

FEBRUARY 2021

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.

February 2021 Highlights:

- On February 26, 2021, following updated guidance from the Federal Motor Carrier Safety Administration, DMV extended all commercial driver's licenses, learner's permits and endorsements that expire between March 2020 and May 31, 2021, to May 31, 2021. A previous extension had been set to expire at the end of February.
- As of February 2021, there are 9,815,301 Californians with a REAL ID-compliant driver license or identification card.

Table of Contents

REAL ID Customers and Workload	
– Monthly Driver License and Identification Cards Produced	2
– Total Californians with REAL IDs	2
DMV Work Action Plan Updates	
– None	3
Staffing	
– Hiring Status	4
– Absenteeism	4
Process Improvements	
– Maximize Window Utilization	5
Information Technology	
– DMV Now Kiosks	6
– Online Transactions	7
Window Hours	
– Moving Average of the Proportion of Actual to Max Window Hours	8
– Percentage of Actual to Maximum Window Hours	9
– Statewide Monthly Average of Actual to Maximum Window Hours	9
Wait Times	
– Average Wait Time for Non-Appointment Customers – Statewide	10
– Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices	10
– Average Wait Time by Grade – Statewide	11
– Wait Times by Time Range – By Region	12
– Wait Times by Time Range – Statewide	13
Appendix	
– A: Field Office Average Wait Times by Region	16
– B: Outage Summary	24

REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of February 2021, DMV produced over 11.3 million REAL ID driver license and identification cards. This includes new REAL ID cards issued, as well as existing REAL ID cardholders who received a duplicate or renewal card. Unlike new REAL ID cards, renewals and duplicates do not require an in-person field office visit.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOTAL
2018 Total	2,044,258	407,971	2,452,229	5,449,379	1,089,505	6,538,884	8,991,113	27.3%	27.2%	27.3%
January 2019	293,666	45,793	339,459	387,686	88,291	475,977	815,436	43.1%	34.2%	41.6%
February 2019	258,062	56,973	315,035	501,193	121,662	622,855	937,890	34.0%	31.9%	33.6%
March 2019	331,960	49,236	381,196	494,019	104,865	598,884	980,080	40.2%	32.0%	38.9%
April 2019	325,818	49,645	375,463	442,096	96,052	538,148	913,611	42.4%	34.1%	41.1%
May 2019	335,169	38,291	373,460	472,898	109,983	582,881	956,341	41.5%	25.8%	39.1%
June 2019	315,967	43,267	359,234	444,684	102,072	546,756	905,990	41.5%	29.8%	39.7%
July 2019	369,958	51,591	421,549	462,261	114,688	576,949	998,498	44.5%	31.0%	42.2%
August 2019	388,659	47,776	436,435	446,369	110,805	557,174	993,609	46.5%	30.1%	43.9%
September 2019	357,303	38,260	395,563	413,437	96,780	510,217	905,780	46.4%	28.3%	43.7%
October 2019	422,739	44,875	467,614	419,146	97,220	516,366	983,980	50.2%	31.6%	47.5%
November 2019	387,462	41,007	428,469	390,312	95,218	485,530	913,999	49.8%	30.1%	46.9%
December 2019	442,018	43,127	485,145	362,642	83,743	446,385	931,530	54.9%	34.0%	52.1%
2019 Total	4,228,781	549,841	4,778,622	5,236,743	1,221,379	6,458,122	11,236,744	44.7%	31.0%	42.5%
January 2020	480,563	55,935	536,498	373,183	96,021	469,204	1,005,702	56.3%	36.8%	53.3%
February 2020	464,094	55,119	519,213	316,511	86,597	403,108	922,321	59.5%	38.9%	56.3%
March 2020	348,858	36,647	385,505	262,168	59,735	321,903	707,408	57.1%	38.0%	54.5%
April 2020	36,523	1,112	37,635	253,037	18,767	271,804	309,439	12.6%	5.6%	12.2%
May 2020	80,997	4,164	85,161	252,776	24,120	276,896	362,057	24.3%	14.7%	23.5%
June 2020	223,703	20,026	243,729	377,653	51,666	429,319	673,048	37.2%	27.9%	36.2%
July 2020	324,154	30,242	354,396	432,751	70,013	502,764	857,160	42.8%	30.2%	41.3%
August 2020	288,107	27,735	315,842	436,561	69,126	505,687	821,529	39.8%	28.6%	38.4%
September 2020	268,798	30,246	299,044	441,064	76,986	518,050	817,094	37.9%	28.2%	36.6%
October 2020	273,532	33,578	307,110	447,206	85,634	532,840	839,950	38.0%	28.2%	36.6%
November 2020	217,483	25,626	243,109	358,200	69,705	427,905	671,014	37.8%	26.9%	36.2%
December 2020	225,486	22,449	247,935	431,415	67,623	499,038	746,973	34.3%	24.9%	33.2%
2020 Total	3,232,298	342,879	3,575,177	4,382,525	775,993	5,158,518	8,733,695	42.4%	30.6%	40.9%
January 2021	233,150	29,674	262,824	452,967	84,814	537,781	800,605	34.0%	25.9%	32.8%
February 2021	269,893	33,252	303,145	430,745	84,239	514,984	818,129	38.5%	28.3%	37.1%
GRAND TOTALS	10,008,380	1,363,617	11,371,997	15,952,359	3,255,930	19,208,289	30,580,286	38.6%	29.5%	37.2%

Total Californians with REAL IDs

As of February 2021, there are 9,815,301 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 February 2021.

STAFFING

Hiring Status: DMV filled all the 784 new positions and all staff for these positions have started.

Absenteeism: The department is monitoring unplanned absences and fluctuations in absenteeism related to COVID-19.

CONTINUED PROCESS IMPROVEMENTS

Maximize Window Utilization: DMV worked closely with two consultants to identify opportunities to streamline business processes and maximize window utilization. Several initiatives and best practices have been or will be adopted as a result:

- **Customer Resolution Windows:** Dedicated window for processing transactions that require more extensive processing and/or outreach to other units at DMV headquarters for support or resolution. Phased rollout is in progress and will be complete by April 2021.
- **Vehicle Registration Document Checklist:** Providing customers a checklist when they arrive at DMV based on their transaction. Phased rollout is in progress and will be complete by April 2021.
- **30/30/20 Strategy:** Set timeframes for calling and re-calling customers waiting in the queue. The statewide rollout is complete.

