

DECEMBER 2020

DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

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



EXECUTIVE SUMMARY

The Budget Act of 2018 (SB 862, Chapter 449, Statutes of 2018) and the Budget Act of 2020 (SB 75, Chapter 6, Statutes of 2020) require the Department of Motor Vehicles (DMV) to submit monthly reports to the Legislature regarding the state of field office wait-times and efforts to improve business processes.

December 2020 Highlights:

- In December 2020, DMV began offering Californians who are 70 and older the option to renew their noncommercial driver's license online. Licenses that expired beginning March 1, 2020, and throughout the COVID-19 emergency were previously made eligible to renew online or by mail, including REAL ID renewals. The DMV previously provided yearlong extensions to senior drivers with noncommercial licenses expiring in March through December 2020. Those who received the extensions are eligible to renew online.
- Beginning December 14, 2020, DMV suspended behind-the-wheel driving tests through at least February 1, 2021. The DMV is taking this step for the health and safety of customers and employees during the current statewide surge in COVID-19 cases. The suspension includes commercial and noncommercial tests, but does not apply to motorcycle drive tests, which can be conducted at a safe distance. Customers with scheduled appointments through January will be notified their tests are canceled. The DMV will automatically reschedule the tests at a later date.
- DMV continues to work with the vendor towards the release of virtual queue entry, a feature that gives customers without an appointment the ability to check in and get in line for Field Office services remotely. The solution will be piloted upon completion of development and testing.
- On December 16, 2020, DMV re-launched the Service Advisor feature that leads customers through several service delivery options to determine if an in-person office visit is necessary and only then offers to schedule an in-office appointment.
- All commercial driver's licenses, endorsements, and certificates expiring between March 1, 2020 through February 2021, have an extension valid through February 28, 2021. The extension is the same for all commercial license holders regardless of age.
- As of December 2020, there are 9,452,746 Californians with a REAL ID compliant driver license or identification card.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of December 2020, DMV produced over 10.8 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 (22-31)	29,725	9,971	39,696	205,823	45,426	251,249	290,945	12.6%	18.0%	13.6%
February 2018	74,020	24,798	98,818	498,284	102,984	601,268	700,086	12.9%	19.4%	14.1%
March 2018	111,296	33,216	144,512	543,280	109,255	652,535	797,047	17.0%	23.3%	18.1%
April 2018	121,715	31,049	152,764	476,314	93,661	569,975	722,739	20.4%	24.9%	21.1%
May 2018	141,704	30,160	171,864	483,399	89,520	572,919	744,783	22.7%	25.2%	23.1%
June 2018	147,536	41,147	188,683	464,538	88,930	553,468	742,151	24.1%	31.6%	25.4%
July 2018	171,051	43,491	214,542	473,450	90,041	563,491	778,033	26.5%	32.6%	27.6%
August 2018	228,165	46,279	274,444	516,521	103,929	620,450	894,894	30.6%	30.8%	30.7%
September 2018	219,054	34,315	253,369	453,866	93,975	547,841	801,210	32.6%	26.7%	31.6%
October 2018	291,720	44,091	335,811	559,184	109,507	668,691	1,004,502	34.3%	28.7%	33.4%
November 2018	244,166	35,383	279,549	402,515	84,032	486,547	766,096	37.8%	29.6%	36.5%
December 2018	264,106	34,071	298,177	372,205	78,245	450,450	748,627	41.5%	30.3%	39.8%
2018 Total	2,044,258	407,971	2,452,229	5,449,379	1,089,505	6,538,884	8,991,113	27.3%	27.2%	27.3%
January 2019	293,666	45,793	339,459	387,686	88,291	475,977	815,436	43.1%	34.2%	41.6%
February 2019	258,062	56,973	315,035	501,193	121,662	622,855	937,890	34.0%	31.9%	33.6%
March 2019	331,960	49,236	381,196	494,019	104,865	598,884	980,080	40.2%	32.0%	38.9%
April 2019	325,818	49,645	375,463	442,096	96,052	538,148	913,611	42.4%	34.1%	41.1%
May 2019	335,169	38,291	373,460	472,898	109,983	582,881	956,341	41.5%	25.8%	39.1%
June 2019	315,967	43,267	359,234	444,684	102,072	546,756	905,990	41.5%	29.8%	39.7%
July 2019	369,958	51,591	421,549	462,261	114,688	576,949	998,498	44.5%	31.0%	42.2%
August 2019	388,659	47,776	436,435	446,369	110,805	557,174	993,609	46.5%	30.1%	43.9%
September 2019	357,303	38,260	395,563	413,437	96,780	510,217	905,780	46.4%	28.3%	43.7%
October 2019	422,739	44,875	467,614	419,146	97,220	516,366	983,980	50.2%	31.6%	47.5%
November 2019	387,462	41,007	428,469	390,312	95,218	485,530	913,999	49.8%	30.1%	46.9%
December 2019	442,018	43,127	485,145	362,642	83,743	446,385	931,530	54.9%	34.0%	52.1%
2019 Total	4,228,781	549,841	4,778,622	5,236,743	1,221,379	6,458,122	11,236,744	44.7%	31.0%	42.5%
January 2020	480,563	55,935	536,498	373,183	96,021	469,204	1,005,702	56.3%	36.8%	53.3%
February 2020	464,094	55,119	519,213	316,511	86,597	403,108	922,321	59.5%	38.9%	56.3%
March 2020	348,858	36,647	385,505	262,168	59,735	321,903	707,408	57.1%	38.0%	54.5%
April 2020	36,523	1,112	37,635	253,037	18,767	271,804	309,439	12.6%	5.6%	12.2%
May 2020	80,997	4,164	85,161	252,776	24,120	276,896	362,057	24.3%	14.7%	23.5%
June 2020	223,703	20,026	243,729	377,653	51,666	429,319	673,048	37.2%	27.9%	36.2%
July 2020	324,154	30,242	354,396	432,751	70,013	502,764	857,160	42.8%	30.2%	41.3%
August 2020	288,107	27,735	315,842	436,561	69,126	505,687	821,529	39.8%	28.6%	38.4%
September 2020	268,798	30,246	299,044	441,064	76,986	518,050	817,094	37.9%	28.2%	36.6%
October 2020	273,532	33,578	307,110	447,206	85,634	532,840	839,950	38.0%	28.2%	36.6%
November 2020	217,483	25,626	243,109	358,200	69,705	427,905	671,014	37.8%	26.9%	36.2%
December 2020	225,486	22,449	247,935	431,415	67,623	499,038	746,973	34.3%	24.9%	33.2%
2020 Total	3,232,298	342,879	3,575,177	4,382,525	775,993	5,158,518	8,733,695	42.4%	30.6%	40.9%
GRAND TOTALS	9,505,337	1,300,691	10,806,028	15,068,647	3,086,877	18,155,524	28,961,552	38.7%	29.6%	37.3%

Total Californians with REAL IDs

As of December 2020, there are 9,452,746 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

Marketing/Communication Campaign: REAL ID paid search ads are running. The digital campaign continues with shifted messaging from REAL ID awareness to promotion of online and virtual field office services. The contract has been extended through April 2021 for continued promotion of REAL ID and online services.

Field Office Assessment and Redesign Pilot: DMV is working on strategies for managing driver license and registration customer-flow within field offices. Among them is virtual queue entry, which gives customers without an appointment the ability to check in and get in line for Field Office services remotely. The solution will be piloted upon completion of development and testing.

STAFFING

Hiring Status: DMV filled all the 784 new positions and all staff for these positions have started.

