

Report to the
Joint Legislative Budget Committee
of the
State of California

Department of Motor Vehicles Monthly Status Update Report



June 2019

The Department of Motor Vehicles (DMV) is achieving its targeted customer wait time goals. DMV remains committed to maintaining combined queue and pre-queues wait times to less than one hour.

DMV's existing goals are for wait times (amount of time in the queue) to not exceed 45 minutes for customers without an appointment or 15 minutes for customers with an appointment. DMV's goal for non-appointment customers is to wait no more than 15 minutes to be issued a queue ticket upon arrival at the field office, and for appointment customers to wait no more than 3 minutes to be issued a queue ticket.

WAIT TIMES IN JUNE

June wait times for non-appointment customers were 4 minutes below target levels, averaging 56 minutes (42 minutes queue time and 14 minutes pre-queue). This is an increase from May by 7 minutes.

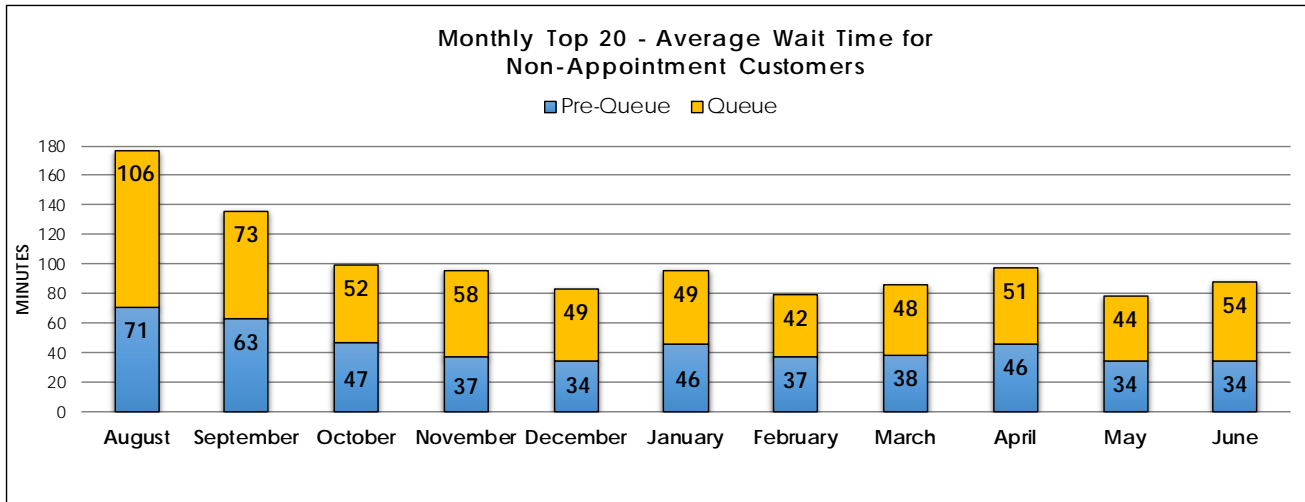
DMV is utilizing tablets to increase the accuracy of wait time tracking and eliminate the manual pre-queue wait time tracking process. In these offices, queue tickets are issued upon the customer's immediate arrival into a field office. DMV rolled this process out to eight offices in April. Six offices transitioned to use of the tablets to eliminate the pre-queue wait time in May. Thirty-two offices transitioned in June. These offices were introduced to the new queuing process with active engagement from offices already performing the process, who provided support to help mitigate impact to wait times. In addition to utilizing the tablets, DMV also introduced mobile Start Here stations in the 17 offices. This allows these offices to utilize the former Start Here workstations to handle additional transactions and provide service to customers.

For the remaining offices, DMV continues tracking the pre-queue and queue wait times. Pre-queue represents the amount of time a customer waits in line prior to being issued a queue ticket. The queue represents the amount of time a customer waits upon checking-in and receiving a queue number for DMV services. The month of August 2018 is the baseline for wait time measurement capturing a full month of pre-queue and queue wait time data.

Transaction volumes continue to remain high, with over 1.6 million issued in June and similar to May volumes (1.7 million). DMV expects these volumes to remain high during summer due to seasonality trends. In preparation for higher volumes, DMV continues to hire additional field office staff members, and deploy operational efficiencies, such as the use of the tablets to eliminate the pre-queue.

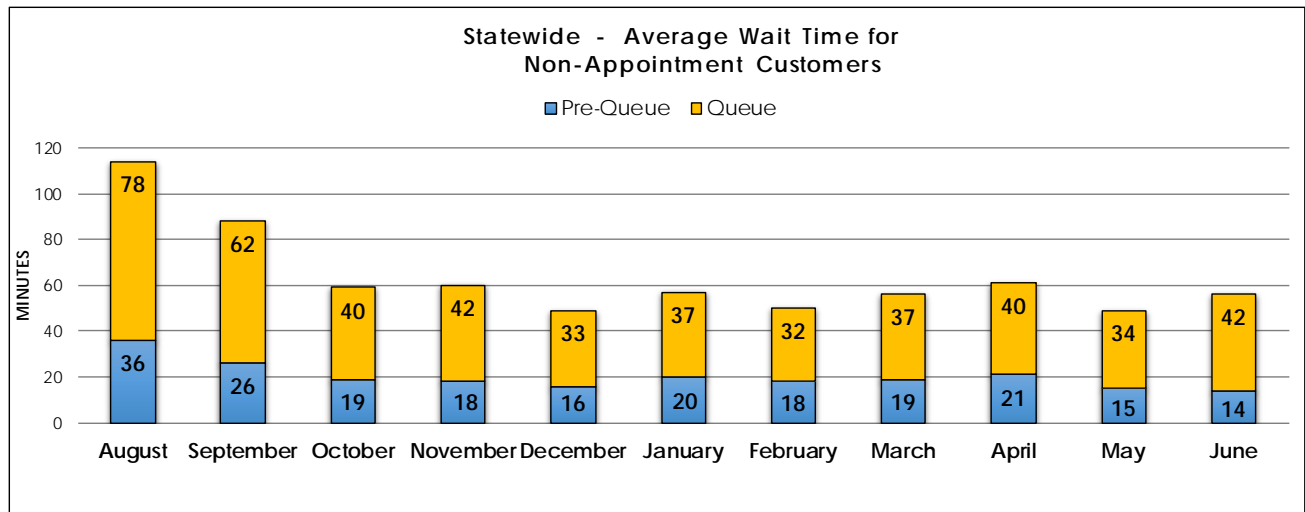
DMV continues to remain vigilant in monitoring wait times, implementing new wait time reduction strategies, and maintaining those strategies that have proven successful to date.

Monthly Top 20 – Average Wait Time for Non-Appointment Customers: This chart illustrates the average wait time for customers without an appointment at the 20 offices with the highest wait times from August 1, 2018, through June 30, 2019.



Avg WT: 177 136 99 95 83 95 79 86 97 78 88 Minutes

Statewide – Average Wait Time for Non-Appointment Customers: This chart compares the overall average statewide wait time for customers without an appointment during the months of August 2018 through June 2019.



