

Report to the
Joint Legislative Budget Committee
of the
State of California

Department of Motor Vehicles Monthly Status Update Report



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March 5, 2019

The Department of Motor Vehicles (DMV) continues to see customer wait times well below levels from last summer. DMV remains committed to reducing wait times to less than one hour (combined queue and pre-queue).

DMV's existing goals are for wait times (amount of time in the queue) not to exceed 45 minutes for customers without an appointment or 15 minutes for customers with an appointment. Additionally, DMV's existing goal for non-appointment customers is to not wait more than 15 minutes to be issued a queue ticket upon arrival at the field office and an appointment customer not to wait more than 3 minutes to be issued a queue ticket.

WAIT TIMES IN JANUARY USING NEW METHODOLOGY

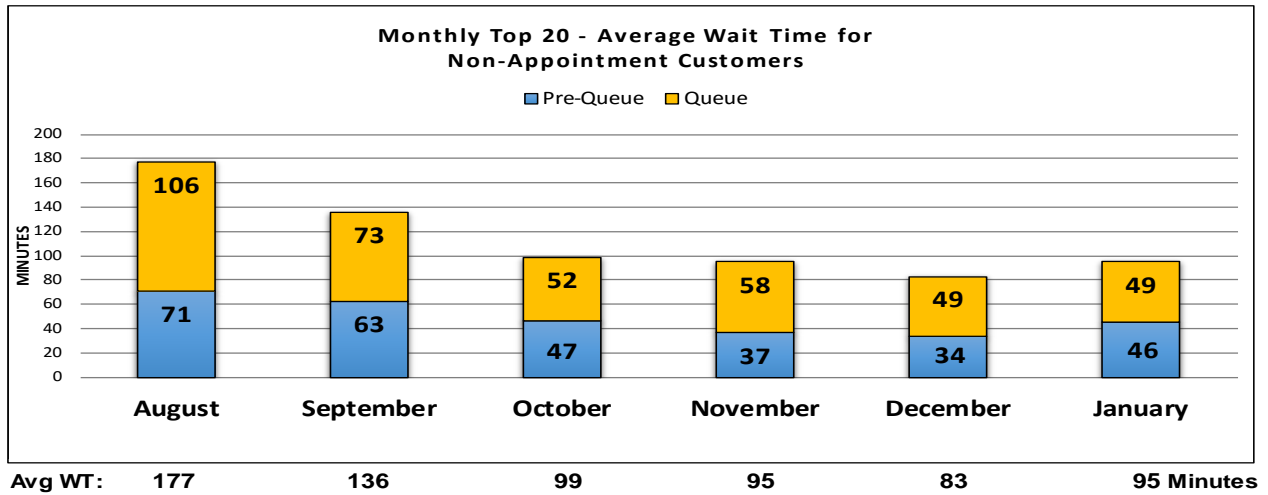
Prior to this month, DMV based its wait-time comparisons off a week-in-time for each month. Beginning the third week of July 2018, DMV began collecting wait-time data similarly for each month through December. Using the "week-in-time" model, collectively between the months of July and December 2018, prequeue and queue wait times have been reduced by an average of 86 minutes (1 hour and 26 minutes) for customers coming to a field office without an appointment. This number varies among offices, with some seeing even greater wait time reductions than others.

For added transparency, and thorough wait-time analysis, as of January 2019, DMV has six full months of wait-time comparison data and this report will now reflect a *monthly wait-time comparison* period beginning August 1, 2018 through January 31, 2019. This change in methodology will ensure that wait-time data is inclusive of each full month for the six month period providing additional data from which to compare wait-time averages. Between this six month period wait times have been reduced by an average of 57 minutes for customers without an appointment.

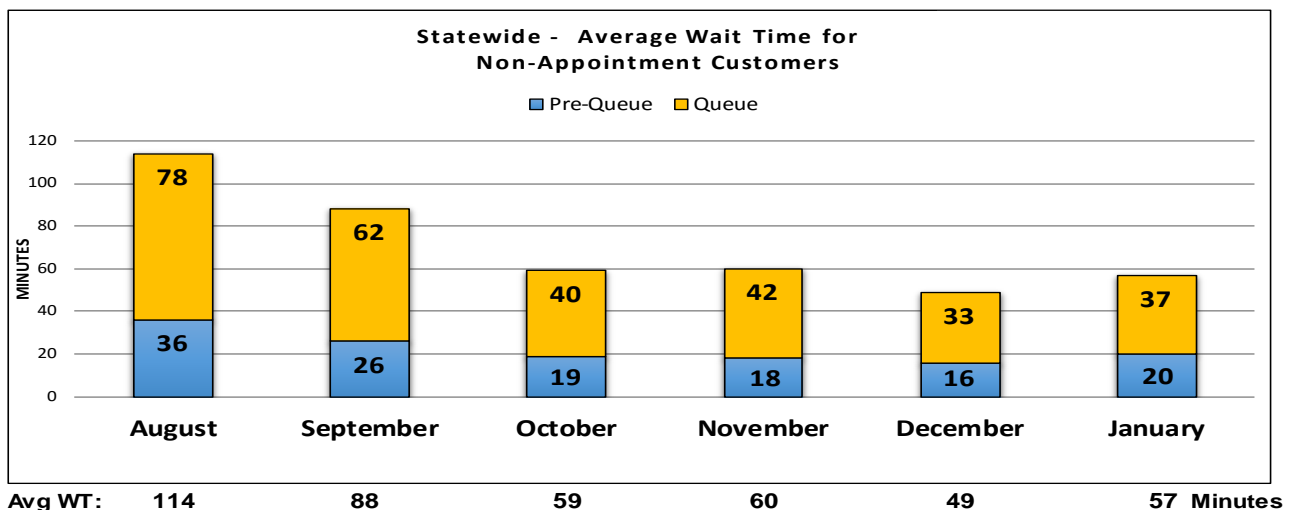
January historically has greater customer volumes compared to December, therefore wait times for non-appointment customers were slightly above target levels averaging 57 minutes (37 minutes queue time and 20 minutes pre-queue) but still under one hour total which is within DMV's goal. Those with an appointment waited an average of 14 minutes. DMV remains committed to further refining those strategies already in place and working to implement others that will allow DMV to sustain these wait time levels.

