

JUNE 2020

DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

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



EXECUTIVE SUMMARY

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

June 2020 Highlights:

- DMV reopened its remaining field offices to the public on June 11 for 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 resumed administering behind-the-wheel drive tests June 26. Customers with canceled appointments were automatically rescheduled.
- On June 30, 2020, Governor Gavin Newsom signed an executive order to further extend the temporary waiver of the requirement for Californians to renew their driver license or identification card in-person at a DMV field office if they had previously reached the limit of out-of-office renewals. The executive order extends the temporary waiver until the order is modified or rescinded, or until the State of Emergency is terminated, whichever occurs sooner.
- DMV unveiled a new and improved website at www.dmv.ca.gov, offering customers a quick and easy way to access services and information and to complete transactions online.
- DMV completed six Work Action Plan items.
- DMV made offers on 100 percent of its 784 new positions.
- DMV continues to provide essential services via mail, online, self-service kiosks, telephone, available business partners, and the DMV Virtual Field Office.
- As of June 2020, there are 8,155,476 Californians with a REAL ID compliant driver license or identification card.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of June 2020, DMV produced over 9 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%
GRAND TOTALS	7,907,777	1,130,815	9,038,592	12,521,450	2,647,790	15,169,240	24,207,832	38.7%	29.9%	37.3%

Total Californians with REAL IDs

As of June 2020, there are 8,155,476 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

DMV Express

DMV Express allows customers statewide to upload the identity, Social Security, and California residency documents necessary to apply for a REAL ID driver license or identification card prior to arriving at the field office. Once the customer arrives in the field office, they present the REAL ID documents to the field office employee for verification of authenticity and accuracy, and for processing of the REAL ID application. Scanning the documents prior to the appointment allows the department to process the REAL ID transaction quicker and more efficiently. DMV Express customers spend less time in a field office, allowing the department to serve more customers.

DMV Website Redesign

DMV unveiled a new and improved website at www.dmv.ca.gov, offering customers a quick and easy way to access services and information, and to complete transactions online. The new site features an intuitive, user-friendly layout focused on improving customer service by reducing clicks and highlighting the most popular services. DMV simplified and rearranged content to enhance the information presented on web pages. Customers can also get their questions answered online through Miles, DMV's virtual assistant, or the live chat feature, which DMV rolled out and enhanced in the months preceding the launch of the redesigned website.

Customers visit the DMV website more than 6 million times each month and complete nearly 2.1 million transactions. Online transactions continue to increase with the recent addition of more services and the Virtual Field Office, which allows customers to take care of DMV tasks that previously required an office visit.

Identity Management

DMV streamlined its identity management system for online services, providing more customers the ability to conduct their DMV business online, including customers without a Social Security number, who previously could not access online services. Customers now can securely authenticate their identity and utilize online services instead of visiting a field office. DMV eliminated unnecessary and redundant steps to improve the customer experience and created a process for customers that could not remember their driver license or identification card number.

Information Technology Infrastructure Refresh

DMV established a permanent, annual funding base for the incremental replacement of its aging information technology infrastructure. This industry best practice life cycle management process ensures a secure and sustainable infrastructure platform for DMV's mission critical services and provides DMV employees with efficient information technology tools to provide efficient services to the public. It allows DMV to continue to provide reliable, secure, and modern network communications, to secure efficient

server environments, to provide flexible data storage, and to update desktop and laptop computers for service delivery.

Self-Service Kiosk Expansion

DMV completed the expansion of its DMV Now self-service kiosks. Expanding the number of convenient locations and extending business hours at retail and commercial locations increases DMV's ability to meet customer needs and reduce field office traffic. There are 365 DMV Now kiosks statewide where customers can complete a registration renewal, file for planned non-operation, request their driver record, request a replacement registration card, request a replacement sticker, request their vehicle record, pay a reinstatement fee for suspended vehicle registration, and add or remove an affidavit of non-use or update their vehicle insurance.

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 June 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	87.5
VIII	131.0	131.0	0.0	131.0	131.0	131.0	131.0
Total	784.0	784.0	0.0	782.0	670.5	615.5	691.0

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

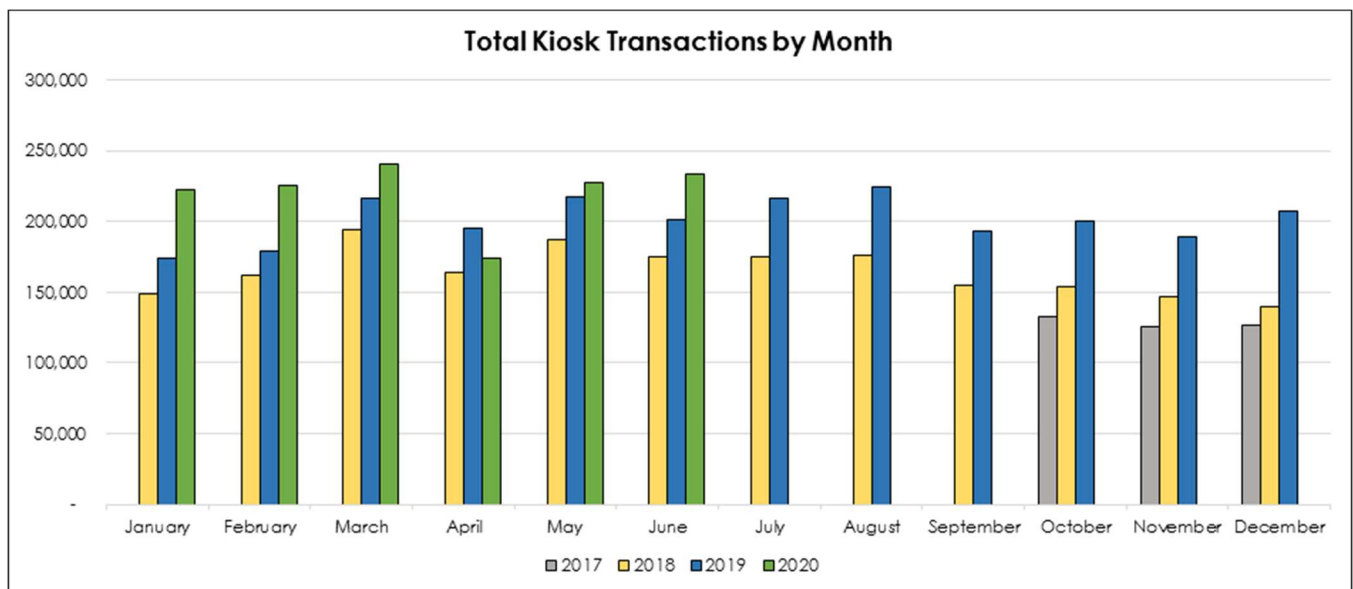
There are no updates for the month of June 2020.

