35
EL CAJON		4,123	21	18,226	55	22,349	48
EL CENTRO		2,361	15	9,709	24	12,070	22
HEMET		3,220	9	15,500	21	18,720	19
INDIO		2,018	6	8,998	13	11,016	11
OCEANSIDE		2,890	31	9,589	55	12,479	50
PALM DESERT		2,359	13	8,129	22	10,488	20
PALM SPRINGS		2,382	9	6,872	20	9,254	17
POWAY		2,191	18	12,246	29	14,437	28
SAN CLEMENTE		2,449	22	8,470	49	10,919	43
SAN DIEGO CLAIREMONT		4,949	17	21,712	45	26,661	40
SAN DIEGO NORMAL		4,733	18	13,061	44	17,794	37
SAN MARCOS		3,410	25	20,585	53	23,995	49
SAN YSIDRO		2,807	18	16,614	34	19,421	32
TEMECULA		3,385	17	10,438	48	13,823	40
TWENTYNINE PALMS		621	8	3,472	13	4,093	12
Region VIII (San Diego Area) TOTAL		51,609	17	221,376	37	272,985	33
STATEWIDE TOTALS		412,579	22	1,643,233	43	2,055,812	39

Saturday Service in 61 Offices

Appendix B January 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	Thu 01/02/2020	6:22 PM	Thu 01/02/2020	7:07 PM	0:45	DMV Public Website - Five self-service applications were unavailable.	DMV Customer self-service applications impacted were: -Vehicle Registration Renewal -Driver License Renewal -REAL ID Learn More -Online forms -Address Change * No workaround	Disruption to customer service and increased Call Center call volumes.	Direct: Transaction volume exceeded established resource connection threshold.	Server and application restarts restored service.
2	Credit Card Processing	Human Error	Multiple FO	Tue 01/07/2020	8:00 AM	Tue 01/07/2020	8:00 PM	12:00	Credit Card process was not working for the point of sale devices.	Credit Card processing for the 5 pilot Field Offices was unavailable. Field Offices impacted Chula Vista, Roseville, Davis, Fresno and Victorville. * Field Office were able to accept other forms of payment from customers.	The 5 Field Offices piloting the credit card payment process were unable to process customers' transactions using the credit card point of sale devices.	Direct: Disruption of services due to Credit Card processing service provider error.	Credit Card processing service provider corrected the error. Service restored.
3	Vendor	Undetermined	Multiple FO	Sat 01/11/2020	8:56 AM	Tue 01/21/2020	8:03 AM	9 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: Mexican Consulate confirmed system availability issues.	Services restored by service provider. No additional information provided.
4	Vendor	Undetermined	Multiple FO	Mon 01/13/2020	7:34 AM	Mon 01/13/2020	9:44 AM	2:10	The Department of Homeland Security's USPVS application used for SSN and US Passport verifications was unavailable.	Driver License and Identification Card applications. *Established alternative process was used to complete Passport verification.	Field Offices Driver License and Identification Card applications processing.	Direct: The Department of Homeland Security's USPVS application was unavailable.	Services restored by service provider. No additional information provided.
5	Vendor	Undetermined	Multiple FO	Tue 01/28/2020	8:24 AM	Tue 01/28/2020	9:03 AM	0:39	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: Mexican Consulate confirmed short term system issue.	Services restored by service provider. No additional information provided.
6	Network Connectivity	Change resulting in unanticipated impact	Multiple FO	Wed 01/29/2020	8:00 AM	Thu 01/30/2020	8:00 PM	2 Business Days	Field Offices fingerprint capture was not functioning.	Driver Licenses and Identification Card applications processing as well as Driver Exam services. *No work around	Field Offices were unable to process Driver Licenses and Identification Card applications which require a thumbprint to complete the identification process. The thumbprint devices at the driver exam terminals were also unavailable.	Direct: Implementation of enhance network security software inadvertent blocked the thumb print devices connectivity.	Updated the network security software to allow the thumbprint devices to connect and function normally. Service restored.