In this report, DMV continues tracking the pre-queue and queue wait times while continuing to assess all service options and how best to deliver them to our customers efficiently. Pre-queue represents the amount of time a customer waits in line prior to being issued a queue ticket. Queue represents the amount of time a customer waits upon checking-in and receiving a queue number for DMV services. The month of August is the baseline for wait time measurement capturing a full month of pre-queue and queue wait time data.

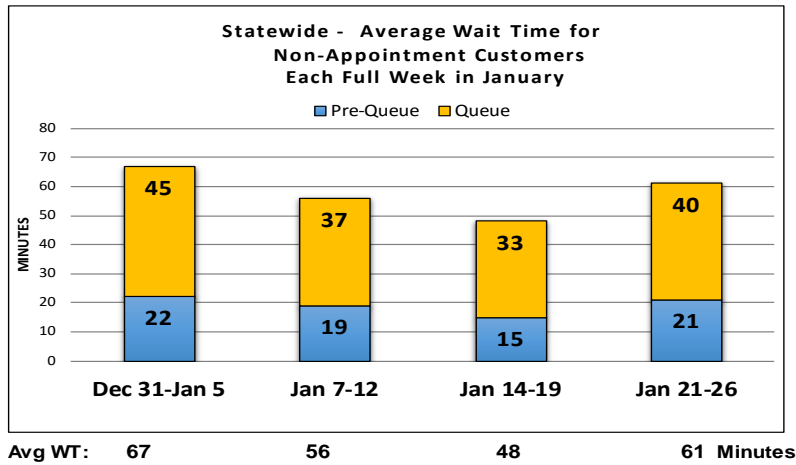
Monthly Top 20 – Average Wait Time for Non-Appointment Customers: This chart compares the average wait time for customers without an appointment at the 20 offices with the highest wait times from August 1, 2018, through January 31, 2019. September was 41 minutes lower than August, October was 37 minutes lower than September, November was 4 minutes lower than October, December was 12 minutes lower than November, and January increased by 12 minutes compared to December.



Statewide – Average Wait Time for Non-Appointment Customers: This chart compares the overall average statewide wait time for customers without an appointment during the months of August through January. September was 26 minutes lower than August, October was 29 minutes lower than September, November was 1 minute higher than October, December was 11 minutes lower than November, and January was 8 minutes higher than December. During the six-month period of August - January, a combined 57-minute reduction in pre-queue and queue wait time has been achieved.



Statewide Average Wait Time for Non-Appointment Customers Each Full Week in January: This chart illustrates the type of variability that occurs during each week. There is a 19-minute difference in wait times between the highest week (December 31-January 5) and the lowest wait-time week (January 14-19).



To provide another context of wait time reductions, 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 that serve an average of 2,000-3,300 customers per week.

Statewide – Month of August 2018: This table shows the average wait time in the various grades of field offices for the month of August.

Month of August, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
	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	36,885	18	173,033	57	14	71	209,918	50	62
Grade III - 47 Offices	93,841	22	302,538	74	26	100	396,379	62	82
Grade IV/V - 68 Offices	218,484	24	679,840	86	46	132	898,324	71	106

Statewide – Month of January 2019: This table shows the average wait time in the various grades of field offices for the month of January.

STATEWIDE - MONTH OF January, 2019

Month of January, 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	33,528	11	177,862	27	9	36	211,390	25	32
Grade III - 47 Offices	87,375	13	319,385	33	13	46	406,760	28	39
Grade IV/V - 68 Offices	202,233	15	718,611	42	25	67	920,844	36	56

Difference Between Month of January 2019 and Month of August 2018: This table illustrates the difference between August and January.

DIFFERENCE BETWEEN MONTH OF January, 2019 and MONTH OF August, 2018

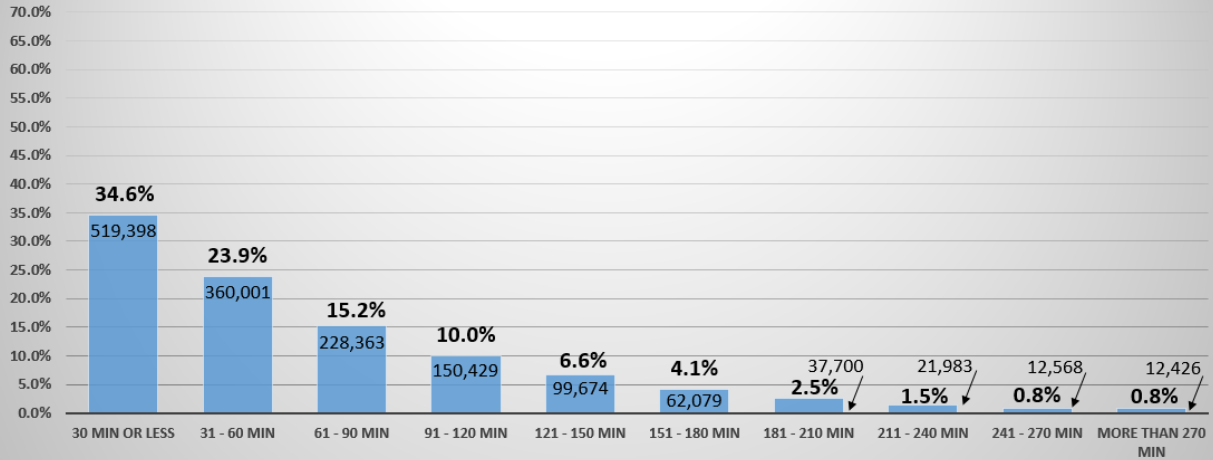
Month of Jan, 2019 vs Aug, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	(3,357)	(7)	+4,829	(30)	(5)	(35)	+1,472	(25)	(30)
Grade III - 47 Offices	(6,466)	(9)	+16,847	(41)	(13)	(54)	+10,381	(34)	(43)
Grade IV/V - 68 Offices	(16,251)	(9)	+38,771	(44)	(21)	(65)	+22,520	(35)	(50)

The overall Appt/Non-Appt' Queue and Pre-Queue wait time decreased by 50 minutes (106 minutes for August compared to 56 minutes for January) for Grade IV/V offices. Smaller offices had an average wait-time decrease of 30 minutes while mid-sized and larger offices had a decrease of 43 minutes respectively for all customers.

