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.

September 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

- In accordance with updated guidance from the Federal Motor Carrier Safety Administration, DMV issued an extension through December 31, 2020, to all commercial driver licenses, learner's permits and endorsements expiring between March and December 31, 2020.

- As of September 2020, there are 8,913,658 Californians with a REAL ID compliant driver license or identification card.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of September 2020, DMV produced over 10 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%
GRAND TOTALS	8,788,836	1,219,038	10,007,874	13,831,826	2,863,915	16,695,741	26,703,615	38.9%	29.9%	37.5%

Total Californians with REAL IDs

As of September 2020, there are 8,913,658 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

There are no updates for September 2020.

STAFFING

Hiring Status: 100 percent of the 784 new positions have started. The following chart reflects the status of these hires as of September 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	117.5	118.0	118.0
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	110.0	110.0	110.0	94.0
VIII	131.0	131.0	0.0	131.0	131.0	131.0	131.0
Total	784.0	784.0	0.0	784.0	687.0	632.5	702.5

On-boarding Training Modules

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

Expedite Training Modules

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

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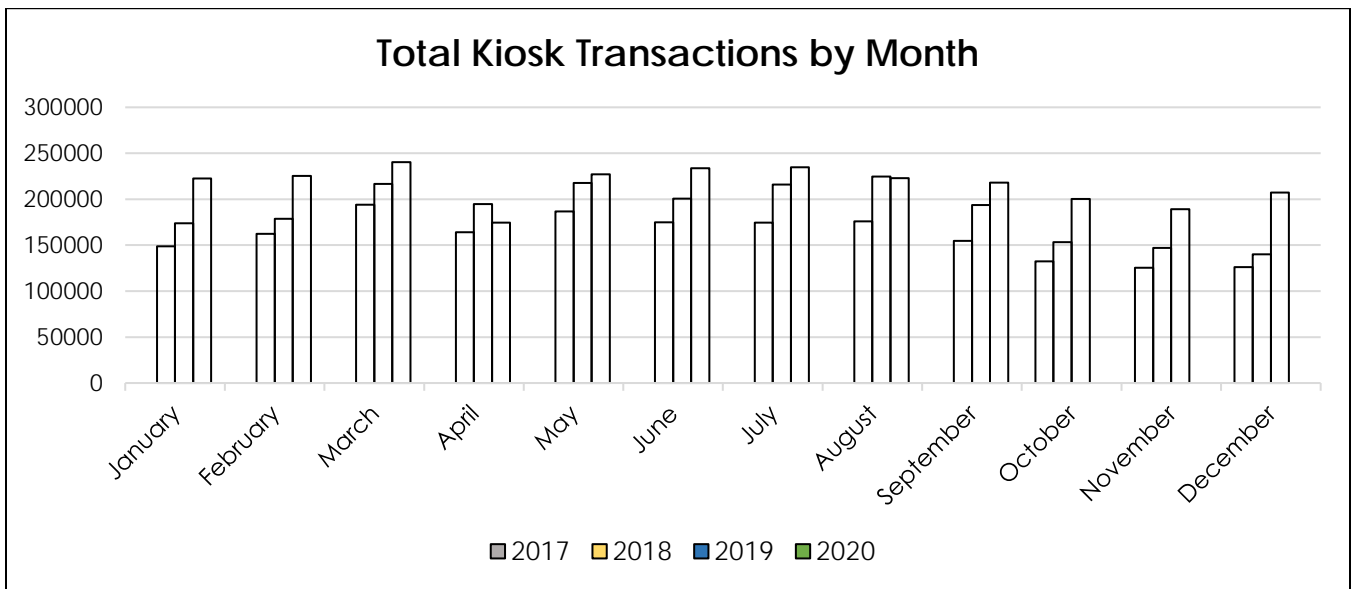
DMV continues to evaluate additional ways in which the self-service kiosks can be used to allow customers to complete their DMV transactions.

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**
Aug-20	58,302	163,301	3	2	280	919	**222,807**
Sep-20	60,956	155,911	0	2	259	801	**217,929**

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

WINDOW HOURS

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

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

Moving Average of the Proportion of Actual to Max Window Hours: The following figure shows the 10-day moving average of the proportion of available window hours recorded in use on a daily basis for the prior three months adjusted for the new baseline of transaction windows[1]. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior[2]. 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.

