AUGUST 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) and the Budget Act of 2020 (SB 75, Chapter 6, Statutes of 2020) require 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.

August 2020 Highlights:

- DMV continues to serve customers with appointments and limited in-person transactions. The limited non-appointment transactions include:
    - Paying registration for a vehicle impounded because of registration-related issues
    - Reinstating a suspended or revoked driver license
    - Applying for a reduced-fee or no-fee identification card
    - Processing commercial driver license transactions
    - Applying for a disabled person parking placard
    - Adding an ambulance certificate or firefighter endorsement to a driver license
    - Verifying a transit training document to drive a transit bus
    - Processing DMV Express customers for REAL ID transactions, if time and space allow
    - Vehicle verifications

- DMV now offers commercial driver license renewals online.

- DMV extended driver license permits with an expiration date through November 30, 2020, to give student drivers more time to prepare for and schedule their behind-the-wheel drive test during the COVID-19 pandemic. Eligible permits are extended six months or to a date 24 months from the date of application, whichever is earlier.

- Beginning August 20, DMV expanded its health screening questions and temperature checks currently in place for behind-the-wheel drive tests to all customers and employees entering a DMV facility. Following CDC guidelines, customers who record a temperature of 100.4 or higher will be rescheduled for a future DMV appointment. DMV employees will participate in a health screening that includes a temperature check before the start of each shift, and those with temperatures above 100.4 will be sent home.

- As of August 2020, there are 8,690,276 Californians with a REAL ID compliant driver license or identification card.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of August 2020, DMV produced over 9.7 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	% 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	**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%**
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%**
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%**
May 2020	80,997	4,164	**85,161**	252,776	24,120	**276,896**	**362,057**	24.3%	14.7%	**23.5%**
June 2020	223,703	20,026	**243,729**	377,653	51,666	**429,319**	**673,048**	37.2%	27.9%	**36.2%**
July 2020	324,154	30,242	**354,396**	432,751	70,013	**502,764**	**857,160**	42.8%	30.2%	**41.3%**
August 2020	288,107	27,735	**315,842**	436,561	69,126	**505,687**	**821,529**	39.8%	28.6%	**38.4%**
GRAND TOTALS	**8,520,038**	**1,188,792**	**9,708,830**	**13,390,762**	**2,786,929**	**16,177,691**	**25,886,521**	**38.9%**	**29.9%**	**37.5%**

Total Californians with REAL IDs

As of August 2020, there are 8,690,276 Californians with a REAL ID compliant driver license or identification card. The Department of Homeland Security 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 August 2020.

STAFFING

Hiring Status: DMV has made offers on 100 percent of its 784 new positions. The following chart reflects the status of these hires as of August 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	124.0	0.0	124.0	117.5	118.0	118.0
III	87.0	87.0	0.0	87.0	87.0	87.0	87.0
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	0.0	134.0	57.0	0.0	77.0
VII	110.0	110.0	0.0	108.0	107.5	107.5	91.5
VIII	131.0	131.0	0.0	131.0	131.0	131.0	131.0
Total	**784.0**	**784.0**	**0.0**	**782.0**	**684.5**	**630.0**	**700.0**

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

CONTINUED PROCESS IMPROVEMENTS

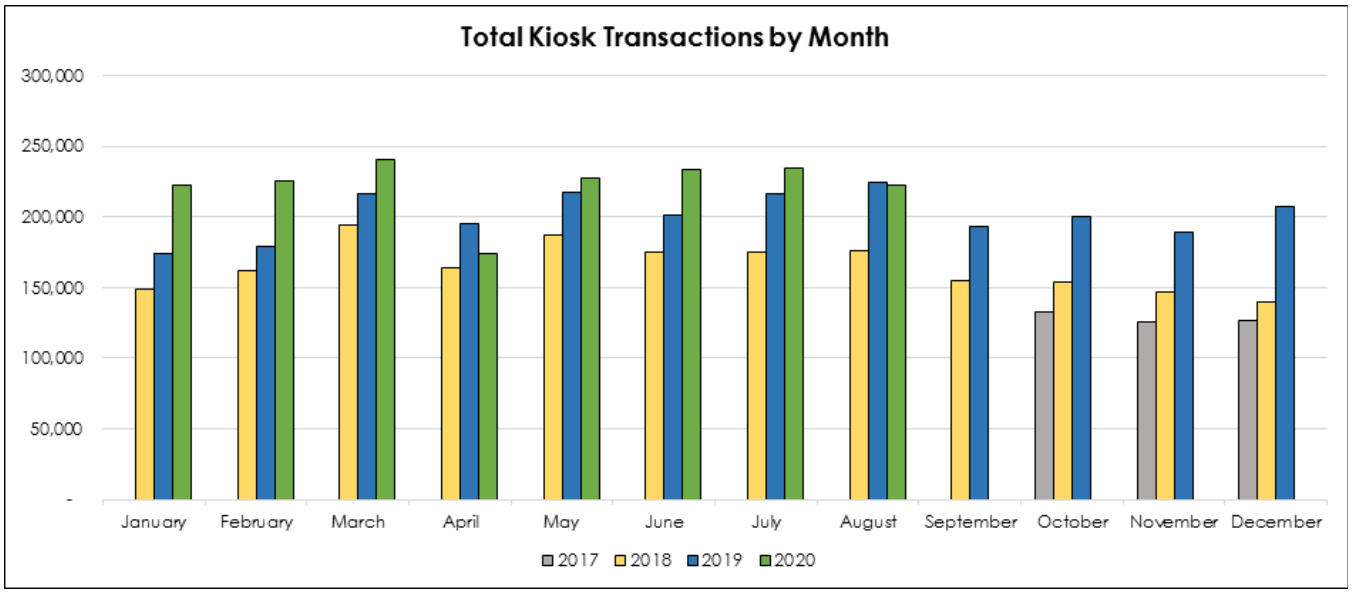
There are no updates for the month of August 2020.

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.

