

APRIL 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.

### **April 2020 Highlights:**

- DMV offices were closed to the public for the month of April in response to the COVID-19 pandemic. DMV continues to provide essential services via mail, online, self-service kiosks, telephone, available business partners, and the DMV Virtual Field Office.
- DMV continues to expand the Virtual Field office, adding four additional transactions in April.
- DMV provided a 120-day extension to Californians age 70 and older with a driver license that expires from March 1 to May 31, 2020. This action ensures this vulnerable group can avoid a required DMV office visit during the COVID-19 pandemic.
- DMV extended licenses for drivers under age 70 that expire between March and May 2020 through May 31, 2020.
- Commercial driver licenses expiring between March and June 2020 have been extended through June 30, 2020.
- On March 30, 2020, Governor Gavin Newsom signed an Executive Order temporarily waiving for 60 days the requirement for Californians with safe driving records to renew their driver license in-person at a DMV field office. The Executive Order also temporarily waives required in-person renewals for identification cards. Individuals who meet the criteria are able to complete their renewal online or by mail.
- Pursuant to an Executive Order signed on April 22, 2020, DMV is waiving late fees and penalties for vehicle registration renewals due between March 16 and May 31, 2020 that are paid within 60 days of the original expiration date. Until June 30, 2020, the requirement to have current registration and license plate stickers is also suspended for vehicles with registration expiring between March 4 and June 30, 2020.
- As of April 2020, there are 7,921,519 Californians with a REAL ID compliant driver license or identification card.

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# REAL ID CUSTOMERS AND WORKLOAD

## Cards Produced

As of April 2020, DMV produced and issued more than 8.7 million REAL ID driver license and identification cards. This includes new REAL ID cards issued, as well as existing REAL ID cardholders who received a duplicate or renewal card. Unlike new REAL ID cards, renewals and duplicates do not require an in-person field office visit.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOTAL
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	98,818	498,284	102,984	601,268	700,086	12.9%	19.4%	14.1%
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%
<b>2018 Total</b>	<b>2,044,258</b>	<b>407,971</b>	<b>2,452,229</b>	<b>5,449,379</b>	<b>1,089,505</b>	<b>6,538,884</b>	<b>8,991,113</b>	<b>27.3%</b>	<b>27.2%</b>	<b>27.3%</b>
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%
<b>2019 Total</b>	<b>4,228,781</b>	<b>549,841</b>	<b>4,778,622</b>	<b>5,236,743</b>	<b>1,221,379</b>	<b>6,458,122</b>	<b>11,236,744</b>	<b>44.7%</b>	<b>31.0%</b>	<b>42.5%</b>
January 2020	480,563	55,935	536,498	373,183	96,021	469,204	1,005,702	56.3%	36.8%	53.3%
February 2020	464,094	55,119	519,213	316,511	86,597	403,108	922,321	59.5%	38.9%	56.3%
March 2020	348,858	36,647	385,505	262,168	59,735	321,903	707,408	57.1%	38.0%	54.5%
April 2020	36,523	1,112	37,635	253,037	18,767	271,804	309,439	12.6%	5.6%	12.2%
<b>GRAND TOTALS</b>	<b>7,603,077</b>	<b>1,106,625</b>	<b>8,709,702</b>	<b>11,891,021</b>	<b>2,572,004</b>	<b>14,463,025</b>	<b>23,172,727</b>	<b>39.0%</b>	<b>30.1%</b>	<b>37.6%</b>

## Total Californians with REAL IDs

As of April 2020, there are 7,921,519 Californians with a REAL ID compliant driver license or identification card. The Department of Homeland Security has extended the REAL ID enforcement date to October 1, 2021, in response to the COVID-19 pandemic.

# **DMV WORK ACTION PLAN UPDATES**

There are no updates for the month of April 2020.

## STAFFING

**Hiring Status:** DMV has made offers on 99 percent of its 784 new positions. The following chart reflects the status of these hires as of April 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	117.5	0.0	108.0	104.0	104.0	104.0
III	87.0	87.0	0.0	86.0	86.0	86.0	86.0
IV	52.0	52.0	0.0	52.0	49.5	49.5	49.5
V	95.0	95.0	0.0	95.0	95.0	95.0	95.0
VI	134.0	134.0	2.0	132.0	57.0	0.0	72.0
VII	110.0	110.0	0.0	104.5	98.0	98.0	87.5
VIII	131.0	131.0	0.0	130.5	130.0	130.0	82.5
<b>Total</b>	<b>784.0</b>	<b>777.5</b>	<b>2.0</b>	<b>759.0</b>	<b>659.5</b>	<b>604.5</b>	<b>627.5</b>

### 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:** The department is monitoring unplanned absences and fluctuations in absenteeism related to COVID-19.