Moving Average of the Proportion of Actual to Max Window Hours

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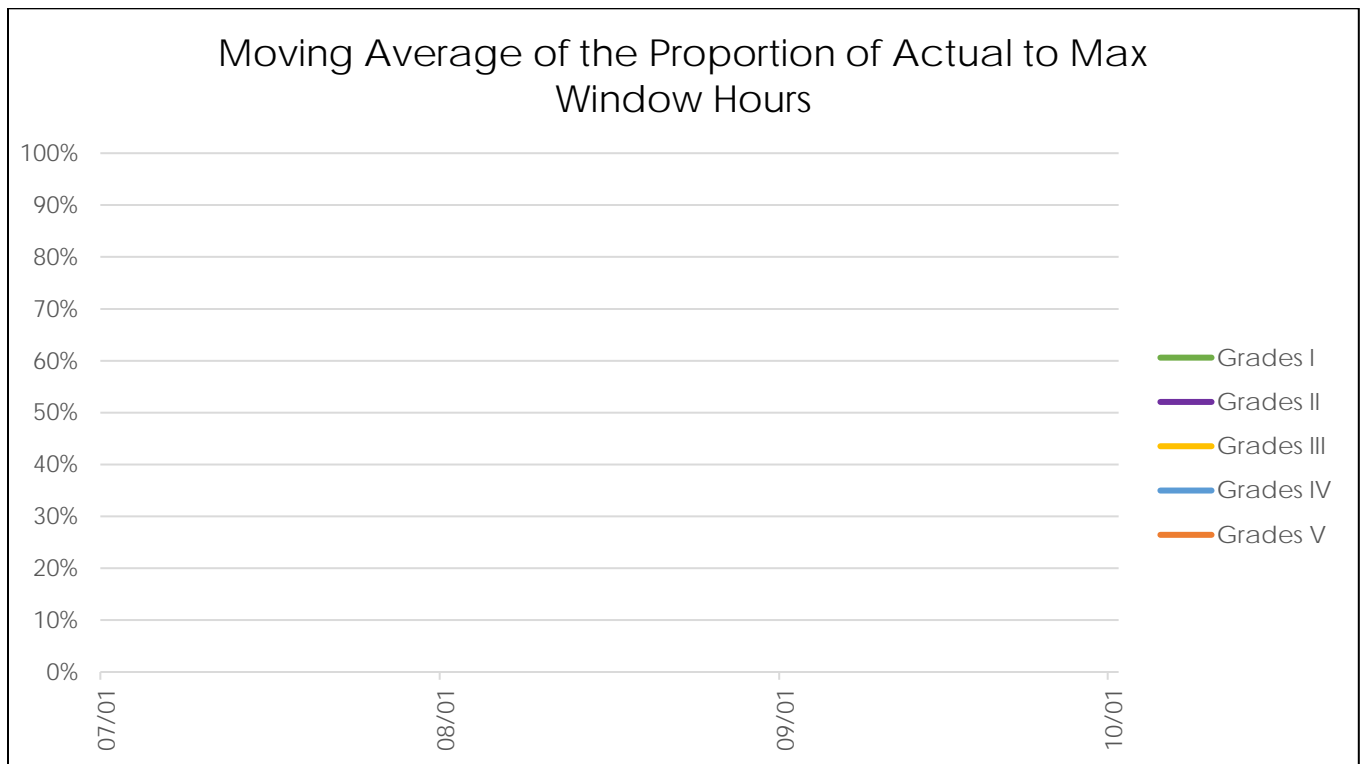
[1] The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of September, Saturday service was suspended in those field offices open to the public.
[2] All 10 days are weighted equally in the calculation of the average.