Avg WT: 114 88 59 60 49 57 50 56 61 49 56 Minutes

Statewide – Average Wait Time By Grade: To provide another context of wait time reductions, the following tables show the reduction in 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, 2018

Month of August 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	36,885	18	173,033	57	14	71	209,918	50	62
Grade III - 47 Offices	93,841	22	302,538	74	26	100	396,379	62	82
Grade IV/V - 68 Offices	218,484	24	679,840	86	46	132	898,324	71	106

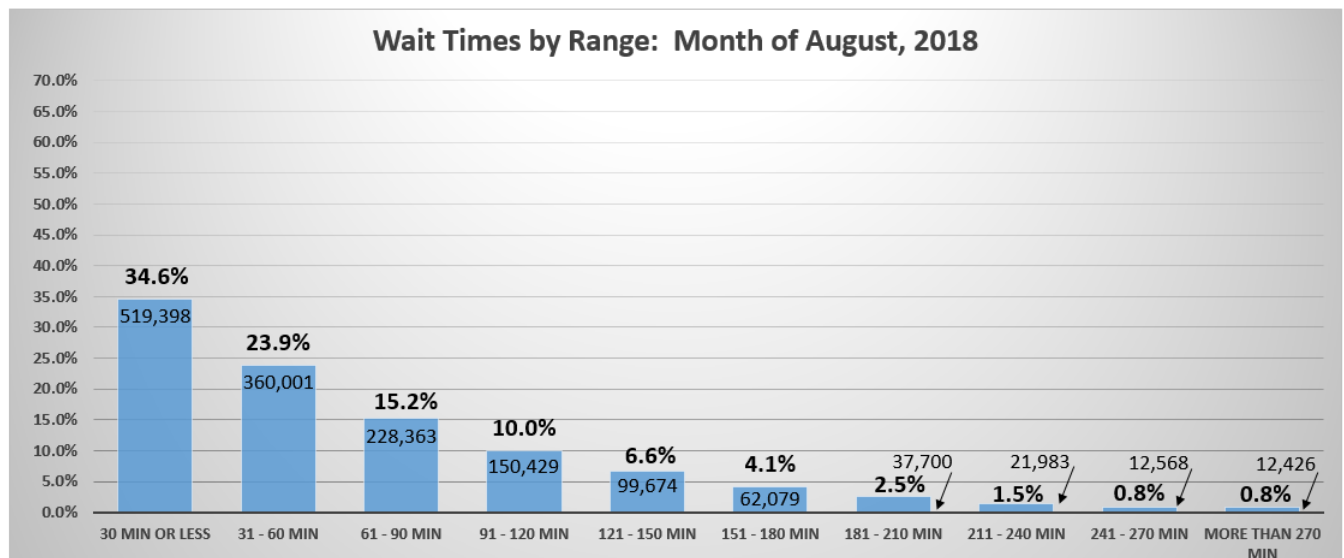
STATEWIDE - MONTH OF June, 2019

Month of June 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	32,108	12	175,180	28	7	35	207,288	25	31
Grade III - 47 Offices	86,261	16	336,106	35	10	45	422,367	31	39
Grade IV/V - 68 Offices	207,941	18	776,503	47	17	64	984,444	41	54

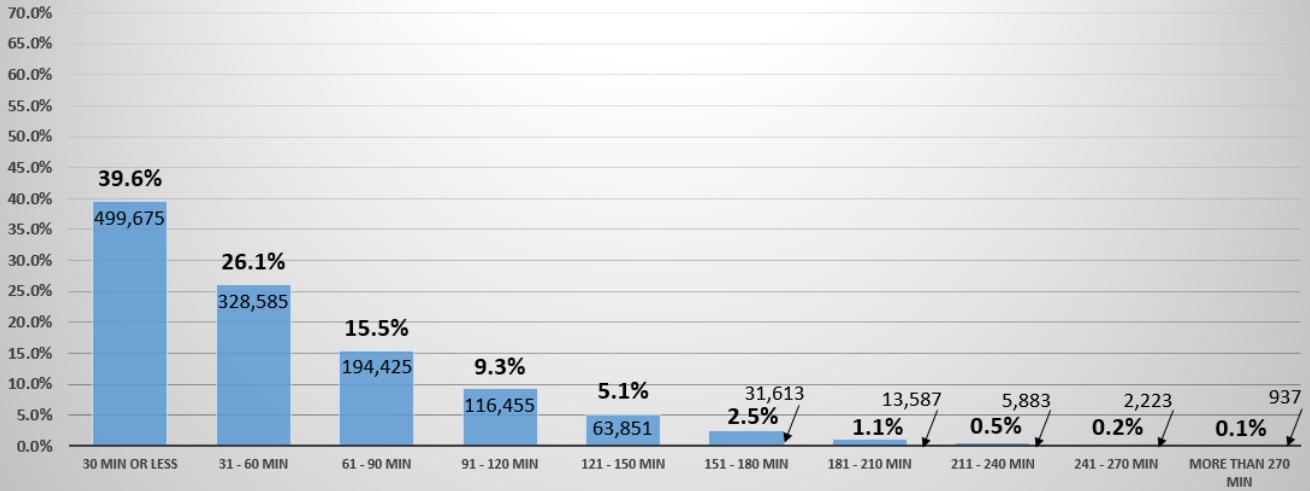
DIFFERENCE BETWEEN MONTH OF June, 2019 and MONTH OF August, 2018

Month of June 2019 vs Aug 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	(4,777)	(6)	+2,147	(29)	(7)	(36)	(2,630)	(25)	(31)
Grade III - 47 Offices	(7,580)	(6)	+33,568	(39)	(16)	(55)	+25,988	(31)	(43)
Grade IV/V - 68 Offices	(10,543)	(6)	+96,663	(39)	(29)	(68)	+86,120	(30)	(52)

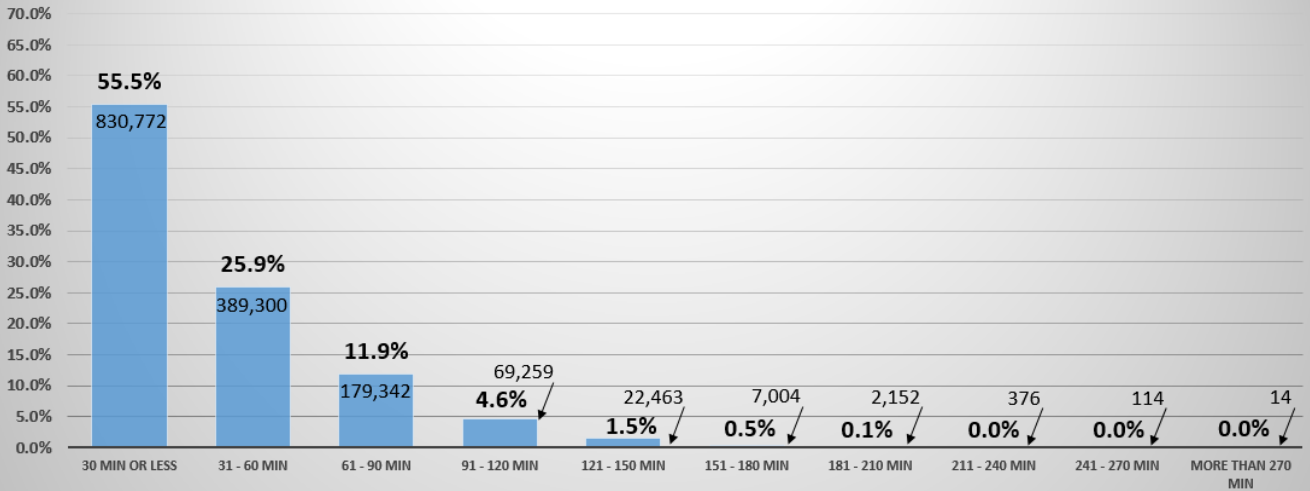
Wait Times by Range: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty-minute increments) for the months of August through May.



