

JULY 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.

### July 2020 Highlights:

- DMV continues to serve customers with appointments and limited in-person transactions. The limited non-appointment transactions include:
  - o Paying registration for a vehicle impounded because of registration-related issues
  - o Reinstating a suspended or revoked driver license
  - o Applying for a reduced-fee or no-fee identification card
  - o Processing commercial driver license transactions
  - o Applying for a disabled person parking placard
  - o Adding an ambulance certificate or firefighter endorsement to a driver license
  - o Verifying a transit training document to drive a transit bus
  - o Processing DMV Express customers for REAL ID transactions, if time and space allow
  - o Vehicle verifications
- DMV provided an automatic one-year extension to Californians age 70 and older with noncommercial driver licenses expiring between March 1 and December 31, 2020.
- Governor Gavin Newsom signed an Executive Order waiving in-person renewals for eligible driver license and identification cardholders who have reached their maximum of out-of-office renewals. The waiver is in effect for the length of California's State of Emergency or until modified. Nearly all California drivers younger than age 70 are now eligible to renew their license online or by mail.
- DMV extended all commercial driver licenses, learner's permits, endorsements, and certificates expiring between March and September 2020 through September 30, 2020.
- As of July 2020, there are 8,443,563 Californians with a REAL ID compliant driver license or identification card.

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# REAL ID CUSTOMERS AND WORKLOAD

## Cards Produced

As of July 2020, DMV produced over 9.3 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%
<b>2018 Total</b>	<b>2,044,258</b>	<b>407,971</b>	<b>2,452,229</b>	<b>5,449,379</b>	<b>1,089,505</b>	<b>6,538,884</b>	<b>8,991,113</b>	<b>27.3%</b>	<b>27.2%</b>	<b>27.3%</b>
January 2019	293,666	45,793	339,459	387,686	88,291	475,977	815,436	43.1%	34.2%	41.6%
February 2019	258,062	56,973	315,035	501,193	121,662	622,855	937,890	34.0%	31.9%	33.6%
March 2019	331,960	49,236	381,196	494,019	104,865	598,884	980,080	40.2%	32.0%	38.9%
April 2019	325,818	49,645	375,463	442,096	96,052	538,148	913,611	42.4%	34.1%	41.1%
May 2019	335,169	38,291	373,460	472,898	109,983	582,881	956,341	41.5%	25.8%	39.1%
June 2019	315,967	43,267	359,234	444,684	102,072	546,756	905,990	41.5%	29.8%	39.7%
July 2019	369,958	51,591	421,549	462,261	114,688	576,949	998,498	44.5%	31.0%	42.2%
August 2019	388,659	47,776	436,435	446,369	110,805	557,174	993,609	46.5%	30.1%	43.9%
September 2019	357,303	38,260	395,563	413,437	96,780	510,217	905,780	46.4%	28.3%	43.7%
October 2019	422,739	44,875	467,614	419,146	97,220	516,366	983,980	50.2%	31.6%	47.5%
November 2019	387,462	41,007	428,469	390,312	95,218	485,530	913,999	49.8%	30.1%	46.9%
December 2019	442,018	43,127	485,145	362,642	83,743	446,385	931,530	54.9%	34.0%	52.1%
<b>2019 Total</b>	<b>4,228,781</b>	<b>549,841</b>	<b>4,778,622</b>	<b>5,236,743</b>	<b>1,221,379</b>	<b>6,458,122</b>	<b>11,236,744</b>	<b>44.7%</b>	<b>31.0%</b>	<b>42.5%</b>
January 2020	480,563	55,935	536,498	373,183	96,021	469,204	1,005,702	56.3%	36.8%	53.3%
February 2020	464,094	55,119	519,213	316,511	86,597	403,108	922,321	59.5%	38.9%	56.3%
March 2020	348,858	36,647	385,505	262,168	59,735	321,903	707,408	57.1%	38.0%	54.5%
April 2020	36,523	1,112	37,635	253,037	18,767	271,804	309,439	12.6%	5.6%	12.2%
May 2020	80,997	4,164	85,161	252,776	24,120	276,896	362,057	24.3%	14.7%	23.5%
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%
<b>GRAND TOTALS</b>	<b>8,231,931</b>	<b>1,161,057</b>	<b>9,392,988</b>	<b>12,954,201</b>	<b>2,717,803</b>	<b>15,672,004</b>	<b>25,064,992</b>	<b>38.9%</b>	<b>29.9%</b>	<b>37.5%</b>

## Total Californians with REAL IDs

As of July 2020, there are 8,443,563 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**

## **Credit Card Acceptance in Field Offices**

Following recommendations from Governor Newsom's Strike Team, all DMV field offices now accept credit card and digital wallet payments. In alignment with how other departments process credit and debit card transactions, DMV customers are charged a 2.3 percent service fee when paying with their card or digital wallet at a field office.

## STAFFING

**Hiring Status:** DMV has made offers on 100 percent of its 784 new positions. The following chart reflects the status of these hires as of July 2020.

Region	Number Authorized	Offers Made	Awaiting Fingerprints	Started	On-boarding In-Office Training	Expedite In-Office Training	Basic Driver License Training
I	51.0	51.0	0.0	51.0	40.0	42.0	51.0
II	124.0	124.0	0.0	124.0	113.0	113.0	113.0
III	87.0	87.0	0.0	87.0	87.0	87.0	87.0
IV	52.0	52.0	0.0	52.0	49.5	49.5	49.5
V	95.0	95.0	0.0	95.0	95.0	95.0	95.0
VI	134.0	134.0	0.0	134.0	57.0	0.0	77.0
VII	110.0	110.0	0.0	108.0	98.0	98.0	91.5
VIII	131.0	131.0	0.0	131.0	131.0	131.0	131.0
<b>Total</b>	<b>784.0</b>	<b>784.0</b>	<b>0.0</b>	<b>782.0</b>	<b>670.5</b>	<b>615.5</b>	<b>695.0</b>

### On-boarding Training Modules

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

### Expedite Training Modules

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

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

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

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

# CONTINUED PROCESS IMPROVEMENTS

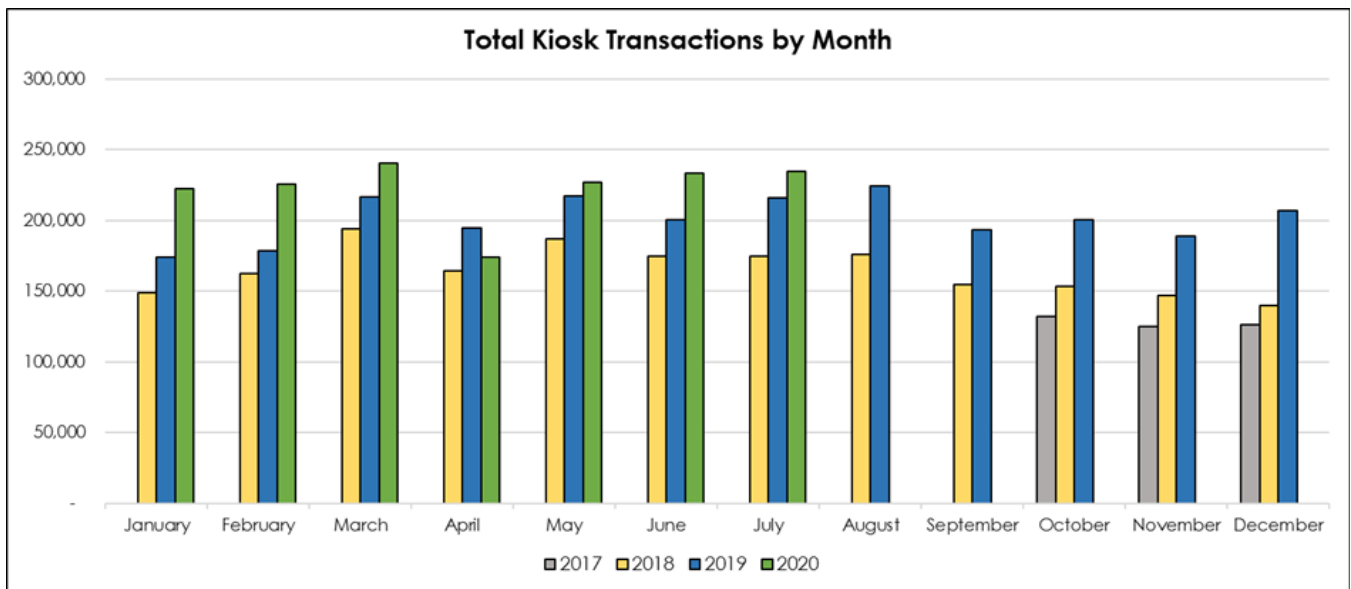
There are no updates for the month of July 2020.

