

JULY 2019

DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

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



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. This report covers July 2019.

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REAL ID CUSTOMERS AND WORKLOAD

To date, over 5 million REAL ID driver license and identification cards have been produced and issued.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOTAL
January 2018 (22-31)	29,725	9,971	39,696	205,823	45,426	251,249	290,945	12.6%	18.0%	13.6%
February 2018	74,020	24,798	99,688	498,284	102,984	601,268	700,956	12.9%	19.4%	14.2%
March 2018	111,296	33,216	144,512	543,280	109,255	652,535	797,047	17.0%	23.3%	18.1%
April 2018	121,715	31,049	152,764	476,314	93,661	569,975	722,739	20.4%	24.9%	21.1%
May 2018	141,704	30,160	171,864	483,399	89,520	572,919	744,783	22.7%	25.2%	23.1%
June 2018	147,536	41,147	188,683	464,538	88,930	553,468	742,151	24.1%	31.6%	25.4%
July 2018	171,051	43,491	214,542	473,450	90,041	563,491	778,033	26.5%	32.6%	27.6%
August 2018	228,165	46,279	274,444	516,521	103,929	620,450	894,894	30.6%	30.8%	30.7%
September 2018	219,054	34,315	253,369	453,866	93,975	547,841	801,210	32.6%	26.7%	31.6%
October 2018	291,720	44,091	335,811	559,184	109,507	668,691	1,004,502	34.3%	28.7%	33.4%
November 2018	244,166	35,383	279,549	402,515	84,032	486,547	766,096	37.8%	29.6%	36.5%
December 2018	264,106	34,071	298,177	372,205	78,245	450,450	748,627	41.5%	30.3%	39.8%
2018 Total	2,044,258	407,971	2,452,229	5,449,379	1,089,505	6,538,884	8,991,113	27.3%	27.2%	27.3%
January 2019	293,666	45,793	339,459	387,686	88,291	475,977	815,436	43.1%	34.2%	41.6%
February 2019	258,062	56,973	315,035	501,193	121,662	622,855	937,890	34.0%	31.9%	33.6%
March 2019	331,960	49,236	381,196	494,019	104,865	598,884	980,080	40.2%	32.0%	38.9%
April 2019	325,818	49,645	375,463	442,096	96,052	538,148	913,611	42.4%	34.1%	41.1%
May 2019	335,169	38,291	373,460	472,898	109,983	582,881	956,341	41.5%	25.8%	39.1%
June 2019	315,967	43,267	359,234	444,684	102,072	546,756	905,990	41.5%	29.8%	39.7%
July 2019	369,958	51,591	421,549	462,261	114,688	576,949	998,498	44.5%	31.0%	42.2%
GRAND TOTALS	4,274,858	742,767	5,017,625	8,654,216	1,827,118	10,481,334	15,498,959	33.1%	28.9%	32.4%

DMV WORK ACTION PLAN UPDATES

DMV completed the following Work Action Plans:

Appendix W: Employee Tools: Lanyards: DMV employees are not subject to a specialized dress code outside the current labor contract, which states employees dress in alignment to the work being performed. To identify DMV employees, staff are required to wear an employee badge at all times. Staff display the badge on a department issued chain or individual lanyards that employees often purchase. To provide a consistent lanyard and easily recognizable mechanism to identify staff, DMV purchased blue and gold lanyards that contain lettering reflecting DMV. The lanyards hold and display an employee badge, which will assist customers with locating a DMV representative for assistance or guidance during their office visit and customer journey.

Appendix AA: Regional and District Support: Data Analysts: The Field Operations Division established, advertised, and hired eight new Staff Services Analyst/Associate Governmental Analyst interchangeable positions, within the eight established regional offices located throughout California. The Staff Services Analyst/Associate Governmental Analyst positions are responsible for ensuring reports, surveys, correspondence, training, outreach presentations and any resources impacted by the federally regulated REAL ID Act requirements are thoroughly assessed and delivered accurately and in a timely manner. Additionally, the analysts will assist with analyzing the appointment system, wait time data, originate and compile reports, perform trends analysis, present forecast data, deliver special reports, etc. to support the operations of the region.

STAFFING

Hiring Status:

The following chart identifies the status as of July 30, 2019.

Region	Number Authorized	Offers Made	Awaiting Fingerprints	Started	On-boarding In-Office Training	Expedite In-Office Training	Basic Driver License Training
I	79.0	74.0	4.0	57.0	8.5	0.0	22.5
II	97.0	99.5	22.0	25.0	11.0	3.0	0.0
III	86.0	62.5	6.0	33.0	16.0	14.0	21.0
IV	56.0	45.0	1.0	27.0	24.0	15.0	15.0
V	100.0	51.0	6.0	39.0	32.0	18.0	10.0
VI	119.0	61.0	1.0	57.0	44.0	0.0	2.0
VII	98.0	46.0	5.0	32.0	26.0	17.0	0.0
VIII	149.0	97.0	1.0	75.0	30.0	26.0	3.0
Total	784.0	536.0	46.0	345.0	191.5	93.0	73.5

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

DMV began hiring staff in earnest in late June/early July, thus this report captures newly hired staff early in their training cycles.

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

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

Absenteeism: DMV continues to collect absenteeism data, which has an overall average of 6.2 percent.

CONTINUED PROCESS IMPROVEMENTS:

Customer Experience Consultant: Operation Excellence – DMV Training was held on Wednesday, July 24, 2019. A highlight of the training was a new digital tool, the Field Office Guide, which provides detail information on the requirements for identification and residency documents in a useful format. A team from several divisions will review user questions and make edits to the guide on an ongoing basis to ensure it is always accurate, timely, and complete.

With this delivery, the McKinsey contract is near the end. However, several activities will be carried forward, including Operation Excellence training for DMV's three call centers, scheduled for four dates beginning August 21, 2019. DMV staff also continues to work on a new proposed renewal notice insert to better inform customers of what REAL ID is and who needs it. The department plans on utilizing the new insert beginning in September 2019.

Consistency Training: The department continues to onboard new staff using two training modules: *Introduction to Field Office* and *Expedite Window Training*. The first module introduces new hires to many of the ancillary (support) functions performed in a field office and the four pillars of superior customer service. The second module introduces the less complex work processes that are performed at the Expedite Window.

Website Design: In July DMV refreshed its website to provide customers with a better experience in accessing DMV information and services. A full website redesign is anticipated to be unveiled in June, 2020 that will provide customers with a clear, concise website that is user-friendly and provides quick service, consistency of information, and highlights alternates to a field office visit.

INFORMATION TECHNOLOGY

DMV Now Kiosks: There are 219 DMV Now kiosks statewide: 95 in DMV field offices, 108 in retail locations, 3 in libraries, 1 at University of California, Irvine, 1 in the Mendota City Hall, and 11 in AAA locations in Northern California. DMV is coordinating with its kiosk vendor to add 200 more kiosks in 2019. These 200 include 25 new kiosks in DMV field offices and 175 new kiosks in retail locations throughout California. Forty-seven DMV Now Kiosks were installed in July. DMV is on track to install the 144 remaining kiosks.