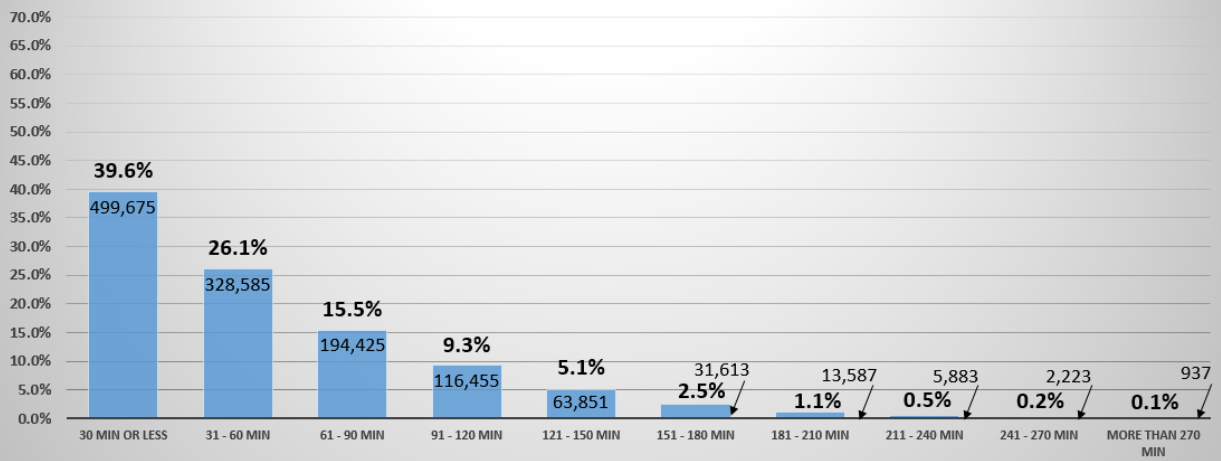
Wait Times by Range: The following charts show the number and percentage of customers whose queue wait times were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty minute increments) for the months of August through January.

DMV made significant progress in the past six months on reducing the amount of time customers are waiting in DMV field offices. For example, in August 16 percent of customers had a wait time of more than two hours. In January, that dropped to 0.8 percent. Similarly, customers waiting one hour or less improved from 58.5 percent in August to 84 percent in January. These tables are reflective of the efforts that have been made to date to lessen the amount of time customers are waiting at DMV field offices.

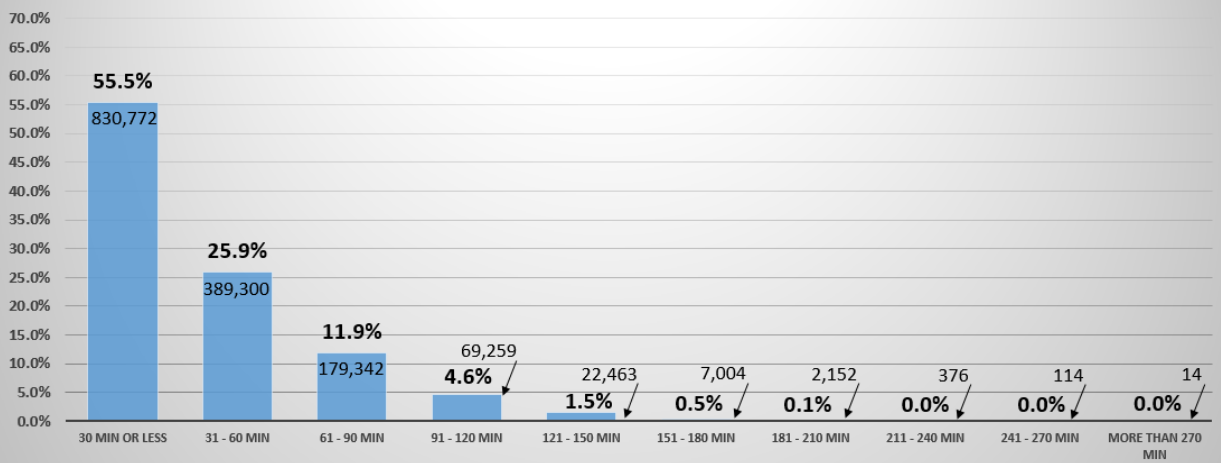
Wait Times by Range: Month of August, 2018