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

CONTINUED PROCESS IMPROVEMENTS

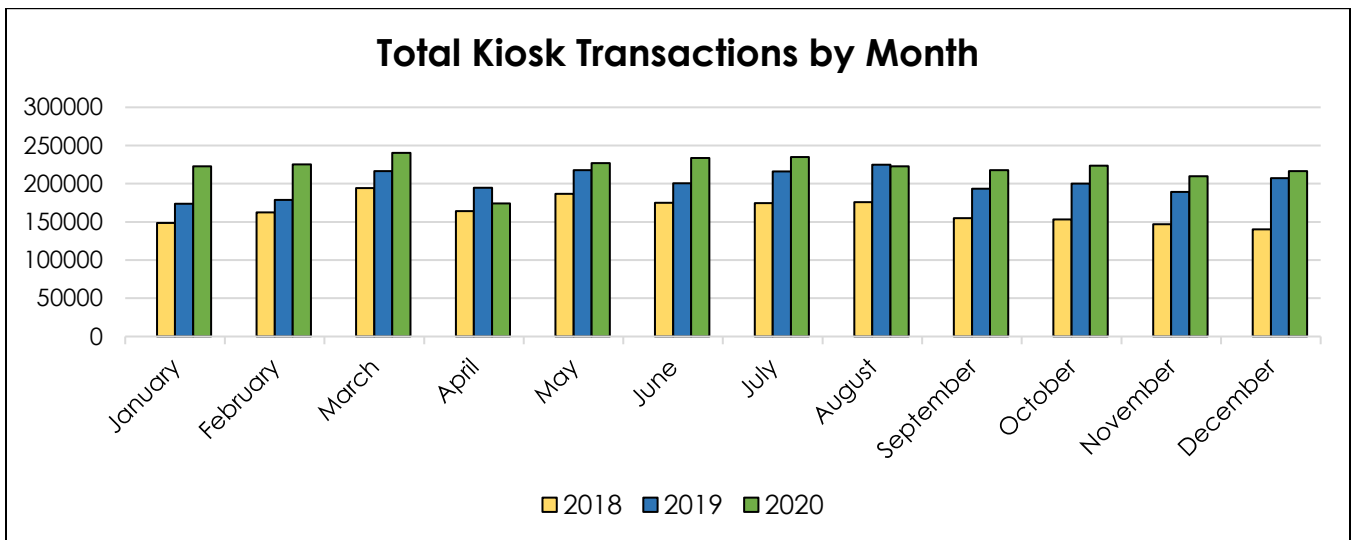
Maximize Window Utilization: DMV worked closely with two contracted consultants, to identify opportunities to streamline business processes and maximize window utilization. Various strategies have been piloted, collected data has been evaluated, and planning is underway to determine future adoption. Details will be provided once plans are finalized.

INFORMATION TECHNOLOGY

DMV NOW Kiosks: DMV is increasing usage of its self-service kiosks in order to reduce the number of customers who wait in line for services. There are 365 DMV Now kiosks statewide: 98 in DMV field offices, 249 in retail locations, 1 library, 1 at the University of California, Irvine, 1 in the Mendota City Hall, 1 at DMV's Sacramento Headquarters building, and 14 in Northern California AAA locations.

Customers can complete the following transactions on a kiosk.

- Add or remove an affidavit of non-use or update vehicle insurance
- Driver record history request
- File for planned non-operation
- Pay a reinstatement fee for suspended vehicle registration
- Registration renewal
- Replacement registration card
- Replacement sticker
- Vehicle record history request



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

DMV NOW Self-Service Kiosk Transactions

	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
Jan-18	131,496	17,155	N/A	151	N/A	N/A	148,802
Feb-18	139,654	22,487	N/A	149	N/A	N/A	162,290
Mar-18	164,073	29,886	N/A	184	N/A	N/A	194,143
Apr-18	136,052	27,942	N/A	184	N/A	62	164,240
May-18	154,238	32,195	N/A	239	N/A	109	186,781
Jun-18	141,716	32,825	N/A	236	N/A	177	174,954
Jul-18	139,563	34,511	N/A	245	N/A	187	174,506
Aug-18	141,483	33,979	9	270	N/A	184	175,925
Sep-18	119,632	34,666	75	199	N/A	185	154,757
Oct-18	119,112	33,663	123	203	N/A	228	153,329
Nov-18	110,526	35,771	194	157	27	249	146,924
Dec-18	100,144	39,380	238	103	23	248	140,136
Jan-19	126,200	46,863	288	150	117	302	173,920
Feb-19	127,110	50,568	281	184	159	326	178,628
Mar-19	150,882	64,586	356	190	236	373	216,623
Apr-19	134,888	58,524	367	208	159	536	194,682
May-19	150,461	65,458	440	200	222	786	217,567
Jun-19	134,997	64,315	405	236	167	653	200,773
Jul-19	152,897	61,493	461	264	200	760	216,075
Aug-19	148,232	74,521	501	265	222	958	224,699
Sep-19	118,938	73,133	479	163	157	719	193,589
Oct-19	127,110	71,472	501	150	215	883	200,331
Nov-19	111,941	75,874	351	148	171	731	189,216
Dec-19	124,321	81,574	353	115	173	805	207,341
Jan-20	130,035	90,723	383	207	227	1,028	222,603
Feb-20	129,073	94,708	377	145	243	928	225,474
Mar-20	107,368	131,976	213	118	224	578	240,477
Apr-20	379	173,974	4	3	5	20	174,385
May-20	17,528	209,280	2	2	54	214	227,080
Jun-20	60,331	172,366	2	2	276	680	233,657
Jul-20	63,794	169,956	7	3	251	807	234,818
Aug-20	58,302	163,301	3	2	280	919	222,807
Sep-20	60,956	155,911	0	2	259	801	217,929
Oct-20	64,723	157,642	0	0	368	900	223,633
Nov-20	56,962	151,832	0	2	275	809	209,871
Dec-20	60,275	155,043	0	2	325	832	216,477

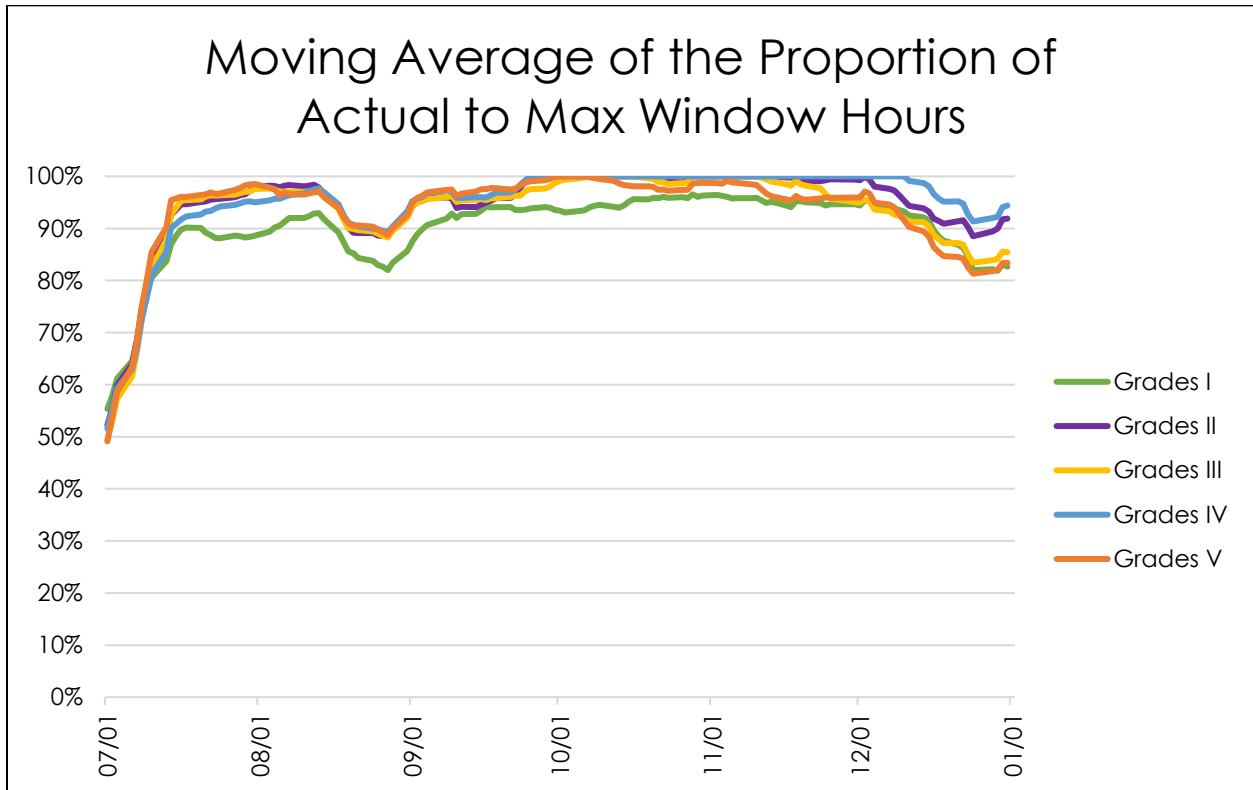
Online Transactions: DMV continues to evaluate additional transactions that could be performed online, including through its new Virtual Field Office.

