

OCTOBER 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.

October 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
- Governor Newsom signed an Executive Order temporarily waiving the requirement that drivers age 70 and older visit a DMV field office to renew their license. Drivers age 70 and older with a noncommercial driver's license are now eligible to renew online or by mail. The waiver applies to driver licenses expiring March 2020 through the length of California's State of Emergency, or until modified. Eligible seniors will be able to complete their driver license renewal online beginning December 6, 2020 after the necessary programming is complete.
- DMV launched the Report of Traffic Accident Occurring in California (SR-1) submission through the Virtual Field Office. This allows drivers involved in a reportable accident to submit the required SR-1 report online instead of by mail.
- As of October 2020, there are 9,135,075 Californians with a REAL ID compliant driver license or identification card.

Table of Contents

REAL ID Customers and Workload	
– Monthly Driver License and Identification Cards Produced	2
– Total Californians with REAL IDs	2
DMV Work Action Plan Updates	
– Call Center 360 Customer eXperience (Live Chat/Chatbot)	3
– Learning Management System	3
– Regional and District Support: District Manager Staffing	3
Staffing	
– Hiring Status	4
– Absenteeism	4
Process Improvements	
– No Updates	5
Information Technology	
– DMV Now Kiosks	6
– Online Transactions	7
Window Hours	
– Moving Average of the Proportion of Actual to Max Window Hours	8
– Percentage of Actual to Maximum Window Hours	9
– Statewide Monthly Average of Actual to Maximum Window Hours	9
Wait Times	
– Average Wait Time for Non-Appointment Customers – Statewide	10
– Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices	10
– Average Wait Time by Grade – Statewide	11
– Wait Times by Time Range – By Region	12
– Wait Times by Time Range – Statewide	13
Appendix	
– A: Field Office Average Wait Times by Region	16
– B: Outage Summary	24

REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of October 2020, DMV produced over 10.3 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%
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%
GRAND TOTALS	9,062,368	1,252,616	10,314,984	14,279,032	2,949,549	17,228,581	27,543,565	38.8%	29.8%	37.4%

Total Californians with REAL IDs

As of October 2020, there are 9,135,075 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

Call Center 360 Customer eXperience (Live Chat/Chatbot)

The 360 Customer eXperience project is a multi-phased project to allow DMV to expand its communication channels with the public, including through Live Chat. With the launch of this program, DMV utilizes real-time language translation software to assist customers in a variety of languages. In addition, DMV launched a Chatbot to handle frequently asked questions, as well as implemented a Customer Relationship Management tool that integrates the DMV phone platform to provide Call Center employees insight into the customer's journey and provide a record of previous customer interactions. The 360 Customer eXperience project has been successfully launched and the phased rollout has been completed.

Learning Management System

DMV implemented a Learning Management System for department-wide training management, records, reporting, scheduling, and compliance training management methods. A Learning Management System strategically positions DMV with the California Department of Human Resources and its goal to streamline the procurement process and provide a statewide data platform for training records.

Regional and District Support: District Manager Staffing

DMV added 32 district manager positions to ensure the consistent use of tools in each field office and assist with the uniform implementation of policies across all field offices. These positions make recommendations to the regional administrator regarding training, employee issues, and resource allocation. The positions also provide for additional coaching, mentoring and training for staff; promote succession planning; evaluate offices for efficiencies and adherence to policy and procedures; make recommendations for operational and organizational improvements, and allow for better coordination of the operations of DMV offices in the region so that customers can have a uniform customer experience at each field office.

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

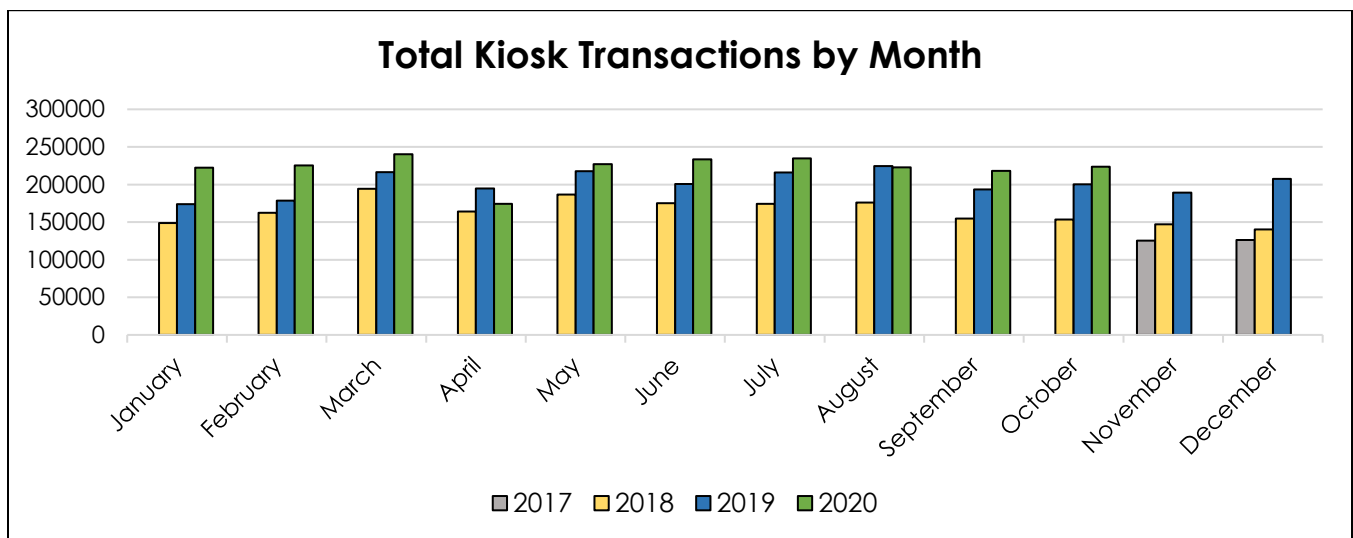
There are no updates for October 2020.

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
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
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

Online Transactions: DMV launched the Report of Traffic Accident Occurring in California (SR-1) submission through the Virtual Field Office. This allows drivers involved in a reportable accident to submit the required SR-1 report online instead of by mail.

