

OCTOBER 2019

# 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) requires 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.

### **October 2019 Highlights:**

- DMV issued 467,614 REAL ID compliant driver licenses or identification cards this month, for a grand total of 6,317,237 REAL IDs since implementation in January 2018.
- DMV installed 23 new DMV Now Kiosks in locations statewide.
- October wait times for non-appointment customers were 27 minutes below target levels, averaging 33 minutes. October represents the first month with the statewide elimination of the pre-queue.

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# REAL ID CUSTOMERS AND WORKLOAD

As of October 31, 2019, DMV produced and issued more than 6.3 million REAL ID driver license and identification cards.

## Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOTAL
January 2018 (22-31)	29,725	9,971	<b>39,696</b>	205,823	45,426	<b>251,249</b>	<b>290,945</b>	12.6%	18.0%	<b>13.6%</b>
February 2018	74,020	24,798	<b>99,688</b>	498,284	102,984	<b>601,268</b>	<b>700,956</b>	12.9%	19.4%	<b>14.2%</b>
March 2018	111,296	33,216	<b>144,512</b>	543,280	109,255	<b>652,535</b>	<b>797,047</b>	17.0%	23.3%	<b>18.1%</b>
April 2018	121,715	31,049	<b>152,764</b>	476,314	93,661	<b>569,975</b>	<b>722,739</b>	20.4%	24.9%	<b>21.1%</b>
May 2018	141,704	30,160	<b>171,864</b>	483,399	89,520	<b>572,919</b>	<b>744,783</b>	22.7%	25.2%	<b>23.1%</b>
June 2018	147,536	41,147	<b>188,683</b>	464,538	88,930	<b>553,468</b>	<b>742,151</b>	24.1%	31.6%	<b>25.4%</b>
July 2018	171,051	43,491	<b>214,542</b>	473,450	90,041	<b>563,491</b>	<b>778,033</b>	26.5%	32.6%	<b>27.6%</b>
August 2018	228,165	46,279	<b>274,444</b>	516,521	103,929	<b>620,450</b>	<b>894,894</b>	30.6%	30.8%	<b>30.7%</b>
September 2018	219,054	34,315	<b>253,369</b>	453,866	93,975	<b>547,841</b>	<b>801,210</b>	32.6%	26.7%	<b>31.6%</b>
October 2018	291,720	44,091	<b>335,811</b>	559,184	109,507	<b>668,691</b>	<b>1,004,502</b>	34.3%	28.7%	<b>33.4%</b>
November 2018	244,166	35,383	<b>279,549</b>	402,515	84,032	<b>486,547</b>	<b>766,096</b>	37.8%	29.6%	<b>36.5%</b>
December 2018	264,106	34,071	<b>298,177</b>	372,205	78,245	<b>450,450</b>	<b>748,627</b>	41.5%	30.3%	<b>39.8%</b>
<b>2018 Total</b>	<b>2,044,258</b>	<b>407,971</b>	<b>2,452,229</b>	<b>5,449,379</b>	<b>1,089,505</b>	<b>6,538,884</b>	<b>8,991,113</b>	<b>27.3%</b>	<b>27.2%</b>	<b>27.3%</b>
January 2019	293,666	45,793	<b>339,459</b>	387,686	88,291	<b>475,977</b>	<b>815,436</b>	43.1%	34.2%	<b>41.6%</b>
February 2019	258,062	56,973	<b>315,035</b>	501,193	121,662	<b>622,855</b>	<b>937,890</b>	34.0%	31.9%	<b>33.6%</b>
March 2019	331,960	49,236	<b>381,196</b>	494,019	104,865	<b>598,884</b>	<b>980,080</b>	40.2%	32.0%	<b>38.9%</b>
April 2019	325,818	49,645	<b>375,463</b>	442,096	96,052	<b>538,148</b>	<b>913,611</b>	42.4%	34.1%	<b>41.1%</b>
May 2019	335,169	38,291	<b>373,460</b>	472,898	109,983	<b>582,881</b>	<b>956,341</b>	41.5%	25.8%	<b>39.1%</b>
June 2019	315,967	43,267	<b>359,234</b>	444,684	102,072	<b>546,756</b>	<b>905,990</b>	41.5%	29.8%	<b>39.7%</b>
July 2019	369,958	51,591	<b>421,549</b>	462,261	114,688	<b>576,949</b>	<b>998,498</b>	44.5%	31.0%	<b>42.2%</b>
August 2019	388,659	47,776	<b>436,435</b>	446,369	110,805	<b>557,174</b>	<b>993,609</b>	46.5%	30.1%	<b>43.9%</b>
September 2019	357,303	38,260	<b>395,563</b>	413,437	96,780	<b>510,217</b>	<b>905,780</b>	46.4%	28.3%	<b>43.7%</b>
October 2019	422,739	44,875	<b>467,614</b>	419,146	97,220	<b>516,366</b>	<b>983,980</b>	50.2%	31.6%	<b>47.5%</b>
<b>GRAND TOTALS</b>	<b>5,443,559</b>	<b>873,678</b>	<b>6,317,237</b>	<b>9,933,168</b>	<b>2,131,923</b>	<b>12,065,091</b>	<b>18,382,328</b>	<b>35.4%</b>	<b>29.1%</b>	<b>34.4%</b>