WINDOW HOURS

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

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

Moving Average of the Proportion of Actual to Max Window Hours: The following figure shows the 10-day moving average of the proportion of available window hours recorded in use on a daily basis for the prior six months adjusted for the new baseline of transaction windows¹. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior². Each individual line represents the moving average across all offices in a given office grade. The maximum available window hours was calculated based on the number of available transaction windows, multiplied by the number of hours in a normal business day for that office, taking into account any extended hours offered at a location.



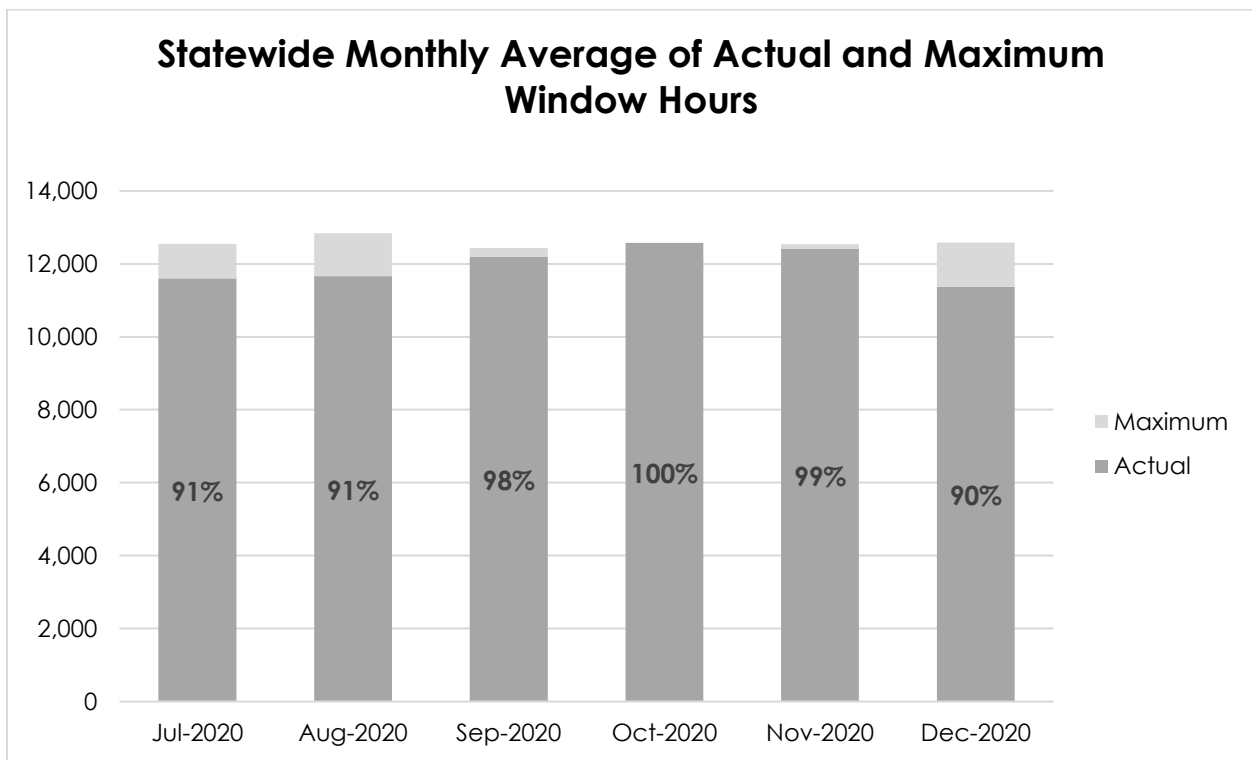
¹ The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of December, Saturday service was suspended in those field offices open to the public.

² All 10 days are weighted equally in the calculation of the average.

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

	Percentage of Actual to Maximum Window Hours					
	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020
Grade I	86%	85%	94%	95%	95%	87%
Grade II	93%	91%	98%	100%	100%	93%
Grade III	93%	91%	97%	100%	97%	88%
Grade IV	91%	92%	99%	100%	100%	96%
Grade V	94%	91%	99%	98%	96%	86%