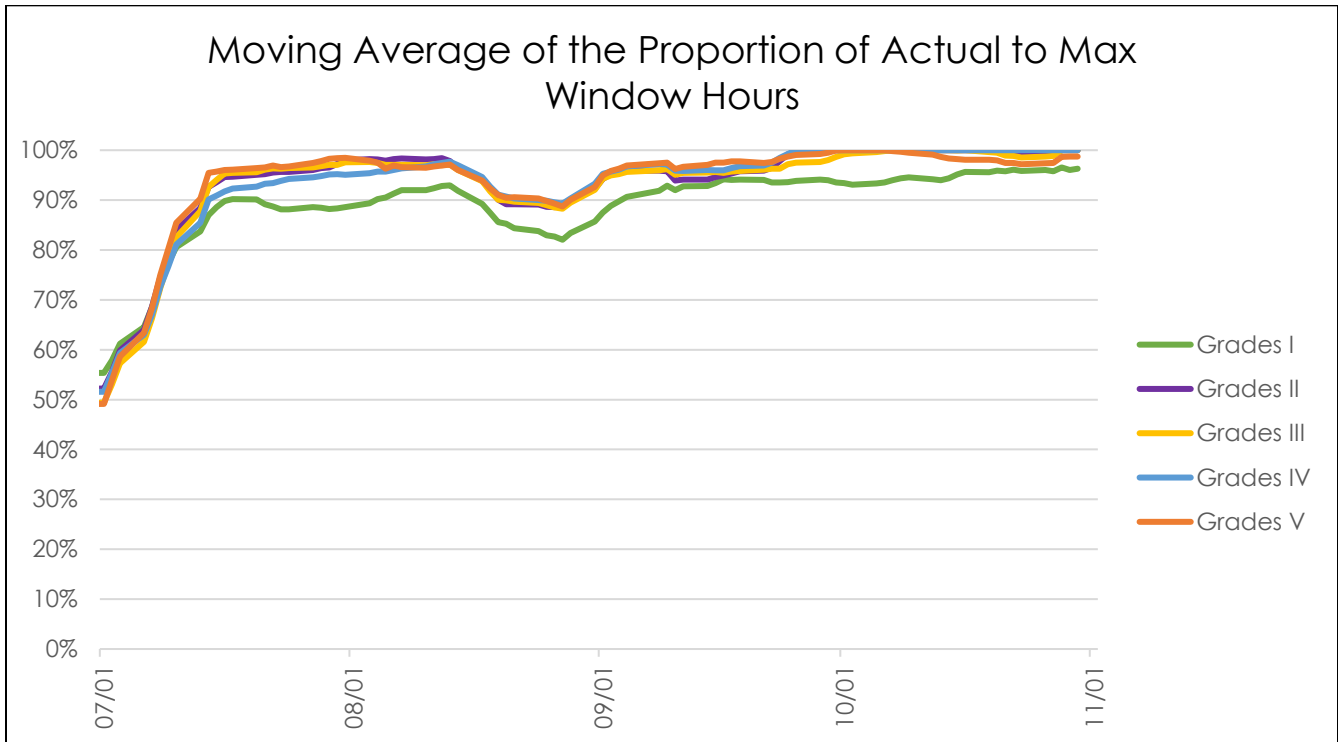
DMV continues to evaluate additional transactions that could be performed online, including through its new Virtual Field Office.

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 four 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.



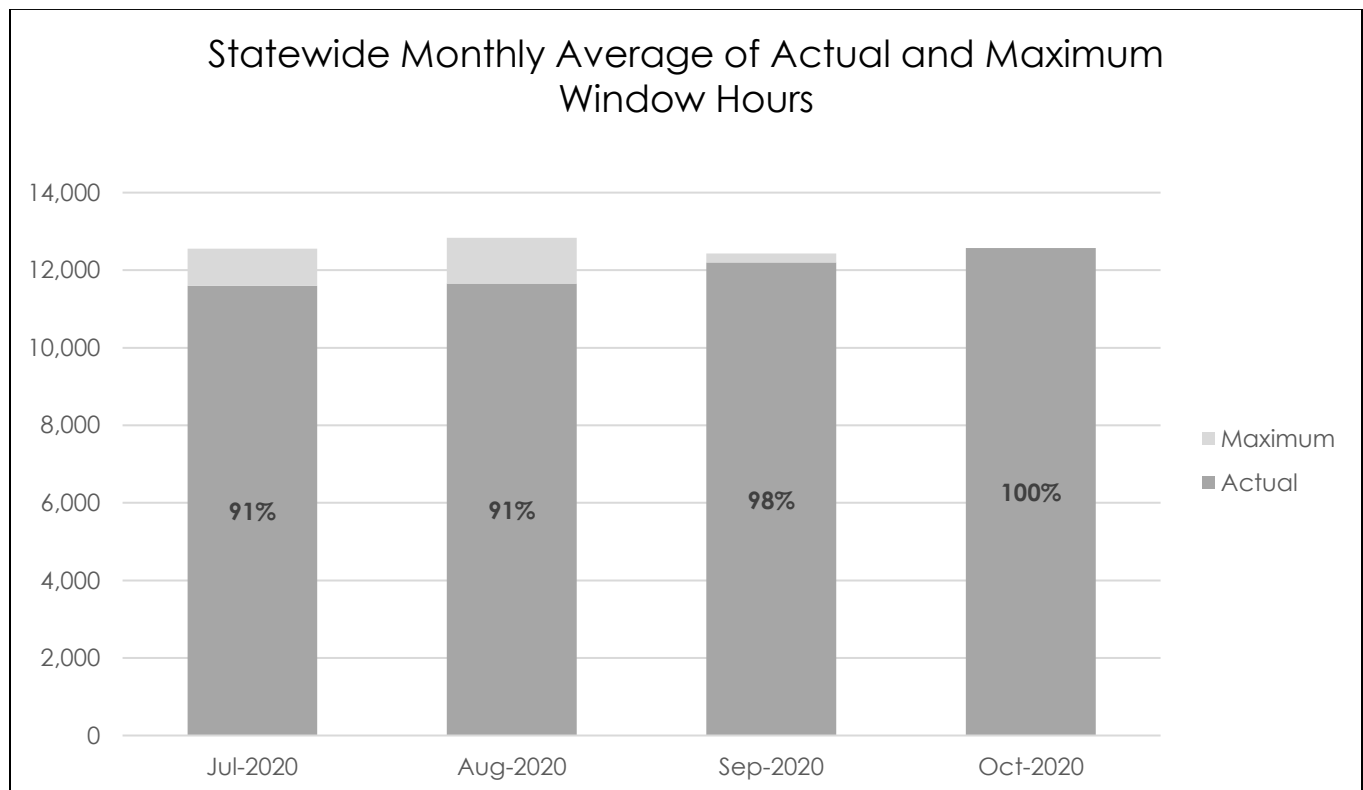
¹ The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of October, Saturday service was suspended in those field offices open to the public.

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
Grade I	86%	85%	94%	95%
Grade II	93%	91%	98%	100%
Grade III	93%	91%	97%	100%
Grade IV	91%	92%	99%	100%
Grade V	94%	91%	99%	98%

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.

