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 74, 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.

May 2021 Highlights:

- Following updated federal REAL ID rules, DMV no longer requires applicants to provide a Social Security card or W-2 to prove they have a Social Security number. Starting May 19, 2021, Californians can now simply provide their Social Security number as part of the driver license/identification card application process.

- Following updated guidance from the Federal Motor Carrier Safety Administration, DMV extended all commercial driver licenses, learner's permits, and endorsements that expire between March 2020 and August 31, 2021 to August 31, 2021. A previous extension had been set to expire at the end of May. Also in line with federal guidance, commercial drivers whose medical certification expires between March 1, 2021 and August 31, 2021, have an extension to August 31, 2021, to update the certificate.

- As of May 2021, there are 10,585,873 Californians with a REAL ID-compliant driver license or identification card.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of May 2021, DMV produced over 12.4 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%
March 2021	320,659	48,147	368,806	461,058	95,381	556,439	925,245	41.0%	33.5%	39.9%
April 2021	324,068	54,815	378,883	421,892	96,542	518,434	897,317	43.4%	36.2%	42.2%
May 2021	264,446	46,317	310,763	355,863	86,529	442,392	753,155	42.6%	34.9%	41.3%
GRAND TOTALS	10,917,553	1,512,896	12,430,449	17,191,172	3,534,382	20,725,554	33,156,003	38.8%	30.0%	37.5%

Total Californians with REAL IDs

As of May 2021, there are 10,585,873 Californians with a REAL ID compliant driver license or identification card. On April 27, 2021, the Department of Homeland Security extended the REAL ID enforcement date to May 3, 2023, in response to the COVID-19 pandemic.

DMV WORK ACTION PLAN UPDATES

There are no updates for May 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

There are no updates for May 2021.

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.

Total Kiosk Transactions by Month

Legend: 2018, 2019, 2020, 2021
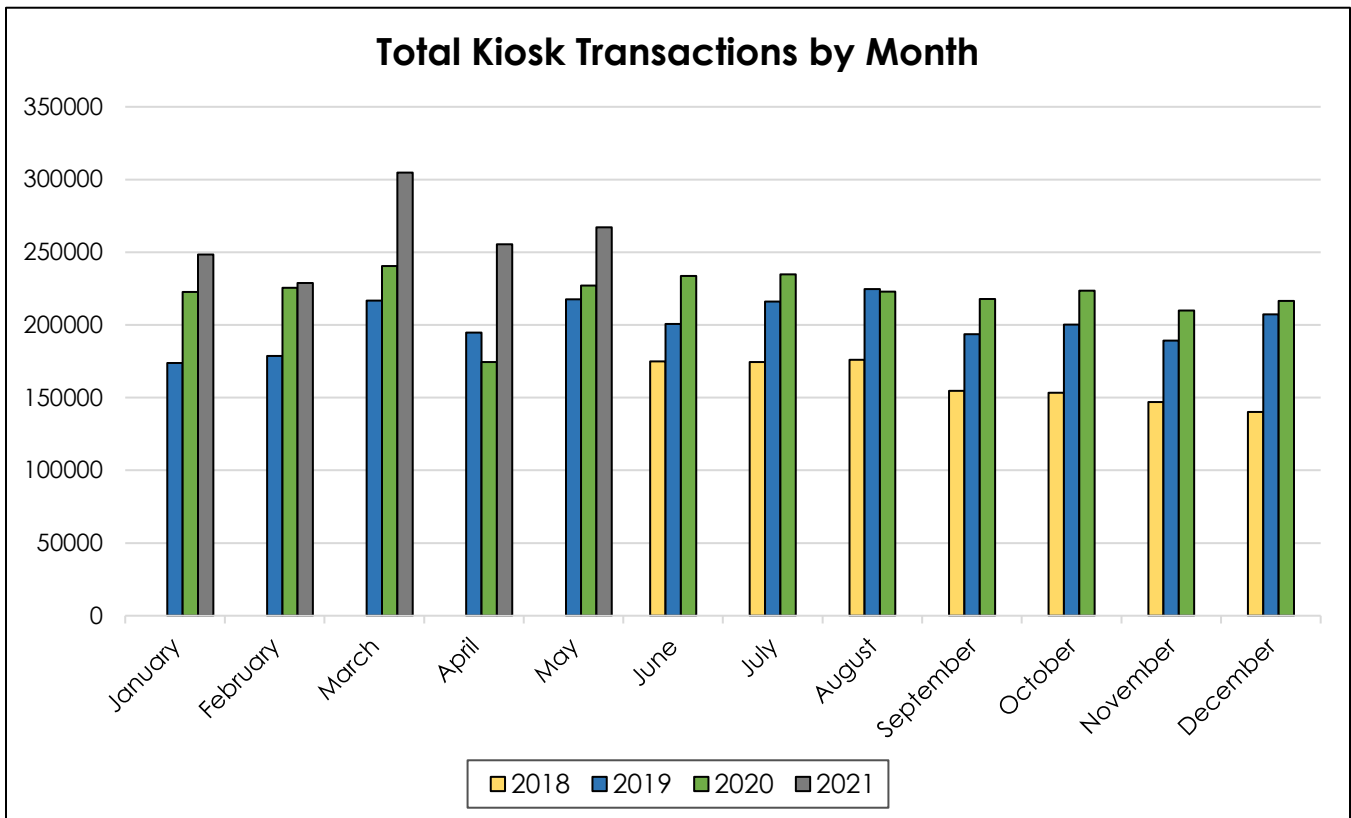
DMV NOW Self-Service Kiosk Transactions

	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
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**
Mar-21	78,419	224,821	0	0	385	1,043	**304,668**
Apr-21	64,669	189,271	0	0	357	896	**255,193**
May-21	62,058	203,650	0	0	374	1,017	**267,099**

