

MAY 2020

# DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

REPORT TO THE JOINT LEGISLATIVE BUDGET COMMITTEE  
OF THE STATE OF CALIFORNIA



## EXECUTIVE SUMMARY

The Budget Act of 2018 (SB 862, Chapter 449, Statutes of 2018) requires the Department of Motor Vehicles (DMV) to submit monthly reports to the Legislature regarding the state of field office wait-times and efforts to improve business processes.

### May 2020 Highlights:

- DMV reopened 25 field office to the public on May 8 for customers with appointments and limited in-person transactions. DMV reopened an additional 46 field offices on May 28. The limited non-appointment transactions include:
  - o Paying registration for a vehicle impounded because of registration-related issues
  - o Reinstating a suspended or revoked driver license
  - o Applying for a reduced-fee or no-fee identification card
  - o Processing commercial driver license transactions
  - o Applying for a disabled person parking placard
  - o Adding an ambulance certificate or firefighter endorsement to a driver license
  - o Verifying a transit training document to drive a transit bus
  - o Processing DMV Express customers for REAL ID transactions, if time and space allow
- DMV continues to provide essential services via mail, online, self-service kiosks, telephone, available business partners, and the DMV Virtual Field Office.
- DMV provided a 120-day extension to Californians age 70 and older with a driver license that expires in June or July. This action ensures this vulnerable group can avoid a required DMV office visit during the COVID-19 pandemic.
- DMV extended licenses for drivers under age 70 that expire between March and July 2020 through July 31, 2020.
- DMV extended driver license permits that expire from March to August for six months or to a date 24 months from the date of application, whichever is earlier.
- As of May 2020, there are 7,965,684 Californians with a REAL ID compliant driver license or identification card.

## Table of Contents

<b>REAL ID Customers and Workload</b>	
– Monthly Driver License and Identification Cards Produced	2
– Total Californians with REAL IDs	2
<b>DMV Work Action Plan Updates</b>	
– No updates	3
<b>Staffing</b>	
– Hiring Status	4
– Absenteeism	4
<b>Process Improvements</b>	
– No Updates	5
<b>Information Technology</b>	
– DMV Now Kiosks	6
– Online Transactions	7
<b>Window Hours</b>	
– Moving Average of the Proportion of Actual to Max Window Hours	8
– Percentage of Actual to Maximum Window Hours	9
– Statewide Monthly Average of Actual to Maximum Window Hours	9
<b>Wait Times</b>	
– Average Wait Time for Non-Appointment Customers – Statewide	10
– Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices	10
– Average Wait Time by Grade – Statewide	11
– Wait Times by Time Range – By Region	12
– Wait Times by Time Range – Statewide	13
<b>Appendix</b>	
– A: Field Office Average Wait Times by Region	16
– B: Outage Summary	24

# REAL ID CUSTOMERS AND WORKLOAD

## Cards Produced

As of May 2020, DMV produced nearly 8.8 million REAL ID driver license and identification cards. This includes new REAL ID cards issued, as well as existing REAL ID cardholders who received a duplicate or renewal card. Unlike new REAL ID cards, renewals and duplicates do not require an in-person field office visit.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOTAL
January 2018 (22-	29,725	9,971	39,696	205,823	45,426	251,249	290,945	12.6%	18.0%	13.6%
February 2018	74,020	24,798	98,818	498,284	102,984	601,268	700,086	12.9%	19.4%	14.1%
March 2018	111,296	33,216	144,512	543,280	109,255	652,535	797,047	17.0%	23.3%	18.1%
April 2018	121,715	31,049	152,764	476,314	93,661	569,975	722,739	20.4%	24.9%	21.1%
May 2018	141,704	30,160	171,864	483,399	89,520	572,919	744,783	22.7%	25.2%	23.1%
June 2018	147,536	41,147	188,683	464,538	88,930	553,468	742,151	24.1%	31.6%	25.4%
July 2018	171,051	43,491	214,542	473,450	90,041	563,491	778,033	26.5%	32.6%	27.6%
August 2018	228,165	46,279	274,444	516,521	103,929	620,450	894,894	30.6%	30.8%	30.7%
September 2018	219,054	34,315	253,369	453,866	93,975	547,841	801,210	32.6%	26.7%	31.6%
October 2018	291,720	44,091	335,811	559,184	109,507	668,691	1,004,502	34.3%	28.7%	33.4%
November 2018	244,166	35,383	279,549	402,515	84,032	486,547	766,096	37.8%	29.6%	36.5%
December 2018	264,106	34,071	298,177	372,205	78,245	450,450	748,627	41.5%	30.3%	39.8%
<b>2018 Total</b>	<b>2,044,258</b>	<b>407,971</b>	<b>2,452,229</b>	<b>5,449,379</b>	<b>1,089,505</b>	<b>6,538,884</b>	<b>8,991,113</b>	<b>27.3%</b>	<b>27.2%</b>	<b>27.3%</b>
January 2019	293,666	45,793	339,459	387,686	88,291	475,977	815,436	43.1%	34.2%	41.6%
February 2019	258,062	56,973	315,035	501,193	121,662	622,855	937,890	34.0%	31.9%	33.6%
March 2019	331,960	49,236	381,196	494,019	104,865	598,884	980,080	40.2%	32.0%	38.9%
April 2019	325,818	49,645	375,463	442,096	96,052	538,148	913,611	42.4%	34.1%	41.1%
May 2019	335,169	38,291	373,460	472,898	109,983	582,881	956,341	41.5%	25.8%	39.1%
June 2019	315,967	43,267	359,234	444,684	102,072	546,756	905,990	41.5%	29.8%	39.7%
July 2019	369,958	51,591	421,549	462,261	114,688	576,949	998,498	44.5%	31.0%	42.2%
August 2019	388,659	47,776	436,435	446,369	110,805	557,174	993,609	46.5%	30.1%	43.9%
September 2019	357,303	38,260	395,563	413,437	96,780	510,217	905,780	46.4%	28.3%	43.7%
October 2019	422,739	44,875	467,614	419,146	97,220	516,366	983,980	50.2%	31.6%	47.5%
November 2019	387,462	41,007	428,469	390,312	95,218	485,530	913,999	49.8%	30.1%	46.9%
December 2019	442,018	43,127	485,145	362,642	83,743	446,385	931,530	54.9%	34.0%	52.1%
<b>2019 Total</b>	<b>4,228,781</b>	<b>549,841</b>	<b>4,778,622</b>	<b>5,236,743</b>	<b>1,221,379</b>	<b>6,458,122</b>	<b>11,236,744</b>	<b>44.7%</b>	<b>31.0%</b>	<b>42.5%</b>
January 2020	480,563	55,935	536,498	373,183	96,021	469,204	1,005,702	56.3%	36.8%	53.3%
February 2020	464,094	55,119	519,213	316,511	86,597	403,108	922,321	59.5%	38.9%	56.3%
March 2020	348,858	36,647	385,505	262,168	59,735	321,903	707,408	57.1%	38.0%	54.5%
April 2020	36,523	1,112	37,635	253,037	18,767	271,804	309,439	12.6%	5.6%	12.2%
May 2020	80,997	4,164	85,161	252,776	24,120	276,896	362,057	24.3%	14.7%	23.5%
<b>GRAND TOTALS</b>	<b>7,684,074</b>	<b>1,110,789</b>	<b>8,794,863</b>	<b>12,143,797</b>	<b>2,596,124</b>	<b>14,739,921</b>	<b>23,534,784</b>	<b>38.8%</b>	<b>30.0%</b>	<b>37.4%</b>

## Total Californians with REAL IDs

As of May 2020, there are 7,965,684 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 the month of May 2020.