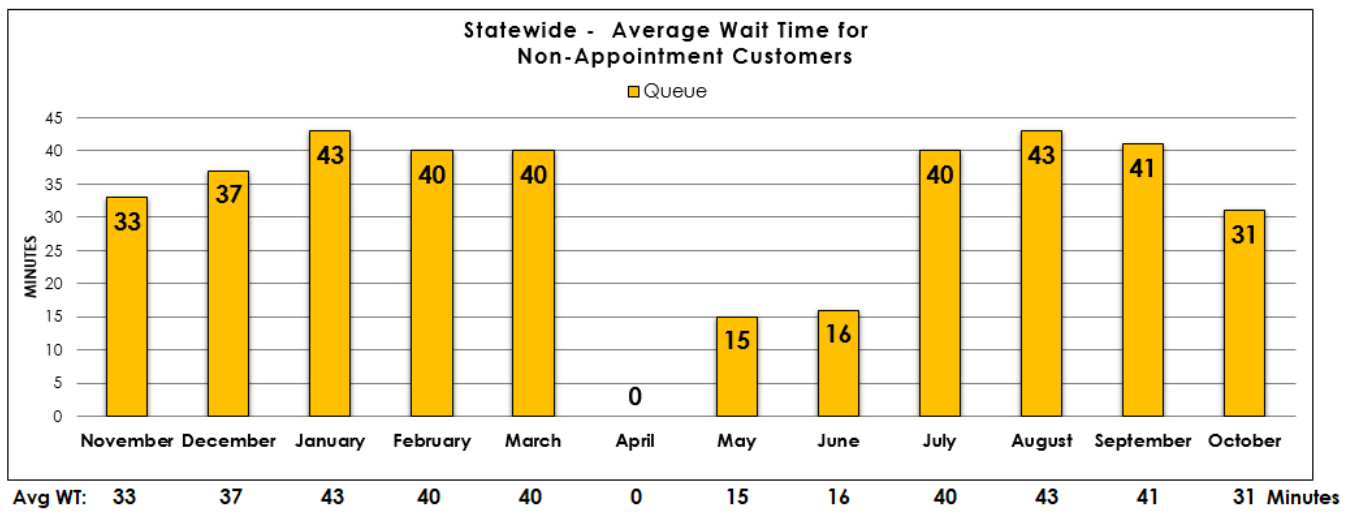


WAIT TIMES

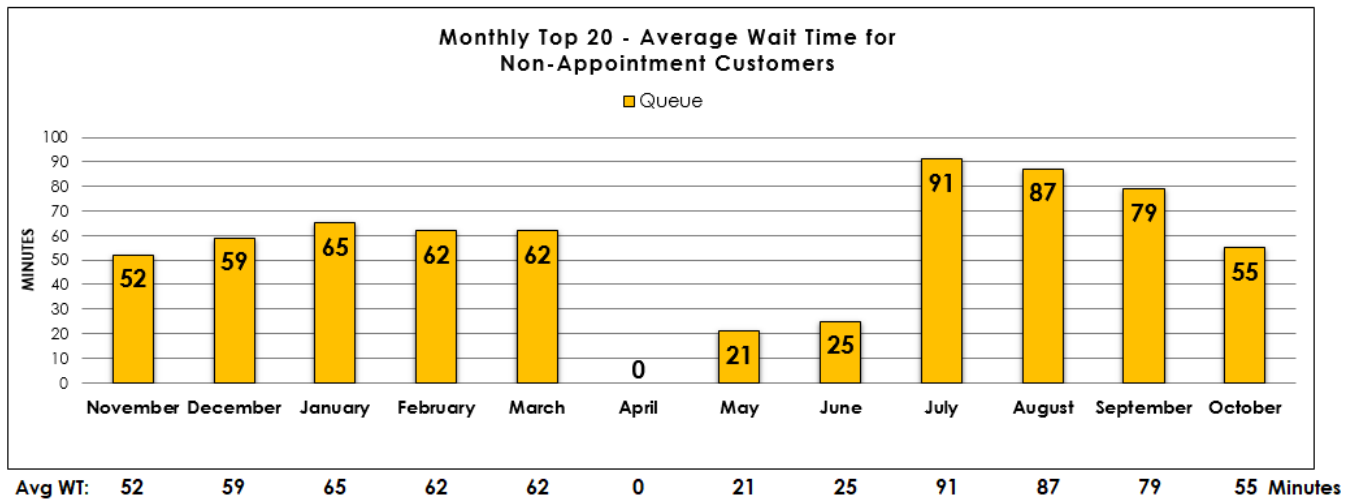
Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow. DMV has taken steps to promote a healthy environment for employees and customers. DMV has reduced the number of workstations opened to serve 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.

October wait times for non-appointment customers averaged 31 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 September, 2020

Month of September, 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 - 55 Offices	3,976	10	143,823	32	147,799	32
Grade III - 47 Offices	18,255	12	227,569	43	245,824	40
Grade IV/V - 67 Offices	47,966	15	502,622	44	550,588	41

