

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

Department of Motor Vehicles
Monthly Status Update Report



Edmund G. Brown Jr.
Governor

Brian C. Annis
Secretary
California State Transportation Agency

Jean Shiomoto
Director
Department of Motor Vehicles

October 3, 2018

The Department of Motor Vehicles (DMV) is encouraged by the wait time reductions achieved in August and September 2018. Collectively between the two months, a 57 minute average wait time reduction was achieved for customers coming to a field office without an appointment. That number varies among offices, with some offices seeing even greater wait time reductions and others not as much. While the progress made in the past two months is encouraging, much work remains. Wait times are not yet at the levels where the department wants them to be. The department's goals are for an average queue wait time of not more than 45 minutes for customers without an appointment and not more than 15 minutes for customers with an appointment by the end of the year. Additionally, the DMV has a goal for non-appointment customers to not have to wait more than 15 minutes to be issued a queue ticket upon arrival at the field office and an appointment customer not to wait more than three minutes to be issued a queue ticket. The DMV remains committed to further refining those strategies already in place and working to implement others that will bring wait times down to where they need to be and sustain them.

WAIT TIME REDUCTIONS IN SEPTEMBER

The DMV committed to reducing statewide wait times by a minimum of 20 minutes in August and another 20 minutes by the end of September. A total wait time reduction of 57 minutes has been achieved during the months of August and September (30 minutes in August and 27 additional minutes in September). The tables and charts below provide some perspective on how wait times have been reduced this month.

Methodology for Baseline Comparison -

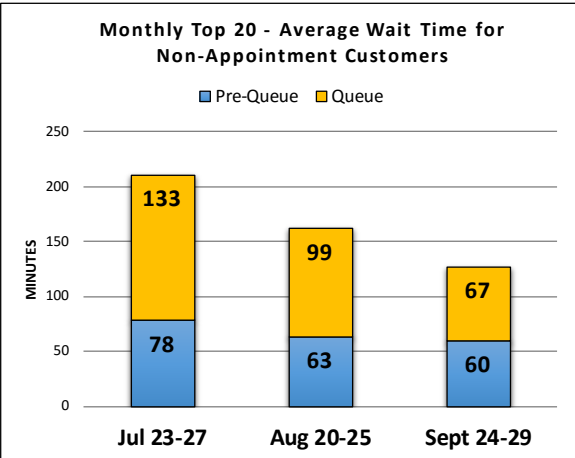
DMV began tracking the "Pre-Queue" wait times in mid-July 2018. This is the amount of time a customer waits in line prior to being issued a queue number. The week of July 23 to 27 is the baseline for wait time measurement as this captured a full week of "pre-queue" wait time data.

The first chart below ("Monthly Top 20") compares the average wait time for customers without an appointment at the 20 offices with the highest wait times during the weeks of July 23-27, August 20-25, and September 24-29. This is the average wait time among the offices with the 20 highest wait times exclusively for each of these weeks. August was 49 minutes lower than July and September was 35 minutes lower than August.

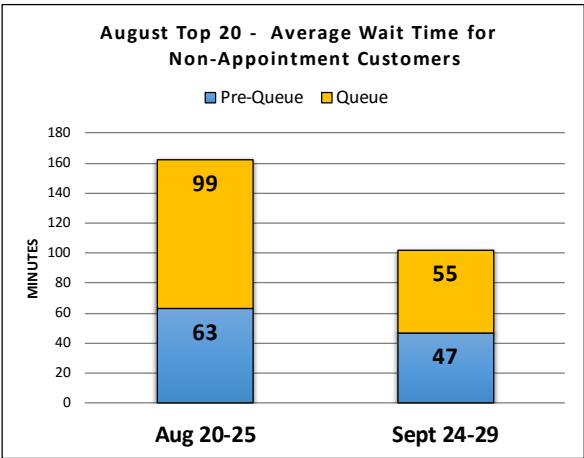
The second chart ("August Top 20") compares the 20 highest wait time offices for the week of August 20-25 with the wait times in those same 20 offices for the week of September 24-29. The average wait time reduction was 62 minutes.

The third chart ("Statewide") compares the overall average statewide wait time for customers without an appointment during the weeks of July 23-27, August 20-25, and September 24-29. August was 30 minutes lower than July and September was 27 minutes lower than August.

