

OCTOBER 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.

October 2019 Highlights:

- DMV issued 467,614 REAL ID compliant driver licenses or identification cards this month, for a grand total of 6,317,237 REAL IDs since implementation in January 2018.
- DMV installed 23 new DMV Now Kiosks in locations statewide.
- October wait times for non-appointment customers were 27 minutes below target levels, averaging 33 minutes. October represents the first month with the statewide elimination of the pre-queue.

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REAL ID CUSTOMERS AND WORKLOAD

As of October 31, 2019, DMV produced and issued more than 6.3 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%
GRAND TOTALS	5,443,559	873,678	6,317,237	9,933,168	2,131,923	12,065,091	18,382,328	35.4%	29.1%	34.4%

DMV WORK ACTION PLAN UPDATES

During the month of October, DMV completed the following Work Action Plan items:

Wait Time Reporting: Repeaters/Tablets/Text/Queue/Appointments

DMV's goal is to standardize the collection and capture of real-time data that reflects the actual wait time customers experience prior to being served. To accomplish this goal, the department installed repeaters and connectors that expand Wi-Fi capabilities in field offices, allowing employees with tablets to check customers into the queue system while in line. Technicians also use the tablets to send customers text notifications, allowing the customer the option to leave the office and return when their number will be called.

Repeaters, tablets, and the capture of pre-que wait time is occurring in every field office. Text messages sent to customers have increased from a monthly total of approximately 69,000 in March to approximately 800,000 in October 2019.

STAFFING

Hiring Status: DMV has made offers on 732.5 of 784 new positions. The following chart reflects the status of these hires as of October 2019.

Region	Number Authorized	Offers Made	Awaiting Fingerprints	Started	On-boarding In-Office Training	Expedite In-Office Training	Basic Driver License Training
I	57.0	52.0	0.0	49.0	40.0	40.0	45.0
II	124.0	109.5	46.0	66.0	18.0	6.0	3.0
III	81.0	81.0	12.0	65.0	18.0	14.0	27.0
IV	52.0	49.0	2.0	50.0	45.0	43.0	43.0
V	95.0	95.0	0.0	95.0	34.0	25.0	10.0
VI	134.0	117.0	8.0	109.0	57.0	0.0	52.0
VII	110.0	110.0	12.0	98.0	94.0	94.0	68.0
VIII	131.0	119.0	1.0	118.0	113.5	113.5	45.0
Total	784.0	732.5	81.0	650.0	419.5	335.5	293.0

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. Work has begun on the proof of concept and is expected to go live mid-November.
- A business partner marketplace, named DMV Anytime, will launch in mid-November. This marketplace will enable 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. Currently, DMV is identifying an office to conduct a pilot in December 2019.

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. Currently, Miles has answers to REAL ID-related questions. By November 30, 2019, additional driver license topics will be added, and 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.

DMV is coordinating with its kiosk vendor to add 200 additional self-service kiosks in 2019 (25 in DMV field offices and 175 in retail locations). DMV installed 23 new kiosks in October, bringing the total new installations to 177. The remaining 23 are on track to be deployed. Including its existing inventory, DMV has 329 DMV Now kiosks statewide: 96 in DMV field offices, 216 in retail locations, 3 in libraries, 1 at University of California, Irvine, 1 in the Mendota City Hall, and 12 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 history record request
- Duplicate registration card
- Replacement vehicle registration sticker
- Vehicle history record 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

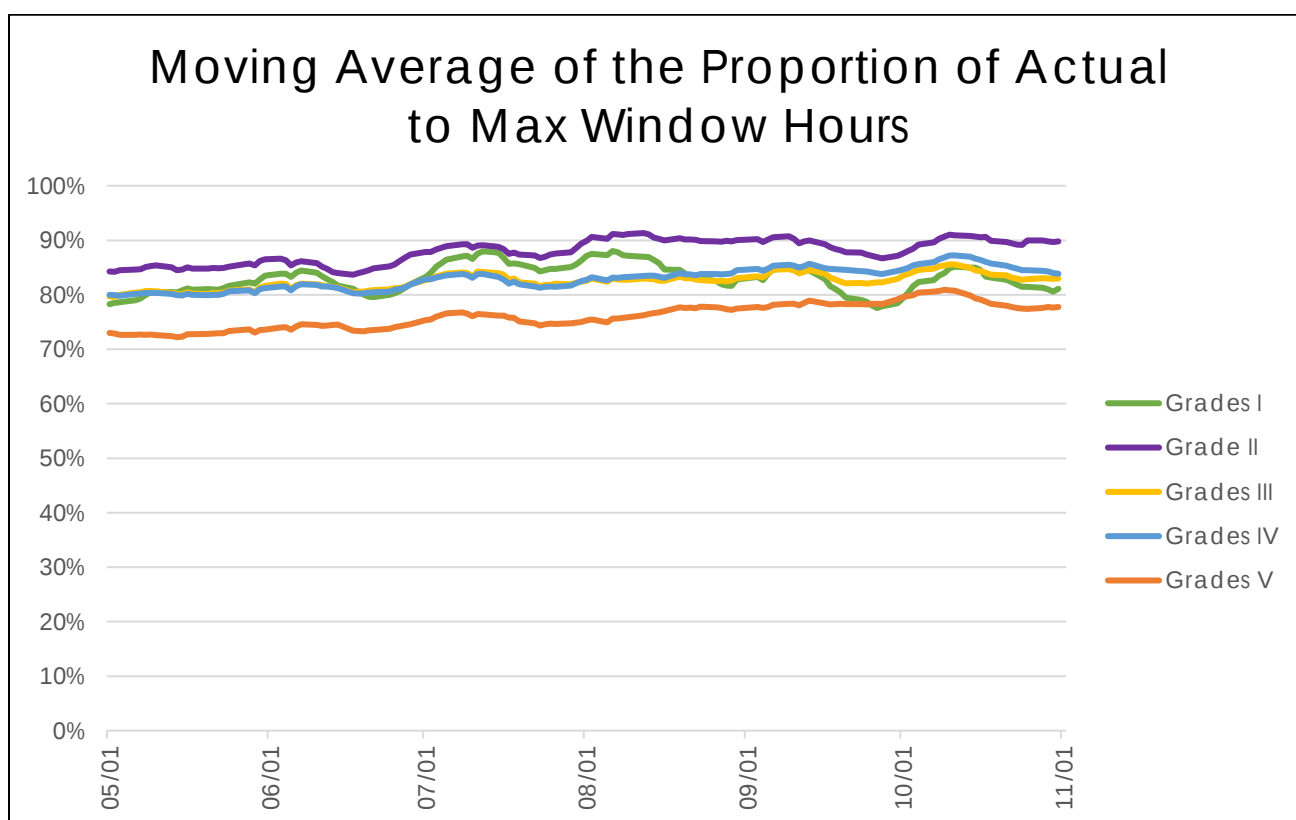
	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
Oct-17	122,358	10,043	N/A	92	N/A	N/A	132,493
Nov-17	114,602	10,598	N/A	94	N/A	N/A	125,294
Dec-17	113,140	12,889	N/A	86	N/A	N/A	126,115
Jan-18	131,496	17,155	N/A	151	N/A	N/A	148,802
Feb-18	139,654	22,487	N/A	149	N/A	N/A	162,290
Mar-18	164,073	29,886	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

Online Transactions: DMV is reviewing enhancements to services available via the DMV Website www.dmv.ca.gov.