- Add or remove an affidavit of non-use or update vehicle insurance
- Driver record history request
- File for planned non-operation
- Pay a reinstatement fee for suspended vehicle registration
- Registration renewal
- 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
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**
Feb-20	129,073	94,708	377	145	243	928	**225,474**
Mar-20	107,368	131,976	213	118	224	578	**240,477**
Apr-20	379	173,974	4	3	5	20	**174,385**
May-20	17,528	209,280	2	2	54	214	**227,080**
Jun-20	60,331	172,366	2	2	276	680	**233,657**
Jul-20	63,794	169,956	7	3	251	807	**234,818**
Aug-20	58,302	163,301	3	2	280	919	**222,807**

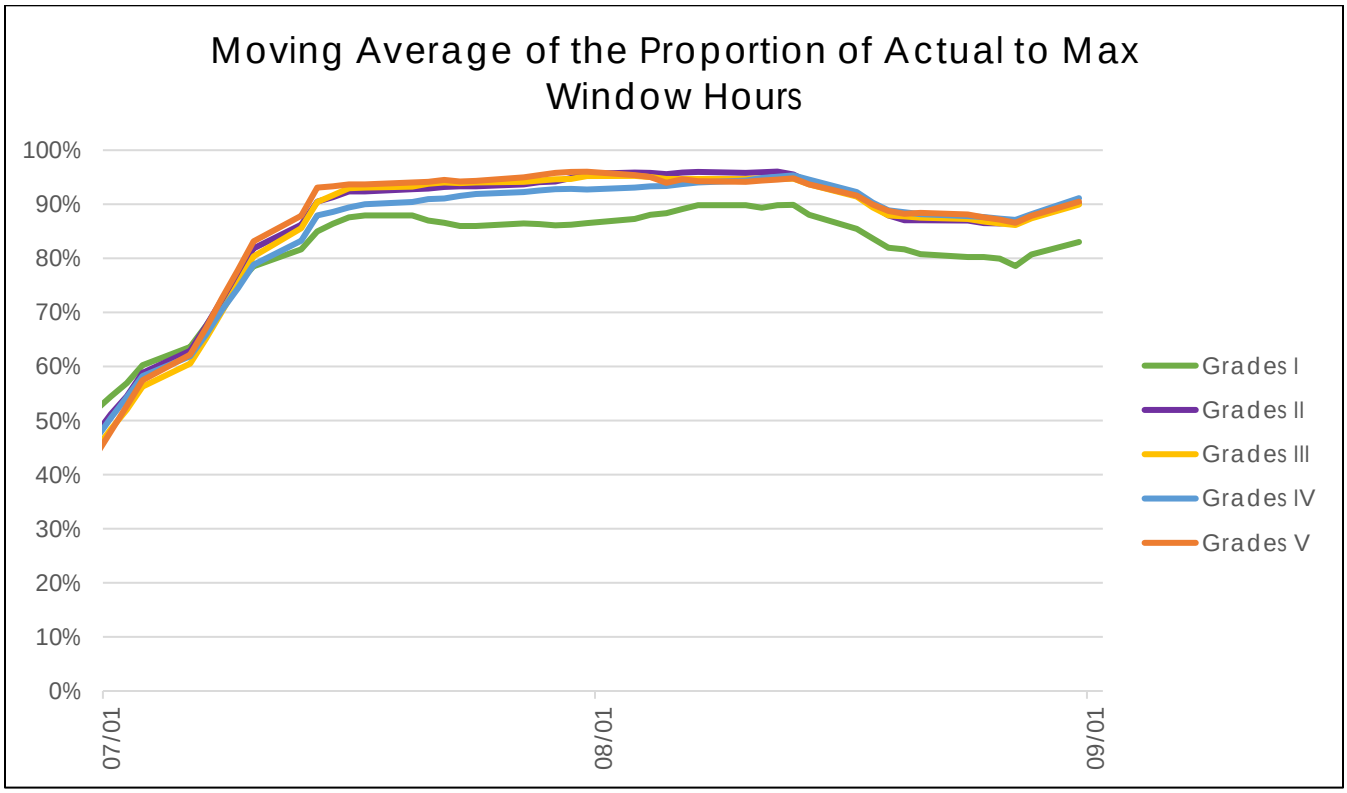
Online Transactions: DMV continues to evaluate additional transactions that could be performed online, including through its new Virtual Field Office.

WINDOW HOURS

Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow.

Physical distancing measures within field offices to ensure customer and employee safety limit the number of available transaction windows to approximately half the amount available pre-COVID-19. The following charts adjust for this new baseline of transaction windows beginning with July 2020.

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 two months adjusted for the new baseline of transaction windows[1]. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior[2]. 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.

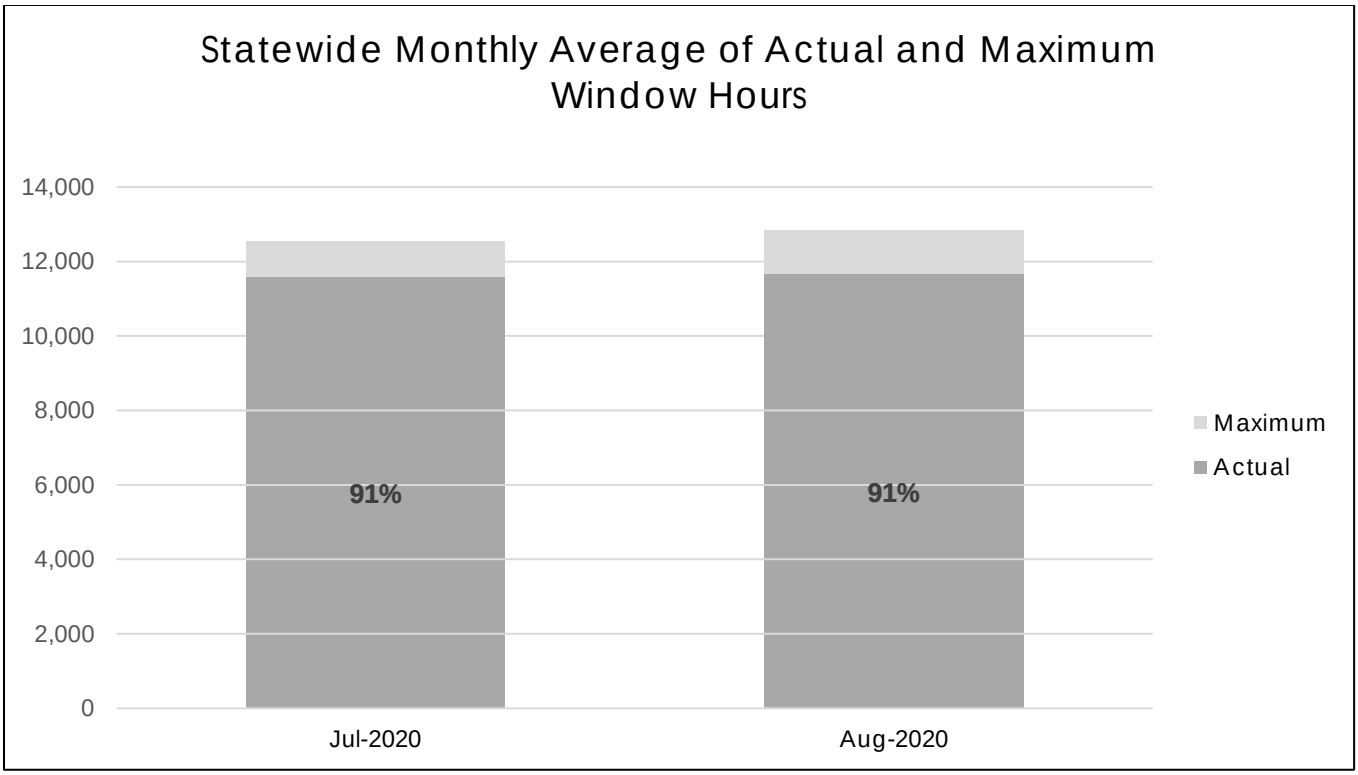


[1] The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of August, Saturday service was suspended in those field offices open to the public.
[2] All 10 days are weighted equally in the calculation of the average.