# INFORMATION TECHNOLOGY

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

Customers can complete the following transactions on a kiosk.

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



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



### DMV NOW Self-Service Kiosk Transactions

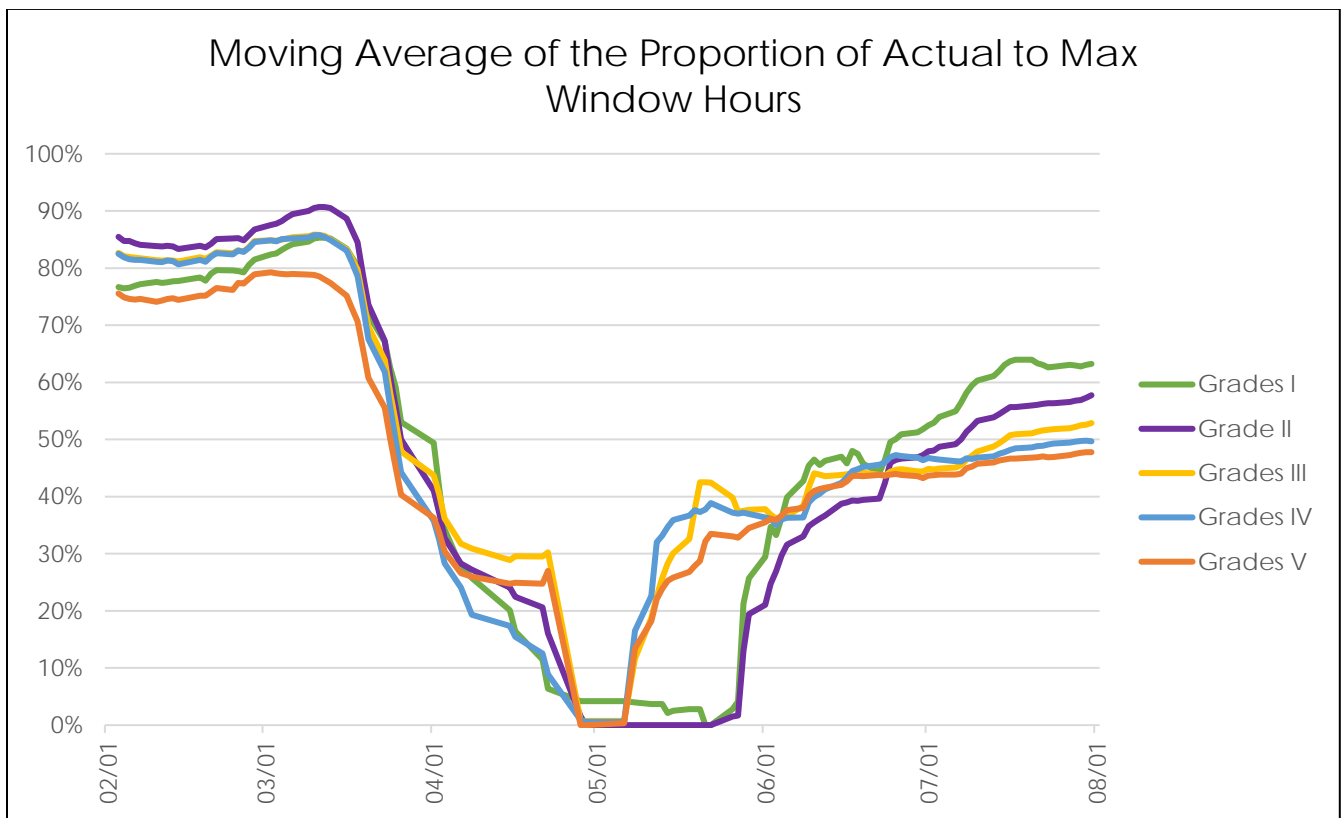
	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
Oct-17	122,358	10,043	N/A	92	N/A	N/A	132,493
Nov-17	114,602	10,598	N/A	94	N/A	N/A	125,294
Dec-17	113,140	12,889	N/A	86	N/A	N/A	126,115
Jan-18	131,496	17,155	N/A	151	N/A	N/A	148,802
Feb-18	139,654	22,487	N/A	149	N/A	N/A	162,290
Mar-18	164,073	29,886	N/A	184	N/A	N/A	194,143
Apr-18	136,052	27,942	N/A	184	N/A	62	164,240
May-18	154,238	32,195	N/A	239	N/A	109	186,781
Jun-18	141,716	32,825	N/A	236	N/A	177	174,954
Jul-18	139,563	34,511	N/A	245	N/A	187	174,506
Aug-18	141,483	33,979	9	270	N/A	184	175,925
Sep-18	119,632	34,666	75	199	N/A	185	154,757
Oct-18	119,112	33,663	123	203	N/A	228	153,329
Nov-18	110,526	35,771	194	157	27	249	146,924
Dec-18	100,144	39,380	238	103	23	248	140,136
Jan-19	126,200	46,863	288	150	117	302	173,920
Feb-19	127,110	50,568	281	184	159	326	178,628
Mar-19	150,882	64,586	356	190	236	373	216,623
Apr-19	134,888	58,524	367	208	159	536	194,682
May-19	150,461	65,458	440	200	222	786	217,567
Jun-19	134,997	64,315	405	236	167	653	200,773
Jul-19	152,897	61,493	461	264	200	760	216,075
Aug-19	148,232	74,521	501	265	222	958	224,699
Sep-19	118,938	73,133	479	163	157	719	193,589
Oct-19	127,110	71,472	501	150	215	883	200,331
Nov-19	111,941	75,874	351	148	171	731	189,216
Dec-19	124,321	81,574	353	115	173	805	207,341
Jan-20	130,035	90,723	383	207	227	1,028	222,603
Feb-20	129,073	94,708	377	145	243	928	225,474
Mar-20	107,368	131,976	213	118	224	578	240,477
Apr-20	379	173,974	4	3	5	20	174,385
May-20	17,528	209,280	2	2	54	214	227,080
Jun-20	60,331	172,366	2	2	276	680	233,657
Jul-20	63,794	169,956	7	3	251	807	234,818

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

## WINDOW HOURS

DMV field offices were open to the public for customers with appointments and limited in-person transactions.

**Moving Average of the Proportion of Actual to Max Window Hours:** The following figure shows the 10-day moving average of the proportion of available window hours recorded in use on a daily basis for the prior six months<sup>1</sup>. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior<sup>2</sup>. Each individual line represents the moving average across all offices in a given office grade. The maximum available window hours was calculated based on the number of available transaction windows, multiplied by the number of hours in a normal business day for that office, taking into account any extended hours offered at a location.