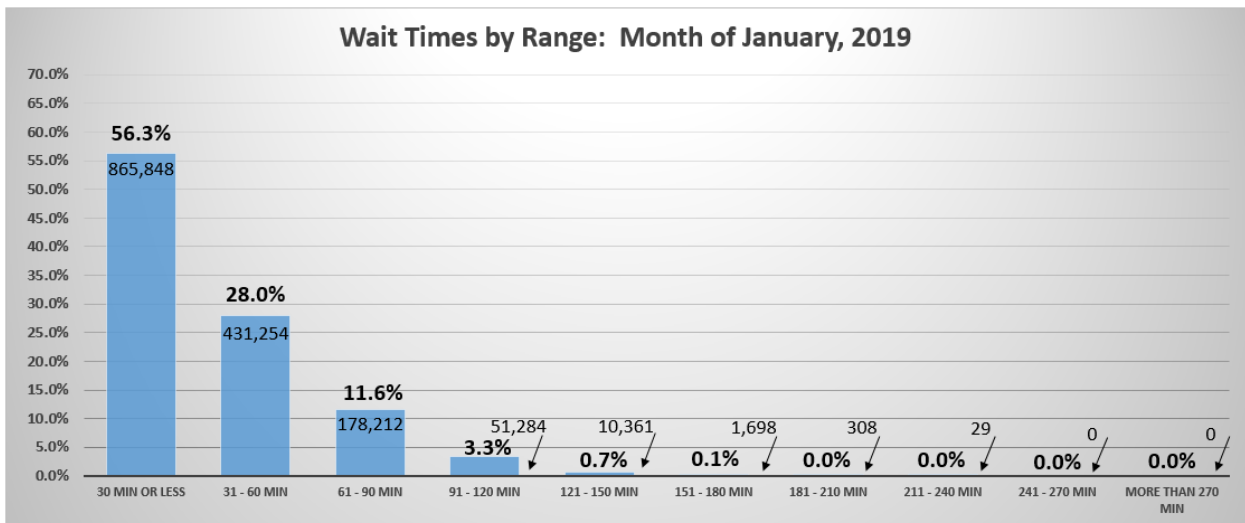
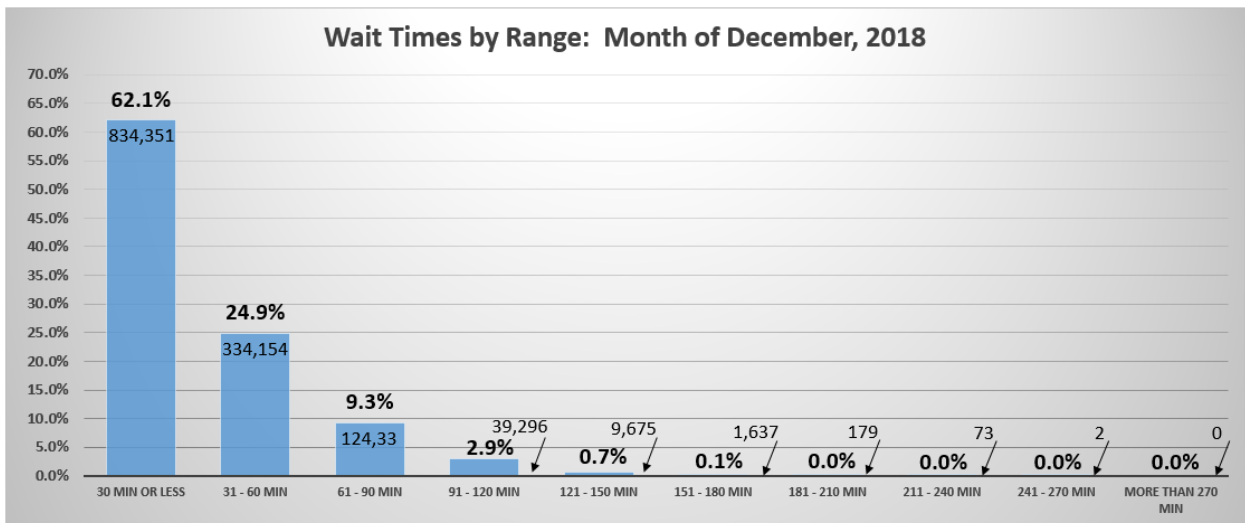
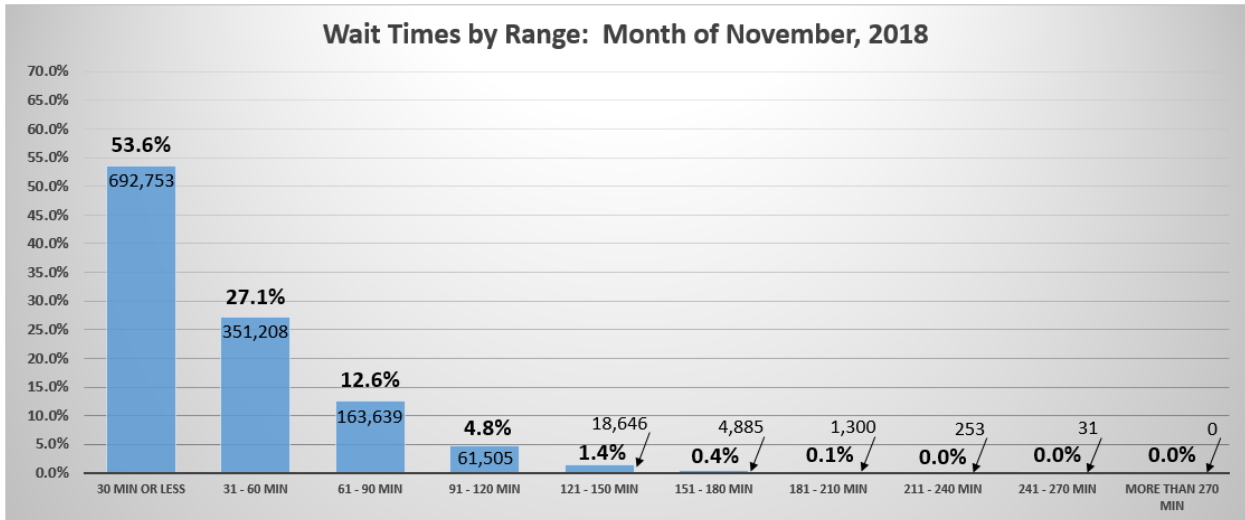


Wait Times by Range: Month of September, 2018



Wait Times by Range: Month of October, 2018





Tables at the end of this report reflect wait times for each individual field office and region across the state.

REAL ID CUSTOMERS AND WORKLOAD

The month of January saw an increase in the total number of REAL ID driver license and identification cards produced for the month, with nearly 340,000 REAL ID cards produced and issued. The percentage of cards being produced that are REAL ID continued to increase with nearly 42 percent of all cards produced in January being REAL ID. This percentage has increased every month since REAL ID cards were first issued. The table below shows the number of REAL ID cards that have been produced each month since the program began on January 22, 2018. To date, almost 2.8 million REAL ID driver license and ID cards have been produced and issued. The table also shows the number of federal non-compliant cards produced along with the percentage of each.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID CARDS	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%
GRAND TOTALS	2,337,924	453,764	2,791,688	5,837,065	1,177,796	7,014,861	9,806,549	28.6%	27.8%	28.5%

Increased Website Visibility of the Customer Interactive Check-List: The REAL ID Interactive Check-List provides customers with an easy to review check-list of documents and information in order to obtain a REAL ID. The placement of the REAL ID customer interactive check-list on the DMV web-site was reviewed and assessed. In December 2018, the interactive check-list was moved to a better location on the DMV web-site to increase visibility and its use. This change has resulted in increased traffic to this check-list.