WINDOW HOURS

Moving Average of the Proportion of Actual to Max Window Hours: Window hour usage increased in all but a few DMV offices during October. 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.



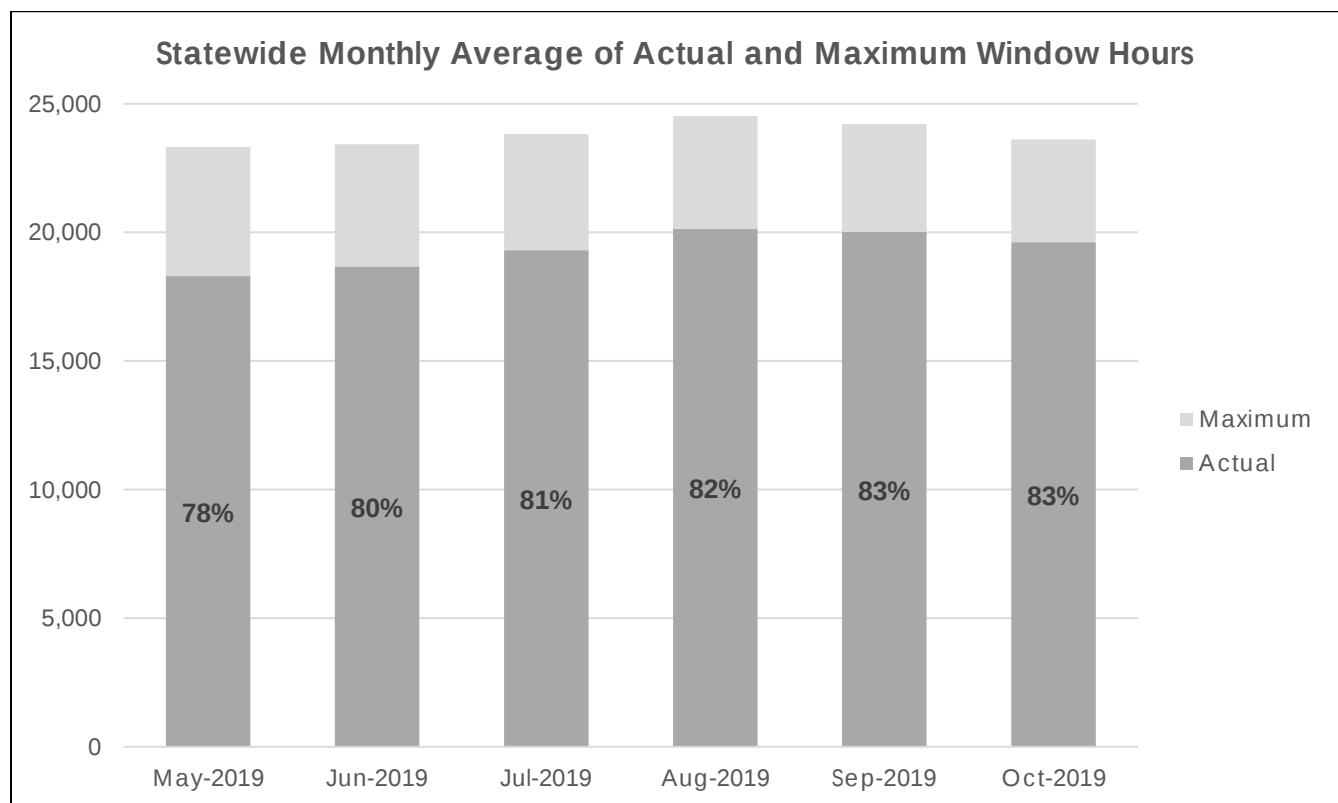
¹ The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.

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						
	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
Grade I	82%	82%	85%	84%	81%	83%
Grade II	85%	86%	87%	91%	88%	90%
Grade III	81%	82%	81%	83%	83%	84%
Grade IV	80%	82%	81%	84%	85%	85%
Grade V	73%	75%	74%	77%	80%	78%

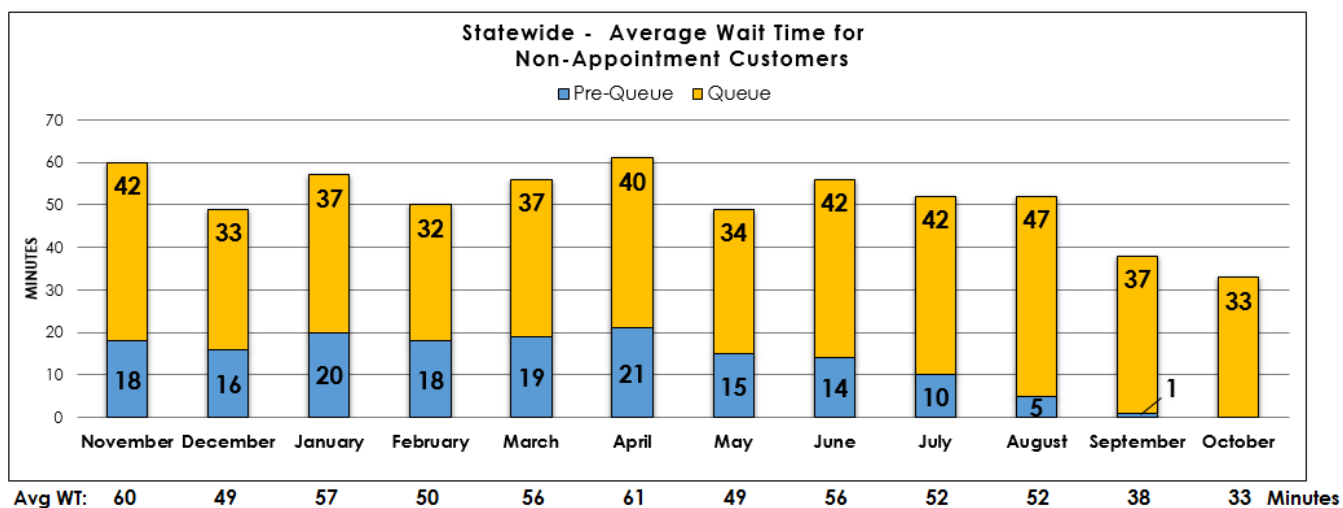
Statewide Monthly Average of Actual to Maximum Window Hours: This chart presents the same data, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.