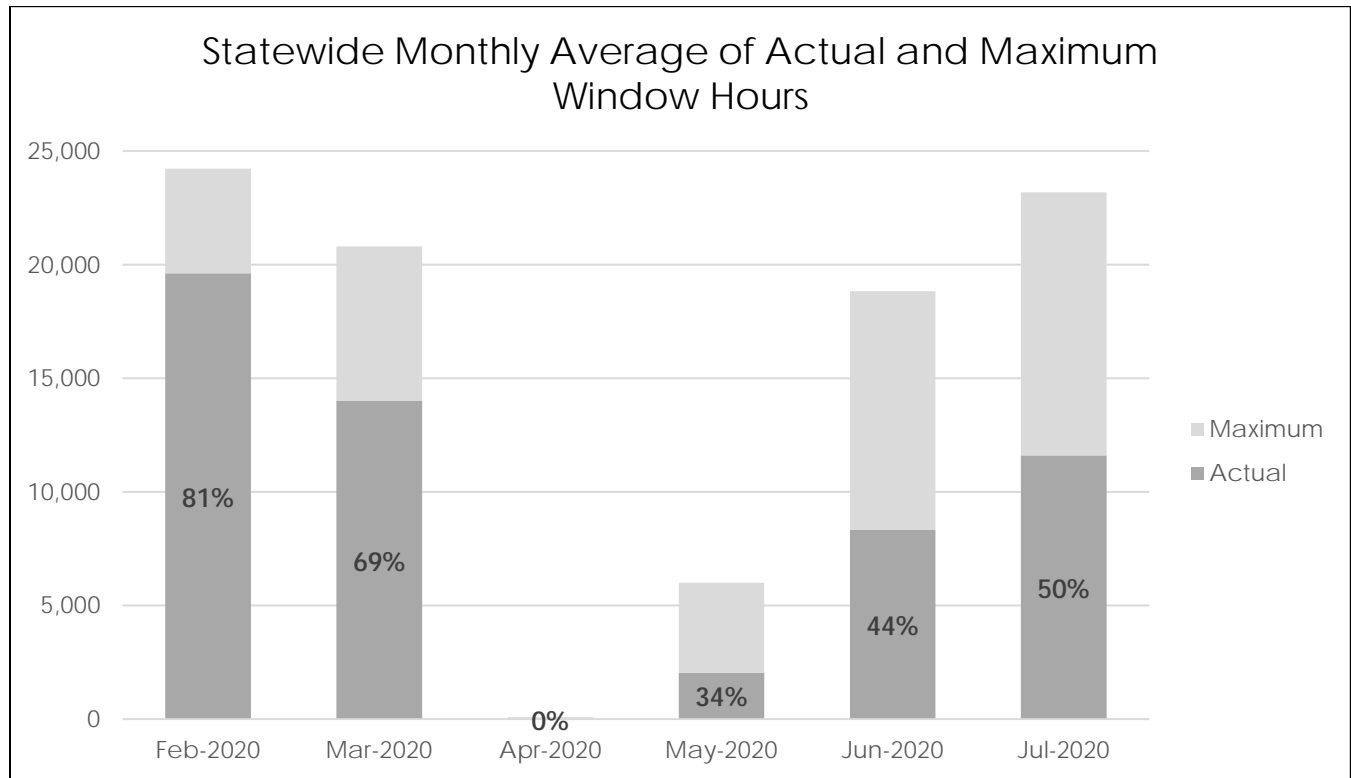
<sup>1</sup> The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of July, Saturday service was suspended in those field offices open to the public.

<sup>2</sup> All 10 days are weighted equally in the calculation of the average.

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

	Percentage of Actual to Maximum Window Hours					
	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020
Grade I	79%	71%	0%	11%	50%	63%
Grade II	85%	73%	0%	19%	45%	56%
Grade III	83%	70%	0%	36%	44%	51%
Grade IV	83%	68%	0%	35%	45%	49%
Grade V	77%	62%	0%	33%	43%	47%

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

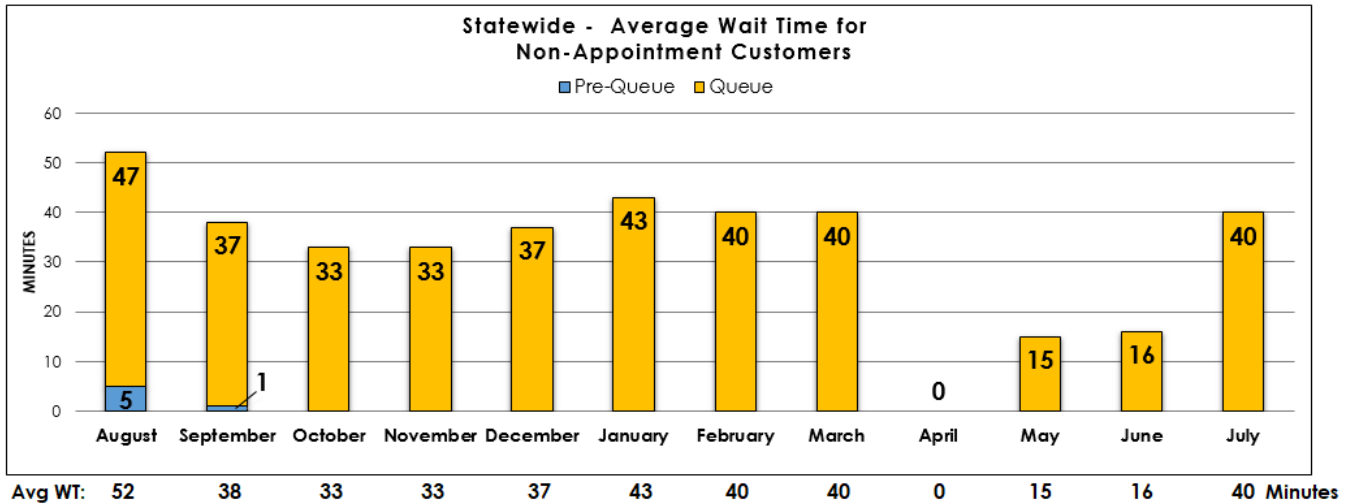


# WAIT TIMES

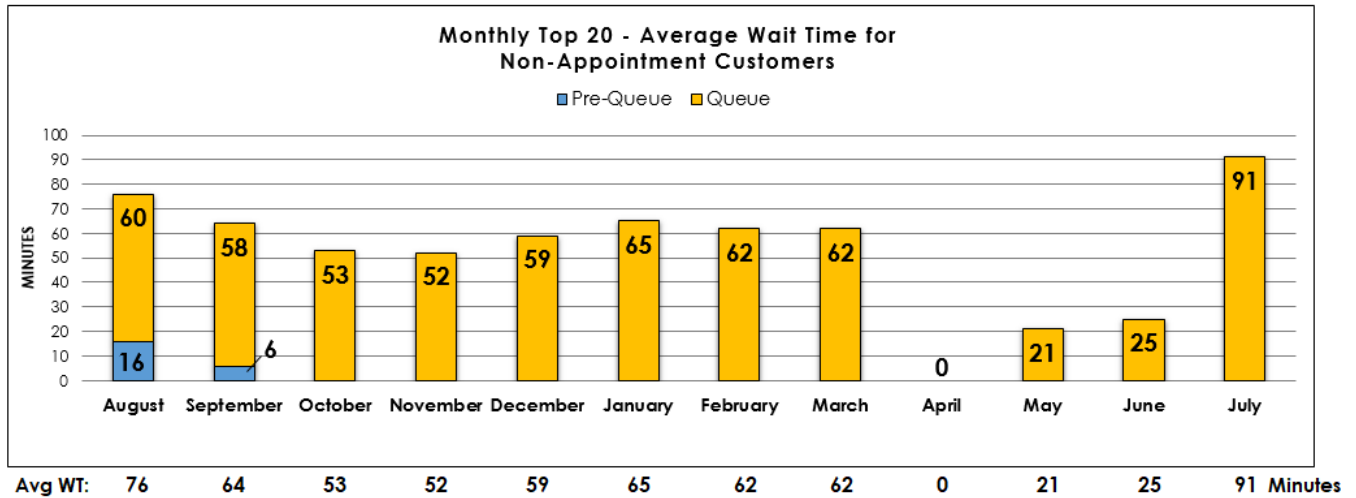
DMV field offices were open to the public for customers with appointments and limited in-person transactions.