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

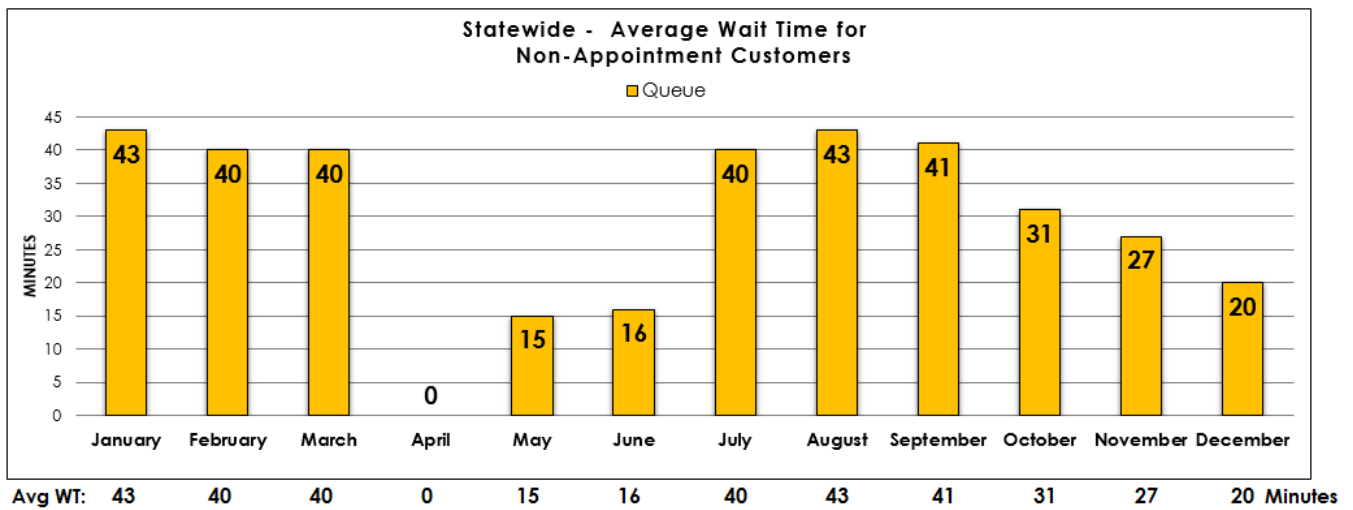


WAIT TIMES

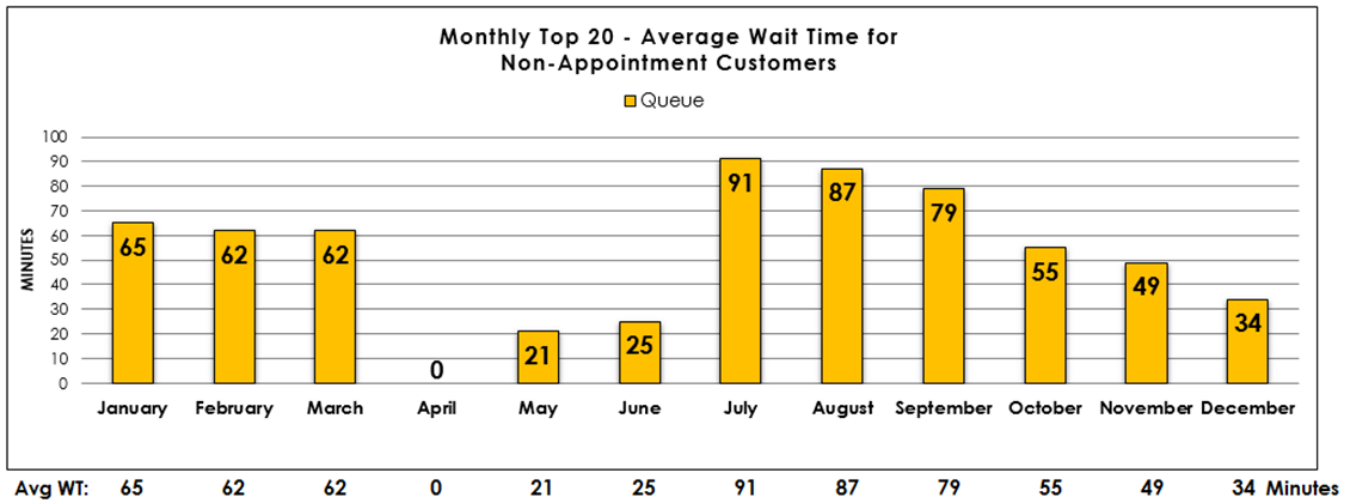
Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow. DMV has taken steps to promote a healthy environment for employees and customers. DMV has reduced the number of workstations opened to serve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

December wait times for non-appointment customers averaged 20 minutes.

Average Wait Time for Non-Appointment Customers – Statewide:



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



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

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

STATEWIDE - MONTH OF November, 2020

Month of November, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	3,700	7	133,752	23	137,452	22
Grade III - 47 Offices	13,606	10	215,941	28	229,547	27
Grade IV/V - 67 Offices	45,645	11	480,549	28	526,194	27

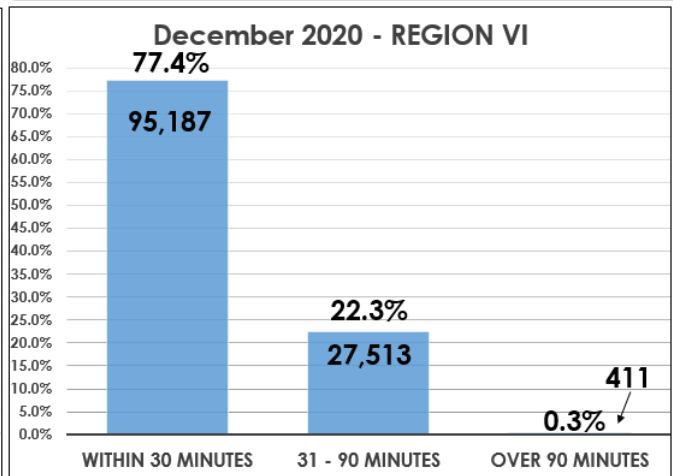
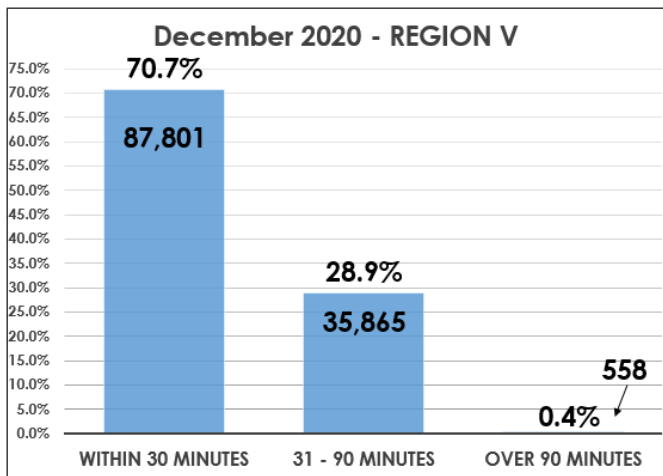
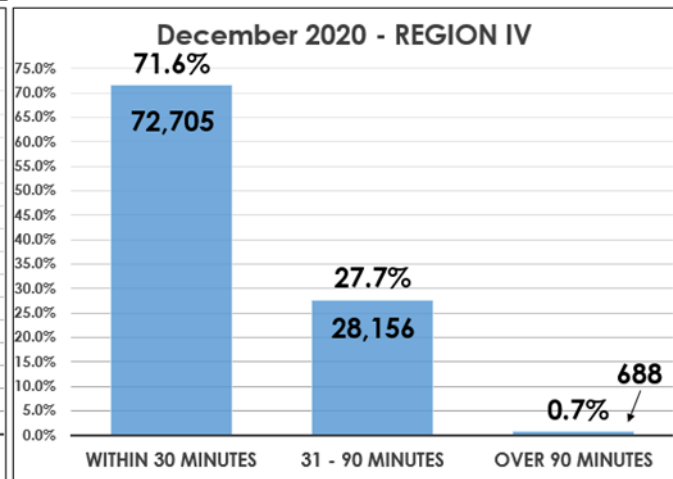
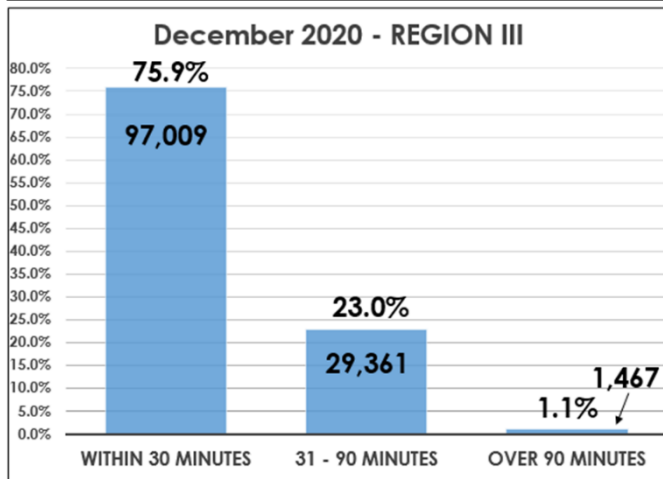
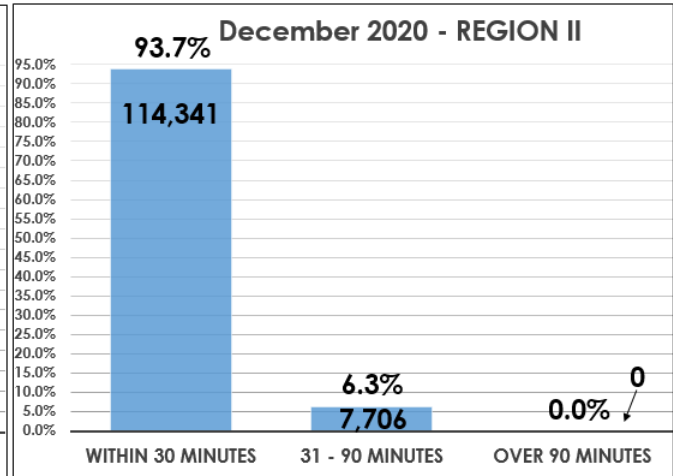
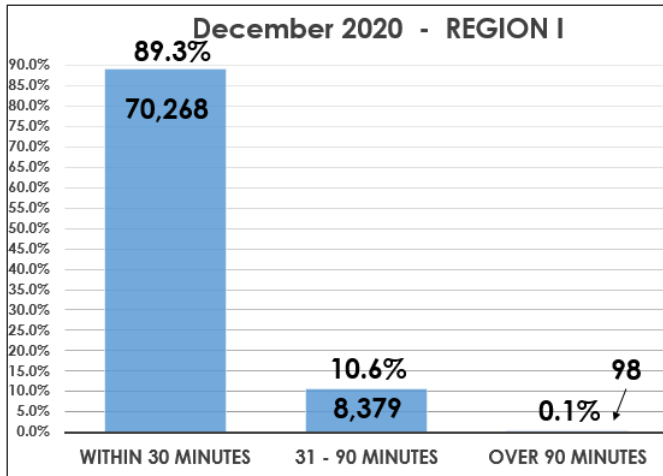
STATEWIDE - MONTH OF December, 2020