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

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.
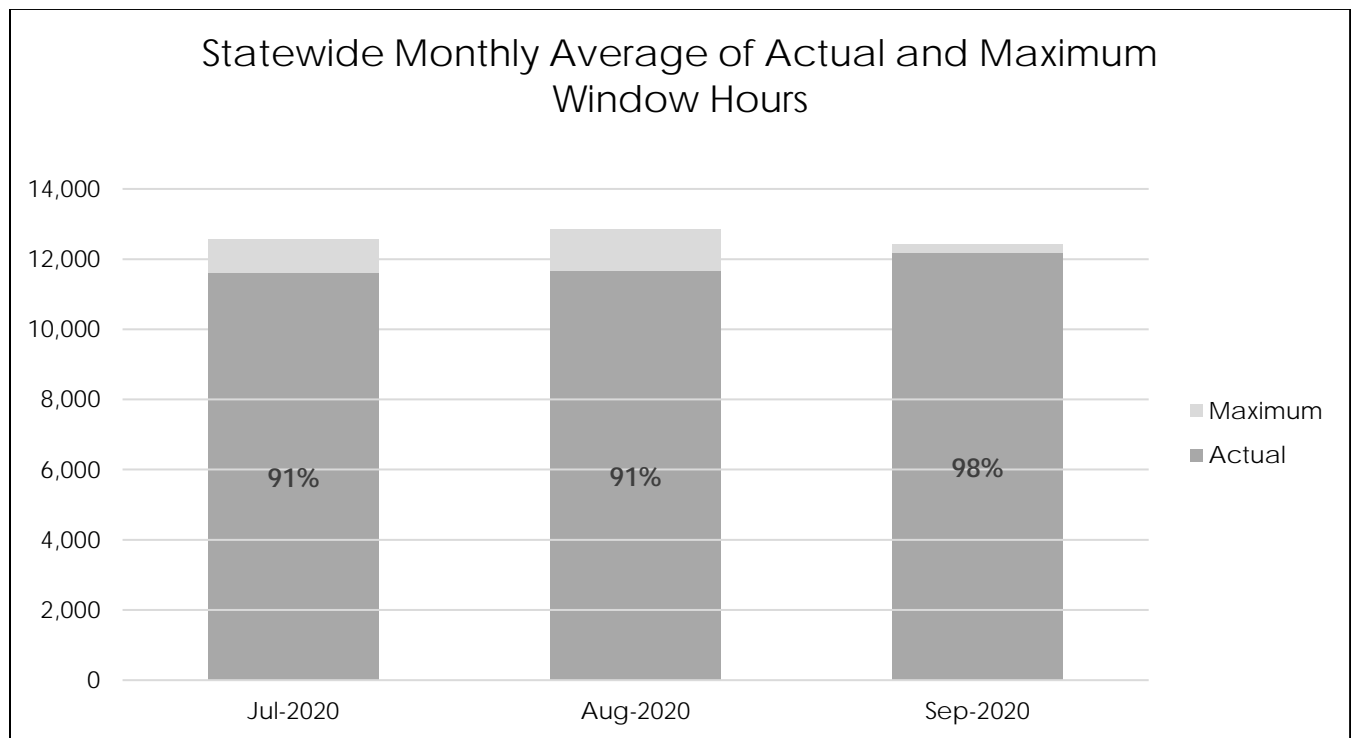
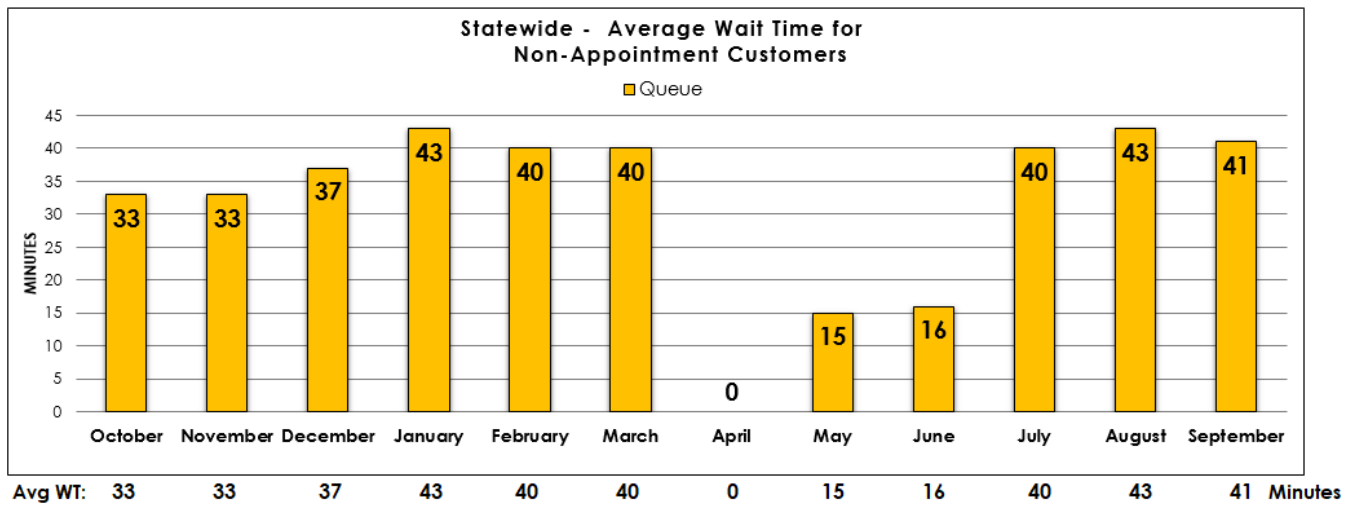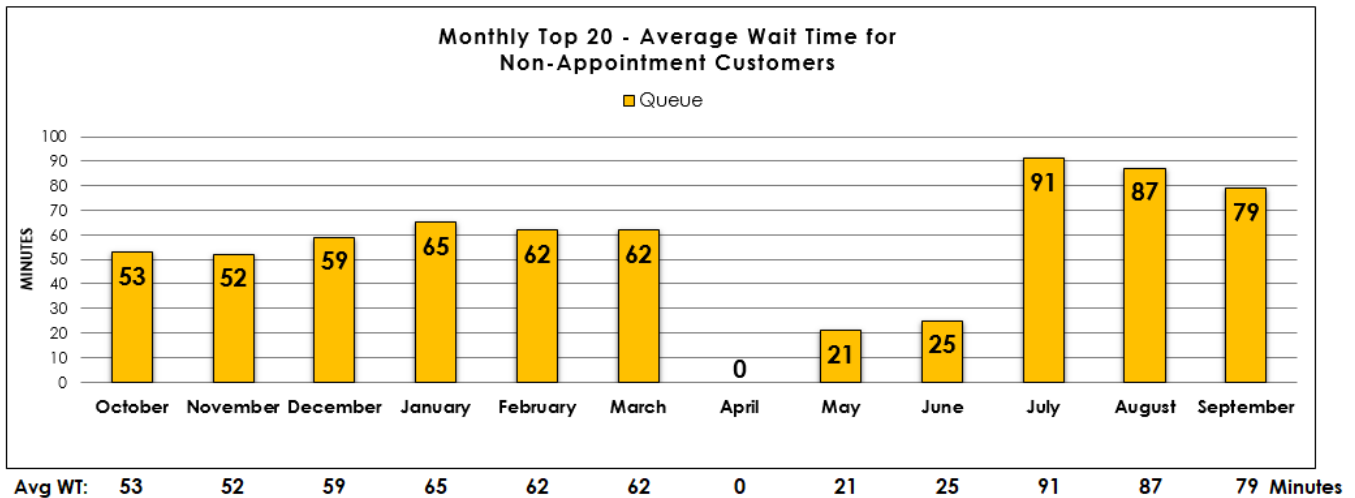Statewide Monthly Average of Actual and Maximum Window Hours

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.

September wait times for non-appointment customers averaged 41 minutes.

Average Wait Time for Non-Appointment Customers – Statewide:

	October	November	December	January	February	March	April	May	June	July	August	September	
Avg WT:	33	33	37	43	40	40	0	15	16	40	43	41	Minutes

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

	October	November	December	January	February	March	April	May	June	July	August	September	
Avg WT:	53	52	59	65	62	62	0	21	25	91	87	79	Minutes