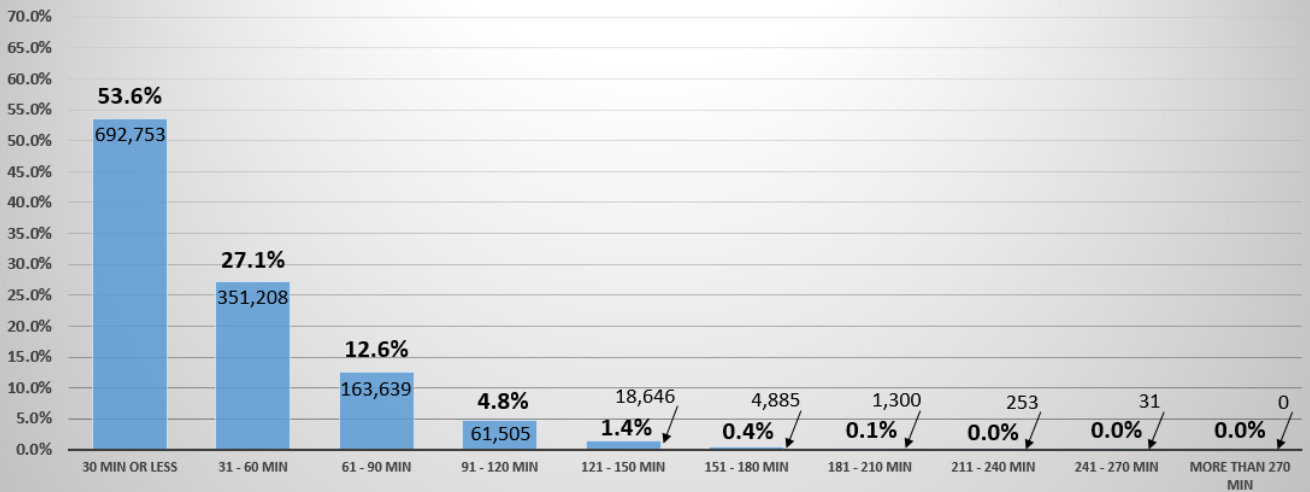
Wait Times by Range: Month of September, 2018



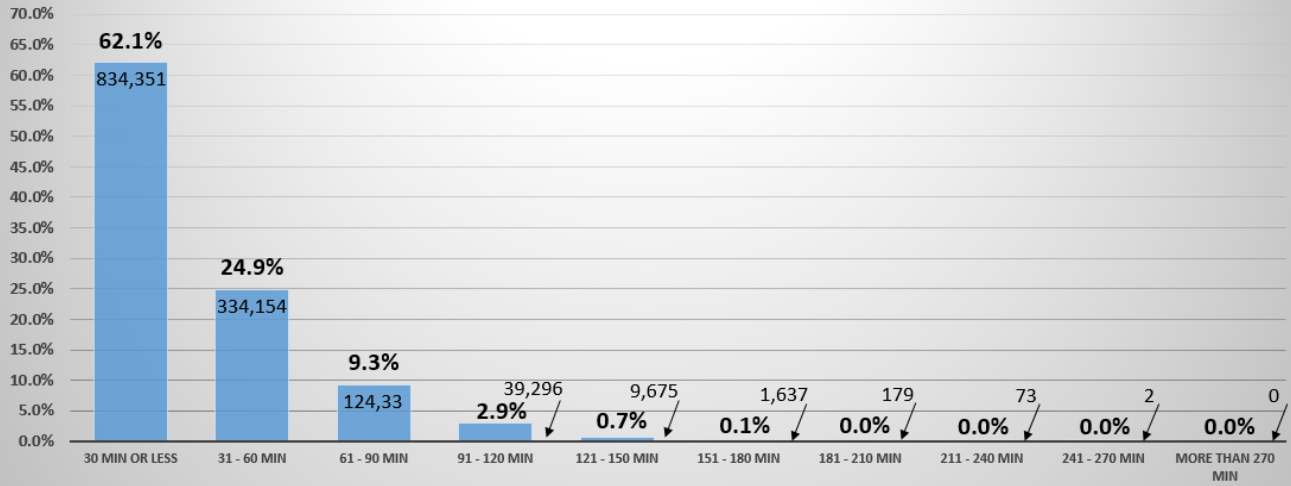
Wait Times by Range: Month of October, 2018



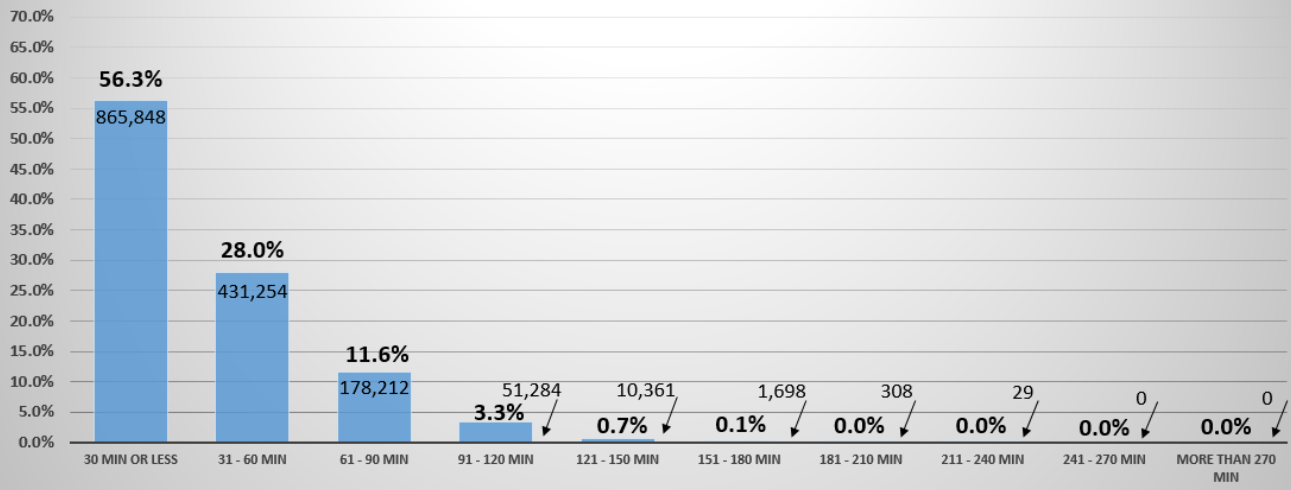
Wait Times by Range: Month of November, 2018