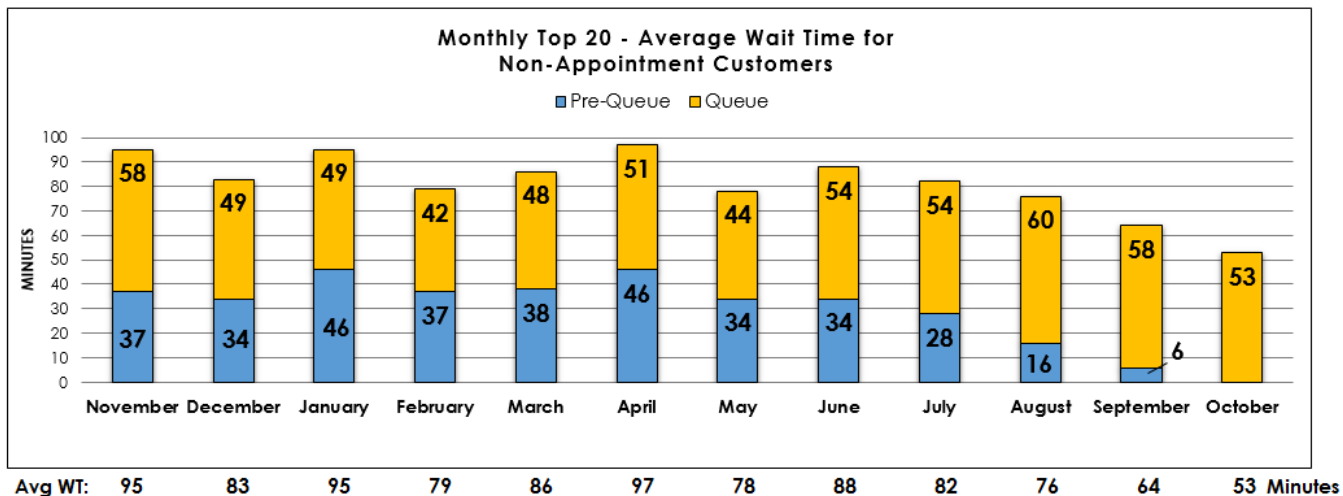
WAIT TIMES

October 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 continued progress towards elimination of the pre-queue, increased staffing, and seasonal shifts in customer volumes. October represents the first month with the statewide elimination of the pre-queue.

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 September, 2019

Month of September, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	30,386	11	190,132	24	1	25	220,518	22	23
Grade III - 47 Offices	82,319	13	365,768	29	1	30	448,087	26	27
Grade IV/V - 68 Offices	190,992	18	863,331	43	2	45	1,054,323	39	40

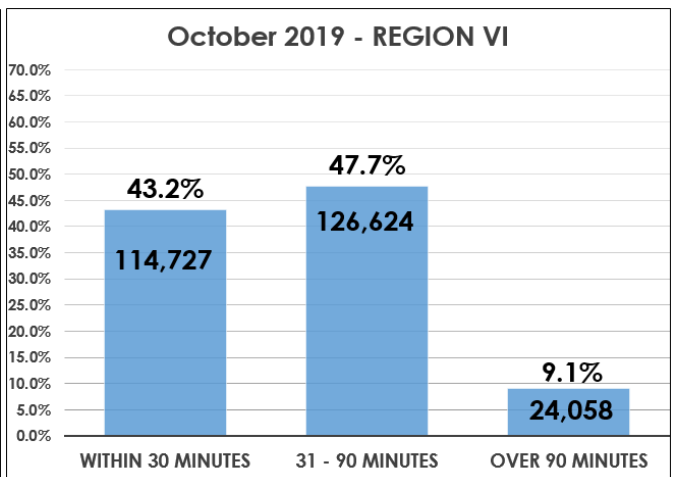
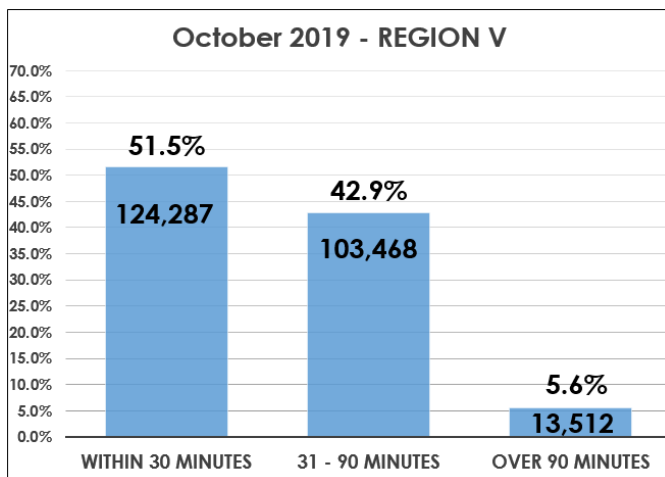
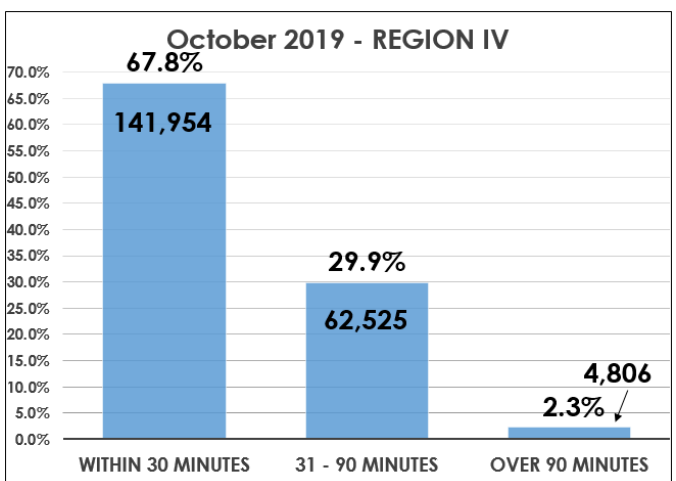
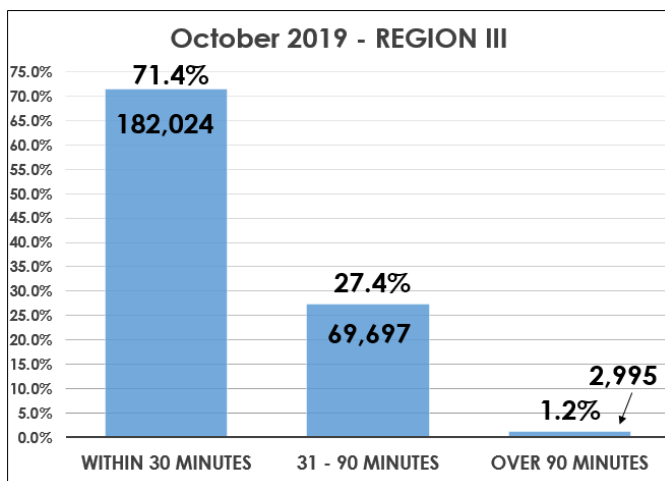
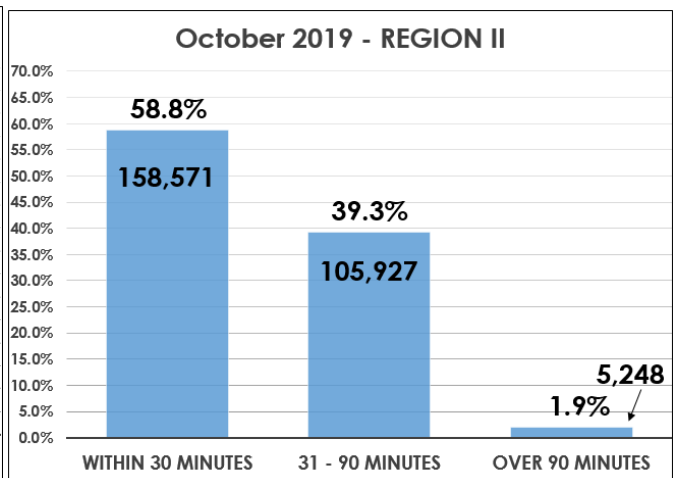
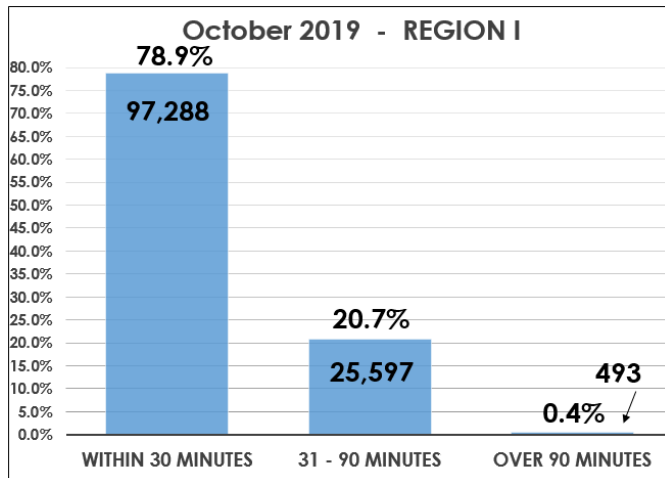
STATEWIDE - MONTH OF October, 2019