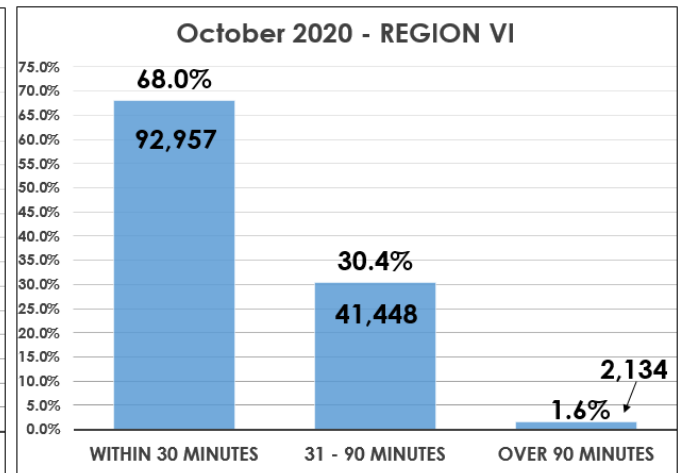
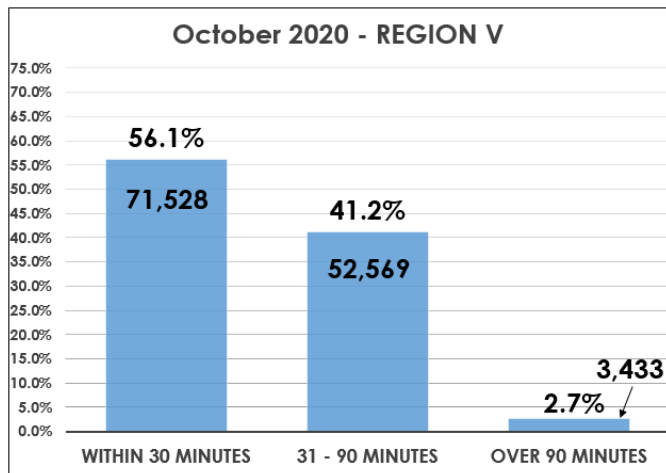
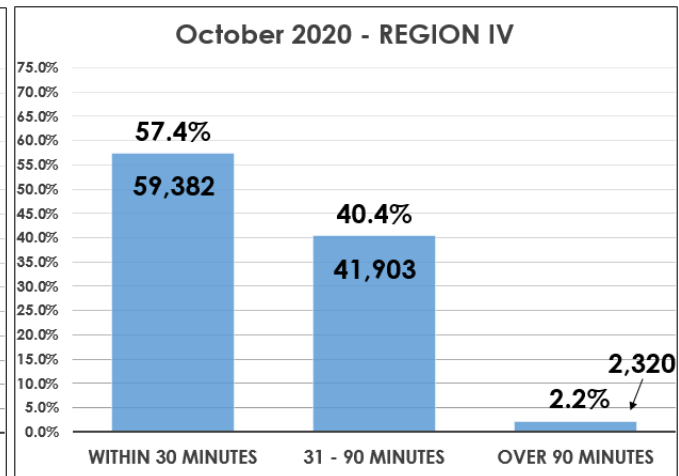
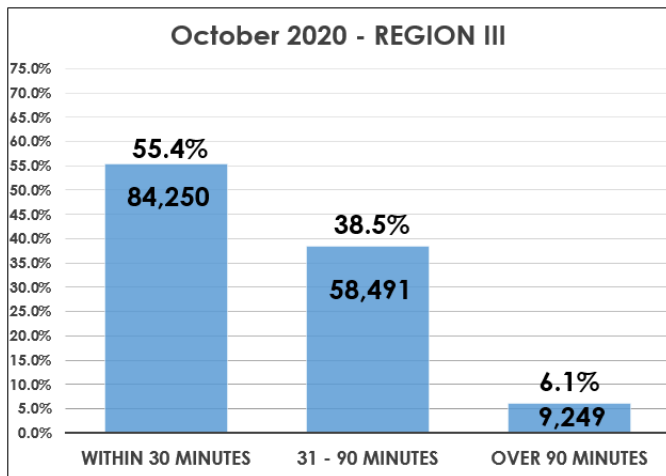
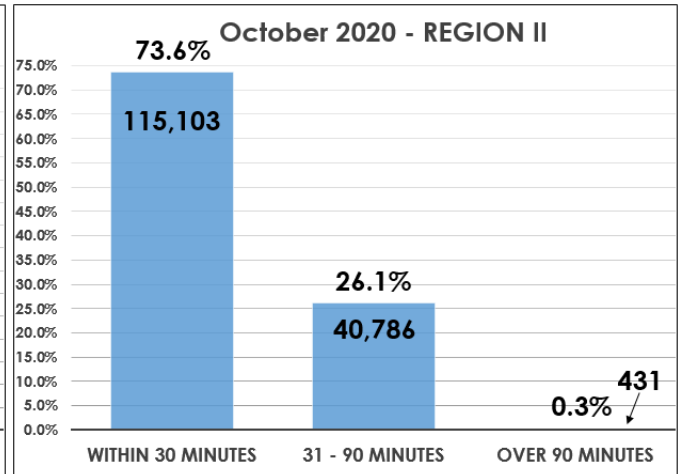
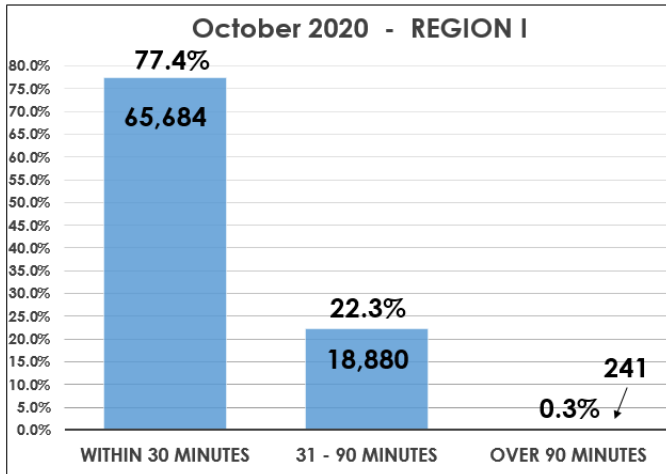
STATEWIDE - MONTH OF October, 2020

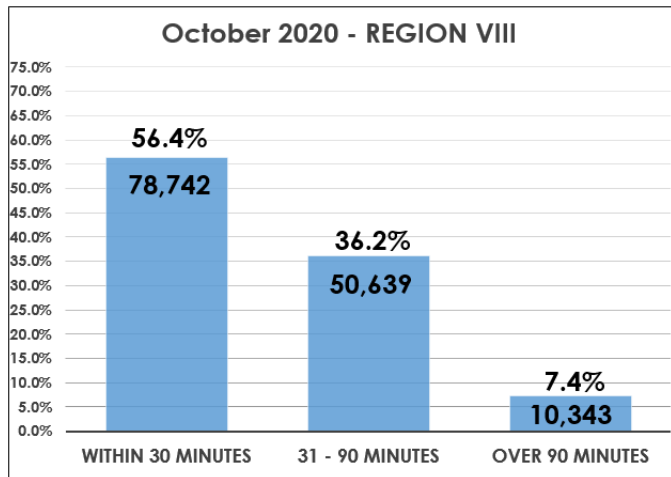
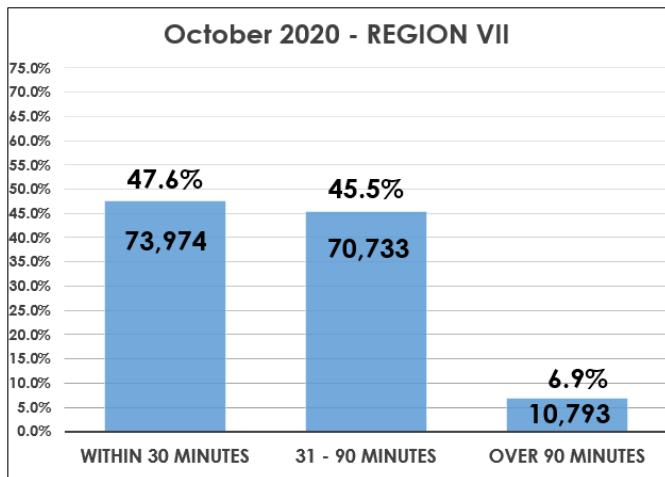
Month of October, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	3,620	8	159,779	27	163,399	27
Grade III - 47 Offices	15,632	11	254,699	31	270,331	30
Grade IV/V - 67 Offices	49,587	13	572,696	32	622,283	31

