NOVEMBER 2020

DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

REPORT TO THE JOINT LEGISLATIVE BUDGET COMMITTEE OF THE STATE OF CALIFORNIA

EXECUTIVE SUMMARY

The Budget Act of 2018 (SB 862, Chapter 449, Statutes of 2018) and the Budget Act of 2020 (SB 75, Chapter 6, Statutes of 2020) require the Department of Motor Vehicles (DMV) to submit monthly reports to the Legislature regarding the state of field office wait-times and efforts to improve business processes.

November 2020 Highlights:

- In November 2020, DMV opened its appointment system to allow customers to schedule new in-person appointments for Driver License transactions. Customers may schedule an appointment by contacting DMV's call center. The appointment system was closed in late March as DMV responded to COVID restrictions. The system remained closed until November 2, 2020, to allow DMV to address the appointment backlog created by office closures. The DMV continues to recommend that customers use its online services, expanded virtual services and other service channels to complete transactions including eligible driver's license and vehicle registration renewals. Nearly all Californians can now renew their driver's license online – even if the renewal notice states an office visit is required.

- DMV is working on strategies for future driver license and registration appointments. Among them is virtual queue entry, which gives customers without an appointment the ability to check in and get in line for Field Office services remotely. This solution is in development and will be piloted upon completion in mid-November 2020.

- As of November 2020, there are 9,300,545 Californians with a REAL ID compliant driver license or identification card.

- DMV extended driver's license permits with expiration dates through May 31, 2021. Eligible permits holders are extended six months from the date of expiration or to a date 24 months from the original application date, whichever is earlier. The DMV previously extended permits expiring between March 1 and November 30, 2020

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of November 2020, DMV produced over 10.5 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	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL	DL/ID	DL	ID	TOTAL
January 2018 (22-31)	29,725	9,971	**39,696**	205,823	45,426	**251,249**	**290,945**	12.6%	18.0%	**13.6%**
February 2018	74,020	24,798	**98,818**	498,284	102,984	**601,268**	**700,086**	12.9%	19.4%	**14.1%**
March 2018	111,296	33,216	**144,512**	543,280	109,255	**652,535**	**797,047**	17.0%	23.3%	**18.1%**
April 2018	121,715	31,049	**152,764**	476,314	93,661	**569,975**	**722,739**	20.4%	24.9%	**21.1%**
May 2018	141,704	30,160	**171,864**	483,399	89,520	**572,919**	**744,783**	22.7%	25.2%	**23.1%**
June 2018	147,536	41,147	**188,683**	464,538	88,930	**553,468**	**742,151**	24.1%	31.6%	**25.4%**
July 2018	171,051	43,491	**214,542**	473,450	90,041	**563,491**	**778,033**	26.5%	32.6%	**27.6%**
August 2018	228,165	46,279	**274,444**	516,521	103,929	**620,450**	**894,894**	30.6%	30.8%	**30.7%**
September 2018	219,054	34,315	**253,369**	453,866	93,975	**547,841**	**801,210**	32.6%	26.7%	**31.6%**
October 2018	291,720	44,091	**335,811**	559,184	109,507	**668,691**	**1,004,502**	34.3%	28.7%	**33.4%**
November 2018	244,166	35,383	**279,549**	402,515	84,032	**486,547**	**766,096**	37.8%	29.6%	**36.5%**
December 2018	264,106	34,071	**298,177**	372,205	78,245	**450,450**	**748,627**	41.5%	30.3%	**39.8%**
2018 Total	**2,044,258**	**407,971**	**2,452,229**	**5,449,379**	**1,089,505**	**6,538,884**	**8,991,113**	**27.3%**	**27.2%**	**27.3%**
January 2019	293,666	45,793	**339,459**	387,686	88,291	**475,977**	**815,436**	43.1%	34.2%	**41.6%**
February 2019	258,062	56,973	**315,035**	501,193	121,662	**622,855**	**937,890**	34.0%	31.9%	**33.6%**
March 2019	331,960	49,236	**381,196**	494,019	104,865	**598,884**	**980,080**	40.2%	32.0%	**38.9%**
April 2019	325,818	49,645	**375,463**	442,096	96,052	**538,148**	**913,611**	42.4%	34.1%	**41.1%**
May 2019	335,169	38,291	**373,460**	472,898	109,983	**582,881**	**956,341**	41.5%	25.8%	**39.1%**
June 2019	315,967	43,267	**359,234**	444,684	102,072	**546,756**	**905,990**	41.5%	29.8%	**39.7%**
July 2019	369,958	51,591	**421,549**	462,261	114,688	**576,949**	**998,498**	44.5%	31.0%	**42.2%**
August 2019	388,659	47,776	**436,435**	446,369	110,805	**557,174**	**993,609**	46.5%	30.1%	**43.9%**
September 2019	357,303	38,260	**395,563**	413,437	96,780	**510,217**	**905,780**	46.4%	28.3%	**43.7%**
October 2019	422,739	44,875	**467,614**	419,146	97,220	**516,366**	**983,980**	50.2%	31.6%	**47.5%**
November 2019	387,462	41,007	**428,469**	390,312	95,218	**485,530**	**913,999**	49.8%	30.1%	**46.9%**
December 2019	442,018	43,127	**485,145**	362,642	83,743	**446,385**	**931,530**	54.9%	34.0%	**52.1%**
2019 Total	**4,228,781**	**549,841**	**4,778,622**	**5,236,743**	**1,221,379**	**6,458,122**	**11,236,744**	**44.7%**	**31.0%**	**42.5%**
January 2020	480,563	55,935	**536,498**	373,183	96,021	**469,204**	**1,005,702**	56.3%	36.8%	**53.3%**
February 2020	464,094	55,119	**519,213**	316,511	86,597	**403,108**	**922,321**	59.5%	38.9%	**56.3%**
March 2020	348,858	36,647	**385,505**	262,168	59,735	**321,903**	**707,408**	57.1%	38.0%	**54.5%**
April 2020	36,523	1,112	**37,635**	253,037	18,767	**271,804**	**309,439**	12.6%	5.6%	**12.2%**
May 2020	80,997	4,164	**85,161**	252,776	24,120	**276,896**	**362,057**	24.3%	14.7%	**23.5%**
June 2020	223,703	20,026	**243,729**	377,653	51,666	**429,319**	**673,048**	37.2%	27.9%	**36.2%**
July 2020	324,154	30,242	**354,396**	432,751	70,013	**502,764**	**857,160**	42.8%	30.2%	**41.3%**
August 2020	288,107	27,735	**315,842**	436,561	69,126	**505,687**	**821,529**	39.8%	28.6%	**38.4%**
September 2020	268,798	30,246	**299,044**	441,064	76,986	**518,050**	**817,094**	37.9%	28.2%	**36.6%**
October 2020	273,532	33,578	**307,110**	447,206	85,634	**532,840**	**839,950**	38.0%	28.2%	**36.6%**
November 2020	217,483	25,626	**243,109**	358,200	69,705	**427,905**	**671,014**	37.8%	26.9%	**36.2%**
GRAND TOTALS	**9,279,851**	**1,278,242**	**10,558,093**	**14,637,232**	**3,019,254**	**17,656,486**	**28,214,579**	**38.8%**	**29.7%**	**37.4%**

Total Californians with REAL IDs

As of November 2020, there are 9,300,545 Californians with a REAL ID compliant driver license or identification card. The Department of Homeland Security extended the REAL ID enforcement date to November 1, 2021, in response to the COVID-19 pandemic.

DMV WORK ACTION PLAN UPDATES

There are no updates for November 2020.