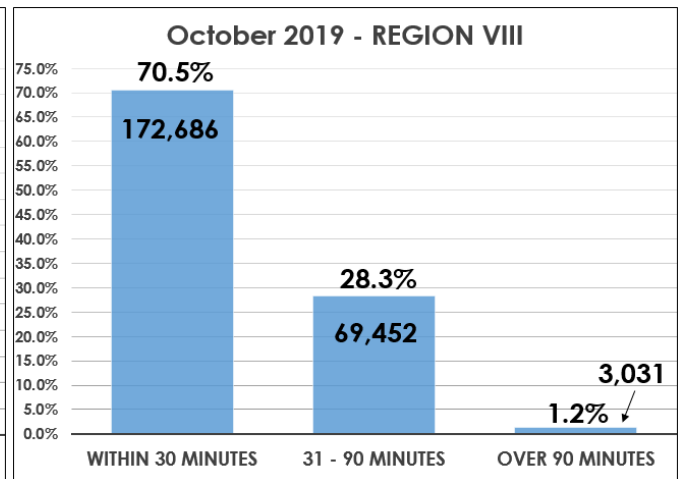
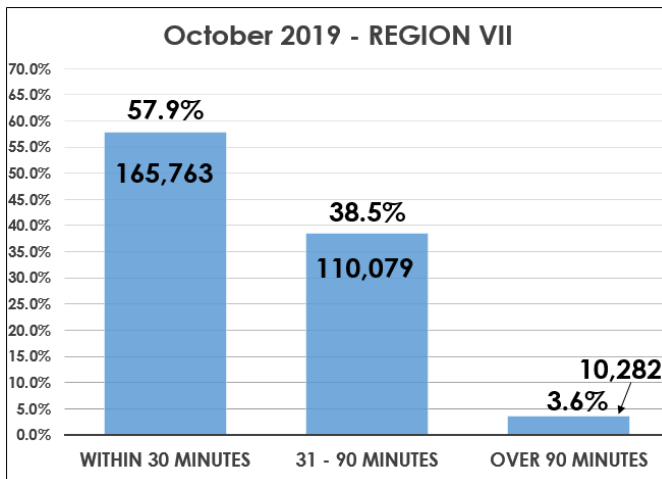
Month of October, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	33,656	9	198,834	22	-	22	232,490	20	20
Grade III - 47 Offices	89,448	11	400,864	26	-	26	490,312	23	23
Grade IV/V - 68 Offices	211,769	16	960,523	38	-	38	1,172,292	34	34