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

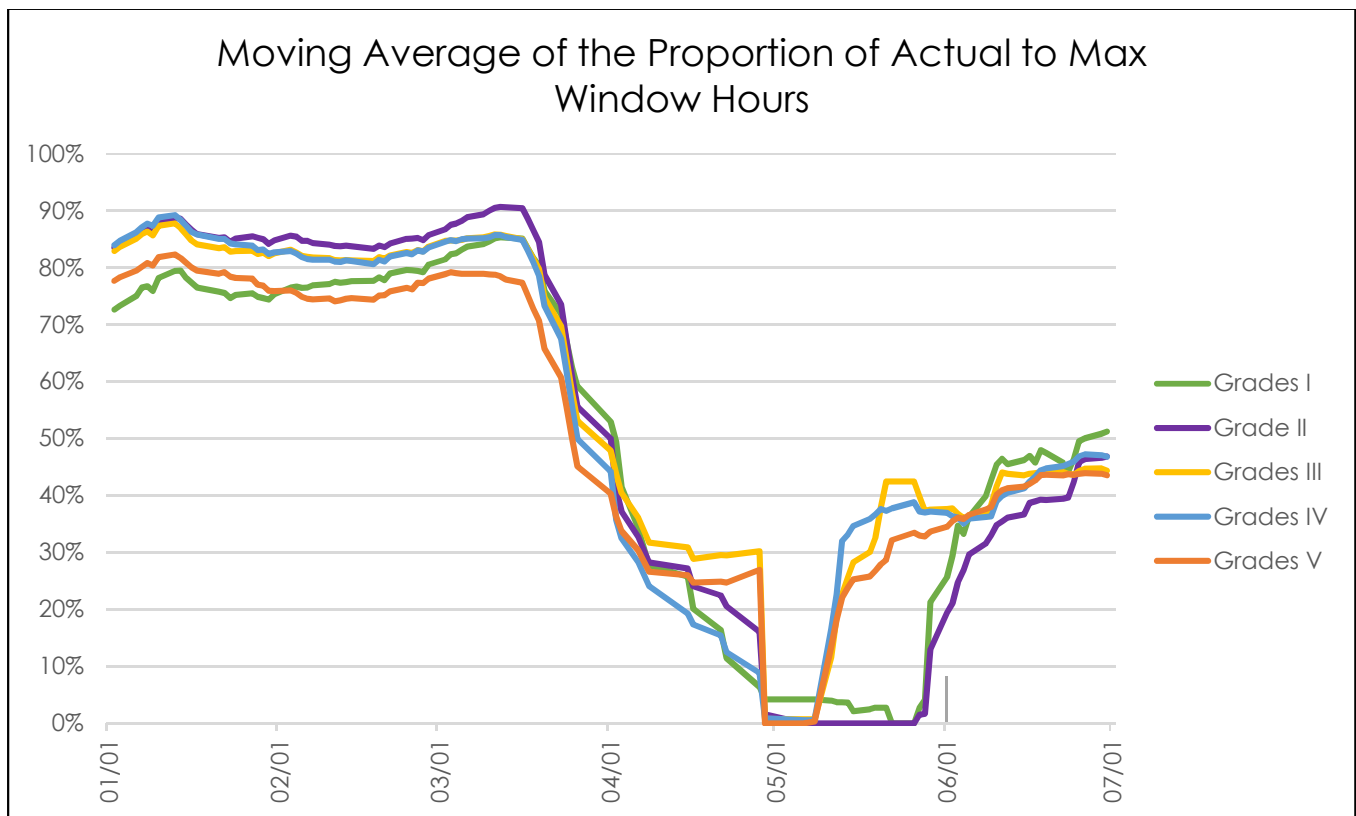
	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
Oct-17	122,358	10,043	N/A	92	N/A	N/A	132,493
Nov-17	114,602	10,598	N/A	94	N/A	N/A	125,294
Dec-17	113,140	12,889	N/A	86	N/A	N/A	126,115
Jan-18	131,496	17,155	N/A	151	N/A	N/A	148,802
Feb-18	139,654	22,487	N/A	149	N/A	N/A	162,290
Mar-18	164,073	29,886	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

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

WINDOW HOURS

DMV reopened its remaining field offices to the public on June 11 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 months¹. 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.



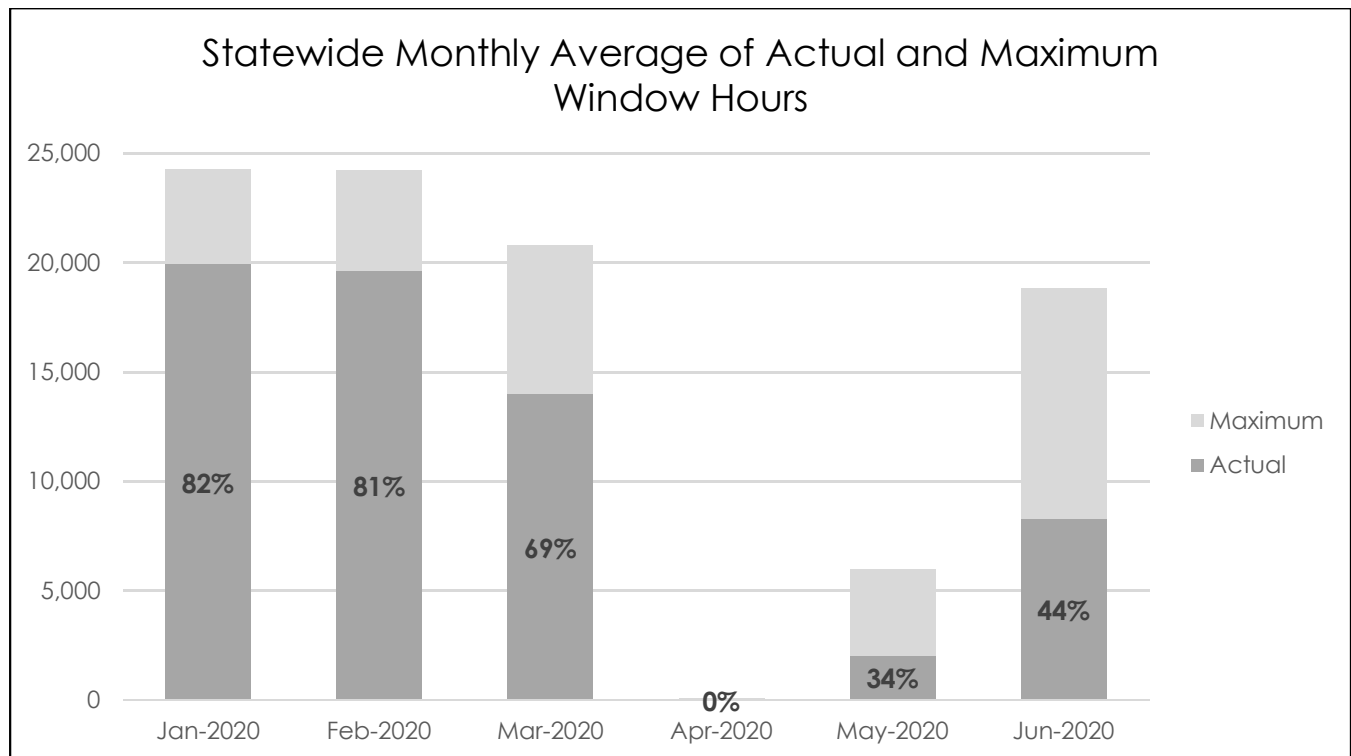
¹ The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of June, Saturday service was suspended in those field offices open to the public.