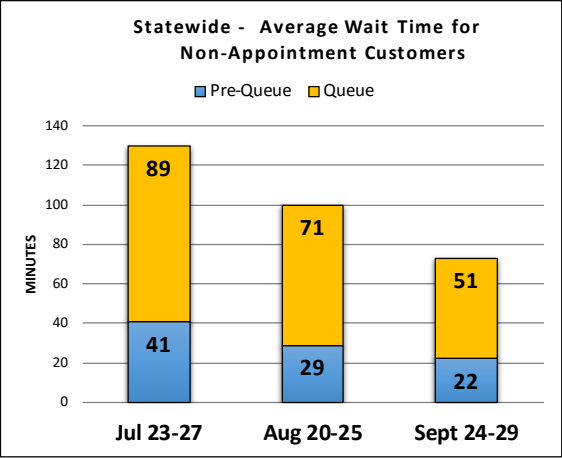
During the months of August and September, a 57 minute reduction in combined “pre-queue” and queue wait time has been achieved.



Avg Wait Time: 211 162 127 Minutes



Avg Wait Time: 162 102 Minutes



Avg Wait Time: 130 100 73 Minutes

To provide another context of wait time reductions, the table below shows 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, and Grade IV/V offices are large, mostly urban offices that serve an average of 2,000-3,300 customers per week. The first two tables show the average wait time in the various grades of field offices for the week of August 20–25 with the week of September 24-29. The third table displays the difference between September 24-29 and August 20–25. For example, the ‘Overall – Appt/Non-Appt’ Queue and Pre-Queue wait time dropped by 23 minutes (69 minutes September 24-29 compared to 92 minutes August 20–25) for large Grade IV/V offices. The 23 minute reduction in wait time in September compared to August was achieved while serving nearly 10,000 more customers.

STATEWIDE - WEEK OF Aug 20, 2018

Week of August 20-25, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	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 - 57 Offices	8,322	17	36,782	51	13	64	45,104	45	55
Grade III - 48 Offices	21,284	22	65,287	67	21	88	86,571	56	72
Grade IV/V - 67 Offices	47,488	23	143,131	78	37	115	190,619	64	92