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

Moving Average of the Proportion of Actual to Max Window Hours

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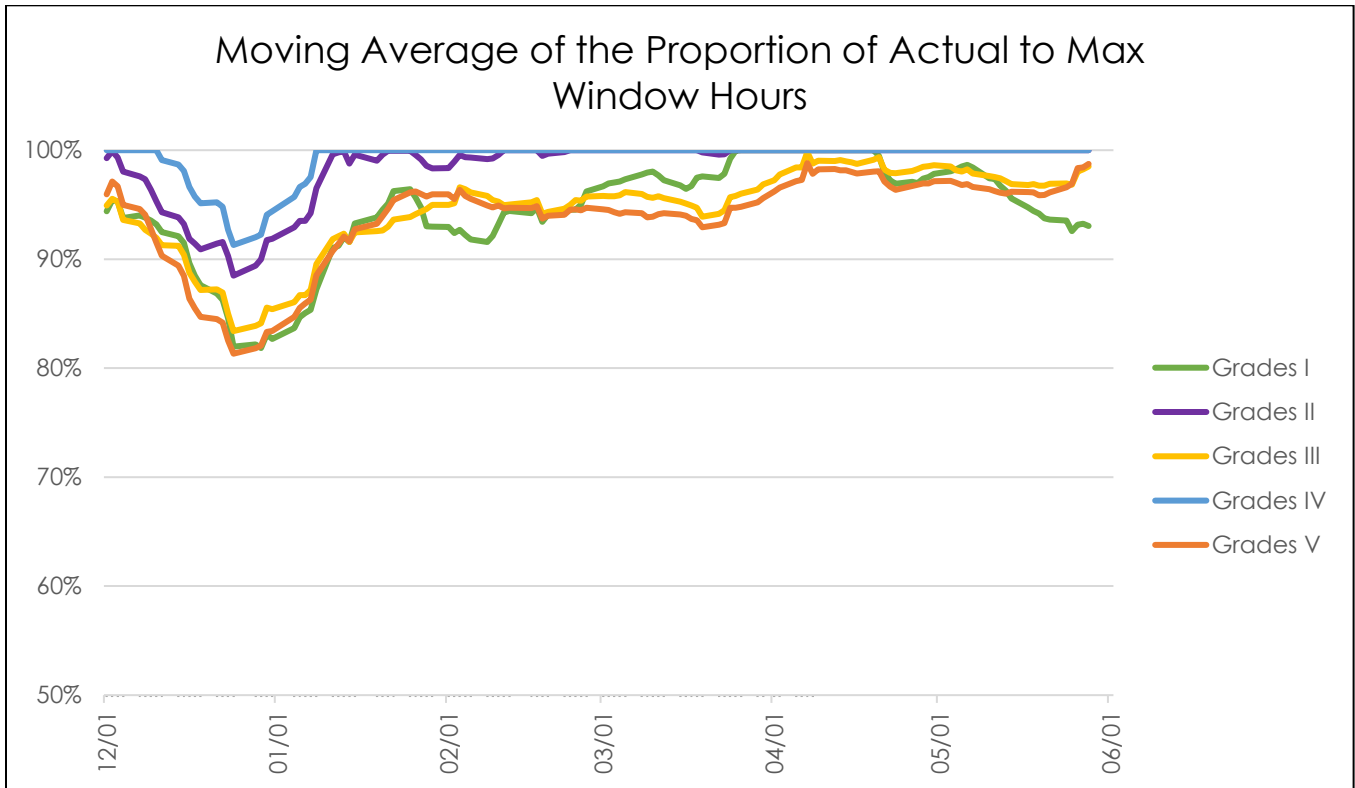
[1] The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.
[2] All 10 days are weighted equally in the calculation of the average.

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					
	Dec-20	**Jan-21**	**Feb-21**	**Mar-21**	**Apr-21**	**May-21**
Grade I	87%	93%	95%	99%	100%	94%
Grade II	93%	99%	100%	100%	100%	100%
Grade III	88%	94%	95%	96%	99%	98%
Grade IV	96%	100%	100%	100%	100%	100%
Grade V	86%	94%	95%	95%	97%	97%

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.
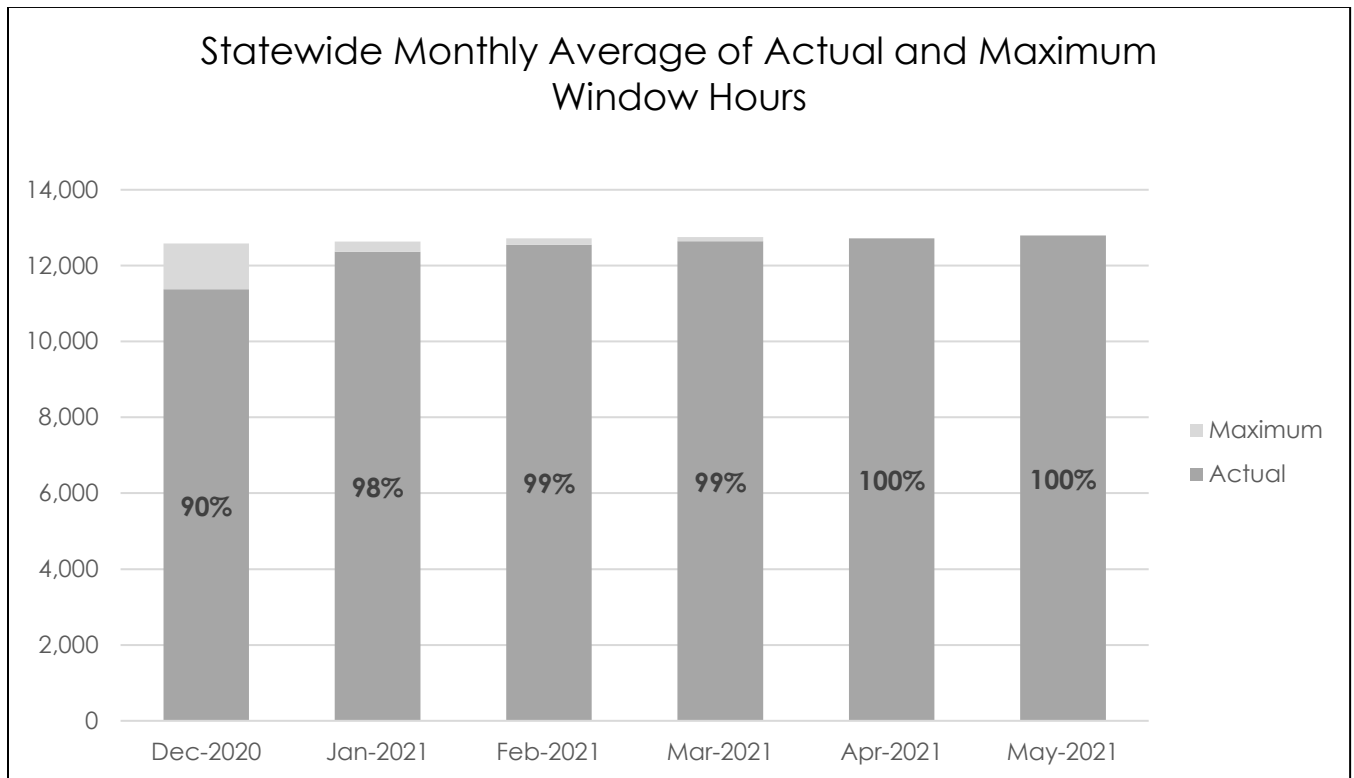
WAIT TIMES

