

NOVEMBER 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.

### **November 2019 Highlights:**

- DMV issued 428,469 REAL ID compliant driver licenses or identification cards this month, for a grand total of 6,745,706 REAL IDs since implementation in January 2018.
- DMV installed the remaining kiosks from its 200-kiosk expansion. DMV has 364 DMV Now Kiosks statewide.
- November wait times for non-appointment customers were 27 minutes below target levels, averaging 33 minutes.

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# REAL ID CUSTOMERS AND WORKLOAD

As of November 30, 2019, DMV produced and issued more than 6.7 million REAL ID driver license and identification cards.

## Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL	DL/ID	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%
<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%
<b>GRAND TOTALS</b>	<b>5,831,021</b>	<b>914,685</b>	<b>6,745,706</b>	<b>10,323,480</b>	<b>2,227,141</b>	<b>12,550,621</b>	<b>19,296,327</b>	<b>36.1%</b>	<b>29.1%</b>	<b>35.0%</b>

# DMV WORK ACTION PLAN UPDATES

There are no updates for the month of November.

## 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 November 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	85.0	34.0	31.0	47.0
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	127.0	0.0	127.0	57.0	0.0	70.0
VII	110.0	110.0	0.0	101.0	100.0	100.0	84.5
VIII	131.0	131.0	0.0	131.0	130.0	130.0	82.5
<b>Total</b>	<b>784.0</b>	<b>760.5</b>	<b>20.5</b>	<b>739.0</b>	<b>545.5</b>	<b>463.5</b>	<b>447.5</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:** 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:

- 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 November, more than 2,700 customer documents had been uploaded. The process will continue in December 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 on November 14, 2019. This marketplace enables customers to perform online vehicle registration services through DMV's business partners 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.
- 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 December.

**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 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](http://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.

DMV and its kiosk vendor completed this installation of the final kiosks from the 200-kiosk expansion. 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.

By December 31, 2019, DMV plans to increase accessibility and usability of the kiosks by adding 10 additional languages to the kiosks (Arabic, Armenian, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Tagalog, and Vietnamese) and, by January 31, 2020, adding the following new services:

- 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
<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>164,178</b>
<b>May-18</b>	154,238	32,195	N/A	239	N/A	109	<b>186,672</b>
<b>Jun-18</b>	141,716	32,825	N/A	236	N/A	177	<b>174,777</b>
<b>Jul-18</b>	139,563	34,511	N/A	245	N/A	187	<b>174,319</b>
<b>Aug-18</b>	141,483	33,979	9	270	N/A	184	<b>175,741</b>
<b>Sep-18</b>	119,632	34,666	75	199	N/A	185	<b>154,572</b>
<b>Oct-18</b>	119,112	33,663	123	203	N/A	228	<b>153,101</b>
<b>Nov-18</b>	110,526	35,771	194	157	27	249	<b>146,675</b>
<b>Dec-18</b>	100,144	39,380	238	103	23	248	<b>139,888</b>
<b>Jan-19</b>	126,200	46,863	288	150	117	302	<b>173,618</b>
<b>Feb-19</b>	127,110	50,568	281	184	159	326	<b>178,302</b>
<b>Mar-19</b>	150,882	64,586	356	190	236	373	<b>216,250</b>
<b>Apr-19</b>	134,888	58,524	367	208	159	536	<b>194,146</b>
<b>May-19</b>	150,461	65,458	440	200	222	786	<b>217,567</b>

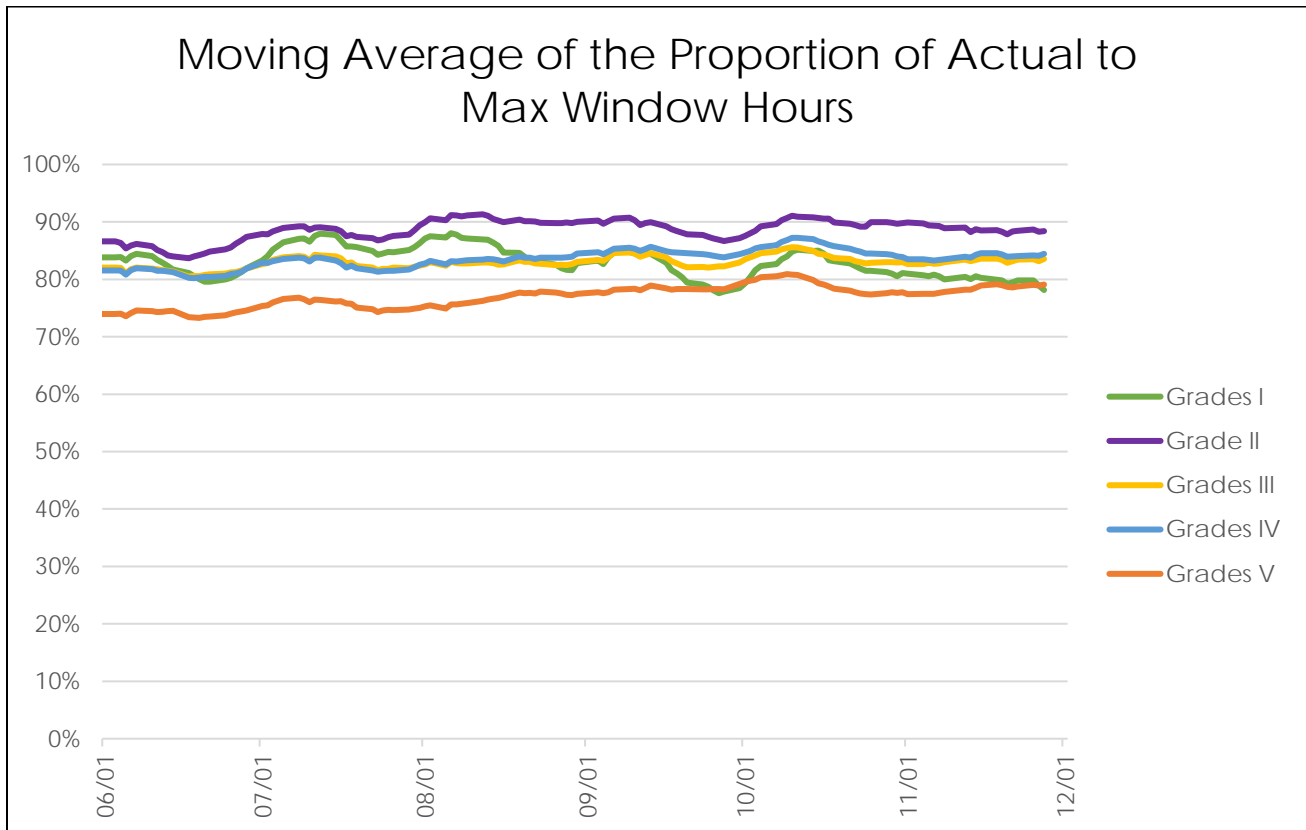


<b>Jun-19</b>	134,997	64,315	405	236	167	653	<b>200,773</b>
<b>Jul-19</b>	152,897	61,493	461	264	200	760	<b>216,075</b>
<b>Aug-19</b>	148,232	74,521	501	265	222	958	<b>224,699</b>
<b>Sep-19</b>	118,938	73,133	479	163	157	719	<b>193,589</b>
<b>Oct-19</b>	127,110	71,472	501	150	215	883	<b>200,331</b>
<b>Nov-19</b>	111,941	75,874	351	148	171	731	<b>189,216</b>

**Online Transactions:** DMV is reviewing enhancements to services available via the DMV Website [www.dmv.ca.gov](http://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 months<sup>1</sup>. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior<sup>2</sup>. 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.