DMV plans to add Arabic, Armenian, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Tagalog, and Vietnamese languages and the following new services by December 31, 2019:

- Driver history record request
- Duplicate registration card
- Replacement vehicle registration sticker
- Vehicle history record request

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

Self-Service Terminal Kiosk Transactions

	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
Oct-17	122,358	10,043	N/A	92	N/A	N/A	132,493
Nov-17	114,602	10,598	N/A	94	N/A	N/A	125,294
Dec-17	113,140	12,889	N/A	86	N/A	N/A	126,115
Jan-18	131,496	17,155	N/A	151	N/A	N/A	148,802
Feb-18	139,654	22,487	N/A	149	N/A	N/A	162,290
Mar-18	164,073	29,886	N/A	184	N/A	N/A	194,143
Apr-18	136,052	27,942	N/A	184	N/A	62	164,178
May-18	154,238	32,195	N/A	239	N/A	109	186,672
Jun-18	141,716	32,825	N/A	236	N/A	177	174,777
Jul-18	139,563	34,511	N/A	245	N/A	187	174,319
Aug-18	141,483	33,979	9	270	N/A	184	175,741
Sep-18	119,632	34,666	75	199	N/A	185	154,572
Oct-18	119,112	33,663	123	203	N/A	228	153,101
Nov-18	110,526	35,771	194	157	27	249	146,675
Dec-18	100,144	39,380	238	103	23	248	139,888
Jan-19	126,200	46,863	288	150	117	302	173,618
Feb-19	127,110	50,568	281	184	159	326	178,302
Mar-19	150,882	64,586	356	190	236	373	216,250
Apr-19	134,888	58,524	367	208	159	536	194,146
May-19	150,461	65,458	440	200	222	786	217,567
Jun-19	134,997	64,315	405	236	167	653	200,773
Jul-19	152,897	61,493	461	264	200	760	216,075

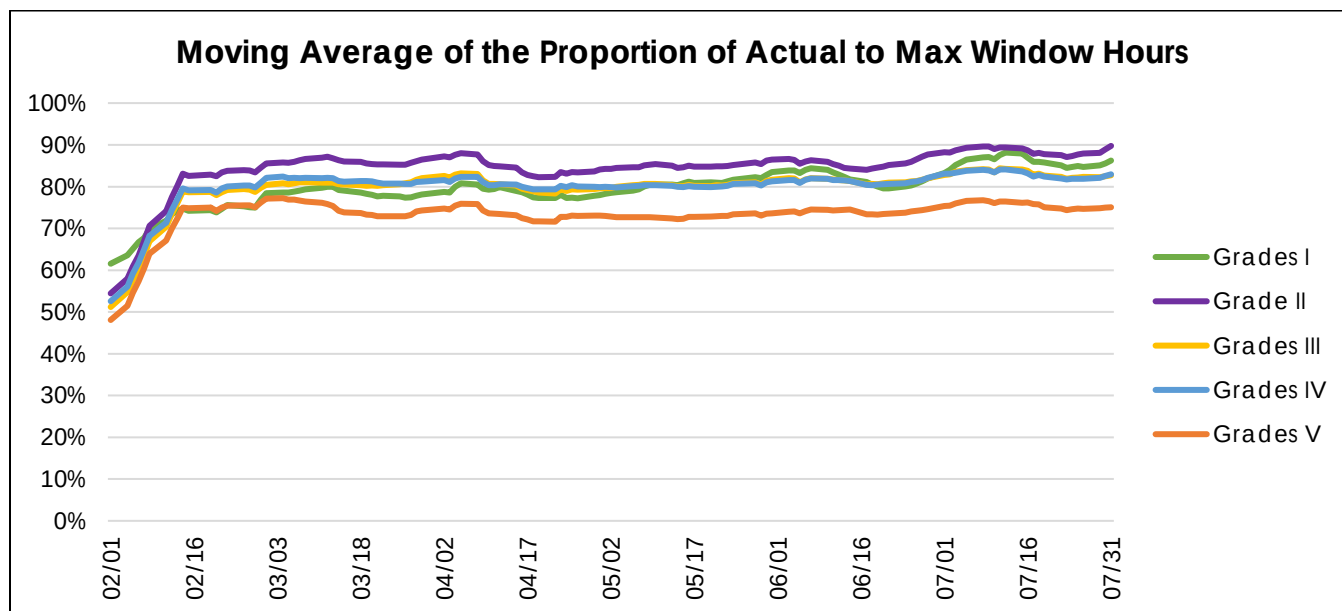
DMV continues to evaluate additional ways in which the kiosks can be used to allow customers to complete their DMV transactions.

Online Transactions: DMV is reviewing enhancements to services available via the DMV Internet Web site www.dmv.ca.gov. By fall 2019, the following new services will be added:

- Replacement registration card request
- Replacement vehicle registration sticker request

WINDOW HOURS

Moving Average of the Proportion of Actual to Max Window Hours: The following figure shows the ten-day moving average of the proportion of available window hours recorded in use on a daily basis for the prior six months¹. The ten-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior². Each individual line represents the moving average across all offices in a given office grade. The maximum available window hours was calculated based on the number of available transaction windows, multiplied by the number of hours in a normal business day for that office, taking account of extended hours if offered at that location. The proportion of actual window hour usage to maximum available usage varies across office grades. A smaller office can more easily achieve 100 percent window hour usage on any given day than can a larger office with significantly more transaction windows.



There was a substantial increase in the proportion of available window hours used, as recorded over the course of the month of February.³ Based on the available data, this increase in window hours reported was the result both of opening more transaction windows overall, as well as more consistent coverage of transaction windows throughout the day. These changes were implemented by DMV management as additional resources became available, to more effectively and consistently staff transaction windows.

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

² All ten days are weighted equally in the calculation of the average.

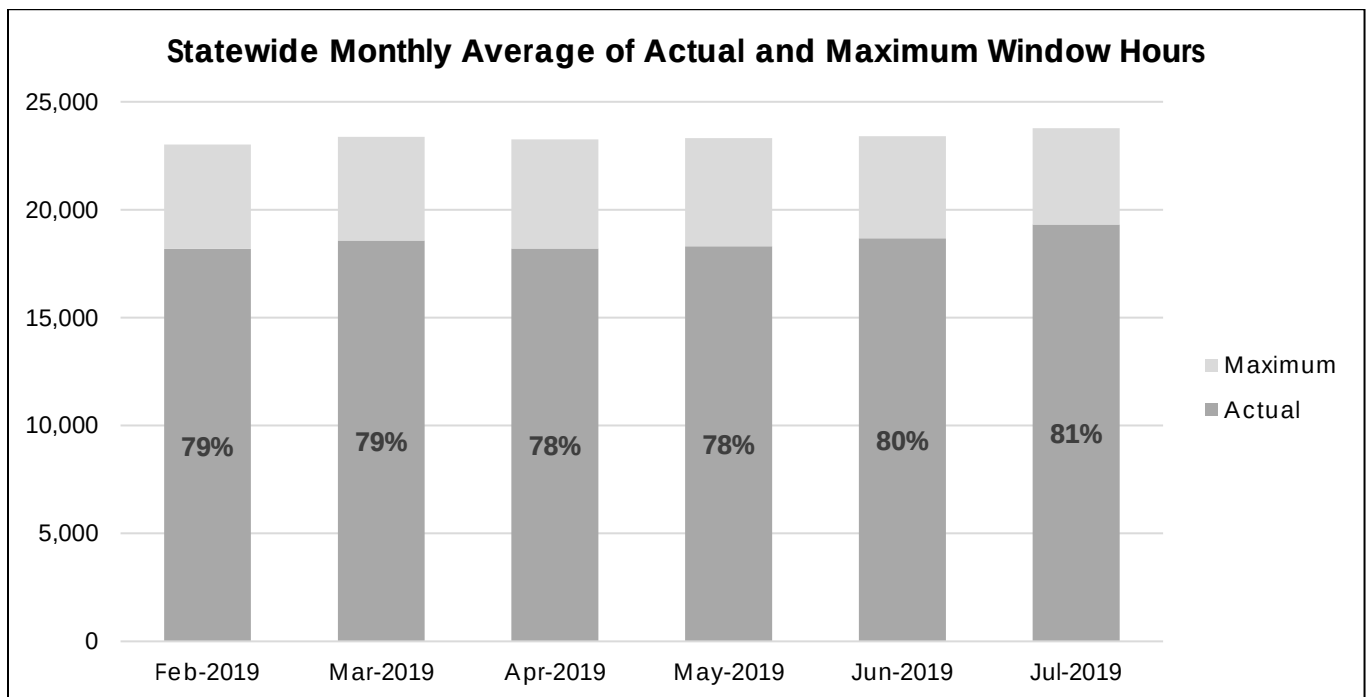
³ Values for the early part of February include data from the latter part of January.