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 August, 2020

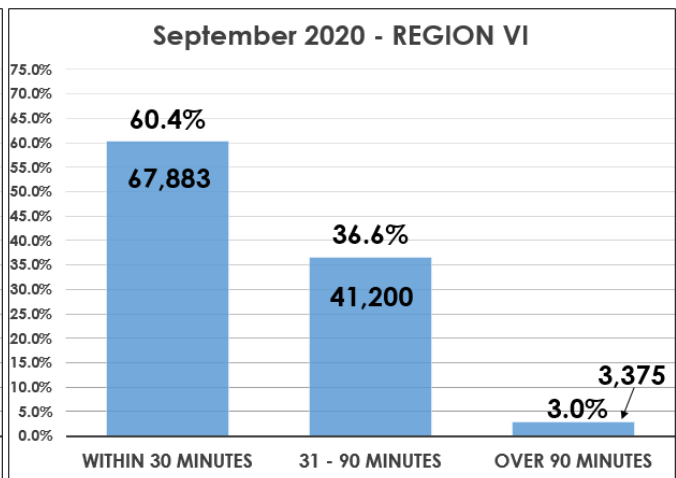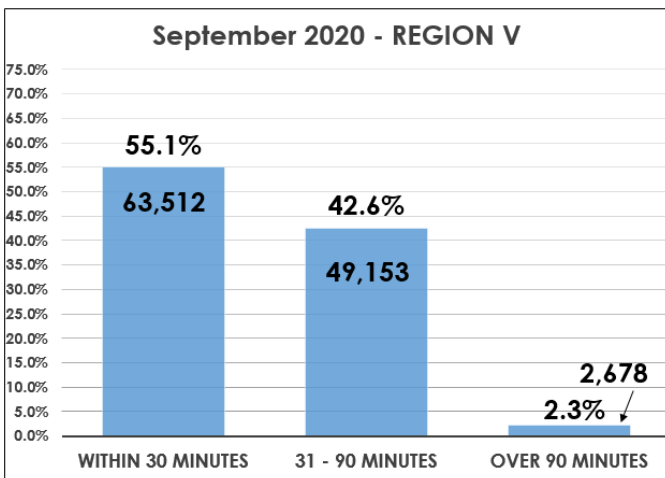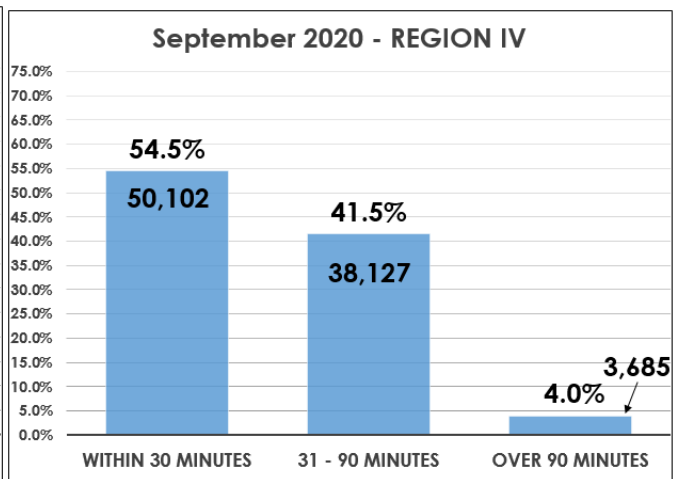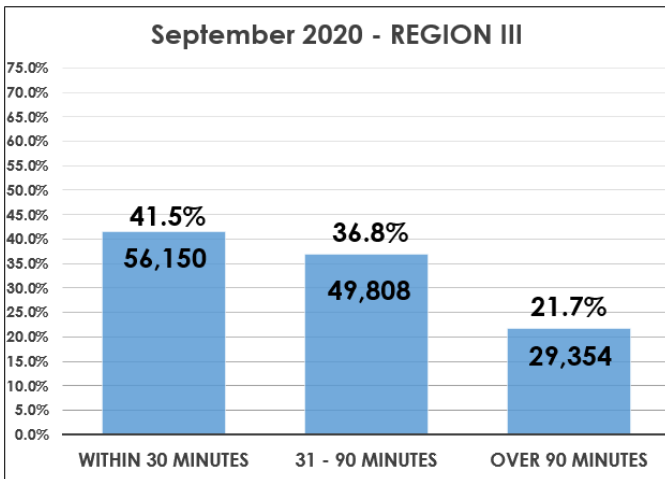| Month of August, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	6,967	10	132,235	31	139,202	30
Grade III - 47 Offices	26,571	14	212,262	43	238,833	40
Grade IV/V - 68 Offices	67,272	16	440,367	47	507,639	43

STATEWIDE - MONTH OF September, 2020

Month of September, 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	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 - 68 Offices	47,966	15	502,622	44	550,588	41

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

Month of Sep, 2020 vs Aug, 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	(2,991)	-	+11,588	+1	+8,597	+2
Grade III - 47 Offices	(8,316)	(2)	+15,307	-	+6,991	-
Grade IV/V - 68 Offices	(19,306)	(1)	+62,255	(3)	+42,949	(2)

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.