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

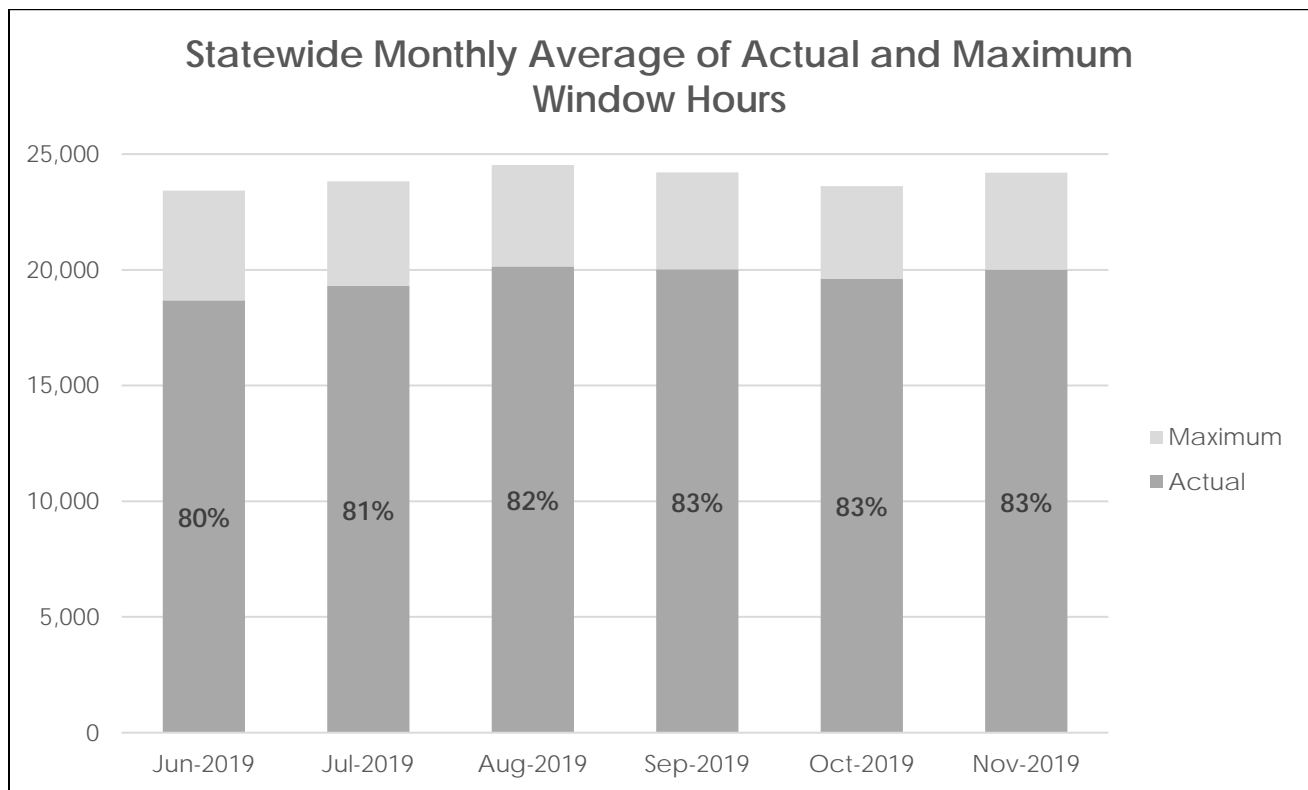
<sup>2</sup> All 10 days are weighted equally in the calculation of the average.

**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**

	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019
Grade I	82%	85%	84%	81%	83%	79%
Grade II	86%	87%	91%	88%	90%	88%
Grade III	82%	81%	83%	83%	84%	84%
Grade IV	82%	81%	84%	85%	85%	84%
Grade V	75%	74%	77%	80%	78%	79%

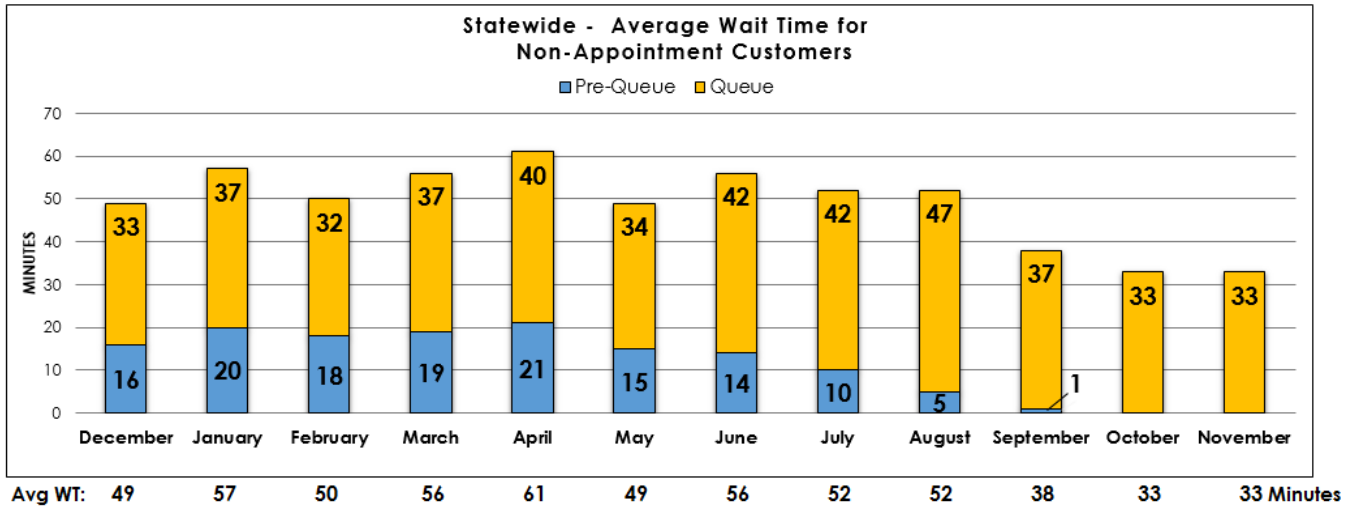
**Statewide Monthly Average of Actual to Maximum Window Hours:** This chart presents the same data, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.