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

	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019
Grade I	76%	79%	79%	82%	82%	85%
Grade II	84%	86%	84%	85%	86%	87%
Grade III	80%	81%	80%	81%	82%	81%
Grade IV	81%	81%	80%	80%	82%	81%
Grade V	76%	74%	73%	73%	75%	74%

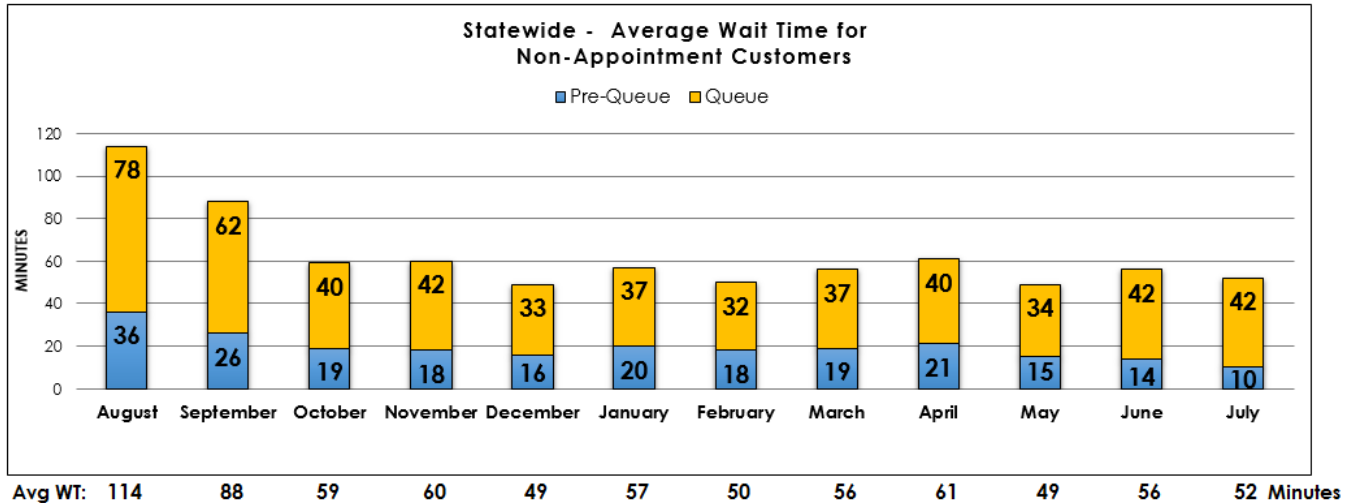
Statewide Monthly Average of Actual to Maximum Window Hours: This chart presents the same data, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.



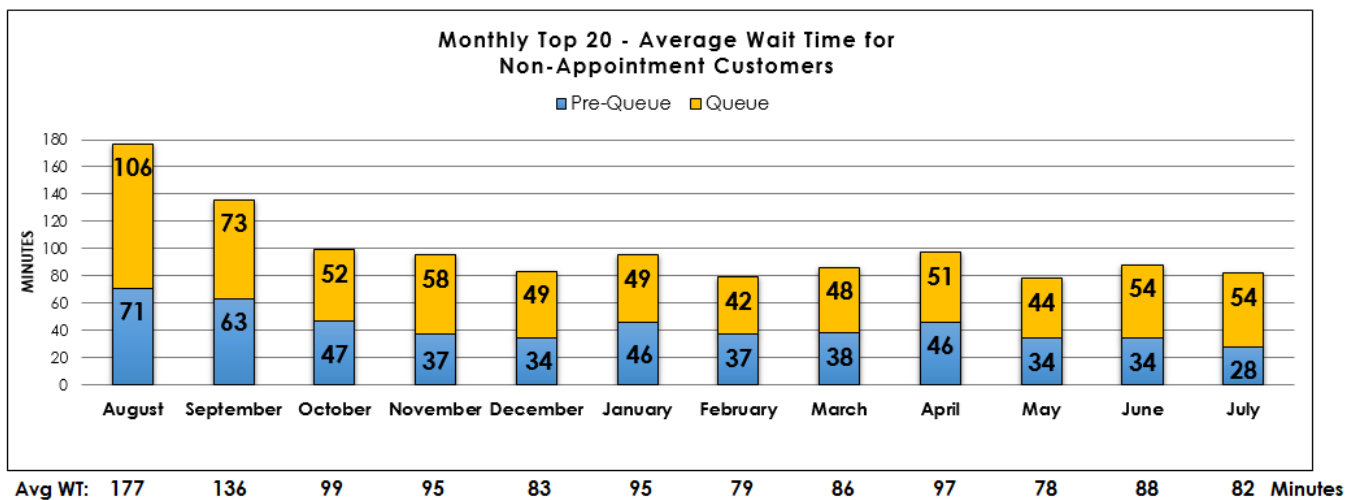
WAIT TIMES

July wait times for non-appointment customers were 8 minutes below target levels, averaging 52 minutes (42 minutes queue time and 10 minutes pre-queue).

Average Wait Time for Non-Appointment Customers – Statewide:



Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices:



Average Wait Time By Grade – Statewide: The following tables show the reduction in wait times for various grades (sizes) of field offices.

- Grade I/II offices are small, mostly rural offices, serving an average of 300-1,200 customer per week.
- Grade III offices are mid-sized offices, serving an average of 1,500-2,000 customers per week.
- Grade IV/V offices are large, mostly urban offices which serve an average of 2,000-3,300 customers per week.

STATEWIDE - MONTH OF June, 2019

Month of June, 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	32,108	12	175,180	28	7	35	207,288	25	31
Grade III - 47 Offices	86,261	16	336,106	35	10	45	422,367	31	39
Grade IV/V - 68 Offices	207,941	18	776,503	47	17	64	984,444	41	54