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.

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

Average Wait Time for Non-Appointment Customers – Statewide:

Statewide - Average Wait Time for Non-Appointment Customers

| Avg WT: | 16 | 40 | 43 | 41 | 31 | 27 | 20 | 22 | 25 | 30 | 31 | 25 Minutes |
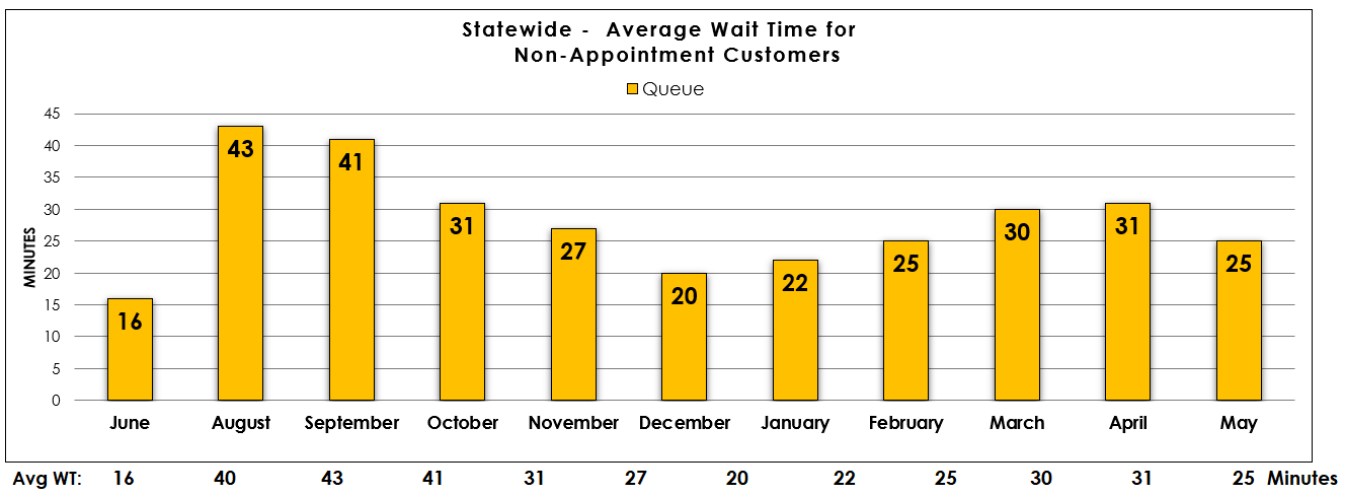
Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices:

Monthly Top 20 - Average Wait Time for Non-Appointment Customers

| Avg WT: | 25 | 91 | 87 | 79 | 55 | 49 | 34 | 40 | 46 | 58 | 57 | 45 Minutes |
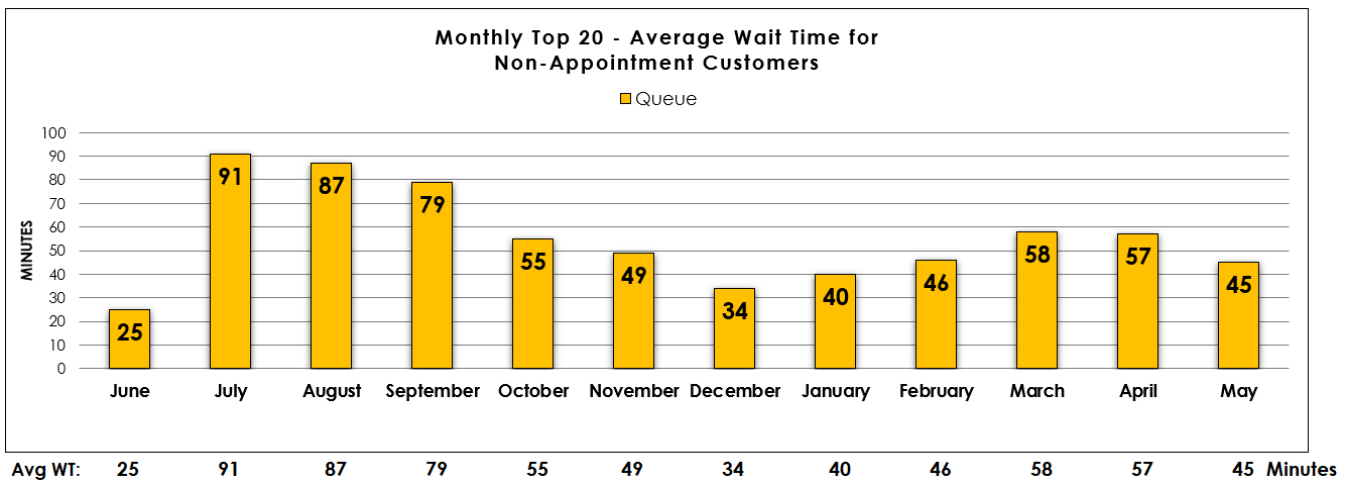
Average Wait Time by Grade – Statewide: The following tables show the wait times for various grades (sizes) of field offices.