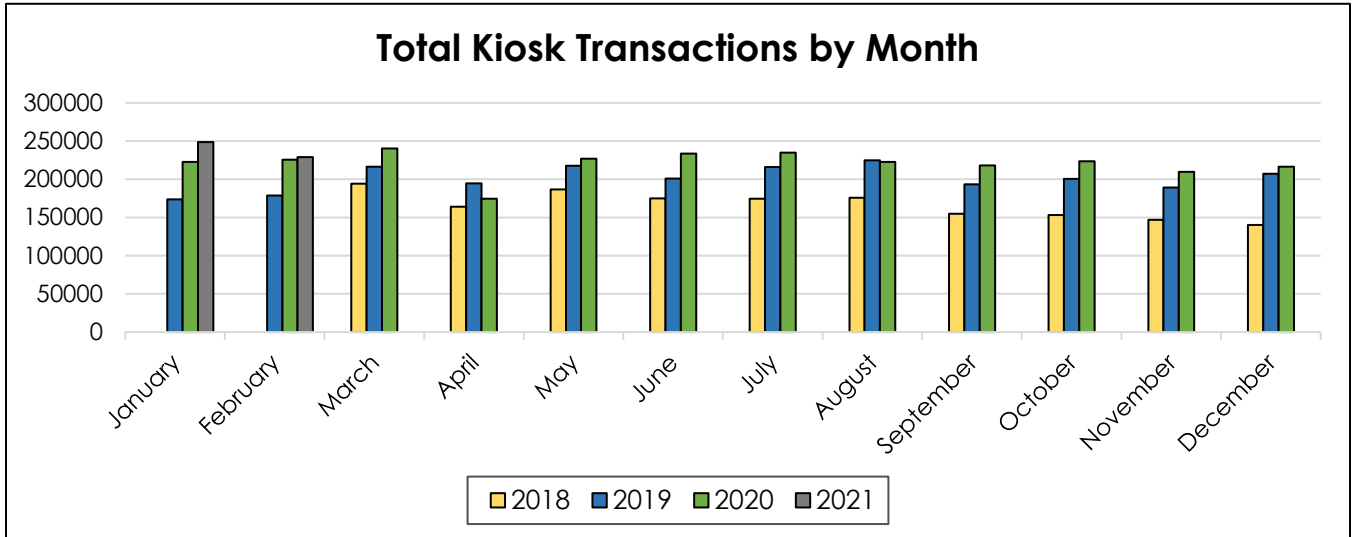
INFORMATION TECHNOLOGY

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: 104 in DMV field offices, 246 in retail locations, 1 in the Mendota City Hall, 1 at DMV’s Sacramento Headquarters building, and 13 in Northern California AAA locations. DMV continues to evaluate kiosk performance and relocate low-performing kiosks to increase their productivity.

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
Mar-18	164,073	29,886	N/A	184	N/A	N/A	194,143
Apr-18	136,052	27,942	N/A	184	N/A	62	164,240
May-18	154,238	32,195	N/A	239	N/A	109	186,781
Jun-18	141,716	32,825	N/A	236	N/A	177	174,954
Jul-18	139,563	34,511	N/A	245	N/A	187	174,506
Aug-18	141,483	33,979	9	270	N/A	184	175,925
Sep-18	119,632	34,666	75	199	N/A	185	154,757
Oct-18	119,112	33,663	123	203	N/A	228	153,329
Nov-18	110,526	35,771	194	157	27	249	146,924
Dec-18	100,144	39,380	238	103	23	248	140,136
Jan-19	126,200	46,863	288	150	117	302	173,920
Feb-19	127,110	50,568	281	184	159	326	178,628
Mar-19	150,882	64,586	356	190	236	373	216,623
Apr-19	134,888	58,524	367	208	159	536	194,682
May-19	150,461	65,458	440	200	222	786	217,567
Jun-19	134,997	64,315	405	236	167	653	200,773
Jul-19	152,897	61,493	461	264	200	760	216,075
Aug-19	148,232	74,521	501	265	222	958	224,699
Sep-19	118,938	73,133	479	163	157	719	193,589
Oct-19	127,110	71,472	501	150	215	883	200,331
Nov-19	111,941	75,874	351	148	171	731	189,216
Dec-19	124,321	81,574	353	115	173	805	207,341
Jan-20	130,035	90,723	383	207	227	1,028	222,603
Feb-20	129,073	94,708	377	145	243	928	225,474
Mar-20	107,368	131,976	213	118	224	578	240,477
Apr-20	379	173,974	4	3	5	20	174,385
May-20	17,528	209,280	2	2	54	214	227,080
Jun-20	60,331	172,366	2	2	276	680	233,657
Jul-20	63,794	169,956	7	3	251	807	234,818
Aug-20*	58,302	163,301	3	2	280	919	222,807
Sep-20	60,956	155,911	0	2	259	801	217,929
Oct-20	64,723	157,642	0	0	368	900	223,633
Nov-20	56,962	151,832	0	2	275	809	209,871
Dec-20	60,275	155,043	0	2	325	832	216,477
Jan-21**	62,571	184,744	0	0	300	906	248,521
Feb-21	61,624	166,275	0	0	301	719	228,919

*Kiosks located at Sacramento Library and Santa Clara Library were relocated in August 2020 to increase customer usage.

**Kiosk located at UCI was relocated in January 2021 to increase customer usage.

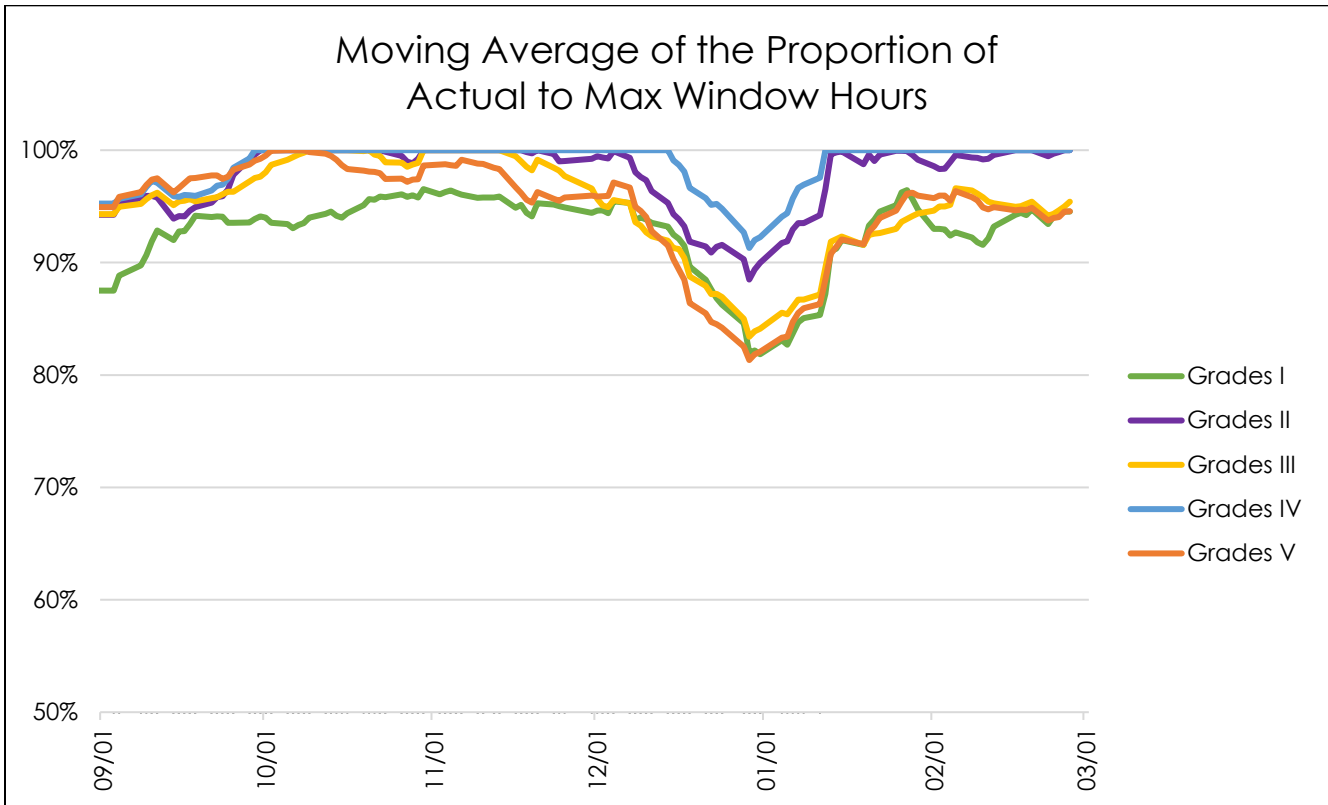
Online Transactions: DMV continues to evaluate additional transactions that could be performed online, including through its new Virtual Field Office.