STATEWIDE - WEEK OF Sep 24, 2018

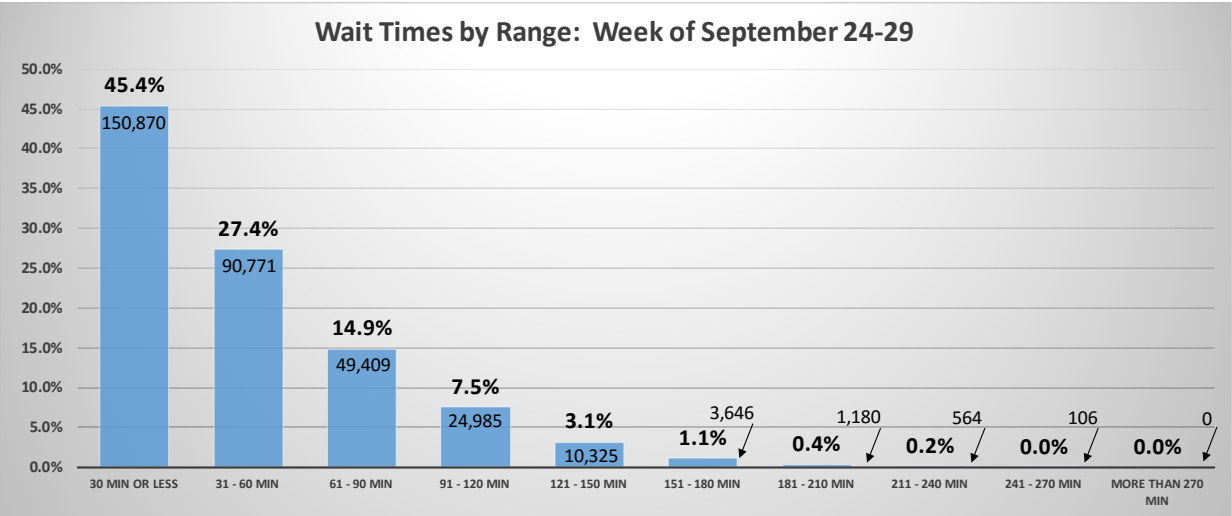
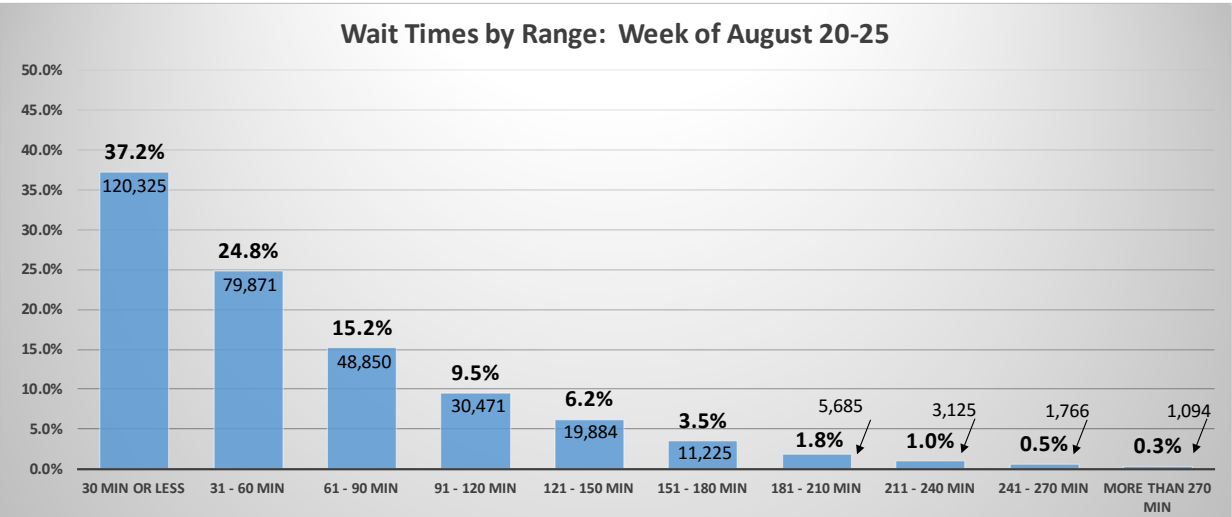
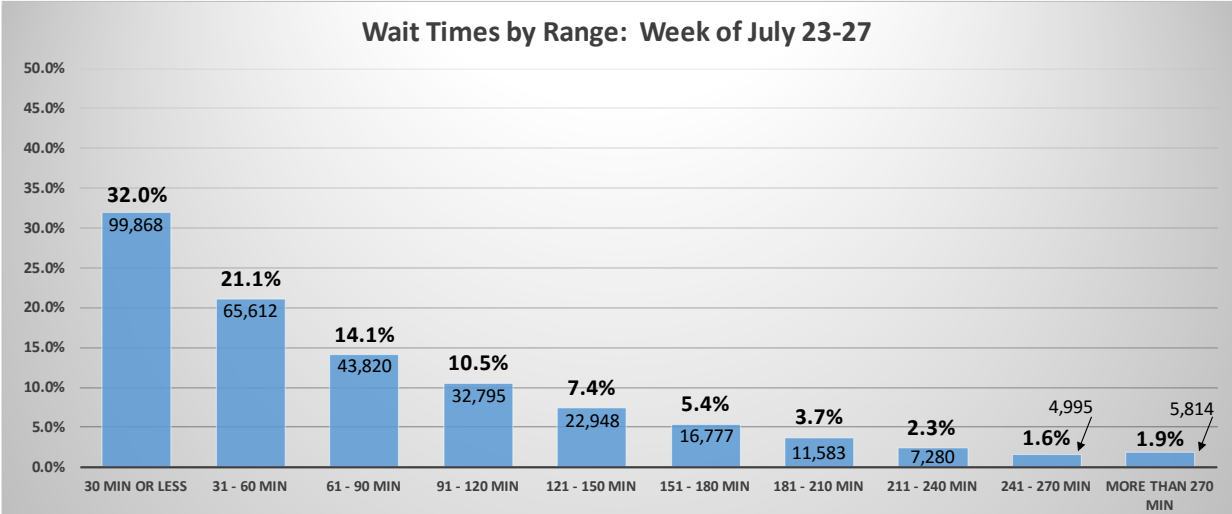
Week of September 24-29, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 57 Offices	8,506	14	39,419	37	11	48	47,925	33	42
Grade III - 48 Offices	21,899	19	67,911	48	18	66	89,810	40	54
Grade IV/V - 67 Offices	49,103	21	145,018	57	28	85	194,121	48	69

DIFFERENCE BETWEEN WEEK OF Sep 24, 2018 and WEEK OF Aug 20, 2018

Week of Sept 24 vs Aug 20, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	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 - 57 Offices	+184	(3)	+2,637	(14)	(2)	(16)	+2,821	(12)	(13)
Grade III - 48 Offices	+615	(3)	+2,624	(19)	(3)	(22)	+3,239	(16)	(18)
Grade IV/V - 67 Offices	+1,615	(2)	+1,887	(21)	(9)	(30)	+3,502	(16)	(23)

Note: The Grade I/II Pre-Queue wait times is estimated for the Week of July 23. Pre-Queue during July was captured for larger offices (Grade III and above). All office pre-queue times (Grades I – V) are captured as of mid August.