STAFFING

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

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

CONTINUED PROCESS IMPROVEMENTS

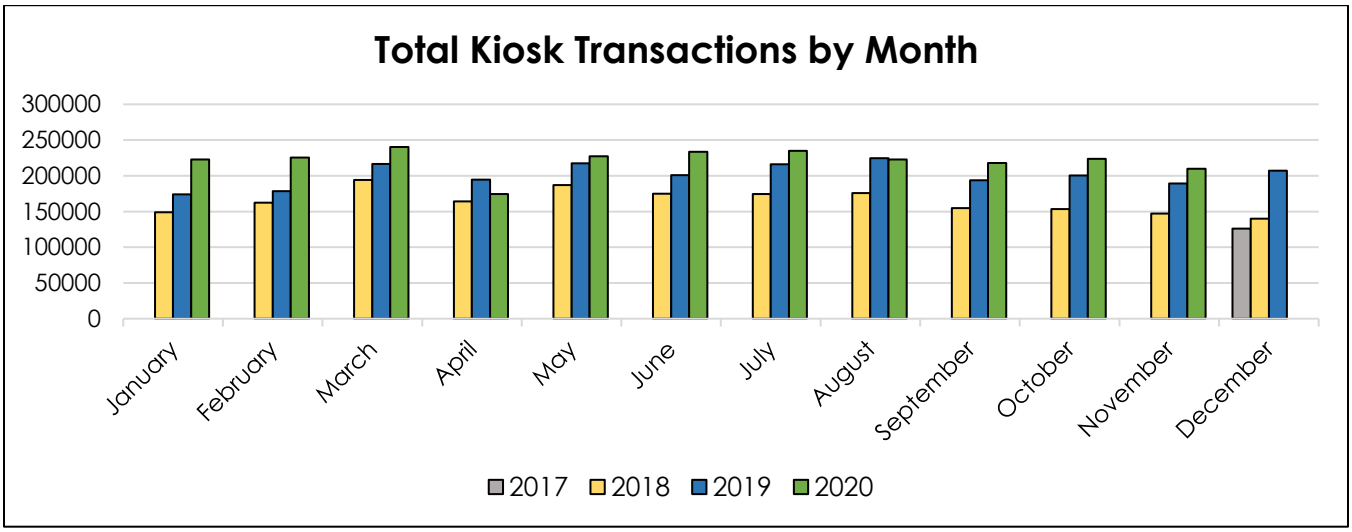
There are no updates for November 2020.

INFORMATION TECHNOLOGY

DMV NOW Kiosks: DMV is increasing usage of its self-service kiosks in order to reduce the number of customers who wait in line for services. There are 365 DMV Now kiosks statewide: 98 in DMV field offices, 249 in retail locations, 1 library, 1 at the University of California, Irvine, 1 in the Mendota City Hall, 1 at DMV's Sacramento Headquarters building, and 14 in Northern California AAA locations.

Customers can complete the following transactions on a kiosk.

- Add or remove an affidavit of non-use or update vehicle insurance
- Driver record history request
- File for planned non-operation
- Pay a reinstatement fee for suspended vehicle registration
- Registration renewal
- Replacement registration card
- Replacement sticker
- Vehicle record history request



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

DMV NOW Self-Service Kiosk Transactions

	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
Dec-17	113,140	12,889	N/A	86	N/A	N/A	**126,115**
Jan-18	131,496	17,155	N/A	151	N/A	N/A	**148,802**
Feb-18	139,654	22,487	N/A	149	N/A	N/A	**162,290**
Mar-18	164,073	29,886	N/A	184	N/A	N/A	**194,143**
Apr-18	136,052	27,942	N/A	184	N/A	62	**164,240**
May-18	154,238	32,195	N/A	239	N/A	109	**186,781**
Jun-18	141,716	32,825	N/A	236	N/A	177	**174,954**
Jul-18	139,563	34,511	N/A	245	N/A	187	**174,506**
Aug-18	141,483	33,979	9	270	N/A	184	**175,925**
Sep-18	119,632	34,666	75	199	N/A	185	**154,757**
Oct-18	119,112	33,663	123	203	N/A	228	**153,329**
Nov-18	110,526	35,771	194	157	27	249	**146,924**
Dec-18	100,144	39,380	238	103	23	248	**140,136**
Jan-19	126,200	46,863	288	150	117	302	**173,920**
Feb-19	127,110	50,568	281	184	159	326	**178,628**
Mar-19	150,882	64,586	356	190	236	373	**216,623**
Apr-19	134,888	58,524	367	208	159	536	**194,682**
May-19	150,461	65,458	440	200	222	786	**217,567**
Jun-19	134,997	64,315	405	236	167	653	**200,773**
Jul-19	152,897	61,493	461	264	200	760	**216,075**
Aug-19	148,232	74,521	501	265	222	958	**224,699**
Sep-19	118,938	73,133	479	163	157	719	**193,589**
Oct-19	127,110	71,472	501	150	215	883	**200,331**
Nov-19	111,941	75,874	351	148	171	731	**189,216**
Dec-19	124,321	81,574	353	115	173	805	**207,341**
Jan-20	130,035	90,723	383	207	227	1,028	**222,603**
Feb-20	129,073	94,708	377	145	243	928	**225,474**
Mar-20	107,368	131,976	213	118	224	578	**240,477**
Apr-20	379	173,974	4	3	5	20	**174,385**
May-20	17,528	209,280	2	2	54	214	**227,080**
Jun-20	60,331	172,366	2	2	276	680	**233,657**
Jul-20	63,794	169,956	7	3	251	807	**234,818**
Aug-20	58,302	163,301	3	2	280	919	**222,807**
Sep-20	60,956	155,911	0	2	259	801	**217,929**
Oct-20	64,723	157,642	0	0	368	900	**223,633**
Nov-20	56,962	151,832	0	2	275	809	**209,871**

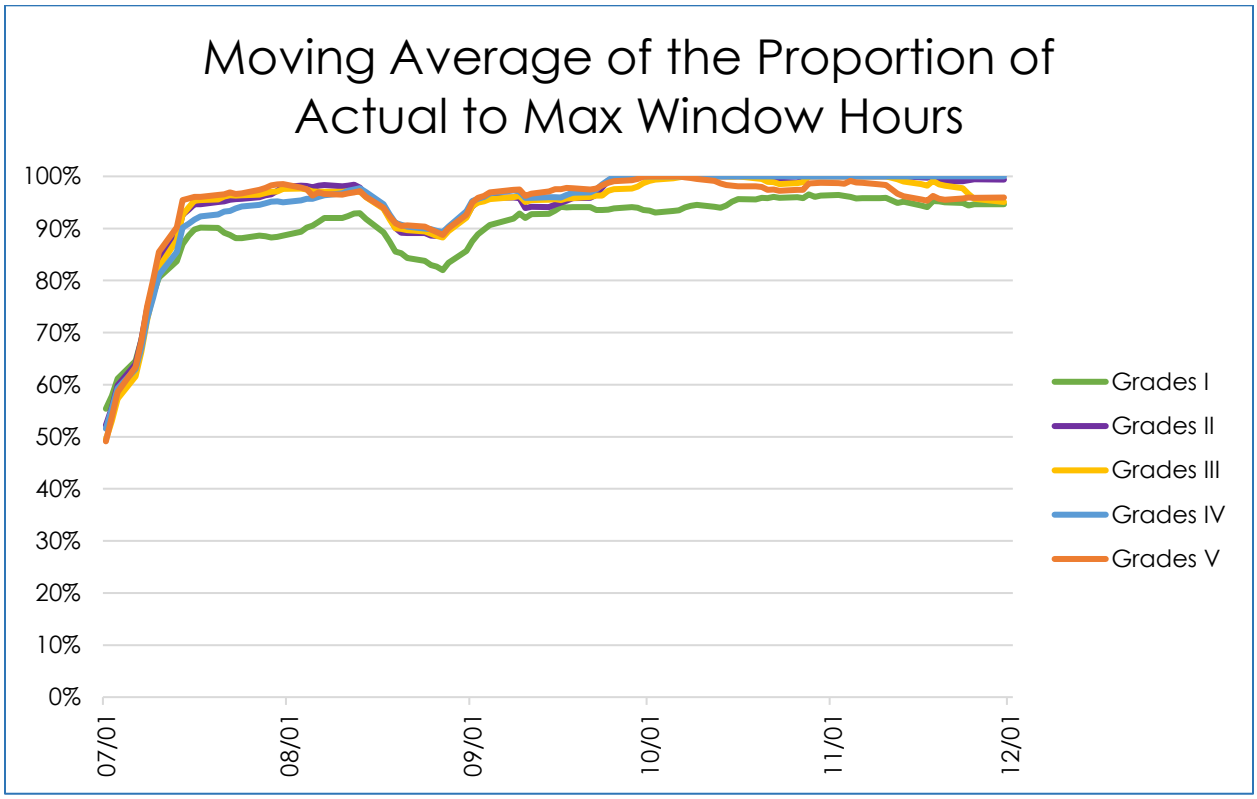
Online Transactions: DMV continues to evaluate additional transactions that could be performed online, including through its new Virtual Field Office.