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

STATEWIDE - MONTH OF April, 2021

Month of April, 2021	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	14,572	9	177,404	27	191,976	26
Grade III - 47 Offices	34,141	12	304,913	34	339,054	32
Grade IV/V - 69 Offices	99,107	13	668,280	31	767,387	29

STATEWIDE - MONTH OF May, 2021

Month of May, 2021	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	11,759	8	153,890	20	165,649	19
Grade III - 47 Offices	29,416	10	268,886	28	298,302	26
Grade IV/V - 69 Offices	85,974	11	601,551	25	687,525	23

DIFFERENCE BETWEEN MONTH OF May, 2021 and MONTH OF April, 2021

Month of May, 2021 vs Apr, 2021	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	(2,813)	(1)	(23,514)	(7)	(26,327)	(7)
Grade III - 47 Offices	(4,725)	(2)	(36,027)	(6)	(40,752)	(6)
Grade IV/V - 69 Offices	(13,133)	(2)	(66,729)	(6)	(79,862)	(6)

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.

May 2021 - REGION I

	WITHIN 30 MINUTES	31 - 90 MINUTES	OVER 90 MINUTES
Percentage	79.2%	20.4%	0.4%
Number	70,871	18,230	395

May 2021 - REGION II

	WITHIN 30 MINUTES	31 - 90 MINUTES	OVER 90 MINUTES
Percentage	93.6%	6.4%	0.0%
Number	158,589	10,883	4

May 2021 - REGION III

	WITHIN 30 MINUTES	31 - 90 MINUTES	OVER 90 MINUTES
Percentage	68.3%	27.6%	4.1%
Number	101,855	41,116	6,052

May 2021 - REGION IV

	WITHIN 30 MINUTES	31 - 90 MINUTES	OVER 90 MINUTES
Percentage	64.5%	34.2%	1.3%
Number	76,255	40,482	1,540

May 2021 - REGION V

	WITHIN 30 MINUTES	31 - 90 MINUTES	OVER 90 MINUTES
Percentage	66.8%	32.4%	0.8%
Number	100,086	48,560	1,241

May 2021 - REGION VI

	WITHIN 30 MINUTES	31 - 90 MINUTES	OVER 90 MINUTES
Percentage	67.5%	31.1%	1.4%
Number	100,316	46,207	2,135

Chart title: May 2021 - REGION VII
- WITHIN 30 MINUTES: 67.8% / 122,508
- 31 - 90 MINUTES: 31.0% / 56,007
- OVER 90 MINUTES: 1.2% / 2,223

Chart title: May 2021 - REGION VII
- WITHIN 30 MINUTES: 67.8% / 122,508
- 31 - 90 MINUTES: 31.0% / 56,007
- OVER 90 MINUTES: 1.2% / 2,223

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 May 2021
- 30 min or less: 71.1% / 818,409
- 31 - 60 min: 20.9% / 240,553
- 61 - 90 min: 6.3% / 72,381
- 91 - 120 min: 1.4% / 16,670
- 121 - 150 min: 0.2% / 2,707
- 151 - 180 min: 0.1% / 629
- 181 - 210 min: 0.0% / 100
- 211 - 240 min: 0.0% / 23
- 241 - 270 min: 0.0% / 4
- More than 270 min: 0.0% / 0

Wait times by Range: Month of April 2021
- 30 min or less: 63.5% / 826,337
- 31 - 60 min: 23.6% / 305,848
- 61 - 90 min: 8.7% / 112,910
- 91 - 120 min: 2.9% / 37,105
- 121 - 150 min: 0.9% / 11,047
- 151 - 180 min: 0.3% / 3,586
- 181 - 210 min: 0.1% / 991
- 211 - 240 min: 0.0% / 341
- 241 - 270 min: 0.0% / 121
- More than 270 min: 0.0% / 131

Wait times by Range: Month of March 2021

Range	Percent	Count
30 min or less	64.4%	808,362
31 - 60 min	23.4%	293,409
61 - 90 min	8.7%	109,721
91 - 120 min	2.5%	31,754
121 - 150 min	0.7%	8,387
151 - 180 min	0.2%	2,857
181 - 210 min	0.1%	800
211 - 240 min	0.0%	191
241 - 270 min	0.0%	31
More than 270 min	0.0%	0
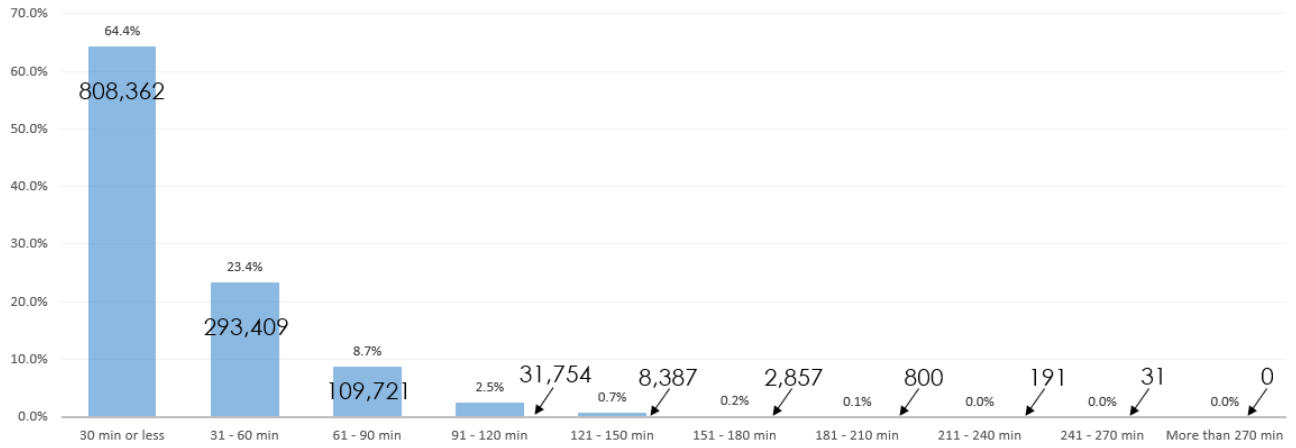
Wait times by Range: Month of February 2021