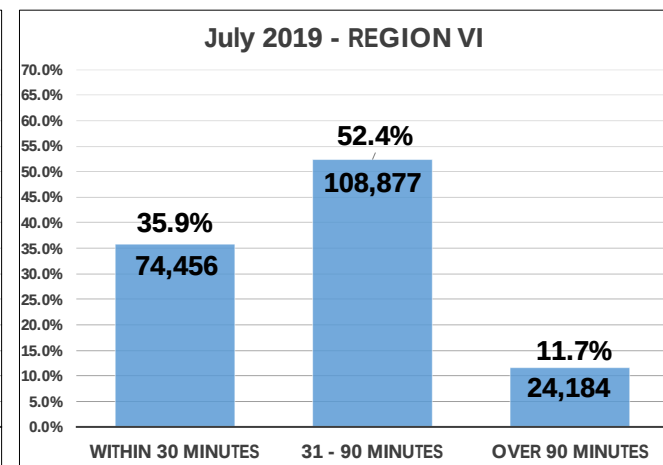
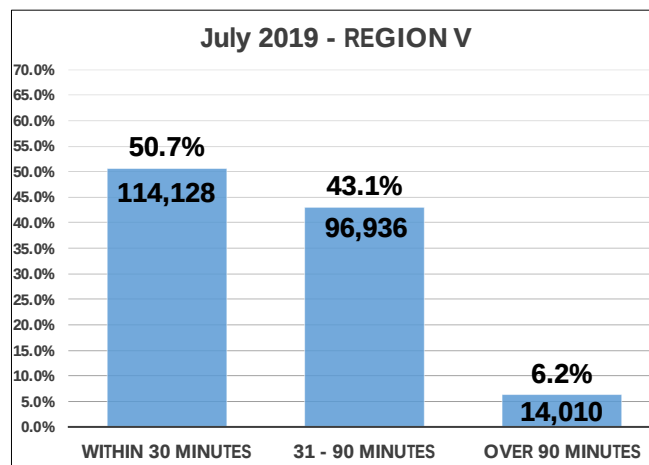
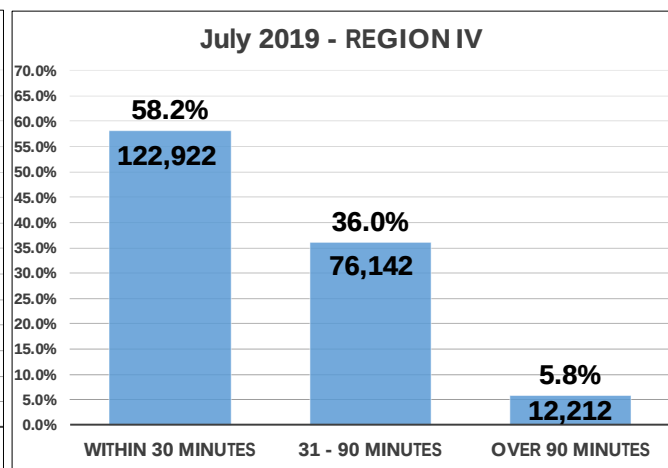
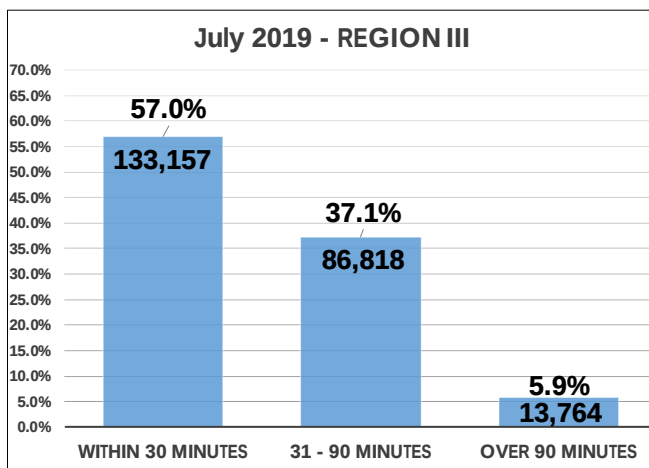
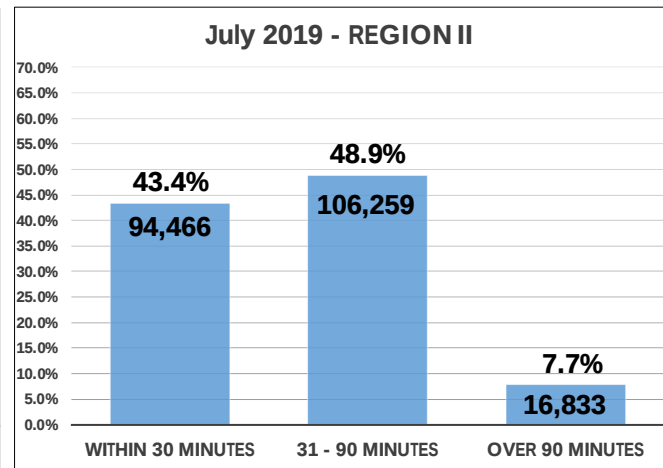
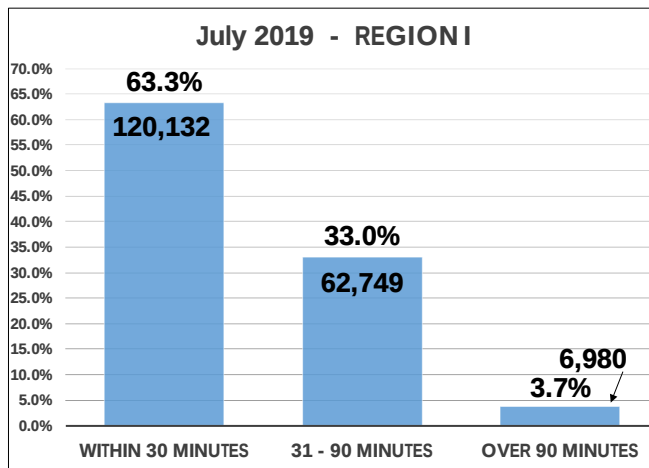
STATEWIDE - MONTH OF July, 2019

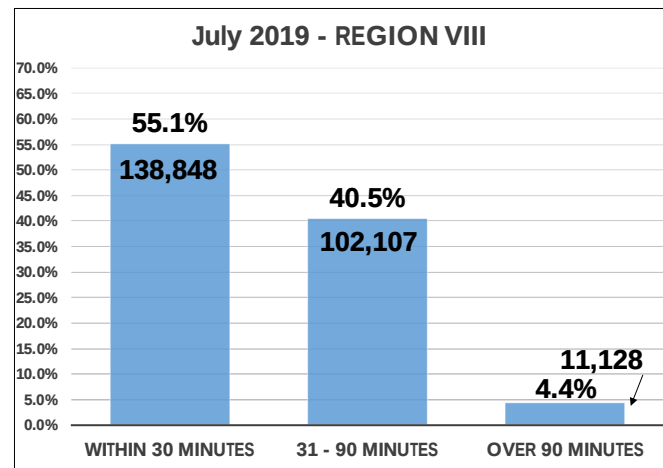
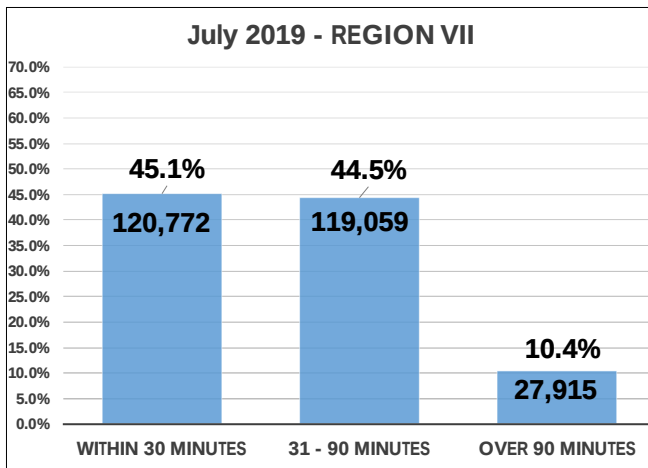
Month of July, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	33,773	12	199,018	30	7	37	232,791	28	33
Grade III - 47 Offices	91,626	15	380,139	35	7	42	471,765	31	37
Grade IV/V - 68 Offices	215,366	19	884,932	47	12	59	1,100,298	42	51