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 as the figure above but aggregated to the month as a whole.

	Percentage of Actual to Maximum Window Hours					
	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020
Grade I	77%	79%	71%	0%	11%	50%
Grade II	86%	85%	73%	0%	19%	45%
Grade III	84%	83%	70%	0%	36%	44%
Grade IV	85%	83%	68%	0%	35%	45%
Grade V	78%	77%	62%	0%	33%	43%

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

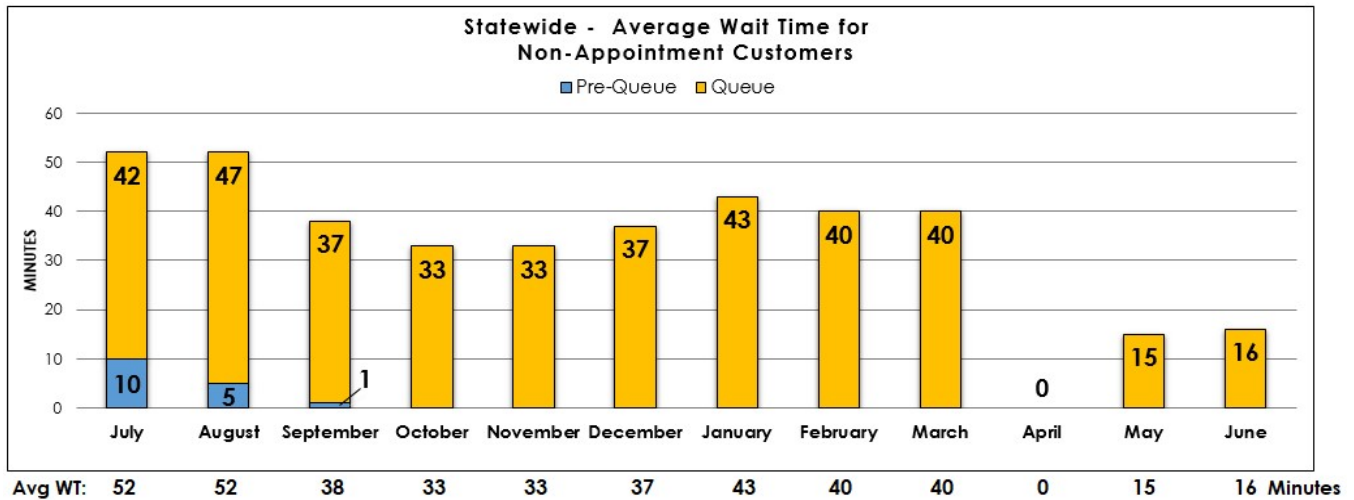


WAIT TIMES

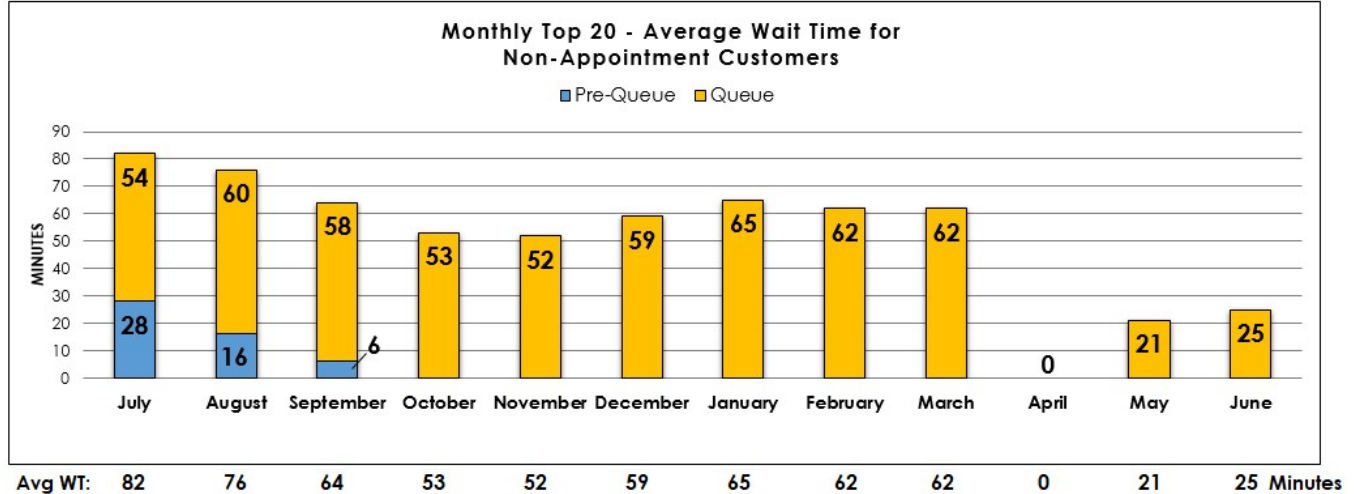
DMV reopened its remaining field offices to the public on June 11 for customers with appointments and limited in-person transactions.

June wait times for non-appointment customers averaged 16 minutes.

Average Wait Time for Non-Appointment Customers – Statewide:



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



Average Wait Time by Grade – Statewide: The following tables show the wait times for various grades (sizes) of field offices. Customer volumes decreased due to the service limitations and subsequent closure of field offices in response to COVID-19.