Percentage of Actual to Maximum Window Hours: This table presents the same information adjusted for the new baseline as the figure above but aggregated to the month as a whole.

	Percentage of Actual to Maximum Window Hours	
	Jul-2020	**Aug-2020**
Grade I	86%	85%
Grade II	93%	91%
Grade III	93%	91%
Grade IV	91%	92%
Grade V	94%	91%

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

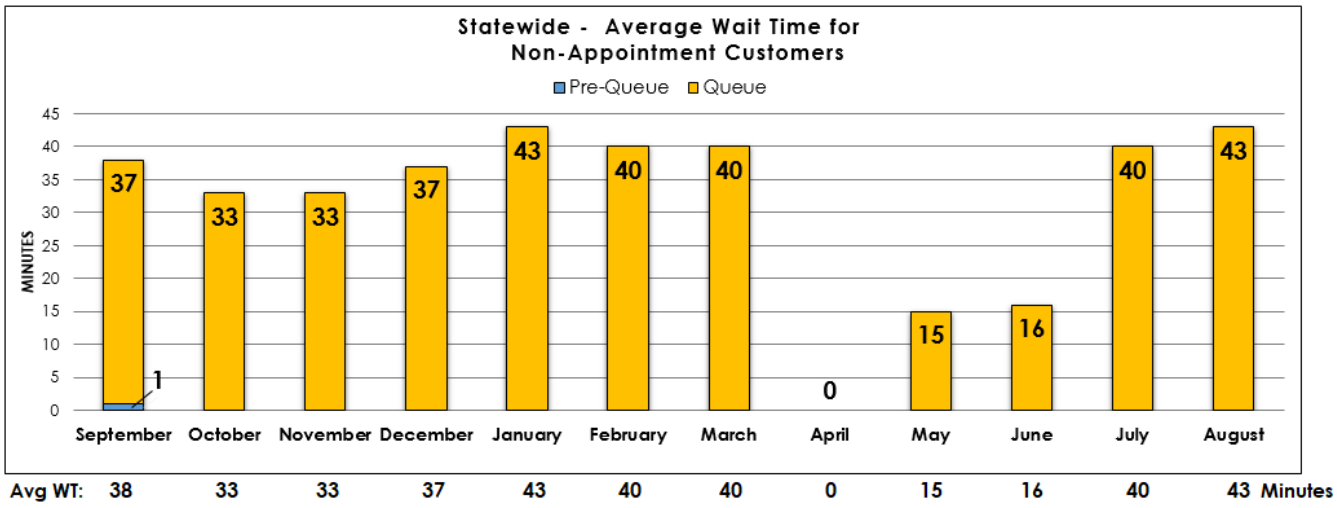


WAIT TIMES

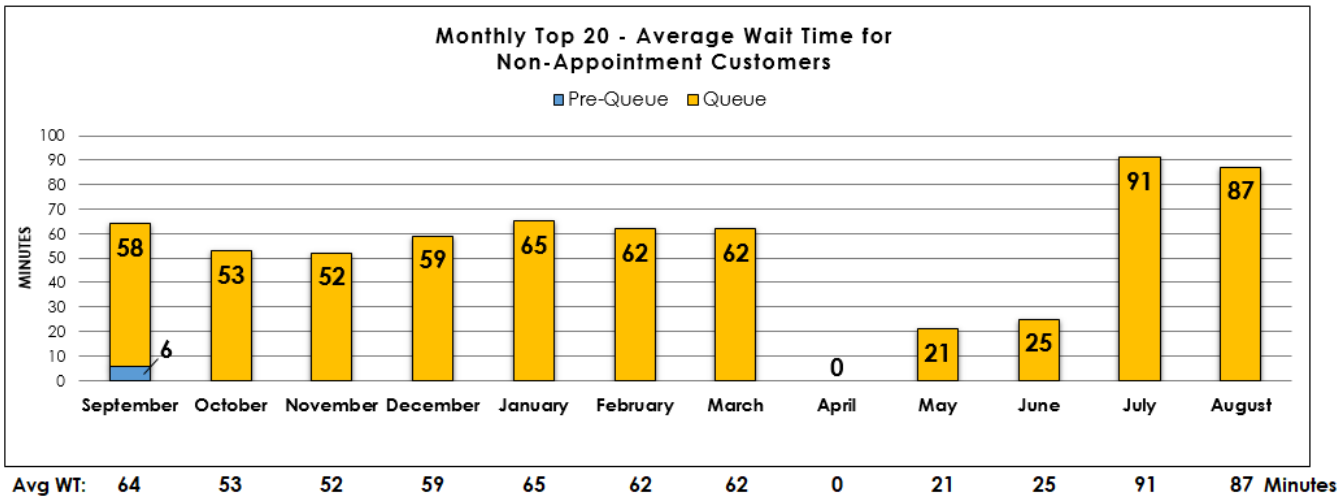
Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow. DMV has taken steps to promote a healthy environment for employees and customers. DMV has reduced the number of workstations opened to serve the public to ensure physical distancing, instituted temperature checks for customers and employees, and required technicians to wipe down workstations prior to calling the next customer.

August wait times for non-appointment customers averaged 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 July, 2020

Month of July, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	11,629	9	137,498	26	149,127	25
Grade III - 47 Offices	33,084	13	218,179	35	251,263	32
Grade IV/V - 68 Offices	85,540	15	471,191	47	556,731	42