## **DMV WORK ACTION PLAN UPDATES**

During the month of October, DMV completed the following Work Action Plan items:

### **Wait Time Reporting: Repeaters/Tablets/Text/Queue/Appointments**

DMV's goal is to standardize the collection and capture of real-time data that reflects the actual wait time customers experience prior to being served. To accomplish this goal, the department installed repeaters and connectors that expand Wi-Fi capabilities in field offices, allowing employees with tablets to check customers into the queue system while in line. Technicians also use the tablets to send customers text notifications, allowing the customer the option to leave the office and return when their number will be called.

Repeaters, tablets, and the capture of pre-que wait time is occurring in every field office. Text messages sent to customers have increased from a monthly total of approximately 69,000 in March to approximately 800,000 in October 2019.

## STAFFING

**Hiring Status:** DMV has made offers on 732.5 of 784 new positions. The following chart reflects the status of these hires as of October 2019.

Region	Number Authorized	Offers Made	Awaiting Fingerprints	Started	On-boarding In-Office Training	Expedite In-Office Training	Basic Driver License Training
I	57.0	52.0	0.0	49.0	40.0	40.0	45.0
II	124.0	109.5	46.0	66.0	18.0	6.0	3.0
III	81.0	81.0	12.0	65.0	18.0	14.0	27.0
IV	52.0	49.0	2.0	50.0	45.0	43.0	43.0
V	95.0	95.0	0.0	95.0	34.0	25.0	10.0
VI	134.0	117.0	8.0	109.0	57.0	0.0	52.0
VII	110.0	110.0	12.0	98.0	94.0	94.0	68.0
VIII	131.0	119.0	1.0	118.0	113.5	113.5	45.0
<b>Total</b>	<b>784.0</b>	<b>732.5</b>	<b>81.0</b>	<b>650.0</b>	<b>419.5</b>	<b>335.5</b>	<b>293.0</b>

### On-boarding Training Modules

- Start Here/Concierge
- Appointment Check-in
- Cash Handling
- Drive Test Check-in
- Single Station Inventory
- Touch Screen Terminals
- Four pillars of superior customer service

### Expedite Training Modules

- Driver License Record Information Requests
- Vehicle Registration Information Requests
- Return Knowledge Tests (non-commercial)
- Photo Retakes
- Personalized License Plate Assignment

All newly hired staff are expected to begin the On-boarding Training Module within two weeks of initial hire. The module takes place over two-weeks and is intended to introduce new hires to many of the support functions of the field office as well as superior customer service. Employees are immersed in the on boarding concepts for two to four weeks until they demonstrate application of the skills. Only then do they proceed to the second module, Expedite In-Office Training.