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

STATEWIDE - MONTH OF May, 2020

Month of May, 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 - 56 Offices	120	4	351	7	471	7
Grade III - 47 Offices	7,294	16	6,562	13	13,856	15
Grade IV/V - 68 Offices	62,289	36	34,906	16	97,195	29

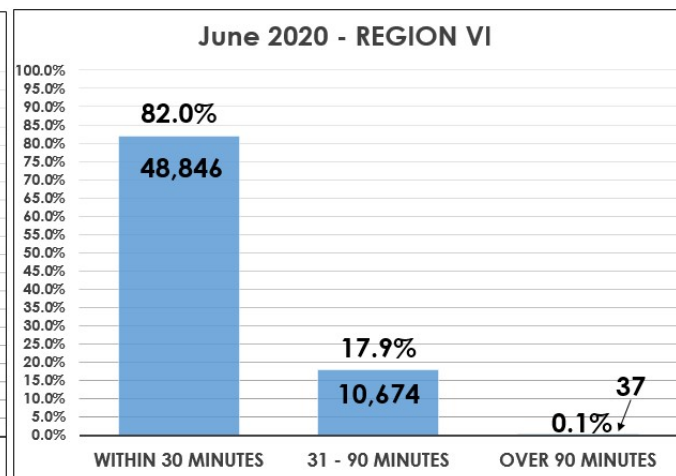
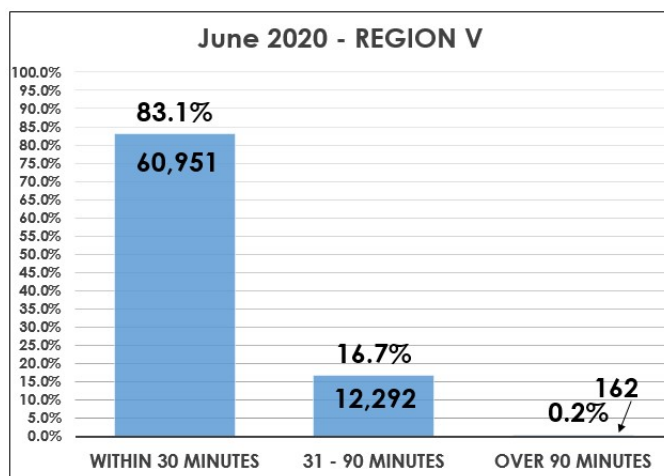
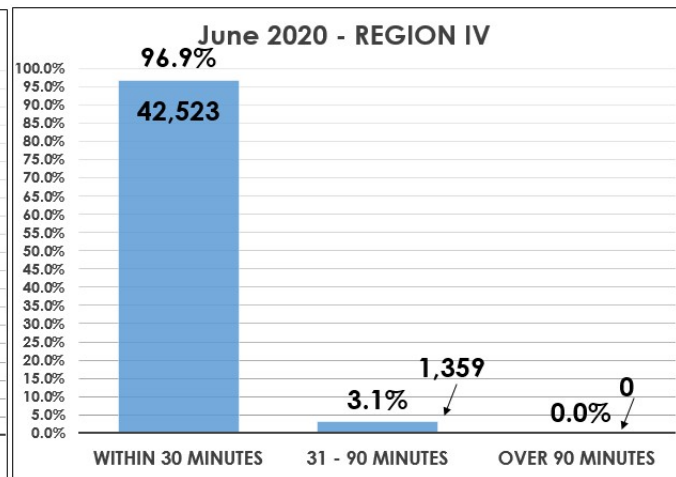
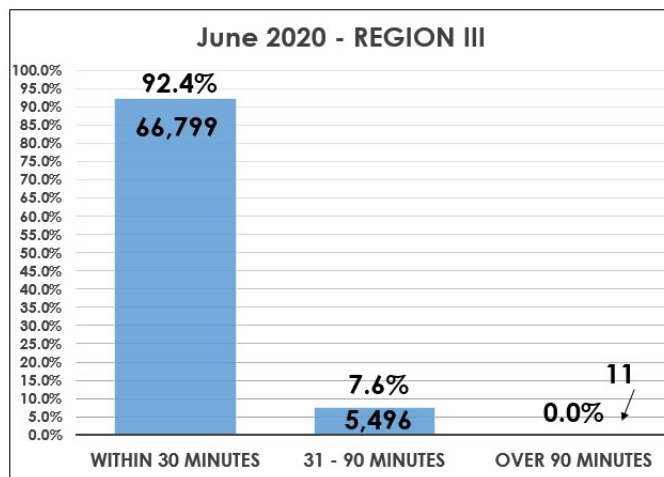
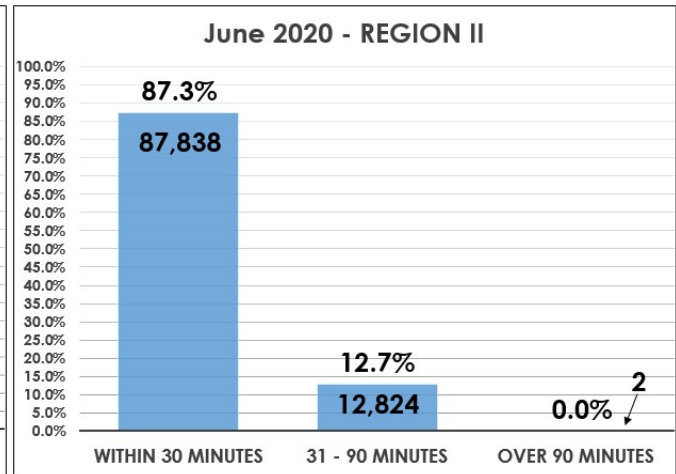
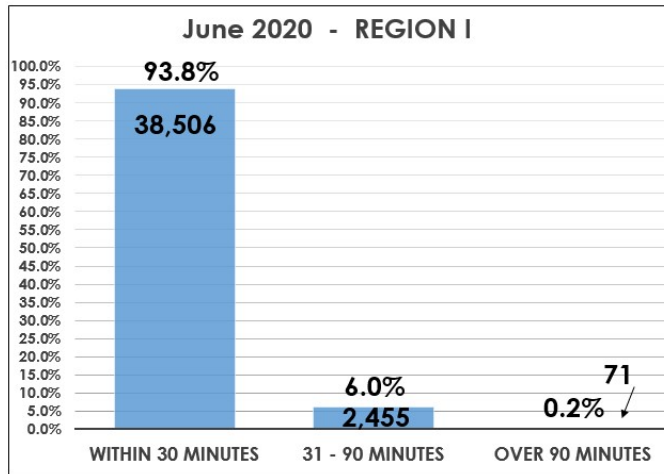
STATEWIDE - MONTH OF June, 2020