July wait times for non-appointment customers averaged 40 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 June, 2020**

Month of June, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	12,295	6	51,307	10	63,602	9
Grade III - 47 Offices	27,190	7	109,045	12	136,235	11
Grade IV/V - 68 Offices	70,212	8	309,313	18	379,525	16

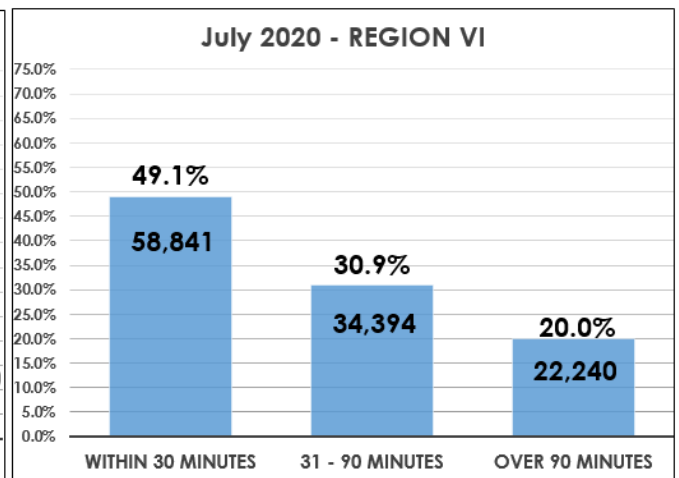
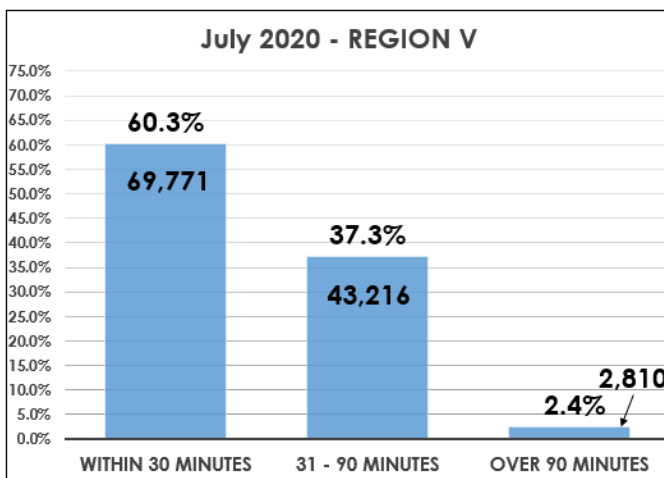
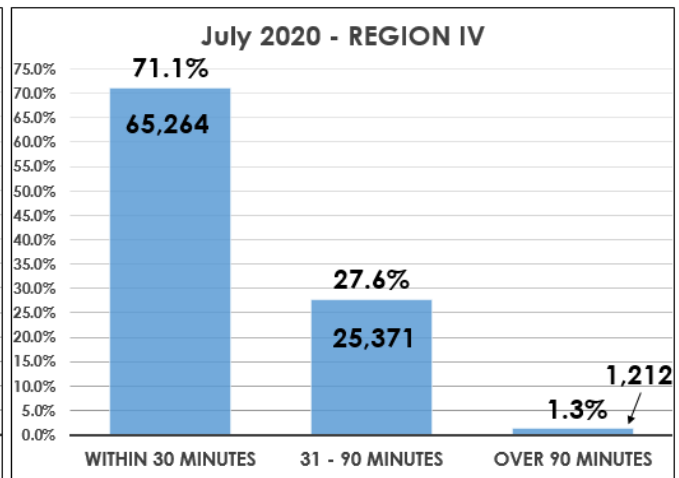
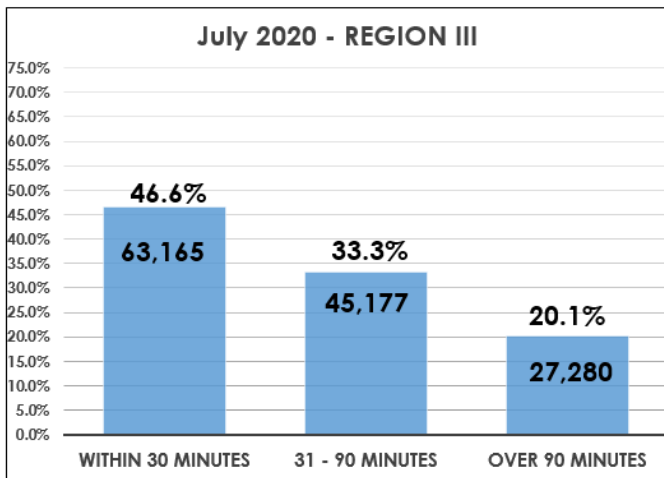
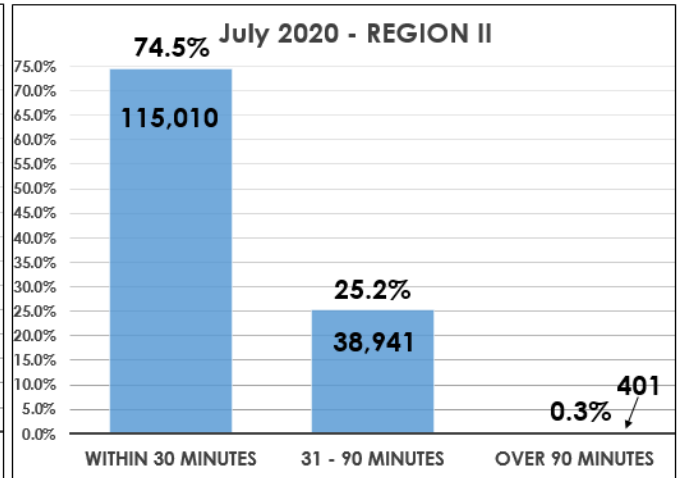
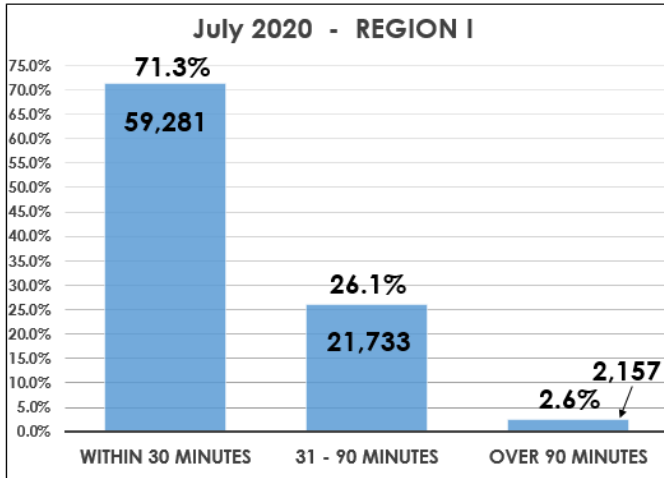
**STATEWIDE - MONTH OF July, 2020**