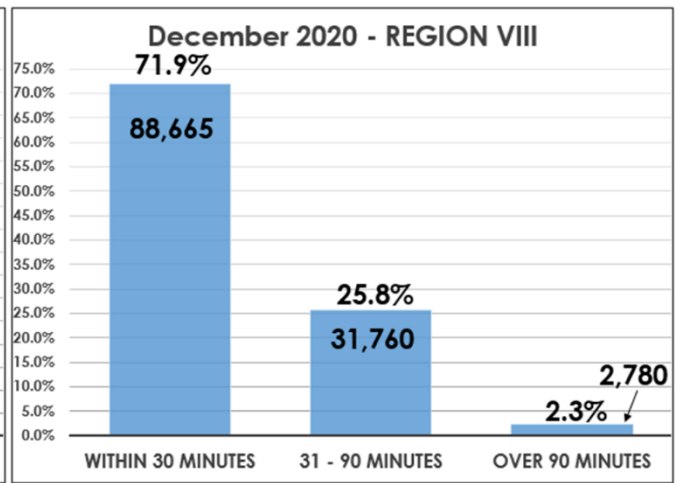
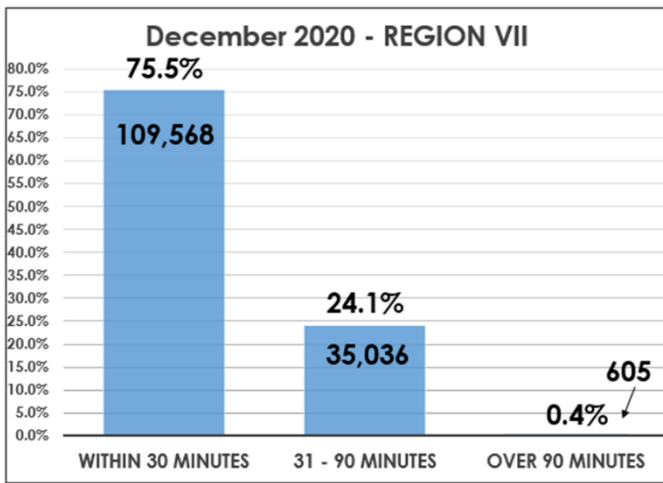
Month of December, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	3,431	6	139,438	15	142,869	15
Grade III - 47 Offices	13,873	8	235,087	21	248,960	20
Grade IV/V - 67 Offices	42,671	9	511,427	21	554,098	20

DIFFERENCE BETWEEN MONTH OF December, 2020 and MONTH OF November, 2020

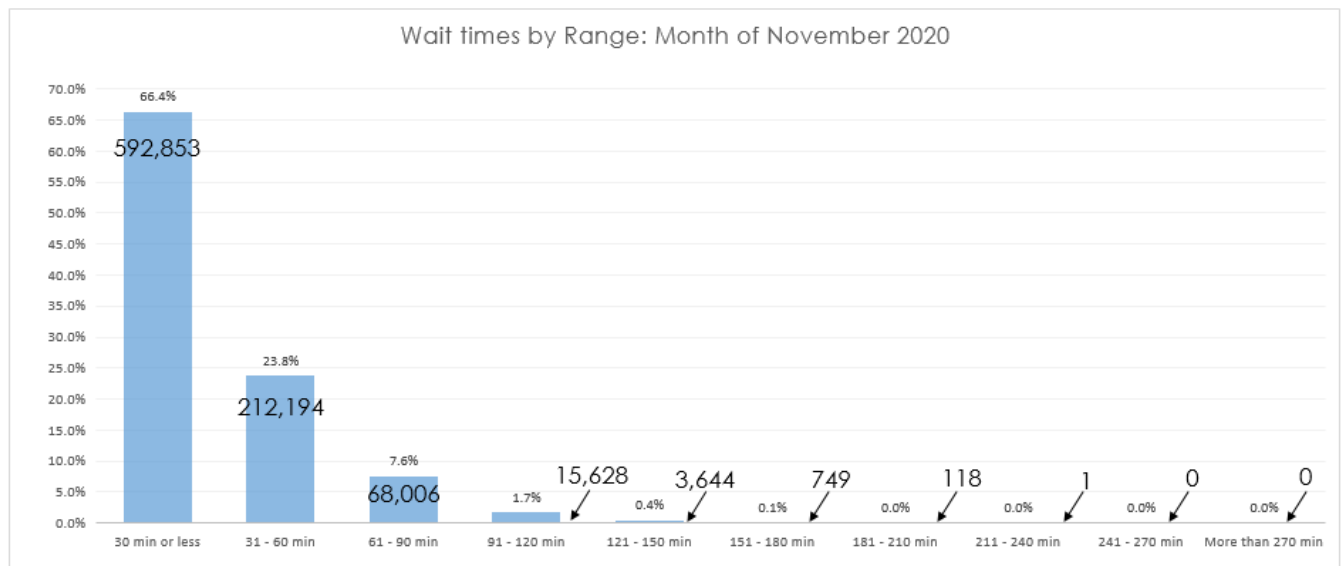
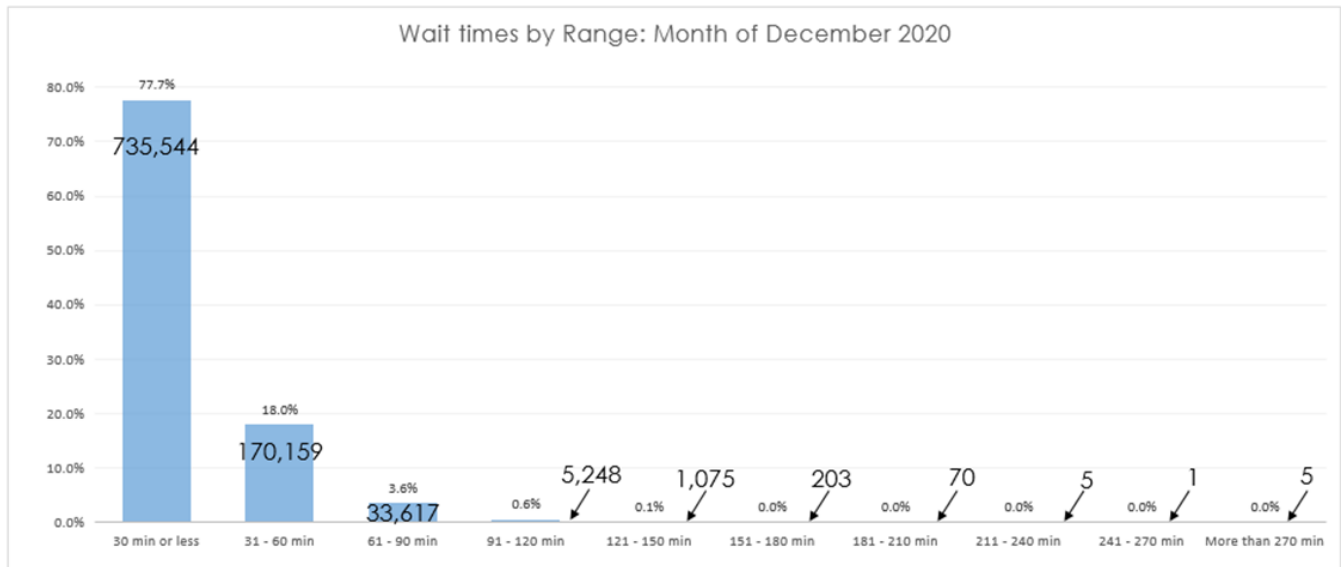
Month of Dec, 2020 vs Nov, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	(269)	(1)	+5,686	(8)	+5,417	(7)
Grade III - 47 Offices	+267	(2)	+19,146	(7)	+19,413	(7)
Grade IV/V - 67 Offices	(2,974)	(2)	+30,878	(7)	+27,904	(7)