## STAFFING

**Hiring Status:** DMV has made offers on 99.9 percent of its 784 new positions. The following chart reflects the status of these hires as of May 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	123.5	7.0	113.0	112.0	112.0	112.0
III	87.0	87.0	0.0	87.0	86.0	86.0	86.0
IV	52.0	52.0	0.0	52.0	49.5	49.5	49.5
V	95.0	95.0	0.0	95.0	95.0	95.0	95.0
VI	134.0	134.0	0.0	134.0	57.0	0.0	77.0
VII	110.0	110.0	0.0	108.0	98.0	98.0	87.5
VIII	131.0	131.0	0.0	130.5	131.0	131.0	131.0
<b>Total</b>	<b>784.0</b>	<b>783.5</b>	<b>7.0</b>	<b>770.5</b>	<b>668.5</b>	<b>613.5</b>	<b>689.0</b>

### On-boarding Training Modules

- Start Here/Concierge
- Appointment Check-in
- Cash Handling
- Drive Test Check-in
- Single Station Inventory
- Touch Screen Terminals
- Four pillars of superior customer service

### Expedite Training Modules

- Driver License Record Information Requests
- Vehicle Registration Information Requests
- Return Knowledge Tests (non-commercial)
- Photo Retakes
- Personalized License Plate Assignment

All newly hired staff are expected to begin the On-boarding Training Module within two weeks of initial hire. The module takes place over two-weeks and is intended to introduce new hires to many of the support functions of the field office as well as superior customer service. Employees are immersed in the On-boarding concepts for two to four weeks until they demonstrate application of the skills. Only then do they proceed to the second module, Expedite In-Office Training.

Expedite Training introduces new hires to the work processes that are performed at the Expedite Window. This module is one week, and, at its conclusion, a new employee should be able to work independently at the Expedite Window. Both the On-boarding and Expedite Training provide a solid on-the-job knowledge base for new hires prior to their formalized classroom instruction.

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

# **CONTINUED PROCESS IMPROVEMENTS**

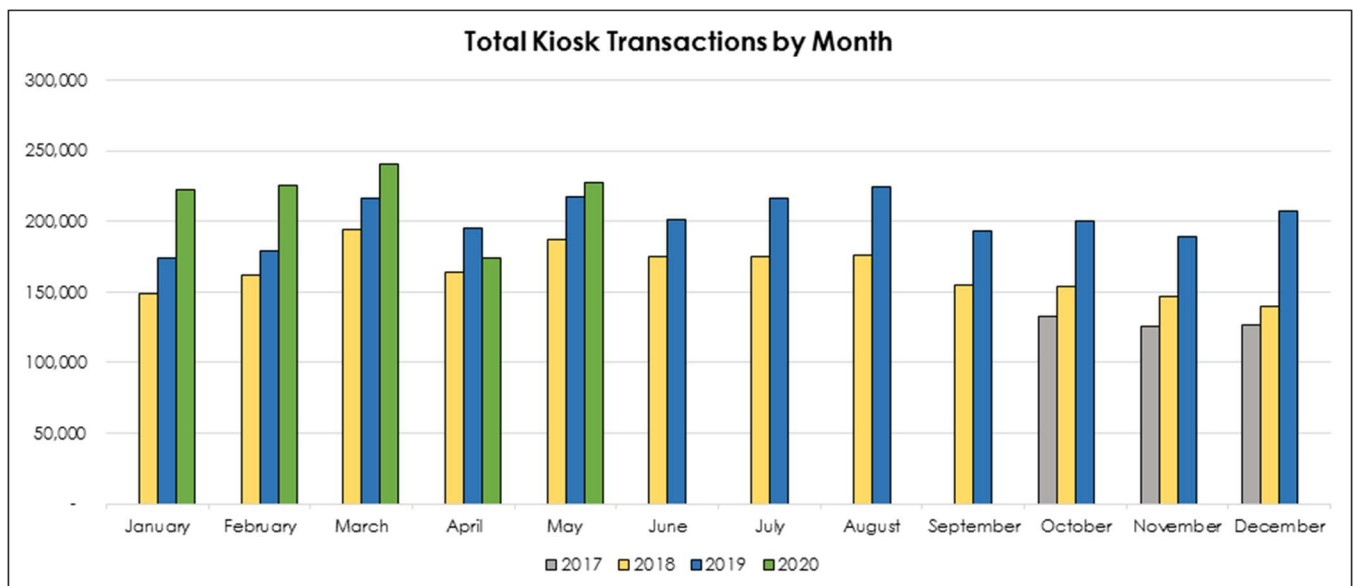
There are no updates for the month of May 2020.