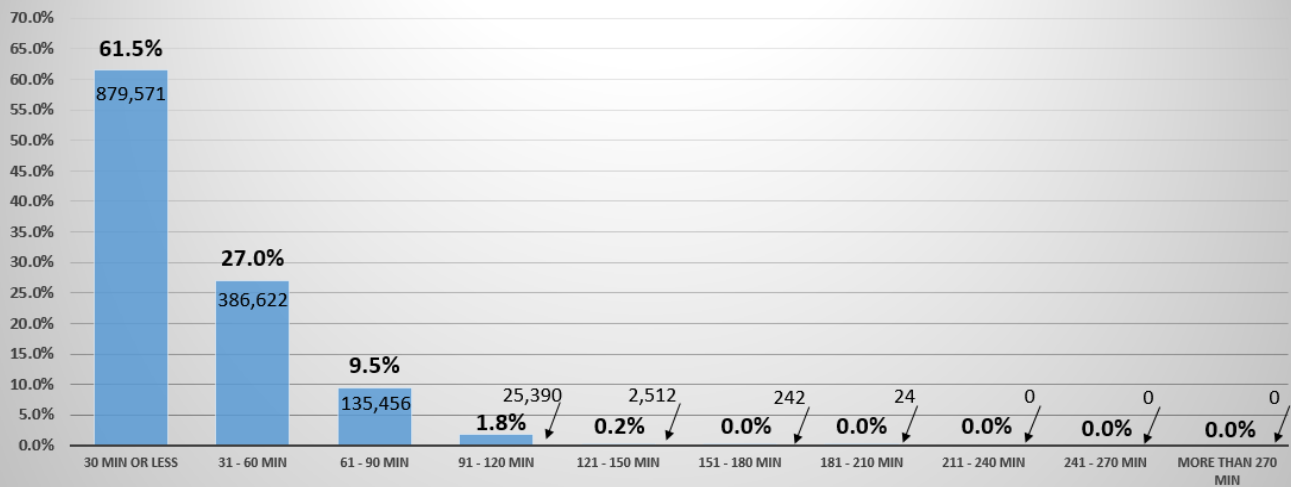
Wait Times by Range: Month of December, 2018



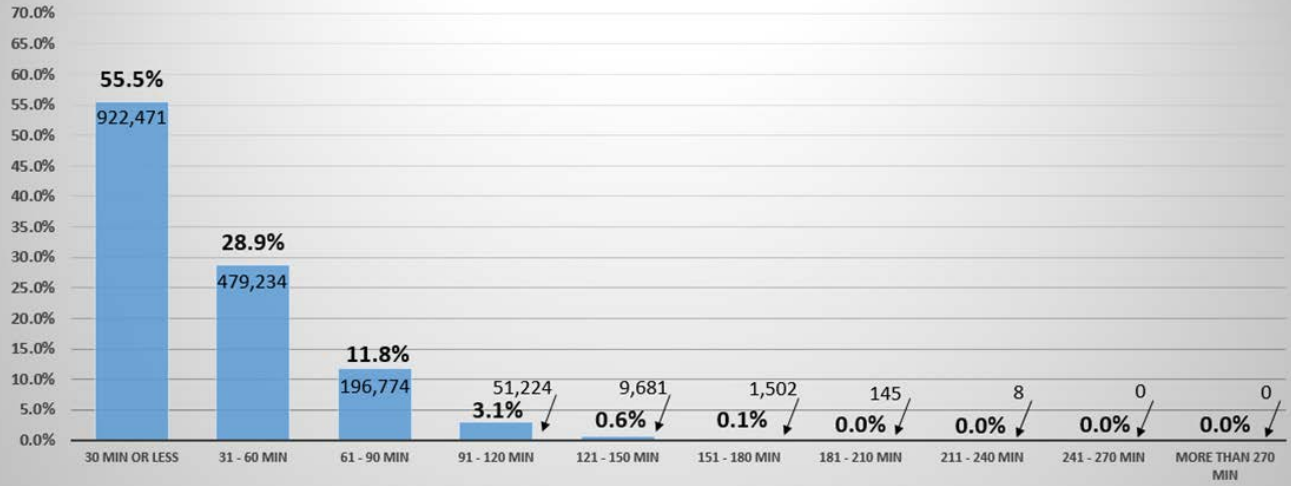
Wait Times by Range: Month of January, 2019



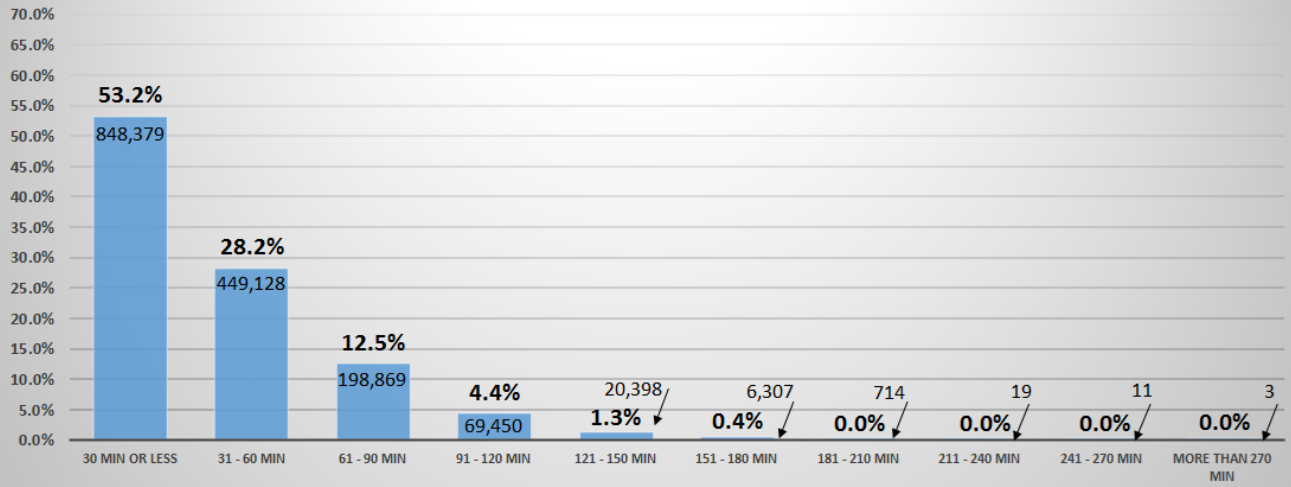
Wait Times by Range: Month of February, 2019



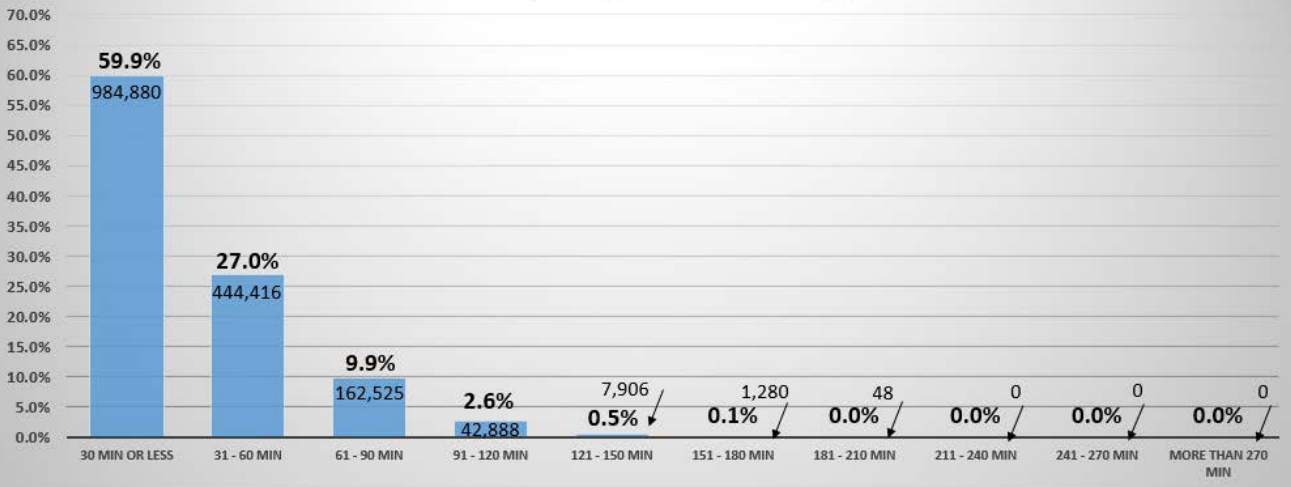
Wait Times by Range: Month of March, 2019