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 five months adjusted for the new baseline of transaction windows[1]. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior[2]. Each individual line represents the moving average across all offices in a given office grade. The maximum available window hours was calculated based on the number of available transaction windows, multiplied by the number of hours in a normal business day for that office, taking into account any extended hours offered at a location.

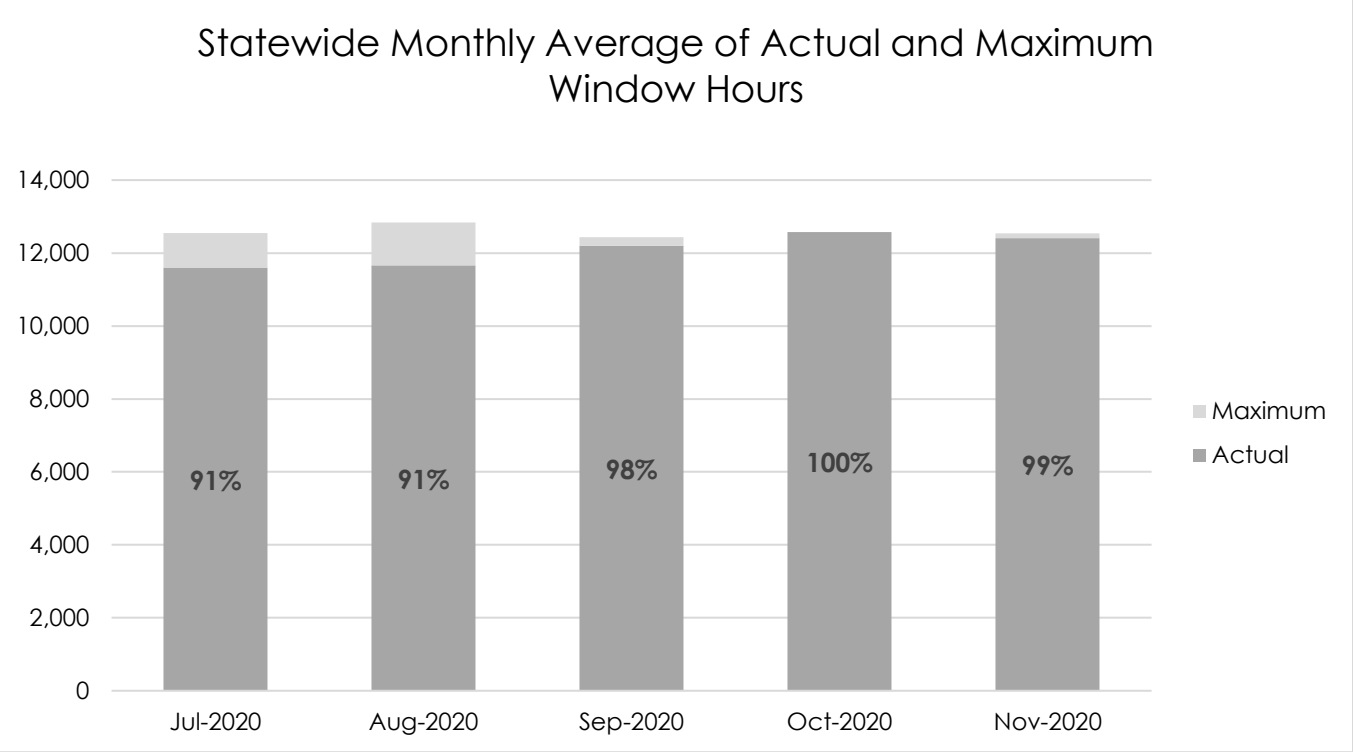


[1] The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of November, Saturday service was suspended in those field offices open to the public.
[2] All 10 days are weighted equally in the calculation of the average.

Percentage of Actual to Maximum Window Hours: This table presents the same information adjusted for the new baseline as the figure above but aggregated to the month as a whole.

	Percentage of Actual to Maximum Window Hours				
	Jul-2020	**Aug-2020**	**Sep-2020**	**Oct-2020**	**Nov-2020**
Grade I	86%	85%	94%	95%	95%
Grade II	93%	91%	98%	100%	100%
Grade III	93%	91%	97%	100%	97%
Grade IV	91%	92%	99%	100%	100%
Grade V	94%	91%	99%	98%	96%

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.