## 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.

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



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



### DMV NOW Self-Service Kiosk Transactions

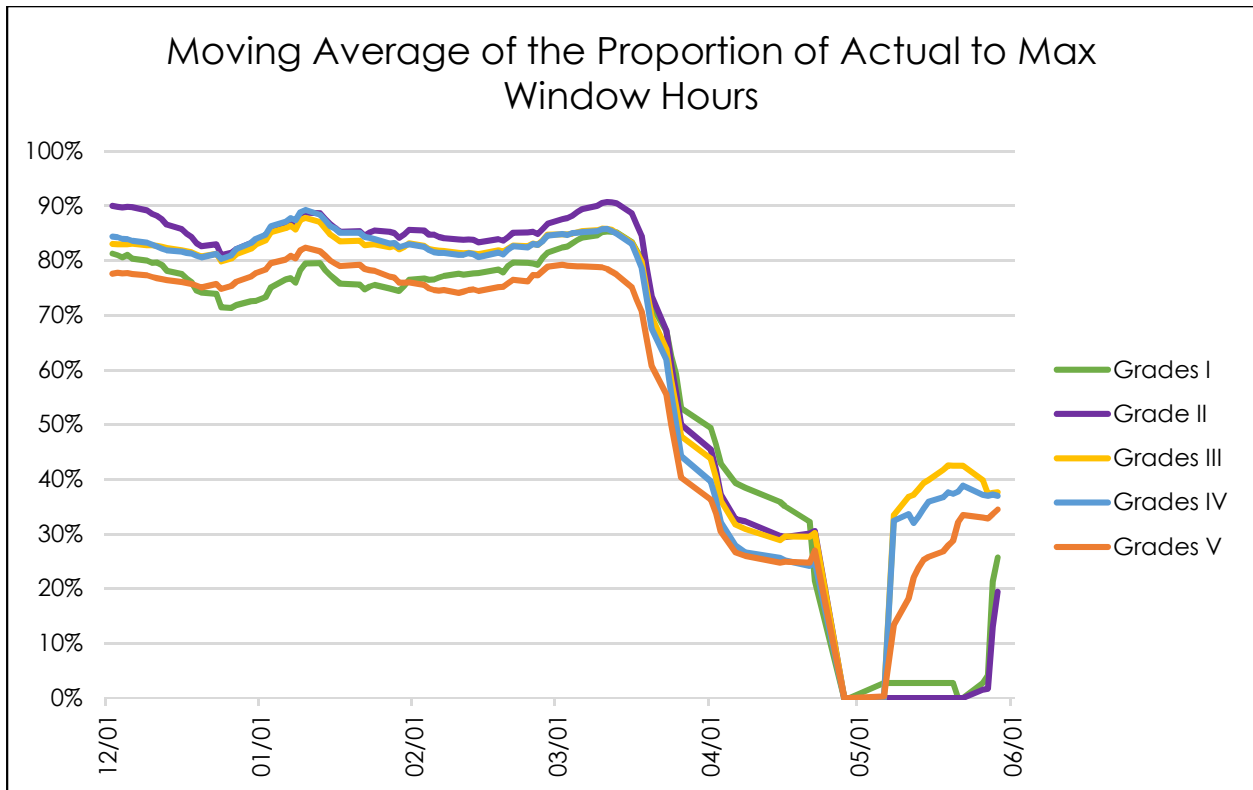
	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
<b>Oct-17</b>	122,358	10,043	N/A	92	N/A	N/A	<b>132,493</b>
<b>Nov-17</b>	114,602	10,598	N/A	94	N/A	N/A	<b>125,294</b>
<b>Dec-17</b>	113,140	12,889	N/A	86	N/A	N/A	<b>126,115</b>
<b>Jan-18</b>	131,496	17,155	N/A	151	N/A	N/A	<b>148,802</b>
<b>Feb-18</b>	139,654	22,487	N/A	149	N/A	N/A	<b>162,290</b>
<b>Mar-18</b>	164,073	29,886	N/A	184	N/A	N/A	<b>194,143</b>
<b>Apr-18</b>	136,052	27,942	N/A	184	N/A	62	<b>164,240</b>
<b>May-18</b>	154,238	32,195	N/A	239	N/A	109	<b>186,781</b>
<b>Jun-18</b>	141,716	32,825	N/A	236	N/A	177	<b>174,954</b>
<b>Jul-18</b>	139,563	34,511	N/A	245	N/A	187	<b>174,506</b>
<b>Aug-18</b>	141,483	33,979	9	270	N/A	184	<b>175,925</b>
<b>Sep-18</b>	119,632	34,666	75	199	N/A	185	<b>154,757</b>
<b>Oct-18</b>	119,112	33,663	123	203	N/A	228	<b>153,329</b>
<b>Nov-18</b>	110,526	35,771	194	157	27	249	<b>146,924</b>
<b>Dec-18</b>	100,144	39,380	238	103	23	248	<b>140,136</b>
<b>Jan-19</b>	126,200	46,863	288	150	117	302	<b>173,920</b>
<b>Feb-19</b>	127,110	50,568	281	184	159	326	<b>178,628</b>
<b>Mar-19</b>	150,882	64,586	356	190	236	373	<b>216,623</b>
<b>Apr-19</b>	134,888	58,524	367	208	159	536	<b>194,682</b>
<b>May-19</b>	150,461	65,458	440	200	222	786	<b>217,567</b>
<b>Jun-19</b>	134,997	64,315	405	236	167	653	<b>200,773</b>
<b>Jul-19</b>	152,897	61,493	461	264	200	760	<b>216,075</b>
<b>Aug-19</b>	148,232	74,521	501	265	222	958	<b>224,699</b>
<b>Sep-19</b>	118,938	73,133	479	163	157	719	<b>193,589</b>
<b>Oct-19</b>	127,110	71,472	501	150	215	883	<b>200,331</b>
<b>Nov-19</b>	111,941	75,874	351	148	171	731	<b>189,216</b>
<b>Dec-19</b>	124,321	81,574	353	115	173	805	<b>207,341</b>
<b>Jan-20</b>	130,035	90,723	383	207	227	1,028	<b>222,603</b>
<b>Feb-20</b>	129,073	94,708	377	145	243	928	<b>225,474</b>
<b>Mar-20</b>	107,368	131,976	213	118	224	578	<b>240,477</b>
<b>Apr-20</b>	379	173,974	4	3	5	20	<b>174,385</b>
<b>May-20</b>	17,528	209,280	2	2	54	214	<b>227,080</b>

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

# WINDOW HOURS

DMV reopened 25 of its 172 field offices to the public on May 8 for customers with appointments and limited in-person transactions. DMV reopened an additional 46 field offices to the public on May 28 for customers with appointments and limited in-person transactions.

**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.



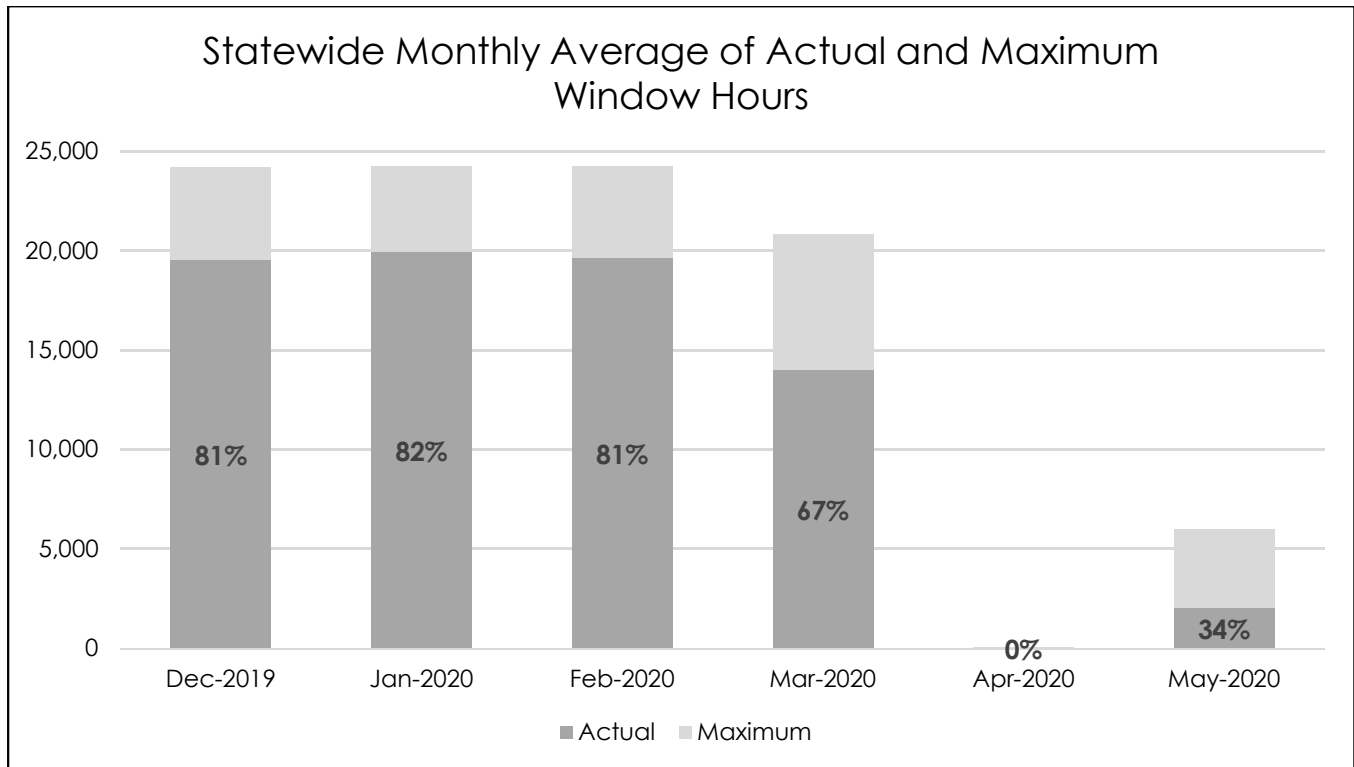
<sup>1</sup> The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of May, Saturday service was suspended in those field offices open to the public.