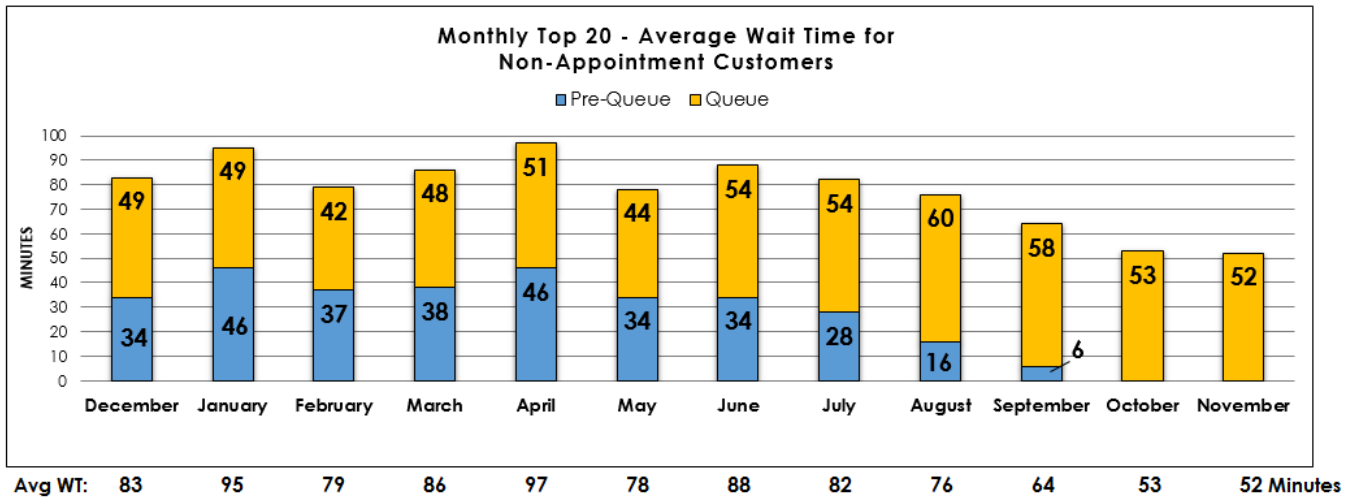
# WAIT TIMES

November wait times for non-appointment customers were 27 minutes below target levels, averaging 33 minutes. DMV attributes the decrease in average wait times to the elimination of the pre-queue, increased staffing, and seasonal shifts in customer volumes.

## 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 October, 2019**

Month of October, 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	33,656	9	198,834	22	232,490	20
Grade III - 47 Offices	89,448	11	400,864	26	490,312	23
Grade IV/V - 68 Offices	211,769	16	960,523	38	1,172,292	34

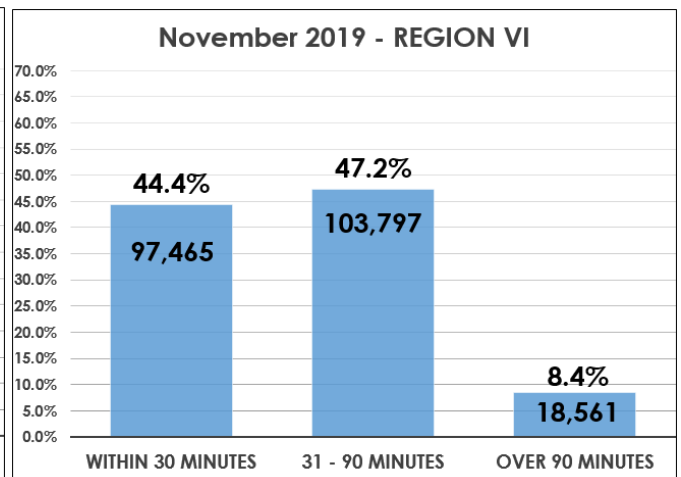
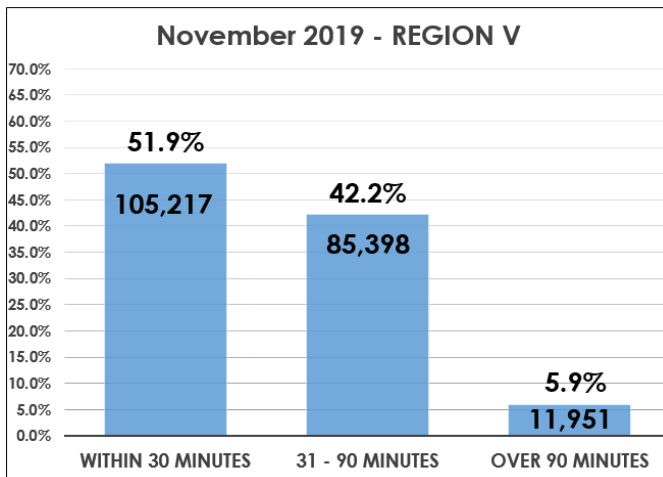
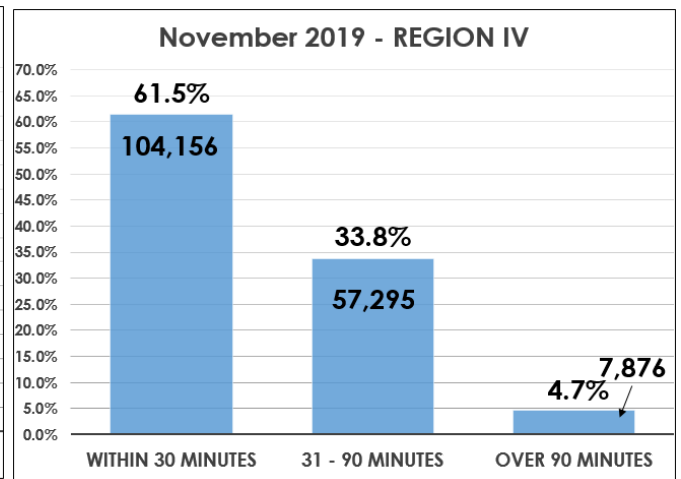
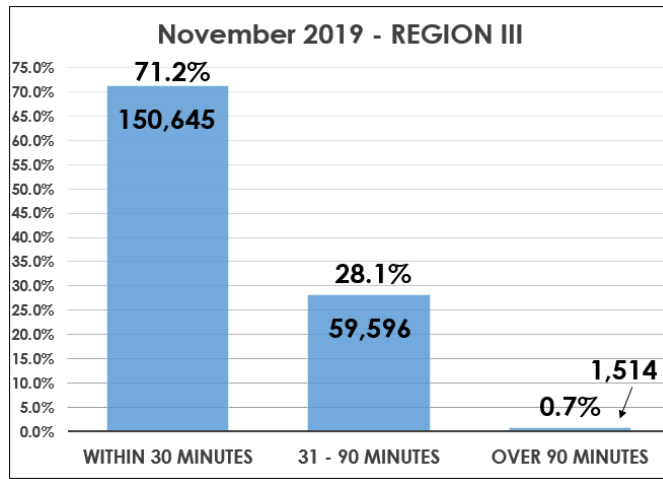
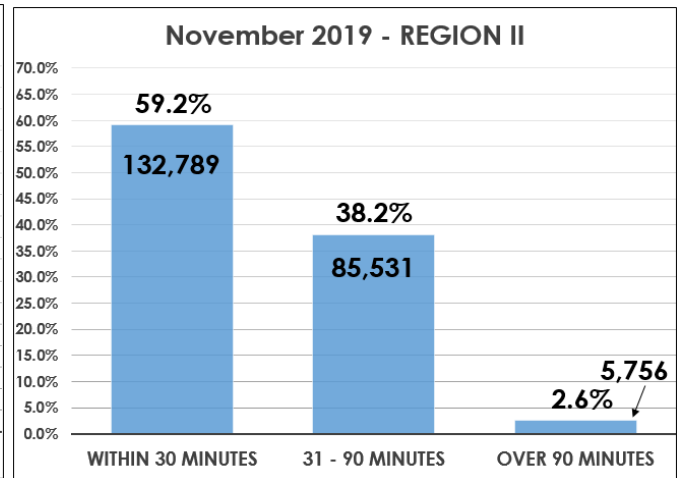
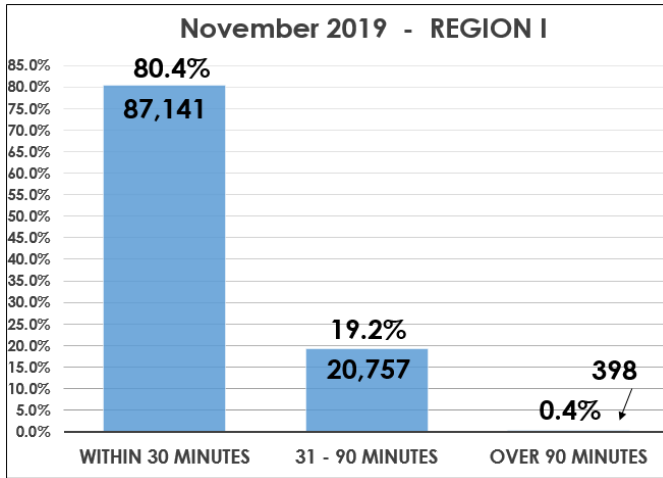
**STATEWIDE - MONTH OF November, 2019**