Range	Percent	Count
30 min or less	70.6%	728,257
31 - 60 min	21.4%	220,986
61 - 90 min	6.3%	64,759
91 - 120 min	1.4%	14,683
121 - 150 min	0.3%	3,056
151 - 180 min	0.0%	513
181 - 210 min	0.0%	84
211 - 240 min	0.0%	10
241 - 270 min	0.0%	0
More than 270 min	0.0%	0
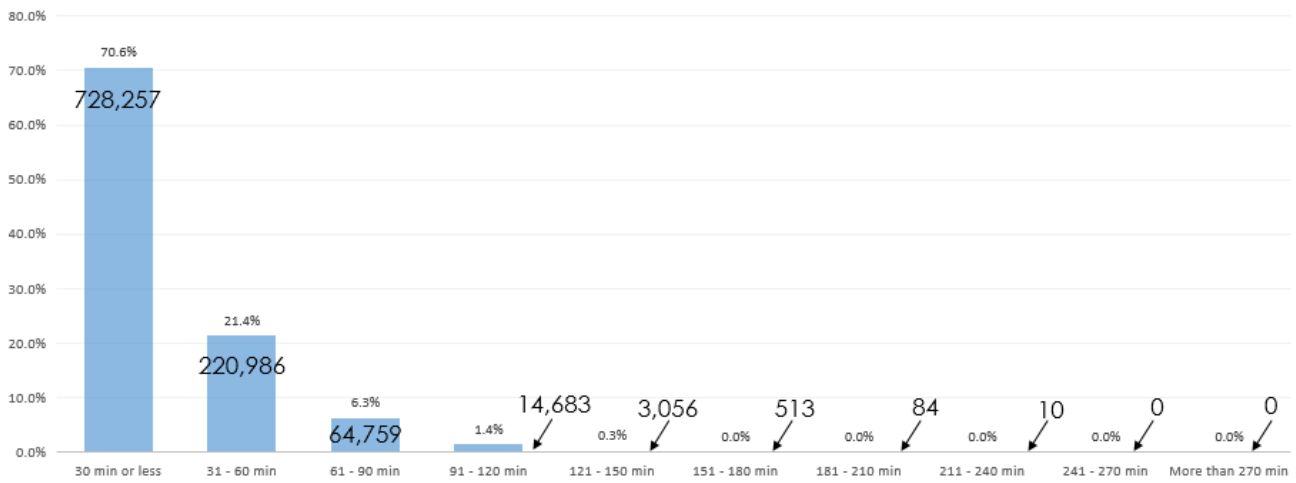
Wait times by Range: Month of January 2021

Range	Percent	Count
30 min or less	77.5%	761,585
31 - 60 min	18.3%	179,620
61 - 90 min	3.5%	34,491
91 - 120 min	0.6%	5,684
121 - 150 min	0.1%	1,258
151 - 180 min	0.0%	486
181 - 210 min	0.0%	60
211 - 240 min	0.0%	0
241 - 270 min	0.0%	0
More than 270 min	0.0%	0
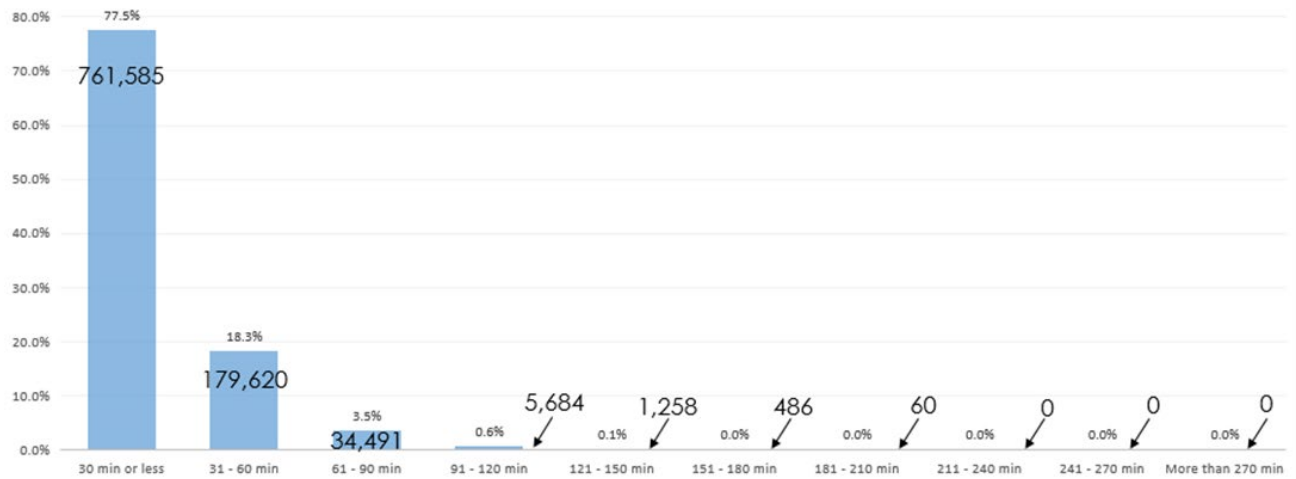
Wait times by Range: Month of December 2020