<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					
	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
Grade I	75%	77%	79%	71%	0%	11%
Grade II	85%	86%	85%	73%	0%	19%
Grade III	83%	84%	83%	70%	0%	36%
Grade IV	83%	85%	83%	68%	0%	35%
Grade V	78%	78%	77%	62%	0%	33%

**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.

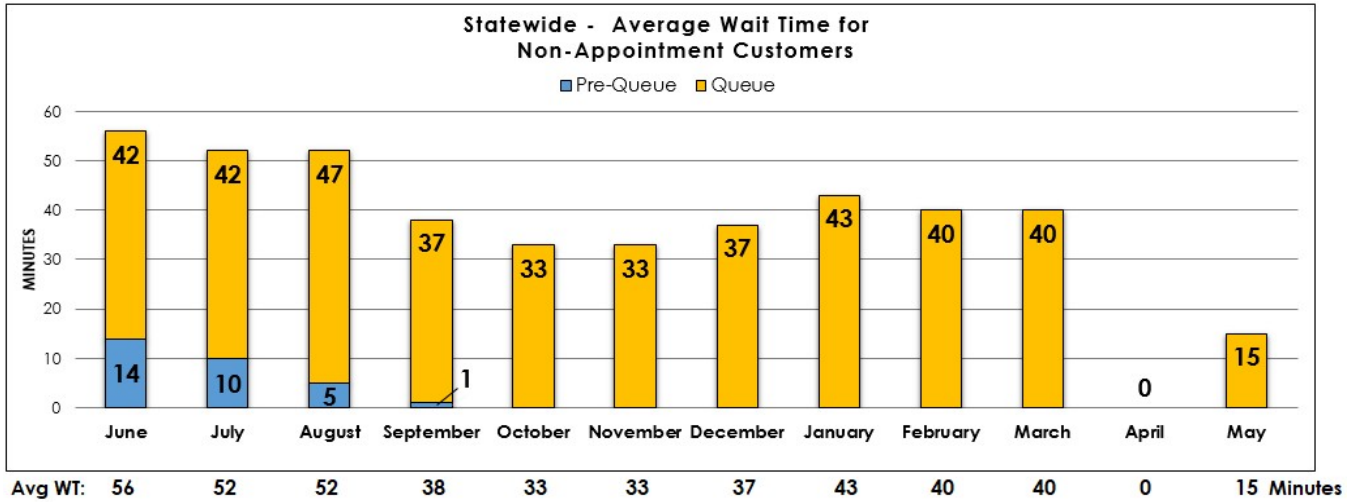


# WAIT TIMES

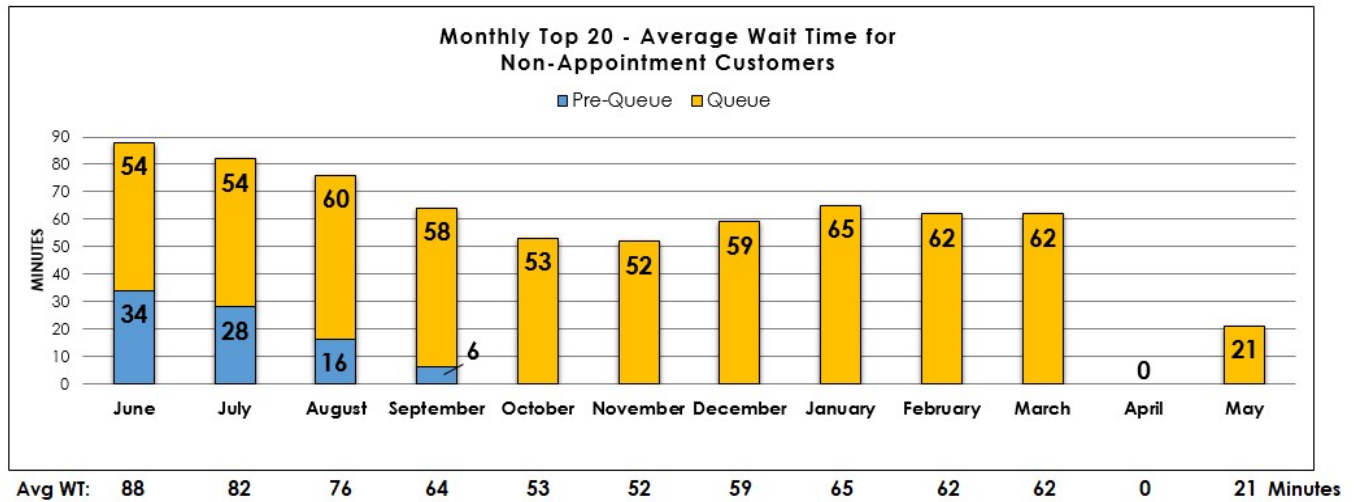
DMV reopened 25 of its 172 field offices to the public on May 8 for customers with appointments and limited in-person transactions. DMV reopened an additional 46 field offices to the public on May 28 for customers with appointments and limited in-person transactions.

May wait times for non-appointment customers averaged 15 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. Customer volumes decreased due to the service limitations and subsequent closure of field offices in response to COVID-19.

- 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 April, 2020**

Month of April, 2020	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	-	-	-	-	-	-
Grade III - 47 Offices	-	-	-	-	-	-
Grade IV/V - 68 Offices	-	-	-	-	-	-