Smaller offices had an average wait time reduction of 16 minutes while mid-sized and larger offices had reductions of 22 and 30 minutes respectively for customers without an appointment.



The charts above shows 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 weeks of July 23-27, August 20-25 and September 24-29. As can be seen in these charts, significant improvement has been made in the past two months on the amount of time customers are waiting in DMV field offices. For example, in July more than 22% of customers had a wait time of more than two hours. In the last week of September, that dropped to less than 5%. Similarly, customers waiting one hour or more dropped from nearly 47% in July to 27% in September. Again, more progress needs to be made, but these tables are reflective of the efforts that have been made to date.

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

HIRING

In the month of September, the department continues to be aggressive in hiring new staff. The primary focus remained on filling civil service positions, making emergency hires, and hiring retired annuitants. Hiring teams were established and a Hiring Task Force was created in early September to expedite the hiring process.

- As of September 30, 2018, the following job offers have been made since July 1, 2018:
 - 403 Civil Service Appointments made – 219 have already started
 - 540 Emergency Hires made – 422 have already started
 - 131 Retired Annuitants hired – 125 have already started
- The new hires filled the authorized positions for REAL ID and the vacant positions in field offices from transfers, promotions, and retirements.
- The utilization of staff loaned from DMV Headquarters and borrowed from other state agencies continued during the month of September; albeit at a lesser rate than during the month of August. As DMV has hired additional staff, the dependence on loaned and borrowed staff has significantly decreased. The number of staff being loaned and borrowed is now less than 100.

INFORMATION TECHNOLOGY MODERNIZATION

On Wednesday, September 26, 2018, a key step to improve the efficiency of processing Driver License/Identification (DL/ID) card transactions in the field offices was implemented. The electronic DL/ID card application is now integrated with the Enterprise Application System

Environment (EASE), DMV's DL/ID card system used to process these transactions. The EASE integration minimizes technician keying and electronically populates a customer's application information into DMV's EASE database. Preliminary data show this integration will result in significant wait time reduction. Although this integration has only been implemented for a few days, the reduction in wait time over these few days has been notable. The average wait time for a customer without an appointment was forty minutes on Thursday, September 27, and fifty-one minutes on Friday, September 28.

As of the end of September, 88 field offices have received tablet devices to aid in appropriately triaging the pre-queue line by issuing queue tickets and making return appointments when necessary. The impact of the use of the tablet devices on the pre-queue wait times has been noteworthy. Field offices using the tablet devices in the month of September saw greater reductions in "pre-queue" wait times than offices that had not yet received the tablet devices. Data also reflect that these same offices also saw a significant reduction in queue wait times. The use of the tablets generates an increased focus and attention on triaging the line and ensuring that customers are prepared when they arrive at the technician window. This effort also helps to address most customer questions prior to beginning their transaction. All remaining Grade II and above field offices will receive tablet devices by mid-October. The initial rollout was focused on field offices with the highest wait times, with the remaining tablets being deployed based on customer volumes and wait times.

In September, the DMV added self-service vehicle registration renewal kiosks to 8 additional grocery stores in various locations throughout the state to provide customers another way to complete their transaction without coming to a field office. Another kiosk was installed at the library in Carmichael on September 6. These terminals allow customers to renew their registration and receive their tags on site. With the addition of these nine new self-service kiosks, there are now 121 kiosks statewide: 70 in DMV field offices, 48 retail locations, 2 libraries and 1 at UC Irvine. The department plans to add an additional 29 kiosks by the end of this calendar year – 14 in the month of October and 15 more during November and December.

DMV continues to develop a system to gather the "pre-queue" wait time in an automated fashion, rather than the manual tracking currently being done. When successful, the end goal is to report this additional wait time on DMV's internet site, along with the queue wait time that is currently displayed, to give customers a more complete and accurate view of the real wait time (both "pre-queue" and queue) at each field office.

CUSTOMER SERVICE ENHANCEMENTS

In the month of September, the DMV continued with customer service enhancements implemented in August. Text notifications have been well-received by customers who can now leave the field offices and run errands or take care of other personal business while waiting for their number to be called. They receive a text notification when their number is coming up and

can return to the field office in time to be called to a window. DMV sends an average of 2,000 - 3,000 text notifications each day.