Range	Percent	Count
30 min or less	77.7%	735,544
31 - 60 min	18.0%	170,159
61 - 90 min	3.6%	33,617
91 - 120 min	0.6%	5,248
121 - 150 min	0.1%	1,075
151 - 180 min	0.0%	203
181 - 210 min	0.0%	70
211 - 240 min	0.0%	5
241 - 270 min	0.0%	1
More than 270 min	0.0%	5
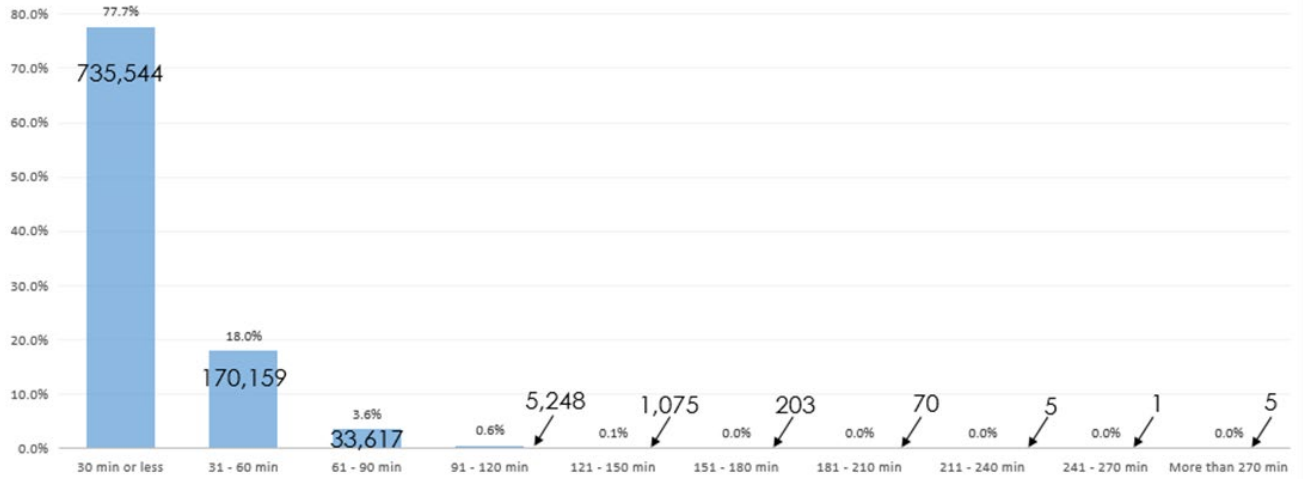
APPENDIX A

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 May, 2021

Month of May, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		-	-	1,141	3	1,141	3
CHICO		253	6	4,771	29	5,024	27
COLUSA		26	5	2,355	11	2,381	11
CORTE MADERA		794	6	5,177	16	5,971	15
CRESCENT CITY		34	5	1,981	13	2,015	13
EUREKA		206	5	5,385	13	5,591	13
FALL RIVER MILLS		-	-	877	7	877	7
FORT BRAGG		41	6	1,337	15	1,378	15
GARBERVILLE		17	5	972	17	989	16
GRASS VALLEY		306	6	3,125	19	3,431	18
LAKEPORT		177	9	2,452	25	2,629	24
MOUNT SHASTA		53	8	1,467	24	1,520	23
NOVATO		260	5	3,471	10	3,731	9
OROVILLE		274	4	3,774	12	4,048	12
PETALUMA		364	5	4,714	9	5,078	9
QUINCY		27	4	1,299	14	1,326	13
RED BLUFF		339	6	3,867	23	4,206	22
REDDING		590	13	5,877	29	6,467	28
SANTA ROSA		796	7	7,608	15	8,404	15
SOUTH LAKE TAHOE		32	10	2,411	12	2,443	12
SUSANVILLE		51	4	1,989	16	2,040	16
TRUCKEE		277	15	2,215	37	2,492	35
UKIAH		163	10	2,990	32	3,153	31
WEAVERVILLE		14	5	988	11	1,002	11
WILLOWS		65	10	2,203	12	2,268	12
YREKA		53	4	2,171	12	2,224	12
YUBA CITY		770	10	6,897	29	7,667	27
Region I (Northern CA) TOTAL		**5,982**	**8**	**83,514**	**19**	**89,496**	**18**

Region II

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

Month of May, 2021 OFFICE	May Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		275	8	5,785	9	6,060	9
DALY CITY		1,462	15	9,713	16	11,175	16
EL CERRITO		575	12	8,058	14	8,633	14
FREMONT		457	15	6,781	18	7,238	18
GILROY		257	5	4,544	5	4,801	5
HAYWARD		684	8	6,774	8	7,458	8
HOLLISTER		136	5	2,547	8	2,683	8
KING CITY		148	6	3,076	9	3,224	8
LOS GATOS		839	9	5,996	12	6,835	12
OAKLAND CLAREMONT		1,122	10	9,031	10	10,153	10
OAKLAND COLISEUM		533	13	6,774	16	7,307	16
PLEASANTON		277	8	5,874	10	6,151	10
PLEASANTON STONERIDGE		210	7	3,469	10	3,679	10
REDWOOD CITY		279	13	6,802	15	7,081	15
SALINAS		189	8	6,341	7	6,530	7
SAN FRANCISCO		1,088	14	12,300	15	13,388	15
SAN JOSE		508	8	9,351	7	9,859	7
SAN JOSE DLPC		441	4	10,310	3	10,751	3
SAN MATEO		335	7	7,428	8	7,763	8
SANTA CLARA		311	11	13,493	16	13,804	16
SANTA TERESA		283	8	5,989	8	6,272	8
SEASIDE		261	7	5,446	11	5,707	11
WATSONVILLE		93	10	2,831	14	2,924	14
Region II (Bay Area) TOTAL		**10,763**	**10**	**158,713**	**11**	**169,476**	**11**

REGION III

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

Month of May, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		342	3	3,965	22	4,307	21
CARMICHAEL		723	4	8,375	13	9,098	12
CONCORD	16	565	9	9,554	41	10,119	39
DAVIS		422	8	3,555	27	3,977	25
FAIRFIELD		420	5	6,105	16	6,525	15
FOLSOM	4	688	13	6,363	51	7,051	48
JACKSON		396	4	2,135	18	2,531	15
LODI		535	11	6,617	37	7,152	35
MANTECA	1	466	15	5,694	60	6,160	57
NAPA		167	1	7,837	4	8,004	4
PITTSBURG	13	739	18	6,796	42	7,535	40
PLACERVILLE	14	235	11	3,072	41	3,307	39
ROCKLIN		829	6	5,958	32	6,787	29
ROSEVILLE	3	1,233	14	8,578	55	9,811	50
SACRAMENTO		674	4	8,963	14	9,637	13
SACRAMENTO SOUTH		888	9	7,635	18	8,523	17
SAN ANDREAS		108	4	1,967	12	2,075	12
SONORA		182	11	2,728	23	2,910	23
STOCKTON		841	4	9,780	14	10,621	13
TRACY		508	9	6,350	28	6,858	27
VACAVILLE		369	7	4,419	22	4,788	21
VALLEJO		500	5	6,171	23	6,671	21
WOODLAND		432	7	4,144	28	4,576	26
Region III (Sacramento Area) TOTAL		**12,262**	**9**	**136,761**	**28**	**149,023**	**27**