DIFFERENCE BETWEEN MONTH OF October, 2019 and MONTH OF September, 2019

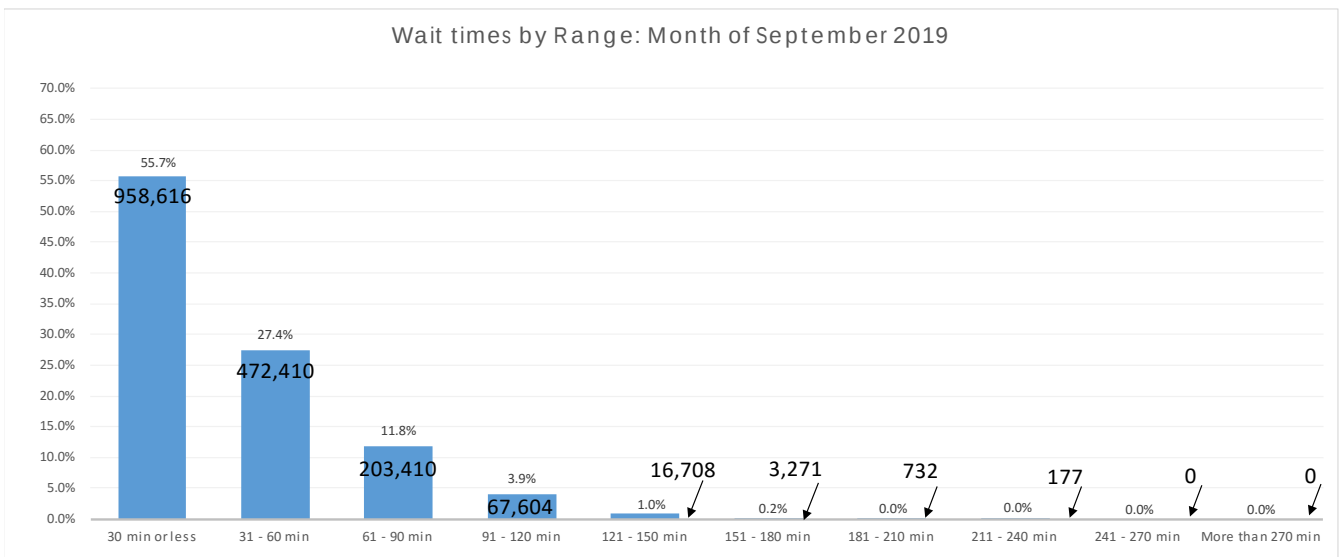
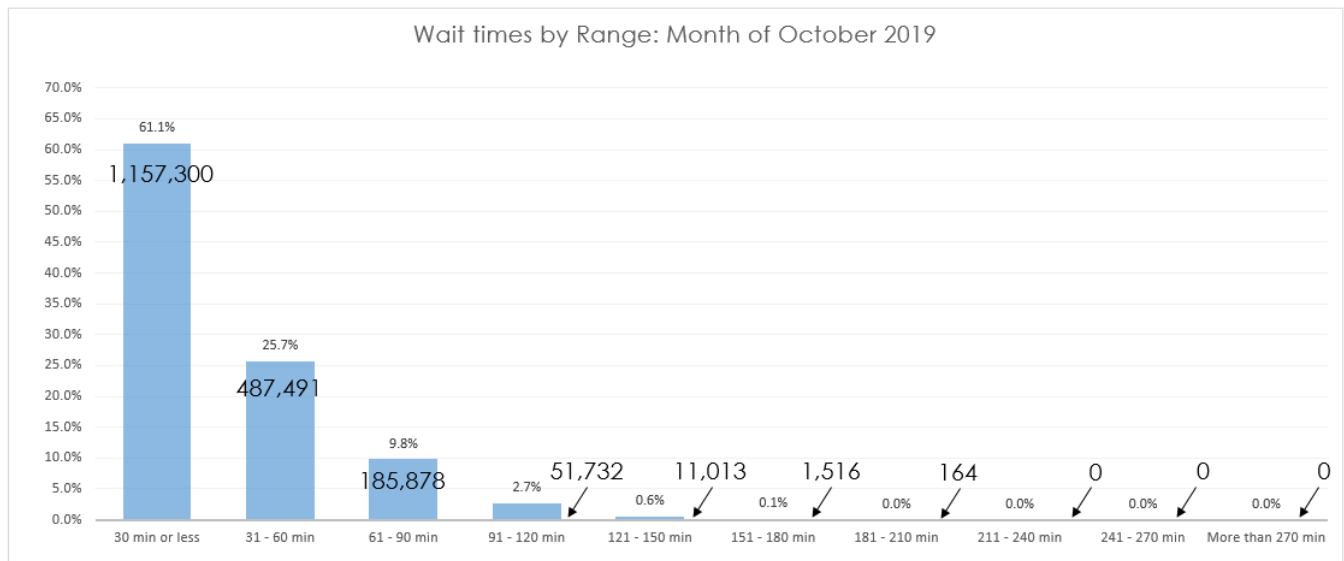
Month of Oct vs Sep, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	+3,270	(2)	+8,702	(2)	(1)	(3)	+11,972	(2)	(3)
Grade III - 47 Offices	+7,129	(2)	+35,096	(3)	(1)	(4)	+42,225	(3)	(4)
Grade IV/V - 68 Offices	+20,777	(2)	+97,192	(5)	(2)	(7)	+117,969	(5)	(6)

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.