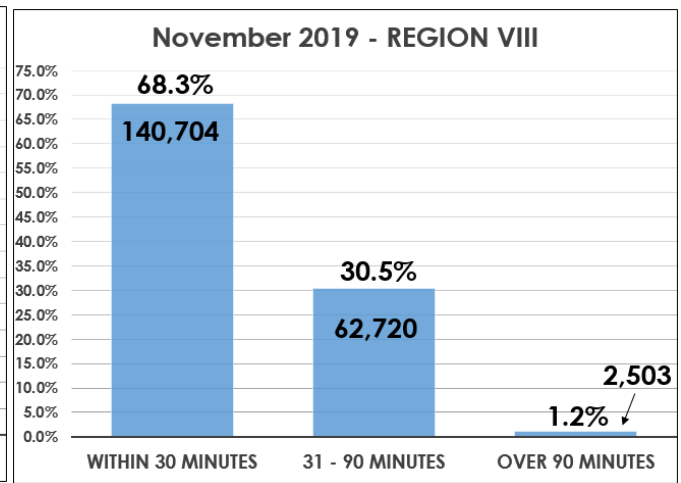
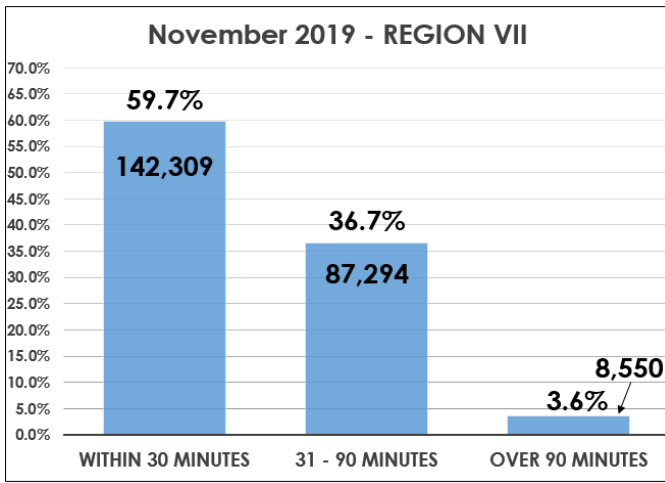
Month of November, 2019	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	27,937	10	169,667	22	197,604	20
Grade III - 47 Offices	70,959	11	342,920	26	413,879	23
Grade IV/V - 68 Offices	165,283	15	803,157	38	968,440	34