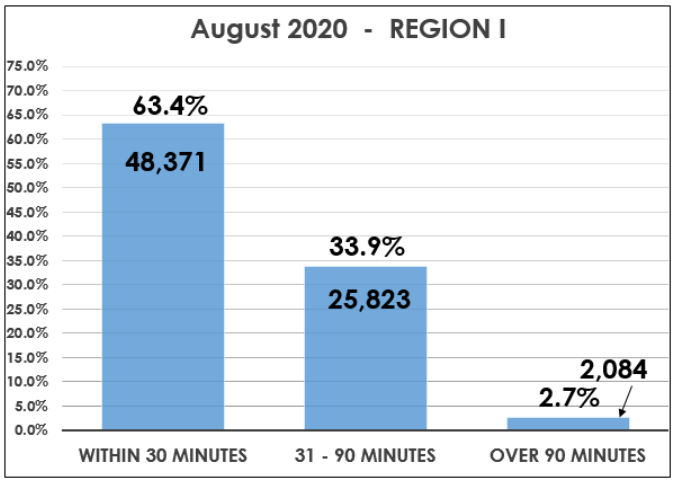
STATEWIDE - MONTH OF August, 2020

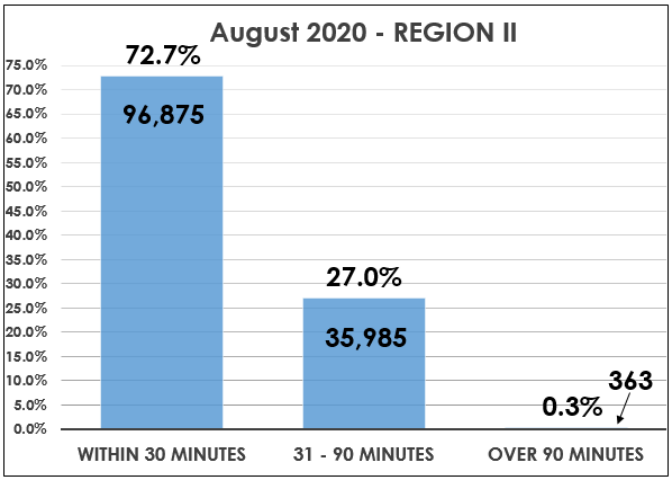
Month of August, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	6,967	10	132,235	31	139,202	30
Grade III - 47 Offices	26,571	14	212,262	43	238,833	40
Grade IV/V - 68 Offices	67,272	16	440,367	47	507,639	43

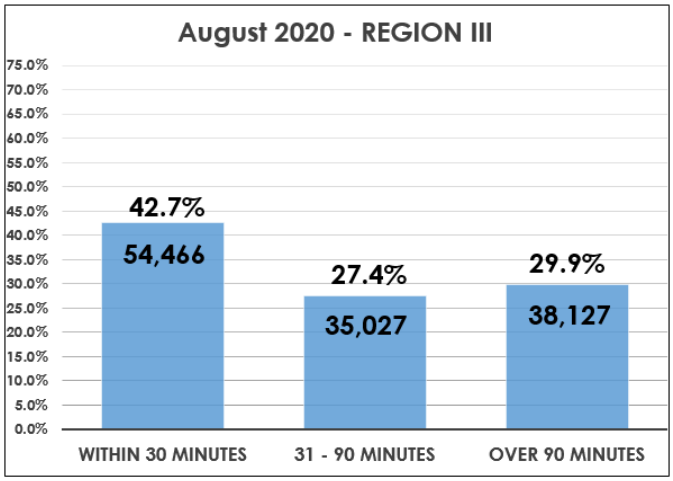
DIFFERENCE BETWEEN MONTH OF August, 2020 and MONTH OF July, 2020

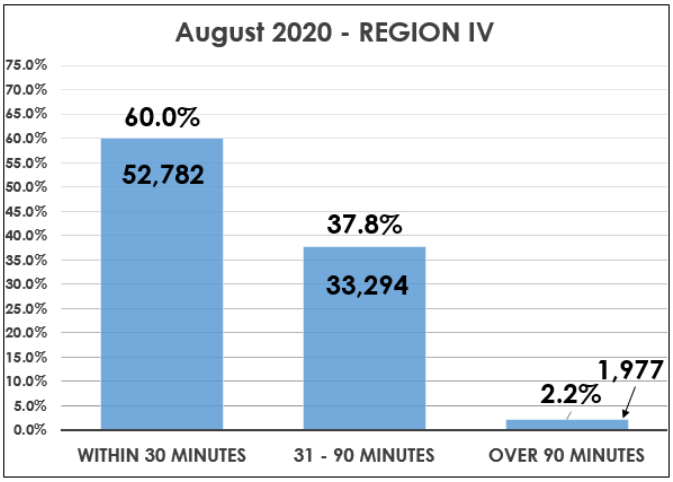
Month of Aug, 2020 vs Jul, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	(4,662)	+1	(5,263)	+5	(9,925)	+5
Grade III - 47 Offices	(6,513)	+1	(5,917)	+8	(12,430)	+8
Grade IV/V - 68 Offices	(18,268)	+1	(30,824)	-	(49,092)	+1

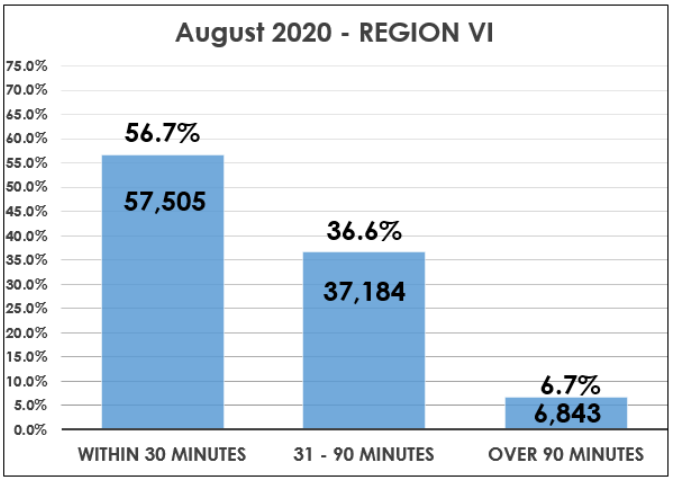
Wait Times by Time Range – By Region: The following charts show the number and percentage of customers whose queue wait times were 0-30 minutes, 31-90 minutes, and over 90 minutes for each Region.