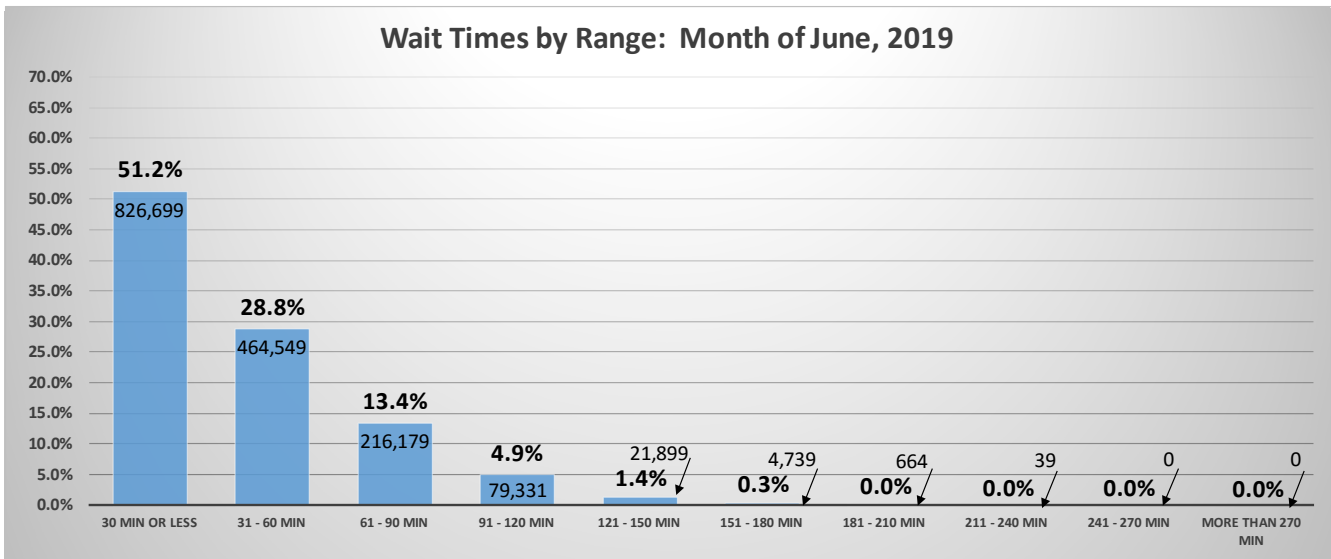


Wait Times by Range: Month of April, 2019



Wait Times by Range: Month of May, 2019





Tables at the end of this report reflect wait times for each individual field office and region across the state.

REAL ID CUSTOMERS AND WORKLOAD

The table below shows the number of REAL ID cards that have been produced each month since the program began on January 22, 2018. To date, almost 4.6 million REAL ID driver license and identification cards have been produced and issued. In June, REAL ID card production increased 0.6 percent over May to 39.7 percent. DMV expects this number to continue to trend upward as more customers become aware of the REAL ID deadline in October 2020.

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	99,688	498,284	102,984	601,268	700,956	12.9%	19.4%	14.2%
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%
GRAND TOTALS	3,904,900	691,176	4,596,076	8,191,955	1,712,430	9,904,385	14,500,461	32.3%	28.8%	31.7%

HIRING, ABSENTEEISM, & EMPLOYEE WELLNESS

Hiring: In the month of June, DMV continued to hire new staff. On April 30, 2019, DMV's Joint Legislative Budget Committee request was approved. As part of that request, DMV received authority to hire 300 Motor Vehicle Representatives for field offices in the current fiscal year. In addition to continuing filling vacancies and hiring retired annuitants, as of June 28, 2019, the following hiring progress was made toward filling the 300 positions:

MVR Hiring	Interviews	Job Offers	Started	Percent Started
300 positions	1,039	302	202	66.8 percent

Absenteeism: DMV continues to collect absenteeism data, which has an overall average of 6.2 percent.

Employee Wellness: DMV continues work on the Wellness Expansion Initiative. As a result of the 2019 All-Employee Wellness Survey, DMV adjusted its 2019 Wellness Calendar. Local Wellness Boosters were provided material via email to present at staff meetings. June topics included:

- Nutrition - Infographic: Four Ways to Get Good Fats; Healthy Shrimp Scampi recipe
- Employee Assistance Program – Managing Family Caregiving
- Dental Health - BBQ Tips for a Healthy Smile
- Vision Health - Combat Digital Eye Strain Health Plan Benefit information - Chiropractic and Acupuncture Care Move of the Month - Balance: Tree Pose and Standing on One Foot
- Financial Health - Savings Plus: Who We Are

DMV's Headquarters campus hosted a blood drive on June 20. All DMV staff received the 2019 summer issue of LIFE News and the Employee Assistance Program June monthly update. On Wednesday, June 26, the Wellness Coordinators presented to the Human Resources Branch the plan to expand the Wellness Bulletin Board Challenge to include headquarters offices. The plan is for the Wellness Boosters to be included with an article for DMV Hot Topics.

INFORMATION TECHNOLOGY MODERNIZATION

Self Service Kiosks: Currently, there are 172 kiosks statewide: 79 in DMV field offices, 77 in retail locations, 3 in libraries, 1 at University of California, Irvine, 1 in the Mendota City Hall, and 11 in American Automobile Association locations in Northern California. DMV is coordinating with its self-service terminal kiosk vendor to add 200 more kiosks in 2019; 25 in field offices and 175 in retail locations throughout California. A deployment schedule for the first 100 was developed that began in late June with an additional 9 self-service terminal installations (bringing the total to 181) and ends in late September 2019.

DMV plans to add Arabic, Armenian, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Tagalog, and Vietnamese languages to the kiosks in summer/fall of 2019 and plans to add the following new services by December 31, 2019:

- Driver history record request
- Duplicate registration card
- Replacement vehicle registration sticker
- Vehicle history record request

The following chart identifies the number of transactions completed at the self-service kiosks since October 2017, with notable increases in transactions at retail outlets.

Self-Service Kiosk Transactions

	DMV Field Offices	Retail Locations	Libraries	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	164,178
May-18	154,238	32,195	N/A	239	N/A	109	186,672
Jun-18	141,716	32,825	N/A	236	N/A	177	174,777
Jul-18	139,563	34,511	N/A	245	N/A	187	174,319
Aug-18	141,483	33,979	9	270	N/A	184	175,741
Sep-18	119,632	34,666	75	199	N/A	185	154,572
Oct-18	119,112	33,663	123	203	N/A	228	153,101
Nov-18	110,526	35,771	194	157	27	249	146,675
Dec-18	100,144	39,380	238	103	23	248	139,888
Jan-19	126,200	46,863	288	150	117	302	173,618
Feb-19	127,110	50,568	281	184	159	326	178,302
Mar-19	150,882	64,586	356	190	236	373	216,250
Apr-19	134,888	58,524	367	208	159	536	194,146
May-19	150,461	65,458	440	200	222	786	217,567
Jun-19	134,997	64,315	405	236	167	653	200,773

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

Online Transactions: DMV is reviewing enhancements to services available via the DMV Internet Web site www.dmv.ca.gov. By August 31, 2019 the following new services will be added:

- Replacement registration card request
- Replacement vehicle registration sticker request

CONTINUED PROCESS IMPROVEMENTS:

Customer Experience Consultant: DMV, in partnership with the Government Operations Agency DMV Reinvention Strike Team, has executed a contract with McKinsey & Company to provide consultative services to transform the DMV customer experience, in particular as it relates to the implementation of REAL ID.