September 2020 - REGION I

- WITHIN 30 MINUTES: 68.4% — 53,320
- 31 - 90 MINUTES: 30.2% — 23,550
- OVER 90 MINUTES: 1.4% — 1,068

September 2020 - REGION II

- WITHIN 30 MINUTES: 68.4% — 99,277
- 31 - 90 MINUTES: 30.9% — 44,891
- OVER 90 MINUTES: 0.7% — 957

September 2020 - REGION III

- WITHIN 30 MINUTES: 41.5% — 56,150
- 31 - 90 MINUTES: 36.8% — 49,808
- OVER 90 MINUTES: 21.7% — 29,354

September 2020 - REGION IV

- WITHIN 30 MINUTES: 54.5% — 50,102
- 31 - 90 MINUTES: 41.5% — 38,127
- OVER 90 MINUTES: 4.0% — 3,685

September 2020 - REGION V

- WITHIN 30 MINUTES: 55.1% — 63,512
- 31 - 90 MINUTES: 42.6% — 49,153
- OVER 90 MINUTES: 2.3% — 2,678

September 2020 - REGION VI

- WITHIN 30 MINUTES: 60.4% — 67,883
- 31 - 90 MINUTES: 36.6% — 41,200
- OVER 90 MINUTES: 3.0% — 3,375

September 2020 - REGION VII

	WITHIN 30 MINUTES	31 - 90 MINUTES	OVER 90 MINUTES
%	36.1%	46.3%	17.6%
Count	50,564	64,901	24,644

September 2020 - REGION VIII

	WITHIN 30 MINUTES	31 - 90 MINUTES	OVER 90 MINUTES
%	49.7%	38.5%	11.8%
Count	62,606	48,497	14,909

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.
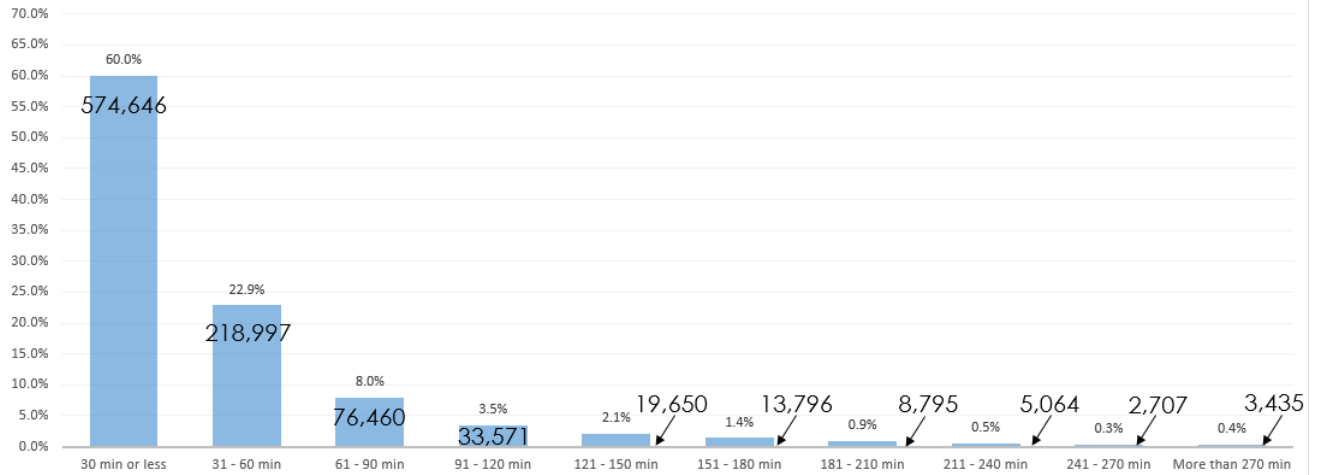

Wait times by Range: Month of September 2020

Range	%	Count
30 min or less	53.4%	503,414
31 - 60 min	26.6%	251,461
61 - 90 min	11.5%	108,666
91 - 120 min	4.8%	45,586
121 - 150 min	2.1%	20,224
151 - 180 min	0.9%	8,276
181 - 210 min	0.4%	3,695
211 - 240 min	0.2%	2,072
241 - 270 min	0.1%	643
More than 270 min	0.0%	174

Wait times by Range: Month of August 2020

Range	%	Count
30 min or less	54.5%	482,827
31 - 60 min	24.3%	215,307
61 - 90 min	10.4%	91,692
91 - 120 min	5.1%	45,481
121 - 150 min	2.7%	24,161
151 - 180 min	1.5%	13,006
181 - 210 min	0.8%	6,891
211 - 240 min	0.4%	3,572
241 - 270 min	0.2%	1,664
More than 270 min	0.1%	1,073

Wait times by Range: Month of July 2020

Range	Percent	Count
30 min or less	60.0%	574,646
31 - 60 min	22.9%	218,997
61 - 90 min	8.0%	76,460
91 - 120 min	3.5%	33,571
121 - 150 min	2.1%	19,650
151 - 180 min	1.4%	13,796
181 - 210 min	0.9%	8,795
211 - 240 min	0.5%	5,064
241 - 270 min	0.3%	2,707
More than 270 min	0.4%	3,435

Wait times by Range: Month of June 2020

Range	Percent	Count
30 min or less	87.6%	507,539
31 - 60 min	11.5%	66,585
61 - 90 min	0.8%	4,766
91 - 120 min	0.1%	447
121 - 150 min	0.0%	15
151 - 180 min	0.0%	9
181 - 210 min	0.0%	1
211 - 240 min	0.0%	0
241 - 270 min	0.0%	0
More than 270 min	0.0%	0
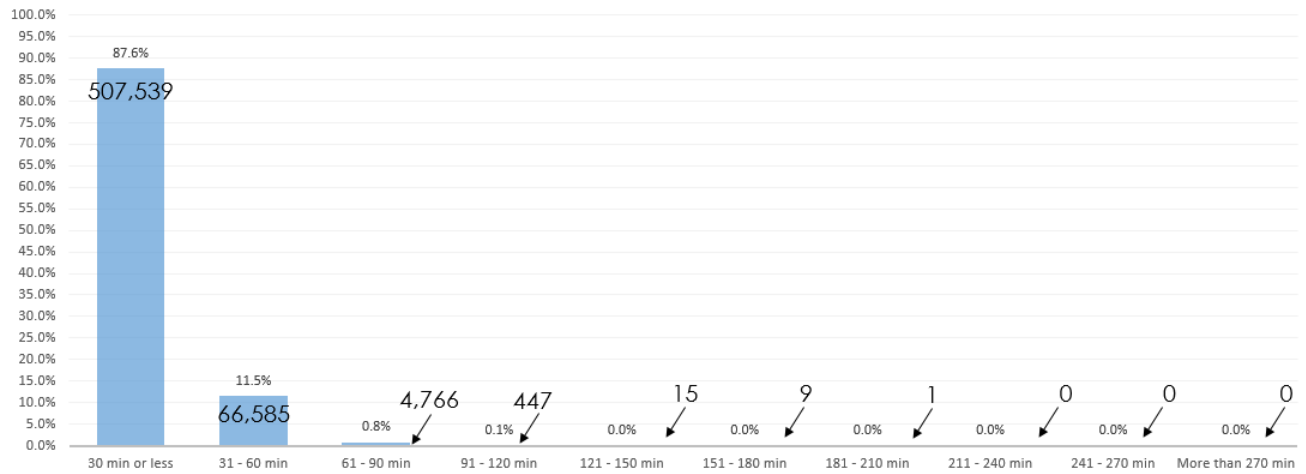
Wait times by Range: Month of May 2020