In November 2018, prior to this change, this information was accessed by approximately 50,000 customers. In December 2018, that total increased to 110,000 customers, and in January the total traffic to the REAL ID interactive check-list reached 201,000 customers. We continue to explore methods and opportunities to increase customer awareness and preparedness.

HIRING AND ABSENTEEISM

Hiring: In the month of January, DMV continued to hire new staff. The primary focus was on hiring and filling civil service positions.

- As of January 31, 2018, the following job offers have been made since July 1, 2018:
 - 1,130 Civil Service Appointments made – 561 have already started
 - 698 Emergency Hires made – 469 have already started
 - 148 Retired Annuitants hired – 128 have already started
- The new hires filled the authorized positions for REAL ID and positions in field offices that have become vacant through transfers, promotions, and retirements.

Absenteeism: The Absenteeism Task Force met in January and expanded its membership to include representatives from other DMV divisions, with the Human Resources Branch acting as lead. At their next meeting, the Task Force will develop recommendations to improve collection of absenteeism data and to reduce the absenteeism rate, which continues to be at 6.1 percent.

DMV reached out to equivalent departments in Washington, Oregon, Illinois, and New York, and to California State human resources offices, and found they do not have readily available absenteeism data or definitions.

DMV continues work on the Wellness Expansion Initiative. DMV distributed the All-Employee Wellness Survey on January 30, 2019, with a February 15 deadline. DMV anticipates the survey results will be available by mid-March.

INFORMATION TECHNOLOGY MODERNIZATION

During the month of January, DMV discussed plans with our self-service terminal kiosk vendor to add 200 more kiosks in 2019; 25 in field offices and 175 in retail locations throughout California. The goal is to have 100 kiosks deployed by May and the remaining 100 by July 2019.

DMV plans to add 10 languages to the kiosks in spring of 2019: Arabic, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Tagalog, and Vietnamese. Currently there are 160 kiosks statewide: 70 in DMV field offices, 77 retail locations, 3 libraries, 1 at University of California, Irvine, 8 AAA (Northern California) and 1 in the Mendota City Hall.

By August 31, 2019, the following new services will be added to the DMV Web site:

- Duplicate registration card
- Duplicate vehicle registration sticker

By December 31, 2019, the following two new services will be added to self-service terminal kiosks:

- Driver record
- Vehicle record
- Duplicate registration card and sticker

DMV is excited to offer many more self-service kiosks and looks forward to identifying additional ways in which the kiosks can be used to allow customers to complete their DMV transactions.

The following chart identifies the number of transactions completed at the self-service kiosks since October 2017, with notable increases in transactions at retail outlets.

Self-Service Terminal Kiosk Transactions

	DMV Field Offices	Retail Locations	Libraries	UC Irvine	TOTAL
Oct-17	122,358	10,043	N/A	92	132,493
Nov-17	114,602	10,598	N/A	94	125,294
Dec-17	113,140	12,889	N/A	86	126,115
Jan-18	131,496	17,155	N/A	151	148,802
Feb-18	139,654	22,487	N/A	149	162,290
Mar-18	164,073	29,886	N/A	184	194,143
Apr-18	136,052	27,942	N/A	184	164,178
May-18	154,238	32,195	N/A	239	186,672
Jun-18	141,716	32,825	N/A	236	174,777
Jul-18	139,563	34,511	N/A	245	174,319
Aug-18	141,483	33,979	9	270	175,741
Sep-18	119,632	34,666	75	199	154,572
Oct-18	119,112	33,663	123	203	153,101
Nov-18	110,526	35,771	194	157	146,648
Dec-18	100,144	39,380	238	103	139,865
Jan-19	126,200	46,863	288	150	173,618

CONTINUED PROCESS IMPROVEMENTS:

Lean Six Sigma: In October 2018, the San Jose Driver License Processing Center (DLPC) became the first office to implement a new Centralized Document Review (CDR) process as its operational standard. This process includes the prescreening of documents such as birth certificates, passports, residency, and social security cards at a centralized location while customers wait for their queue number to be called. When the applicant arrives at a technician window, this document review is already complete and reduces the transaction processing time. This new process had previously been piloted in the San Jose DLPC and proved to have efficiencies in the processing of a driver license or ID card transaction. In the month of November 2018, this model was implemented in the Stanton DLPC. The Granada Hills DLPC and Hollywood-Cole field office both adopted this as their operational standard in December 2018. In the month of January, the Pasadena field office became the fifth field office to adopt the CDR process. The effort has revealed that this model of document pre-screening is most effective in those offices whose primary workload is driver licensing. These five offices that have converted to the CDR methodology are either all driver license-only field offices, or those offices that process a high volume of driver license transactions. Ongoing evaluation of offices is underway to identify additional field locations that are best suited to adopt the CDR process.

Additional Lean Six Sigma efforts are scheduled in March for the Los Angeles field office. This effort will focus on the customer experience, customer path of travel in the office as well as recommendations for process improvement. The Los Angeles field office is DMV's only two-story facility and as such, poses unique opportunities for improvement and process flow.

Consistency Training: DMV has continued its efforts to develop training material, including training videos, to reinforce the importance of consistency in the customer service initiatives implemented at the field offices. In the month of December 2018, two new training videos were completed that focus on specific details of triaging the customer wait lines and proper queue management. These new videos were used as part of statewide employee training on January 16 and January 23. Future consistency training is scheduled to be released in April that will serve as a REAL ID refresher training course and will coincide with DMV requiring two residency documents for REAL ID applicants.