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 six months adjusted for the new baseline of transaction windows¹. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior². Each individual line represents the moving average across all offices in a given office grade. The maximum available window hours was calculated based on the number of available transaction windows, multiplied by the number of hours in a normal business day for that office, taking into account any extended hours offered at a location.



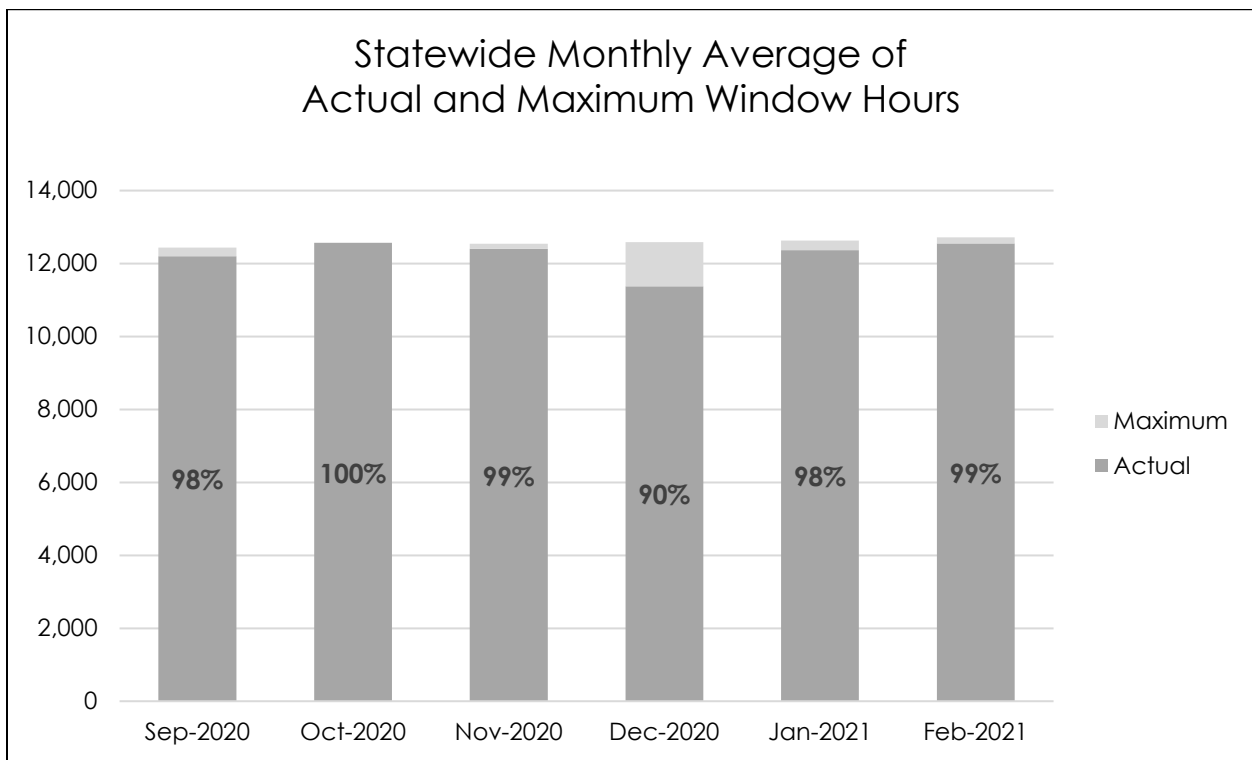
¹ The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of February, Saturday service was suspended in those field offices open to the public.

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						
	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021
Grade I	94%	95%	95%	87%	93%	95%
Grade II	98%	100%	100%	93%	99%	100%
Grade III	97%	100%	97%	88%	94%	95%
Grade IV	99%	100%	100%	96%	100%	100%
Grade V	99%	98%	96%	86%	94%	95%

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

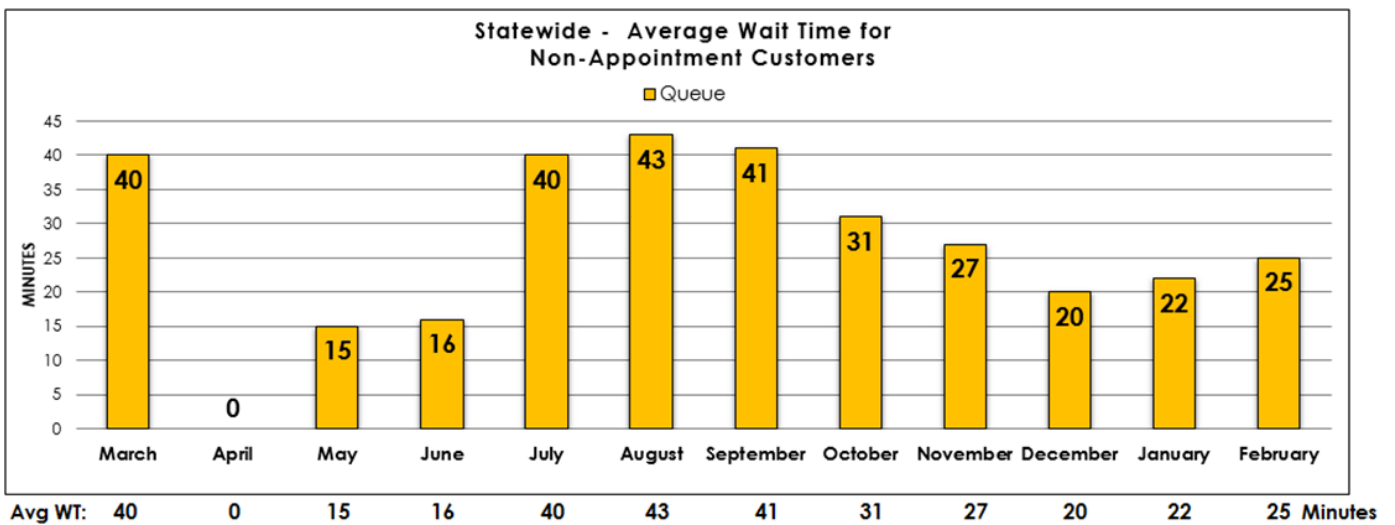


WAIT TIMES

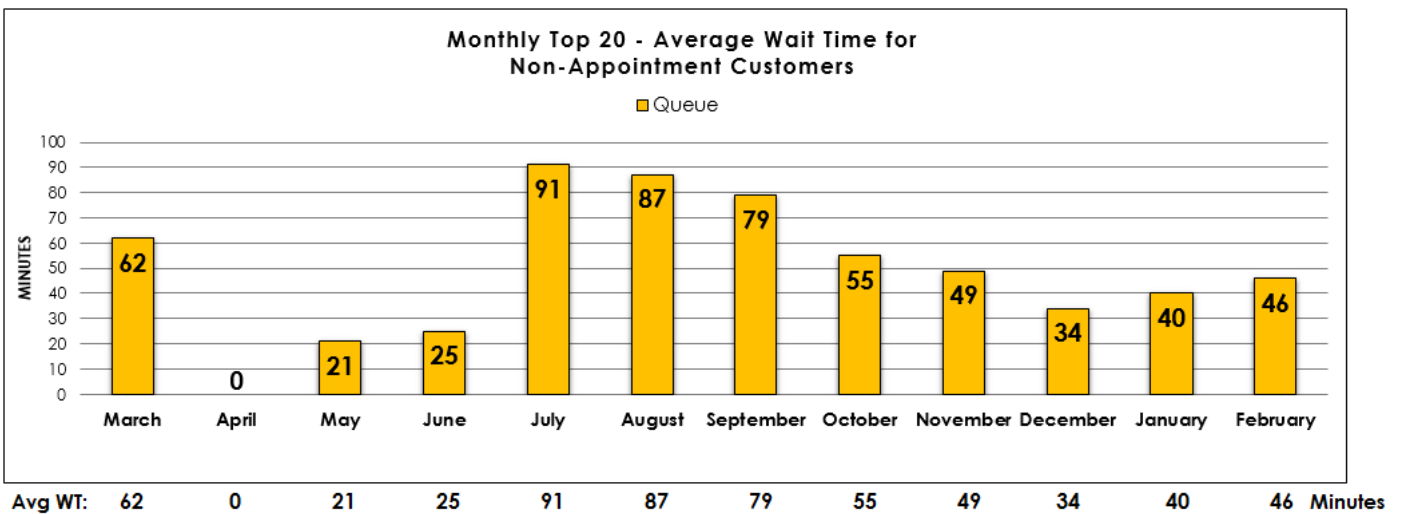
Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow. DMV has taken steps to promote a healthy environment for employees and customers. DMV has reduced the number of workstations opened to serve the public to ensure physical distancing, instituted temperature checks for customers and employees, and required technicians to wipe down workstations prior to calling the next customer.