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.

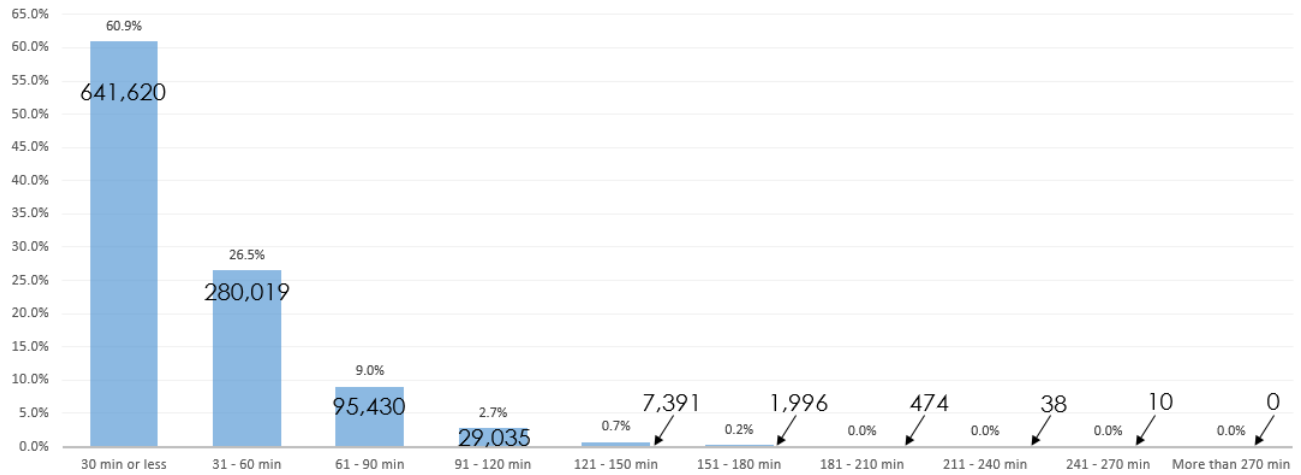




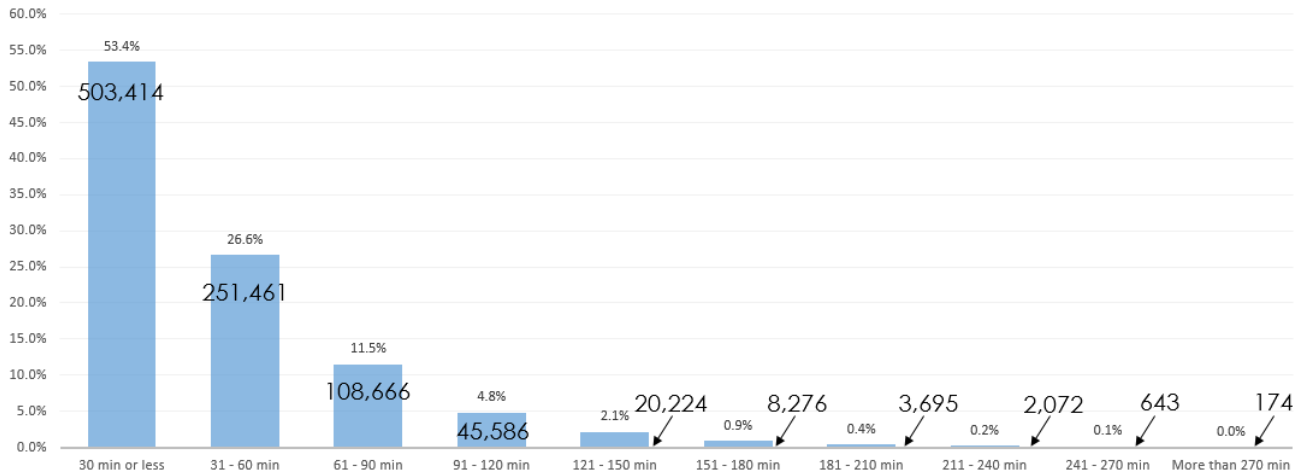
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.



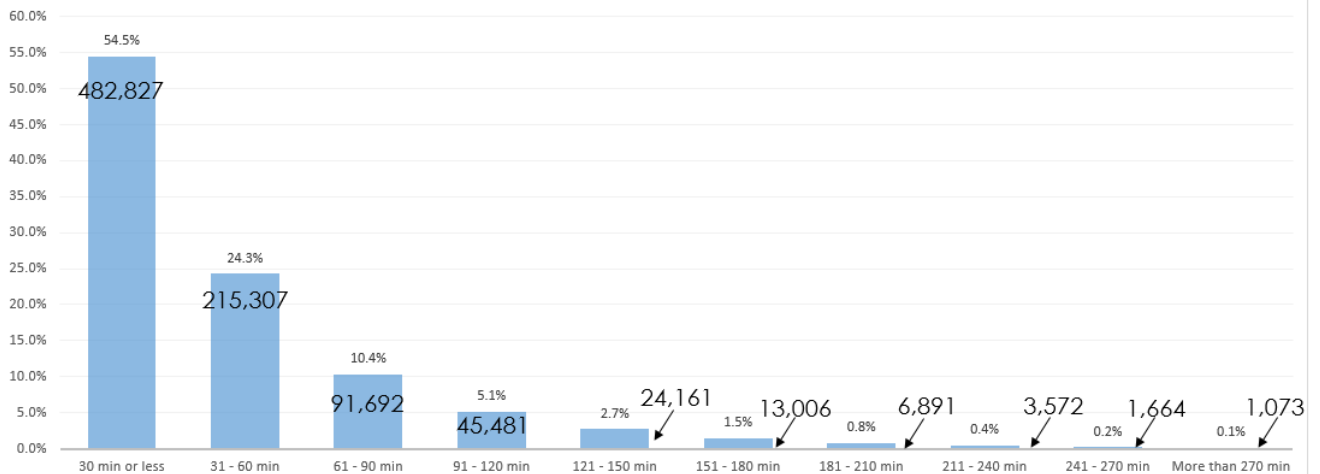
Wait times by Range: Month of October 2020