DIFFERENCE BETWEEN MONTH OF July, 2019 and MONTH OF June, 2019

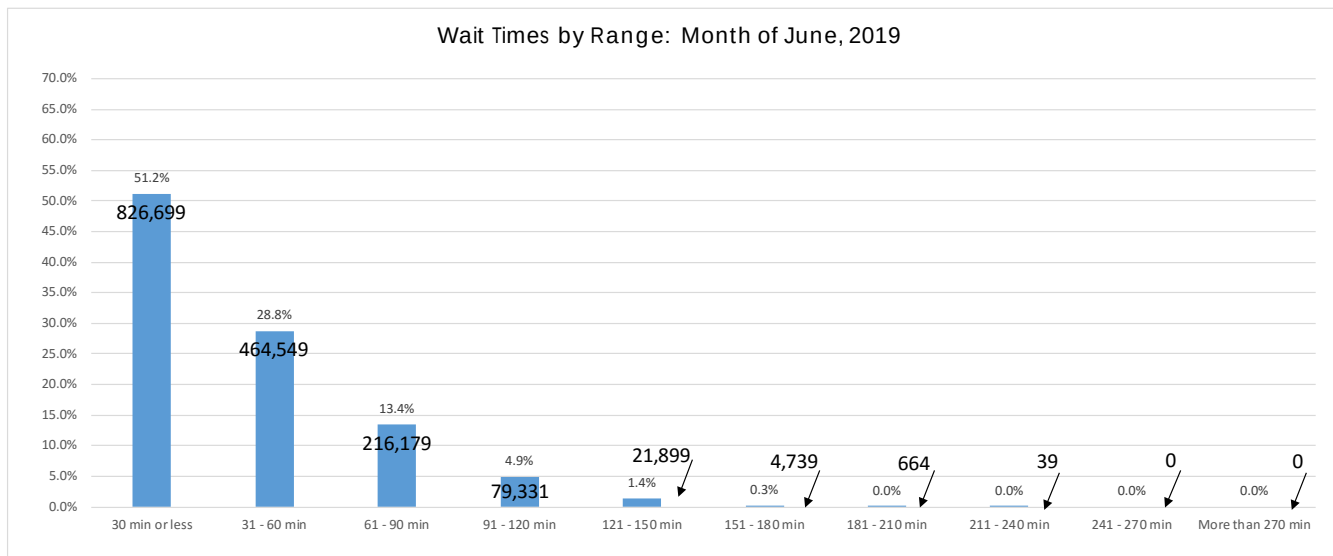
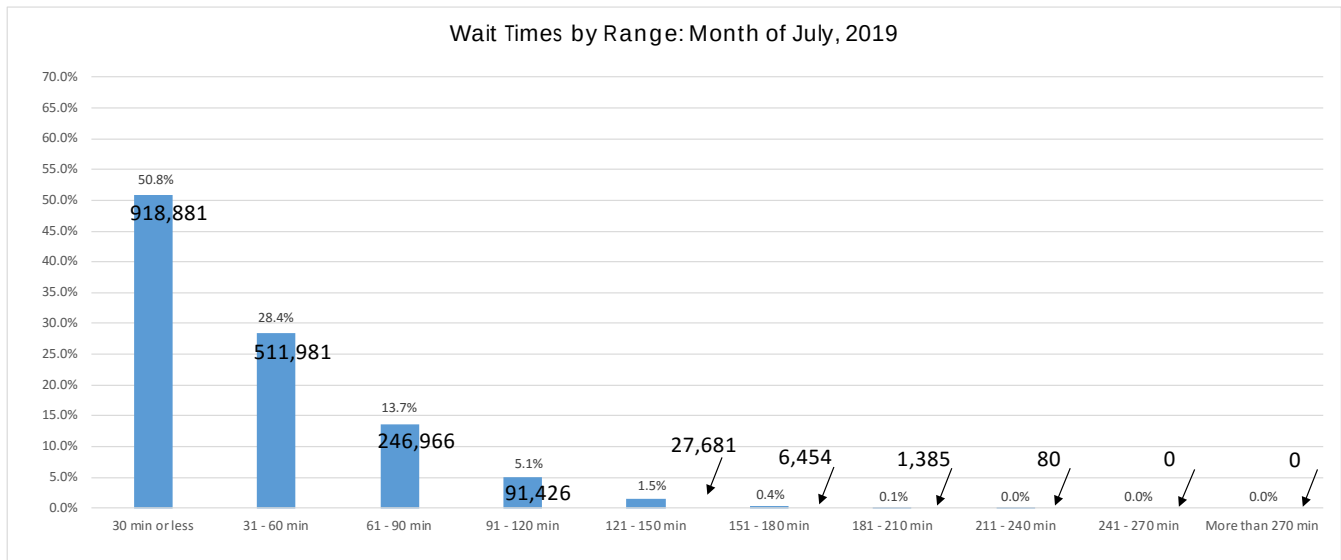
Month of Jul vs Jun, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	+1,665	-	+23,838	+2	-	+2	+25,503	+3	+2
Grade III - 47 Offices	+5,365	(1)	+44,033	-	(3)	(3)	+49,398	-	(2)
Grade IV/V - 68 Offices	+7,425	+1	+108,429	-	(5)	(5)	+115,854	+1	(3)

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

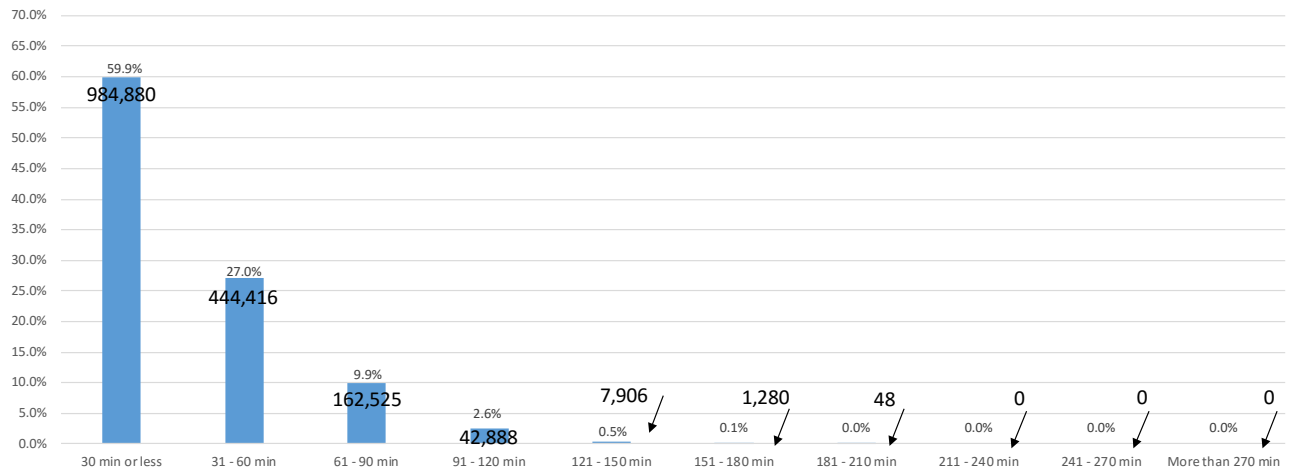




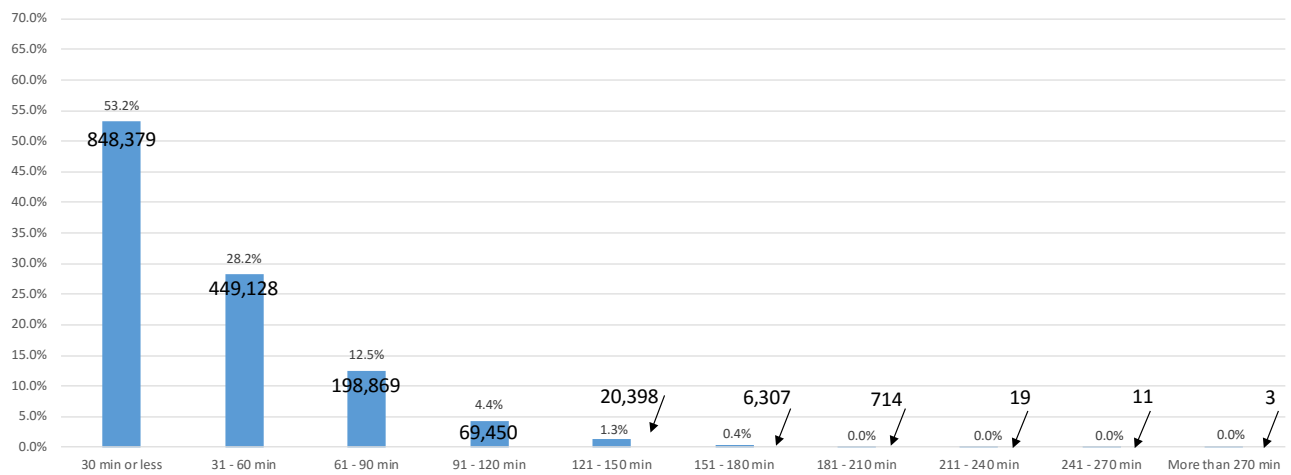
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty-minute increments) for the prior six months.