Range	Percent	Count
30 min or less	93.1%	103,740
31 - 60 min	6.4%	7,157
61 - 90 min	0.4%	460
91 - 120 min	0.1%	134
121 - 150 min	0.0%	26
151 - 180 min	0.0%	5
181 - 210 min	0.0%	0
211 - 240 min	0.0%	0
241 - 270 min	0.0%	0
More than 270 min	0.0%	0
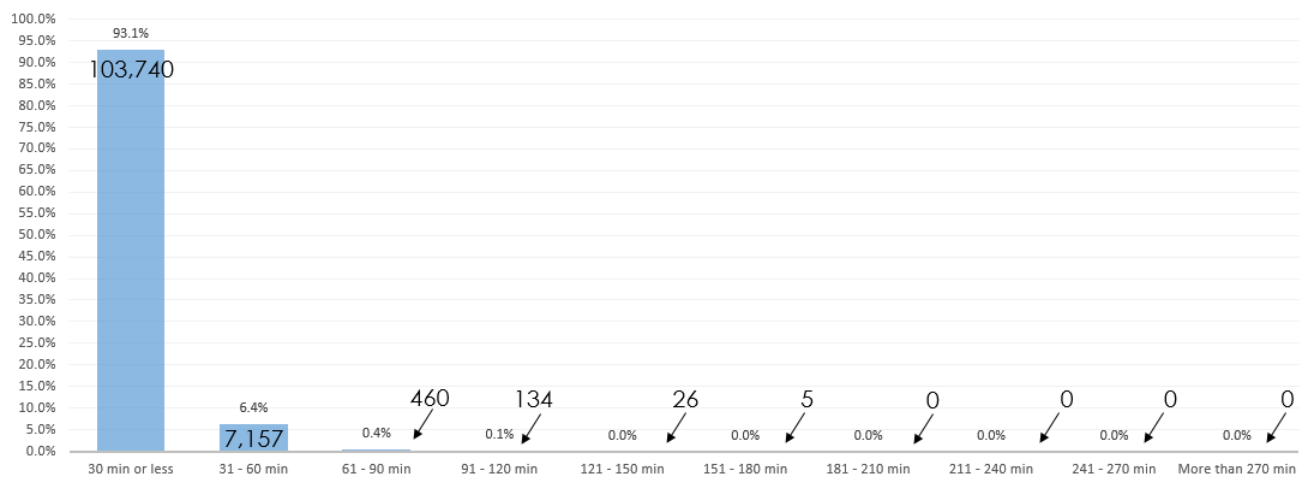
DMV field offices were closed to the public during the month of April 2020.

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 September, 2020

Month of September, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Sep Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	1,118	3	1,118	3
CHICO		26	7	3,570	25	3,596	25
COLUSA		39	9	2,493	31	2,532	31
CORTE MADERA		201	12	4,025	22	4,226	22
CRESCENT CITY		10	5	1,943	12	1,953	12
EUREKA		9	5	4,259	14	4,268	14
FALL RIVER MILLS		13	2	888	13	901	13
FORT BRAGG		18	3	1,336	18	1,354	18
GARBERVILLE		13	2	939	8	952	8
GRASS VALLEY		42	4	2,674	14	2,716	13
LAKEPORT		26	7	2,900	23	2,926	23
MOUNT SHASTA		58	6	1,521	39	1,579	38
NOVATO		122	12	2,930	19	3,052	18
OROVILLE		36	9	3,487	26	3,523	25
PETALUMA		429	6	4,126	14	4,555	13
QUINCY		-	-	1,286	22	1,286	22
RED BLUFF		174	8	3,653	38	3,827	36
REDDING		489	18	5,832	50	6,321	47
SANTA ROSA		1,020	11	5,941	34	6,961	30
SOUTH LAKE TAHOE		10	11	2,565	31	2,575	31
SUSANVILLE		5	7	1,821	21	1,826	21
TRUCKEE		121	14	1,722	33	1,843	32
UKIAH		9	6	2,741	15	2,750	15
WEAVERVILLE		11	6	1,137	11	1,148	11
WILLOWS		4	12	2,251	18	2,255	18
YREKA		13	4	1,809	16	1,822	16
YUBA CITY		153	13	5,920	22	6,073	22
Region I (Northern CA) TOTAL		3,051	11	74,887	25	77,938	24

Region II

Month of September, 2020	Sep Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		1,094	15	4,443	19	5,537	18
DALY CITY		347	28	8,418	37	8,765	37
EL CERRITO		88	18	6,398	37	6,486	37
FREMONT		121	12	5,121	14	5,242	14
GILROY		46	12	4,028	14	4,074	14
HAYWARD		189	26	6,570	32	6,759	32
HOLLISTER		16	5	2,013	22	2,029	22
KING CITY		59	10	2,365	26	2,424	25
LOS GATOS		200	20	5,385	26	5,585	26
OAKLAND CLAREMONT		441	23	9,694	32	10,135	31
OAKLAND COLISEUM		439	18	6,824	33	7,263	32
PLEASANTON		61	10	5,310	8	5,371	8
REDWOOD CITY		70	14	7,048	23	7,118	23
SALINAS		291	9	5,082	17	5,373	16
SAN FRANCISCO		1,767	15	8,142	33	9,909	30
SAN JOSE		604	8	7,859	17	8,463	16
SAN JOSE DLPC		226	7	13,563	10	13,789	9
SAN MATEO		46	23	5,834	29	5,880	29
SANTA CLARA		31	26	11,220	41	11,251	41
SANTA TERESA		465	11	4,734	18	5,199	17
SEASIDE		14	8	5,623	13	5,637	13
WATSONVILLE		48	12	2,788	20	2,836	20
Region II (Bay Area) TOTAL		6,663	15	138,462	25	145,125	24