**DIFFERENCE BETWEEN MONTH OF November, 2019 and MONTH OF October, 2019**

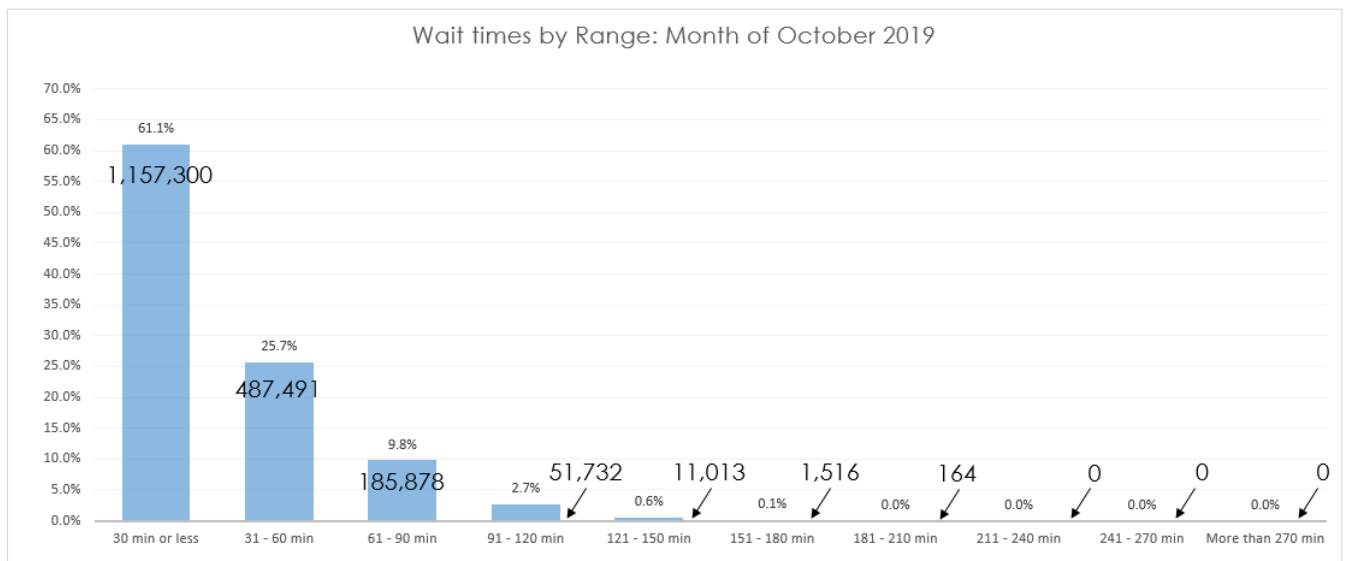
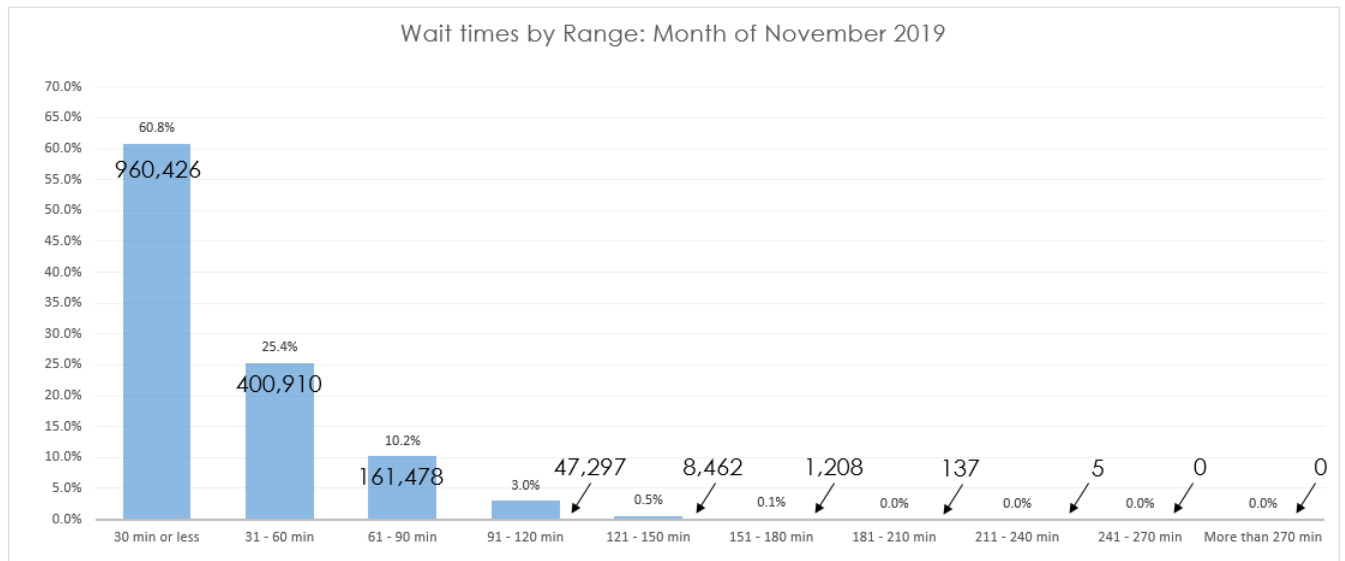
Month of Nov vs Oct, 2019	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	(5,719)	+1	(29,167)	-	(34,886)	-
Grade III - 47 Offices	(18,489)	-	(57,944)	-	(76,433)	-
Grade IV/V - 68 Offices	(46,486)	(1)	(157,366)	-	(203,852)	-