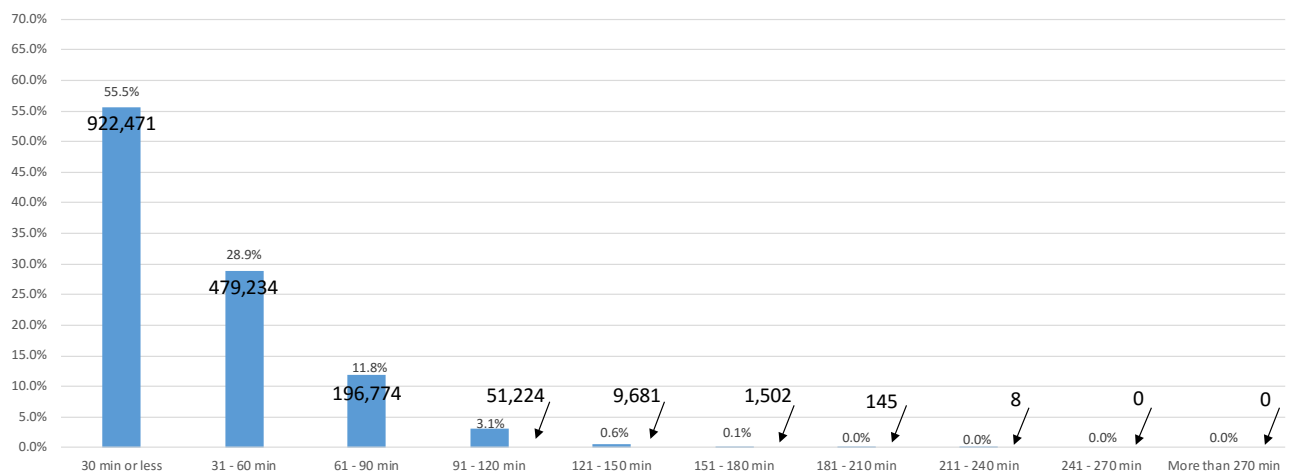
Wait Times by Range: Month of May, 2019



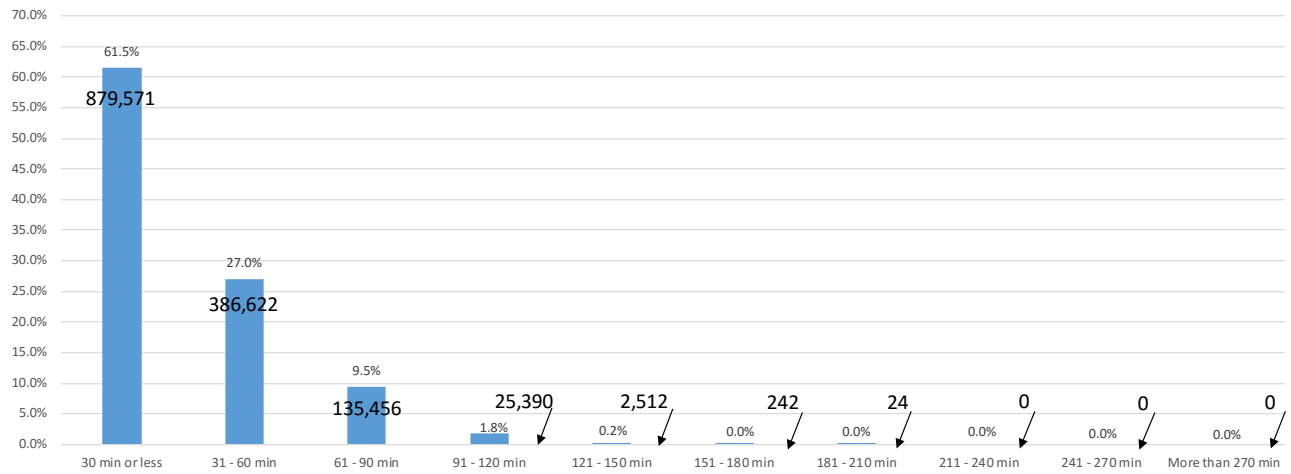
Wait Times by Range: Month of April, 2019



Wait Times by Range: Month of March, 2019



Wait Times by Range: Month of February, 2019



APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Region I

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

Month of July, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jul 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		1,119	6	5,883	10	-	10	7,002	9	9
CHICO		839	7	7,435	16	6	22	8,274	15	21
COLUSA		123	6	2,896	12	-	12	3,019	12	12
ALTURAS		36	1	1,423	7	12	19	1,459	7	19
FALL RIVER MILLS		5	-	865	5	2	7	870	5	7
QUINCY		115	6	1,833	19	2	21	1,948	18	20
CORTE MADERA		2,148	17	5,340	36	9	45	7,488	31	37
CRESCENT CITY		170	4	2,465	21	3	24	2,635	20	23
DALY CITY	20	3,497	23	13,856	49	17	66	17,353	44	57
EUREKA		1,188	7	4,725	17	12	29	5,913	15	24
FORT BRAGG		87	11	1,881	24	4	28	1,968	23	27
GRASS VALLEY		833	7	3,974	21	4	25	4,807	19	22
GARBERVILLE		85	8	1,310	15	4	19	1,395	14	18
LAKEPORT		197	5	3,296	37	5	42	3,493	35	40
MOUNT SHASTA		120	10	2,195	18	3	21	2,315	18	20
OROVILLE		735	13	4,382	32	-	32	5,117	29	29
PARADISE		-	-	-	-	-	-	-	-	-
SUSANVILLE		247	7	2,541	27	5	32	2,788	26	30
WEAVERVILLE		55	5	1,358	14	3	17	1,413	14	17
WILLOWS		294	11	2,262	23	2	25	2,556	21	23
YREKA		296	10	1,923	34	3	37	2,219	31	33
NOVATO		1,157	11	5,021	45	18	63	6,178	39	53
PETALUMA		2,234	14	5,932	35	6	41	8,166	29	33
RED BLUFF		1,246	9	4,263	22	11	33	5,509	19	28
REDDING		2,485	14	8,054	32	-	32	10,539	28	28
ROCKLIN		2,139	14	6,162	36	7	43	8,301	30	35
ROSEVILLE		4,255	16	11,869	42	6	48	16,124	35	40
SAN FRANCISCO		3,665	13	14,491	36	18	54	18,156	32	46
SANTA ROSA		2,849	14	9,717	44	7	51	12,566	37	43
TRUCKEE		431	15	2,775	50	4	54	3,206	46	49
UKIAH		552	14	3,957	39	3	42	4,509	36	39
YUBA CITY		2,967	14	9,608	23	1	24	12,575	21	22
Region I (Northern CA)TOTAL		36,169	14	153,692	32	7	39	189,861	28	34

Saturday Service in 62 Offices

Region II

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

Month of July, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jul 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		529	20	7,852	24	3	27	8,381	24	27
FREMONT		1,831	22	10,047	40	-	40	11,878	37	37
GILROY		1,018	14	6,491	18	5	23	7,509	18	22
HAYWARD		2,094	23	10,215	42	-	42	12,309	39	39
HOLLISTER		397	17	3,437	25	-	25	3,834	24	24
KING CITY		423	13	4,068	16	2	18	4,491	15	17
WATSONVILLE		662	20	3,893	27	16	43	4,555	26	40
LOS GATOS		2,116	30	7,572	42	20	62	9,688	39	55
OAKLAND CLAREMONT		2,756	35	13,763	49	-	49	16,519	47	47
OAKLAND COLISEUM		2,374	18	11,341	40	4	44	13,715	37	40
PLEASANTON	17	1,885	37	10,063	69	-	69	11,948	64	64
REDWOOD CITY		2,189	29	10,798	58	-	58	12,987	53	53
SALINAS		2,122	22	7,938	37	-	37	10,060	34	34
SAN JOSE		3,566	16	14,216	41	5	46	17,782	36	40
SAN JOSE DLPC		2,847	28	16,331	58	-	58	19,178	53	53
SAN MATEO		1,192	26	11,070	49	5	54	12,262	47	51
SANTA CLARA		2,651	27	18,594	56	-	56	21,245	52	52
SANTA TERESA		2,303	30	8,671	53	-	53	10,974	48	48
SEASIDE		1,142	9	7,101	16	2	18	8,243	15	17
Region II (Bay Area) TOTAL		34,097	25	183,461	44	3	47	217,558	41	43