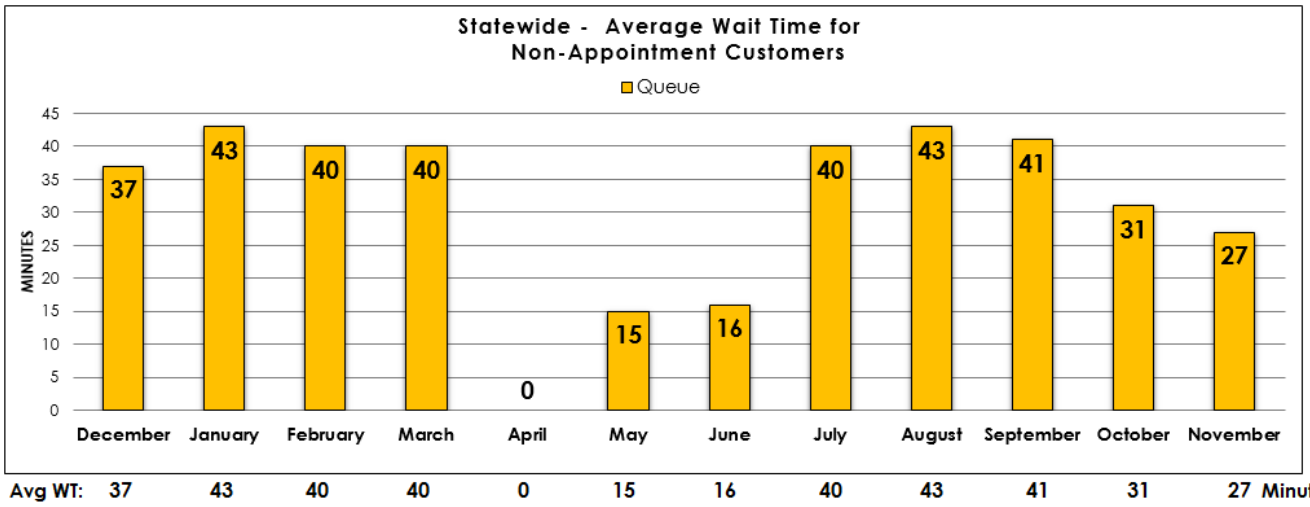


WAIT TIMES

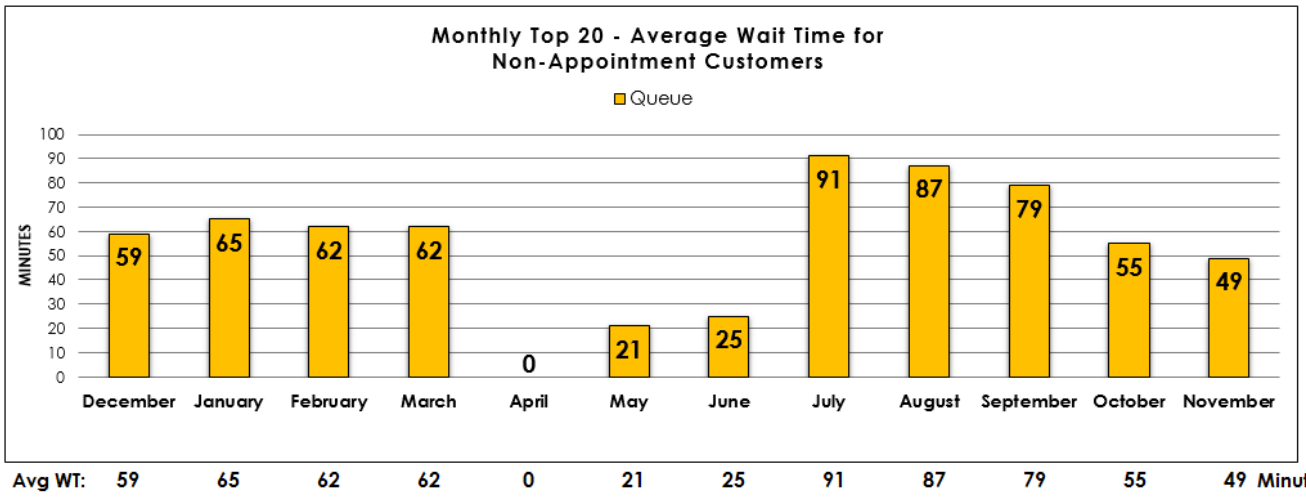
Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow. DMV has taken steps to promote a healthy environment for employees and customers. DMV has reduced the number of workstations opened to serve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

November wait times for non-appointment customers averaged 27 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 October, 2020

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

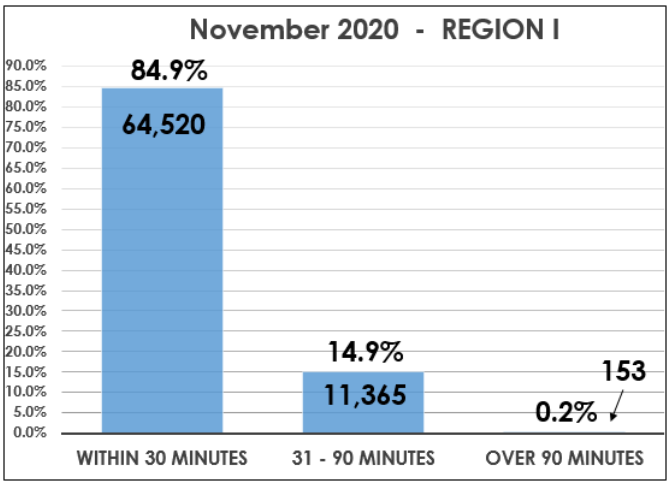
STATEWIDE - MONTH OF November, 2020

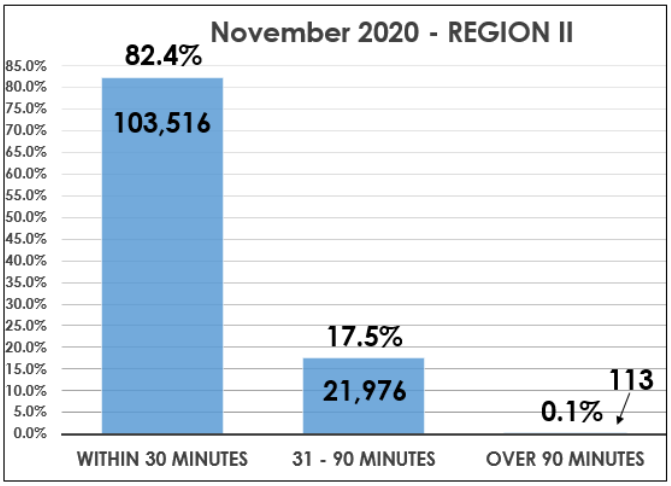
Month of November, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	3,700	7	133,752	23	137,452	22
Grade III - 47 Offices	13,606	10	215,941	28	229,547	27
Grade IV/V - 67 Offices	45,645	11	480,549	28	526,194	27

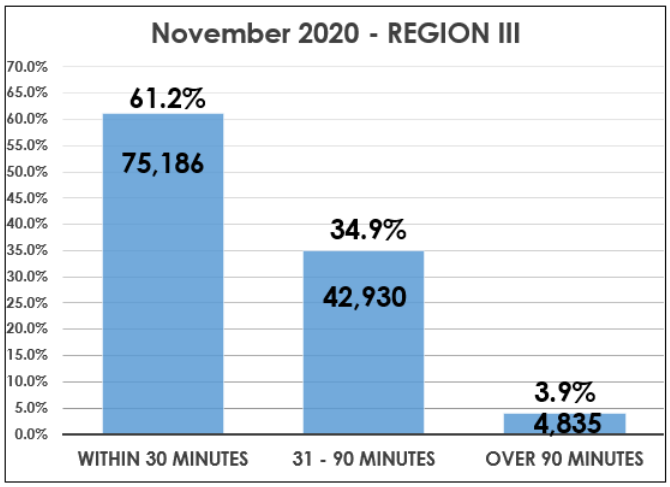
DIFFERENCE BETWEEN MONTH OF November, 2020 and MONTH OF October, 2020

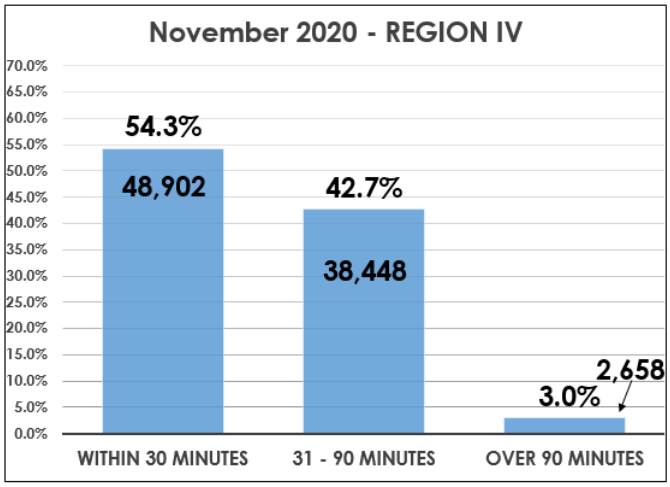
Month of Nov, 2020 vs Oct, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 55 Offices	+80	(1)	(26,027)	(4)	(25,947)	(5)
Grade III - 47 Offices	(2,026)	(1)	(38,758)	(3)	(40,784)	(3)
Grade IV/V - 67 Offices	(3,942)	(2)	(92,147)	(4)	(96,089)	(4)

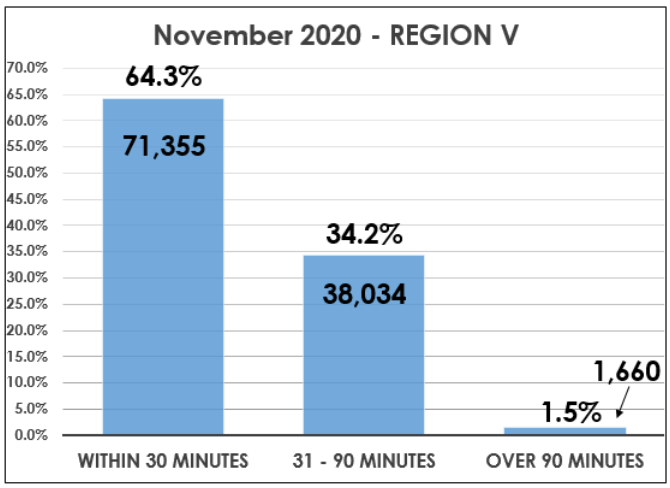
Wait Times by Time Range – By Region: The following charts show the number and percentage of customers whose queue wait times were 0-30 minutes, 31-90 minutes, and over 90 minutes for each Region.