**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.

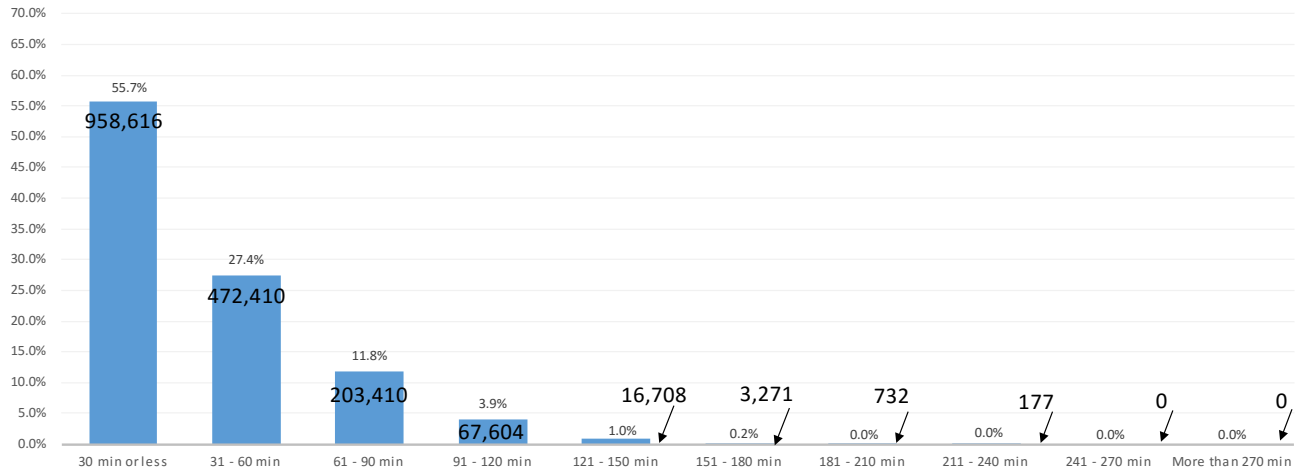




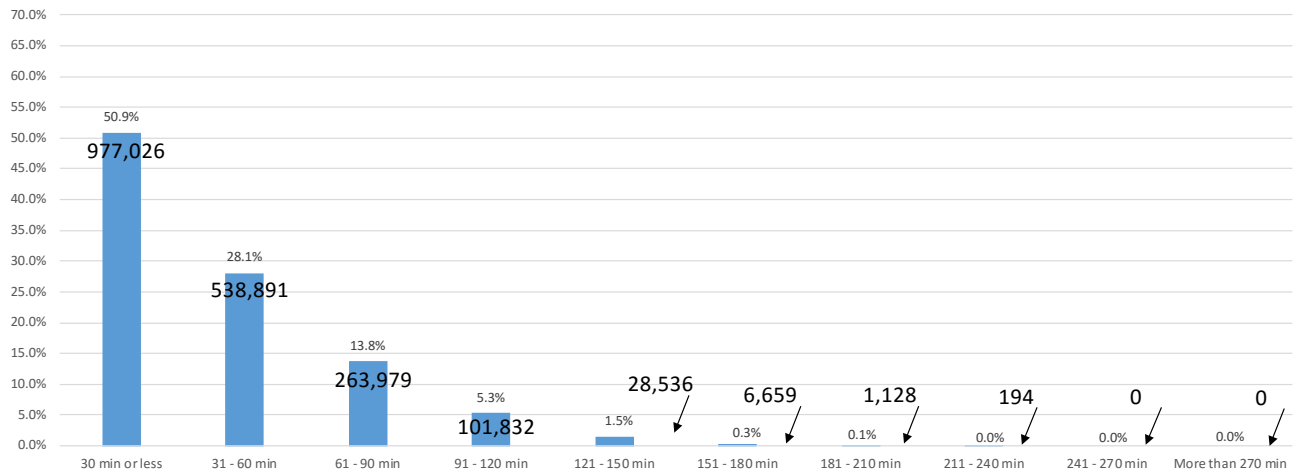
**Wait Times by Time Range - Statewide:** The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty-minute increments) for the prior six months.



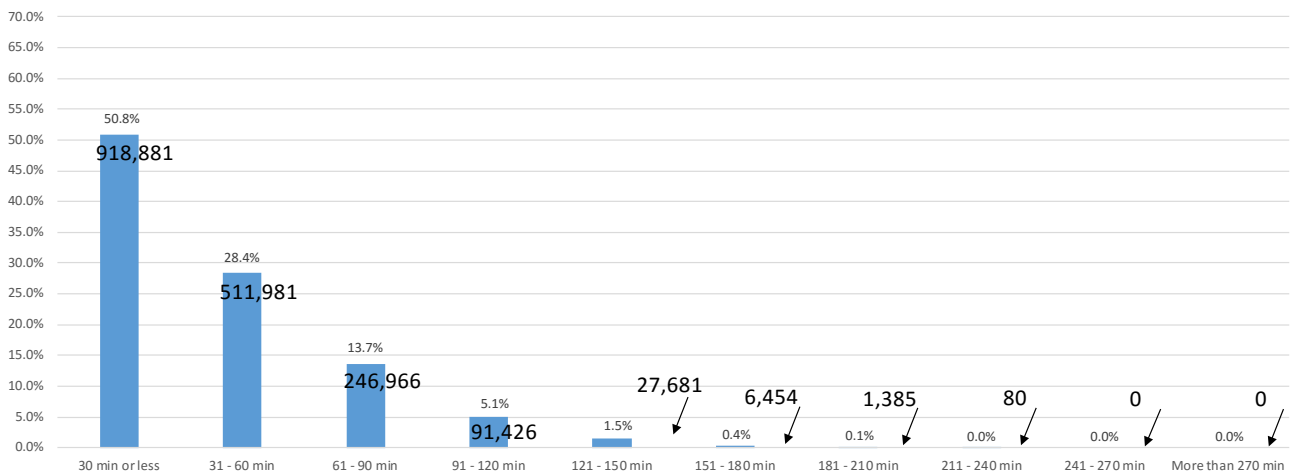
Wait times by Range: Month of September 2019