Progress has been made over the past several months in reducing wait times at DMV field offices. Average wait times remain below targeted levels. DMV remains committed to focusing on and working with those field offices with the highest wait times and to work to maintain appropriate and acceptable service levels at all offices. DMV continues to look at any additional opportunities to further lower wait times and make the process of completing transactions at field offices as convenient and efficient as possible, while also finding more ways to offer these services outside of the field offices.

Speaker's Bureau: The DMV Speakers Bureau offers in-person presentations for large groups. The topic is currently focused on the REAL ID driver license and identification card program. The goal is to have REAL ID applicants visit a DMV office with all the correct documentation.

The Speaker's Bureau currently has the following events scheduled or pending:

Date	Host	Time	Location	City
02/28/19	Kiwanis Club	12:00 PM	Black Bear Diner - 807 Camino Ramon	Danville
03/06/19	Mojave Desert Air Quality	11:00 AM	14306 Park Avenue	Victorville
03/11/19	Senator Portantino	2:00 PM	Sierra Madre Hart Park - 222 W. Sierra Madre Blvd	Sierra Madre
03/28/19	Senator Galgiani	6:00 PM	San Joaquin County Government Building	Modesto
04/04/19	Senator Galgiani	6:00 PM	TBD	Manteca
04/25/19	Assemblymember Nazarian	6:30 PM	Van Nuys State Building Auditorium - 6150 Van Nuys Blvd	Van Nuys
TBD April	Senator Portantino	TBD	Villa Scalabrini - 10631 Vinedale Street	Sun Valley
05/21/19	Florence Sylvester Senior	10:00 AM	23535 Moulton Parkway	Laguna Hills
05/21/19	Mercy Housing Senior	3:00 PM	2240 Lincoln Ave	Anaheim
06/26/19	High Desert Association of Realtors	8:00 AM	El Pescador Seafood and Mexican Grill - 14144 Green Tree Blvd	Victorville

Airport Messaging: Revised REAL ID marketing materials are being distributed to California airports in the form of posters, digital/electronic messaging, videos and web-based materials. The following airports are collaborating with the DMV to share information with passengers in order to make them aware of the new federal ID requirements and how to apply for a REAL ID driver license or identification card.

- Burbank
- Fresno
- Humboldt

- John Wayne (Orange County)
- Los Angeles International
- Long Beach
- Oakland
- Ontario
- Palm Springs
- Sacramento
- San Diego
- San Jose
- Santa Barbara
- Santa Rosa
- San Francisco
- Stockton

The DMV will be reviewing the findings in Spring 2019, of the Department of Finance Performance Audit and implement changes to information technology and customer service as appropriate. It will also review the findings from the DMV Reinvention Strike Team.

FIELD OFFICE AVERAGE WAIT TIMES

Region I

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

Month of January, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jan Top 20	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
AUBURN		1,187	6	4,501	15	5	20	5,688	13	17
CHICO		1,192	19	5,316	43	12	55	6,508	39	49
COLUSA		145	5	2,361	19	4	23	2,506	18	22
ALTURAS		13	13	1,152	5	11	16	1,165	5	16
FALL RIVER MILLS		4	2	737	5	3	8	741	5	8
QUINCY		4	7	1,468	14	2	15	1,472	14	15
CORTE MADERA		2,106	15	4,607	36	17	53	6,713	30	41
CRESCENT CITY		137	4	2,183	19	5	24	2,320	18	23
DALY CITY		3,913	28	11,229	62	14	76	15,142	53	64
EUREKA		1,059	5	4,349	16	10	26	5,408	14	22
FORT BRAGG		104	12	1,768	34	7	41	1,872	32	39
GRASS VALLEY		984	10	3,427	25	5	30	4,411	21	25
GARBERVILLE		89	3	1,292	19	5	24	1,381	18	23
LAKEPORT		167	6	2,915	32	9	41	3,082	30	39
MOUNT SHASTA		110	7	1,847	19	6	25	1,957	18	24
OROVILLE		503	22	4,066	40	5	44	4,569	38	42
PARADISE		-	-	-	-	-	-	-	-	-
SUSANVILLE		192	7	1,822	24	3	27	2,014	22	25
WEAVERVILLE		44	3	1,256	6	1	6	1,300	6	6
WILLOWS		301	10	2,242	23	2	25	2,543	22	23
YREKA		285	8	1,806	28	2	30	2,091	25	27
NOVATO	12	889	9	4,678	27	62	90	5,567	24	77
PETALUMA		1,910	11	5,475	29	14	43	7,385	24	35
RED BLUFF		1,104	9	4,141	19	9	28	5,245	17	24
REDDING		2,280	8	6,209	23	-	23	8,489	19	19
ROCKLIN		2,016	9	6,171	26	13	38	8,187	22	31
ROSEVILLE		3,557	11	10,336	40	12	52	13,893	32	41
SAN FRANCISCO		4,175	20	9,184	45	27	72	13,359	37	56
SANTA ROSA		2,428	20	8,270	43	18	60	10,698	37	51
TRUCKEE		267	10	2,218	31	2	33	2,485	29	31
UKIAH		412	9	4,020	38	5	43	4,432	35	40
YUBA CITY		2,998	13	6,694	43	-	43	9,692	34	34
Region I (Northern CA)TOTAL		34,575	15	127,740	34	12	46	162,315	30	39