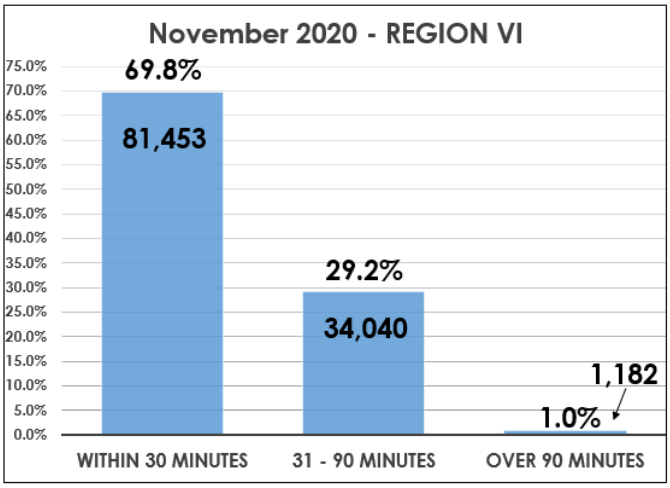


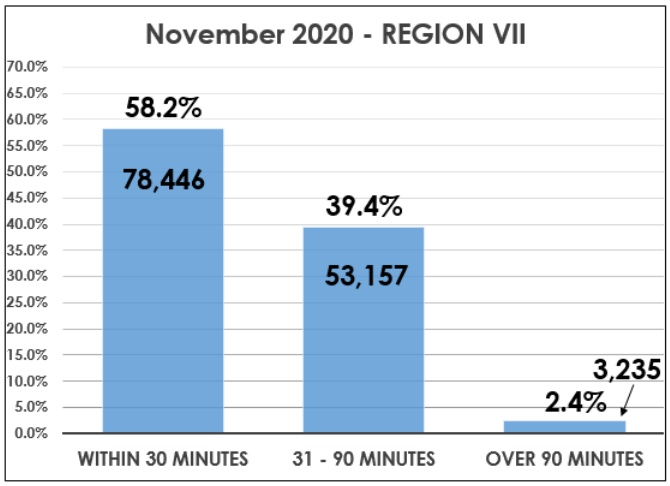


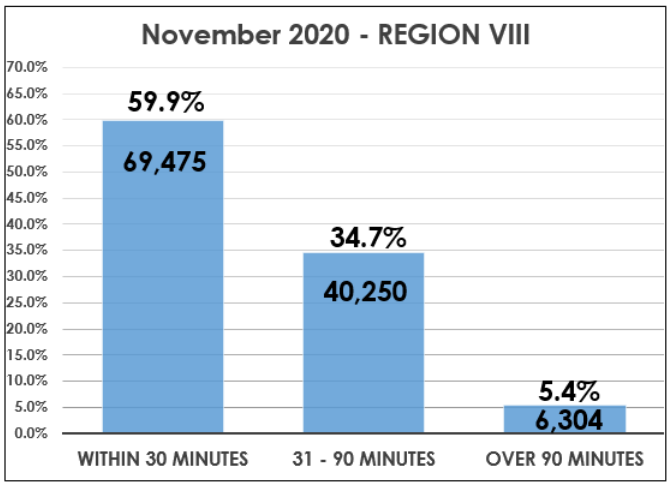




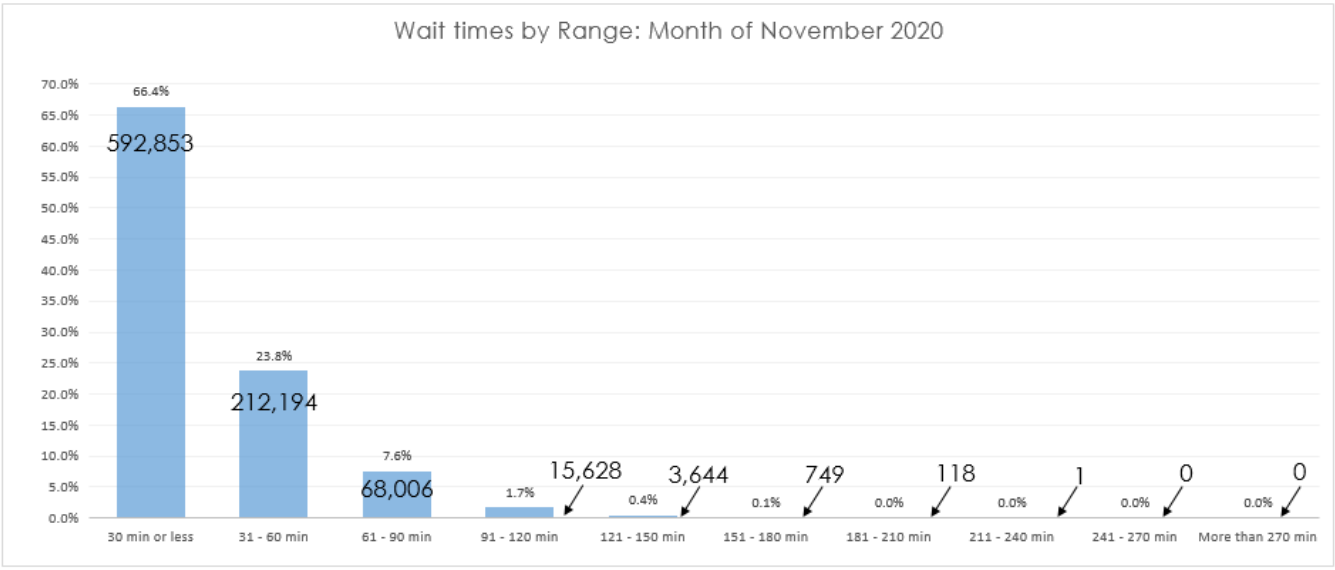


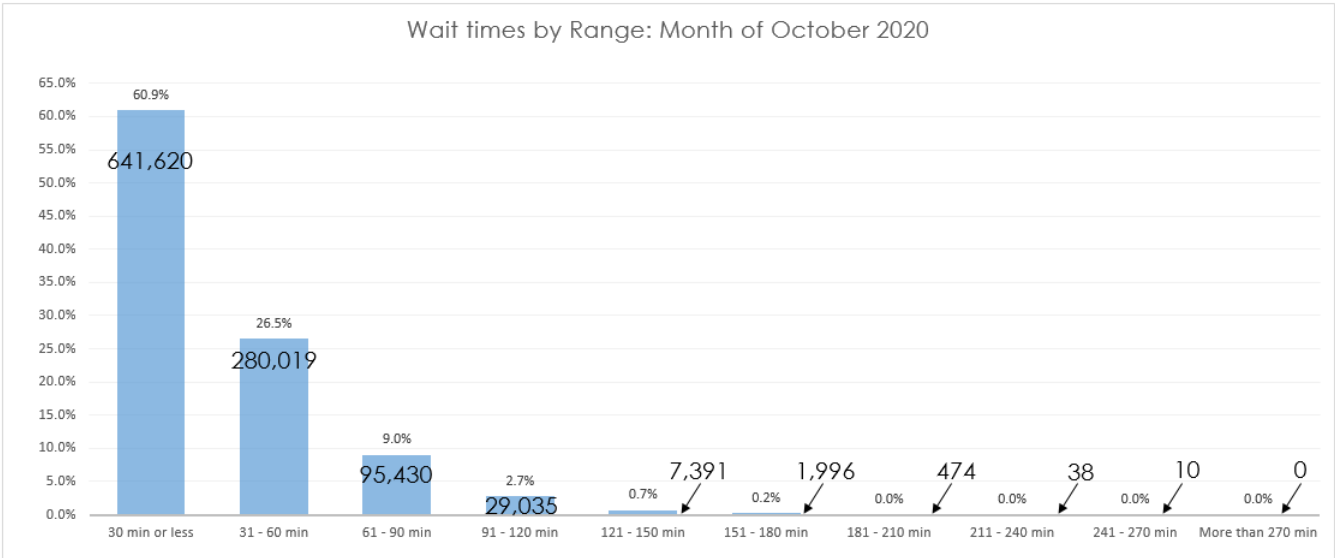