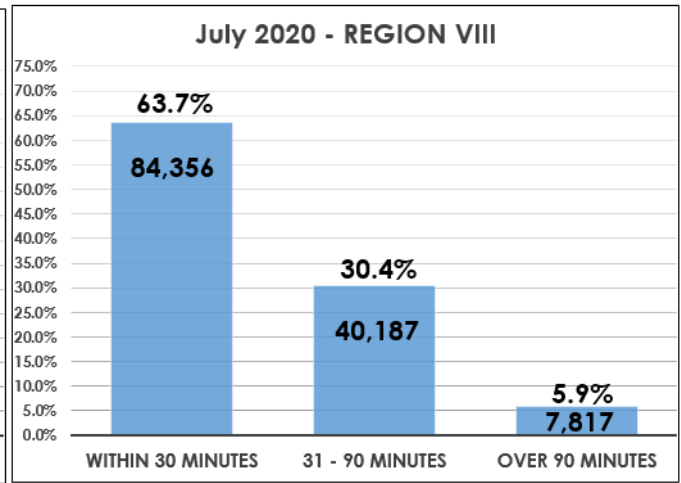
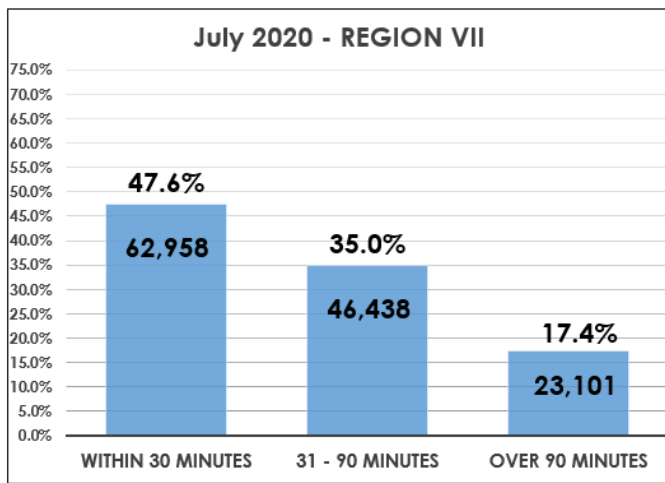
Month of July, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	11,629	9	137,498	26	149,127	25
Grade III - 47 Offices	33,084	13	218,179	35	251,263	32
Grade IV/V - 68 Offices	85,540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

**DIFFERENCE BETWEEN MONTH OF July, 2020 and MONTH OF June, 2020**

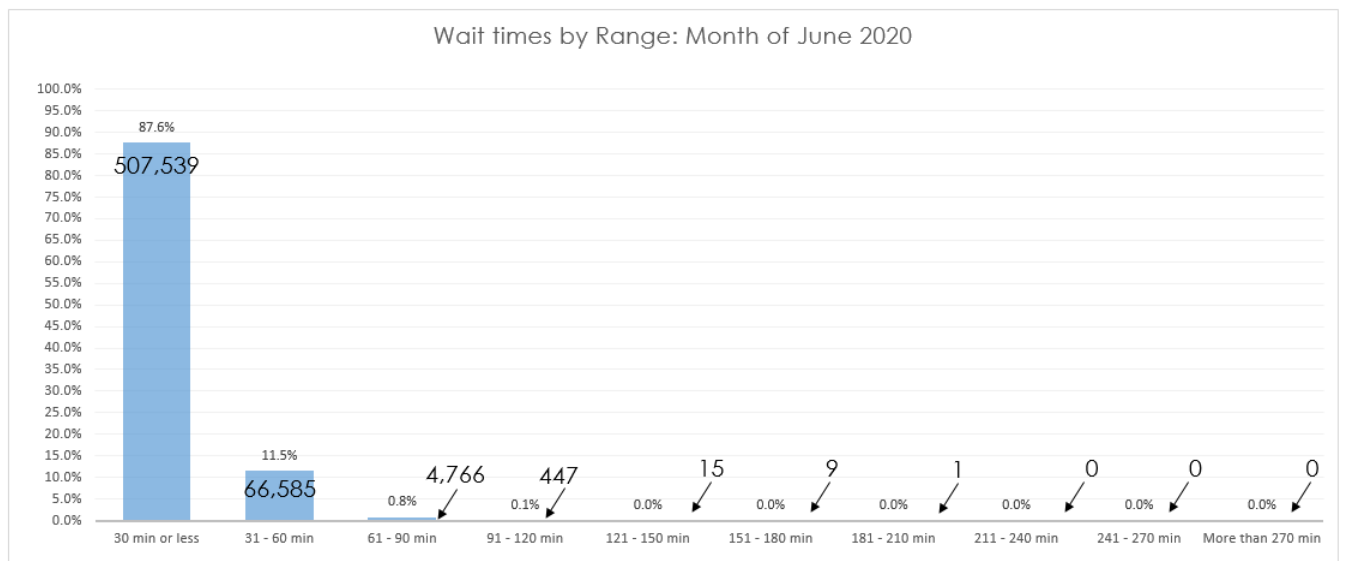
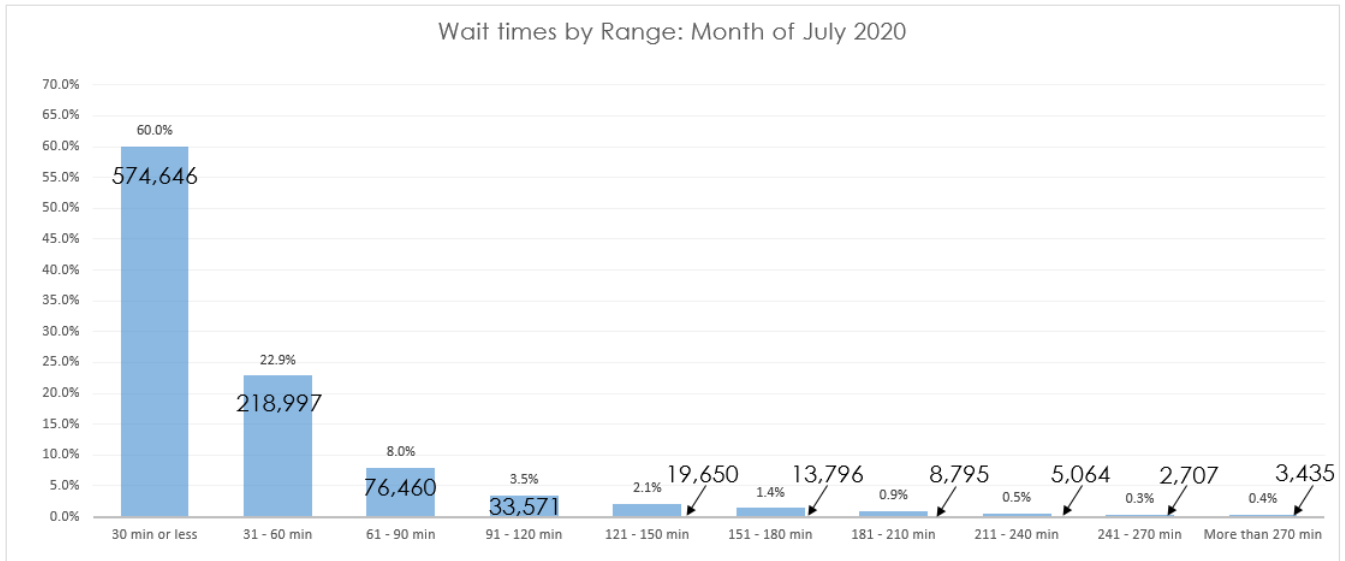
Month of Jul, 2020 vs Jun, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	(666)	+3	86,191	+16	+85,525	+16
Grade III - 47 Offices	+5,894	+6	109,134	+23	+115,028	+21
Grade IV/V - 68 Offices	+15,328	+7	161,878	+29	+177,206	+26