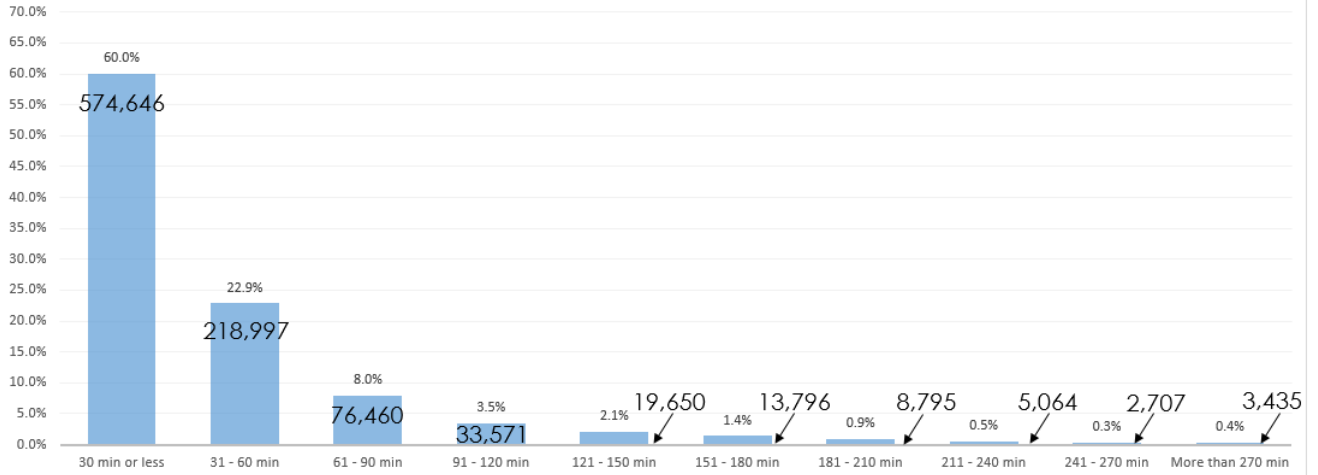
Wait times by Range: Month of September 2020



Wait times by Range: Month of August 2020



Wait times by Range: Month of July 2020



APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

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

Region I

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

Month of December, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		4	0	859	2	863	2
CHICO		33	7	4,154	16	4,187	16
COLUSA		4	14	2,091	11	2,095	11
CORTE MADERA		203	5	4,178	10	4,381	10
CRESCENT CITY		33	4	1,798	11	1,831	11
EUREKA		33	4	5,208	8	5,241	8
FALL RIVER MILLS		4	6	802	6	806	6
FORT BRAGG		8	3	1,357	12	1,365	12
GARBERVILLE		22	1	1,070	8	1,092	7
GRASS VALLEY		97	4	2,717	14	2,814	13
LAKEPORT		17	8	2,495	25	2,512	25
MOUNT SHASTA		41	5	1,250	15	1,291	15
NOVATO		19	2	3,175	6	3,194	6
OROVILLE		53	6	3,614	9	3,667	9
PETALUMA		178	7	3,971	7	4,149	7
QUINCY		2	4	1,130	10	1,132	10
RED BLUFF		151	6	3,587	15	3,738	15
REDDING		205	13	5,299	20	5,504	20
SANTA ROSA		188	9	7,314	13	7,502	13
SOUTH LAKE TAHOE		9	18	1,782	19	1,791	19
SUSANVILLE		6	5	1,465	7	1,471	7
TRUCKEE		78	12	2,045	27	2,123	26
UKIAH		7	1	2,866	12	2,873	12
WEAVERVILLE		-	-	883	7	883	7
WILLOWS		4	20	2,233	8	2,237	8
YREKA		46	3	1,593	9	1,639	8
YUBA CITY		250	10	8,114	16	8,364	16
Region I (Northern CA)TOTAL		1,695	8	77,050	13	78,745	13

Region II

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

Month of December, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		5	3	3,879	10	3,884	10
DALY CITY		307	12	7,640	16	7,947	16
EL CERRITO		107	10	6,948	19	7,055	19
FREMONT		150	8	3,097	5	3,247	5
GILROY		23	6	3,087	5	3,110	5
HAYWARD		212	12	5,574	15	5,786	15
HOLLISTER		32	5	2,227	12	2,259	12
KING CITY		21	8	2,847	17	2,868	17
LOS GATOS		158	14	3,639	13	3,797	13
OAKLAND CLAREMONT		200	11	6,510	11	6,710	11
OAKLAND COLISEUM		187	14	5,764	17	5,951	17
PLEASANTON		54	7	3,886	10	3,940	10
PLEASANTON STONERIDGE		15	3	2,716	4	2,731	4
REDWOOD CITY		13	9	6,271	7	6,284	7
SALINAS		45	9	4,440	12	4,485	12
SAN FRANCISCO		241	9	9,076	10	9,317	10
SAN JOSE		292	8	7,461	7	7,753	7
SAN JOSE DLPC		118	5	8,234	4	8,352	4
SAN MATEO		77	7	5,750	8	5,827	8
SANTA CLARA		142	7	8,731	11	8,873	11
SANTA TERESA		215	10	4,689	8	4,904	8
SEASIDE		19	9	5,022	8	5,041	8
WATSONVILLE		46	4	1,880	6	1,926	6
Region II (Bay Area) TOTAL		2,679	10	119,368	11	122,047	11

REGION III

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

Month of December, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		29	5	3,698	21	3,727	21
CARMICHAEL		133	6	8,072	21	8,205	20
CONCORD	18	130	5	8,019	30	8,149	30
DAVIS		13	5	3,122	10	3,135	10
FAIRFIELD		40	3	5,710	11	5,750	11
FOLSOM		111	6	5,721	26	5,832	26
JACKSON		91	4	1,995	14	2,086	14
LODI		262	6	6,193	24	6,455	23
MANTECA		95	5	6,363	28	6,458	28
NAPA		107	0	6,876	4	6,983	4
PITTSBURG		100	10	6,962	26	7,062	26
PLACERVILLE	6	45	11	2,624	36	2,669	35
ROCKLIN		54	4	5,287	14	5,341	14
ROSEVILLE	7	347	13	7,374	36	7,721	35
SACRAMENTO		175	13	6,462	28	6,637	28
SACRAMENTO SOUTH		126	5	8,735	26	8,861	25
SAN ANDREAS		10	2	1,710	8	1,720	8
SONORA		19	8	2,463	14	2,482	14
STOCKTON		108	5	8,538	12	8,646	12
TRACY		72	9	6,182	17	6,254	17
VACAVILLE		27	6	4,148	13	4,175	13
VALLEJO		27	6	5,590	19	5,617	19
WOODLAND		62	5	3,810	17	3,872	17
Region III (Sacramento Area) TOTAL		2,183	7	125,654	21	127,837	21

REGION IV

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

Month of December, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		203	10	3,407	20	3,610	20
BAKERSFIELD		427	7	6,723	29	7,150	27
BAKERSFIELD SW		274	6	7,514	22	7,788	22
BISHOP		12	4	1,471	9	1,483	9
CLOVIS	10	530	8	5,554	33	6,084	31
COALINGA		83	8	2,467	15	2,550	15
DELAND		41	12	2,781	24	2,822	24
FRESNO		529	7	7,829	26	8,358	25
FRESNO NORTH	9	573	10	4,386	34	4,959	31
HANFORD	14	246	7	3,516	31	3,762	29
LAKE ISABELLA		6	3	1,261	6	1,267	6
LOS BANOS		35	4	2,935	19	2,970	19
MADERA		250	9	2,659	26	2,909	25
MARIPOSA		78	9	984	26	1,062	24
MERCED		757	8	4,498	28	5,255	25
MODESTO		1,477	5	7,456	23	8,933	20
PORTERVILLE		315	7	3,678	29	3,993	27
REEDLEY		302	5	4,953	20	5,255	20
RIDGECREST		304	3	2,476	12	2,780	11
SHAFTER		28	7	2,872	18	2,900	17
TAFT		36	3	1,925	7	1,961	7
TULARE		84	8	3,017	20	3,101	20
TURLOCK	15	773	10	3,550	31	4,323	27
VISALIA		668	5	5,606	15	6,274	14
Region IV (Central Valley) TOTAL		8,031	7	93,518	23	101,549	22