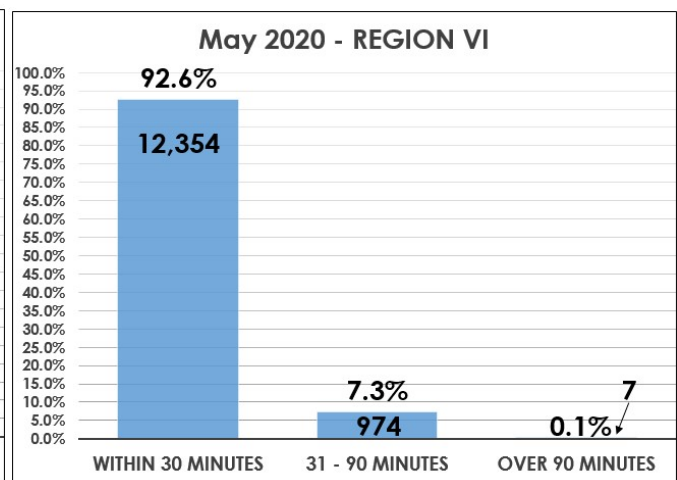
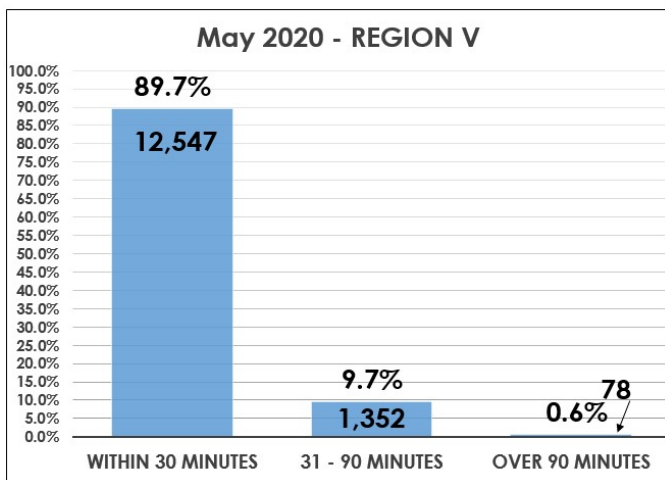
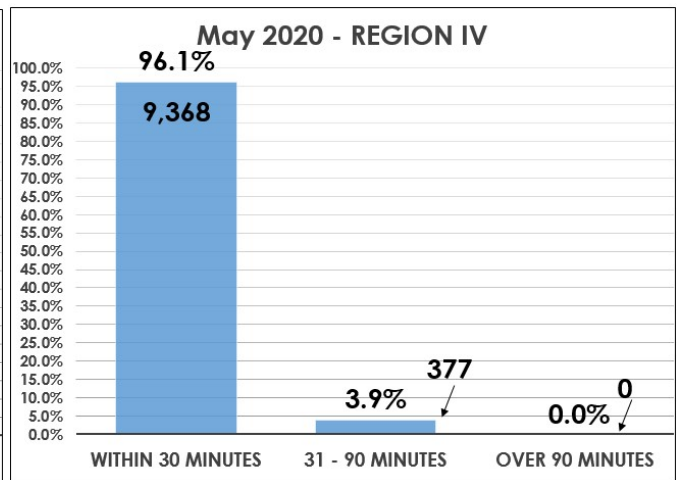
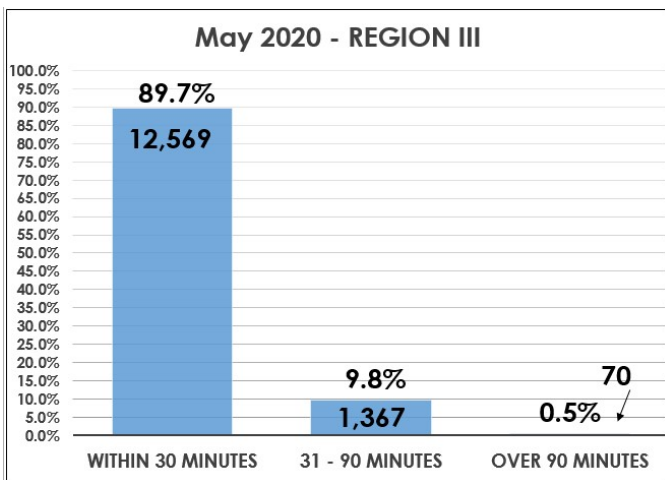
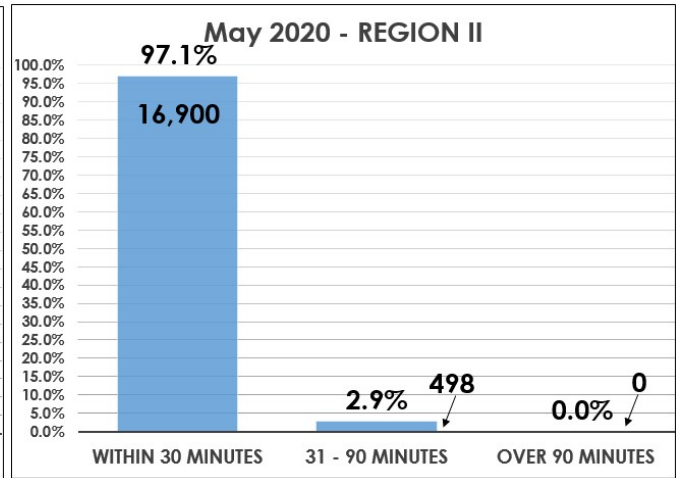
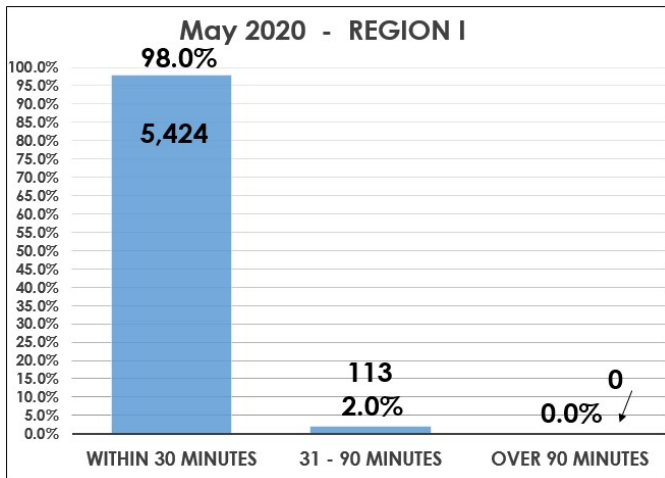
**STATEWIDE - MONTH OF May, 2020**

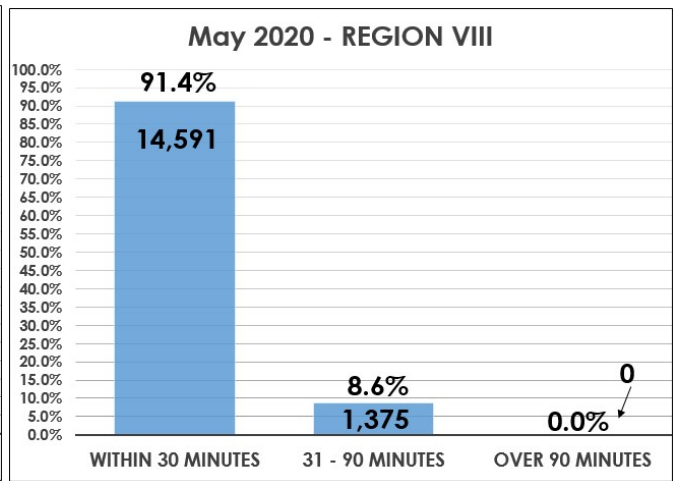
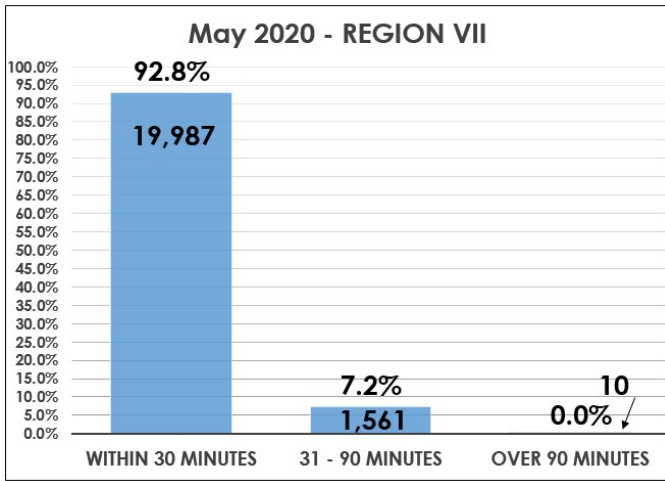
Month of May, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	120	4	351	7	471	7
Grade III - 47 Offices	7,294	16	6,562	13	13,856	15
Grade IV/V - 68 Offices	62,289	36	34,906	16	97,195	29