Saturday Service in 62 Offices

Region II

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

Month of January, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jan Top 20	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
CAPITOLA		1,294	8	6,356	13	4	17	7,650	12	15
FREMONT		1,605	13	8,196	23	14	38	9,801	22	34
GILROY		1,133	10	5,718	13	11	23	6,851	12	21
HAYWARD		2,231	13	8,978	20	34	54	11,209	18	46
HOLLISTER		453	11	2,836	17	7	24	3,289	16	22
KING CITY		537	8	2,819	14	15	29	3,356	13	25
WATSONVILLE		845	17	3,151	26	24	51	3,996	24	44
LOS GATOS		1,832	16	7,856	26	6	32	9,688	24	29
OAKLAND CLAREMONT		2,639	18	9,316	33	17	50	11,955	30	43
OAKLAND COLISEUM		2,703	24	9,789	52	23	76	12,492	46	65
PLEASANTON		2,475	26	7,983	40	35	75	10,458	36	63
REDWOOD CITY		2,184	22	8,292	37	23	60	10,476	34	52
SALINAS		1,863	16	6,375	28	14	42	8,238	25	37
SAN JOSE		3,493	9	10,243	19	21	39	13,736	16	32
SAN JOSE DLPC		3,181	18	11,753	30	13	43	14,934	27	37
SAN MATEO		1,240	11	8,991	25	25	50	10,231	23	45
SANTA CLARA		3,137	14	13,533	30	19	49	16,670	27	43
SANTA TERESA		1,626	15	8,407	39	8	48	10,033	35	42
SEASIDE		1,529	6	6,683	14	8	22	8,212	13	19
Region II (Bay Area) TOTAL		36,000	16	147,275	28	18	46	183,275	26	40

Saturday Service in 62 Offices

Region III

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

Month of January, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jan Top 20	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
CARMICHAEL		2,771	16	11,808	42	21	63	14,579	37	54
CONCORD		484	12	10,397	35	14	49	10,881	34	47
DAVIS		1,903	15	3,246	37	8	45	5,149	29	34
EL CERRITO		3,127	17	8,611	36	23	59	11,738	31	48
FAIRFIELD		2,121	12	7,190	34	10	45	9,311	29	37
FOLSOM		3,259	16	7,249	30	23	53	10,508	26	42
LODI		2,245	17	4,832	46	16	61	7,077	36	47
MANTECA		2,299	16	6,517	46	7	53	8,816	38	43
NAPA		936	4	8,609	9	5	14	9,545	9	13
PITTSBURG		2,039	30	8,419	39	17	56	10,458	38	51
PLACERVILLE		1,110	13	3,362	42	6	49	4,472	35	40
JACKSON		205	4	2,769	24	1	25	2,974	22	24
SAN ANDREAS		333	5	2,414	19	2	22	2,747	18	20
SOUTH LAKE TAHOE		280	9	2,273	26	7	34	2,553	24	31
SACRAMENTO		3,942	9	14,455	31	26	56	18,397	26	46
SONORA		981	15	2,903	32	7	39	3,884	28	33
SACRAMENTO SOUTH		3,911	22	11,067	51	15	67	14,978	44	55
STOCKTON		2,509	10	10,663	37	27	64	13,172	32	54
TRACY		1,087	14	8,307	30	10	40	9,394	28	37
VACAVILLE		1,950	13	4,474	42	9	50	6,424	33	39
VALLEJO		1,256	12	5,677	31	-	31	6,933	27	27
WALNUT CREEK		1,264	6	5,266	25	27	52	6,530	21	43
WOODLAND		987	11	4,438	43	6	49	5,425	37	42
Region III (Sacramento Area) TOTAL		40,999	15	154,946	35	15	50	195,945	31	43

Saturday Service in 62 Offices

Region IV

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

Month of January, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jan Top 20	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
ARVIN		614	7	4,211	22	7	29	4,825	20	27
BAKERSFIELD		1,291	9	6,617	36	17	53	7,908	32	46
CLOVIS		2,657	13	7,471	35	27	62	10,128	29	49
DELANO		742	8	5,435	30	8	38	6,177	27	34
FRESNO		3,227	13	11,542	35	9	44	14,769	30	37
FRESNO NORTH		1,549	12	5,507	28	8	36	7,056	24	31
HANFORD		1,217	10	5,545	31	6	37	6,762	27	32
LANCASTER		5,139	17	14,760	35	12	47	19,899	30	39
LOS BANOS		487	9	4,879	27	11	38	5,366	26	36
MADERA		596	12	5,142	40	11	51	5,738	37	47
MERCED		1,816	11	5,562	29	9	38	7,378	25	32
MODESTO		3,289	17	9,439	39	27	66	12,728	33	54
PORTERVILLE		1,049	21	4,537	31	15	47	5,586	29	42
REEDLEY		1,348	14	6,126	36	17	53	7,474	32	46
RIDGECREST		145	5	2,367	15	-	15	2,512	14	14
BISHOP		47	7	671	31	8	39	718	29	37
COALINGA		234	9	2,631	19	3	22	2,865	18	21
LAKE ISABELLA		101	9	1,184	13	8	21	1,285	13	20
MARIPOSA		120	7	681	17	9	26	801	15	23
SHAFTER		812	15	3,209	29	6	34	4,021	26	30
BAKERSFIELD SW		1,359	9	11,467	41	4	44	12,826	37	41
TAFT		199	4	2,122	8	2	10	2,321	8	10
TULARE		1,036	12	5,787	30	9	39	6,823	27	35
TURLOCK		1,744	13	7,086	36	9	45	8,830	31	38
VISALIA		1,393	9	6,256	20	10	30	7,649	18	26
Region IV (Central Valley) TOTAL		32,211	13	140,234	32	12	44	172,445	28	38