REGION V

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

Month of December, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,231	5	8,196	29	9,427	26
GLENDALE		915	5	10,277	29	11,192	27
GOLETA		51	9	2,780	19	2,831	19
PACOIMA DLPC		220	2	6,104	16	6,324	15
HOLLYWOOD COLE	4	1,349	13	4,739	41	6,088	35
HOLLYWOOD WEST		586	4	4,149	20	4,735	18
LANCASTER	17	2,675	5	8,618	30	11,293	24
LOMPOC		104	7	2,744	16	2,848	16
NEWHALL	8	275	12	3,696	34	3,971	32
OXNARD		307	3	5,341	18	5,648	17
PASO ROBLES		120	7	2,979	23	3,099	22
SAN LUIS OBISPO		55	3	4,188	6	4,243	6
SANTA BARBARA		85	7	3,037	13	3,122	13
SANTA MARIA		241	4	3,958	25	4,199	24
SANTA MONICA		186	7	6,241	22	6,427	21
SANTA PAULA		130	3	3,924	21	4,054	20
SIMI VALLEY	19	362	6	4,274	30	4,636	28
THOUSAND OAKS		609	7	4,179	26	4,788	24
VAN NUYS		1,485	8	8,069	25	9,554	22
VENTURA		446	4	6,490	11	6,936	11
WINNETKA	5	1,625	7	7,184	36	8,809	31
Region V (Northern Los Angeles/Coastal Area) TOTAL		13,057	6	111,167	24	124,224	22

REGION VI

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

Month of December, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		1,204	9	7,546	24	8,750	22
BELLFLOWER		894	11	7,605	27	8,499	25
COMPTON	12	944	10	6,887	31	7,831	28
CULVER CITY	20	708	12	5,544	29	6,252	27
EL MONTE		414	10	5,865	26	6,279	25
HAWTHORNE		1,032	12	5,801	28	6,833	26
INGLEWOOD		153	3	6,768	8	6,921	8
LINCOLN PARK		1,048	6	6,964	18	8,012	16
LONG BEACH		359	7	7,238	25	7,597	24
LOS ANGELES		302	8	8,909	20	9,211	20
MONTEBELLO		570	5	7,119	12	7,689	12
PASADENA		795	8	8,076	10	8,871	10
SAN PEDRO		120	3	6,989	21	7,109	21
TORRANCE		469	11	6,298	18	6,767	18
WEST COVINA		1,137	11	6,456	27	7,593	24
WHITTIER		462	6	8,435	12	8,897	12
Region VI (Los Angeles Area) TOTAL		10,611	9	112,500	21	123,111	20

REGION VII

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

Month of December, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		81	6	3,182	15	3,263	15
COSTA MESA		420	8	7,474	20	7,894	20
FONTANA		703	7	13,011	25	13,714	24
FULLERTON		1,004	15	12,870	17	13,874	17
LAGUNA HILLS		351	11	7,409	26	7,760	25
NEEDLES		16	7	1,108	20	1,124	20
NORCO		916	15	8,298	22	9,214	21
POMONA		1,097	14	8,099	27	9,196	26
RANCHO CUCAMONGA	11	1,000	16	8,333	31	9,333	30
REDLANDS		445	7	3,558	18	4,003	17
RIVERSIDE		811	7	6,087	28	6,898	26
RIVERSIDE EAST		391	5	10,396	8	10,787	8
SAN BERNARDINO		1,090	9	8,718	28	9,808	26
SANTA ANA		1,198	7	11,387	16	12,585	15
VICTORVILLE		1,105	8	10,133	27	11,238	25
WESTMINSTER		921	6	13,597	15	14,518	14
Region VII (Orange County/Inland Empire) TOTAL		11,549	10	133,660	21	145,209	20

REGION VIII

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

Month of December, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Dec Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		275	7	4,755	18	5,030	17
BLYTHE		4	3	1,464	6	1,468	6
BRAWLEY		52	9	3,872	12	3,924	12
CHULA VISTA		1,357	6	9,892	16	11,249	15
EL CAJON		390	9	10,076	21	10,466	20
EL CENTRO		179	16	4,360	28	4,539	27
HEMET	2	341	6	6,868	46	7,209	44
INDIO		214	3	4,953	18	5,167	18
OCEANSIDE		148	11	6,608	24	6,756	24
PALM DESERT		167	8	4,474	20	4,641	19
PALM SPRINGS		261	2	5,134	7	5,395	7
POWAY		353	14	5,361	25	5,714	25
SAN CLEMENTE		222	8	5,692	24	5,914	23
SAN DIEGO CLAIREMONT	3	912	14	8,062	42	8,974	39
SAN DIEGO NORMAL	16	1,546	8	7,413	31	8,959	27
SAN MARCOS	13	356	14	9,350	31	9,706	30
SAN YSIDRO		1,232	7	8,324	20	9,556	18
TEMECULA	1	1,833	13	4,169	54	6,002	41
TWENTYNINE PALMS		328	4	2,208	10	2,536	9
Region VIII (San Diego Area) TOTAL		10,170	9	113,035	25	123,205	24
STATEWIDE TOTALS		59,975	8	885,952	20	945,927	19

Appendix B December 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	Software	Undetermined	Multiple FO	Fri 12/18/2020	8:00 AM	Fri 12/18/2020	10:00 AM	2:00	Touch Screen Terminals were unable to process electronic driver license and identification card applications or administer automated driver knowledge tests.	Multiple Electronic Driver license applications and tests are not accessible *Workaround - paper driver license applications and paper driver test were utilized.	Customers unable to complete electronic driver license applications and customers could not take the touchscreen driver license test.	Direct: DMV's landing screen which takes customers to either the electronic driver license application or the knowledge test displayed a blank white screen.	While DMV staff were troubleshooting, the screens recovered on their own. Root cause is unknown.
2	Vendor	Network Connectivity	Multiple FO, Multiple Kiosks, DMV Online	Wed 12/23/2020	3:20 PM	Wed 12/23/2020	5:00 PM	1:40	All field offices are unable to use Vehicle Registration or Driver License Applications. Kiosks and DMV online transactions were also inaccessible.	All Terminals and devices were unable to connect to Vehicle Registration and Driver License Application, Kiosk Now, and DMV online transactions, impacting the office's ability to provide full services to customers in a timely manner. *Workaround - None.	Unable to process Vehicle Registration and Driver License Application, Camera, or payment transactions.	Direct: A switch partially failed. Because the switch did not fail completely, the backup did not switch on.	CDT determined a failed production switch caused the outage. DMV Automation Team did a statewide restart of all the processors to bring the offices back online. The defective switch was replaced on Monday 12/28/20 with no operational impact to DMV.
3	Vendor	Application	Multiple FO, Multiple Kiosks, DMV Online	Mon 12/28/2020	2:55 PM	Mon 12/28/2020	4:40 PM	1:45	Multiple field offices experienced delays when processing credit card transactions. DMV online and Kiosk customers were unable to process credit card payments.	Multiple DMV field offices, Kiosk stations and online credit card payments could not be processed. *Workaround - None.	Multiple field offices, kiosk and online web users are unable to process credit card payment transactions.	Direct: Elavon confirmed they experienced a broad, external network event affecting the ability for customers to reach and connect to the processing systems.	Elavon Support teams worked with external carrier vendors to make configuration changes alleviating the impact, which resulted in recovery of payment services. DMV and CDT Staff assisted Elavon in resolution.