**DIFFERENCE BETWEEN MONTH OF May, 2020 and MONTH OF April, 2020**

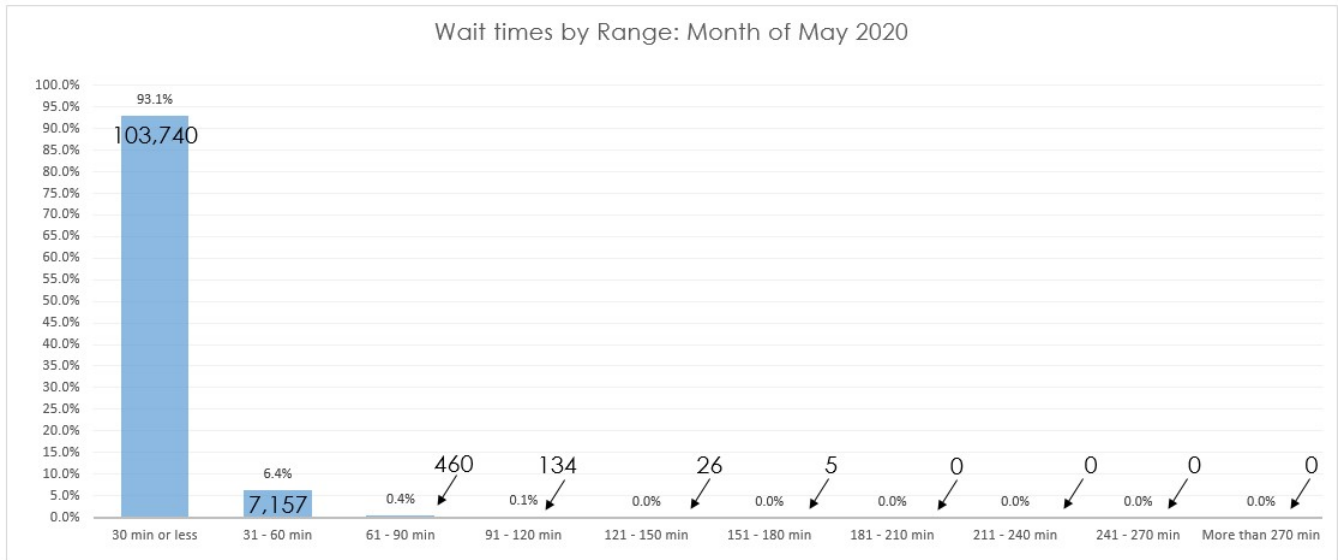
Month of May, 2020 vs Apr, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	+120	+4	+351	+7	+471	+7
Grade III - 47 Offices	+7,294	+16	+6,562	+13	+13,856	+15
Grade IV/V - 68 Offices	+62,289	+36	+34,906	+16	+97,195	+29

**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.



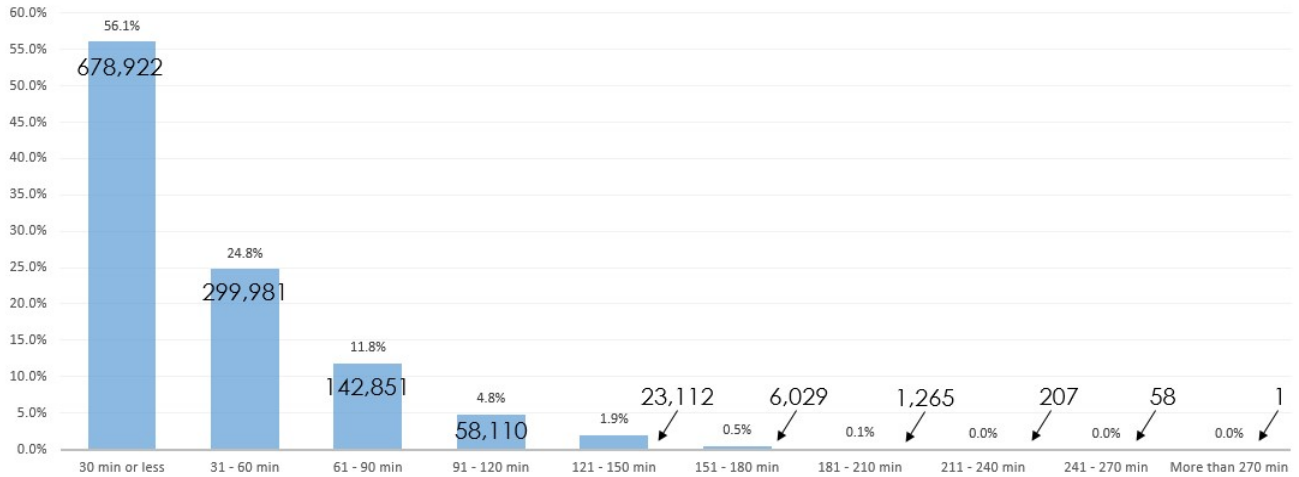


**Wait Times by Time Range - Statewide:** The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.

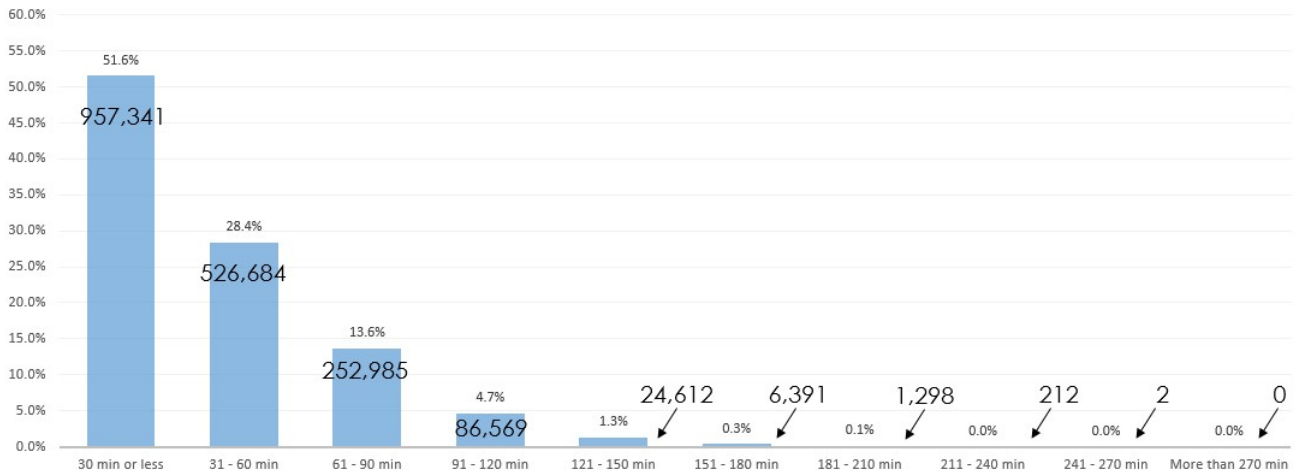


DMV field offices were closed to the public during the month of April 2020.