DIFFERENCE BETWEEN MONTH OF October, 2020 and MONTH OF September, 2020

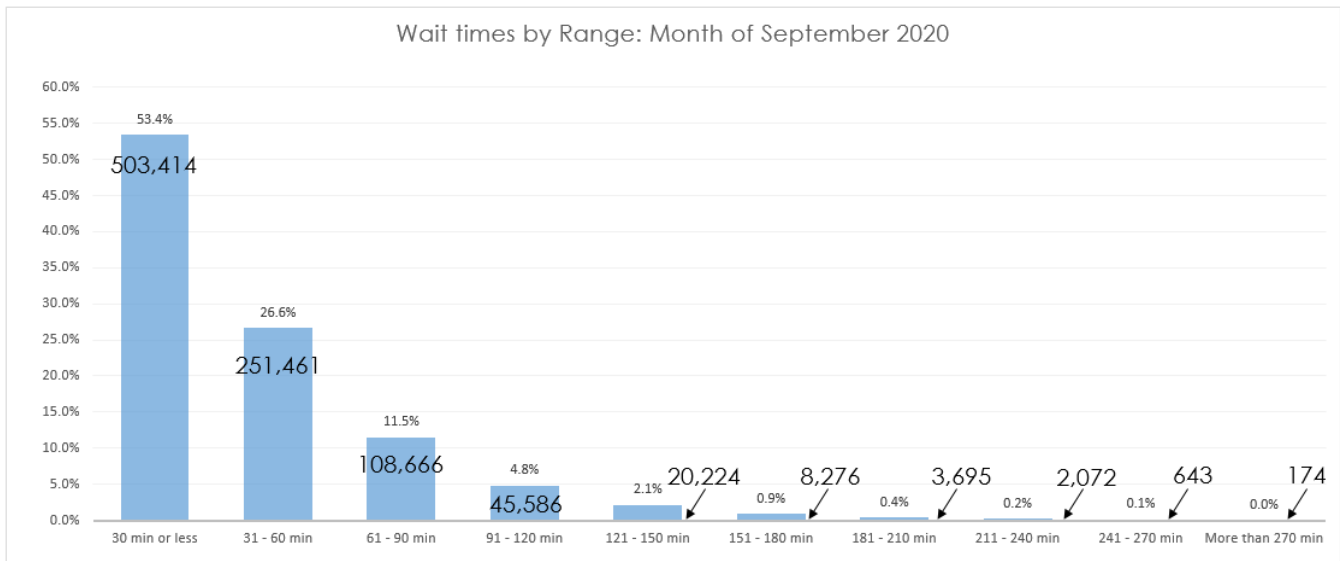
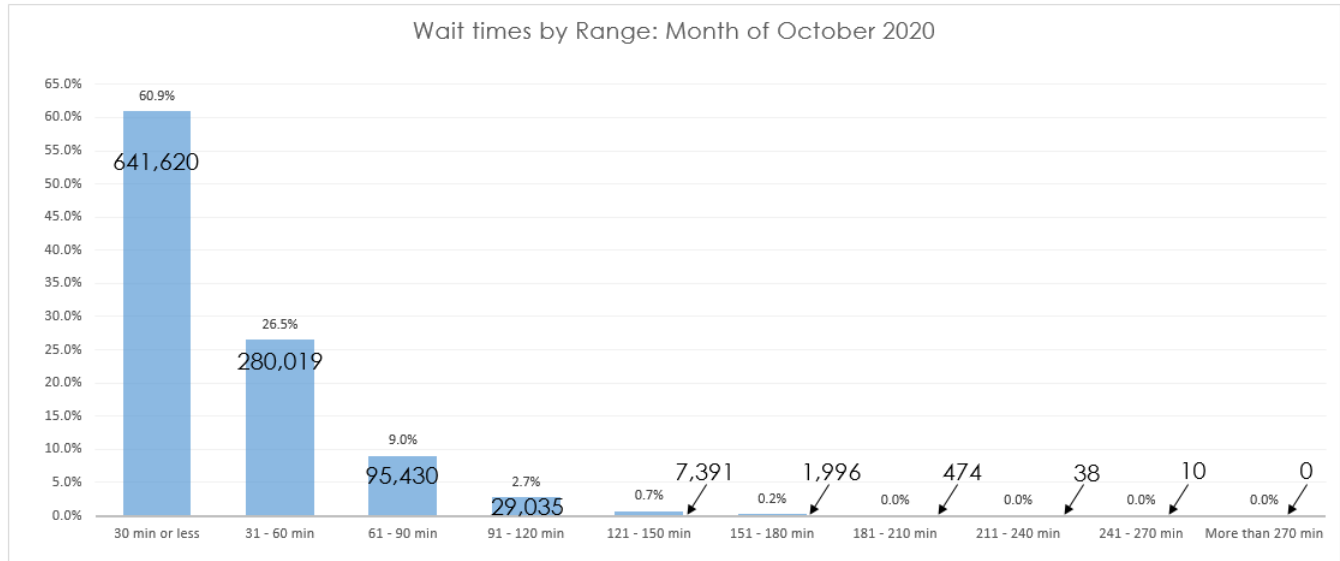
Month of Oct, 2020 vs Sep, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	(356)	(2)	+15,956	(5)	+15,600	(5)
Grade III - 47 Offices	(2,623)	(1)	+27,130	(12)	+24,507	(10)
Grade IV/V - 67 Offices	+1,621	(2)	+70,074	(12)	+71,695	(10)

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.