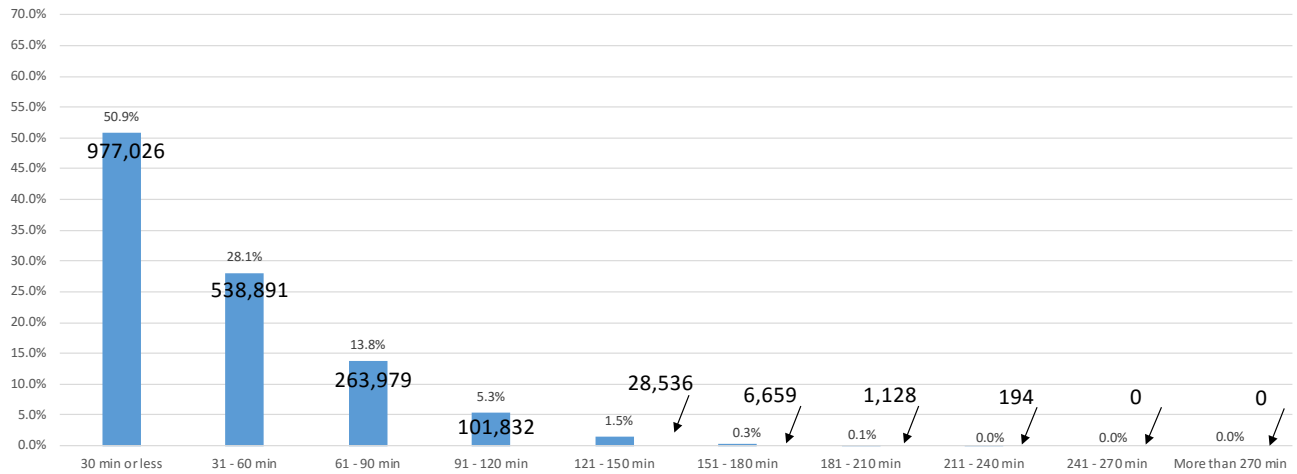




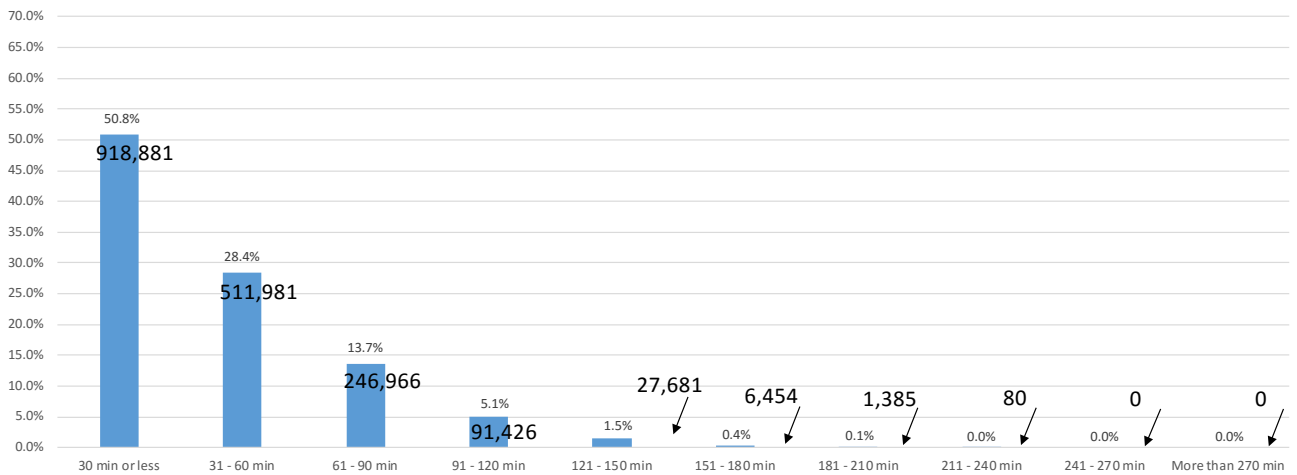
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty-minute increments) for the prior six months.



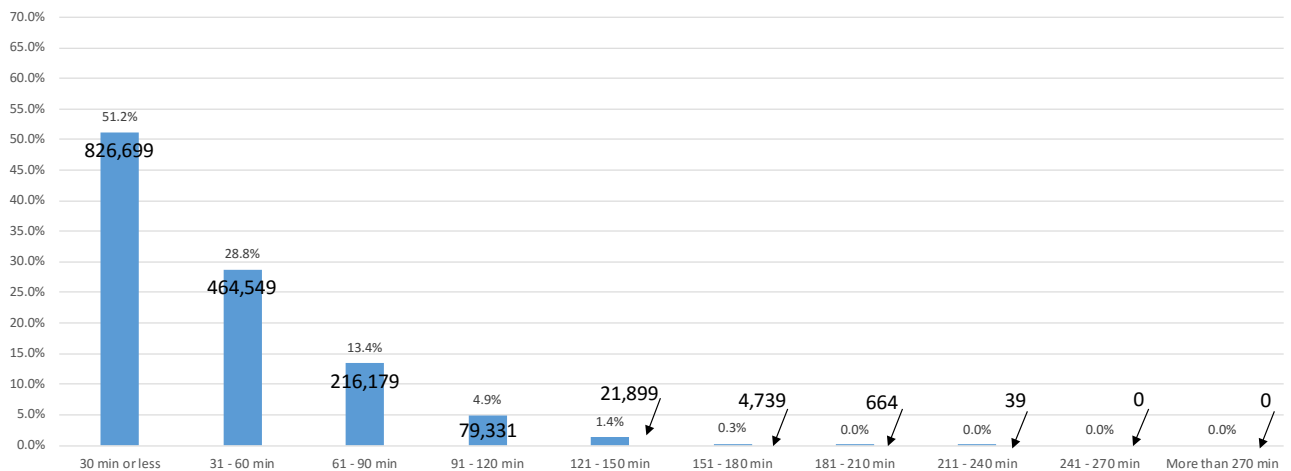
Wait Times by Range: Month of August 2019



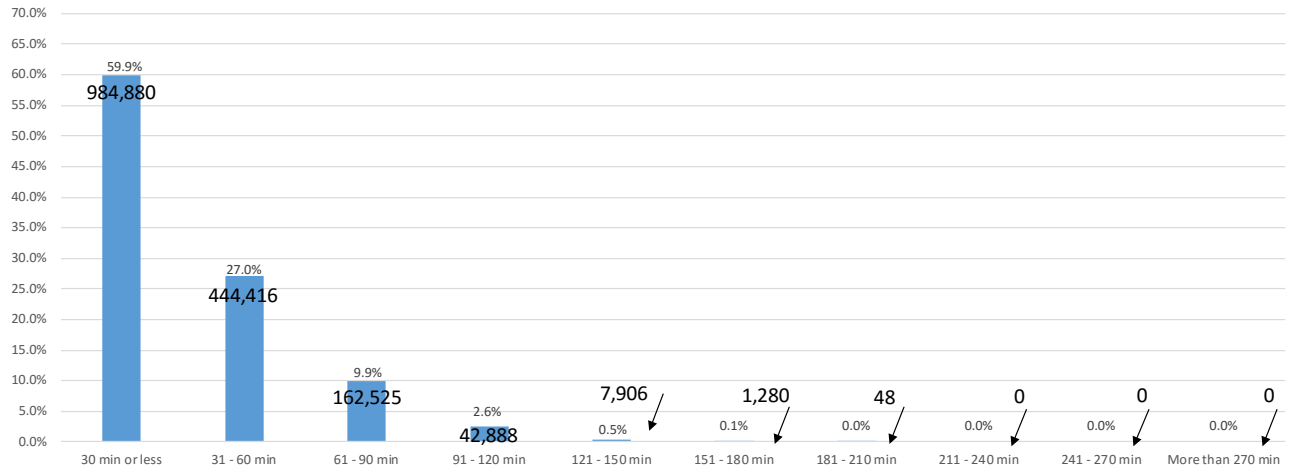
Wait Times by Range: Month of July, 2019



Wait Times by Range: Month of June, 2019



Wait Times by Range: Month of May, 2019



APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Region I

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		6	-	1,312	6	1,318	6
CHICO		1,278	7	7,097	22	8,375	20
COLUSA		236	3	2,688	9	2,924	9
CORTE MADERA		1,895	12	5,351	28	7,246	24
CRESCENT CITY		411	5	2,289	15	2,700	14
EUREKA		985	4	6,141	19	7,126	17
FALL RIVER MILLS		41	3	1,123	10	1,164	10
FORT BRAGG		163	14	1,590	23	1,753	22
GARBERVILLE		131	6	1,128	18	1,259	17
GRASS VALLEY		716	10	2,963	29	3,679	25
LAKEPORT		319	10	2,757	36	3,076	34
MOUNT SHASTA		179	9	1,818	17	1,997	16
NOVATO		1,079	7	4,640	18	5,719	16
OROVILLE		736	7	4,438	17	5,174	15
PARADISE		-	-	-	-	-	-
PETALUMA		1,870	11	5,408	28	7,278	24
QUINCY		82	6	1,710	18	1,792	18
RED BLUFF		1,018	6	4,054	10	5,072	9
REDDING		1,899	9	8,337	18	10,236	17
SANTA ROSA		2,407	5	10,182	18	12,589	15
SOUTH LAKE TAHOE		381	10	2,737	29	3,118	26
SUSANVILLE		243	6	2,225	20	2,468	19
TRUCKEE		469	12	2,810	28	3,279	26
UKIAH		712	13	3,643	28	4,355	25
WEAVERVILLE		93	7	1,203	13	1,296	13
WILLOWS		252	7	2,375	13	2,627	13
YREKA		309	9	2,088	24	2,397	22
YUBA CITY		2,164	9	11,197	12	13,361	12
Region I (Northern CA)TOTAL		20,074	8	103,304	20	123,378	18

Saturday Service in 62 Offices

Note: Corte Madera, Eureka, Fort Bragg, Garberville, Grass Valley, Lakeport, Novato, Quincy, Red Bluff, and Ukiah were affected by the Public Safety Power Shutoffs.