Saturday service and extended office hours also expanded in the month of September:

- During the month of September, two additional offices (Woodland and San Diego-Clairemont) began offering Saturday service, open every Saturday between the hours of 8 a.m. – 5 p.m. This brings the total number of offices open on Saturday to 62. Additionally, two more offices (Redlands and Whittier) began providing extended office hours, opening at 7 a.m. This brings the total number of offices providing extended office hours to 16.

CONTINUED PROCESS IMPROVEMENTS:

Progress continued in September on several process improvement efforts. The following accomplishments were made to identify and implement efficiencies on how customers are served in field offices.

- Lean Six Sigma Field Office Improvement Plan - DMV began this effort on August 22, 2018, starting with benchmark measurements of customer transaction times, and process improvement analysis at the Carmichael field office. In early September, the benchmarking and analysis expanded to the South Sacramento, Rancho Cucamonga, and San Diego Normal field offices, as well as the San Jose Driver License Processing Center.

These Lean Six Sigma efforts identified the time required for a technician to process a customer transaction as a primary driver of wait times at the field offices. The Lean Six Sigma team discovered a number of factors that reduced a technician's ability to process a transaction in an efficient manner. Customers not fully prepared to complete their transaction had the most significant impact on technician processing time. The Lean Six Sigma team identified multiple opportunities, such as providing technicians with adequate forms, stickers, and cash, to help reduce the transaction time at a technician window.

The Lean Six Sigma team also conducted a document prescreening case study at the San Jose Driver License Processing Center. The study was implemented to determine the efficacy of prescreening driver license and identification card documents such as birth certificates, passports, residency, and social security cards while customers waited. The Lean Six Sigma team with assistance by trained staff from the DMV's Investigations Division, trained dedicated field office staff to perform authentication and review of documents while customers waited for an available technician. DMV expanded the prescreening of documents to seven additional field offices for a two-week pilot from September 17 – September 29. The department is planning to implement this pre-

screening of documents process in four field offices that only provide DL/ID card services: Granada Hills, San Jose, Stanton and Hollywood-Cole. Results of these pilot efforts are being further compiled and evaluated for possible implementation, as appropriate, in additional field offices. More information on the results of these efforts will be included in the next monthly report.

- The consistency task force continued work on ensuring consistent implementation of practices and procedures across all field offices. During September, the department produced three separate training videos that were shown as part of a “consistency training” held on Wednesday morning, September 19, in every field office across the state. The primary focus of these videos was on effectively triaging wait lines, properly utilizing tablet devices, and offering text notifications. Footage for these videos was taken at the Granada Hills Driver License Processing Center. Further training videos are being considered to help further train staff on more detailed aspects of these important customer service areas.
- The REAL ID task force continued its efforts in September with a goal to educate the public on what REAL ID is, and what people coming to the field office should be prepared to bring. The primary focus currently is to develop a schedule of outreach events, aimed at providing this education and information to the public. The goal is to work with community organizations as well as members of the Legislature to participate in events and forums in which trained DMV representatives can provide information and answer questions regarding REAL ID in a face-to-face setting with the public. Several outreach events were held with community groups in various locations throughout the state during September. Additional events are being calendared for October and November. As part of its communication and educational efforts, the department plans to continue these efforts through October 2020 and beyond to ensure that as many Californians as possible are well-informed on REAL ID, and better prepared when they arrive at a field office.

The DMV is encouraged by the progress made in August and September to reduce both the “pre-queue” and queue wait times. However, the department recognizes there is still much work to be done. While progress has been made, we are still not where we need to be regarding the amount of time that a customer waits for service. The department’s goal is to reduce queue wait times during the month of October by another six minutes for customers without an appointment, which would bring the average queue wait time down to 45 minutes, and reduce the pre-queue wait time by another five minutes, which would bring it down to 17 minutes. Cumulatively, this will result in an 11 minute reduction in wait time for customers without an appointment for the month of October. The DMV will continue to monitor its progress and reevaluate opportunities to bring wait times even lower, with the focus being not to exceed the wait time goals previously mentioned. The department remains committed to ensuring that customers coming to a field office to apply for a REAL ID license, or conduct any other transaction, do not have to set aside hours of their day to accomplish this. The DMV looks

forward to continuing to build upon the strategies that have been put in place to provide services in the way that all Californians expect and deserve.