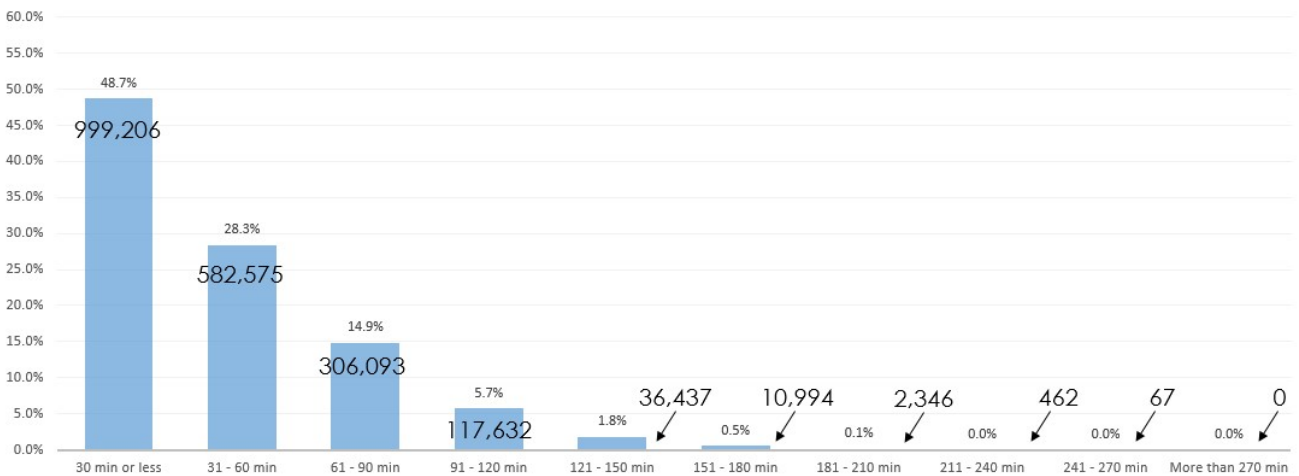
Wait times by Range: Month of March 2020



Wait times by Range: Month of February 2020

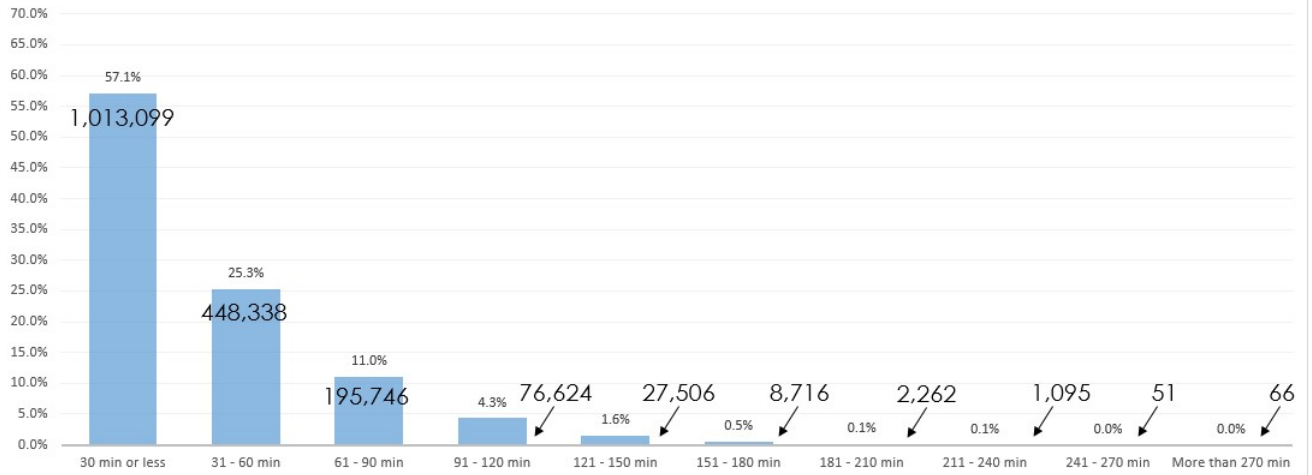


Wait times by Range: Month of January 2020





Wait times by Range: Month of December 2019



## APPENDIX A

### FIELD OFFICE AVERAGE WAIT TIMES

DMV reopened 25 of its 172 field offices to the public on May 8 for customers with appointments and limited in-person transactions. DMV reopened an additional 46 field offices to the public on May 28 for customers with appointments and limited in-person transactions.

#### Region I

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

Month of May, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	-	-	-	-
CHICO		-	-	-	-	-	-
COLUSA		57	3	8	4	65	3
CORTE MADERA		47	2	102	1	149	1
CRESCENT CITY		-	-	-	-	-	-
EUREKA		23	2	142	5	165	4
FALL RIVER MILLS		-	-	-	-	-	-
FORT BRAGG		-	-	-	-	-	-
GARBERVILLE		8	1	36	2	44	2
GRASS VALLEY		-	-	-	-	-	-
LAKEPORT		-	-	-	-	-	-
MOUNT SHASTA		-	-	1	1	1	1
<b>NOVATO</b>		-	-	-	-	-	-
OROVILLE		-	-	-	-	-	-
PETALUMA		-	-	-	-	-	-
QUINCY		-	-	-	-	-	-
RED BLUFF		-	-	-	-	-	-
<b>REDDING</b>		1,338	9	159	3	1,497	8
<b>SANTA ROSA</b>		921	5	342	8	1,263	6
SOUTH LAKE TAHOE		26	8	21	10	47	9
SUSANVILLE		-	-	-	-	-	-
TRUCKEE		-	-	-	-	-	-
UKIAH		-	-	-	-	-	-
WEAVERVILLE		-	-	-	-	-	-
WILLOWS		-	-	-	-	-	-
YREKA		-	-	-	-	-	-
<b>YUBA CITY</b>		1,610	18	696	11	2,306	16
<b>Region I (Northern CA)TOTAL</b>		<b>4,030</b>	<b>11</b>	<b>1,507</b>	<b>8</b>	<b>5,537</b>	<b>10</b>

## Region II

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

Month of May, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		2	0	3	5	5	3
DALY CITY		70	5	306	9	376	9
EL CERRITO		1	1	-	-	1	1
FREMONT		69	0	280	3	349	3
GILROY		-	-	10	8	10	8
HAYWARD		1	1	-	-	1	1
HOLLISTER		-	-	-	-	-	-
KING CITY		-	-	2	0	2	0
LOS GATOS		-	-	3	1	3	1
OAKLAND CLAREMONT		2,062	18	1,041	12	3,103	16
OAKLAND COLISEUM		49	4	221	6	270	6
PLEASANTON		13	4	191	4	204	4
REDWOOD CITY		-	-	2	0	2	0
SALINAS		1,681	20	735	11	2,416	17
SAN FRANCISCO		1,650	19	1,672	11	3,322	15
SAN JOSE		1	0	1	0	2	0
SAN JOSE DLPC	5	3,155	43	3,279	25	6,434	34
SAN MATEO		55	5	208	11	263	9
SANTA CLARA		104	3	526	8	630	7
SANTA TERESA		-	-	1	1	1	1
SEASIDE		-	-	-	-	-	-
WATSONVILLE		2	2	2	7	4	4
<b>Region II (Bay Area) TOTAL</b>		<b>8,915</b>	<b>27</b>	<b>8,483</b>	<b>16</b>	<b>17,398</b>	<b>21</b>

### REGION III

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

Month of May, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		-	-	-	-	-	-
CARMICHAEL	6	3,350	35	1,330	25	4,680	32
CONCORD	7	2,446	35	1,267	21	3,713	30
DAVIS		-	-	-	-	-	-
FAIRFIELD		28	5	272	11	300	11
FOLSOM		-	-	-	-	-	-
JACKSON		-	-	-	-	-	-
LODI		-	-	-	-	-	-
MANTECA		-	-	-	-	-	-
NAPA		-	-	-	-	-	-
PITTSBURG		46	4	424	7	470	7
PLACERVILLE		-	-	-	-	-	-
ROCKLIN		-	-	-	-	-	-
ROSEVILLE		90	6	290	14	380	12
SACRAMENTO		107	5	209	8	316	7
SACRAMENTO SOUTH		87	3	372	7	459	6
SAN ANDREAS		-	-	-	-	-	-
SONORA		-	-	-	-	-	-
STOCKTON	18	2,948	25	442	15	3,390	24
TRACY		27	5	271	8	298	8
VACAVILLE		-	-	-	-	-	-
VALLEJO		-	-	-	-	-	-
WALNUT CREEK		-	-	-	-	-	-
WOODLAND		-	-	-	-	-	-
<b>Region III (Sacramento Area) TOTAL</b>		<b>9,129</b>	<b>31</b>	<b>4,877</b>	<b>17</b>	<b>14,006</b>	<b>26</b>