Expedite Training introduces new hires to the work processes that are performed at the Expedite Window. This module is one week and, at its conclusion, a new employee should be able to work independently at the Expedite Window. Both the On-boarding and Expedite Training provide a solid on-the-job knowledge base for new hires prior to their formalized classroom instruction.

**Absenteeism:** DMV continues to collect absenteeism data, which has an overall average of 6.0 percent. This percentage remains constant.

## CONTINUED PROCESS IMPROVEMENTS:

**Customer Experience Improvements:** DMV continues to work on a number of initiatives to improve the customer experience, particularly as it relates to REAL ID. This includes, but is not limited to:

- Proof of concept for implementation of DMV Express, which will enable customers to upload their identity, social security, and residency documents online prior to their office visit. This would save several minutes of processing time at the field office. Work has begun on the proof of concept and is expected to go live mid-November.
- A business partner marketplace, named DMV Anytime, will launch in mid-November. This marketplace will enable customers to perform online vehicle registration services through DMV's business partners that are not currently available through DMV's online services. The purpose of this is to process more non-REAL ID transactions outside of the field offices in order to increase capacity for REAL ID.
- Deploying chrome devices in the field offices for customers to use for completing driver license/identification card applications. Currently, customers needing to complete applications in the field offices must utilize the testing terminals, which creates delays and congestion in the office. Dedicating chrome devices to this use should help to alleviate this bottleneck. Currently, DMV is identifying an office to conduct a pilot in December 2019.

**Website Design:** DMV deployed a chatbot on August 27, 2019, to provide additional assistance to customers with REAL ID questions. The chatbot, called "Miles" conducts a "conversation" with website users, using artificial intelligence to answer questions they type into the site. Currently, Miles has answers to REAL ID-related questions. By November 30, 2019, additional driver license topics will be added, and by January 31, 2020, vehicle registration topics will be added to Miles.

The REAL ID microsite ([www.realid.dmv.ca.gov](http://www.realid.dmv.ca.gov)) launched August 20, 2019. A full website redesign is anticipated to be unveiled in June, 2020 that will provide customers with a clear, concise website that is user-friendly and provides quick service, consistency of information, and highlights alternates to a field office visit.

## 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.

DMV is coordinating with its kiosk vendor to add 200 additional self-service kiosks in 2019 (25 in DMV field offices and 175 in retail locations). DMV installed 23 new kiosks in October, bringing the total new installations to 177. The remaining 23 are on track to be deployed. Including its existing inventory, DMV has 329 DMV Now kiosks statewide: 96 in DMV field offices, 216 in retail locations, 3 in libraries, 1 at University of California, Irvine, 1 in the Mendota City Hall, and 12 in Northern California AAA locations.

By December 31, 2019, DMV plans to increase accessibility and usability of the kiosks by adding 10 additional languages to the kiosks (Arabic, Armenian, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Tagalog, and Vietnamese) and, by January 31, 2020, adding the following new services:

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

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

**Self-Service Kiosk Transactions**

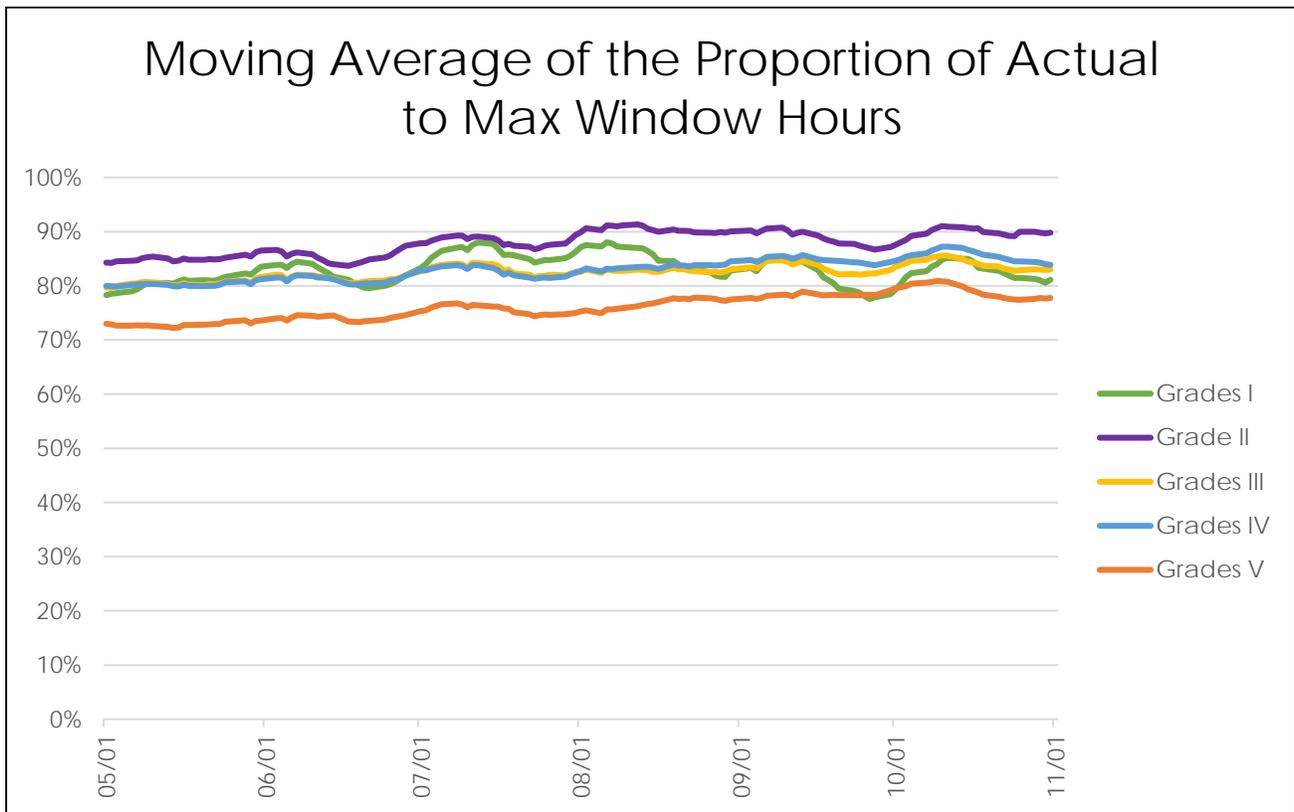
	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
<b>Oct-17</b>	122,358	10,043	N/A	92	N/A	N/A	<b>132,493</b>
<b>Nov-17</b>	114,602	10,598	N/A	94	N/A	N/A	<b>125,294</b>
<b>Dec-17</b>	113,140	12,889	N/A	86	N/A	N/A	<b>126,115</b>
<b>Jan-18</b>	131,496	17,155	N/A	151	N/A	N/A	<b>148,802</b>
<b>Feb-18</b>	139,654	22,487	N/A	149	N/A	N/A	<b>162,290</b>
<b>Mar-18</b>	164,073	29,886	N/A	184	N/A	N/A	<b>194,143</b>
<b>Apr-18</b>	136,052	27,942	N/A	184	N/A	62	<b>164,178</b>
<b>May-18</b>	154,238	32,195	N/A	239	N/A	109	<b>186,672</b>
<b>Jun-18</b>	141,716	32,825	N/A	236	N/A	177	<b>174,777</b>
<b>Jul-18</b>	139,563	34,511	N/A	245	N/A	187	<b>174,319</b>
<b>Aug-18</b>	141,483	33,979	9	270	N/A	184	<b>175,741</b>
<b>Sep-18</b>	119,632	34,666	75	199	N/A	185	<b>154,572</b>
<b>Oct-18</b>	119,112	33,663	123	203	N/A	228	<b>153,101</b>
<b>Nov-18</b>	110,526	35,771	194	157	27	249	<b>146,675</b>
<b>Dec-18</b>	100,144	39,380	238	103	23	248	<b>139,888</b>
<b>Jan-19</b>	126,200	46,863	288	150	117	302	<b>173,618</b>
<b>Feb-19</b>	127,110	50,568	281	184	159	326	<b>178,302</b>
<b>Mar-19</b>	150,882	64,586	356	190	236	373	<b>216,250</b>