February wait times for non-appointment customers averaged 25 minutes.

Average Wait Time for Non-Appointment Customers – Statewide:



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



Average Wait Time by Grade – Statewide: The following tables show the wait times for various grades (sizes) of field offices.

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

STATEWIDE - MONTH OF January, 2021

Month of January, 2021	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	5,100	6	140,569	17	145,669	17
Grade III - 47 Offices	19,618	9	239,709	24	259,327	23
Grade IV/V - 68 Offices	58,300	9	519,888	21	578,188	20

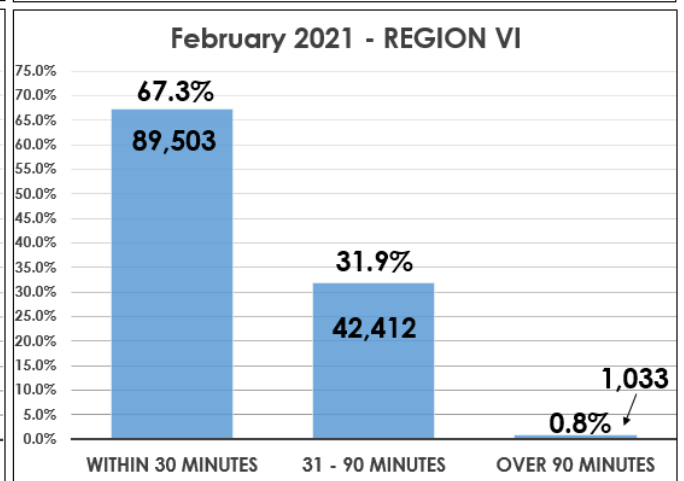
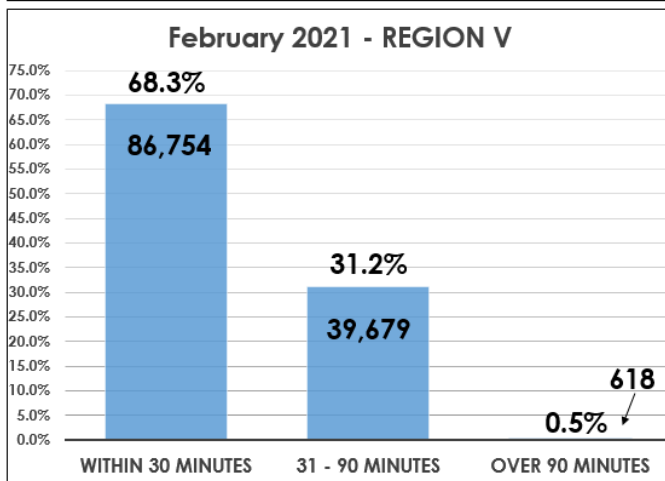
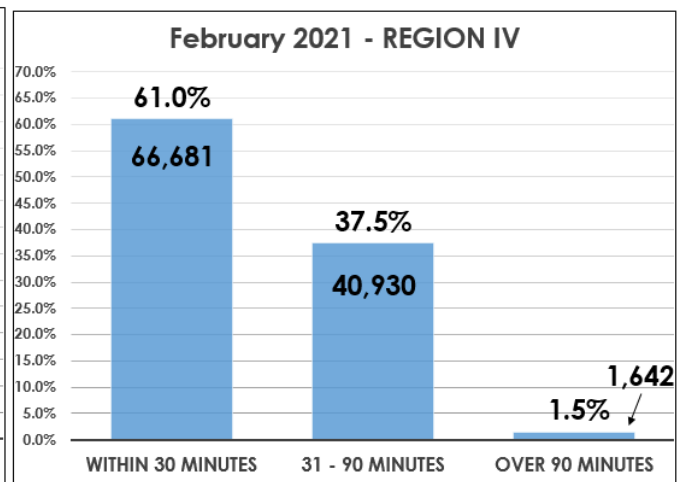
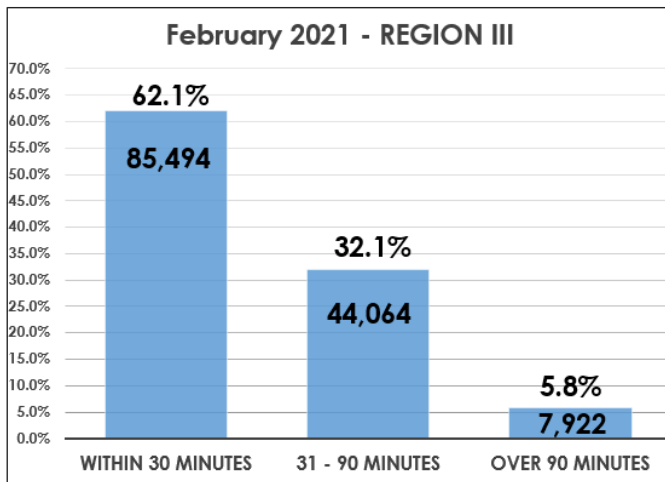
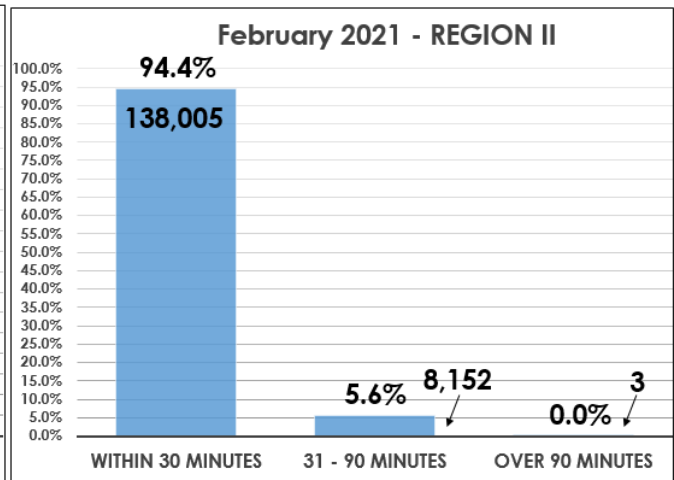
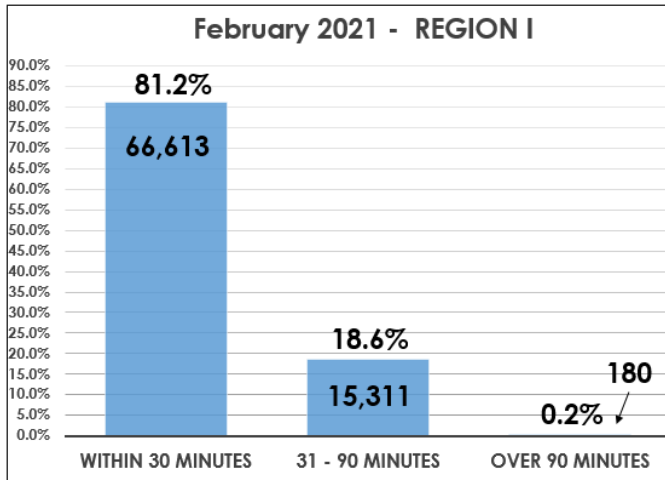
STATEWIDE - MONTH OF February, 2021