REGION IV

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

Month of May, 2021 OFFICE	May Top 20	APPOINTMENT Cust Served	APPOINTMENT Queue Wait Time	NON-APPOINTMENT Cust Served	NON-APPOINTMENT Queue Wait Time	OVERALL Appt / Non-Appt Total Cust Served	OVERALL Appt / Non-Appt Queue Wait Time
ARVIN		608	8	3,993	20	4,601	18
BAKERSFIELD		1,116	14	6,941	31	8,057	28
BAKERSFIELD SW		808	13	8,203	28	9,011	27
BISHOP		33	8	1,994	9	2,027	9
CLOVIS		596	15	7,310	32	7,906	30
COALINGA		105	13	2,325	18	2,430	17
DELANO		147	14	3,208	19	3,355	19
FRESNO		884	14	8,875	33	9,759	31
FRESNO NORTH		932	10	5,938	34	6,870	30
HANFORD		231	13	4,283	28	4,514	27
LAKE ISABELLA		43	5	1,579	9	1,622	9
LOS BANOS		175	12	2,808	24	2,983	23
MADERA		235	18	3,215	34	3,450	33
MARIPOSA		174	14	1,113	21	1,287	20
MERCED		918	13	5,116	30	6,034	28
MODESTO		1,840	11	8,292	29	10,132	26
PORTERVILLE		554	18	4,032	29	4,586	27
REEDLEY		332	13	4,895	28	5,227	27
RIDGECREST		101	8	2,928	15	3,029	14
SHAFTER		194	15	2,865	24	3,059	24
TAFT		76	6	2,438	8	2,514	8
TULARE		203	11	4,435	23	4,638	22
TURLOCK	19	516	17	4,691	40	5,207	37
VISALIA		726	18	5,253	38	5,979	35
Region IV (Central Valley) TOTAL		**11,547**	**13**	**106,730**	**28**	**118,277**	**26**

REGION V

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

Month of May, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		1,804	4	10,965	20	12,769	18
GLENDALE		1,520	4	11,057	23	12,577	21
GOLETA		-	-	-	-	-	-
PACOIMA DLPC		869	2	8,542	17	9,411	16
HOLLYWOOD COLE	10	2,161	12	6,651	43	8,812	35
HOLLYWOOD WEST		639	13	4,874	32	5,513	30
LANCASTER	15	1,391	6	12,568	41	13,959	38
LOMPOC		182	7	3,118	18	3,300	18
NEWHALL		324	7	5,230	26	5,554	25
OXNARD		370	5	6,283	19	6,653	18
PASO ROBLES		74	4	3,029	23	3,103	23
SAN LUIS OBISPO		118	4	4,968	17	5,086	17
SANTA BARBARA		443	10	4,320	37	4,763	34
SANTA MARIA		444	4	4,192	24	4,636	22
SANTA MONICA		309	7	9,233	25	9,542	25
SANTA PAULA		435	4	4,039	27	4,474	25
SIMI VALLEY		378	8	5,390	39	5,768	37
THOUSAND OAKS		295	3	7,262	13	7,557	13
VAN NUYS		1,192	8	9,212	29	10,404	27
VENTURA		1,244	7	5,236	34	6,480	29
WINNETKA		1,200	7	8,326	25	9,526	23
Region V (Northern Los Angeles/Coastal Area) TOTAL		**15,392**	**7**	**134,495**	**27**	**149,887**	**25**

REGION VI

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

Month of May, 2021 OFFICE	May Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BELL GARDENS		2,352	8	9,515	30	11,867	26
BELLFLOWER		1,925	11	7,858	31	9,783	27
COMPTON		1,679	8	6,956	39	8,635	33
CULVER CITY		1,533	12	6,900	36	8,433	32
EL MONTE		1,000	9	7,086	24	8,086	22
HAWTHORNE		687	20	7,209	33	7,896	32
INGLEWOOD		455	5	8,083	13	8,538	13
LINCOLN PARK		1,459	10	7,189	37	8,648	32
LONG BEACH	18	890	14	8,416	41	9,306	38
LOS ANGELES		655	18	10,741	28	11,396	28
MONTEBELLO		2,403	10	5,657	21	8,060	18
PASADENA		1,149	7	10,029	12	11,178	11
SAN PEDRO		928	5	7,529	21	8,457	19
TORRANCE		1,233	14	6,275	29	7,508	27
WEST COVINA		1,603	14	8,164	37	9,767	34
WHITTIER		1,033	9	10,067	19	11,100	18
Region VI (Los Angeles Area) TOTAL		**20,984**	**10**	**127,674**	**28**	**148,658**	**25**

REGION VII

Month of May, 2021		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ANAHEIM DLPC		667	2	8,579	4	9,246	4
BARSTOW		539	11	3,554	27	4,093	25
COSTA MESA		1,626	14	8,122	28	9,748	26
FONTANA		1,963	9	13,416	16	15,379	15
FONTANA DLPC		166	2	3,669	3	3,835	3
FULLERTON		2,584	20	12,132	27	14,716	25
LAGUNA HILLS	20	1,328	19	7,389	39	8,717	36
NEEDLES		37	22	1,124	23	1,161	23
NORCO		1,146	20	8,827	31	9,973	30
POMONA		1,589	18	9,754	28	11,343	27
RANCHO CUCAMONGA		1,643	10	9,348	18	10,991	17
REDLANDS		1,110	11	6,991	21	8,101	20
RIVERSIDE		1,187	7	6,991	24	8,178	21
RIVERSIDE EAST		1,883	10	11,894	19	13,777	18
SAN BERNARDINO		1,701	16	8,694	32	10,395	29
SANTA ANA	11	2,737	16	11,522	42	14,259	37
VICTORVILLE	8	2,554	17	8,975	44	11,529	38
WESTMINSTER		3,461	13	11,836	38	15,297	33
Region VII (Orange County/Inland Empire) TOTAL		**27,921**	**14**	**152,817**	**27**	**180,738**	**25**