REGION III

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

Month of September, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Sep Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		22	3	3,696	53	3,718	52
CARMICHAEL	7	29	11	8,094	86	8,123	86
CONCORD	13	87	12	6,910	67	6,997	66
DAVIS		165	9	3,194	54	3,359	52
FAIRFIELD		161	6	6,208	31	6,369	31
FOLSOM	6	319	13	5,898	87	6,217	83
JACKSON		57	5	2,463	23	2,520	23
LODI		630	11	5,780	58	6,410	53
MANTECA		488	13	5,089	52	5,577	49
NAPA		399	3	8,441	10	8,840	10
PITTSBURG	18	73	19	6,102	65	6,175	64
PLACERVILLE	1	173	24	2,186	121	2,359	114
ROCKLIN		51	10	5,924	33	5,975	33
ROSEVILLE	5	367	20	6,653	91	7,020	88
SACRAMENTO		552	17	8,364	39	8,916	38
SACRAMENTO SOUTH	8	274	12	8,363	73	8,637	71
SAN ANDREAS		40	8	1,889	18	1,929	18
SONORA		51	18	2,326	51	2,377	50
STOCKTON		299	17	8,223	54	8,522	52
TRACY		59	15	6,138	47	6,197	47
VACAVILLE		67	7	3,821	64	3,888	63
VALLEJO	9	79	11	5,603	71	5,682	70
WALNUT CREEK		117	15	5,310	51	5,427	51
WOODLAND	10	73	10	4,005	71	4,078	69
Region ▓ (Sacramento Area) TOTAL		4,632	13	130,680	57	135,312	56

REGION IV

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

Month of September, 2020	Sep Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		212	12	3,504	26	3,716	25
BAKERSFIELD		105	8	6,860	42	6,965	42
BAKERSFIELD SW		496	12	6,998	36	7,494	35
BISHOP		22	5	1,784	21	1,806	21
CLOVIS		783	15	4,237	46	5,020	41
COALINGA		53	7	2,769	9	2,822	9
DELANO		41	11	2,274	24	2,315	24
FRESNO		417	6	7,422	35	7,839	34
FRESNO NORTH		535	9	4,060	63	4,595	56
HANFORD		209	9	2,496	59	2,705	55
LAKE ISABELLA		1	2	1,526	12	1,527	12
LOS BANOS		8	4	2,397	24	2,405	24
MADERA		252	11	2,161	37	2,413	34
MARIPOSA		80	8	930	25	1,010	23
MERCED		693	10	4,139	27	4,832	25
MODESTO		926	12	6,474	38	7,400	35
PORTERVILLE		290	9	2,886	46	3,176	43
REEDLEY		492	14	3,985	42	4,477	39
RIDGECREST		172	6	2,139	24	2,311	23
SHAFTER		26	9	3,136	31	3,162	31
TAFT		77	7	2,080	18	2,157	17
TULARE		27	9	2,049	18	2,076	18
TURLOCK		899	8	3,458	34	4,357	28
VISALIA		1,086	9	4,248	28	5,334	24
Region IV (Central Valley) TOTAL		7,902	10	84,012	35	91,914	33

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

Month of September, 2020	Sep Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,085	7	8,182	39	9,267	35
GLENDALE		959	5	8,512	30	9,471	28
GOLETA		47	11	3,002	38	3,049	38
PACOIMA DLPC		328	2	6,757	21	7,085	20
HOLLYWOOD COLE		1,204	25	3,345	64	4,549	54
HOLLYWOOD WEST		357	4	4,315	11	4,672	11
LANCASTER		2,234	6	10,258	33	12,492	28
LOMPOC		129	14	2,303	30	2,432	29
NEWHALL		277	11	4,230	29	4,507	28
OXNARD		87	11	4,786	29	4,873	28
PASO ROBLES		66	10	2,350	31	2,416	30
SAN LUIS OBISPO		128	7	3,052	21	3,180	20
SANTA BARBARA		146	13	3,076	36	3,222	35
SANTA MARIA		223	7	3,663	35	3,886	33
SANTA MONICA		264	11	5,051	39	5,315	38
SANTA PAULA		55	8	3,720	33	3,775	33
SIMI VALLEY		305	11	4,945	44	5,250	42
THOUSAND OAKS		226	14	4,416	46	4,642	44
VAN NUYS		390	7	6,862	30	7,252	28
VENTURA		550	7	5,868	24	6,418	22
WINNETKA		852	12	6,738	43	7,590	39
Region V (Northern Los Angeles/Coastal Area) TOTAL		9,912	10	105,431	33	115,343	31