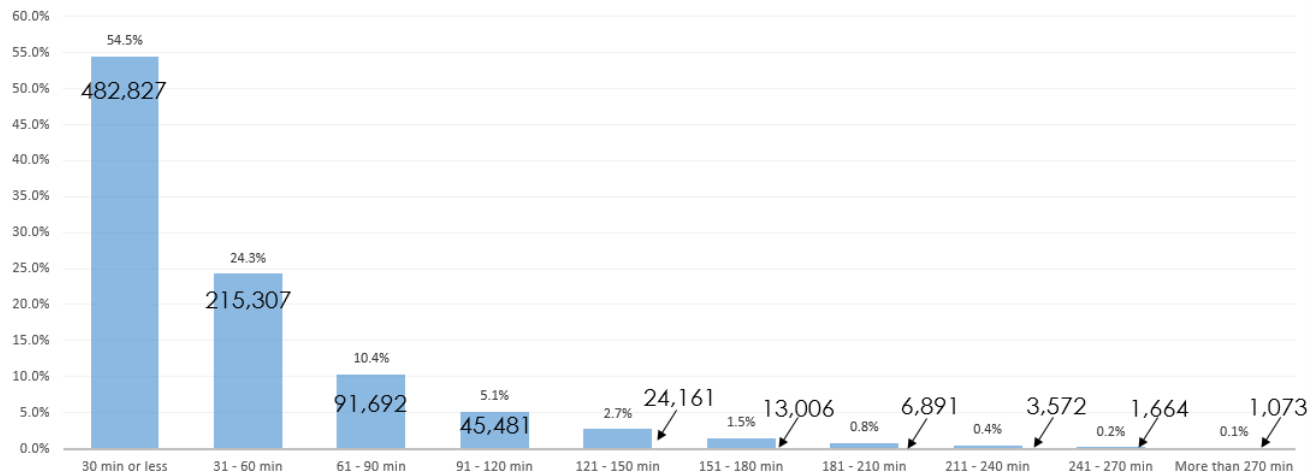




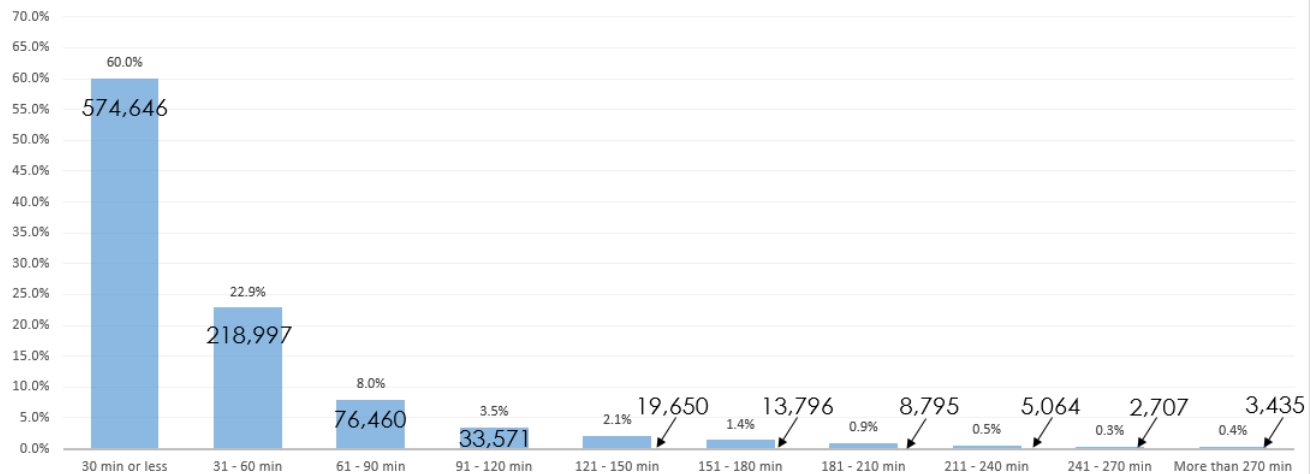
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.



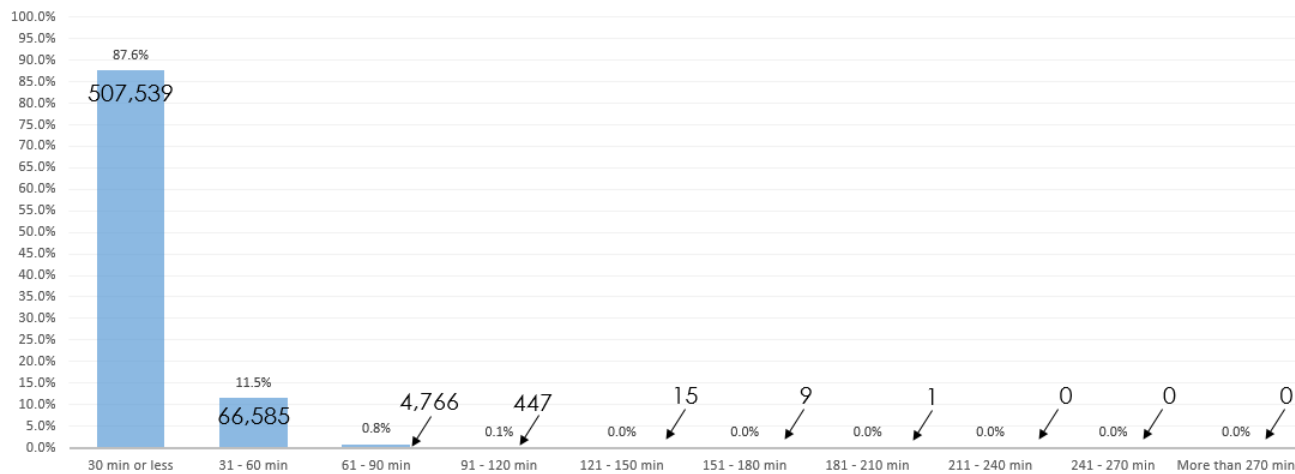
Wait times by Range: Month of August 2020



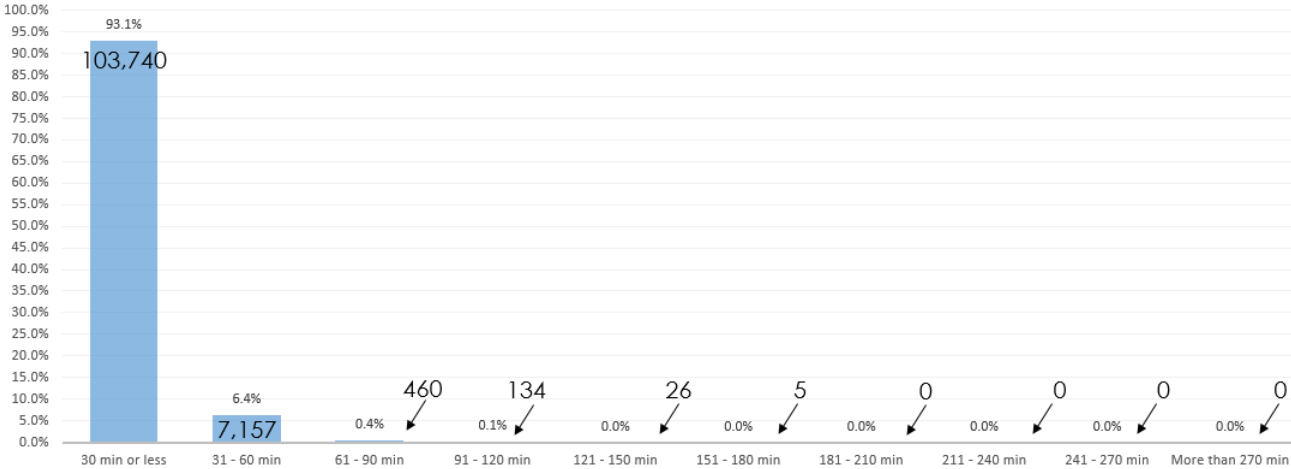
Wait times by Range: Month of July 2020



Wait times by Range: Month of June 2020



Wait times by Range: Month of May 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 October, 2020

