2020

Department of Motor Vehicles Quarterly Update

MARCH 2020

SUMMARY

The Budget Act of 2019 (Assembly Bill 74, Ting, Chapter 23, Statutes of 2019), requires the Department of Motor Vehicles (DMV) to report on August 1, 2019, October 1, 2019, January 1, 2020, and March 1, 2020, on having accomplished the following and have subsequent meetings with the Legislature to discuss the results:

1. Provide an update on progress in hiring a permanent director of the department.
2. Provide required monthly status update reports for each of the preceding months no later than 90 days after the close of the preceding month.
3. Provide data for agreed upon performance metrics no later than 90 days after the close of the preceding month.
4. Provide an updated projection of the number of REAL IDs that the department estimates will need to be processed by October 1, 2020, the number of REAL IDs likely needing to be processed after October 1, 2020, through December 31, 2020, and the number of REAL IDs that have actually been processed to date.
5. Report on how much additional money, if any, is needed to meet REAL ID workload demands, until the next reporting period or the end of the fiscal year, whichever is sooner.

The following report is the last of four requested status reports, and provides the requested information as of March 1, 2020.

1. DEPARTMENT DIRECTOR

Governor Newsom appointed Steve Gordon as the DMV Director on July 23, 2019.

2. MONTHLY STATUS UPDATES

DMV is meeting its requirement to provide monthly reports to the Joint Legislative Budget Committee. The reports are posted to the DMV's website: https://www.dmv.ca.gov/portal/dmv/detail/about/leg/jlbc_reports .

3. PERFORMANCE METRICS

DMV met with key transportation legislative staff to establish appropriate performance metrics in June 2019. DMV is including the agreed upon performance metrics in the monthly status update reports to the Joint Legislative Budget Committee. These metrics include the following categories:

- Customers Served
- Hiring and Absenteeism
- Information Technology
- Monthly Outage Summary
- Process Improvements
- REAL ID Customer Volumes
- Wait Times
- Window Hours Usage
- Work Action Plan (Business Plan)

4. REAL ID PROJECTIONS (Based on DMV's 19/20 BCP Projections)

- DMV projects 16,062,170 Californians will request a REAL ID by October 1, 2020.
- DMV projects 2,342,265 Californians will request a REAL ID after October 1, 2020 through December 31, 2020.
- As of January 2020, there are 7,148,983 Californians with a REAL ID driver license or identification card.
- As of January 2020, DMV has issued 7,767,349 REAL ID compliant driver license or identification cards. This includes new REAL ID cards issued, as well as existing REAL ID cardholders who received a duplicate or renewal card.

5. ADDITIONAL FUNDING

There is no need for additional funding to meet the REAL ID workload at this time.