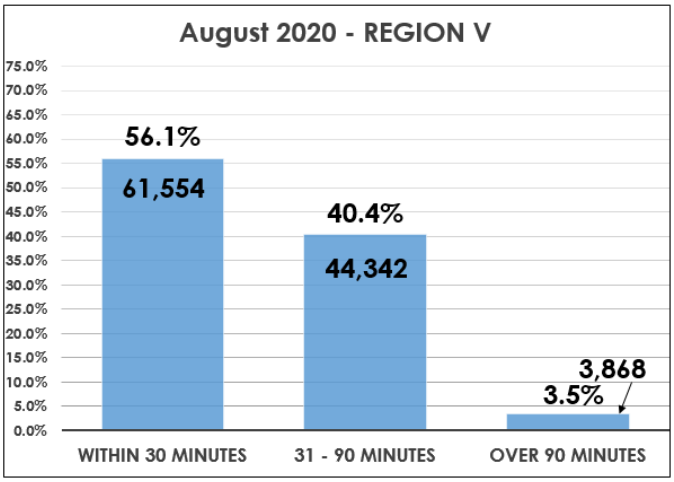


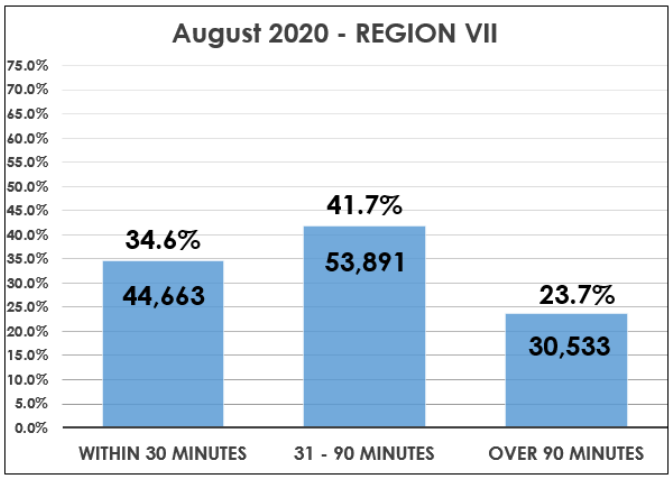


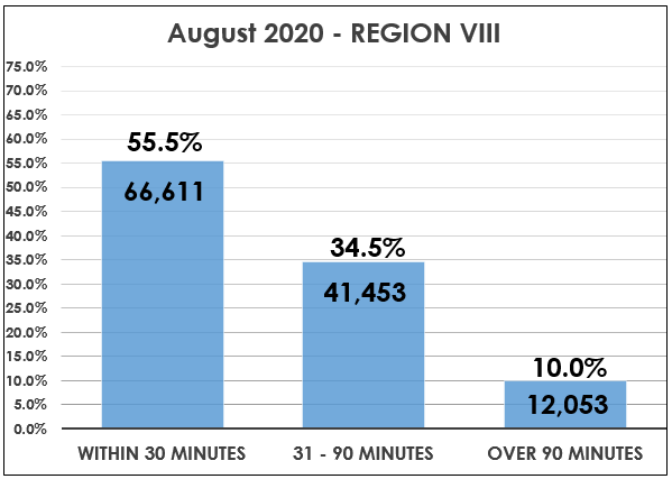




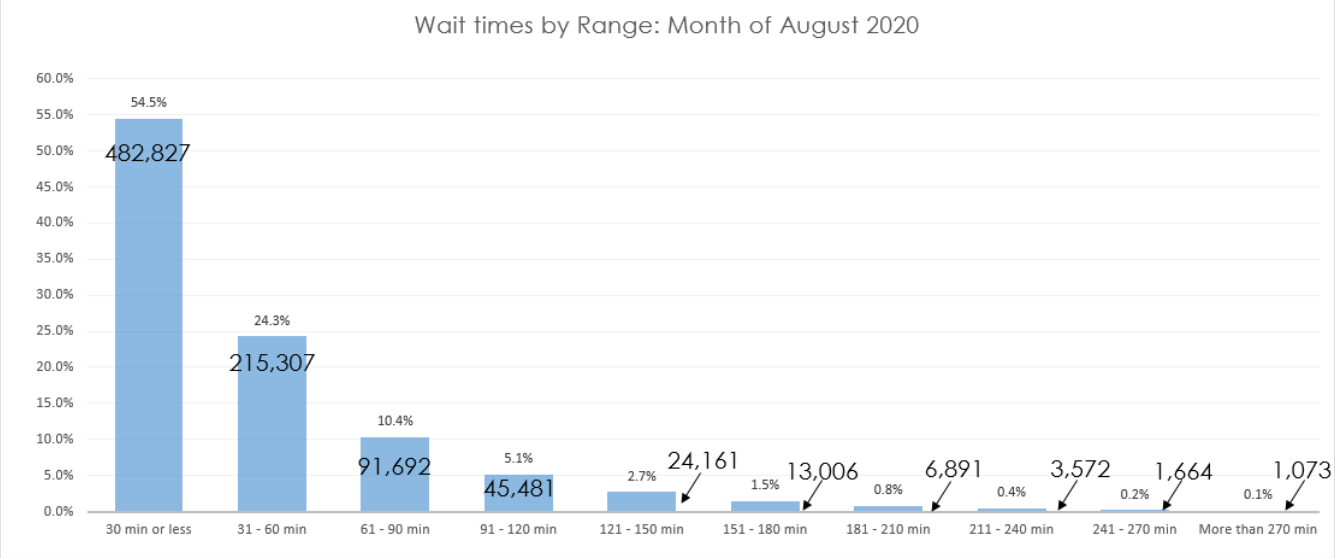


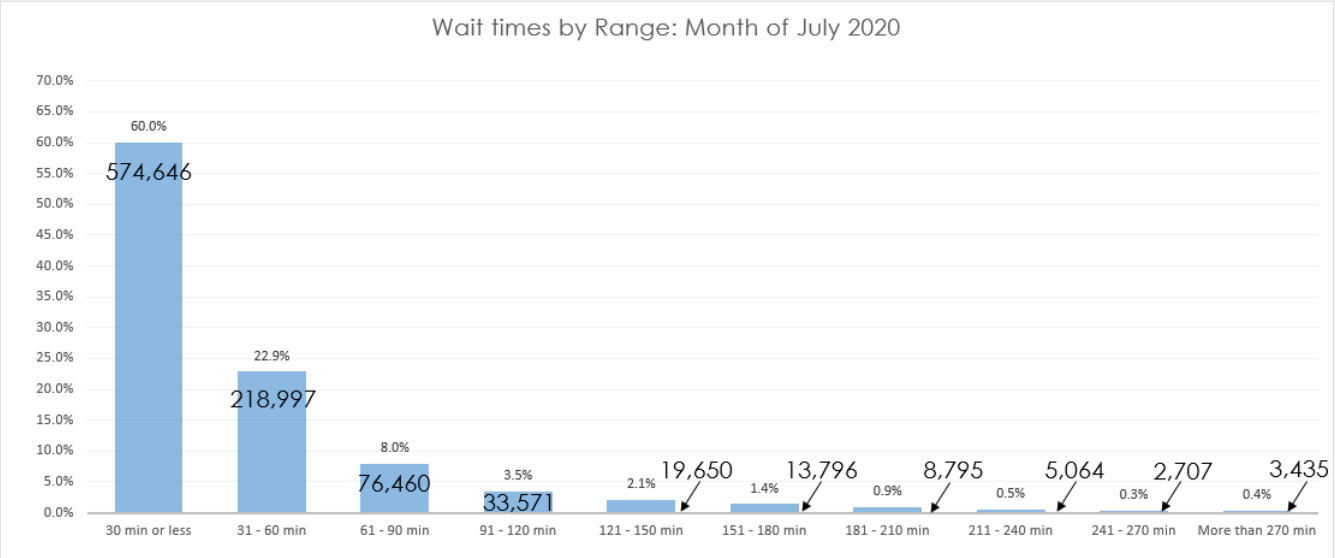


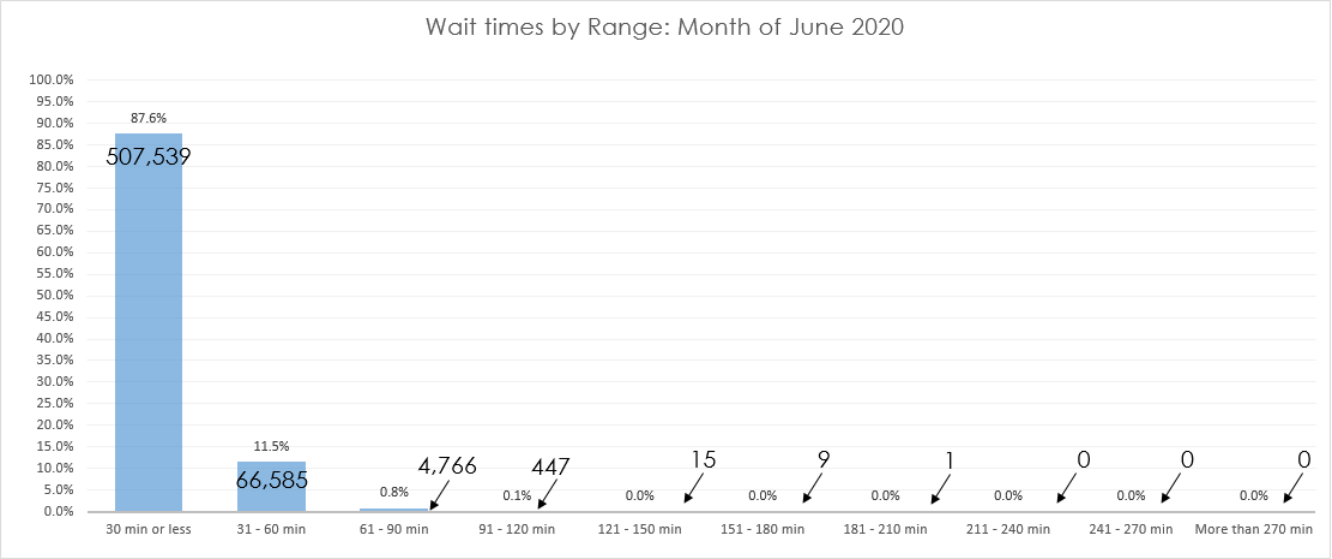