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of September 24-29, 2018

Week of Sep 24-29, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sept 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		285	8	881	29	4	34	1,166	24	27
CHICO		262	12	1,016	35	4	39	1,278	30	33
COLUSA		50	11	518	34	7	41	568	32	39
ALTURAS		4	0	278	1	0	1	282	1	1
FALL RIVER MILLS		2	1	241	13	4	16	243	13	16
QUINCY		-	-	401	40	7	47	401	40	47
CORTE MADERA		459	24	935	71	19	90	1,394	55	68
CRESCENT CITY		37	4	517	23	7	30	554	22	28
DALY CITY		1,081	16	2,659	60	3	63	3,740	47	49
EUREKA		217	4	1,047	22	6	28	1,264	19	24
FORT BRAGG		27	9	308	36	3	39	335	34	36
GRASS VALLEY		184	13	704	36	11	46	888	31	39
GARBERVILLE		19	17	308	22	6	29	327	22	28
LAKEPORT		40	8	697	25	13	39	737	24	37
MOUNT SHASTA		31	10	546	17	5	22	577	16	21
OROVILLE		156	9	680	38	3	41	836	33	35
PARADISE		10	9	748	17	13	30	758	17	29
SUSANVILLE		48	7	452	31	5	36	500	29	33
WEAVERVILLE		31	4	294	11	1	12	325	10	11
WILLOWS		89	15	543	29	7	36	632	27	33
YREKA		51	9	469	28	3	31	520	26	29
NOVATO		199	15	1,000	47	12	59	1,199	42	52
PETALUMA		422	9	1,234	63	11	74	1,656	49	57
RED BLUFF		302	11	907	39	13	52	1,209	32	41
REDDING		473	13	1,282	38	6	43	1,755	31	35
ROCKLIN		448	18	1,233	41	12	53	1,681	35	44
ROSEVILLE		778	14	2,243	43	12	55	3,021	36	45
SAN FRANCISCO		1,194	24	2,231	45	12	57	3,425	38	45
SANTA ROSA		740	20	1,704	74	12	86	2,444	58	66
TRUCKEE		87	21	513	72	17	89	600	64	79
UKIAH		99	5	1,018	34	1	35	1,117	31	33
YUBA CITY		690	7	1,486	26	3	29	2,176	20	22
Region I (Northern CA)TOTAL		8,515	15	29,093	41	8	49	37,608	36	41

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of September 24-29, 2018

Week of Sep 24-29, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sept 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		267	21	1,368	41	10	51	1,635	38	46
FREMONT		401	25	1,522	44	20	63	1,923	40	55
GILROY		314	16	1,067	25	22	48	1,381	23	40
HAYWARD		580	24	1,970	37	46	83	2,550	34	70
HOLLISTER		86	11	718	19	9	28	804	18	26
KING CITY		40	9	371	18	14	32	411	18	30
WATSONVILLE		234	24	610	27	43	70	844	26	57
LOS GATOS		493	25	1,578	62	9	71	2,071	53	60
OAKLAND CLAREMONT		459	14	1,938	33	14	47	2,397	30	41
OAKLAND COLISEUM		810	38	1,904	67	35	102	2,714	58	83
PLEASANTON		533	31	1,455	47	43	90	1,988	43	74
REDWOOD CITY		484	28	1,625	56	44	99	2,109	49	83
SALINAS		476	26	1,331	49	18	67	1,807	43	56
SAN JOSE		720	16	1,884	33	32	65	2,604	28	51
SAN JOSE DLPC		643	22	2,461	43	13	55	3,104	39	48
SAN MATEO		394	15	1,934	43	25	68	2,328	38	59
SANTA CLARA		1,086	33	2,765	61	25	86	3,851	53	71
SANTA TERESA		317	15	1,858	43	11	54	2,175	39	49
SEASIDE		342	17	954	40	13	53	1,296	34	44
Region II (Bay Area) TOTAL		8,679	24	29,313	45	24	69	37,992	40	59

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of September 24-29, 2018

Week of Sep 24-29, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sept 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		599	14	1,849	57	4	61	2,448	46	49
CONCORD		587	30	1,497	72	19	91	2,084	60	74
DAVIS		405	22	628	64	38	102	1,033	48	71
EL CERRITO		996	25	1,807	77	18	94	2,803	58	70
FAIRFIELD		314	12	1,340	38	9	47	1,654	33	40
FOLSOM		822	21	1,577	52	27	80	2,399	42	60
LODI		1,177	21	1,503	52	9	61	2,680	39	43
MANTECA		496	12	1,352	52	8	60	1,848	41	47
NAPA		281	5	1,645	21	9	30	1,926	19	26
PITTSBURG		471	30	1,671	63	16	79	2,142	56	68
PLACERVILLE		212	7	756	16	14	30	968	14	25
JACKSON		60	11	538	65	9	74	598	60	68
SAN ANDREAS		147	13	358	49	11	59	505	38	46
SOUTH LAKE TAHOE		94	11	521	48	26	75	615	43	65
SACRAMENTO		956	13	2,515	47	7	54	3,471	38	43
SONORA		198	26	503	58	4	62	701	49	52
SACRAMENTO SOUTH	16	871	26	1,487	99	13	111	2,358	72	80
STOCKTON		540	11	2,156	47	22	69	2,696	39	57
TRACY		299	27	1,415	64	19	84	1,714	58	74
VACAVILLE		443	10	1,074	32	8	40	1,517	25	31
VALLEJO		430	13	1,081	38	30	68	1,511	31	52
WALNUT CREEK		505	13	1,062	54	18	72	1,567	41	53
WOODLAND		222	8	1,076	66	8	74	1,298	56	62
Region III (Sacramento Area) TOTAL		11,125	18	29,411	54	15	69	40,536	44	55