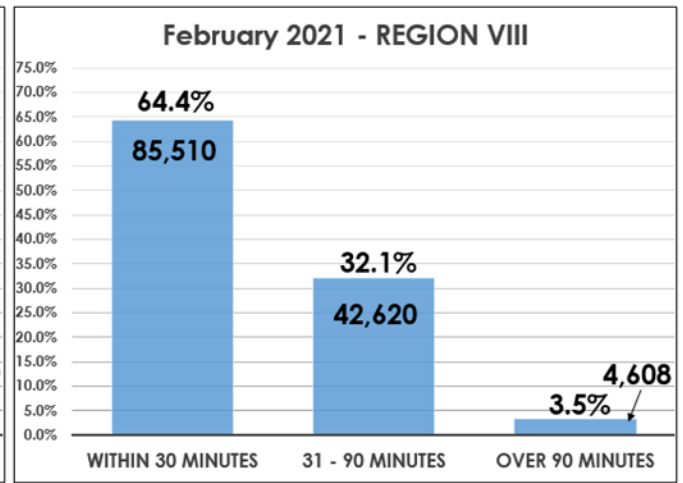
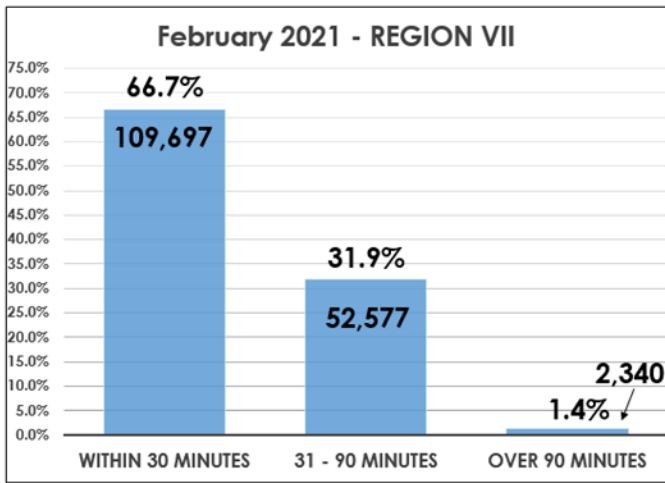
Month of February, 2021	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	8,648	7	144,649	21	153,297	20
Grade III - 47 Offices	28,839	10	245,443	28	274,282	26
Grade IV/V - 68 Offices	77,724	11	527,045	25	604,769	23

DIFFERENCE BETWEEN MONTH OF February, 2021 and MONTH OF January, 2021

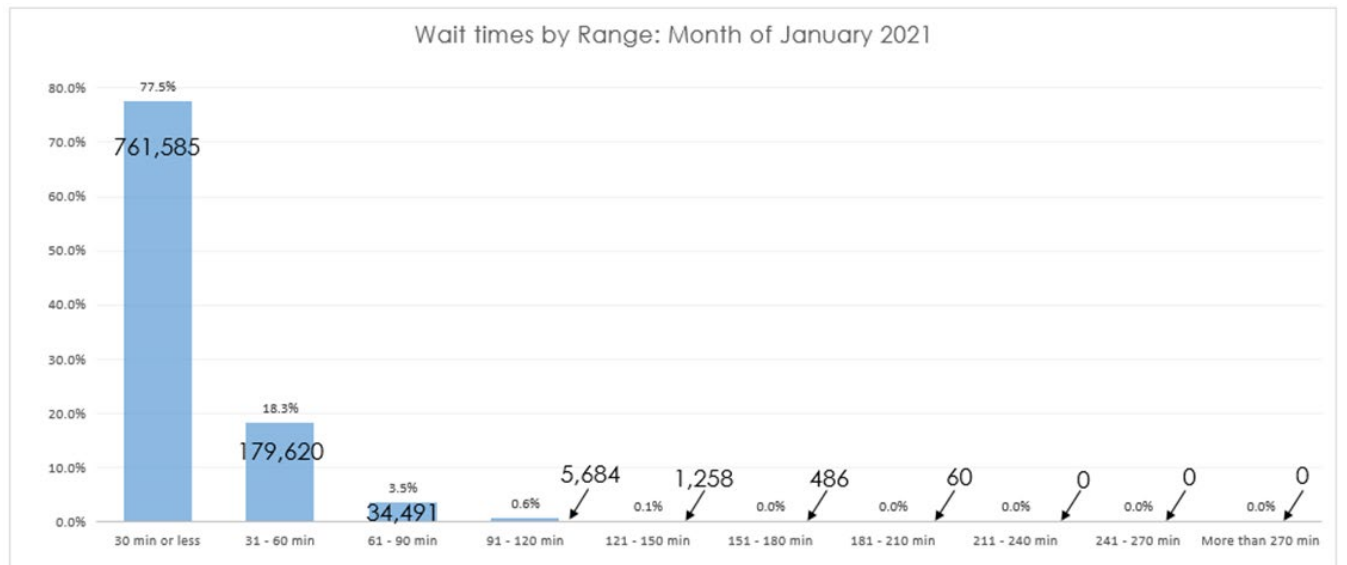
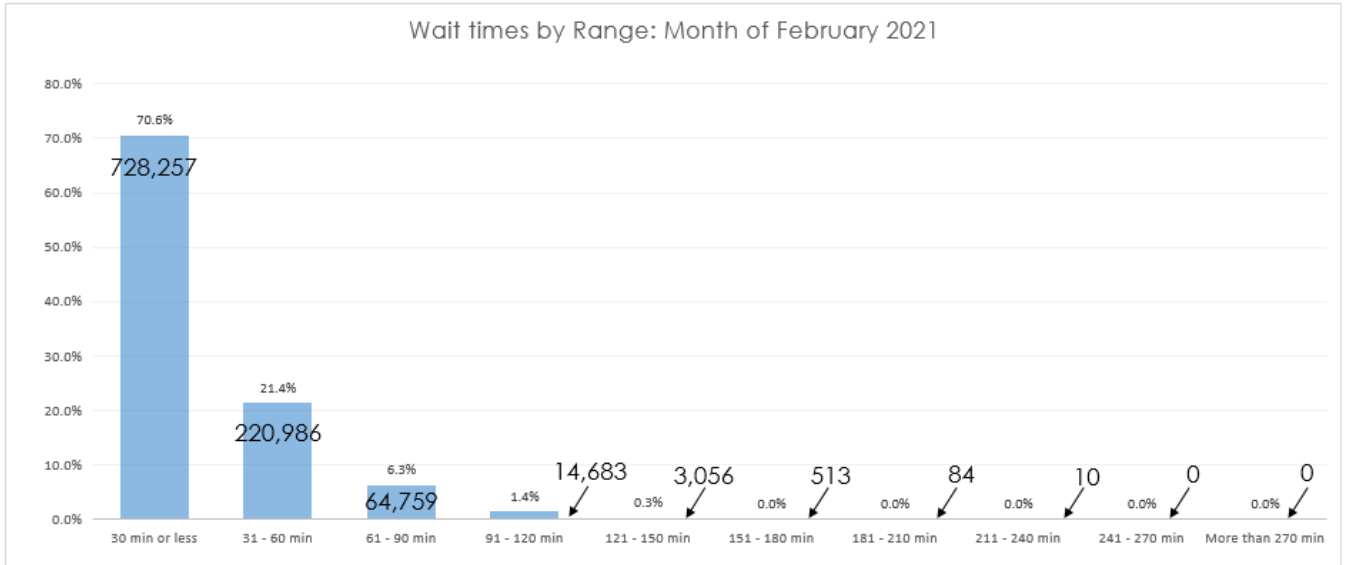
Month of Feb, 2021 vs Jan, 2021	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	+3,548	+1	+4,080	+4	+7,628	+3
Grade III - 47 Offices	+9,221	+1	+5,734	+4	+14,955	+3
Grade IV/V - 68 Offices	+19,424	+2	+7,157	+4	+26,581	+3