**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.

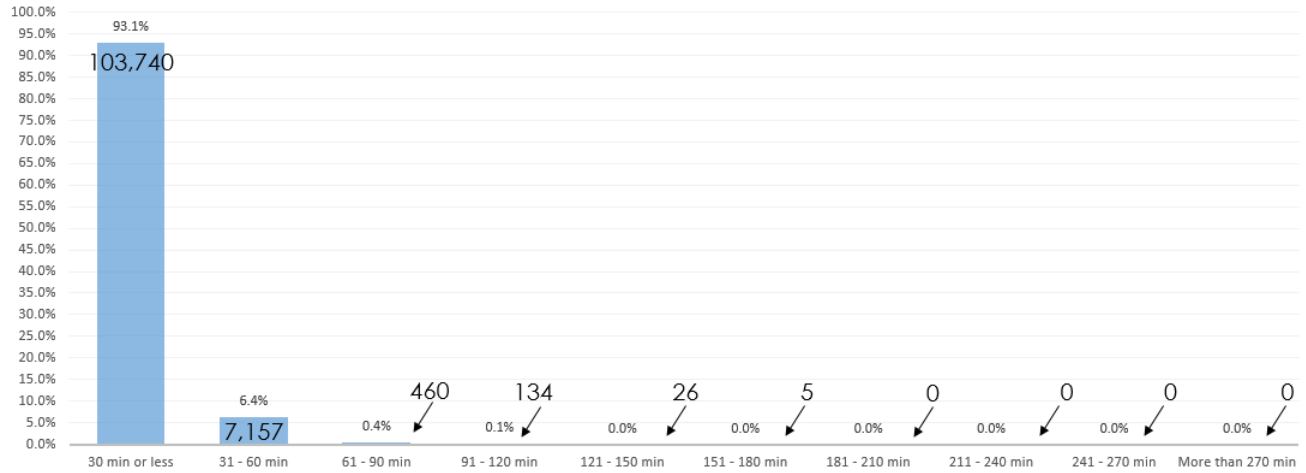




**Wait Times by Time Range - Statewide:** The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.

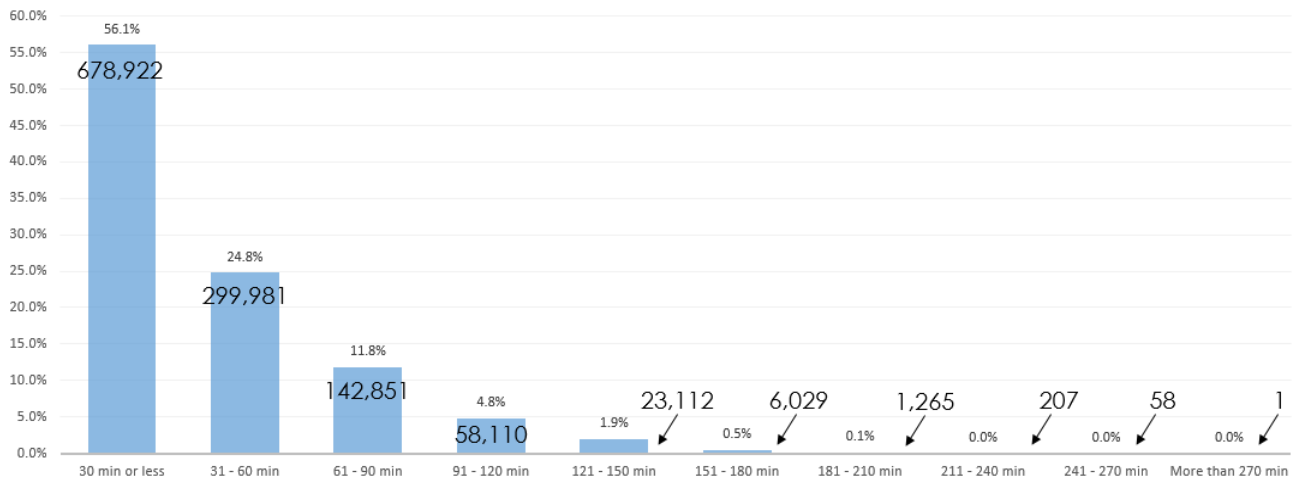


Wait times by Range: Month of May 2020

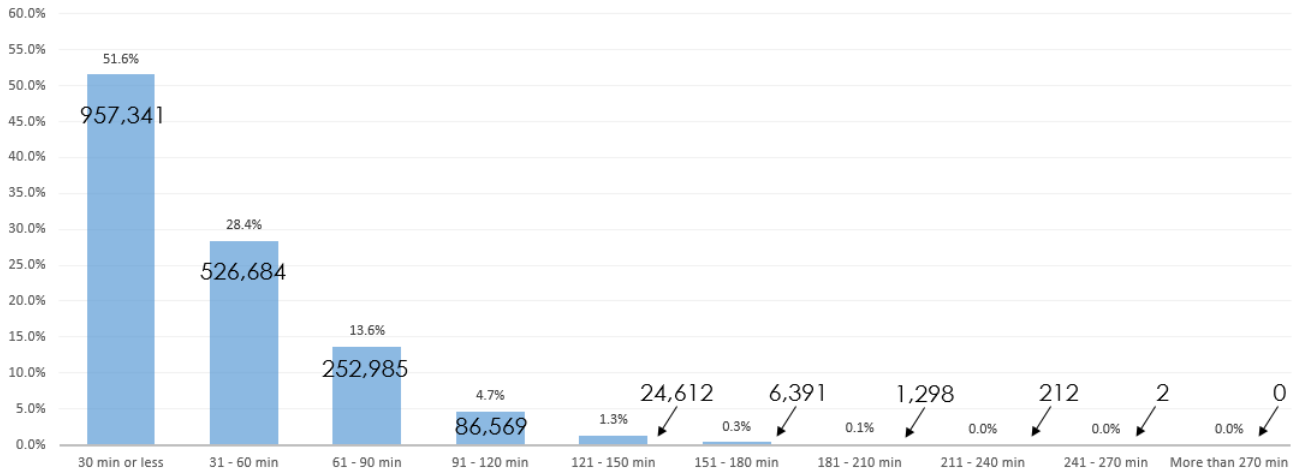


DMV field offices were closed to the public during the month of April 2020.

Wait times by Range: Month of March 2020



Wait times by Range: Month of February 2020





## APPENDIX A

### FIELD OFFICE AVERAGE WAIT TIMES

DMV field offices were open to the public for customers with appointments and limited in-person transactions.