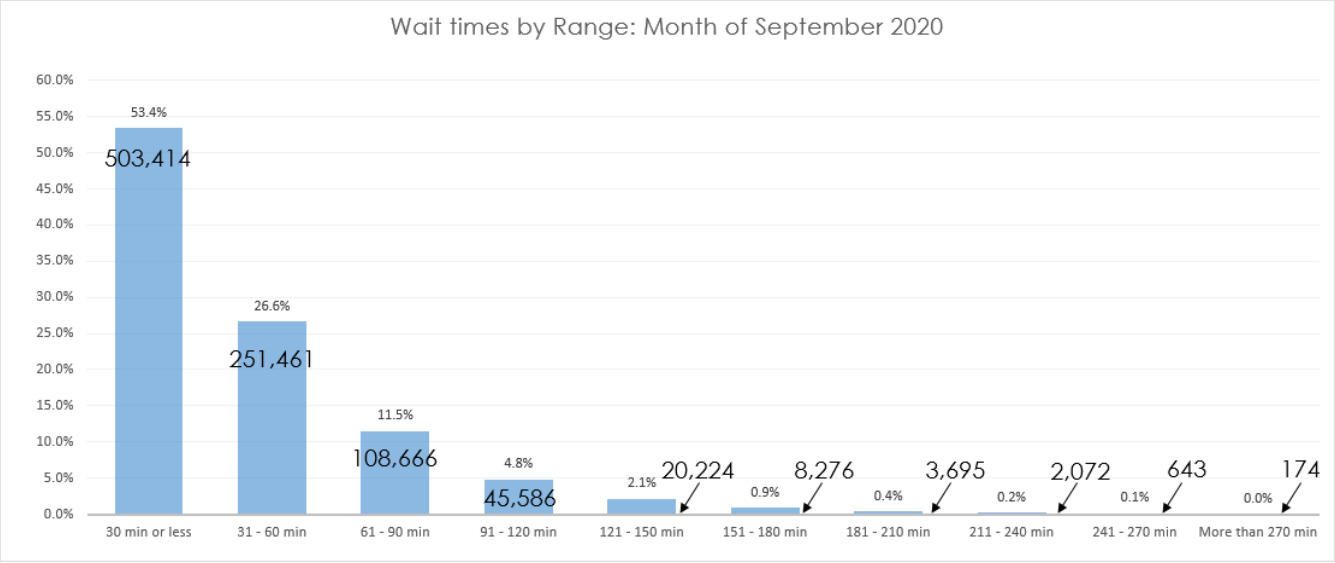


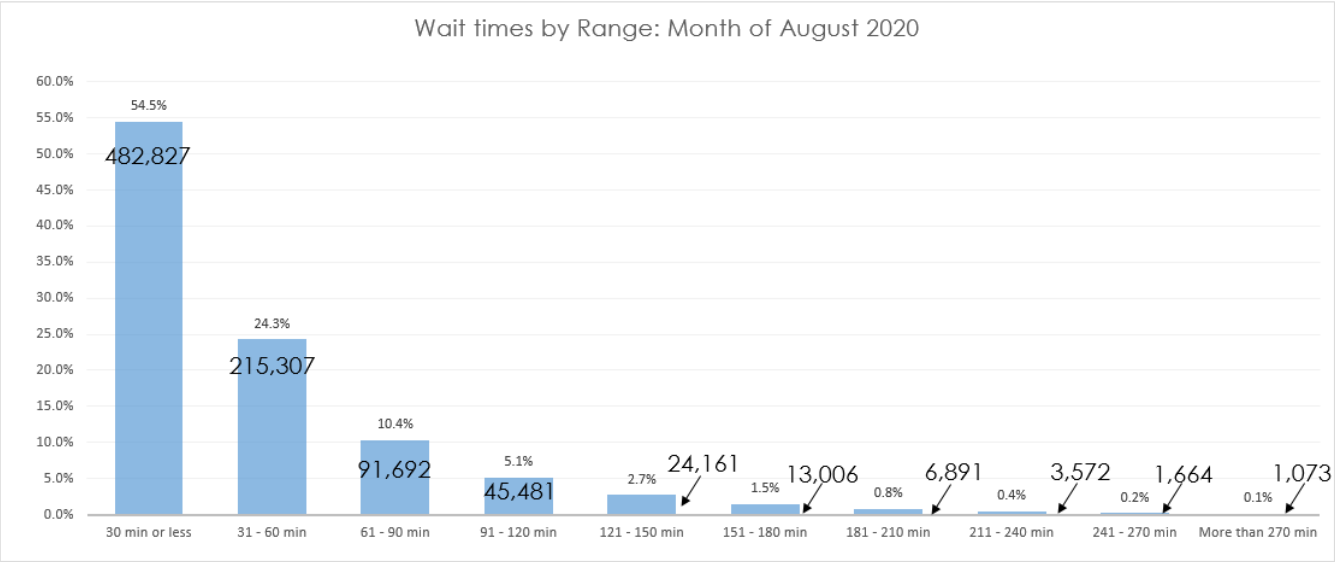


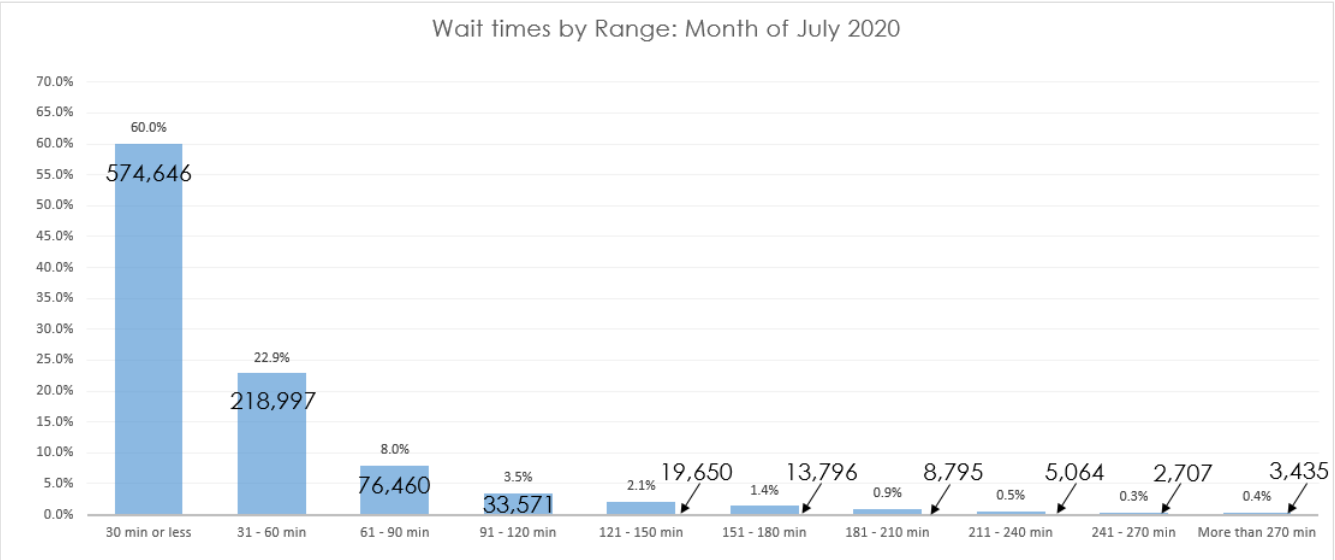
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.