REGION VI

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

Month of September, 2020 OFFICE	Sep Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		1,064	9	7,015	33	8,079	30
BELLFLOWER		604	15	7,328	43	7,932	41
COMPTON		848	9	5,581	29	6,429	26
CULVER CITY		917	15	5,330	29	6,247	27
EL MONTE		722	12	5,274	33	5,996	30
HAWTHORNE		969	18	4,600	36	5,569	33
INGLEWOOD		129	6	5,511	16	5,640	16
LINCOLN PARK		489	10	6,165	26	6,654	25
LONG BEACH		237	10	6,354	35	6,591	34
LOS ANGELES		229	15	7,153	46	7,382	45
MONTEBELLO		740	6	5,661	17	6,401	16
PASADENA		454	12	6,828	17	7,282	16
SAN PEDRO		72	5	7,870	24	7,942	24
TORRANCE		718	18	5,665	43	6,383	40
WEST COVINA		856	16	7,751	41	8,607	39
WHITTIER		559	11	8,765	29	9,324	28
Region VI (Los Angeles Area) TOTAL		9,607	13	102,851	31	112,458	30

REGION VII

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

Month of September, 2020 OFFICE	Sep Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		46	6	4,124	24	4,170	24
COSTA MESA	12	761	17	6,869	67	7,630	62
FONTANA		1,256	13	13,421	44	14,677	41
FULLERTON		1,081	31	12,747	62	13,828	59
LAGUNA HILLS		316	23	6,918	52	7,234	51
NEEDLES		26	5	1,215	26	1,241	25
NORCO	14	699	32	5,885	66	6,584	62
POMONA		907	30	6,662	64	7,569	60
RANCHO CUCAMONGA		1,268	21	8,502	58	9,770	53
REDLANDS		-	-	-	-	-	-
RIVERSIDE	20	800	13	5,592	64	6,392	58
RIVERSIDE EAST		1,048	13	12,018	20	13,066	19
SAN BERNARDINO		1,770	9	9,800	52	11,570	45
SANTA ANA		1,460	14	11,017	61	12,477	55
VICTORVILLE	4	1,208	18	9,589	103	10,797	93
WESTMINSTER		1,193	14	11,911	63	13,104	59
Region VII (Orange County/Inland Empire) TOTAL		13,839	18	126,270	57	140,109	53

REGION VIII

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

Month of September, 2020	Sep Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		603	9	5,673	53	6,276	48
BLYTHE		1	1	1,723	22	1,724	22
BRAWLEY		248	12	3,980	35	4,228	33
CHULA VISTA		2,181	12	9,516	59	11,697	50
EL CAJON	16	539	14	9,376	65	9,915	63
EL CENTRO	17	749	11	3,675	65	4,424	56
HEMET	15	313	11	6,680	66	6,993	63
INDIO		393	8	3,960	35	4,353	33
OCEANSIDE		208	20	5,551	54	5,759	53
PALM DESERT		231	15	5,068	54	5,299	52
PALM SPRINGS		232	5	5,373	21	5,605	21
POWAY		576	19	5,750	49	6,326	46
SAN CLEMENTE		225	10	5,423	41	5,648	40
SAN DIEGO CLAIREMONT	2	1,444	30	8,829	113	10,273	101
SAN DIEGO NORMAL	19	1,143	18	7,060	65	8,203	58
SAN MARCOS	11	2,348	18	8,861	68	11,209	57
SAN YSIDRO		1,297	12	6,830	47	8,127	41
TEMECULA	3	1,636	18	5,581	107	7,217	87
TWENTYNINE PALMS		224	8	2,512	26	2,736	25
Region VIII (San Diego Area) TOTAL		14,591	16	111,421	60	126,012	55
STATEWIDE TOTALS		70,197	14	874,014	41	944,211	39

Appendix B
September 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	Wed 09/02/2020	9:15 AM	Mon 09/14/2020	12:38 PM	8 1/2 Business Days	Fingerprint reader functionality Intermittently unavailable,	Impacted Field Offices were unable to use the fingerprint readers when processing driver license and identification card applications. The impacted devices included cameras and AKTE systems. * The Field Office staff used established alternative processes.	Processing driver license and identification card applications.	Direct: Firewall configuration limitations	Adjustment to the firewall configuration restored normal service.
2	Vendor	Configuration	DMV Website	Thu 09/10/2020	11:40 AM	Thu 09/10/2020	12:43 PM	1:03	DMV Public website users were not able to access web applications.	DMV public website and online customer self-service applications. * No workaround available.	DMV customers were unable access DMV website content or perform online self-service transactions.	Direct: Sudden increase in traffic to the DMV website triggered security protection service to block access.	Vendor resolved issue and restored service allowing customers to reach DMV public website.
3	Network Connectivity	Fiber Damaged	Multiple FO	Fri 09/18/2020	4:13 AM	Fri 09/18/2020	10:00 PM	17:47	13 offices reported network connectivity issues.	Impacted Offices were unable to connect to DMV electronic and automated services. * No workaround available. The offices provided informational and drop box services and offered customers alternative service options.	13 offices unable to process automated transactions.	Direct: Vehicle fire damage to telecommunication fiber.	Vendor, Comcast, repaired damaged telecommunication fiber.
4	Software	Undetermined	DMV Website	Fri 09/18/2020	1:18 PM	Fri 09/18/2020	2:59 PM	1:41	DMV Public website self-service applications were unavailable.	DMV customer self-service applications. * No workaround available.	DMV customers were unable to perform self-service online transactions.	Direct: Root cause evaluation requested	Services were restarted and normal service was restored.

5	Hardware	Network Connectivity	Multiple FO	Mon 09/28/2020	4:45 PM	Tue 09/29/2020	9:52 AM	2:43	Field Offices reported that DMVA was unresponsive and network connection error (CNA) received. Field Office staff were unable to process transactions.	DMVA and EASE *No workaround	Field Offices were unable to process driver license and identification card applications or vehicle registrations transactions.	Direct: Root cause diagnose in progress Indirect: Reload of network switch resulted in a module not recovering as expected.	SNA router moved to another module. RIPL was performed on impacted offices refreshing network connection. Services restored.