Saturday Service in 62 Offices

Region III

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

Month of July, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jul 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		3,775	18	14,934	53	-	53	18,709	46	46
CONCORD		2,258	15	11,950	39	3	42	14,208	35	38
DAVIS		2,279	23	4,232	52	-	52	6,511	42	42
EL CERRITO		2,982	15	12,002	30	26	56	14,984	27	48
FAIRFIELD		1,830	9	8,997	24	8	32	10,827	22	28
FOLSOM	19	2,647	14	8,139	45	23	68	10,786	37	55
LODI		2,722	18	10,680	52	-	52	13,402	45	45
MANTECA		2,197	16	6,226	43	8	51	8,423	36	42
NAPA		1,505	6	9,226	12	1	13	10,731	11	12
PITTSBURG		1,015	17	9,651	21	13	34	10,666	21	32
PLACERVILLE		992	13	4,016	41	11	52	5,008	36	44
JACKSON		293	6	3,021	28	9	37	3,314	26	34
SAN ANDREAS		314	8	2,561	23	4	27	2,875	21	25
SOUTH LAKE TAHOE		367	12	2,548	34	9	43	2,915	31	39
SACRAMENTO		2,912	11	18,200	34	12	46	21,112	30	41
SONORA		924	13	3,264	35	7	42	4,188	30	36
SACRAMENTO SOUTH		3,047	10	14,144	45	8	53	17,191	39	45
STOCKTON		1,963	15	13,940	39	11	50	15,903	36	46
TRACY		1,256	15	8,206	44	17	61	9,462	40	55
VACAVILLE		1,543	12	6,192	52	-	52	7,735	44	44
VALLEJO		1,376	13	9,589	29	25	54	10,965	27	49
WALNUT CREEK		1,250	9	6,347	31	14	45	7,597	27	39
WOODLAND		1,026	12	5,201	45	10	55	6,227	40	48
Region III (Sacramento Area) TOTAL		40,473	14	193,266	37	10	47	233,739	33	41

Saturday Service in 62 Offices

Region IV

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

Month of July, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jul 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		774	9	4,438	27	10	37	5,212	24	33
BAKERSFIELD		1,543	14	9,921	43	16	59	11,464	39	53
CLOVIS		2,413	24	10,867	46	-	46	13,280	42	42
DELANO		685	11	5,578	46	11	57	6,263	42	52
FRESNO		2,949	22	20,696	38	-	38	23,645	36	36
FRESNO NORTH		2,066	14	7,810	40	4	44	9,876	35	38
HANFORD		1,088	14	6,155	27	6	33	7,243	25	30
LANCASTER		5,326	30	15,548	50	11	61	20,874	45	53
LOS BANOS		640	9	5,706	30	6	36	6,346	28	33
MADERA		940	21	6,645	40	-	40	7,585	37	38
MERCED		1,938	15	7,511	25	14	39	9,449	23	34
MODESTO		3,264	23	12,435	37	23	60	15,699	34	52
PORTERVILLE		842	17	4,784	35	7	42	5,626	32	38
REEDLEY		1,186	14	7,608	31	17	48	8,794	28	43
RIDGECREST		167	8	2,962	14	4	18	3,129	14	17
BISHOP		180	6	2,111	22	5	27	2,291	21	25
COALINGA		286	14	2,619	29	5	34	2,905	27	32
LAKE ISABELLA		283	7	1,700	17	5	22	1,983	15	20
MARIPOSA		694	16	1,161	35	10	45	1,855	28	34
SHAFTER		560	13	3,714	24	9	33	4,274	23	30
BAKERSFIELD SW		1,373	10	11,263	38	3	41	12,636	35	38
TAFT		175	7	1,815	15	4	19	1,990	15	18
TULARE		914	11	5,662	25	10	35	6,576	23	32
TURLOCK		2,047	25	7,403	38	12	50	9,450	35	44
VISALIA		1,871	15	10,960	23	17	40	12,831	22	36
Region IV (Central Valley) TOTAL		34,204	19	177,072	36	9	45	211,276	33	41

Saturday Service in 62 Offices

Region V

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

Month of July, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jul 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		3,550	14	15,683	41	8	49	19,233	36	42
CULVER CITY	9	4,039	21	11,876	58	25	83	15,915	49	67
GLENDALE		4,323	3	14,709	33	-	33	19,032	26	26
GOLETA		490	8	5,089	27	16	43	5,579	25	40
HOLLYWOOD COLE	6	2,198	8	8,747	49	40	89	10,945	41	73
HOLLYWOOD WEST		2,440	7	6,412	27	17	44	8,852	21	34
GRANADA HILLS DLPC		1,328	11	10,886	29	-	29	12,214	27	27
NEWHALL		2,641	16	7,706	33	24	57	10,347	29	46
OXNARD		2,515	11	7,509	56	-	56	10,024	45	45
PASO ROBLES		914	17	3,306	41	13	54	4,220	36	46
LOMPOC		955	16	5,305	40	-	40	6,260	37	36
SAN LUIS OBISPO		2,093	22	4,967	40	13	53	7,060	35	44
SANTA BARBARA		800	16	4,040	40	13	53	4,840	36	47
SANTA MARIA		1,854	8	7,111	41	9	50	8,965	34	41
SANTA MONICA		1,403	16	11,335	64	-	64	12,738	58	59
SANTA PAULA		629	9	6,306	40	9	49	6,935	37	45
SIMI VALLEY		1,452	10	6,784	25	24	49	8,236	22	42
THOUSAND OAKS		1,639	18	9,867	54	-	54	11,506	49	49
VAN NUYS	12	2,713	13	14,858	32	41	73	17,571	29	64
VENTURA		2,000	10	9,319	42	9	51	11,319	36	44
WINNETKA	8	3,504	20	9,779	51	35	86	13,283	42	68
Region V (Northern Los Angeles/Coastal Area) TOTAL		43,480	13	181,594	42	15	57	225,074	36	49

Saturday Service in 62 Offices

Region VI

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

Month of July, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jul 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	11	3,239	12	11,002	43	32	75	14,241	36	61
BELLFLOWER		4,295	20	15,774	56	-	56	20,069	48	48
COMPTON		3,133	19	12,588	60	-	60	15,721	52	52
EL MONTE		2,557	22	9,631	62	-	62	12,188	54	54
HAWTHORNE	5	3,339	23	10,977	69	27	96	14,316	59	79
INGLEWOOD		2,223	19	10,152	53	-	53	12,375	47	47
LINCOLN PARK	1	3,173	21	11,101	66	49	115	14,274	56	94
LONG BEACH		2,717	8	13,109	29	33	62	15,826	25	53
LOS ANGELES	4	4,329	33	13,466	61	39	100	17,795	54	84
MONTEBELLO		3,219	29	10,050	66	-	66	13,269	57	57
PASADENA	3	4,626	19	11,681	46	56	102	16,307	38	78
SAN PEDRO		2,783	14	9,902	43	-	43	12,685	37	37
TORRANCE	7	3,440	24	7,622	53	36	89	11,062	44	69
WEST COVINA	2	4,603	33	12,786	78	35	113	17,389	66	92
Region VI (Los Angeles Area) TOTAL		47,676	22	159,841	56	22	78	207,517	48	65

Saturday Service in 62 Offices

Region VII

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

Month of July, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jul 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		1,204	16	4,064	45	11	56	5,268	39	47
RIVERSIDE EAST		5,035	16	14,583	40	18	58	19,618	34	47
FONTANA	13	5,611	13	15,859	47	26	73	21,470	38	57
FULLERTON		4,484	18	21,261	40	12	52	25,745	36	46
NEEDLES		229	12	1,512	29	8	37	1,741	27	34
NORCO	14	2,075	28	10,005	61	12	73	12,080	56	65
POMONA		3,933	31	15,755	66	-	66	19,688	59	59
RANCHO CUCAMONGA		4,245	24	17,736	53	-	53	21,981	47	47
REDLANDS		2,699	22	9,874	47	3	50	12,573	42	44
RIVERSIDE		4,343	20	9,244	53	-	53	13,587	42	42
SAN BERNARDINO		4,530	11	14,047	32	4	36	18,577	26	30
SANTA ANA		3,738	14	16,472	46	7	53	20,210	40	46
STANTON DLPC	15	3,330	14	15,968	51	21	72	19,298	44	62
VICTORVILLE		4,063	17	13,900	45	2	47	17,963	39	40
WESTMINSTER	18	3,576	14	15,388	43	26	69	18,964	37	59
WHITTIER	16	3,653	20	15,330	70	-	70	18,983	60	60
Region VII (Orange County/Inland Empire) TOTAL		56,748	18	210,998	49	10	59	267,746	42	50