Month of October, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	1,145	3	1,145	3
CHICO		10	5	4,431	17	4,441	17
COLUSA		19	9	2,447	22	2,466	22
CORTE MADERA		157	8	4,537	16	4,694	16
CRESCENT CITY		7	2	2,003	17	2,010	17
EUREKA		3	5	5,245	13	5,248	13
FALL RIVER MILLS		13	2	843	12	856	12
FORT BRAGG		12	8	1,434	15	1,446	15
GARBERVILLE		8	4	1,110	10	1,118	10
GRASS VALLEY		52	6	2,886	14	2,938	14
LAKEPORT		66	5	2,843	22	2,909	22
MOUNT SHASTA		83	7	1,662	30	1,745	28
NOVATO		149	13	3,549	18	3,698	17
OROVILLE		69	8	4,096	21	4,165	20
PETALUMA		308	9	4,529	12	4,837	12
QUINCY		-	-	1,520	13	1,520	13
RED BLUFF		187	9	3,834	32	4,021	31
REDDING		311	17	5,836	38	6,147	37
SANTA ROSA		164	10	8,001	14	8,165	14
SOUTH LAKE TAHOE		7	11	2,572	27	2,579	27
SUSANVILLE		10	4	1,941	12	1,951	12
TRUCKEE		117	14	2,048	23	2,165	23
UKIAH		4	3	2,771	19	2,775	19
WEAVERVILLE		6	6	1,083	8	1,089	8
WILLOWS		1	10	2,343	6	2,344	6
YREKA		14	4	1,873	13	1,887	13
YUBA CITY		219	15	6,227	26	6,446	26
Region I (Northern CA) TOTAL		1,996	11	82,809	19	84,805	19

Region II

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

Month of October, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		370	11	5,403	12	5,773	12
DALY CITY		306	28	8,945	37	9,251	37
EL CERRITO		98	22	7,723	38	7,821	38
FREMONT		86	15	6,175	14	6,261	14
GILROY		48	10	4,653	10	4,701	10
HAYWARD		212	25	6,772	30	6,984	30
HOLLISTER		12	4	2,530	13	2,542	13
KING CITY		49	11	2,799	25	2,848	24
LOS GATOS		255	20	5,315	29	5,570	29
OAKLAND CLAREMONT		411	19	9,591	24	10,002	24
OAKLAND COLISEUM		372	21	7,384	31	7,756	31
PLEASANTON		178	10	5,733	15	5,911	15
REDWOOD CITY		68	13	8,676	21	8,744	21
SALINAS		143	12	5,585	18	5,728	18
SAN FRANCISCO		1,635	11	9,502	22	11,137	20
SAN JOSE		627	9	8,495	16	9,122	15
SAN JOSE DLPC		270	5	13,428	7	13,698	7
SAN MATEO		23	23	6,525	27	6,548	27
SANTA CLARA		107	12	11,068	28	11,175	28
SANTA TERESA		335	12	5,347	15	5,682	15
SEASIDE		4	9	5,814	10	5,818	10
WATSONVILLE		22	9	3,226	15	3,248	14
Region II (Bay Area) TOTAL		5,631	14	150,689	21	156,320	21

REGION III

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

Month of October, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		2	2	4,244	31	4,246	31
CARMICHAEL		2	5	9,440	38	9,442	38
CONCORD		2	3	8,293	33	8,295	33
DAVIS		5	6	3,889	20	3,894	20
FAIRFIELD		2	2	6,649	30	6,651	30
FOLSOM		5	7	7,278	41	7,283	41
JACKSON		71	4	2,848	26	2,919	26
LODI	9	276	9	6,592	54	6,868	52
MANTECA	16	4	2	6,271	50	6,275	50
NAPA		123	1	9,208	8	9,331	8
PITTSBURG	19	16	13	7,512	49	7,528	49
PLACERVILLE	1	39	19	2,619	86	2,658	85
ROCKLIN		17	6	6,265	30	6,282	30
ROSEVILLE		386	14	8,306	44	8,692	42
SACRAMENTO		5	9	10,404	24	10,409	24
SACRAMENTO SOUTH		4	6	9,187	23	9,191	23
SAN ANDREAS		5	2	2,229	12	2,234	12
SONORA		-	-	2,840	33	2,840	33
STOCKTON		13	7	9,043	18	9,056	18
TRACY		41	17	6,979	45	7,020	45
VACAVILLE		4	4	4,319	42	4,323	42
VALLEJO	14	3	7	6,271	50	6,274	50
WALNUT CREEK		8	12	5,828	28	5,836	28
WOODLAND		2	3	4,441	40	4,443	40
Region III (Sacramento Area) TOTAL		1,035	10	150,955	34	151,990	34

REGION IV

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

Month of October, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		307	10	3,808	27	4,115	26
BAKERSFIELD		246	5	7,069	37	7,315	36
BAKERSFIELD SW		330	8	8,222	30	8,552	30
BISHOP		7	2	1,939	17	1,946	17
CLOVIS		661	10	5,575	46	6,236	42
COALINGA		77	6	3,000	14	3,077	13
DELANO		32	16	2,444	28	2,476	28
FRESNO		529	8	8,632	30	9,161	28
FRESNO NORTH	11	653	12	4,302	53	4,955	48
HANFORD		258	10	3,405	42	3,663	39
LAKE ISABELLA		-	-	1,589	11	1,589	11
LOS BANOS		6	3	2,649	34	2,655	34
MADERA		344	15	2,113	40	2,457	37
MARIPOSA		82	9	1,045	28	1,127	26
MERCED		863	10	4,665	29	5,528	26
MODESTO		1,300	11	6,954	37	8,254	33
PORTERVILLE	3	477	8	3,710	63	4,187	57
REEDLEY	18	425	14	3,980	49	4,405	46
RIDGECREST		199	3	2,480	18	2,679	17
SHAFTER		15	7	3,543	28	3,558	28
TAFT		76	4	2,293	10	2,369	9
TULARE		25	10	2,973	31	2,998	31
TURLOCK		1,040	9	3,738	33	4,778	28
VISALIA		853	9	4,672	27	5,525	24
Region IV (Central Valley) TOTAL		8,805	10	94,800	34	103,605	32