#### Region I

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

Month of July, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jul Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	1,001	3	1,001	3
CHICO		262	3	4,602	31	4,864	30
COLUSA		22	6	2,024	14	2,046	13
CORTE MADERA		595	5	4,621	10	5,216	10
CRESCENT CITY		3	2	2,025	25	2,028	25
EUREKA		137	3	4,856	16	4,993	15
FALL RIVER MILLS		4	2	1,026	15	1,030	15
FORT BRAGG		60	7	1,725	25	1,785	24
GARBERVILLE		24	1	1,121	5	1,145	5
GRASS VALLEY		319	6	2,178	19	2,497	17
LAKEPORT		180	9	2,503	39	2,683	37
MOUNT SHASTA		254	3	1,225	15	1,479	13
<b>NOVATO</b>		645	3	3,072	8	3,717	7
OROVILLE		86	7	3,774	25	3,860	25
PETALUMA		844	7	4,111	17	4,955	15
QUINCY		23	2	1,330	14	1,353	13
RED BLUFF		224	9	3,048	30	3,272	28
<b>REDDING</b>		293	10	6,378	34	6,671	33
<b>SANTA ROSA</b>		1,399	9	5,371	54	6,770	44
SOUTH LAKE TAHOE		98	17	2,687	30	2,785	29
SUSANVILLE		10	8	1,419	25	1,429	25
TRUCKEE		142	16	1,955	58	2,097	55
UKIAH		198	7	3,089	25	3,287	24
WEAVERVILLE		8	6	851	6	859	6
WILLOWS		52	5	2,362	15	2,414	15
YREKA		52	5	1,959	23	2,011	22
<b>YUBA CITY</b>		285	9	6,639	23	6,924	22
<b>Region I (Northern CA) TOTAL</b>		<b>6,219</b>	<b>7</b>	<b>76,952</b>	<b>25</b>	<b>83,171</b>	<b>24</b>

## Region II

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

Month of July, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jul Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		1,152	17	5,149	28	6,301	26
DALY CITY		1,012	21	6,924	26	7,936	25
EL CERRITO		543	15	5,350	26	5,893	25
FREMONT		915	19	5,357	19	6,272	19
GILROY		607	6	5,341	7	5,948	7
HAYWARD		1,089	18	7,342	26	8,431	25
HOLLISTER		218	10	1,923	18	2,141	17
KING CITY		126	9	2,244	22	2,370	22
LOS GATOS		918	21	5,503	30	6,421	29
OAKLAND CLAREMONT		1,019	18	8,746	26	9,765	25
OAKLAND COLISEUM		758	14	6,357	27	7,115	26
PLEASANTON		9	13	1,590	4	1,599	4
REDWOOD CITY		815	18	5,808	23	6,623	23
SALINAS		487	11	4,826	20	5,313	19
SAN FRANCISCO		1,686	12	8,765	23	10,451	22
SAN JOSE		1,717	10	8,463	23	10,180	20
SAN JOSE DLPC		1,199	6	15,555	13	16,754	12
SAN MATEO		670	22	5,679	24	6,349	24
SANTA CLARA		786	17	12,399	32	13,185	31
SANTA TERESA		874	13	4,614	18	5,488	17
SEASIDE		373	6	6,304	12	6,677	12
WATSONVILLE		212	16	2,928	26	3,140	25
<b>Region II (Bay Area) TOTAL</b>		<b>17,185</b>	<b>15</b>	<b>137,167</b>	<b>22</b>	<b>154,352</b>	<b>21</b>

## REGION III

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

Month of July, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jul Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		541	5	3,684	32	4,225	28
CARMICHAEL	7	1,051	12	8,072	100	9,123	90
CONCORD		548	11	7,689	51	8,237	48
DAVIS	18	504	16	2,711	74	3,215	65
FAIRFIELD		407	15	4,855	53	5,262	51
FOLSOM	9	1,354	25	4,288	94	5,642	78
JACKSON		283	8	1,698	14	1,981	13
LODI	6	1,233	25	4,986	102	6,219	86
MANTECA	19	874	19	4,064	74	4,938	64
NAPA		898	2	7,028	8	7,926	7
PITTSBURG		628	20	5,494	47	6,122	45
PLACERVILLE		410	19	2,529	59	2,939	54
ROCKLIN		666	10	5,065	44	5,731	40
ROSEVILLE		803	12	7,831	51	8,634	48
SACRAMENTO	5	2,106	21	7,253	102	9,359	84
SACRAMENTO SOUTH	13	951	13	7,396	83	8,347	75
SAN ANDREAS		177	8	1,345	20	1,522	18
SONORA		295	17	2,305	40	2,600	37
STOCKTON	8	686	13	6,262	96	6,948	88
TRACY		451	14	5,541	48	5,992	45
VACAVILLE		463	12	3,890	40	4,353	37
VALLEJO		784	10	4,753	43	5,537	38
WALNUT CREEK		803	13	5,588	31	6,391	29
WOODLAND		485	8	3,894	43	4,379	39
<b>Region III (Sacramento Area) TOTAL</b>		<b>17,401</b>	<b>15</b>	<b>118,221</b>	<b>60</b>	<b>135,622</b>	<b>55</b>

## REGION IV

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

Month of July, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jul Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		305	12	3,218	22	3,523	21
<b>BAKERSFIELD</b>		414	6	5,646	33	6,060	31
BAKERSFIELD SW		840	11	6,046	25	6,886	23
BISHOP		38	3	2,059	13	2,097	13
<b>CLOVIS</b>		1,024	13	4,385	38	5,409	33
COALINGA		74	4	2,626	7	2,700	7
DELANO		89	11	2,068	25	2,157	24
<b>FRESNO</b>		529	5	8,934	24	9,463	23
FRESNO NORTH		662	6	4,459	27	5,121	24
HANFORD		330	6	2,856	22	3,186	20
LAKE ISABELLA		17	1	1,512	6	1,529	6
LOS BANOS		229	6	2,124	21	2,353	19
MADERA		319	7	2,466	33	2,785	30
MARIPOSA		210	11	883	23	1,093	20
<b>MERCED</b>		779	13	3,770	39	4,549	34
<b>MODESTO</b>		783	10	6,092	44	6,875	40
PORTERVILLE		241	6	3,083	22	3,324	21
REEDLEY		343	8	3,509	20	3,852	19
RIDGECREST		142	5	2,636	12	2,778	11
SHAFTER		68	5	2,021	12	2,089	12
TAFT		118	5	1,487	19	1,605	18
TULARE		200	5	2,908	17	3,108	17
TURLOCK		838	9	3,530	26	4,368	22
<b>VISALIA</b>		512	4	4,425	15	4,937	14
<b>Region IV (Central Valley) TOTAL</b>		<b>9,104</b>	<b>9</b>	<b>82,743</b>	<b>25</b>	<b>91,847</b>	<b>23</b>

## REGION V

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

Month of July, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jul Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,216	10	9,437	35	10,653	32
GLENDALE		2,008	7	6,750	33	8,758	27
GOLETA		180	16	2,994	35	3,174	34
<b>PACOIMA DLPC</b>		219	3	6,974	22	7,193	21
HOLLYWOOD COLE		1,918	18	3,433	60	5,351	45
HOLLYWOOD WEST		599	2	3,514	12	4,113	10
<b>LANCASTER</b>		1,833	8	8,611	40	10,444	35
LOMPOC		68	12	2,428	34	2,496	33
NEWHALL		673	14	4,030	36	4,703	33
OXNARD		710	9	4,318	31	5,028	28
PASO ROBLES		252	8	2,886	15	3,138	14
<b>SAN LUIS OBISPO</b>		373	12	2,373	22	2,746	21
SANTA BARBARA		363	11	2,862	41	3,225	37
SANTA MARIA		501	9	2,908	23	3,409	21
<b>SANTA MONICA</b>		865	11	5,170	32	6,035	29
SANTA PAULA		296	7	3,671	24	3,967	23
SIMI VALLEY		507	9	5,686	30	6,193	28
<b>THOUSAND OAKS</b>		688	12	4,328	46	5,016	41
<b>VAN NUYS</b>		1,128	10	6,183	33	7,311	29
<b>VENTURA</b>		1,023	8	5,685	26	6,708	23
WINNETKA		1,484	17	4,652	36	6,136	31
<b>Region V (Northern Los Angeles/Coastal Area) TOTAL</b>		<b>16,904</b>	<b>11</b>	<b>98,893</b>	<b>32</b>	<b>115,797</b>	<b>29</b>