<b>Apr-19</b>	134,888	58,524	367	208	159	536	<b>194,146</b>
<b>May-19</b>	150,461	65,458	440	200	222	786	<b>217,567</b>
<b>Jun-19</b>	134,997	64,315	405	236	167	653	<b>200,773</b>
<b>Jul-19</b>	152,897	61,493	461	264	200	760	<b>216,075</b>
<b>Aug-19</b>	148,232	74,521	501	265	222	958	<b>224,699</b>
<b>Sep-19</b>	118,938	73,133	479	163	157	719	<b>193,589</b>
<b>Oct-19</b>	127,110	71,472	501	150	215	883	<b>200,331</b>

**Online Transactions:** DMV is reviewing enhancements to services available via the DMV Website [www.dmv.ca.gov](http://www.dmv.ca.gov).

# WINDOW HOURS

**Moving Average of the Proportion of Actual to Max Window Hours:** Window hour usage increased in all but a few DMV offices during October. 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<sup>1</sup>. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior<sup>2</sup>. 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. The proportion of actual window hour usage to maximum available usage varies across office grades. A smaller office can more easily achieve 100 percent window hour usage on any given day than can a larger office with significantly more transaction windows.



<sup>1</sup> The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.

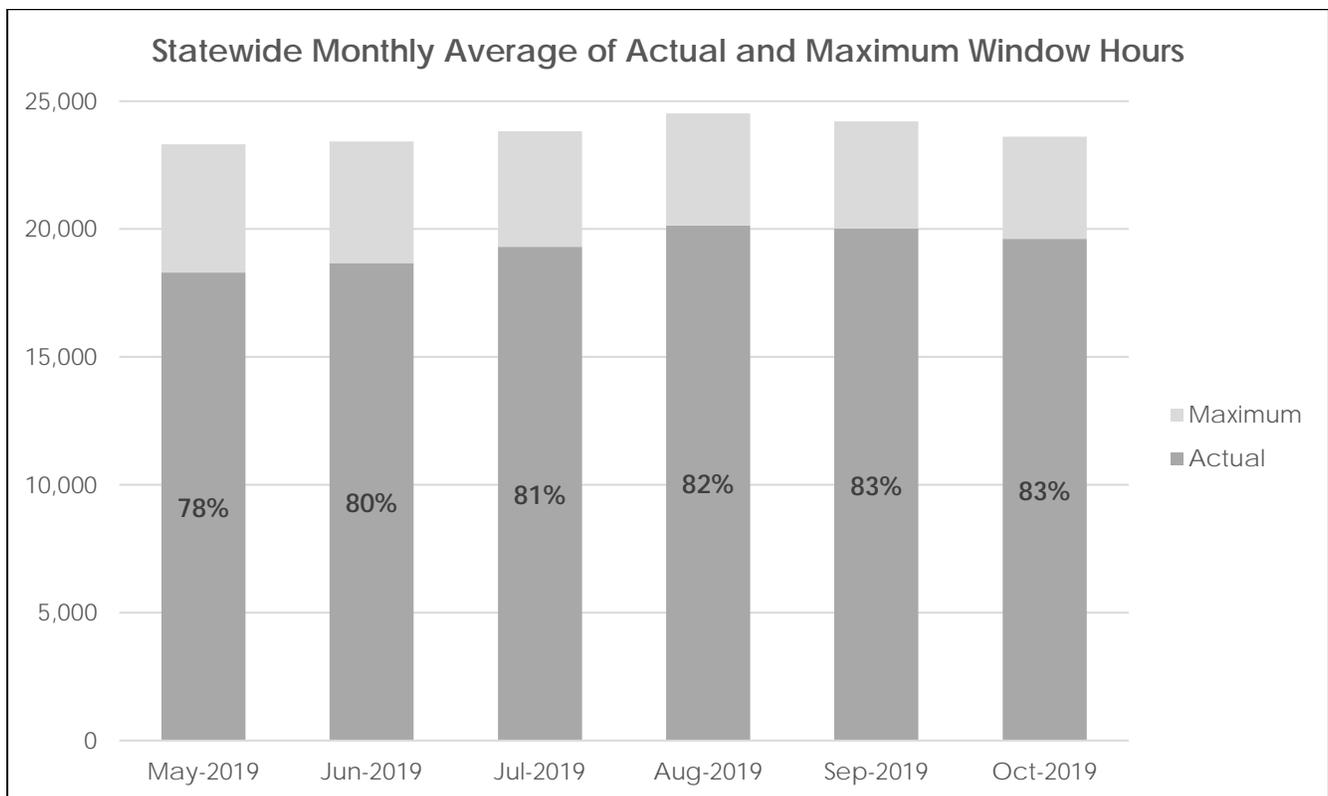
<sup>2</sup> All 10 days are weighted equally in the calculation of the average.