Wait Times by Range: Month of August 2019

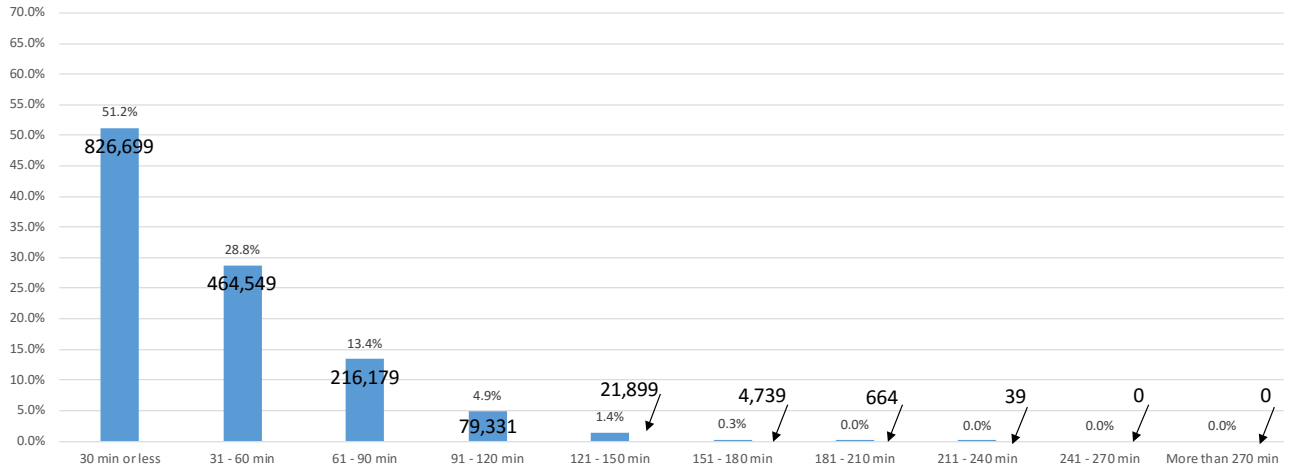


Wait Times by Range: Month of July, 2019





Wait Times by Range: Month of June, 2019



# APPENDIX A

## FIELD OFFICE AVERAGE WAIT TIMES

**Region I**  
**DEPARTMENT of MOTOR VEHICLES**  
**Average Wait Time by Field Office**  
**Month of November, 2019**

Month of November, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	1,062	4	1,062	4
CHICO		1,202	7	6,172	24	7,374	21
COLUSA		166	4	2,355	12	2,521	11
CORTE MADERA		1,338	12	5,200	23	6,538	21
CRESCENT CITY		310	4	1,857	15	2,167	14
EUREKA		596	4	5,671	21	6,267	19
FALL RIVER MILLS		28	2	908	8	936	8
FORT BRAGG		112	11	1,386	19	1,498	18
GARBERVILLE		155	5	1,204	14	1,359	13
GRASS VALLEY		727	9	3,385	23	4,112	20
LAKEPORT		364	12	3,007	33	3,371	31
MOUNT SHASTA		111	13	1,502	18	1,613	17
<b>NOVATO</b>		903	6	4,301	17	5,204	15
OROVILLE		540	7	3,674	15	4,214	14
PARADISE		-	-	-	-	-	-
PETALUMA		1,301	7	5,047	20	6,348	18
QUINCY		100	3	1,264	12	1,364	11
RED BLUFF		916	5	3,984	9	4,900	9
<b>REDDING</b>		1,440	8	7,500	16	8,940	15
<b>SANTA ROSA</b>		2,052	7	9,020	22	11,072	19
SOUTH LAKE TAHOE		322	11	2,000	22	2,322	21
SUSANVILLE		164	4	1,730	12	1,894	12
TRUCKEE		408	9	2,255	22	2,663	20
UKIAH		599	11	3,493	19	4,092	18
WEAVERVILLE		40	5	1,033	10	1,073	10
WILLOWS		203	9	1,751	19	1,954	18
YREKA		282	11	1,598	26	1,880	24
<b>YUBA CITY</b>		1,810	8	9,748	14	11,558	13
<b>Region I (Northern CA)TOTAL</b>		<b>16,189</b>	<b>8</b>	<b>92,107</b>	<b>19</b>	<b>108,296</b>	<b>17</b>

Saturday Service in 61 Offices

## Region II

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

Month of November, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		1,227	15	5,897	23	7,124	21
<b>DALY CITY</b>		2,585	21	13,091	41	15,676	38
<b>EL CERRITO</b>		2,337	9	11,301	22	13,638	20
FREMONT		1,398	15	6,756	31	8,154	29
GILROY		832	8	5,502	10	6,334	10
<b>HAYWARD</b>		1,589	18	8,855	31	10,444	29
HOLLISTER		296	7	2,492	16	2,788	15
KING CITY		430	13	3,299	15	3,729	15
LOS GATOS		1,719	26	5,403	40	7,122	37
<b>OAKLAND CLAREMONT</b>		2,223	21	12,181	35	14,404	33
OAKLAND COLISEUM		2,164	21	8,405	39	10,569	35
<b>PLEASANTON</b>		1,302	19	9,156	27	10,458	26
<b>REDWOOD CITY</b>	20	2,245	28	9,078	45	11,323	42
<b>SALINAS</b>		1,029	10	8,130	17	9,159	16
<b>SAN FRANCISCO</b>		2,437	12	13,974	25	16,411	23
SAN JOSE		2,676	14	10,315	35	12,991	30
<b>SAN JOSE DLPC</b>		2,128	18	14,180	36	16,308	34
SAN MATEO		1,313	21	7,738	38	9,051	36
<b>SANTA CLARA</b>	11	2,841	24	15,090	50	17,931	46
<b>SANTA TERESA</b>		1,683	17	8,136	30	9,819	28
SEASIDE		928	7	5,458	14	6,386	13
WATSONVILLE		511	24	3,746	24	4,257	24
<b>Region II (Bay Area) TOTAL</b>		<b>35,893</b>	<b>18</b>	<b>188,183</b>	<b>32</b>	<b>224,076</b>	<b>30</b>

Saturday Service in 61 Offices

## Region III

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

Month of November, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		969	5	4,649	11	5,618	10
CARMICHAEL		3,431	15	11,627	37	15,058	32
<b>CONCORD</b>		2,076	10	10,636	28	12,712	25
DAVIS		1,139	4	3,571	12	4,710	10
<b>FAIRFIELD</b>		1,969	11	7,982	22	9,951	20
<b>FOLSOM</b>		2,248	10	7,903	25	10,151	22
JACKSON		482	5	2,511	15	2,993	14
<b>LODI</b>		2,492	15	7,899	36	10,391	31
MANTECA		1,584	11	5,419	30	7,003	26
NAPA		1,891	4	7,770	10	9,661	9
PITTSBURG		663	15	8,894	22	9,557	21
PLACERVILLE		696	14	3,276	35	3,972	31
ROCKLIN		1,713	8	5,899	20	7,612	17
<b>ROSEVILLE</b>		2,583	7	11,047	22	13,630	19
<b>SACRAMENTO</b>		2,887	6	16,222	19	19,109	17
SACRAMENTO SOUTH		3,300	10	11,275	39	14,575	33
SAN ANDREAS		329	9	1,951	24	2,280	22
SONORA		656	11	2,636	27	3,292	24
STOCKTON		2,021	11	10,895	25	12,916	23
<b>TRACY</b>		1,449	10	8,201	27	9,650	24
VACAVILLE		1,043	7	4,765	28	5,808	24
<b>VALLEJO</b>		1,395	10	8,035	21	9,430	19
WALNUT CREEK		1,069	9	4,852	23	5,921	20
<b>WOODLAND</b>		1,144	13	4,611	35	5,755	31
<b>Region III (Sacramento Area) TOTAL</b>		<b>39,229</b>	<b>10</b>	<b>172,526</b>	<b>25</b>	<b>211,755</b>	<b>22</b>

Saturday Service in 61 Offices

## Region IV

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

Month of November, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		450	11	4,228	23	4,678	22
<b>BAKERSFIELD</b>	12	1,560	18	10,742	50	12,302	46
BAKERSFIELD SW		1,571	14	9,746	44	11,317	40
BISHOP		174	9	1,701	28	1,875	26
<b>CLOVIS</b>		1,937	12	9,780	29	11,717	26
COALINGA		193	11	2,183	15	2,376	15
DELANO		561	14	4,358	29	4,919	27
<b>FRESNO</b>		2,586	19	17,153	40	19,739	38
FRESNO NORTH		2,036	19	6,420	40	8,456	35
HANFORD		1,098	18	5,237	37	6,335	34
LAKE ISABELLA		129	6	1,301	12	1,430	12
LOS BANOS		621	14	4,455	24	5,076	23
MADERA		852	19	4,880	40	5,732	37
MARIPOSA		142	11	1,296	25	1,438	23
<b>MERCED</b>		1,814	12	9,312	22	11,126	20
<b>MODESTO</b>		2,315	23	12,476	40	14,791	38
PORTERVILLE	19	619	21	4,655	45	5,274	42
REEDLEY		813	9	6,487	19	7,300	17
RIDGECREST		216	10	2,780	17	2,996	17
SHAFTER		505	12	4,181	21	4,686	20
TAFT		194	8	1,935	13	2,129	13
TULARE		723	16	4,088	31	4,811	29
TURLOCK		1,293	13	6,945	29	8,238	26
<b>VISALIA</b>		1,346	8	9,240	22	10,586	21
<b>Region IV (Central Valley) TOTAL</b>		<b>23,748</b>	<b>15</b>	<b>145,579</b>	<b>33</b>	<b>169,327</b>	<b>30</b>