REGION V

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

Month of October, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,216	6	8,988	37	10,204	33
GLENDALE		1,208	5	9,287	39	10,495	35
GOLETA		56	12	2,864	33	2,920	32
PACOIMA DLPC		346	2	8,357	18	8,703	18
HOLLYWOOD COLE	10	1,285	27	4,273	54	5,558	47
HOLLYWOOD WEST		497	5	4,545	15	5,042	14
LANCASTER		2,605	9	8,918	48	11,523	40
LOMPOC		151	13	2,496	25	2,647	24
NEWHALL		305	14	4,338	34	4,643	33
OXNARD		77	11	5,260	30	5,337	30
PASO ROBLES		122	9	3,188	37	3,310	36
SAN LUIS OBISPO		129	6	3,394	21	3,523	21
SANTA BARBARA		123	10	3,400	24	3,523	23
SANTA MARIA		266	6	3,706	39	3,972	37
SANTA MONICA		187	9	6,824	30	7,011	29
SANTA PAULA		78	5	4,289	39	4,367	38
SIMI VALLEY		433	11	4,881	40	5,314	38
THOUSAND OAKS		196	14	4,708	34	4,904	33
VAN NUYS		970	7	7,597	31	8,567	28
VENTURA		677	5	6,798	17	7,475	16
WINNETKA		1,274	10	7,218	41	8,492	36
Region V (Northern Los Angeles/Coastal Area) TOTAL		12,201	10	115,329	33	127,530	31

REGION VI

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

Month of October, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		1,328	17	8,402	30	9,730	28
BELLFLOWER	15	736	18	7,958	50	8,694	47
COMPTON		1,045	10	7,366	26	8,411	24
CULVER CITY		743	9	7,400	26	8,143	25
EL MONTE		640	10	6,675	26	7,315	25
HAWTHORNE		1,222	14	5,115	35	6,337	31
INGLEWOOD		75	4	7,210	12	7,285	12
LINCOLN PARK		796	10	7,123	34	7,919	31
LONG BEACH		195	9	7,829	33	8,024	33
LOS ANGELES		146	15	9,320	24	9,466	24
MONTEBELLO		936	7	8,083	15	9,019	15
PASADENA		892	8	8,318	12	9,210	12
SAN PEDRO		2	5	9,126	22	9,128	22
TORRANCE		671	17	6,997	30	7,668	28
WEST COVINA		1,456	12	8,403	29	9,859	27
WHITTIER		567	9	9,764	20	10,331	20
Region VI (Los Angeles Area) TOTAL		11,450	12	125,089	26	136,539	25

REGION VII

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

Month of October, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		31	8	4,230	25	4,261	25
COSTA MESA		680	12	7,732	47	8,412	44
FONTANA		777	10	14,943	29	15,720	28
FULLERTON		1,078	21	14,783	35	15,861	34
LAGUNA HILLS		452	22	8,197	38	8,649	37
NEEDLES		10	16	1,313	26	1,323	26
NORCO	13	898	22	8,347	51	9,245	48
POMONA	5	1,203	27	7,554	61	8,757	57
RANCHO CUCAMONGA	20	1,187	21	9,002	49	10,189	45
REDLANDS		-	-	-	-	-	-
RIVERSIDE		745	9	7,488	44	8,233	41
RIVERSIDE EAST		1,076	7	13,066	13	14,142	12
SAN BERNARDINO		2,083	9	9,988	48	12,071	41
SANTA ANA		1,466	11	12,036	38	13,502	35
VICTORVILLE	7	1,221	13	9,136	58	10,357	53
WESTMINSTER	8	1,110	13	13,668	55	14,778	51
Region VII (Orange County/Inland Empire) TOTAL		14,017	15	141,483	41	155,500	39

REGION VIII

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

Month of October, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING	17	415	8	5,856	49	6,271	47
BLYTHE		1	8	1,739	14	1,740	14
BRAWLEY		153	11	4,460	21	4,613	20
CHULA VISTA		2,806	11	9,165	33	11,971	28
EL CAJON		635	14	10,336	40	10,971	39
EL CENTRO	12	516	18	4,511	52	5,027	48
HEMET		79	8	8,743	27	8,822	27
INDIO		319	5	4,699	25	5,018	24
OCEANSIDE		60	13	7,748	25	7,808	25
PALM DESERT		296	12	4,783	40	5,079	38
PALM SPRINGS		135	4	5,904	10	6,039	10
POWAY		627	20	6,442	40	7,069	38
SAN CLEMENTE		272	8	6,129	21	6,401	21
SAN DIEGO CLAIREMONT	6	1,219	21	9,611	61	10,830	56
SAN DIEGO NORMAL	2	1,822	15	7,255	66	9,077	56
SAN MARCOS		566	14	11,084	42	11,650	41
SAN YSIDRO		1,390	7	8,862	23	10,252	21
TEMECULA	4	2,083	11	6,210	63	8,293	50
TWENTYNINE PALMS		310	6	2,483	20	2,793	18
Region VIII (San Diego Area) TOTAL		13,704	12	126,020	37	139,724	35
STATEWIDE TOTALS		68,839	12	987,174	31	1,056,013	30

Appendix B October 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	Configuration	Multiple FO	Tue 10/13/2020	11:17 AM	Tue 10/13/2020	11:45 AM	0:28	Field offices and call centers are unable to make outbound and received inbound calls.	DMV employees were unable to make or receiving inbound calls * No workaround available.	DMV customers were unable to call in for assistance. DMV employees unable to call DMV customers.	Verizon had an issue with multiple offices going down including the Call Center.	Vendor resolved issue and phone service was restored. Verizon did not provide any cause or resolution notes.
2	Vendor	Configuration	Multiple FO	Wed 10/21/2020	12:56 PM	Wed 10/21/2020	3:57 PM	3:01	Field Offices reported that DMVA was unresponsive and network connection error received. Field Office staff were unable to process transactions.	DMVA and EASE * No workaround available.	Multiple Field Offices were unable to process driver license and identification card applications or vehicle registrations transactions.	While reviewing the data communication system move procedures, CDT inadvertently initiated the move process at approximately 12:55 PM and restored system at approximately 1:04 PM. The incident caused DMV's DMVA system to lose connection this data communication system.	CDT restored the data communication system and DMV restored terminal connections.