## CONTINUED PROCESS IMPROVEMENTS

**Customer Experience Improvements:** DMV continues to work on several 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. As a result, REAL ID transaction times have been reduced by more than half.
- DMV Express enables customers to upload their identity, Social Security, and residency documents online prior to their office visit. This saves several minutes of processing time at the field office. The proof of concept went live on November 20, 2019, with five offices. The department expanded the program to 18 additional offices on March 9, 2020 and completed statewide deployment to the remaining field offices on April 27, 2020.

**Website Design:** 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, provides quick service, consistency of information, and highlights alternatives to a field office visit.

**DMV Virtual Field Office:** DMV expanded Virtual Field Office from two transactions (title transfer and complex vehicle registration) to six transactions. The additional four transaction include:

- Commercial Driver License Medical Examination Report
- Duplicate Title
- Temporary Driver License Extension
- Vehicle Salesperson Renewal/Reinstatement

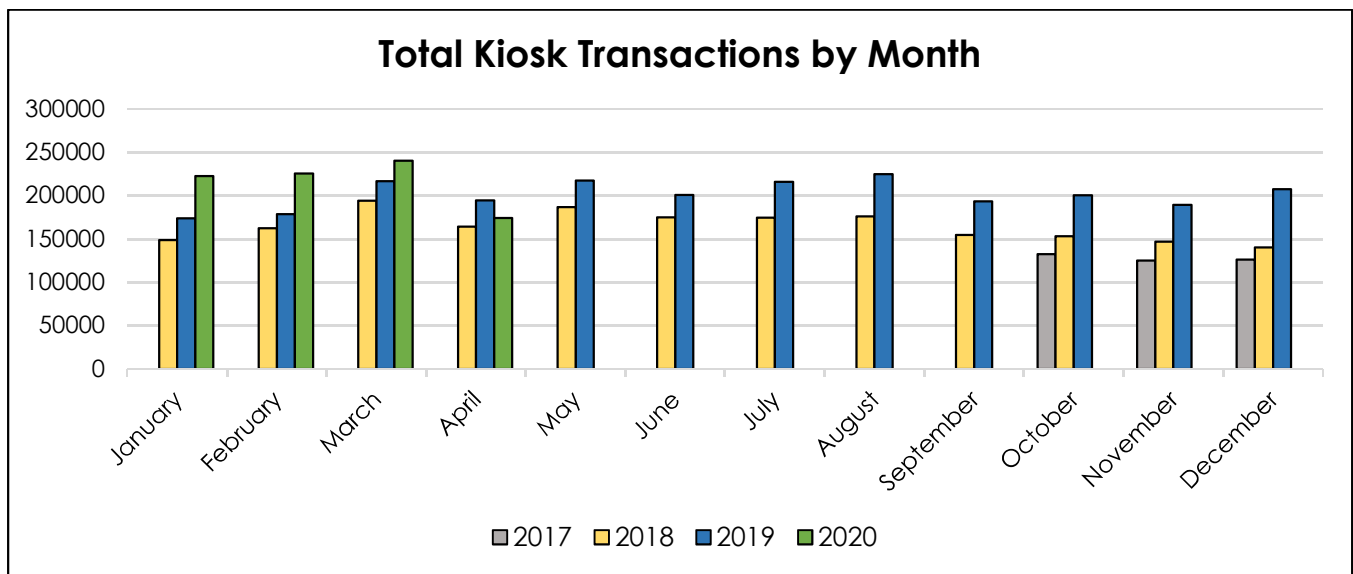
Along with the six applications, Virtual Field Office also has a case status checker to allow customers to avoid a phone call to DMV contact centers and check where their transaction is in the process. Virtual Field Office has started or completed more than 100,000 cases since launch. Additional transactions will be added in phases.

## INFORMATION TECHNOLOGY

**DMV NOW Kiosks:** DMV is increasing usage of its self-service kiosks in order to reduce the number of customers who wait in line for services. There are 365 DMV Now kiosks statewide: 98 in DMV field offices, 249 in retail locations, 1 library, 1 at the University of California, Irvine, 1 in the Mendota City Hall, 1 at DMV's Sacramento Headquarters building, and 14 in Northern California AAA locations.

Customers can complete the following transactions on a kiosk.