## REGION VI

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

Month of July, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jul Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		729	14	4,233	57	4,962	50
BELLFLOWER	17	1,233	17	7,858	75	9,091	67
COMPTON	1	1,959	23	4,858	126	6,817	96
CULVER CITY		1,694	21	4,197	68	5,891	54
EL MONTE	15	1,379	21	4,728	81	6,107	67
HAWTHORNE	3	972	28	3,919	109	4,891	93
INGLEWOOD		895	9	5,331	42	6,226	37
LINCOLN PARK	2	1,275	13	4,852	112	6,127	91
LONG BEACH		1,425	14	5,786	35	7,211	31
LOS ANGELES	11	879	9	6,758	91	7,637	82
MONTEBELLO		1,307	7	6,221	19	7,528	17
PASADENA		1,266	13	7,716	28	8,982	26
SAN PEDRO		1,375	7	5,518	33	6,893	28
TORRANCE		1,321	21	5,411	67	6,732	58
WEST COVINA	4	1,507	22	7,451	102	8,958	89
WHITTIER		1,491	19	5,931	52	7,422	46
<b>Region VI (Los Angeles Area) TOTAL</b>		<b>20,707</b>	<b>17</b>	<b>90,768</b>	<b>67</b>	<b>111,475</b>	<b>58</b>

## REGION VII

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

Month of July, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jul Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		221	10	3,778	22	3,999	22
<b>COSTA MESA</b>	10	1,415	21	3,776	93	5,191	73
<b>FONTANA</b>		1,667	11	13,368	37	15,035	34
<b>FULLERTON</b>		1,631	20	10,891	62	12,522	57
LAGUNA HILLS		2,159	14	5,291	73	7,450	56
NEEDLES		9	2	1,310	11	1,319	11
NORCO	16	1,360	27	5,671	76	7,031	67
POMONA		1,809	23	6,939	67	8,748	58
<b>RANCHO CUCAMONGA</b>	14	1,684	26	6,865	82	8,549	71
REDLANDS		1,554	20	4,082	62	5,636	50
RIVERSIDE		1,139	10	6,090	51	7,229	44
<b>RIVERSIDE EAST</b>		1,771	9	9,790	34	11,561	30
<b>SAN BERNARDINO</b>		-	-	-	-	-	-
SANTA ANA		2,672	8	12,314	46	14,986	39
<b>VICTORVILLE</b>		725	13	8,482	41	9,207	39
WESTMINSTER		2,504	12	11,530	70	14,034	59
<b>Region VII (Orange County/Inland Empire) TOTAL</b>		<b>22,320</b>	<b>16</b>	<b>110,177</b>	<b>55</b>	<b>132,497</b>	<b>49</b>

## REGION VIII

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

Month of July, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jul Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		675	8	4,590	35	5,265	31
BLYTHE		9	7	1,658	20	1,667	19
BRAWLEY		244	8	2,228	12	2,472	12
<b>CHULA VISTA</b>		2,487	6	12,586	19	15,073	17
EL CAJON		1,417	14	8,125	52	9,542	46
<b>EL CENTRO</b>		187	10	2,875	27	3,062	26
<b>HEMET</b>		1,358	7	6,322	18	7,680	16
INDIO		483	8	3,673	43	4,156	39
OCEANSIDE		1,043	20	5,939	47	6,982	43
<b>PALM DESERT</b>		419	11	4,788	35	5,207	33
PALM SPRINGS		376	3	5,049	10	5,425	10
<b>POWAY</b>		1,473	15	5,800	33	7,273	29
SAN CLEMENTE	12	1,254	14	4,146	85	5,400	68
<b>SAN DIEGO CLAIREMONT</b>		2,629	14	9,779	35	12,408	31
SAN DIEGO NORMAL		1,449	12	8,553	33	10,002	30
<b>SAN MARCOS</b>		1,554	11	10,096	35	11,650	32
SAN YSIDRO		1,341	8	7,342	19	8,683	18
<b>TEMECULA</b>	20	1,845	19	6,112	73	7,957	60
TWENTYNINE PALMS		170	5	2,286	8	2,456	8
<b>Region VIII (San Diego Area) TOTAL</b>		<b>20,413</b>	<b>12</b>	<b>111,947</b>	<b>34</b>	<b>132,360</b>	<b>31</b>
<b>STATEWIDE TOTALS</b>		<b>130,253</b>	<b>14</b>	<b>826,868</b>	<b>40</b>	<b>957,121</b>	<b>37</b>



## 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	Software	Change resulting in unanticipated impact	Multiple FO	Mon 07/06/2020	8:30 AM	Mon 07/06/2020	1:20 PM	4:50	Field Office fingerprint readers and Clover credit/debit card processing services are unavailable.	Fingerprint and Credit / Debit card transaction processing.  *No workaround available	Field Offices are unable to process transactions requiring fingerprint verification. In addition, Field Offices are unable to process transactions using the customer's Credit/Debit card.	Direct: Upgrade to the web browser impacted the functionality of the fingerprint and credit card processing devices.	Restoration of the prior version of the web browser resolved the issues.
2	Telephone Communication	Phone Line / Fiber Cut	Multiple FO	Thu 07/09/2020	10:00 AM	Thu 07/09/2020	7:59 AM	1 Business Day	Multiple Field Offices were unable to place or receive telephone calls. ATM services were also unavailable.	Field Offices were unable to receive or place calls. Customers were unable to use the in-office ATM to obtain cash for services.  *No Workaround	Disruption to customers who had planned to use the ATMs located within the Field Offices.	Direct: Telecom provider reported a cut fiber.	Telecom provider, Verizon, repaired the fiber cut restoring telephone and ATM service.
3	Software	Undetermined	Multiple FO	Wed 07/15/2020	7:52 AM	Wed 07/15/2020	9:54 AM	2:02	All Field Offices receiving a 'Runtime Error' when trying to login, access, or scan in the document imaging system.	Field Offices document scanning functionality was unavailable.  *Field Office staff scanned REAL ID documents and uploaded when the system was available.	Additional workload for Field Office staff to add document images to image storage database.	Direct: Under investigation.	Servers were restarted and service was restored.

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
4	Software	Configuration	Multiple FO	Tue 07/21/2020	7:33 AM	Tue 07/21/2020	7:49 AM	0:16	All Field Offices are unable to access the EASE application to set/activate the current work date. The EASE listener port has been stopped.	Field Offices were unable to process Driver License and Identification Card applications.  *No Workaround	Disruption to the processing of Driver License and Identification Card applications.	Direct: Listener port shutdown.  Indirect: Monitoring of the Listener port identified abnormally high traffic. An automated shut down was triggered as a precaution against a potential denial of services attacks.	Restarted Listener port and service was restored.
5	Software	Undetermined	Drivers Safety Offices	Tue 07/28/2020	2:38 PM	Tue 07/28/2020	7:15 PM	4:37	The Driver Safety Application is unavailable statewide.	Driver's Safety offices were unable to provide services.  *No workaround	Driver's Safety customers were unable to receive services.	Direct: Under investigation	Service restored without manual intervention.
6	Telephone Communication	Change resulting in unanticipated impact	Call Centers	Wed 07/29/2020	12:58 PM	Wed 07/29/2020	2:24 PM	1:26	Intermittent call center call drops and call agents being disconnected to callers.	Consumers contacting the DMV call centers were experiencing intermittent call disruption and disconnects.  *Vendor, Verizon, provided a VCC NICE/InContact work around.	Disruption of customer service proved to consumers accessing DMV via the call centers.	Direct: Upgrade to VCC NICE/InContact software provided by Verizon resulted in an unplanned disruption of service.	Service restored by call center software vendor, Verizon.