McKinsey and DMV continue to work on twelve concept sprints. The renewal notice concept is the current focus, which would update existing renewal notices to lead with a message on how to obtain a REAL ID and would “nudge” customers coming up for renewal to get a REAL ID rather than renew by mail or internet. A working team has been established to finalize the recommended language for this notice in order for the programming level of effort to be estimated. This is expected to be completed by the end of July.

Planning for Operation Excellence, which will have field offices closed for a half-day to allow for training, continues. An online Field Guide was developed and will be introduced at the training. This guide will provide up-to-date information and illustrations for each REAL ID requirement, including acceptable identity and residency documents. The guide will be available from the home page of DMV’s intranet and will be updated as documents or requirements change in the future.

Training for Operation Excellence facilitators is scheduled for July 11, 12, and 16, and training for REAL ID subject matter experts is scheduled for July 17 and 19. The team will also hold office hours for facilitators on July 19 in order for them to ask follow-up questions. The answers to these questions will be emailed to all facilitators prior to the event. The curriculum and materials for Operation Excellence will be mailed to facilitators the week of July 15, which includes 27 minutes of video featuring messages from Governor Gavin Newsom, California State Transportation Secretary David Kim, DMV Acting Director Kathleen Webb, Field Operations Division Deputy Director Coleen Solomon, Starbucks, and Amazon. While the team has planned for contingencies, there will be a “war room” staffed on July 24 to assist facilitators and subject matter experts in real-time with any last minute questions or issues.

Lean Six Sigma: In October 2018, the San Jose Driver License Processing Center became the first office to implement a new Centralized Document Review process as its operational standard. This process includes the prescreening of documents such as birth certificates, passports, residency, and social security cards at a centralized location while customers wait for their queue number to be called. When the applicant arrives at a technician window, this document review is already complete and reduces the transaction processing time. This new process had previously been piloted in the San Jose Driver License Processing Center and proved to have efficiencies in the processing of a driver license or identification card transaction.

In November 2018, this model was implemented in the Stanton Driver License Processing Center. The Granada Hills Driver License Processing Center and Hollywood-Cole field office both adopted this as their operational standard in December 2018. In

January, the Pasadena field office became the fifth field office to adopt the Centralized Document Review process. The effort has revealed that this model of document pre-screening is most effective in those offices whose primary workload is driver licensing. These five offices that have converted to the Centralized Document Review methodology are either all driver license-only field offices, or those offices that process a high volume of driver license transactions. Ongoing evaluation of offices is underway to identify additional field locations that are best suited to adopt the Centralized Document Review process.

Additional Lean Six Sigma efforts are planned for the Los Angeles field office. This effort is expected to focus on the customer experience, customer path of travel in the office as well as recommendations for process improvement. The Los Angeles field office is DMV's only two-story facility and as such, poses unique opportunities for improvement and process flow. This effort will be conducted following additional cabling work needed to convert the Start Here windows to working windows. The cabling work was completed and the department continues evaluate implementation efforts.

Consistency Training: DMV released the *Introduction to Field Office/On-boarding* and *Expedite Transaction Training* modules. These modules were specifically created and designed for newly hired Motor Vehicle Representatives to acclimate them to ancillary field office functions, and to introduce many of the less-complex transactions performed at the expedite window. These new tools aim to formalize and promote consistency in the on-boarding and initial on-the-job training of new field office employees.

Website Design: In an ongoing effort to make the DMV website easier to use, DMV deployed a brand new look to the homepage (www.dmv.ca.gov) on July 17, 2019. The new homepage provides a clean, sleek design that highlights REAL ID. DMV listened to user feedback to ensure the best possible design was deployed. By working alongside the Government Operations Agency DMV Reinvention Strike Team, Code for America volunteers, and McKinsey, DMV hopes the new homepage design will continue DMV efforts to provide an easy-to-use, informative website.

DMV additionally is evaluating the design of its entire website. The goal of this website redesign is to provide a clear, concise website that is user-friendly and provides quick service, consistency of information, and highlights alternates to a field office visit.

OUTREACH AND MESSAGING:

Speaker's Bureau: The DMV Speakers Bureau offers in-person presentations for large groups. The topic is currently focused on the REAL ID driver license and identification card program. The goal is to have REAL ID applicants visit a DMV office with all the correct documentation. Through June, 2019, 1,239 participants have attended these presentations. In addition, the Senior Driver Ombudsmen Program, which has incorporated the Speakers Bureau presentation, has presented to 354 attendees.

Airport Messaging: REAL ID marketing materials have been distributed to California airports in the form of posters, digital/electronic messaging, videos and web-based materials. The following airports are collaborating with DMV to share information with passengers inside terminals, on web pages, and through social media sites to make travelers aware of the new federal requirements and how to apply for a REAL ID driver license or identification card.

- Arcata-Eureka Airport
- Bakersfield Meadows Field Airport
- Charles M. Schulz-Sonoma County Airport
- Del Norte County Regional Airport
- Fresno Yosemite International Airport
- Hollywood Burbank Airport
- John Wayne/Orange County Airport
- Los Angeles International Airport (March and April only)
- Mammoth Yosemite Airport
- Merced Regional Airport
- Monterey Regional Airport
- San Jose International Airport
- Oakland International Airport
- Palm Springs International Airport
- Redding Municipal Airport
- Sacramento International Airport
- San Diego International Airport
- San Francisco International Airport
- San Luis Obispo County Regional Airport
- Santa Barbara Municipal Airport
- Santa Maria Public Airport
- Stockton Metropolitan Airport

DMV has also approached select airports to host informational tables and/or lease space. DMV has staffed information tables at the Fresno, Los Angeles, Monterey, Ontario, and San Francisco airports.

Fairs: DMV participated at the Alameda County, Riverside County, and San Diego County Fairs. DMV will participate at the California State Fair, Fresno Fair, Los Angeles County Fair, and Orange County Fair.

AUDITS:

Performance Audit Findings and Corrective Action Plan: The Department of Finance's Office of State Audits is currently reviewing DMV's Corrective Action Plan and DMV is providing additional information as requested.

SUMMARY:

Progress has been made in reducing wait times at DMV field offices. Averaged wait times continue to remain at or below target levels. DMV is monitoring wait time closely as we continue through the summer season, and remains committed to focusing on and working with those field offices with the highest wait times. DMV continues to look at any additional opportunities along with implementing the Government Operations Agency DMV Reinvention Strike Team recommendations to further lower wait times and make the process of completing transactions at field offices as convenient and efficient as possible, while also finding more ways to offer these services outside of the field offices.