Region II

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		1,379	15	7,274	20	8,653	19
DALY CITY		3,288	25	15,301	41	18,589	38
EL CERRITO		2,863	10	13,461	24	16,324	21
FREMONT		1,711	15	8,319	32	10,030	29
GILROY		911	9	6,846	13	7,757	12
HAYWARD		1,819	19	10,203	38	12,022	35
HOLLISTER		468	7	3,500	12	3,968	12
KING CITY		451	10	3,638	13	4,089	13
LOS GATOS		2,118	27	6,858	38	8,976	36
OAKLAND CLAREMONT		3,096	19	12,619	29	15,715	27
OAKLAND COLISEUM	13	2,734	26	10,134	47	12,868	43
PLEASANTON		2,472	17	9,766	29	12,238	26
REDWOOD CITY		2,825	25	10,308	43	13,133	39
SALINAS		1,245	10	8,412	16	9,657	15
SAN FRANCISCO		2,890	16	18,080	23	20,970	22
SAN JOSE		3,514	15	12,878	41	16,392	35
SAN JOSE DLPC		2,173	19	19,223	37	21,396	35
SAN MATEO		1,699	22	9,564	41	11,263	38
SANTA CLARA		3,620	19	17,903	38	21,523	35
SANTA TERESA		2,136	19	8,961	37	11,097	34
SEASIDE		1,093	7	6,702	11	7,795	11
WATSONVILLE		678	20	4,613	25	5,291	24
Region II (Bay Area) TOTAL		45,183	18	224,563	32	269,746	30

Saturday Service in 62 Offices

Region III

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		1,093	5	5,109	11	6,202	10
CARMICHAEL		4,166	15	14,742	38	18,908	33
CONCORD		2,553	11	12,350	26	14,903	24
DAVIS		1,397	5	4,193	14	5,590	12
FAIRFIELD		2,423	9	10,020	19	12,443	17
FOLSOM		3,136	13	9,235	34	12,371	29
JACKSON		549	5	2,607	18	3,156	16
LODI		2,782	15	9,629	32	12,411	28
MANTECA		1,759	11	6,803	31	8,562	27
NAPA		2,137	4	8,850	8	10,987	7
PITTSBURG		994	17	11,010	25	12,004	25
PLACERVILLE		666	13	2,980	38	3,646	33
ROCKLIN		2,047	8	7,002	17	9,049	15
ROSEVILLE		3,438	8	13,580	27	17,018	24
SACRAMENTO		2,946	6	20,077	17	23,023	15
SACRAMENTO SOUTH		4,004	10	14,385	33	18,389	28
SAN ANDREAS		348	6	2,174	22	2,522	19
SONORA		769	9	2,867	20	3,636	18
STOCKTON		2,477	8	14,523	23	17,000	21
TRACY		1,663	12	9,558	31	11,221	28
VACAVILLE		1,171	7	5,882	26	7,053	23
VALLEJO		1,529	9	8,805	21	10,334	20
WALNUT CREEK		1,501	9	5,612	26	7,113	23
WOODLAND		1,210	11	5,965	37	7,175	32
Region III (Sacramento Area) TOTAL		46,758	10	207,958	25	254,716	23

Saturday Service in 62 Offices

Note: Auburn, Jackson, Placerville, San Andreas, Sonora, and Vallejo were affected by the Public Safety Power Shutoffs.

Region IV

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		596	10	5,296	17	5,892	16
BAKERSFIELD		1,806	13	13,511	35	15,317	33
BAKERSFIELD SW		2,036	13	12,171	36	14,207	33
BISHOP		250	7	1,951	24	2,201	22
CLOVIS		1,998	9	11,253	22	13,251	20
COALINGA		179	8	2,642	10	2,821	10
DELANO		765	11	5,272	34	6,037	31
FRESNO		4,405	17	21,229	32	25,634	30
FRESNO NORTH		2,680	18	8,117	36	10,797	32
HANFORD		1,434	20	6,769	32	8,203	30
LAKE ISABELLA		157	7	1,561	12	1,718	12
LOS BANOS		704	11	5,225	20	5,929	19
MADERA		980	16	5,905	30	6,885	28
MARIPOSA		227	12	1,498	29	1,725	27
MERCED		2,219	13	10,926	22	13,145	21
MODESTO		3,114	19	14,989	35	18,103	32
PORTERVILLE		765	17	5,609	27	6,374	26
REEDLEY		886	7	8,150	14	9,036	13
RIDGECREST		362	13	3,333	20	3,695	20
SHAFTER		597	10	5,282	19	5,879	18
TAFT		300	8	2,472	15	2,772	14
TULARE		1,025	13	5,310	26	6,335	24
TURLOCK		1,509	12	8,921	24	10,430	22
VISALIA		1,483	8	11,416	18	12,899	17
Region IV (Central Valley) TOTAL		30,477	14	178,808	27	209,285	25

Saturday Service in 62 Offices

Region V

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA	9	3,625	18	15,258	50	18,883	44
GLENDALE		4,540	3	15,235	31	19,775	25
GOLETA		815	8	5,026	27	5,841	25
PACOIMA DLPC		484	12	6,941	27	7,425	26
HOLLYWOOD COLE	6	2,884	15	8,403	56	11,287	45
HOLLYWOOD WEST		1,724	7	6,604	22	8,328	19
LANCASTER		4,789	9	18,506	30	23,295	26
LOMPOC		987	14	4,882	35	5,869	32
NEWHALL	19	2,227	17	8,583	45	10,810	39
OXNARD	7	2,603	14	8,310	56	10,913	46
PASO ROBLES		869	21	3,759	36	4,628	33
SAN LUIS OBISPO	20	1,728	21	6,105	45	7,833	40
SANTA BARBARA	18	823	18	4,100	45	4,923	41
SANTA MARIA	11	1,888	12	6,465	50	8,353	41
SANTA MONICA		2,236	13	10,651	40	12,887	35
SANTA PAULA		743	8	6,123	39	6,866	35
SIMI VALLEY		1,344	7	7,449	26	8,793	23
THOUSAND OAKS		2,103	14	9,583	45	11,686	39
VAN NUYS		1,755	15	21,182	42	22,937	40
VENTURA		2,221	8	9,447	39	11,668	33
WINNETKA	10	3,278	21	14,989	50	18,267	45
Region V (Northern Los Angeles/Coastal Area) TOTAL		43,666	13	197,601	40	241,267	35