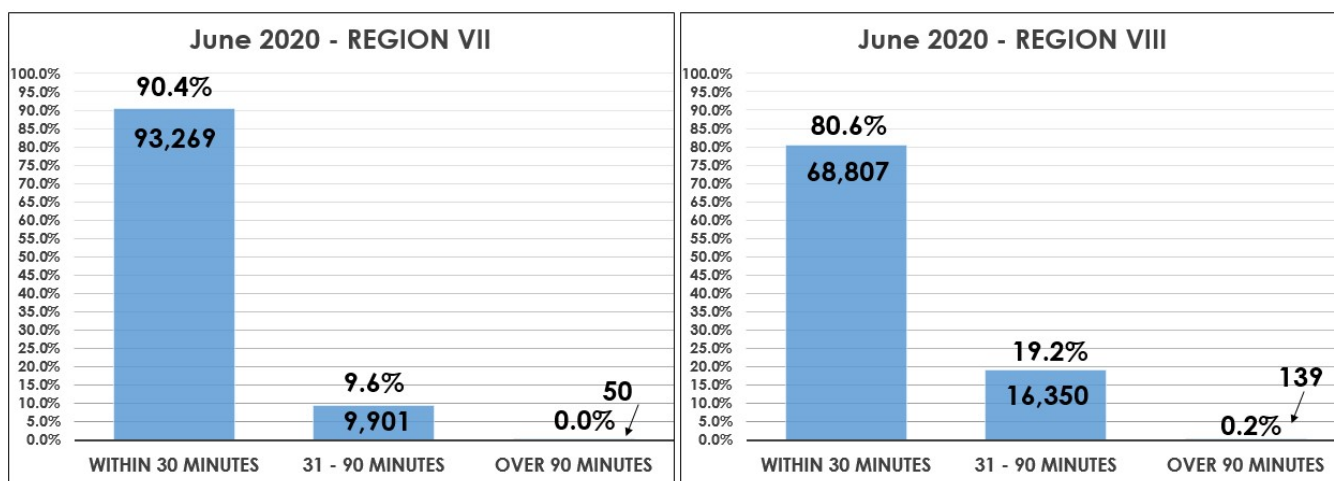
Month of June, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	12,295	6	51,307	10	63,602	9
Grade III - 47 Offices	27,190	7	109,045	12	136,235	11
Grade IV/V - 68 Offices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

DIFFERENCE BETWEEN MONTH OF June, 2020 and MONTH OF May, 2020

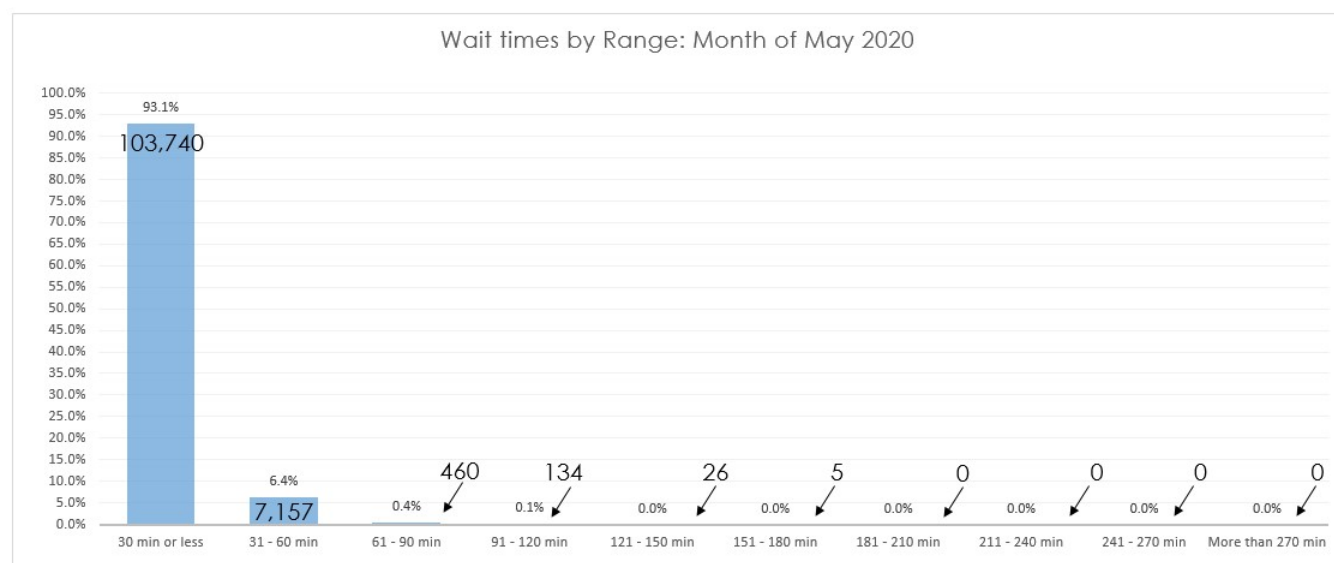
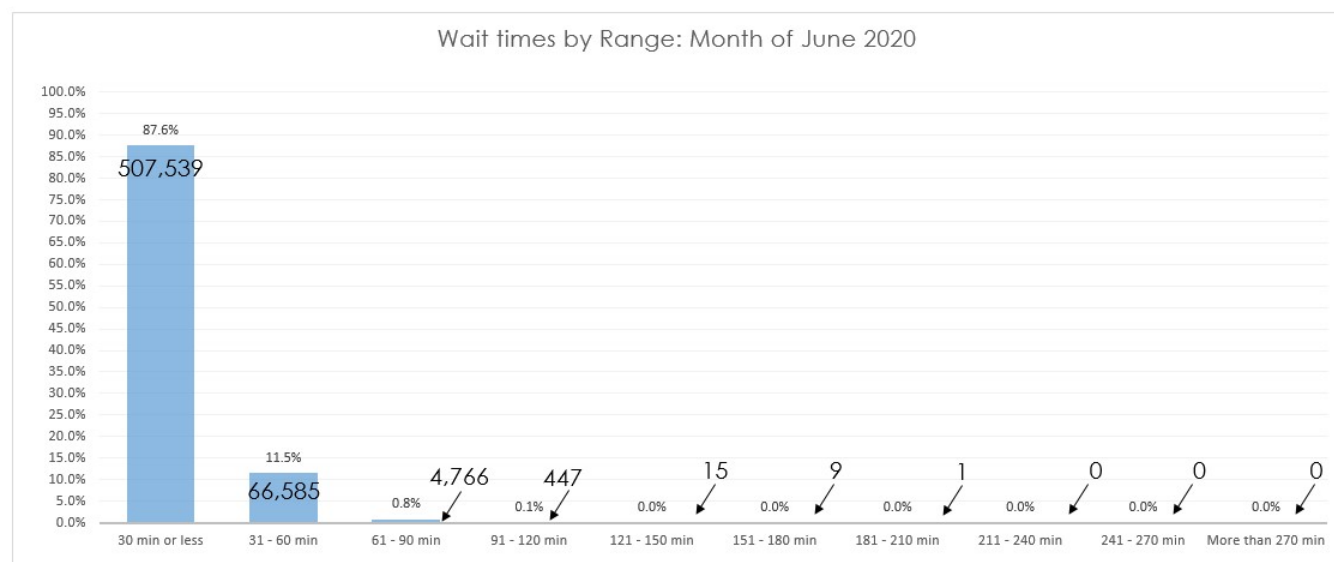
Month of Jun, 2020 vs May, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	+12,175	+2	+50,956	+3	+63,131	+2
Grade III - 47 Offices	+19,896	(9)	+102,483	(1)	+122,379	(4)
Grade IV/V - 68 Offices	+7,923	(28)	+274,407	+2	+282,330	(13)