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

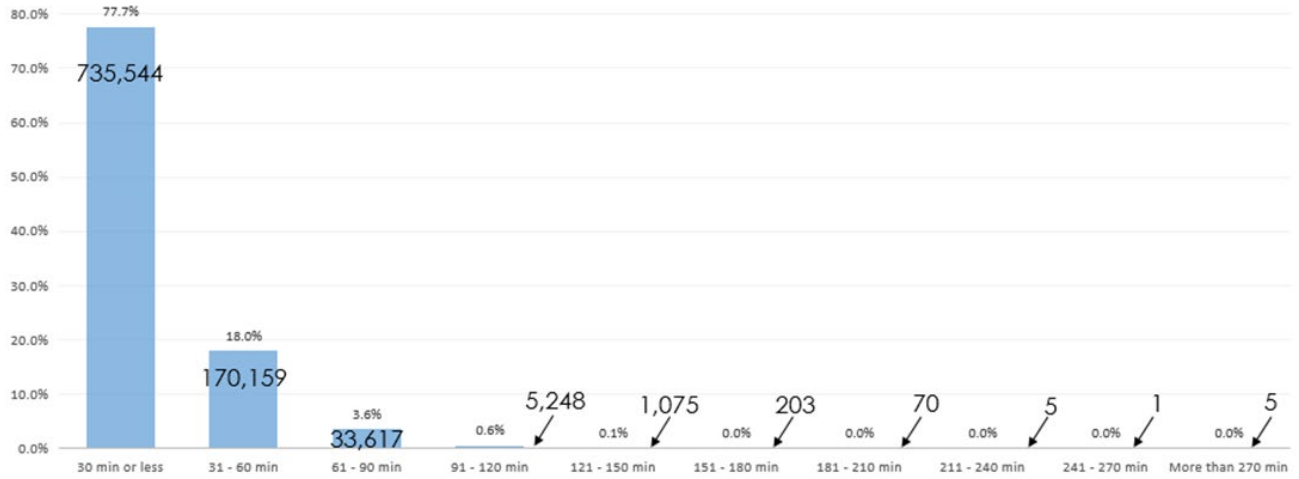




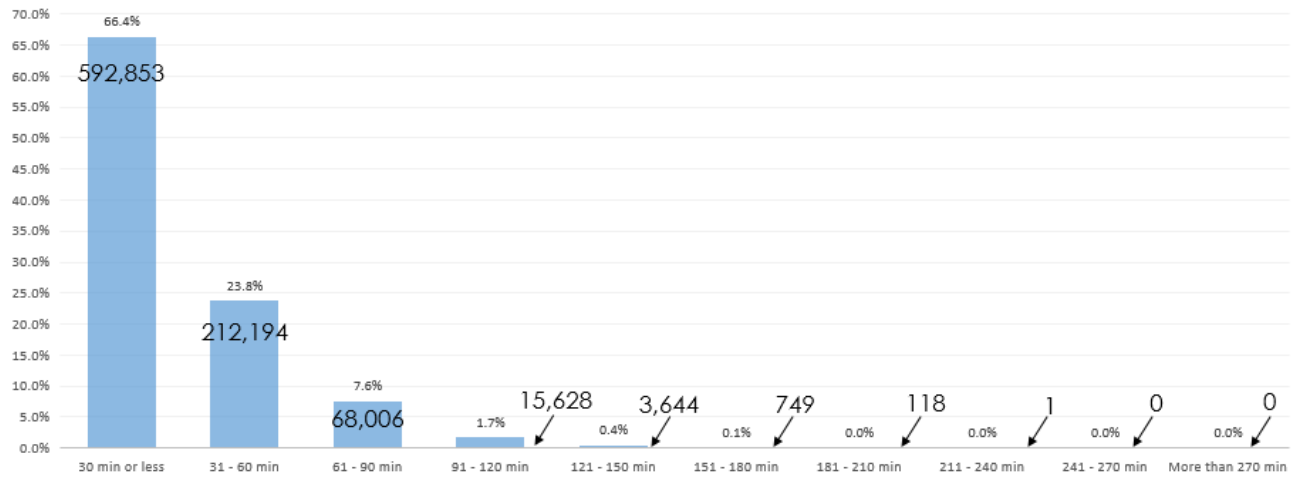
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.



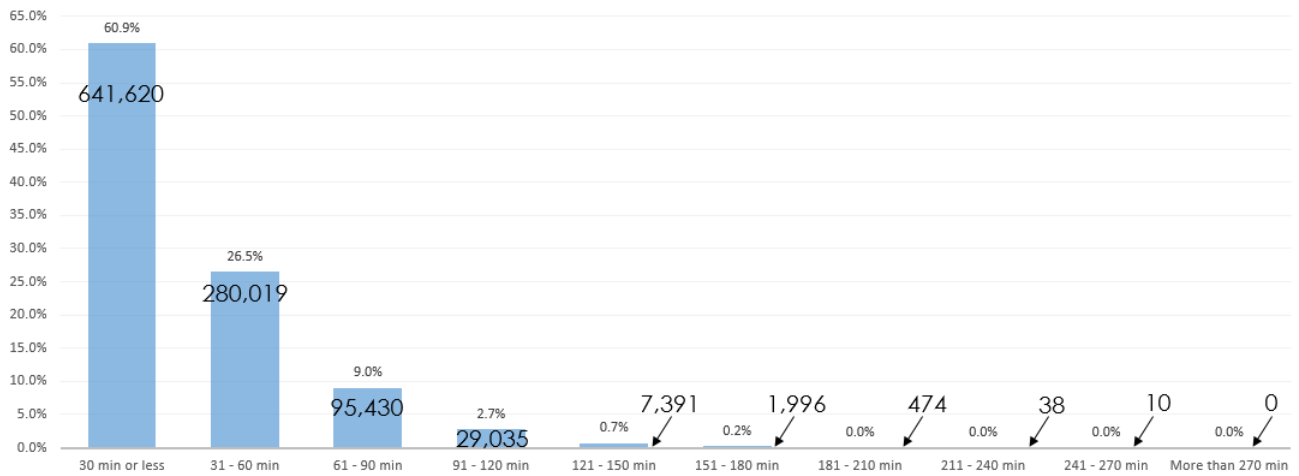
Wait times by Range: Month of December 2020