Saturday Service in 62 Offices

Region V

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

Month of January, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jan Top 20	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
ARLETA		3,845	14	12,005	36	34	70	15,850	31	56
CULVER CITY		3,269	17	8,323	43	30	73	11,592	36	57
GLENDALE		3,792	5	12,476	31	38	69	16,268	25	54
GOLETA		996	8	4,080	24	16	40	5,076	21	34
HOLLYWOOD COLE	3	2,205	18	7,517	52	59	112	9,722	45	90
HOLLYWOOD WEST		1,982	5	6,902	28	13	42	8,884	23	33
GRANADA HILLS DLPC		2,062	19	8,102	39	24	63	10,164	35	54
NEWHALL		2,568	15	7,100	45	23	69	9,668	37	54
OXNARD		1,966	9	6,826	43	17	60	8,792	36	49
PASO ROBLES		1,099	17	3,173	39	13	52	4,272	33	43
LOMPOC		1,661	13	3,810	34	9	43	5,471	28	34
SAN LUIS OBISPO		1,978	16	4,348	36	16	51	6,326	30	40
SANTA BARBARA		855	13	4,061	44	7	51	4,916	39	44
SANTA MARIA		1,516	8	6,461	42	13	55	7,977	35	46
SANTA MONICA	15	1,986	14	10,082	51	35	86	12,068	45	74
SANTA PAULA		642	9	6,191	33	11	45	6,833	31	41
SIMI VALLEY		1,357	10	6,195	30	22	52	7,552	27	44
THOUSAND OAKS		1,373	9	8,418	34	16	50	9,791	31	45
VAN NUYS	8	3,105	16	12,420	50	47	97	15,525	43	81
VENTURA		2,551	8	8,359	33	10	42	10,910	27	34
WINNETKA		3,190	12	9,566	41	-	41	12,756	33	33
Region V (Northern Los Angeles/Coastal Area) TOTAL		43,998	12	156,415	39	24	63	200,413	33	52
Saturday Service in 62 Offices										

Region VI

DEPARTMENT of MOTOR VEHICLES

Average Wait Time by Field Office

Month of January, 2019

Month of January, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jan Top 20	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
BELL GARDENS	17	3,148	17	9,907	42	39	82	13,055	36	66
BELLFLOWER	10	3,849	16	10,477	49	45	94	14,326	40	73
COMPTON	11	2,873	15	8,745	41	49	90	11,618	35	72
EL MONTE	4	2,658	18	8,157	46	62	108	10,815	39	86
HAWTHORNE	13	3,560	30	10,255	56	33	89	13,815	49	74
INGLEWOOD		1,846	16	8,085	41	33	74	9,931	36	63
LINCOLN PARK	14	2,550	13	9,361	49	39	89	11,911	41	72
LONG BEACH		2,387	9	12,715	21	43	64	15,102	19	55
LOS ANGELES	7	4,191	22	12,797	64	37	101	16,988	54	81
MONTEBELLO	19	3,221	14	7,261	43	36	79	10,482	34	59
PASADENA	5	4,971	14	10,649	42	66	108	15,620	34	78
SAN PEDRO		2,332	12	7,353	36	12	48	9,685	30	39
TORRANCE	6	3,273	23	7,078	42	64	106	10,351	36	80
WEST COVINA	2	4,531	18	10,786	54	65	119	15,317	44	89
Region VI (Los Angeles Area) TOTAL		45,390	18	133,626	45	45	90	179,016	38	72

Saturday Service in 62 Offices

Region VII

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

Month of January, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jan Top 20	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
BARSTOW		1,211	11	4,363	31	5	36	5,574	27	31
RIVERSIDE EAST		4,868	10	11,534	40	10	50	16,402	31	38
FONTANA		4,761	12	15,920	41	14	56	20,681	34	46
FULLERTON		4,265	17	15,527	59	15	73	19,792	50	61
NEEDLES		185	10	870	29	5	34	1,055	26	30
NORCO		2,692	20	8,891	58	13	70	11,583	49	59
POMONA		3,916	15	13,200	54	14	68	17,116	45	56
RANCHO CUCAMONGA	20	3,761	19	12,244	47	31	78	16,005	41	64
REDLANDS		2,272	19	6,587	47	7	54	8,859	40	45
RIVERSIDE		3,052	11	9,274	48	6	55	12,326	39	44
SAN BERNARDINO		2,805	8	13,637	34	20	54	16,442	29	46
SANTA ANA		4,211	10	15,371	36	14	50	19,582	31	41
STANTON DLPC	18	4,230	16	12,204	58	22	80	16,434	47	63
VICTORVILLE		3,493	21	12,184	56	11	67	15,677	48	57
WESTMINSTER		2,672	9	9,705	42	18	60	12,377	35	49
WHITTIER		3,469	13	13,195	55	21	76	16,664	46	63
Region VII (Orange County/Inland Empire) TOTAL		51,863	14	174,706	47	15	62	226,569	40	51

Saturday Service in 62 Offices

Region VIII

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

Month of January, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jan Top 20	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
BANNING		1,923	13	6,238	41	10	51	8,161	35	42
BRAWLEY		556	10	5,460	27	8	35	6,016	25	33
BLYTHE		258	2	2,016	10	8	19	2,274	9	17
CHULA VISTA		2,541	12	15,472	41	18	58	18,013	37	52
COSTA MESA		3,324	21	7,731	48	14	62	11,055	40	50
EL CAJON		1,990	14	14,250	43	17	60	16,240	39	54
EL CENTRO		1,123	11	6,422	31	11	42	7,545	28	37
HEMET		1,613	5	12,833	14	4	18	14,446	13	17
INDIO		1,385	8	6,985	13	10	23	8,370	12	21
LAGUNA HILLS	1	1,774	13	7,951	46	78	124	9,725	40	104
OCEANSIDE		2,092	16	7,833	37	21	59	9,925	33	50
PALM DESERT		1,426	9	6,644	20	8	27	8,070	18	24
PALM SPRINGS		1,638	5	6,462	16	4	19	8,100	13	16
POWAY		2,349	20	7,425	44	20	64	9,774	38	53
SAN CLEMENTE	16	1,464	11	6,800	37	49	85	8,264	32	72
SAN DIEGO CLAIREMONT		3,335	12	14,989	41	9	50	18,324	36	43
SAN DIEGO NORMAL		2,745	13	12,161	40	14	54	14,906	35	47
SAN MARCOS		1,804	16	11,195	47	17	64	12,999	43	57
SAN YSIDRO	9	2,089	13	10,774	49	46	95	12,863	43	82
TEMECULA		2,360	12	8,299	36	26	62	10,659	31	51
TWENTYNINE PALMS		311	9	2,976	23	-	23	3,287	22	22
Region VIII (San Diego Area) TOTAL		38,100	13	180,916	36	19	55	219,016	32	48
STATEWIDE TOTALS		323,136	14	1,215,858	37	20	57	1,538,994	32	48
Saturday Service in 62 Offices										