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

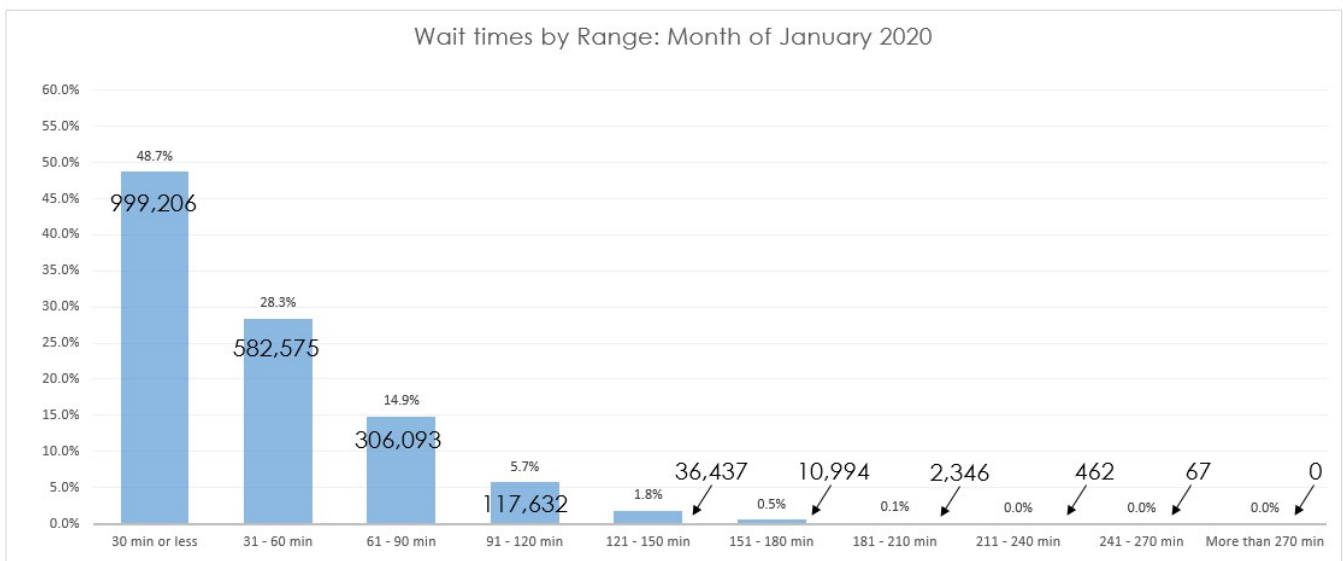
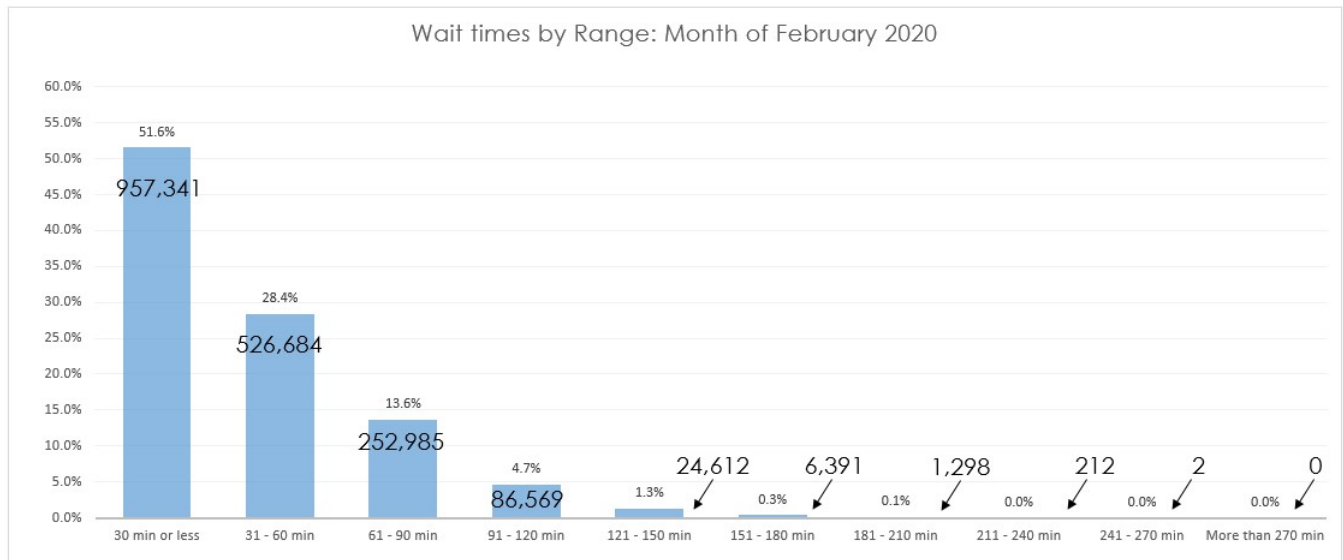
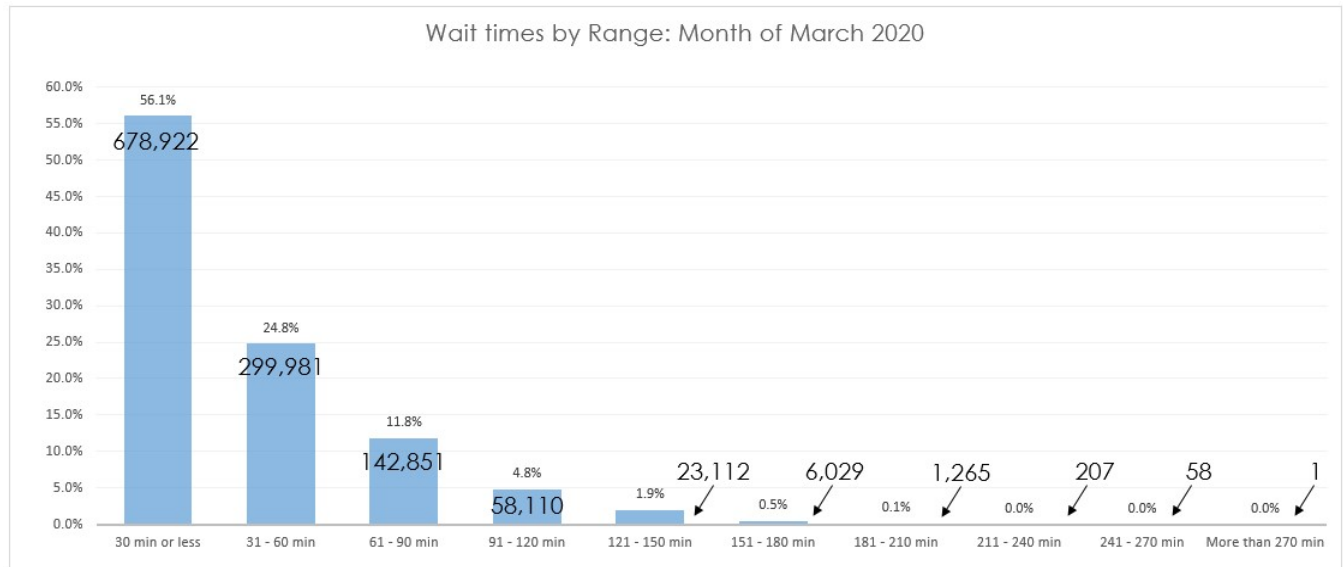




Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.



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



APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

DMV reopened its remaining field offices to the public on June 11 for customers with appointments and limited in-person transactions.

Region I

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

Month of June, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	561	5	561	5
CHICO		200	3	1,042	10	1,242	9
COLUSA		195	4	1,021	4	1,216	4
CORTE MADERA		745	5	3,515	10	4,260	10
CRESCENT CITY		28	4	981	13	1,009	12
EUREKA		278	2	2,696	4	2,974	4
FALL RIVER MILLS		11	4	490	8	501	8
FORT BRAGG		81	11	916	16	997	16
GARBERVILLE		35	3	902	6	937	6
GRASS VALLEY		246	5	1,473	14	1,719	13
LAKEPORT		354	3	77	4	431	3
MOUNT SHASTA		707	4	27	10	734	4
NOVATO		1,284	2	100	3	1,384	2
OROVILLE		196	5	1,467	14	1,663	13
PETALUMA		476	2	1,642	4	2,118	3
QUINCY		4	0	216	3	220	3
RED BLUFF		157	5	978	9	1,135	9
REDDING		989	3	3,215	7	4,204	6
SANTA ROSA		2,906	6	852	10	3,758	7
SOUTH LAKE TAHOE		196	14	1,033	22	1,229	20
SUSANVILLE	1	245	32	308	44	553	39
TRUCKEE		146	6	291	7	437	6
UKIAH		183	6	605	9	788	9
WEAVERVILLE		169	3	220	5	389	4
WILLOWS		220	9	839	13	1,059	12
YREKA		655	6	37	8	692	6
YUBA CITY		603	10	4,219	16	4,822	15
Region I (Northern CA) TOTAL		11,309	6	29,723	11	41,032	9

Region II

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

Month of June, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		585	7	1,746	11	2,331	10
DALY CITY		929	15	5,749	17	6,678	17
EL CERRITO		238	10	2,970	19	3,208	18
FREMONT		971	9	3,877	12	4,848	11
GILROY		422	4	2,119	5	2,541	5
HAYWARD		549	12	4,114	16	4,663	16
HOLLISTER		130	10	1,212	15	1,342	15
KING CITY		156	4	1,124	12	1,280	11
LOS GATOS		456	13	3,029	19	3,485	18
OAKLAND CLAREMONT	17	645	13	6,042	23	6,687	22
OAKLAND COLISEUM		718	11	5,065	20	5,783	19
PLEASANTON		366	11	3,850	15	4,216	15
REDWOOD CITY		553	12	3,265	21	3,818	19
SALINAS		227	9	2,347	14	2,574	14
SAN FRANCISCO		762	8	4,552	9	5,314	9
SAN JOSE		868	8	4,947	17	5,815	15
SAN JOSE DLPC		1,433	6	11,343	13	12,776	12
SAN MATEO		879	15	4,994	18	5,873	18
SANTA CLARA		545	9	8,253	18	8,798	17
SANTA TERESA		459	13	2,654	22	3,113	21
SEASIDE		421	8	2,850	13	3,271	12
WATSONVILLE		135	10	2,115	17	2,250	17
Region II (Bay Area) TOTAL		12,447	10	88,217	16	100,664	15

REGION III

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

Month of June, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		328	2	1,026	7	1,354	6
CARMICHAEL		1,153	7	6,134	10	7,287	10
CONCORD		645	9	5,354	21	5,999	20
DAVIS		282	5	1,477	11	1,759	10
FAIRFIELD		400	7	2,838	9	3,238	9
FOLSOM		732	13	1,344	14	2,076	14
JACKSON		191	6	340	5	531	5
LODI		432	9	2,075	14	2,507	13
MANTECA		487	6	1,622	11	2,109	10
NAPA		556	2	2,777	4	3,333	3
PITTSBURG		603	8	3,678	13	4,281	13
PLACERVILLE		198	7	1,030	14	1,228	13
ROCKLIN		448	6	1,963	13	2,411	12
ROSEVILLE		1,098	10	3,991	18	5,089	16
SACRAMENTO		1,447	7	3,976	17	5,423	15
SACRAMENTO SOUTH		1,151	7	4,529	17	5,680	15
SAN ANDREAS		162	4	322	4	484	4
SONORA		183	7	516	13	699	12
STOCKTON		770	4	3,857	11	4,627	9
TRACY		474	6	3,912	11	4,386	10
VACAVILLE		328	6	1,472	8	1,800	8
VALLEJO		456	3	1,139	5	1,595	5
WALNUT CREEK		565	4	2,014	9	2,579	8
WOODLAND		218	4	1,613	10	1,831	9
Region III (Sacramento Area) TOTAL		13,307	7	58,999	13	72,306	12

REGION IV

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

Month of June, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		108	6	1,483	6	1,591	6
BAKERSFIELD		633	6	3,747	14	4,380	13
BAKERSFIELD SW		379	7	2,107	12	2,486	11
BISHOP		54	3	506	5	560	5
CLOVIS		700	4	2,430	6	3,130	5
COALINGA		33	4	1,019	5	1,052	5
DELANO		153	7	448	7	601	7
FRESNO		775	4	3,804	9	4,579	8
FRESNO NORTH		498	4	2,507	9	3,005	8
HANFORD		222	2	908	5	1,130	4
LAKE ISABELLA		48	2	643	3	691	2
LOS BANOS		182	3	1,172	7	1,354	6
MADERA		166	6	645	9	811	9
MARIPOSA		108	7	151	10	259	9
MERCED		569	4	1,457	7	2,026	6
MODESTO		866	4	3,293	9	4,159	8
PORTERVILLE		196	6	1,010	10	1,206	10
REEDLEY		199	5	802	8	1,001	7
RIDGECREST		115	5	1,071	8	1,186	7
SHAFTER		152	2	686	3	838	2
TAFT		89	2	722	3	811	3
TULARE		222	2	826	4	1,048	4
TURLOCK		835	4	1,530	7	2,365	6
VISALIA		596	4	3,017	11	3,613	10
Region IV (Central Valley) TOTAL		7,898	4	35,984	8	43,882	8