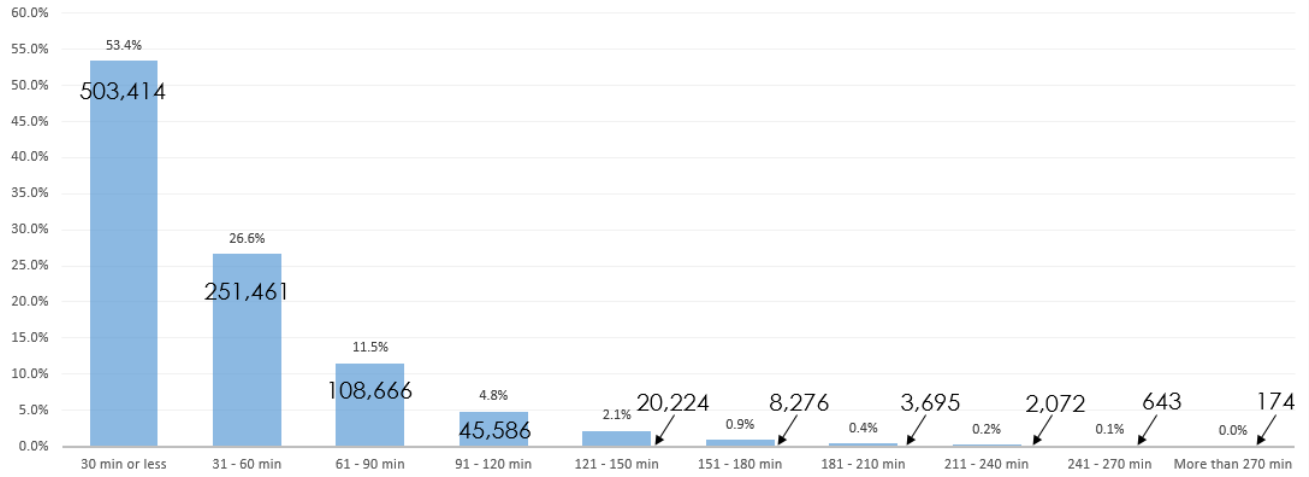
Wait times by Range: Month of November 2020



Wait times by Range: Month of October 2020



Wait times by Range: Month of September 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 February, 2021

Month of February, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		1	0	1,055	2	1,056	2
CHICO		213	6	4,454	24	4,667	23
COLUSA		23	10	2,176	19	2,199	19
CORTE MADERA		359	6	4,609	15	4,968	15
CRESCENT CITY		38	4	1,733	9	1,771	9
EUREKA		128	6	5,091	14	5,219	14
FALL RIVER MILLS		7	1	774	6	781	6
FORT BRAGG		5	12	1,296	10	1,301	11
GARBERVILLE		12	2	869	9	881	9
GRASS VALLEY		214	5	2,837	15	3,051	14
LAKEPORT		100	7	2,399	27	2,499	26
MOUNT SHASTA		43	5	1,466	9	1,509	9
NOVATO		54	3	3,433	6	3,487	6
OROVILLE		134	8	3,789	19	3,923	18
PETALUMA		181	10	4,384	13	4,565	13
QUINCY		24	3	1,211	16	1,235	16
RED BLUFF		233	8	3,739	17	3,972	17
REDDING		471	12	5,879	21	6,350	21
SANTA ROSA		674	13	7,225	24	7,899	23
SOUTH LAKE TAHOE		33	10	1,788	20	1,821	20
SUSANVILLE		22	7	1,828	9	1,850	9
TRUCKEE		120	10	2,072	22	2,192	21
UKIAH		101	7	2,809	23	2,910	22
WEAVERVILLE		4	6	948	10	952	10
WILLOWS		25	9	2,037	16	2,062	16
YREKA		133	4	1,455	18	1,588	16
YUBA CITY		489	11	6,907	19	7,396	19
Region I (Northern CA) TOTAL		3,841	9	78,263	17	82,104	17

Region II

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of February, 2021

Month of February, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		25	11	5,212	11	5,237	11
DALY CITY		724	12	8,176	12	8,900	12
EL CERRITO		507	11	6,496	15	7,003	14
FREMONT		362	9	6,485	11	6,847	11
GILROY		122	8	4,012	7	4,134	7
HAYWARD		497	12	6,185	15	6,682	15
HOLLISTER		89	5	2,272	10	2,361	9
KING CITY		155	4	2,509	10	2,664	9
LOS GATOS		407	12	5,124	13	5,531	13
OAKLAND CLAREMONT		648	12	7,699	14	8,347	14
OAKLAND COLISEUM		389	17	6,447	19	6,836	19
PLEASANTON		234	8	5,258	11	5,492	10
PLEASANTON STONERIDGE		113	1	3,354	3	3,467	2
REDWOOD CITY		192	11	6,115	14	6,307	14
SALINAS		137	10	5,287	9	5,424	9
SAN FRANCISCO		879	12	10,072	13	10,951	13
SAN JOSE		445	7	7,696	8	8,141	8
SAN JOSE DLPC		213	3	9,586	4	9,799	4
SAN MATEO		266	10	7,079	12	7,345	12
SANTA CLARA		459	7	11,061	10	11,520	10
SANTA TERESA		401	15	5,264	14	5,665	14
SEASIDE		126	4	5,243	7	5,369	7
WATSONVILLE		122	7	2,016	9	2,138	8
Region II (Bay Area) TOTAL		7,512	10	138,648	11	146,160	11

REGION III
DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of February, 2021

Month of February, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		172	3	3,969	22	4,141	21
CARMICHAEL		733	12	6,141	30	6,874	28
CONCORD	4	665	14	8,310	54	8,975	51
DAVIS		296	7	3,406	25	3,702	23
FAIRFIELD		208	5	5,744	19	5,952	18
FOLSOM	2	718	10	5,773	57	6,491	52
JACKSON		310	4	2,198	15	2,508	14
LODI	10	762	7	6,245	43	7,007	39
MANTECA	3	435	9	5,933	56	6,368	53
NAPA		65	1	7,677	4	7,742	4
PITTSBURG	1	712	14	6,224	64	6,936	59
PLACERVILLE	8	261	16	2,815	48	3,076	45
ROCKLIN		330	6	5,841	30	6,171	29
ROSEVILLE		854	13	8,281	35	9,135	33
SACRAMENTO		790	10	7,931	23	8,721	22
SACRAMENTO SOUTH		758	8	7,455	23	8,213	22
SAN ANDREAS		71	5	1,901	11	1,972	11
SONORA		153	12	2,604	34	2,757	33
STOCKTON		582	5	9,070	10	9,652	9
TRACY		321	9	6,103	27	6,424	26
VACAVILLE		173	5	4,501	20	4,674	20
VALLEJO		322	7	5,388	36	5,710	35
WOODLAND	17	205	12	4,074	39	4,279	38
Region III (Sacramento Area) TOTAL		9,896	10	127,584	32	137,480	30

REGION IV
DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of February, 2021

Month of February, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		466	10	3,610	23	4,076	22
BAKERSFIELD		1,255	8	6,858	31	8,113	27
BAKERSFIELD SW		871	7	7,405	26	8,276	24
BISHOP		46	4	1,613	11	1,659	11
CLOVIS		1,002	11	5,631	38	6,633	34
COALINGA		79	7	2,521	16	2,600	15
DELANO		161	13	2,801	29	2,962	28
FRESNO	12	1,237	13	8,470	43	9,707	39
FRESNO NORTH	5	1,331	11	4,533	52	5,864	43
HANFORD	15	535	8	3,602	39	4,137	35
LAKE ISABELLA		26	3	1,371	10	1,397	9
LOS BANOS		151	6	2,909	26	3,060	25
MADERA		560	9	2,493	33	3,053	28
MARIPOSA		141	10	944	25	1,085	23
MERCED		1,039	8	4,424	32	5,463	28
MODESTO		2,281	7	6,735	31	9,016	25
PORTERVILLE	19	549	9	3,544	39	4,093	35
REEDLEY		683	7	4,831	32	5,514	29
RIDGECREST		305	3	2,648	16	2,953	14
SHAFTER		171	9	2,993	22	3,164	22
TAFT		73	5	2,214	15	2,287	15
TULARE		245	6	3,458	27	3,703	25
TURLOCK		1,113	12	3,542	34	4,655	29
VISALIA		1,141	15	4,642	31	5,783	28
Region IV (Central Valley) TOTAL		15,461	9	93,792	31	109,253	28