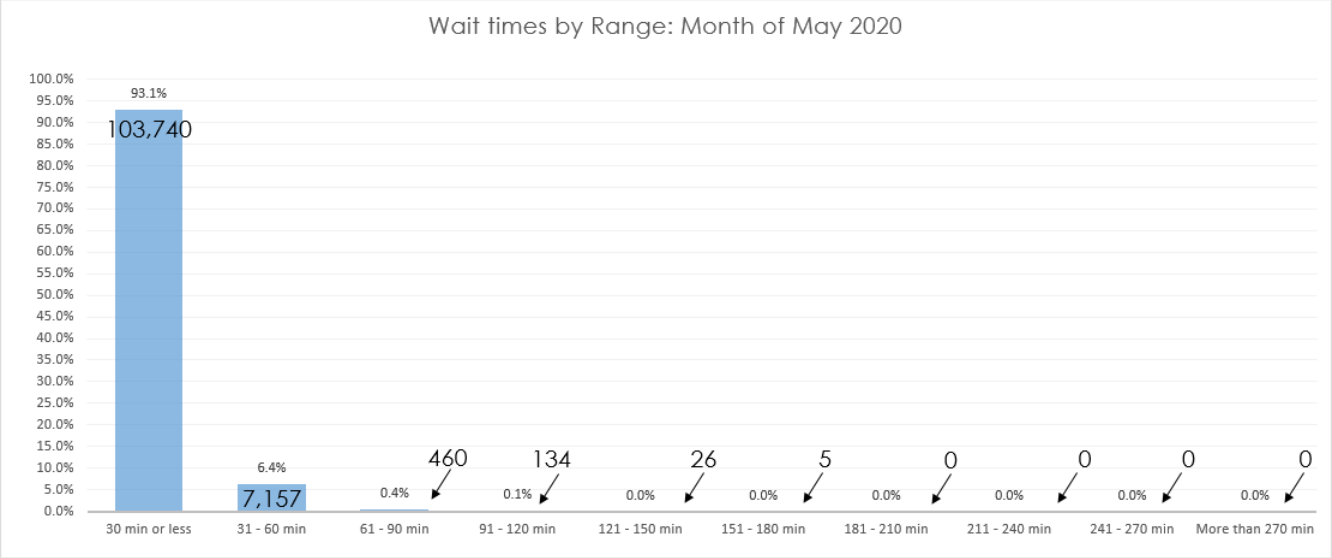


Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.

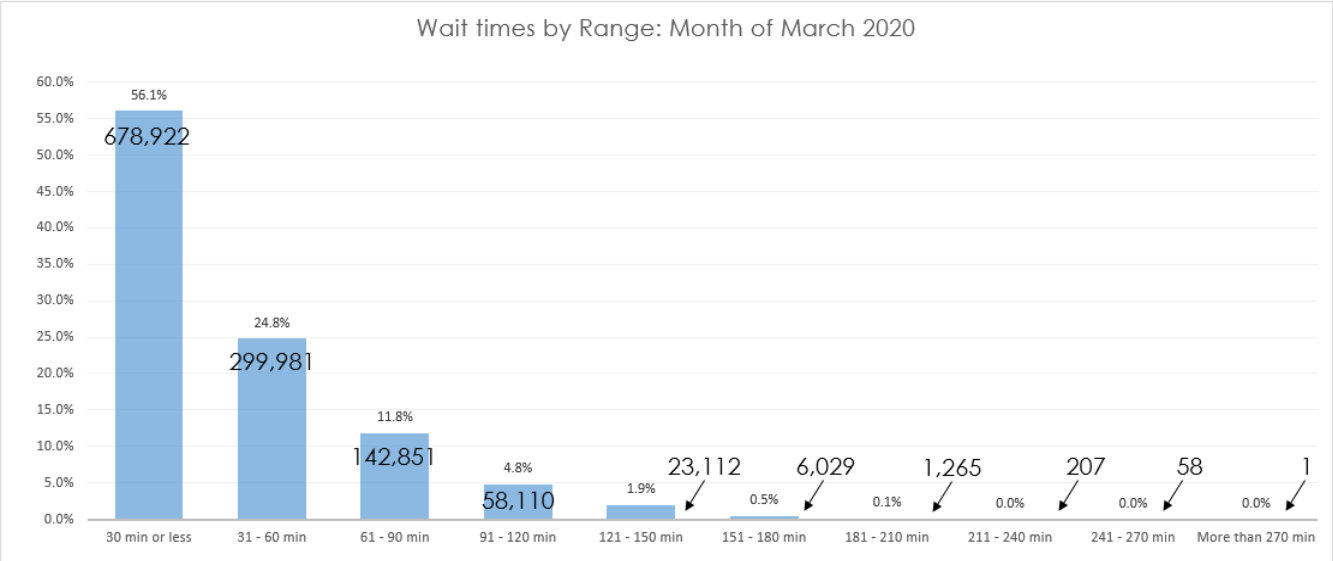








DMV field offices were closed to the public during the month of April 2020.



APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow.

Region I

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

Month of August, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Aug Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	1,123	3	1,123	3
CHICO		141	5	4,383	28	4,524	28
COLUSA		42	6	2,230	26	2,272	26
CORTE MADERA		256	10	4,106	23	4,362	22
CRESCENT CITY		14	3	1,887	18	1,901	18
EUREKA		10	3	4,413	16	4,423	16
FALL RIVER MILLS		7	3	756	13	763	13
FORT BRAGG		10	7	1,479	18	1,489	18
GARBERVILLE		48	3	1,016	8	1,064	8
GRASS VALLEY		99	6	2,331	17	2,430	16
LAKEPORT		75	8	2,642	37	2,717	36
MOUNT SHASTA		58	7	1,400	27	1,458	26
NOVATO		464	10	2,833	22	3,297	20
OROVILLE		59	13	3,444	37	3,503	37
PETALUMA		677	9	3,843	26	4,520	24
QUINCY		-	-	1,292	13	1,292	13
RED BLUFF		242	10	3,238	38	3,480	36
REDDING		428	16	5,858	47	6,286	45
SANTA ROSA		1,030	11	5,188	57	6,218	49
SOUTH LAKE TAHOE		15	17	2,455	29	2,470	29
SUSANVILLE		10	5	1,635	19	1,645	19
TRUCKEE		190	22	1,441	53	1,631	49
UKIAH		102	11	2,589	27	2,691	26
WEAVERVILLE		12	3	1,003	8	1,015	8
WILLOWS		15	20	2,108	14	2,123	14
YREKA		12	7	1,663	21	1,675	21
YUBA CITY		73	12	5,833	25	5,906	25
Region I (Northern CA)TOTAL		**4,089**	**11**	**72,189**	**29**	**76,278**	**28**

Region II

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

Month of August, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Aug Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		961	13	4,404	18	5,365	17
DALY CITY		721	20	6,385	26	7,106	25
EL CERRITO		547	18	4,306	30	4,853	29
FREMONT		584	18	4,743	20	5,327	20
GILROY		335	11	3,989	18	4,324	17
HAYWARD		559	14	6,532	22	7,091	22
HOLLISTER		84	9	1,749	19	1,833	18
KING CITY		48	4	2,351	25	2,399	24
LOS GATOS		656	18	4,862	25	5,518	25
OAKLAND CLAREMONT		642	22	8,716	31	9,358	30
OAKLAND COLISEUM		606	15	5,279	32	5,885	31
PLEASANTON		56	6	4,461	5	4,517	5
REDWOOD CITY		380	20	4,599	20	4,979	20
SALINAS		224	8	4,627	18	4,851	18
SAN FRANCISCO		1,645	13	7,437	29	9,082	26
SAN JOSE		1,169	8	7,788	18	8,957	17
SAN JOSE DLPC		387	7	12,224	13	12,611	13
SAN MATEO		442	20	4,786	25	5,228	24
SANTA CLARA		557	18	10,376	36	10,933	35
SANTA TERESA		636	11	4,226	16	4,862	15
SEASIDE		197	6	5,292	10	5,489	10
WATSONVILLE		178	11	2,477	24	2,655	23
Region II (Bay Area) TOTAL		**11,614**	**14**	**121,609**	**22**	**133,223**	**22**

REGION III

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

Month of August, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Aug Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		268	4	3,392	45	3,660	42
CARMICHAEL	2	441	13	7,566	111	8,007	105
CONCORD	19	524	14	6,824	69	7,348	65
DAVIS	13	371	10	2,519	78	2,890	69
FAIRFIELD		362	10	4,559	47	4,921	44
FOLSOM	5	977	21	4,601	101	5,578	87
JACKSON		145	6	2,399	20	2,544	19
LODI	12	1,039	19	4,901	79	5,940	69
MANTECA		612	17	4,331	66	4,943	60
NAPA		754	3	7,519	9	8,273	8
PITTSBURG	4	455	24	5,209	102	5,664	96
PLACERVILLE	9	410	22	2,430	83	2,840	75
ROCKLIN		462	7	5,514	30	5,976	28
ROSEVILLE	8	693	17	6,437	84	7,130	78
SACRAMENTO	1	2,078	25	6,256	132	8,334	105
SACRAMENTO SOUTH	3	738	14	7,169	108	7,907	100
SAN ANDREAS		108	9	1,634	20	1,742	19
SONORA		155	19	2,287	46	2,442	45
STOCKTON	11	438	19	7,675	82	8,113	78
TRACY		283	16	4,935	53	5,218	51
VACAVILLE		252	8	3,326	53	3,578	50
VALLEJO		443	9	4,632	62	5,075	57
WALNUT CREEK		579	20	4,925	65	5,504	61
WOODLAND		363	9	3,630	63	3,993	58
Region ■ (Sacramento Area) TOTAL		**12,950**	**16**	**114,670**	**72**	**127,620**	**66**

REGION IV

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

Month of August, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Aug Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		144	10	3,440	25	3,584	24
BAKERSFIELD		192	8	6,215	37	6,407	36
BAKERSFIELD SW		424	10	6,774	32	7,198	31
BISHOP		16	6	1,780	19	1,796	19
CLOVIS		921	17	4,309	48	5,230	42
COALINGA		64	4	2,371	17	2,435	17
DELANO		21	16	2,042	25	2,063	25
FRESNO		360	7	7,532	29	7,892	28
FRESNO NORTH		603	8	3,804	42	4,407	37
HANFORD		159	7	2,276	32	2,435	31
LAKE ISABELLA		-	-	1,580	15	1,580	15
LOS BANOS		26	11	2,134	23	2,160	23
MADERA		262	10	2,492	30	2,754	28
MARIPOSA		84	11	855	20	939	19
MERCED		556	10	4,044	34	4,600	31
MODESTO		693	12	5,848	38	6,541	35
PORTERVILLE		254	7	2,697	55	2,951	51
REEDLEY		422	12	3,822	27	4,244	26
RIDGECREST		167	5	2,088	21	2,255	20
SHAFTER		31	9	2,947	21	2,978	21
TAFT		51	6	1,745	22	1,796	22
TULARE		33	8	2,316	19	2,349	19
TURLOCK		933	10	3,215	31	4,148	26
VISALIA		910	6	4,401	24	5,311	21
Region IV (Central Valley) TOTAL		**7,326**	**10**	**80,727**	**31**	**88,053**	**29**