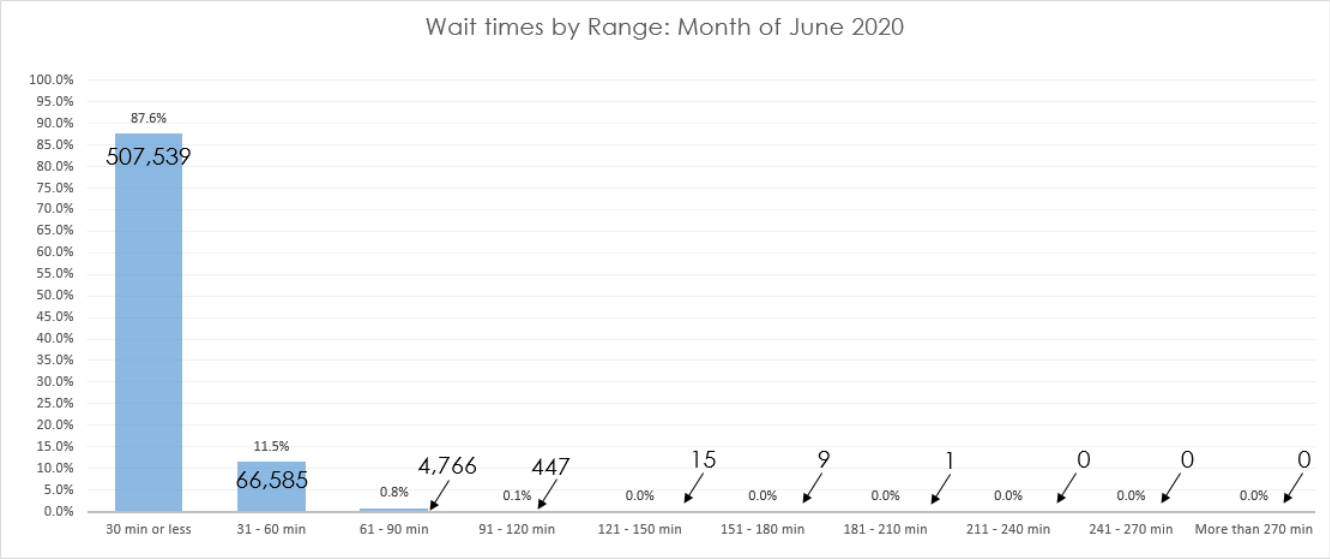





Wait times by Range: Month of September 2020
60.0%
55.0%
50.0%
45.0%
40.0%
35.0%
30.0%
25.0%
20.0%
15.0%
10.0%
5.0%
0.0%
53.4%
503,414
26.6%
251,461
11.5%
108,666
4.8%
45,586
2.1%
20,224
0.9%
8,276
0.4%
3,695
0.2%
2,072
0.1%
643
0.0%
174
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min


Wait times by Range: Month of August 2020
60.0%
55.0%
50.0%
45.0%
40.0%
35.0%
30.0%
25.0%
20.0%
15.0%
10.0%
5.0%
0.0%
54.5%
482,827
24.3%
215,307
10.4%
91,692
5.1%
45,481
2.7%
24,161
1.5%
13,006
0.8%
6,891
0.4%
3,572
0.2%
1,664
0.1%
1,073
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min


Wait times by Range: Month of July 2020
70.0%
65.0%
60.0%
55.0%
50.0%
45.0%
40.0%
35.0%
30.0%
25.0%
20.0%
15.0%
10.0%
5.0%
0.0%
60.0%
574,646
22.9%
218,997
8.0%
76,460
3.5%
33,571
2.1%
19,650
1.4%
13,796
0.9%
8,795
0.5%
5,064
0.3%
2,707
0.4%
3,435
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min


Wait times by Range: Month of June 2020
100.0%
95.0%
90.0%
85.0%
80.0%
75.0%
70.0%
65.0%
60.0%
55.0%
50.0%
45.0%
40.0%
35.0%
30.0%
25.0%
20.0%
15.0%
10.0%
5.0%
0.0%
87.6%
507,539
11.5%
66,585
0.8%
4,766
0.1%
447
0.0%
15
0.0%
9
0.0%
1
0.0%
0
0.0%
0
0.0%
0
30 min or less
31 - 60 min
61 - 90 min
91 - 120 min
121 - 150 min
151 - 180 min
181 - 210 min
211 - 240 min
241 - 270 min
More than 270 min

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 November, 2020

Month of November, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		8	1	925	2	933	2
CHICO		34	5	3,903	15	3,937	15
COLUSA		12	6	2,143	13	2,155	13
CORTE MADERA		174	7	4,204	11	4,378	11
CRESCENT CITY		37	4	1,705	20	1,742	20
EUREKA		15	8	4,740	11	4,755	11
FALL RIVER MILLS		5	2	744	6	749	5
FORT BRAGG		10	3	1,201	12	1,211	12
GARBERVILLE		12	0	922	13	934	12
GRASS VALLEY		92	4	2,509	14	2,601	13
LAKEPORT		48	7	2,439	31	2,487	30
MOUNT SHASTA		27	6	1,238	17	1,265	17
NOVATO		96	5	3,105	9	3,201	9
OROVILLE		48	6	3,389	11	3,437	11
PETALUMA		258	9	3,696	12	3,954	12
QUINCY		2	1	1,165	14	1,167	14
RED BLUFF		123	7	3,388	15	3,511	15
REDDING		191	12	4,825	22	5,016	22
SANTA ROSA		197	11	6,890	18	7,087	18
SOUTH LAKE TAHOE		3	24	1,869	26	1,872	26
SUSANVILLE		3	6	1,499	9	1,502	9
TRUCKEE		103	10	1,940	33	2,043	32
UKIAH		19	5	2,443	20	2,462	19
WEAVERVILLE		2	7	910	9	912	9
WILLOWS		2	26	2,002	11	2,004	11
YREKA		48	2	1,501	13	1,549	13
YUBA CITY		245	10	8,929	14	9,174	14
Region I (Northern CA)TOTAL		**1,814**	**8**	**74,224**	**15**	**76,038**	**15**

Region II

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

Month of November, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		129	12	4,072	14	4,201	14
DALY CITY		351	22	7,026	26	7,377	26
EL CERRITO		117	14	6,456	26	6,573	26
FREMONT		129	11	4,821	13	4,950	13
GILROY		47	8	3,674	8	3,721	8
HAYWARD		179	18	5,467	23	5,646	23
HOLLISTER		9	12	1,964	12	1,973	12
KING CITY		53	6	2,765	21	2,818	21
LOS GATOS		140	16	4,790	21	4,930	21
OAKLAND CLAREMONT		279	17	7,308	17	7,587	17
OAKLAND COLISEUM		270	17	6,271	25	6,541	24
PLEASANTON		95	19	3,641	18	3,736	18
REDWOOD CITY		24	11	6,836	16	6,860	16
SALINAS		46	11	4,331	11	4,377	11
SAN FRANCISCO		832	13	7,725	22	8,557	21
SAN JOSE		399	11	7,150	14	7,549	13
SAN JOSE DLPC		195	5	9,995	6	10,190	6
SAN MATEO		48	14	6,049	18	6,097	18
SANTA CLARA		134	12	9,558	20	9,692	20
SANTA TERESA		246	10	4,469	15	4,715	15
SEASIDE		11	8	4,967	10	4,978	10
WATSONVILLE		12	7	2,525	10	2,537	10
Region II (Bay Area) TOTAL		**3,745**	**14**	**121,860**	**17**	**125,605**	**17**

REGION III

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

Month of November, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		27	3	3,575	19	3,602	19
CARMICHAEL		68	6	7,818	33	7,886	33
CONCORD	6	55	7	7,054	50	7,109	50
DAVIS		15	4	3,163	14	3,178	14
FAIRFIELD		33	4	5,306	22	5,339	22
FOLSOM	20	83	8	5,567	44	5,650	43
JACKSON		83	5	1,939	20	2,022	19
LODI	13	236	7	5,287	48	5,523	46
MANTECA	7	76	6	5,341	50	5,417	49
NAPA		106	1	7,237	7	7,343	7
PITTSBURG		82	12	6,327	42	6,409	41
PLACERVILLE	2	34	10	2,420	62	2,454	61
ROCKLIN		42	5	4,916	25	4,958	24
ROSEVILLE		343	11	7,078	36	7,421	35
SACRAMENTO		68	9	8,509	22	8,577	22
SACRAMENTO SOUTH		104	4	7,777	19	7,881	19
SAN ANDREAS		7	4	1,758	14	1,765	14
SONORA		9	7	2,401	26	2,410	26
STOCKTON		65	7	7,313	12	7,378	12
TRACY		41	14	5,967	30	6,008	29
VACAVILLE		21	4	3,622	24	3,643	24
VALLEJO		36	7	5,018	40	5,054	39
WALNUT CREEK		13	8	2,309	31	2,322	30
WOODLAND		33	8	3,569	30	3,602	30
Region III (Sacramento Area) TOTAL		**1,680**	**7**	**121,271**	**30**	**122,951**	**30**