REGION V
DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of February, 2021

Month of February, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,887	5	8,543	28	10,430	24
GLENDALE		1,605	4	9,555	21	11,160	18
GOLETA		203	10	2,296	31	2,499	29
PACOIMA DLPC		692	2	6,189	15	6,881	13
HOLLYWOOD COLE		1,268	11	4,702	38	5,970	32
HOLLYWOOD WEST		592	10	4,798	26	5,390	24
LANCASTER		1,796	5	9,852	30	11,648	26
LOMPOC		225	7	3,047	17	3,272	16
NEWHALL		447	8	4,596	26	5,043	24
OXNARD		489	6	5,165	22	5,654	21
PASO ROBLES		241	10	2,395	30	2,636	28
SAN LUIS OBISPO		272	2	5,055	10	5,327	10
SANTA BARBARA		305	9	2,903	31	3,208	29
SANTA MARIA		473	4	3,356	38	3,829	34
SANTA MONICA		542	6	6,677	20	7,219	19
SANTA PAULA		303	4	3,636	25	3,939	24
SIMI VALLEY		709	6	4,151	34	4,860	30
THOUSAND OAKS		613	8	4,834	29	5,447	27
VAN NUYS		1,451	9	7,183	27	8,634	24
VENTURA		920	6	4,987	25	5,907	22
WINNETKA	20	1,997	10	6,101	39	8,098	32
Region V (Northern Los Angeles/Coastal Area) TOTAL		17,030	7	110,021	26	127,051	24

REGION VI
DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of February, 2021

Month of February, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		1,993	12	8,468	37	10,461	33
BELLFLOWER		1,509	15	7,870	35	9,379	31
COMPTON		1,304	9	6,866	36	8,170	32
CULVER CITY		1,494	15	5,291	32	6,785	29
EL MONTE		976	12	5,954	27	6,930	25
HAWTHORNE		1,399	22	4,650	33	6,049	31
INGLEWOOD		661	3	6,836	10	7,497	9
LINCOLN PARK		1,653	10	6,491	32	8,144	27
LONG BEACH		752	10	7,204	27	7,956	26
LOS ANGELES		853	20	8,911	30	9,764	29
MONTEBELLO		1,274	9	6,738	17	8,012	15
PASADENA		1,026	8	8,500	11	9,526	10
SAN PEDRO		725	6	7,681	24	8,406	22
TORRANCE		1,079	19	6,170	28	7,249	26
WEST COVINA		1,892	14	7,316	36	9,208	32
WHITTIER		1,014	8	8,398	23	9,412	22
Region VI (Los Angeles Area) TOTAL		19,604	13	113,344	27	132,948	25

REGION VII

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of February, 2021

Month of February, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ANAHEIM DLPC		127	3	5,735	3	5,862	3
BARSTOW		169	7	3,733	22	3,902	21
COSTA MESA		1,107	17	7,247	38	8,354	35
FONTANA		1,395	7	12,724	18	14,119	17
FULLERTON		1,980	19	11,541	26	13,521	25
LAGUNA HILLS		1,116	21	7,989	31	9,105	30
NEEDLES		45	7	1,133	20	1,178	19
NORCO		1,288	21	8,369	31	9,657	30
POMONA	18	1,888	18	8,667	39	10,555	35
RANCHO CUCAMONGA		2,038	17	9,011	26	11,049	24
REDLANDS		1,272	13	5,963	32	7,235	29
RIVERSIDE		1,326	8	6,435	34	7,761	29
RIVERSIDE EAST		758	4	12,335	9	13,093	8
SAN BERNARDINO	11	1,922	9	7,502	43	9,424	36
SANTA ANA		2,123	12	11,161	29	13,284	26
VICTORVILLE	9	2,666	14	8,933	45	11,599	38
WESTMINSTER		2,108	7	12,808	24	14,916	22
Region VII (Orange County/Inland Empire) TOTAL		23,328	13	141,286	27	164,614	25

REGION VIII
DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of February, 2021

Month of February, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		401	8	4,137	31	4,538	29
BLYTHE		23	5	1,665	7	1,688	7
BRAWLEY		171	6	4,690	17	4,861	17
CHULA VISTA		2,195	8	8,240	22	10,435	19
EL CAJON	13	1,532	15	8,801	41	10,333	37
EL CENTRO		493	11	4,318	35	4,811	33
HEMET	7	825	6	7,267	51	8,092	46
INDIO		505	4	5,041	21	5,546	20
OCEANSIDE		597	15	6,628	35	7,225	33
PALM DESERT		298	5	5,198	13	5,496	12
PALM SPRINGS		680	3	5,109	10	5,789	9
POWAY		615	15	6,283	32	6,898	31
SAN CLEMENTE		554	7	5,382	23	5,936	21
SAN DIEGO CLAIREMONT		1,671	17	9,845	33	11,516	31
SAN DIEGO NORMAL	16	2,142	13	6,865	39	9,007	33
SAN MARCOS		954	10	9,749	28	10,703	26
SAN YSIDRO	14	1,686	10	7,409	40	9,095	35
TEMECULA	6	2,624	15	5,169	51	7,793	39
TWENTYNINE PALMS		573	6	2,403	17	2,976	15
Region VIII (San Diego Area) TOTAL		18,539	11	114,199	31	132,738	28
STATEWIDE TOTALS		115,211	11	917,137	25	1,032,348	24

Appendix B February Outage Summary

Number	Source of Failure		Number of Offices Impacted or Statewide	DMV Operations				Duration hh:mm	Reported Issue	DMV Services / Applications Impacted *Workaround Explained if Applicable	DMV Operational Impact	Direct or Indirect Cause of Outage	Resolution
	Component	Cause		Disruption Start Date		Returned to Normal Date							
1	Vendor	Network Connectivity	Multiple FO	Wed 2/10/2021	1:45 PM	Wed 2/10/2021	3:45 PM	2:00	Offices unable to connect to the Mexican Consular Identification Card Service in the Field Office Document Imaging system. The offices were unable to process any Foreign Documents that require access to that system.	Offices were unable to scan anything into the Field Office Document Imaging program that requires access to the Mexican Consulate *Workaround: Offices photocopied documents for manual imaging.	Unable to connect to the Mexican Consular Identification Card Service.	Direct: Global carrier network outage at Mexico's headquarters caused a lost connection to the Mexican Consulate making document verification inaccessible.	The outage was due to a global carrier outage in Mexico's headquarters. DMV received confirmation from the Mexican Consulate upon restoration.
2	Vendor	Network Connectivity	Multiple FO, DMV Website,	Fri 02/26/2021	5:30 AM	Fri 02/26/2021	9:00 AM	3:30	DMV's websites and Field Office appointments application responding with "System unavailable" while scheduling an appointment online or in the office.	Multiple offices are unable to schedule DMV appointments online and in office. *Workaround - None.	Unable to schedule DMV appointments.	Direct: Qmatic Support enabled Lightweight Directory Access Protocol on their server which prevented Field Offices and DMV's website from making appointments.	Issue resolved: Qmatic restored connectivity. The ability for Field Offices and DMV website to make appointments was fully restored.
3	Vendor	Application	DMV Kiosk	Fri 02/26/2021	9:17 AM	Fri 02/26/2021	8:30 PM	11:13	DMV Kiosks are not processing transactions after customers input their information.	DMV Kiosks are not processing transactions. *Workaround - None.	Unable to process transactions through DMV Kiosk.	Direct: Updates were made that affected the connection to the Kiosks.	Issue resolved: Rolled back incompatible updates and the Kiosks went back online.