Saturday Service in 61 Offices

## Region V

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

Month of November, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		2,392	14	13,288	39	15,680	35
GLENDALE		3,305	3	14,863	28	18,168	23
GOLETA		629	8	4,224	26	4,853	24
<b>PACOIMA DLPC</b>		602	12	8,388	30	8,990	29
HOLLYWOOD COLE	4	2,233	15	6,739	57	8,972	46
HOLLYWOOD WEST		1,173	5	5,170	16	6,343	14
<b>LANCASTER</b>		3,912	10	14,955	27	18,867	23
LOMPOC		746	15	4,031	40	4,777	36
NEWHALL		1,560	16	6,603	34	8,163	30
OXNARD	2	1,801	13	7,276	63	9,077	53
PASO ROBLES		683	20	3,421	44	4,104	40
<b>SAN LUIS OBISPO</b>		1,364	20	5,361	44	6,725	39
SANTA BARBARA		589	19	3,614	42	4,203	39
SANTA MARIA	10	1,565	11	5,858	52	7,423	44
<b>SANTA MONICA</b>		1,592	13	9,591	33	11,183	30
SANTA PAULA		595	8	5,313	36	5,908	34
SIMI VALLEY		1,121	9	6,008	34	7,129	30
<b>THOUSAND OAKS</b>	8	1,516	18	8,454	53	9,970	48
<b>VAN NUYS</b>	7	1,707	18	14,797	54	16,504	50
<b>VENTURA</b>	13	2,126	11	8,536	49	10,662	41
WINNETKA		2,304	18	12,561	44	14,865	40
<b>Region V (Northern Los Angeles/Coastal Area) TOTAL</b>		<b>33,515</b>	<b>13</b>	<b>169,051</b>	<b>40</b>	<b>202,566</b>	<b>36</b>

Saturday Service in 61 Offices

## Region VI

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

Month of November, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
<b>BELL GARDENS</b>	16	2,133	24	11,071	46	13,204	42
<b>BELLFLOWER</b>		3,481	17	14,263	44	17,744	39
COMPTON		2,665	9	10,530	37	13,195	32
<b>CULVER CITY</b>	14	3,109	24	10,450	48	13,559	43
EL MONTE		1,882	14	9,110	39	10,992	35
<b>HAWTHORNE</b>	5	3,034	25	11,408	56	14,442	50
INGLEWOOD		1,520	13	8,901	39	10,421	35
LINCOLN PARK		2,239	11	10,292	37	12,531	32
<b>LONG BEACH</b>	17	2,772	15	12,124	46	14,896	40
<b>LOS ANGELES</b>	1	3,808	34	14,875	64	18,683	58
MONTEBELLO		2,378	21	9,798	43	12,176	39
<b>PASADENA</b>		3,598	13	12,101	36	15,699	31
<b>SAN PEDRO</b>		1,736	11	8,714	38	10,450	34
TORRANCE	6	2,686	20	8,010	55	10,696	47
<b>WEST COVINA</b>	9	3,048	18	13,421	52	16,469	46
WHITTIER	3	2,707	17	11,959	57	14,666	50
<b>Region VI (Los Angeles Area) TOTAL</b>		<b>42,796</b>	<b>19</b>	<b>177,027</b>	<b>47</b>	<b>219,823</b>	<b>41</b>

Saturday Service in 61 Offices

## Region VII

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

Month of November, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		869	14	3,779	28	4,648	25
<b>COSTA MESA</b>		2,024	8	13,217	25	15,241	23
<b>FONTANA</b>		3,660	14	17,380	36	21,040	32
<b>FULLERTON</b>		3,004	11	20,927	30	23,931	28
LAGUNA HILLS		2,757	16	10,251	42	13,008	37
NEEDLES		215	11	1,194	24	1,409	22
NORCO		2,242	17	10,132	43	12,374	38
POMONA		2,797	17	13,177	37	15,974	33
<b>RANCHO CUCAMONGA</b>		2,743	10	15,380	28	18,123	25
REDLANDS		1,863	13	7,809	33	9,672	29
RIVERSIDE		2,645	16	8,469	35	11,114	31
<b>RIVERSIDE EAST</b>		3,323	15	13,998	28	17,321	26
<b>SAN BERNARDINO</b>		3,335	9	12,671	23	16,006	20
SANTA ANA		2,512	13	16,947	39	19,459	35
<b>VICTORVILLE</b>		3,250	16	12,045	36	15,295	32
WESTMINSTER		2,180	14	21,358	44	23,538	41
<b>Region VII (Orange County/Inland Empire) TOTAL</b>		<b>39,419</b>	<b>14</b>	<b>198,734</b>	<b>34</b>	<b>238,153</b>	<b>31</b>

Saturday Service in 61 Offices



## Region VIII

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

Month of November, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		1,178	8	5,373	20	6,551	18
BLYTHE		247	2	1,789	6	2,036	5
BRAWLEY		550	7	3,844	15	4,394	14
<b>CHULA VISTA</b>		3,131	8	20,084	31	23,215	28
EL CAJON	18	2,268	10	14,137	45	16,405	40
<b>EL CENTRO</b>		1,248	5	7,098	12	8,346	11
<b>HEMET</b>		1,655	4	12,210	12	13,865	11
INDIO		1,314	6	6,819	11	8,133	10
OCEANSIDE	15	1,815	22	7,887	47	9,702	43
<b>PALM DESERT</b>		1,542	9	6,750	16	8,292	14
PALM SPRINGS		1,611	6	5,415	18	7,026	15
<b>POWAY</b>		1,765	9	8,822	21	10,587	19
SAN CLEMENTE		1,741	8	6,712	29	8,453	25
<b>SAN DIEGO CLAIREMONT</b>		4,019	9	16,651	29	20,670	25
SAN DIEGO NORMAL		2,837	11	10,436	35	13,273	30
<b>SAN MARCOS</b>		2,114	14	14,936	34	17,050	32
SAN YSIDRO		1,479	9	11,769	31	13,248	29
<b>TEMECULA</b>		2,571	7	9,094	22	11,665	19
TWENTYNINE PALMS		305	4	2,711	10	3,016	10
<b>Region VIII (San Diego Area) TOTAL</b>		<b>33,390</b>	<b>9</b>	<b>172,537</b>	<b>27</b>	<b>205,927</b>	<b>24</b>
<b>STATEWIDE TOTALS</b>		<b>264,179</b>	<b>14</b>	<b>1,315,744</b>	<b>33</b>	<b>1,579,923</b>	<b>30</b>

Saturday Service in 61 Offices

**Appendix B**  
**November Outage Summary**

There were no outages to report in the month of November.