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of September 24-29, 2018

Week of Sep 24-29, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sept 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		91	9	985	22	3	26	1,076	21	24
BAKERSFIELD		282	7	1,576	26	14	40	1,858	23	35
CLOVIS		698	14	1,543	44	21	65	2,241	35	49
DELANO		173	9	1,249	29	9	38	1,422	26	34
FRESNO		921	17	2,533	51	8	59	3,454	42	48
FRESNO NORTH		432	14	939	38	13	51	1,371	30	40
HANFORD		291	17	1,000	52	5	57	1,291	44	48
LANCASTER		1,183	16	2,598	37	9	46	3,781	30	36
LOS BANOS		222	12	899	30	12	42	1,121	26	36
MADERA		127	14	1,202	31	11	42	1,329	29	40
MERCED		325	11	1,255	16	8	24	1,580	15	21
MODESTO		748	13	2,408	29	14	43	3,156	25	36
PORTERVILLE		305	27	831	33	14	47	1,136	31	42
REEDLEY		256	10	907	21	6	27	1,163	18	23
RIDGECREST		29	10	350	23	8	31	379	22	30
BISHOP		27	10	352	39	11	50	379	37	47
COALINGA		71	13	549	30	5	34	620	28	32
LAKE ISABELLA		39	23	232	25	4	30	271	25	29
MARIPOSA		32	11	120	20	9	29	152	18	25
SHAFTER		162	19	591	45	7	52	753	39	45
BAKERSFIELD SW		282	8	2,122	28	4	32	2,404	26	30
TAFT		52	15	334	40	9	49	386	36	44
TULARE		273	9	1,354	19	8	26	1,627	17	24
TURLOCK		454	11	1,655	37	5	41	2,109	31	35
VISALIA		270	10	1,128	19	17	36	1,398	17	31
Region IV (Central Valley)										
TOTAL		7,745	14	28,712	32	10	42	36,457	28	36

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of September 24-29, 2018

Week of Sep 24-29, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sept 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	13	886	20	2,656	69	49	118	3,542	57	93
CULVER CITY	9	1,169	38	1,626	46	81	127	2,795	43	90
GLENDALE	6	719	9	2,343	51	84	135	3,062	41	105
GOLETA		215	15	685	53	33	86	900	44	69
HOLLYWOOD COLE	11	417	24	1,560	74	46	121	1,977	64	100
HOLLYWOOD WEST		447	10	1,563	37	22	59	2,010	31	48
GRANADA HILLS DLPC		685	25	1,620	59	32	92	2,305	49	72
NEWHALL	3	695	37	1,330	79	68	147	2,025	65	109
OXNARD		501	14	1,487	51	19	70	1,988	42	56
PASO ROBLES		245	14	834	38	9	47	1,079	32	39
LOMPOC		407	11	871	55	9	64	1,278	41	47
SAN LUIS OBISPO		479	36	986	70	17	87	1,465	59	70
SANTA BARBARA		240	23	932	61	9	69	1,172	53	60
SANTA MARIA		343	17	1,414	60	17	77	1,757	51	65
SANTA MONICA	10	407	19	2,009	84	37	121	2,416	73	104
SANTA PAULA		211	12	1,397	51	14	65	1,608	46	58
SIMI VALLEY	14	529	19	1,041	57	56	113	1,570	44	81
THOUSAND OAKS		444	22	1,687	48	12	60	2,131	43	52
VAN NUYS		588	15	3,465	55	28	83	4,053	49	73
VENTURA		658	18	1,701	52	19	71	2,359	42	56
WINNETKA		625	12	2,226	34	15	49	2,851	29	41
Region V (Northern Los Angeles/Coastal Area) TOTAL		10,910	21	33,433	57	35	92	44,343	48	75