- Registration renewal
- File for planned non-operation
- Driver record history request
- Replacement registration card
- Replacement sticker
- Vehicle record history request



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



### DMV NOW Self-Service Kiosk Transactions

	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
<b>Oct-17</b>	122,358	10,043	N/A	92	N/A	N/A	<b>132,493</b>
<b>Nov-17</b>	114,602	10,598	N/A	94	N/A	N/A	<b>125,294</b>
<b>Dec-17</b>	113,140	12,889	N/A	86	N/A	N/A	<b>126,115</b>
<b>Jan-18</b>	131,496	17,155	N/A	151	N/A	N/A	<b>148,802</b>
<b>Feb-18</b>	139,654	22,487	N/A	149	N/A	N/A	<b>162,290</b>
<b>Mar-18</b>	164,073	29,886	N/A	184	N/A	N/A	<b>194,143</b>
<b>Apr-18</b>	136,052	27,942	N/A	184	N/A	62	<b>164,240</b>
<b>May-18</b>	154,238	32,195	N/A	239	N/A	109	<b>186,781</b>
<b>Jun-18</b>	141,716	32,825	N/A	236	N/A	177	<b>174,954</b>
<b>Jul-18</b>	139,563	34,511	N/A	245	N/A	187	<b>174,506</b>
<b>Aug-18</b>	141,483	33,979	9	270	N/A	184	<b>175,925</b>
<b>Sep-18</b>	119,632	34,666	75	199	N/A	185	<b>154,757</b>
<b>Oct-18</b>	119,112	33,663	123	203	N/A	228	<b>153,329</b>
<b>Nov-18</b>	110,526	35,771	194	157	27	249	<b>146,924</b>
<b>Dec-18</b>	100,144	39,380	238	103	23	248	<b>140,136</b>
<b>Jan-19</b>	126,200	46,863	288	150	117	302	<b>173,920</b>
<b>Feb-19</b>	127,110	50,568	281	184	159	326	<b>178,628</b>
<b>Mar-19</b>	150,882	64,586	356	190	236	373	<b>216,623</b>
<b>Apr-19</b>	134,888	58,524	367	208	159	536	<b>194,682</b>
<b>May-19</b>	150,461	65,458	440	200	222	786	<b>217,567</b>
<b>Jun-19</b>	134,997	64,315	405	236	167	653	<b>200,773</b>
<b>Jul-19</b>	152,897	61,493	461	264	200	760	<b>216,075</b>
<b>Aug-19</b>	148,232	74,521	501	265	222	958	<b>224,699</b>
<b>Sep-19</b>	118,938	73,133	479	163	157	719	<b>193,589</b>
<b>Oct-19</b>	127,110	71,472	501	150	215	883	<b>200,331</b>
<b>Nov-19</b>	111,941	75,874	351	148	171	731	<b>189,216</b>
<b>Dec-19</b>	124,321	81,574	353	115	173	805	<b>207,341</b>
<b>Jan-20</b>	130,035	90,723	383	207	227	1,028	<b>222,603</b>
<b>Feb-20</b>	129,073	94,708	377	145	243	928	<b>225,474</b>
<b>Mar-20</b>	107,368	131,976	213	118	224	578	<b>240,477</b>
<b>Apr-20</b>	379	173,974	4	3	5	20	<b>174,385</b>

**Online Transactions:** DMV continues to evaluate additional transactions that could be performed online.

## **WINDOW HOURS**

DMV offices were closed to the public for the month of April in response to the COVID-19 pandemic. As such, there is no data to report on window hours. DMV will resume reporting of this data once field offices reopen to the public.

## **WAIT TIMES**

DMV offices were closed to the public for the month of April in response to the COVID-19 pandemic. As such, there is no data to report on wait times. DMV will resume reporting of this data once field offices reopen to the public.

## **APPENDIX A**

### **FIELD OFFICE AVERAGE WAIT TIMES**

DMV offices were closed to the public for the month of April in response to the COVID-19 pandemic. As such, there is no data to report on wait times. DMV will resume reporting of this data once field offices reopen to the public.

## Appendix B April Outage Summary

Number	Source of Failure		Number of Offices Impacted or Statewide	DMV Operations				Duration hh:mm	Reported Issue	DMV Services / Applications Impacted *Workaround Explained if Applicable	DMV Operational Impact	Direct or Indirect Cause of Outage	Resolution
	Component	Cause		Disruption Start Date		Returned to Normal Date							
1	Vendor	Vendor Maintenance	DMV Website	Tue 04/14/2020	12:49 PM	Tue 04/14/2020	1:20 PM	0:31	DMV Public Website experienced intermittent slowness.	DMV Public Website. *No workaround	DMV Public Website responsiveness. All services remained available.	Direct Cause: Vendor Maintenance	Vendor, F5 Silver Line, resolved intermittent slowness and restored service to normal.