Saturday Service in 62 Offices

Region VIII

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

Month of July, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jul 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		1,389	8	6,488	31	-	31	7,877	27	27
BRAWLEY		528	9	5,395	24	-	24	5,923	23	23
BLYTHE		315	2	1,406	9	6	15	1,721	8	13
CHULA VISTA		2,759	11	22,250	31	11	42	25,009	29	39
COSTA MESA		3,592	20	10,435	44	9	53	14,027	38	45
EL CAJON		2,462	14	14,646	47	14	61	17,108	42	54
EL CENTRO		1,149	8	6,327	18	-	18	7,476	16	17
HEMET		2,401	7	14,406	22	-	22	16,807	20	20
INDIO		2,201	10	7,706	27	-	27	9,907	23	23
LAGUNA HILLS	10	3,329	17	8,603	50	33	83	11,932	41	64
OCEANSIDE		2,971	21	8,426	47	17	64	11,397	41	53
PALM DESERT		2,151	15	9,494	39	-	39	11,645	34	35
PALM SPRINGS		93	3	778	14	-	14	871	-	-
POWAY		3,049	12	9,064	30	13	43	12,113	26	35
SAN CLEMENTE		2,168	8	7,924	35	9	44	10,092	29	36
SAN DIEGO CLAIREMONT		5,224	13	18,736	44	-	44	23,960	37	37
SAN DIEGO NORMAL		3,391	14	13,424	56	-	56	16,815	48	48
SAN MARCOS		3,115	16	15,012	44	9	53	18,127	39	47
SAN YSIDRO		2,419	14	11,577	44	11	55	13,996	39	48
TEMECULA		2,873	14	8,661	43	15	58	11,534	36	47
TWENTYNINE PALMS		339	7	3,407	15	10	25	3,746	14	23
Region VIII (San Diego Area) TOTAL		47,918	14	204,165	38	8	46	252,083	33	40
STATEWIDE TOTALS		340,765	17	1,464,089	42	10	52	1,804,854	37	45

Saturday Service in 62 Offices

Appendix B July Outage Summary

Number	Source of Failure		Number of Offices Impacted or Statewide	DMV Operations				Duration hh:mm	Reported Issue	DMV Services / Applications Impacted *Workaround Explained if Applicable	DMV Operational Impact	Direct or Indirect Cause of Outage	Resolution
	Component	Cause		Disruption Start Date		Returned to Normal Date							
1	Vendor	Other	Multiple FO	Mon 07/01/2019	15:55	Mon 07/01/2019	21:20	5:25	28 Field Offices received "failed to connect to network" messages in both DMVA and EASE.	DMVA and EASE *No workaround available.	Impacted Field Offices were unable to process Vehicle Registrations, Drivers License or Identification Card applications.	Direct: SQL server failure Indirect: High memory utilization of the management console	Vendor, Silver Peak, reduced memory utilization from 100% to 60% by deleting old data which restored service.
2	Hardware	Undetermined	Statewide	Mon 07/08/2019	1:00	Mon 07/08/2019	3:30	2:30	DMV Public website (dmv.ca.gov) Self service applications were unavailable.	DMV Customer self service applications: -Vehicle Registration Renewal -Driver License Renewal -Real ID Learn More -On-line forms -Address Change * No workaround available.	DMV customers were unable to perform self service online transactions.	Direct: Server issue - Root Cause Analysis in progress.	Restarted the servers dedicated to the DMV web site.
3	Hardware	Undetermined	Statewide	Tue 07/09/2019	7:55	Tue 07/09/2019	8:30	0:35	Public Access to verify insurance at DMV.CA.GOV was intermittently unavailable.	DMV Web site online insurance verification functionality. *No online workaround. However, the Field Offices were not impacted by the incident and were able to verify insurance normally.	DMV website customers were unable to check and process insurance coverage reinstatement.	Direct: DMV high available server was in a hung state.	Server returned to normal operational state.
4	Hardware	Under Warranty Failure	Statewide	Fri 07/12/2019	14:30	Fri 07/12/2019	15:30	1:00	DMV Field Office Document Imaging (FODI) System unavailable	FODI documents. *Field Offices agents photo copied customer documents.	Disruption to Field Office workflow.	Direct: Server storage connectivity disruptive.	System reboot resolved outage.
5	Vendor	Other	Statewide	Thu 07/18/2019	1:53	Thu 07/18/2019	3:09	1:16	DMV Website (dmv.ca.gov) appointment system unavailable.	DMV online system used to scheduled appointments was unavailable. *No workaround available	Online customers were unable to make or changes Field Office appointments.	Direct: Appointment System vendor, Qmatic, database was unavailable due to system maintenance activities.	Services restored with the completion of the systems maintenance.
6	Vendor	Network Connectivity	Statewide	Fri 07/19/2019	5:14	Fri 07/19/2019	8:34	3:20	American Association of Motor Vehicle Administrators (AAMVA) network connectivity interruption.	Commercial Driver's License Information System (CDLIS), Problem Driver Pointer System (PDPS), and SSN verification required for driver license processing. * No workaround	Disruption to Field Office Driver License and Identification Card processing.	Direct: Verizon reports a higher level network outage due to a fiber cut in Sacramento.	DMV message requests were rerouted to a different router.
7	Vendor	Undetermined	Statewide	Mon 07/22/2019	6:48	Mon 07/22/2019	7:20	0:32	DMV online Drivers License and Identification Card applicants were unable to log in to the electronic Drivers License and Identification Card application.	eDL44 - Online Drivers License and Identification Card application * No workaround available	DMV online customers could not use the online self service application to apply for Drivers License and Identification Cards	Direct: ID.me authentication service experienced performance degradation.	Vendor, ID.me, resolved issue.
8	Network Connectivity	Under Warranty Failure	Statewide	Tue 07/23/2019	7:05	Tue 07/23/2019	10:00	2:55	Field Offices reported that DMVA was unresponsive and staff were unable to process transactions.	DMVA, EASE and Business Partners *No workaround	Field Offices and Business Partners were unable to process Vehicle Registrations, Drivers License or Identification Card applications.	Direct: A switch supporting the DMV VPN failed.	The VPN connections was established by the automatic failover to the backup switch. However, the outage disconnected the active DMVA VPN tunnel. The Field Offices and Business Partners rebooted workstations to reestablished connectivity to DMVA.

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							
9	Vendor	Undetermined	Statewide	Mon 07/29/2019	8:45	Mon 07/29/2019	15:21	6:36	Field Offices are unable to verify documents issued by the Mexican Foreign Ministry for Drivers License and Identification Card applications.	Drivers License and Identification Card applications process. *Manual process to verify foreign documents.	Field Offices Drivers License and Identification Card applications processing.	Direct: The application is having technical issues.	Services restored. No additional information provided.
10	Hardware	Network Connectivity	Multiple FO	Mon 07/29/2019	11:03	Mon 07/29/2019	11:33	0:30	4 Field Offices were unable to connect to the network.	Los Banos, San Andreas, Sonora and Stockton Field Offices unable to utilize any online services. *No workaround	Impacted Field Offices were unable to process Vehicle Registrations, Drivers License, Identification Card or any other online applications.	Direct: Faulty part, the network connectivity was lost.	AT&T changed out Small form Factor Module. Offices recovered network connectivity and online application access.