REGION VIII

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

Month of May, 2021	May Top 20	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	May Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		626	5	5,083	19	5,709	17
BLYTHE		32	5	1,691	11	1,723	11
BRAWLEY		110	7	4,661	9	4,771	9
CHULA VISTA		2,476	7	11,039	26	13,515	23
EL CAJON	12	1,478	16	9,857	42	11,335	39
EL CENTRO		446	6	4,880	20	5,326	19
HEMET	6	755	7	7,558	47	8,313	43
INDIO		1,442	6	4,938	25	6,380	21
OCEANSIDE		770	11	6,794	31	7,564	29
PALM DESERT		596	4	5,848	13	6,444	12
PALM SPRINGS		957	4	4,878	9	5,835	9
POWAY		1,088	15	6,395	39	7,483	35
SAN CLEMENTE		1,059	9	5,579	33	6,638	29
SAN DIEGO CLAIREMONT	7	2,108	15	10,727	44	12,835	40
SAN DIEGO NORMAL	9	1,680	15	7,573	44	9,253	39
SAN MARCOS	17	2,657	10	8,928	41	11,585	34
SAN YSIDRO	5	1,551	8	8,503	49	10,054	43
TEMECULA	2	1,640	14	6,076	59	7,716	49
TWENTYNINE PALMS		827	12	2,615	26	3,442	23
Region VIII (San Diego Area) TOTAL		22,298	10	123,623	34	145,921	30

STATEWIDE TOTALS	127,149	11	1,024,327	25	1,151,476	23

Appendix B
May 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	Application	Multiple FO	Mon 05/10/2021	11:25 AM	Tue 05/11/2021	6:01 AM	18:36	The National Motor Vehicle Title Information System (NMVTIS) became unavailable and impacted multiple DMV Field Offices.	Multiple field offices are receiving Communication Not Available (CNA) short term error processing vehicle registration applications in NMVTIS *Workaround: Offices continued to process transactions, suspense to office and clear once NMVTIS was back up.	Multiple field offices are receiving CNA short term error processing vehicle registration applications in NMVTIS	DMV production NMVTIS application outage was due to an expired certificate.	The new private key certificate supplied to DMV from AAMVANET was imported and the NMVTIS servers were recycled.
2	Vendor	Application	Multiple FO	Fri 05/14/2021	8:10 AM	Fri 05/14/2021	10:13 AM	2:03	Multiple Field offices experienced an intermittent issue when customers are taking knowledge tests at the automated knowledge (AKTE)/Touch Screen Terminals (TST), receiving a service error message "cannot reach page"	Office could not administer tests. *Workaround: Test via paper test.	Since an existing work around was in place, a minor delay was experienced by DMV customers.	Direct: A scheduled change to the internal Domain Name System (DNS) server. DMV did not anticipate the internal DNS change would impact Field Offices.	Issue resolved: The DNS change was reverted back and the issue resolved. Any offices having issues were directed to reboot their TST terminals and have the customers restart. DMV will ensure field involvement in validating future changes
3	Software	Application	Multiple FO	Mon 05/17/2021	1:00 PM	Mon 05/17/2021	4:05 PM	3:05	Multiple Field offices are unable to process eDL44 (electronic driver license application) in the EASE system, receiving a CNA short term error.	*Workaround: Field Offices with this issue brought up applications using the customer's driver license number or personal information. If this does not work Some customers had to fill out a new application or use the "Paper Form" option.	Multiple Field offices are unable to process eDL44 (electronic driver license application) in the EASE system.	Unable to determine the direct or indirect cause of the outage at this time.	The issue resolved itself without any intervention. Root Cause Analysis is underway.

									Communication error between Department of Justice (DOJ) and the DMV application.	DMV was unable to validate any information needing DOJ approval. *no workaround available	CAMVDCS (CA Motor Vehicle Data Com System) was unable to connect to the DOJ system. Users attempting to verify information with the DOJ through CAMVDCS were affected.	Indirect: CAVDCS was displaying an error in response to not connecting to the DOJ system. It is believed to be a DOJ issue, as there were no indications that the CAMVDCS had issues.	Issue resolved: Per DMV direction, the CDT Command Center recycled the CAMV application. This action resolved the issue.
4	Vendor	Application	Multiple FO	Wed 05/19/2021	9:23 AM	Wed 05/19/2021	1:50 PM	3:10					
5	Software	Application	Multiple FO	Wed 05/19/2021	10:40 AM	Wed 05/19/2021	1:50 PM	3:10	Multiple field offices are receiving CNA-Cannot Continue when keying Driver License Applications using confirmation number or Driver License/Personal Information in EASE.	Multiple field offices are receiving CNA-Cannot Continue when keying Driver License Applications using confirmation number or Driver License/Personal Information in EASE. *Workaround: Field Offices with this issue brought up applications using the customer's driver license number or personal information. If this does not work Some customers had to fill out a new application or use the "Paper Form" option.	Multiple field offices are unable to process Driver License applications in the EASE system.	Unable to determine the direct or indirect cause of the outage at this time.	Issue resolved: The issue resolved itself without any intervention. Root Cause Analysis is underway.
6	Software	Application	DMV Internal	05/302021	6:10 AM	Sun 05/30/2021	8:55 AM	2:45	Amazon Appstream (Remote Desktop Application) is unavailable.	Any internal DMV employee working from home attempting to remote into their DMV computers were not able to do so through this application. The workaround would require DMV employees to go into the office to access and support their DMV applications.	Those DMV employees working from home without DMV issued equipment were unable to access and support any DMV applications for which they were responsible.	Outage is believed to be related to CDT Network Maintenance to Add New AWS Public Peering at Equinix Data Center.	CDT and DMV network teams are investigating to identify the root cause of the outage.

| 7 | Software | Application | DMV Internal | Mon 05/31/2021 | 11:45 PM | Tue 06/01/2021 | 4:58 AM | 5:13 | Amazon Web Services Direct Connect Planned Maintenance Notification, DMV Website Online Services down. | DMV Website Online Services were down due to planned maintenance. | DMV Customers unable to access services from DMV.CA.GOV during this time. | Direct: The lack of redundancy in the DMV Website Online Services meant that services on the website were down for this time instead of remaining operation as planned during the maintenance. | DMV Website Online Services were restored after the planned outage completed. |