REGION V

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

Month of June, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,190	7	6,333	17	7,523	15
GLENDALE	14	2,254	5	5,625	23	7,879	18
GOLETA		99	9	1,123	13	1,222	12
PACOIMA DLPC		173	3	3,259	16	3,432	15
HOLLYWOOD COLE	2	832	6	2,278	33	3,110	26
HOLLYWOOD WEST		1,860	2	5	2	1,865	2
LANCASTER	11	1,542	6	5,559	25	7,101	21
LOMPOC		52	7	1,677	11	1,729	11
NEWHALL		850	5	3,096	11	3,946	10
OXNARD		267	5	2,224	16	2,491	15
PASO ROBLES		205	8	1,189	12	1,394	11
SAN LUIS OBISPO		436	7	2,365	11	2,801	10
SANTA BARBARA		197	8	1,029	13	1,226	12
SANTA MARIA		566	8	980	19	1,546	15
SANTA MONICA	7	436	8	2,601	27	3,037	24
SANTA PAULA		111	5	1,559	12	1,670	11
SIMI VALLEY		378	3	2,051	5	2,429	5
THOUSAND OAKS	15	1,021	10	3,340	23	4,361	20
VAN NUYS	19	1,393	9	4,176	23	5,569	19
VENTURA		872	4	4,916	14	5,788	12
WINNETKA	20	737	10	2,549	23	3,286	20
Region V (Northern Los Angeles/Coastal Area) TOTAL		15,471	6	57,934	19	73,405	16

REGION VI

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

Month of June, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		1,263	8	4,314	17	5,577	15
BELLFLOWER	13	1,171	13	5,199	23	6,370	21
COMPTON		888	6	2,746	20	3,634	16
CULVER CITY	10	621	13	2,248	25	2,869	22
EL MONTE	4	458	15	1,300	28	1,758	25
HAWTHORNE		1,064	8	2,949	20	4,013	17
INGLEWOOD		997	6	3,398	13	4,395	12
LINCOLN PARK		317	8	1,100	12	1,417	11
LONG BEACH	8	719	9	3,404	25	4,123	22
LOS ANGELES		691	8	3,045	17	3,736	16
MONTEBELLO		483	6	2,552	19	3,035	17
PASADENA		976	7	5,107	18	6,083	16
SAN PEDRO	12	371	12	854	24	1,225	21
TORRANCE		1,068	7	2,823	10	3,891	9
WEST COVINA		1,517	8	4,059	17	5,576	15
WHITTIER		334	9	1,521	19	1,855	17
Region VI (Los Angeles Area) TOTAL		12,938	9	46,619	19	59,557	17

REGION VII

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

Month of June, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		109	7	1,771	11	1,880	11
COSTA MESA		1,003	7	2,976	16	3,979	14
FONTANA		1,644	10	9,181	21	10,825	19
FULLERTON		2,235	8	11,994	19	14,229	17
LAGUNA HILLS		1,762	7	5,655	15	7,417	13
NEEDLES		48	4	534	7	582	7
NORCO		803	9	3,362	17	4,165	15
POMONA		868	7	6,143	17	7,011	16
RANCHO CUCAMONGA		1,813	8	6,532	18	8,345	16
REDLANDS	6	969	16	1,463	27	2,432	23
RIVERSIDE		847	5	2,918	19	3,765	16
RIVERSIDE EAST		1,374	6	6,405	12	7,779	11
SAN BERNARDINO		-	-	-	-	-	-
SANTA ANA		2,585	4	10,002	10	12,587	9
VICTORVILLE		899	5	5,836	9	6,735	9
WESTMINSTER		2,342	6	9,147	14	11,489	12
Region VII (Orange County/Inland Empire) TOTAL		19,301	7	83,919	16	103,220	14

REGION VIII

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

Month of June, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		252	4	1,785	13	2,037	12
BLYTHE		21	3	190	4	211	3
BRAWLEY		260	8	522	11	782	10
CHULA VISTA		3,017	4	8,027	17	11,044	14
EL CAJON	5	1,777	11	6,606	27	8,383	24
EL CENTRO		358	6	826	10	1,184	9
HEMET		592	3	3,406	7	3,998	6
INDIO		138	4	1,102	8	1,240	7
OCEANSIDE	18	435	14	3,056	23	3,491	22
PALM DESERT		460	8	2,604	12	3,064	12
PALM SPRINGS		259	1	830	4	1,089	3
POWAY		991	10	4,330	18	5,321	17
SAN CLEMENTE		489	8	1,965	10	2,454	9
SAN DIEGO CLAIREMONT	9	2,474	11	8,083	25	10,557	22
SAN DIEGO NORMAL		1,150	9	4,794	12	5,944	11
SAN MARCOS	3	1,138	11	8,666	28	9,804	26
SAN YSIDRO	16	785	9	7,037	23	7,822	22
TEMECULA		1,467	17	4,327	20	5,794	19
TWENTYNINE PALMS		963	4	114	5	1,077	4
Region VIII (San Diego Area) TOTAL		17,026	9	68,270	20	85,296	17
STATEWIDE TOTALS		109,697	7	469,665	16	579,362	14

Appendix B June 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	Network Connectivity	DMV Internal	Thu 06/18/2020	2:55 PM	Thu 06/18/2020	3:10 PM	0:15	Callers to DMV experienced intermittent call drops.	DMV call center and other voice support services were intermittently impacted.	Vendor	Network Connectivity	DMV Internal
2	Hardware	Hardware Failure	DMV Website	Sat 6/27/2020	5:15 PM	Sat 6/27/2020	7:15 PM	2:00	DMV Public Website and Kiosk customer self-service applications were unavailable.	Customer access to DMV Public Website and Kiosk services was unavailable. DMV services impacted included: • Vehicle Registration Renewal • Driver License Renewal • Real ID Learn More • On-line forms • Address Change • Schedule Appointments *No Workaround	Disruption to customer service provided through the DMV Public Website and Kiosks.	Direct: Uplink switch failure.	Data Center staff manually performed the actions required to fail over to secondary uplink switch.