Saturday Service in 62 Offices

Region VI

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS	2	2,835	30	12,212	66	15,047	59
BELLFLOWER		4,170	10	17,368	35	21,538	30
COMPTON		3,309	8	13,362	30	16,671	25
CULVER CITY	4	3,939	27	13,091	57	17,030	50
EL MONTE		2,567	13	10,959	36	13,526	32
HAWTHORNE	3	4,151	26	13,848	62	17,999	53
INGLEWOOD		1,840	11	10,262	35	12,102	32
LINCOLN PARK		2,983	11	12,552	39	15,535	33
LONG BEACH	8	3,524	16	14,290	52	17,814	45
LOS ANGELES	1	4,582	36	16,623	79	21,205	70
MONTEBELLO		3,226	18	11,825	43	15,051	38
PASADENA	15	4,133	15	14,045	47	18,178	40
SAN PEDRO	17	2,349	13	10,196	46	12,545	40
TORRANCE	5	3,461	22	9,226	57	12,687	47
WEST COVINA	12	4,246	15	15,301	47	19,547	40
WHITTIER		3,445	12	15,489	43	18,934	37
Region VI (Los Angeles Area) TOTAL		54,760	18	210,649	49	265,409	42

Saturday Service in 62 Offices

Region VII

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		1,250	12	4,563	28	5,813	25
COSTA MESA		2,966	11	14,201	29	17,167	26
FONTANA		4,801	15	20,166	35	24,967	31
FULLERTON		3,309	11	25,680	27	28,989	25
LAGUNA HILLS	14	3,527	16	11,616	47	15,143	40
NEEDLES		250	11	1,459	29	1,709	26
NORCO		2,693	20	12,330	43	15,023	39
POMONA	16	3,608	23	15,142	46	18,750	42
RANCHO CUCAMONGA		3,694	9	18,013	22	21,707	20
REDLANDS		2,398	13	9,608	28	12,006	25
RIVERSIDE		3,335	14	9,914	33	13,249	28
RIVERSIDE EAST		4,551	20	16,480	41	21,031	37
SAN BERNARDINO		3,950	8	15,197	21	19,147	18
SANTA ANA		4,029	15	20,177	41	24,206	37
STANTON-DLPG		-	-	-	-	-	-
VICTORVILLE		3,965	16	14,143	38	18,108	33
WESTMINSTER		3,608	16	25,501	45	29,109	41
Region VII (Orange County/Inland Empire) TOTAL		51,934	15	234,190	35	286,124	31

Saturday Service in 62 Offices

Region VIII

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		1,414	8	6,246	25	7,660	22
BLYTHE		222	2	1,678	4	1,900	3
BRAWLEY		816	6	4,721	11	5,537	10
CHULA VISTA		3,612	12	22,508	43	26,120	39
EL CAJON		2,010	9	17,766	33	19,776	31
EL CENTRO		1,501	5	6,308	15	7,809	13
HEMET		2,201	4	14,676	11	16,877	10
INDIO		1,749	4	7,927	8	9,676	7
OCEANSIDE		2,452	12	10,349	26	12,801	23
PALM DESERT		1,948	8	8,206	13	10,154	12
PALM SPRINGS		2,301	6	6,087	20	8,388	16
POWAY		2,450	10	10,110	20	12,560	18
SAN CLEMENTE		2,159	10	8,163	34	10,322	29
SAN DIEGO CLAIREMONT		4,884	7	20,179	24	25,063	21
SAN DIEGO NORMAL		3,802	12	13,250	36	17,052	31
SAN MARCOS		2,859	13	16,536	32	19,395	29
SAN YSIDRO		2,530	8	14,463	26	16,993	24
TEMECULA		2,758	7	10,692	26	13,450	22
TWENTYNINE PALMS		353	5	3,283	16	3,636	15
Region VIII (San Diego Area) TOTAL		42,021	9	203,148	26	245,169	23
STATEWIDE TOTALS		334,873	14	1,560,221	33	1,895,094	29

Saturday Service in 62 Offices

Appendix B October 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	Undetermined	Multiple FO	Tue 10/01/2019	6:30 AM	Tue 10/01/2019	7:52 AM	1:22	Vendor, Qmatic, reported customer appointment system experienced an unplanned outage.	Online appointment system. *No work around.	Customers were unable to uses the online appointment system.	Direct: Cause of service interruption not provide by vendor, Qmatic.	Online appointment system restored to normal operations.
2	Vendor	Undetermined	Multiple FO	Fri 10/04/2019	3:00 PM	Fri 10/04/2019	4:00 PM	1:00	Vendor, Qmatic, reported customer appointment system experienced an unplanned outage.	Online appointment system. *No work around.	Customers were unable to uses the online appointment system.	Direct: Cause of service interruption not provide by vendor, Qmatic.	Online appointment system restored to normal operations.
3	Network Connectivity	Other	Multiple FO	Fri 10/11/2019	5:54 AM	Sat 10/12/2019	10:14 AM	4:20	Multiple Field Office experienced connectivity latency. Field Offices impacted: Arvin Bakersfield Southwest Bakersfield Shafter	Field Offices were able to provide services to the public, however, transaction processing were slow due to the connectivity latency. *Offices connectivity provided via cellular back-up.	Field Office transaction processing was slow impacting the customer wait times.	Direct: Wildfire between Palmdale and Sherman Oaks damaged a section of aerial poles.	Verizon and other local telco field teams were unable to access those poles and/or re-route traffic. Services restored.
4	Hardware	Human Error	Multiple FO	Fri 10/18/2019	6:30 AM	Fri 10/18/2019	7:22 AM	0:52	DMV Field Offices unable to login EASE and the appointment queueing system. Error message received "authentication mechanism not available".	EASE and appointment queueing system (CFS).	Field Offices were unable to process Vehicle Registrations, Drivers License or Identification Card applications.	Direct: Planned change resulted in the inadvertent interruption to the DMV Secure Access Infrastructure. Indirect: Redundant component not active to provide continuity of service.	Service restarted. Services restored.
5	Other	Undetermined	Multiple FO	Mon 10/28/2019	7:15 AM	Mon 10/28/2019	8:54 AM	1:39	Field Offices were unable to run or print records via EASE Data Communication System (EASE DCS)	Field Offices were unable to run and print records via EASE DCS. *Field Offices were able to process Drivers License / Identification cards and Vehicle Registration transactions via EASE and DMVA.	Field Offices unable to provide printed records via EASE DCS.	Direct: Undetermined - Root Cause Analysis requested.	Server reboot. Services restored.