FIELD OFFICE AVERAGE WAIT TIMES

Region I

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of June, 2019

Month of June, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
AUBURN		1,005	4	4,981	9	-	9	5,986	9	8
CHICO		834	7	5,830	16	10	26	6,664	15	24
COLUSA		181	5	2,476	17	-	17	2,657	16	16
ALTURAS		14	1	1,078	8	7	15	1,092	8	15
FALL RIVER MILLS		9	-	965	7	2	9	974	7	9
QUINCY		97	6	1,623	17	1	18	1,720	17	17
CORTE MADERA		2,005	15	4,473	38	15	53	6,478	30	41
CRESCENT CITY		130	3	2,413	8	4	12	2,543	8	12
DALY CITY	20	3,545	23	12,418	54	21	75	15,963	47	64
EUREKA		967	6	4,182	18	12	30	5,149	16	26
FORT BRAGG		94	9	1,720	27	4	31	1,814	26	30
GRASS VALLEY		709	7	3,473	18	4	22	4,182	16	19
GARBERVILLE		101	8	1,133	23	3	26	1,234	22	24
LAKEPORT		156	9	3,086	51	4	55	3,242	49	53
MOUNT SHASTA		84	11	1,970	19	3	22	2,054	19	22
OROVILLE		648	16	3,884	36	-	36	4,532	33	33
PARADISE		-	-	-	-	-	-	-	-	-
SUSANVILLE		207	6	2,134	23	4	27	2,341	22	25
WEAVERVILLE		47	4	1,266	9	4	13	1,313	9	13
WILLOWS		296	13	2,030	20	2	22	2,326	19	21
YREKA		306	10	1,607	28	4	32	1,913	25	28
NOVATO		1,109	11	4,583	38	22	60	5,692	33	50
PETALUMA		1,820	16	4,867	41	10	51	6,687	34	42
RED BLUFF		1,271	8	3,978	23	15	38	5,249	19	31
REDDING		2,355	14	7,440	32	4	36	9,795	28	31
ROCKLIN		2,088	12	5,415	32	7	39	7,503	27	32
ROSEVILLE		3,624	15	11,107	42	5	47	14,731	36	39
SAN FRANCISCO		3,715	11	12,432	30	23	53	16,147	25	43
SANTA ROSA		2,661	12	9,494	38	7	45	12,155	33	38
TRUCKEE		349	11	2,272	32	3	35	2,621	29	32
UKIAH		409	14	3,931	29	2	31	4,340	28	29
YUBA CITY		2,948	14	7,805	29	3	32	10,753	25	27
Region I (Northern CA)TOTAL		33,784	13	136,066	31	9	40	169,850	28	35

Saturday Service in 62 Offices

Region II

**DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of June, 2019**

Month of June, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
CAPITOLA		1,186	12	6,266	19	6	25	7,452	18	23
FREMONT		1,722	19	7,418	40	7	47	9,140	36	42
GILROY		1,143	14	5,200	17	10	27	6,343	17	25
HAYWARD		1,683	20	9,881	46	5	51	11,564	42	46
HOLLISTER		352	12	3,134	21	12	33	3,486	20	31
KING CITY		461	11	3,309	20	8	28	3,770	19	26
WATSONVILLE		715	24	3,125	36	12	48	3,840	34	44
LOS GATOS		1,859	23	6,649	36	28	64	8,508	33	55
OAKLAND CLAREMONT		2,607	28	11,351	45	6	51	13,958	42	47
OAKLAND COLISEUM		2,338	15	9,622	34	13	47	11,960	31	41
PLEASANTON		1,760	29	9,578	53	-	53	11,338	49	49
REDWOOD CITY		1,987	26	9,529	57	11	68	11,516	51	61
SALINAS		2,276	20	7,594	33	4	37	9,870	30	33
SAN JOSE		2,946	12	9,993	30	19	49	12,939	26	41
SAN JOSE DLPC		2,882	21	14,260	50	-	50	17,142	45	45
SAN MATEO		1,143	20	8,281	33	25	58	9,424	32	53
SANTA CLARA		2,895	23	15,712	51	-	51	18,607	47	47
SANTA TERESA		1,950	26	8,115	49	2	51	10,065	44	46
SEASIDE		1,077	8	5,821	17	11	28	6,898	15	25
Region II (Bay Area) TOTAL		32,982	20	154,838	40	8	48	187,820	37	43

Saturday Service in 62 Offices

Region III

**DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of June, 2019**

Month of June, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
CARMICHAEL		3,426	25	13,216	52	-	52	16,642	46	46
CONCORD		2,239	10	10,422	30	12	42	12,661	26	36
DAVIS		1,965	20	3,890	45	-	45	5,855	36	36
EL CERRITO		3,066	15	10,644	30	13	43	13,710	26	37
FAIRFIELD		1,542	8	7,608	21	10	31	9,150	19	27
FOLSOM		2,856	16	7,488	45	23	68	10,344	37	54
LODI		2,415	18	9,906	41	13	54	12,321	37	47
MANTECA		2,325	14	5,515	39	6	45	7,840	32	36
NAPA		939	6	8,238	7	9	16	9,177	7	15
PITTSBURG		1,446	19	8,107	31	16	47	9,553	29	43
PLACERVILLE		1,089	11	3,338	33	9	42	4,427	28	34
JACKSON		353	6	2,611	37	8	45	2,964	34	40
SAN ANDREAS		270	6	2,277	22	3	25	2,547	21	23
SOUTH LAKE TAHOE		296	15	1,992	38	11	49	2,288	35	45
SACRAMENTO		3,969	13	15,637	40	19	59	19,606	34	50
SONORA		887	13	2,907	36	7	43	3,794	31	36
SACRAMENTO SOUTH		3,081	14	11,199	53	13	66	14,280	44	55
STOCKTON		1,713	13	10,515	30	30	60	12,228	28	53
TRACY		1,298	13	7,522	31	11	42	8,820	29	38
VACAVILLE		1,254	13	5,101	47	4	51	6,355	40	43
VALLEJO		1,222	12	8,517	26	36	62	9,739	24	56
WALNUT CREEK		1,168	8	5,845	26	13	39	7,013	23	34
WOODLAND		1,090	7	4,720	30	8	38	5,810	26	32
Region III (Sacramento Area) TOTAL		39,909	14	167,215	35	14	49	207,124	31	42

Saturday Service in 62 Offices

Region IV

**DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of June, 2019**

Month of June, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
ARVIN		671	8	3,750	23	7	30	4,421	21	27
BAKERSFIELD		1,475	12	8,766	34	11	45	10,241	31	40
CLOVIS		2,528	33	10,207	53	9	62	12,735	49	56
DELANO		525	9	5,337	29	8	37	5,862	27	34
FRESNO		3,139	23	18,553	45	-	45	21,692	42	42
FRESNO NORTH		1,801	25	6,613	52	9	61	8,414	46	53
HANFORD		1,059	15	5,086	26	5	31	6,145	24	28
LANCASTER		5,295	32	14,695	55	11	66	19,990	49	57
LOS BANOS		605	11	5,304	25	4	29	5,909	24	27
MADERA		783	23	5,081	46	3	49	5,864	43	45
MERCED		1,924	15	5,736	31	11	42	7,660	27	35
MODESTO		3,204	24	11,332	40	22	62	14,536	37	54
PORTERVILLE		813	21	4,252	36	11	47	5,065	34	43
REEDLEY		1,037	22	5,875	37	21	58	6,912	35	53
RIDGECREST		195	8	2,842	16	5	21	3,037	15	20
BISHOP		112	11	1,629	29	6	35	1,741	28	33
COALINGA		346	14	2,025	25	5	30	2,371	23	28
LAKE ISABELLA		276	11	1,564	24	6	30	1,840	22	27
MARIPOSA		704	16	960	37	12	49	1,664	28	35
SHAFTER		586	17	3,319	33	8	41	3,905	31	37
BAKERSFIELD SW		1,402	10	10,145	30	3	33	11,547	28	30
TAFT		128	7	1,531	14	2	16	1,659	14	15
TULARE		1,033	14	5,187	29	10	39	6,220	27	35
TURLOCK		1,792	29	5,669	41	8	49	7,461	38	44
VISALIA		1,605	14	8,521	28	14	42	10,126	26	38
Region IV (Central Valley)		33,038	22	153,979	38	9	47	187,017	35	43
TOTAL										