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of September 24-29, 2018

Week of Sep 24-29, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sept 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		941	19	2,225	58	41	99	3,166	46	75
BELLFLOWER		849	16	2,427	44	34	77	3,276	37	61
COMPTON		624	23	2,046	55	40	96	2,670	48	79
EL MONTE	2	671	29	1,528	74	97	170	2,199	60	127
HAWTHORNE		858	27	2,276	56	28	84	3,134	48	68
INGLEWOOD	7	440	30	1,438	75	57	132	1,878	64	108
LINCOLN PARK	1	482	21	1,925	49	128	177	2,407	44	146
LONG BEACH		570	13	2,627	35	42	77	3,197	31	66
LOS ANGELES	8	937	18	2,477	56	74	130	3,414	45	99
MONTEBELLO	4	759	29	1,392	64	79	143	2,151	51	102
PASADENA		1,190	14	2,566	36	63	99	3,756	29	72
SAN PEDRO		597	10	1,448	20	13	33	2,045	17	26
TORRANCE	18	711	47	1,406	59	48	107	2,117	55	87
WEST COVINA	5	1,078	23	2,429	57	80	137	3,507	46	102
Region VI (Los Angeles Area) TOTAL		10,707	22	28,210	51	58	109	38,917	43	85

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of September 24-29, 2018

Week of Sep 24-29, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sept 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		231	14	861	52	23	75	1,092	44	62
RIVERSIDE EAST		1,000	13	2,664	58	20	78	3,664	46	60
FONTANA		952	18	3,135	70	17	88	4,087	58	71
FULLERTON		1,229	23	3,127	81	10	91	4,356	64	72
NEEDLES		44	6	332	31	8	38	376	28	35
NORCO		687	18	1,969	71	11	83	2,656	58	66
POMONA		746	19	2,098	67	14	81	2,844	55	65
RANCHO CUCAMONGA		1,079	20	2,898	57	15	71	3,977	47	57
REDLANDS		516	22	1,450	79	15	94	1,966	64	75
RIVERSIDE		587	12	2,059	62	13	75	2,646	51	61
SAN BERNARDINO		732	10	2,838	51	16	67	3,570	42	55
SANTA ANA		785	21	2,864	51	7	58	3,649	45	50
STANTON DLPC		910	23	2,687	80	10	89	3,597	65	72
VICTORVILLE		821	22	2,519	75	12	87	3,340	62	71
WESTMINSTER		868	13	2,615	47	12	59	3,483	38	47
WHITTIER		736	15	2,463	67	16	82	3,199	55	67
Region VII (Orange County/Inland Empire) TOTAL		11,923	18	36,579	64	14	78	48,502	53	63

Saturday Service in 62 Offices

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Week of September 24-29, 2018

Week of Sep 24-29, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sept 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		469	16	1,110	51	6	57	1,579	41	45
BRAWLEY		122	10	1,298	21	10	31	1,420	20	30
BLYTHE		41	8	483	17	8	25	524	16	23
CHULA VISTA		725	17	3,412	56	18	74	4,137	49	64
COSTA MESA		411	35	1,500	83	23	105	1,911	72	90
EL CAJON		855	29	2,670	82	13	96	3,525	69	80
EL CENTRO		210	16	1,196	41	4	45	1,406	37	41
HEMET		495	21	2,210	43	8	52	2,705	39	46
INDIO		236	11	1,430	26	6	32	1,666	24	29
LAGUNA HILLS	12	592	38	1,847	71	47	118	2,439	63	99
OCEANSIDE	19	434	31	1,351	76	30	106	1,785	65	88
PALM DESERT		333	29	1,138	57	9	65	1,471	50	57
PALM SPRINGS		366	20	1,181	60	7	68	1,547	51	56
POWAY	15	697	34	1,635	68	44	112	2,332	58	89
SAN CLEMENTE	20	450	15	1,531	46	60	106	1,981	39	85
SAN DIEGO CLAIREMONT		832	16	2,947	58	15	73	3,779	49	60
SAN DIEGO NORMAL		706	21	2,689	63	11	74	3,395	54	63
SAN MARCOS	17	739	27	2,427	90	21	111	3,166	75	91
SAN YSIDRO		497	17	2,807	71	16	87	3,304	63	77
TEMECULA		602	17	1,924	59	25	84	2,526	49	68
TWENTYNINE PALMS		92	13	811	35	13	48	903	33	44
Region VIII (San Diego Area) TOTAL		9,904	23	37,597	60	19	79	47,501	52	67
STATEWIDE TOTALS		79,508	20	252,348	51	22	73	331,856	44	60

Saturday Service in 62 Offices