## REGION IV

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

Month of May, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		-	-	-	-	-	-
<b>BAKERSFIELD</b>		1,994	18	643	11	2,637	16
BAKERSFIELD SW		-	-	-	-	-	-
BISHOP		-	-	-	-	-	-
<b>CLOVIS</b>		61	3	153	6	214	5
COALINGA		-	-	-	-	-	-
DELANO		-	-	-	-	-	-
<b>FRESNO</b>		3,160	52	559	8	3,719	45
FRESNO NORTH		40	2	74	3	114	3
HANFORD		-	-	-	-	-	-
LAKE ISABELLA		-	-	-	-	-	-
LOS BANOS		-	-	-	-	-	-
MADERA		-	-	-	-	-	-
MARIPOSA		-	-	-	-	-	-
<b>MERCED</b>		50	3	64	5	114	5
<b>MODESTO</b>		2,015	19	564	7	2,579	16
PORTERVILLE		-	-	-	-	-	-
REEDLEY		-	-	-	-	-	-
RIDGECREST		-	-	-	-	-	-
SHAFTER		-	-	-	-	-	-
TAFT		-	-	-	-	-	-
TULARE		-	-	-	-	-	-
TURLOCK		66	4	37	3	103	4
<b>VISALIA</b>		26	3	239	6	265	5
<b>Region IV (Central Valley) TOTAL</b>		<b>7,412</b>	<b>32</b>	<b>2,333</b>	<b>8</b>	<b>9,745</b>	<b>26</b>

## REGION V

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

Month of May, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		3,055	35	974	10	4,029	29
GLENDALE	4	2,859	38	1,038	28	3,897	35
GOLETA		-	-	-	-	-	-
PACOIMA DLPC		-	-	-	-	-	-
HOLLYWOOD COLE		-	-	-	-	-	-
HOLLYWOOD WEST		-	-	-	-	-	-
LANCASTER	12	2,933	51	917	18	3,850	43
LOMPOC		-	-	-	-	-	-
NEWHALL		137	9	267	12	404	11
OXNARD		-	-	-	-	-	-
PASO ROBLES		-	-	-	-	-	-
SAN LUIS OBISPO		38	4	264	12	302	11
SANTA BARBARA		-	-	-	-	-	-
SANTA MARIA		-	-	-	-	-	-
SANTA MONICA		-	-	-	-	-	-
SANTA PAULA		-	-	-	-	-	-
SIMI VALLEY		-	-	-	-	-	-
THOUSAND OAKS	2	62	11	305	33	367	29
VAN NUYS	3	107	7	497	31	604	27
VENTURA	1	74	10	450	37	524	33
WINNETKA		-	-	-	-	-	-
<b>Region V (Northern Los Angeles/Coastal Area) TOTAL</b>		<b>9,265</b>	<b>40</b>	<b>4,712</b>	<b>22</b>	<b>13,977</b>	<b>34</b>

## REGION VI

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

Month of May, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		87	3	501	8	588	8
BELLFLOWER	20	106	7	605	15	711	14
COMPTON		-	-	-	-	-	-
CULVER CITY		-	-	-	-	-	-
EL MONTE		-	-	-	-	-	-
HAWTHORNE		86	4	114	5	200	5
INGLEWOOD	14	1,958	23	924	17	2,882	21
LINCOLN PARK		-	-	-	-	-	-
LONG BEACH		-	-	-	-	-	-
LOS ANGELES		2,195	26	967	14	3,162	23
MONTEBELLO	15	3,606	39	998	17	4,604	34
PASADENA		87	3	537	14	624	13
SAN PEDRO		-	-	-	-	-	-
TORRANCE		98	6	201	11	299	10
WEST COVINA		116	4	149	4	265	4
WHITTIER		-	-	-	-	-	-
<b>Region VI (Los Angeles Area) TOTAL</b>		<b>8,339</b>	<b>29</b>	<b>4,996</b>	<b>14</b>	<b>13,335</b>	<b>24</b>

## REGION VII

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

Month of May, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		-	-	-	-	-	-
COSTA MESA		-	-	-	-	-	-
FONTANA	8	4,765	54	1,512	21	6,277	46
FULLERTON	9	4,311	43	2,487	18	6,798	34
LAGUNA HILLS		154	7	509	12	663	11
NEEDLES		-	-	-	-	-	-
NORCO		-	-	-	-	-	-
POMONA		98	4	266	5	364	5
RANCHO CUCAMONGA	13	156	13	333	17	489	16
REDLANDS		-	-	-	-	-	-
RIVERSIDE		-	-	-	-	-	-
RIVERSIDE EAST		59	2	181	3	240	3
SAN BERNARDINO		62	4	208	3	270	3
SANTA ANA		3,525	36	1,816	10	5,341	27
VICTORVILLE		105	2	317	4	422	3
WESTMINSTER	17	313	8	381	16	694	12
<b>Region VII (Orange County/Inland Empire) TOTAL</b>		<b>13,548</b>	<b>43</b>	<b>8,010</b>	<b>15</b>	<b>21,558</b>	<b>32</b>



## REGION VIII

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

Month of May, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		-	-	-	-	-	-
BLYTHE		-	-	-	-	-	-
BRAWLEY		-	-	-	-	-	-
<b>CHULA VISTA</b>		251	2	547	6	798	5
EL CAJON	11	127	7	655	18	782	16
EL CENTRO		-	-	-	-	-	-
HEMET		-	-	-	-	-	-
INDIO		-	-	-	-	-	-
OCEANSIDE		-	-	-	-	-	-
<b>PALM DESERT</b>	19	1,581	23	869	15	2,450	20
PALM SPRINGS		-	-	-	-	-	-
<b>POWAY</b>		85	9	333	12	418	12
SAN CLEMENTE		-	-	-	-	-	-
<b>SAN DIEGO CLAIREMONT</b>	16	147	9	583	17	730	15
SAN DIEGO NORMAL		2,210	21	1,449	14	3,659	18
<b>SAN MARCOS</b>	10	4,501	61	2,048	18	6,549	48
SAN YSIDRO		32	1	168	5	200	4
<b>TEMECULA</b>		131	8	249	13	380	11
TWENTYNINE PALMS		-	-	-	-	-	-
<b>Region VIII (San Diego Area) TOTAL</b>		<b>9,065</b>	<b>40</b>	<b>6,901</b>	<b>15</b>	<b>15,966</b>	<b>29</b>
<b>STATEWIDE TOTALS</b>		<b>69,703</b>	<b>34</b>	<b>41,819</b>	<b>15</b>	<b>111,522</b>	<b>27</b>

## Appendix B May 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	Credit Card Processing	Change resulting in unanticipated impact	Statewide	05/26/20	1:53 PM	05/26/20	4:58 PM	3:05	DMV self-service applications were unable to process credit and debit card payments.	Web, IVR phone system, and Kiosks were unable to complete transactions. * No workaround	Consumer self-service tools available via the DMV Website, IVR phone system and Kiosks were unable to process payments and complete transactions.	Direct: Payment processing vendor, Elavon, applied a change to the production system that resulted in an unplanned outage.	Vendor reversed change restoring services.