Saturday Service in 62 Offices

Region V

**DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of June, 2019**

Month of June, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
ARLETA		3,769	13	11,810	38	36	74	15,579	32	59
CULVER CITY	12	3,481	13	10,025	36	46	82	13,506	30	64
GLENDALE		3,633	4	13,419	35	5	40	17,052	28	32
GOLETA		519	10	3,953	26	23	49	4,472	24	44
HOLLYWOOD COLE	1	2,117	16	6,806	65	54	119	8,923	54	95
HOLLYWOOD WEST		2,139	6	6,128	18	12	30	8,267	15	24
GRANADA HILLS DLPC		1,978	15	9,977	34	-	34	11,955	31	31
NEWHALL		2,676	14	7,311	30	32	62	9,987	26	49
OXNARD		2,025	13	6,834	55	-	55	8,859	46	45
PASO ROBLES		896	18	2,872	39	18	57	3,768	34	48
LOMPOC		741	17	4,621	40	2	42	5,362	37	39
SAN LUIS OBISPO		2,143	21	4,971	43	14	57	7,114	37	46
SANTA BARBARA		757	15	3,789	38	16	54	4,546	35	48
SANTA MARIA		1,704	10	6,483	46	12	58	8,187	39	48
SANTA MONICA		1,272	14	10,644	56	-	56	11,916	52	52
SANTA PAULA		714	7	5,624	27	10	37	6,338	25	34
SIMI VALLEY		1,301	12	5,512	33	42	75	6,813	29	63
THOUSAND OAKS		1,733	19	9,605	55	-	55	11,338	49	49
VAN NUYS	11	2,696	15	13,350	38	46	84	16,046	34	72
VENTURA		2,108	11	8,903	36	8	44	11,011	31	38
WINNETKA	16	3,143	19	8,885	50	29	79	12,028	42	63
Region V (Northern Los Angeles/Coastal Area) TOTAL		41,545	13	161,522	41	20	61	203,067	35	51

Saturday Service in 62 Offices

Region VI

**DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of June, 2019**

Month of June, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BELL GARDENS	14	3,157	19	8,885	51	30	81	12,042	43	65
BELLFLOWER		4,040	22	16,164	62	-	62	20,204	54	54
COMPTON	8	2,906	26	10,566	75	15	90	13,472	64	76
EL MONTE		2,495	25	7,286	69	-	69	9,781	58	58
HAWTHORNE	2	3,658	21	10,491	62	43	105	14,149	52	83
INGLEWOOD		1,680	18	9,824	55	-	55	11,504	49	50
LINCOLN PARK	4	3,151	15	8,219	43	55	98	11,370	35	75
LONG BEACH	9	2,526	11	11,075	33	56	89	13,601	29	75
LOS ANGELES	6	4,306	30	12,420	53	40	93	16,726	47	77
MONTEBELLO		2,856	33	7,843	71	-	71	10,699	61	61
PASADENA	3	4,548	18	11,204	44	59	103	15,752	37	79
SAN PEDRO		2,450	14	9,762	43	-	43	12,212	37	37
TORRANCE	7	3,061	23	6,484	58	34	92	9,545	47	70
WEST COVINA	5	4,628	24	12,241	54	44	98	16,869	46	78
Region VI (Los Angeles Area) TOTAL		45,462	22	142,464	55	27	82	187,926	47	67

Saturday Service in 62 Offices

Region VII

**DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of June, 2019**

Month of June, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BARSTOW		1,024	16	3,863	45	4	49	4,887	39	42
RIVERSIDE EAST		5,042	16	14,183	38	12	50	19,225	32	41
FONTANA		4,974	8	15,692	38	25	63	20,666	31	50
FULLERTON		4,133	22	19,237	52	18	70	23,370	47	62
NEEDLES		168	10	1,344	25	6	31	1,512	24	29
NORCO	18	2,019	28	9,573	61	16	77	11,592	55	68
POMONA		3,537	28	14,570	67	-	67	18,107	60	59
RANCHO CUCAMONGA		4,065	22	15,858	55	5	60	19,923	48	52
REDLANDS		2,407	21	8,535	46	3	49	10,942	40	43
RIVERSIDE		4,026	20	8,268	56	-	56	12,294	44	44
SAN BERNARDINO		4,807	10	13,111	31	17	48	17,918	25	38
SANTA ANA		3,708	17	15,163	50	18	68	18,871	43	58
STANTON DLPC	15	3,638	16	14,044	61	20	81	17,682	52	68
VICTORVILLE		3,773	19	12,422	49	10	59	16,195	42	50
WESTMINSTER	13	3,429	20	13,508	61	21	82	16,937	53	69
WHITTIER	19	3,441	20	14,165	71	5	76	17,606	61	65
Region VII (Orange County/Inland Empire) TOTAL		54,191	18	193,536	52	13	65	247,727	45	55

Saturday Service in 62 Offices

Region VIII

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of June, 2019

Month of June, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Jun Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BANNING		1,124	9	5,174	24	-	24	6,298	21	21
BRAWLEY		453	9	5,067	25	1	26	5,520	24	25
BLYTHE		425	2	1,249	9	7	16	1,674	7	12
CHULA VISTA		2,798	13	20,329	41	15	56	23,127	37	51
COSTA MESA		3,015	18	9,289	46	14	60	12,304	39	50
EL CAJON		2,079	15	12,729	47	16	63	14,808	43	56
EL CENTRO		1,229	9	6,042	25	2	27	7,271	22	24
HEMET		1,530	6	13,757	19	1	20	15,287	18	19
INDIO		2,091	9	6,878	24	3	27	8,969	21	23
LAGUNA HILLS	10	2,397	16	6,527	42	47	89	8,924	35	69
OCEANSIDE	17	2,906	26	6,762	56	23	79	9,668	47	63
PALM DESERT		2,301	20	8,676	48	-	48	10,977	42	42
PALM SPRINGS		-	-	-	-	-	-	-	-	-
POWAY		3,067	14	7,822	36	14	50	10,889	30	40
SAN CLEMENTE		2,084	11	6,710	45	25	70	8,794	37	56
SAN DIEGO CLAIREMONT		5,417	14	16,383	44	4	48	21,800	36	39
SAN DIEGO NORMAL		3,670	13	11,874	45	6	51	15,544	37	42
SAN MARCOS		3,345	13	12,547	43	16	59	15,892	37	49
SAN YSIDRO		2,576	14	9,462	49	18	67	12,038	41	56
TEMECULA		2,584	13	7,702	39	24	63	10,286	33	51
TWENTYNINE PALMS		308	7	3,190	17	11	28	3,498	16	26
Region VIII (San Diego Area) TOTAL		45,399	14	178,169	39	12	51	223,568	34	44
STATEWIDE TOTALS		326,310	17	1,287,789	42	14	56	1,614,099	37	48

Saturday Service in 62 Offices