REGION IV

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

Month of November, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		292	11	3,334	27	3,626	26
BAKERSFIELD		386	6	5,734	41	6,120	39
BAKERSFIELD SW		319	9	6,268	36	6,587	35
BISHOP		16	6	1,505	16	1,521	16
CLOVIS	15	546	11	4,737	46	5,283	43
COALINGA		79	7	2,412	21	2,491	20
DELANO	17	50	14	2,372	45	2,422	44
FRESNO		517	8	7,738	29	8,255	28
FRESNO NORTH		517	9	4,306	42	4,823	38
HANFORD	5	288	9	2,889	50	3,177	47
LAKE ISABELLA		2	1	1,306	9	1,308	9
LOS BANOS		38	6	2,466	31	2,504	30
MADERA		283	13	1,773	43	2,056	39
MARIPOSA		70	9	863	30	933	28
MERCED		839	10	3,368	32	4,207	28
MODESTO		1,296	9	5,730	33	7,026	28
PORTERVILLE	3	345	6	3,228	52	3,573	47
REEDLEY		387	6	4,081	39	4,468	36
RIDGECREST		264	3	2,073	20	2,337	18
SHAFTER		59	10	2,815	36	2,874	35
TAFT		53	6	1,733	20	1,786	19
TULARE		64	7	3,061	27	3,125	27
TURLOCK		796	10	3,492	32	4,288	28
VISALIA		675	8	4,543	21	5,218	19
Region IV (Central Valley) TOTAL		**8,181**	**9**	**81,827**	**34**	**90,008**	**32**

REGION V

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

Month of November, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,002	5	7,394	31	8,396	28
GLENDALE		814	4	9,135	31	9,949	29
GOLETA		51	9	2,342	25	2,393	25
PACOIMA DLPC		372	2	6,092	18	6,464	18
HOLLYWOOD COLE	9	1,178	20	3,699	49	4,877	42
HOLLYWOOD WEST		470	3	4,041	12	4,511	11
LANCASTER	18	2,629	7	8,040	44	10,669	35
LOMPOC		112	10	2,214	25	2,326	25
NEWHALL		222	10	3,769	24	3,991	23
OXNARD		131	9	4,306	25	4,437	25
PASO ROBLES		117	7	2,573	25	2,690	24
SAN LUIS OBISPO		108	4	3,765	10	3,873	10
SANTA BARBARA		133	9	2,762	24	2,895	23
SANTA MARIA		224	4	3,355	35	3,579	33
SANTA MONICA		230	8	5,825	26	6,055	25
SANTA PAULA		96	4	3,660	28	3,756	28
SIMI VALLEY		282	9	4,028	31	4,310	30
THOUSAND OAKS		333	8	4,327	23	4,660	22
VAN NUYS		1,254	6	6,420	30	7,674	26
VENTURA		555	6	5,290	20	5,845	19
WINNETKA		1,643	8	6,056	37	7,699	31
Region V (Northern Los Angeles/Coastal Area) TOTAL		**11,956**	**8**	**99,093**	**28**	**111,049**	**26**

REGION VI

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

Month of November, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		1,190	10	7,735	21	8,925	19
BELLFLOWER		809	13	7,507	32	8,316	31
COMPTON		1,239	11	6,075	40	7,314	35
CULVER CITY		524	11	5,303	31	5,827	29
EL MONTE		586	13	5,019	33	5,605	31
HAWTHORNE		1,102	14	4,749	31	5,851	28
INGLEWOOD		119	3	6,692	9	6,811	9
LINCOLN PARK		1,435	10	6,026	42	7,461	36
LONG BEACH		289	11	5,721	36	6,010	35
LOS ANGELES		207	7	8,619	18	8,826	18
MONTEBELLO		786	7	7,049	13	7,835	13
PASADENA		1,033	9	6,980	13	8,013	12
SAN PEDRO		54	4	6,991	23	7,045	22
TORRANCE		481	14	6,106	24	6,587	23
WEST COVINA		1,299	14	6,260	35	7,559	31
WHITTIER		552	7	8,138	17	8,690	16
Region VI (Los Angeles Area) TOTAL		**11,705**	**11**	**104,970**	**25**	**116,675**	**24**

REGION VII

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

Month of November, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		62	10	3,338	24	3,400	24
COSTA MESA		568	13	7,213	31	7,781	30
FONTANA		850	9	12,609	27	13,459	26
FULLERTON		1,166	14	12,301	19	13,467	19
LAGUNA HILLS		429	13	7,395	32	7,824	31
NEEDLES		11	8	1,058	22	1,069	22
NORCO		904	17	7,448	35	8,352	33
POMONA	16	1,194	23	7,104	46	8,298	42
RANCHO CUCAMONGA	8	1,171	21	7,319	50	8,490	46
REDLANDS		-	-	-	-	-	-
RIVERSIDE		700	8	5,747	39	6,447	36
RIVERSIDE EAST		471	5	11,381	9	11,852	9
SAN BERNARDINO	12	1,893	9	7,866	48	9,759	41
SANTA ANA		1,235	10	9,967	36	11,202	33
VICTORVILLE	14	1,165	11	8,711	47	9,876	43
WESTMINSTER		1,185	9	12,377	33	13,562	31
Region VII (Orange County/Inland Empire) TOTAL		**13,004**	**13**	**121,834**	**33**	**134,838**	**31**

REGION VIII

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

Month of November, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING	19	508	7	4,804	44	5,312	40
BLYTHE		10	6	1,453	9	1,463	9
BRAWLEY		88	7	3,884	17	3,972	17
CHULA VISTA		1,869	9	7,254	23	9,123	20
EL CAJON		375	14	9,127	30	9,502	29
EL CENTRO		198	24	3,859	40	4,057	40
HEMET		414	8	7,253	41	7,667	39
INDIO		326	3	4,915	18	5,241	17
OCEANSIDE		117	14	6,143	36	6,260	36
PALM DESERT		204	9	4,407	23	4,611	23
PALM SPRINGS		152	3	5,147	8	5,299	8
POWAY	11	594	20	4,979	49	5,573	46
SAN CLEMENTE		266	10	5,564	34	5,830	33
SAN DIEGO CLAIREMONT	4	978	19	7,809	52	8,787	48
SAN DIEGO NORMAL	10	1,421	15	5,583	49	7,004	42
SAN MARCOS		260	16	8,906	39	9,166	38
SAN YSIDRO		1,266	8	7,465	22	8,731	20
TEMECULA	1	1,528	13	4,434	65	5,962	51
TWENTYNINE PALMS		292	6	2,177	14	2,469	13
Region VIII (San Diego Area) TOTAL		**10,866**	**12**	**105,163**	**34**	**116,029**	**32**

STATEWIDE TOTALS	**62,951**	**11**	**830,242**	**27**	**893,193**	**26**

Appendix B
November 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 11/18/2020	10:10 AM	Wed 11/18/2020	1:15 PM	3:05	Multiple field offices down due to a higher-level Verizon network outage (Winnetka, Folsom, Ventura, Santa Barbara, Shafter, Region VII Admin Office, Visalia, West Hollywood, Bellflower, Roseville, Los Banos, Costa Mesa).	The office network is down. DMVA and EASE * No workaround available.	Multiple Field Offices were unable to process driver license and identification card applications or vehicle registrations, camera, or payment transactions.	Comcast had an internal IP issue that effected multiple offices.	Comcast confirmed offices were affected by the Verizon network outage. Connectivity was restored.