REGION V

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

Month of August, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Aug Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		945	11	7,923	39	8,868	36
GLENDALE		1,146	5	7,258	31	8,404	28
GOLETA		11	13	2,729	36	2,740	36
PACOIMA DLPC		236	2	7,514	17	7,750	16
HOLLYWOOD COLE		1,280	21	3,516	66	4,796	54
HOLLYWOOD WEST		412	6	3,772	16	4,184	15
LANCASTER		2,162	8	8,316	38	10,478	32
LOMPOC		110	13	2,500	42	2,610	41
NEWHALL		552	17	3,729	36	4,281	33
OXNARD		405	7	4,622	29	5,027	27
PASO ROBLES		81	15	1,815	25	1,896	25
SAN LUIS OBISPO		338	9	2,436	22	2,774	20
SANTA BARBARA		243	13	2,825	40	3,068	38
SANTA MARIA		391	9	3,364	31	3,755	29
SANTA MONICA		557	11	5,421	37	5,978	34
SANTA PAULA		57	7	3,502	28	3,559	28
SIMI VALLEY		413	10	5,438	36	5,851	34
THOUSAND OAKS		403	14	4,365	55	4,768	51
VAN NUYS		531	10	6,489	33	7,020	31
VENTURA		825	9	4,632	26	5,457	23
WINNETKA		1,297	17	5,203	46	6,500	40
Region V (Northern Los Angeles/Coastal Area) TOTAL		**12,395**	**11**	**97,369**	**35**	**109,764**	**32**

REGION VI

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

Month of August, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Aug Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS	20	1,198	17	5,575	67	6,773	58
BELLFLOWER		974	17	6,537	55	7,511	50
COMPTON		958	11	3,937	44	4,895	37
CULVER CITY		1,444	22	3,675	46	5,119	39
EL MONTE		1,058	15	4,779	38	5,837	34
HAWTHORNE		928	21	3,995	47	4,923	42
INGLEWOOD		564	10	5,067	30	5,631	28
LINCOLN PARK		988	11	4,853	28	5,841	25
LONG BEACH		850	14	5,039	37	5,889	33
LOS ANGELES		393	12	5,643	50	6,036	48
MONTEBELLO		877	8	5,608	18	6,485	16
PASADENA		830	12	6,976	17	7,806	16
SAN PEDRO		770	7	5,912	32	6,682	29
TORRANCE		1,119	19	4,482	48	5,601	42
WEST COVINA		1,244	15	7,546	35	8,790	32
WHITTIER		1,227	16	6,486	40	7,713	36
Region VI (Los Angeles Area) TOTAL		**15,422**	**15**	**86,110**	**39**	**101,532**	**35**

REGION VII

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

Month of August, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Aug Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		156	13	3,634	31	3,790	30
COSTA MESA	10	1,500	20	5,951	83	7,451	70
FONTANA		1,871	18	10,444	59	12,315	53
FULLERTON		1,131	30	8,734	66	9,865	62
LAGUNA HILLS	14	2,074	19	5,550	77	7,624	61
NEEDLES		18	6	1,054	25	1,072	25
NORCO		1,005	26	6,281	62	7,286	57
POMONA	16	1,150	31	7,213	75	8,363	69
RANCHO CUCAMONGA	17	1,681	26	7,601	73	9,282	64
REDLANDS	15	1,262	25	3,468	76	4,730	62
RIVERSIDE		771	13	4,981	53	5,752	48
RIVERSIDE EAST		1,732	14	9,529	47	11,261	42
SAN BERNARDINO		643	9	5,279	46	5,922	42
SANTA ANA		1,916	13	10,335	66	12,251	57
VICTORVILLE	6	1,101	20	9,094	91	10,195	83
WESTMINSTER	18	1,626	14	10,302	70	11,928	63
Region VII (Orange County/Inland Empire) TOTAL		**19,637**	**20**	**109,450**	**66**	**129,087**	**59**

REGION VIII

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

Month of August, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Aug Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		542	7	5,131	28	5,673	26
BLYTHE		3	4	1,537	12	1,540	12
BRAWLEY		212	11	3,393	22	3,605	21
CHULA VISTA		2,273	9	9,342	29	11,615	25
EL CAJON		1,072	14	7,811	46	8,883	42
EL CENTRO		385	11	3,520	47	3,905	43
HEMET		646	8	5,744	25	6,390	23
INDIO		443	8	3,625	33	4,068	30
OCEANSIDE		685	20	5,272	58	5,957	54
PALM DESERT		259	11	4,536	41	4,795	39
PALM SPRINGS		320	4	5,032	11	5,352	11
POWAY		1,151	17	5,240	50	6,391	44
SAN CLEMENTE		924	13	4,944	57	5,868	50
SAN DIEGO CLAIREMONT		2,163	18	8,909	61	11,072	53
SAN DIEGO NORMAL		1,201	18	6,334	53	7,535	48
SAN MARCOS		2,086	10	7,991	53	10,077	44
SAN YSIDRO		1,065	6	7,164	19	8,229	18
TEMECULA	7	1,887	18	4,967	91	6,854	71
TWENTYNINE PALMS		60	8	2,248	16	2,308	16
Region VIII (San Diego Area) TOTAL		**17,377**	**13**	**102,740**	**42**	**120,117**	**38**

STATEWIDE TOTALS	**100,810**	**15**	**784,864**	**43**	**885,674**	**40**

Appendix B
August 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
				Disruption Start Date		Returned to Normal Date							
	Component	Cause											
1	Software	Configuration	Multiple FO	Wed 08/05/2020	10:11 AM	Wed 08/05/2020	10:45 AM	0:34	All Field Offices are unable to access the EASE application to set/activate the current work date. The EASE listener port has been stopped.	Driver license and identification card applications. *No Workaround	Disruption to the processing of driver license and identification card applications.	Direct: Listener port shutdown.	Restarted listener port and service was restored.
2	Software	Configuration	Multiple FO	Fri 08/07/2020	2:40 PM	Fri 08/07/2020	3:09 PM	0:29	All Field Offices are unable to access the EASE application to set/activate the current work date. The EASE listener port has been stopped.	Driver license and identification card applications. *No Workaround	Disruption to the processing of driver license and identification card applications.	Direct: Listener port shutdown.	Restarted listener port and service was restored.
3	Software	Configuration	Multiple FO	Fri 08/14/2020	9:09 AM	Fri 08/14/2020	10:46 AM	1:37	All Field Offices are unable to access the EASE application to set/activate the current work date. The EASE listener port has been stopped.	Driver license and identification card applications. *No Workaround	Disruption to the processing of driver license and identification card applications.	Direct: Listener port shutdown.	Restarted listener port and service was restored.
4	Software	Configuration	Driver Safety Offices	Mon 08/17/2020	8:54 AM	Mon 08/17/2020	9:12 AM	0:18	Driver Safety application unavailable.	Driver Safety services. *No Workaround	Disruption of Diver Safety services.	Direct: Undetermined	Undetermined
5	Software	Configuration	Business Partner Automation	Wed 08/26/2020	9:50 AM	Thu 08/27/2020	11:51 AM	One Business Day	Business Partner offices are unable to access the EASE application to set/activate the current work date. The EASE listener port has been stopped	Business Partners were unable to close out prior day control casher and reset the business day for new transactions. *No Workaround	Disruption to Business Partner services.	Direct: Listener port shutdown.	Restarted listener port and service was restored.