**Percentage of Actual to Maximum Window Hours:** This table presents the same information as the figure above, but aggregated to the month as a whole.

**Percentage of Actual to Maximum Window Hours**

	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
Grade I	82%	82%	85%	84%	81%	83%
Grade II	85%	86%	87%	91%	88%	90%
Grade III	81%	82%	81%	83%	83%	84%
Grade IV	80%	82%	81%	84%	85%	85%
Grade V	73%	75%	74%	77%	80%	78%

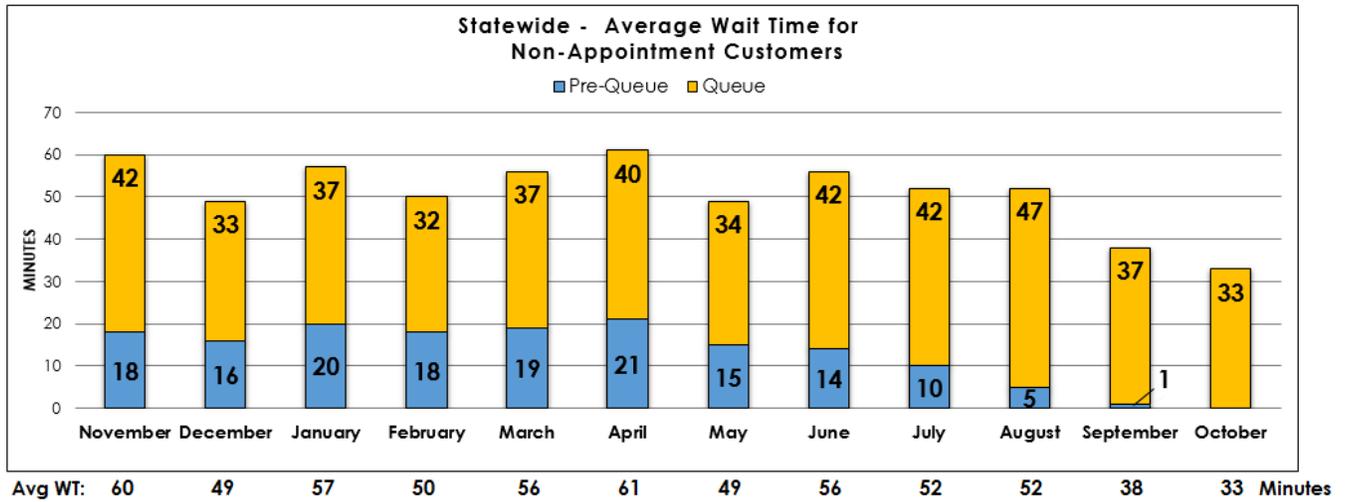
**Statewide Monthly Average of Actual to Maximum Window Hours:** This chart presents the same data, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.



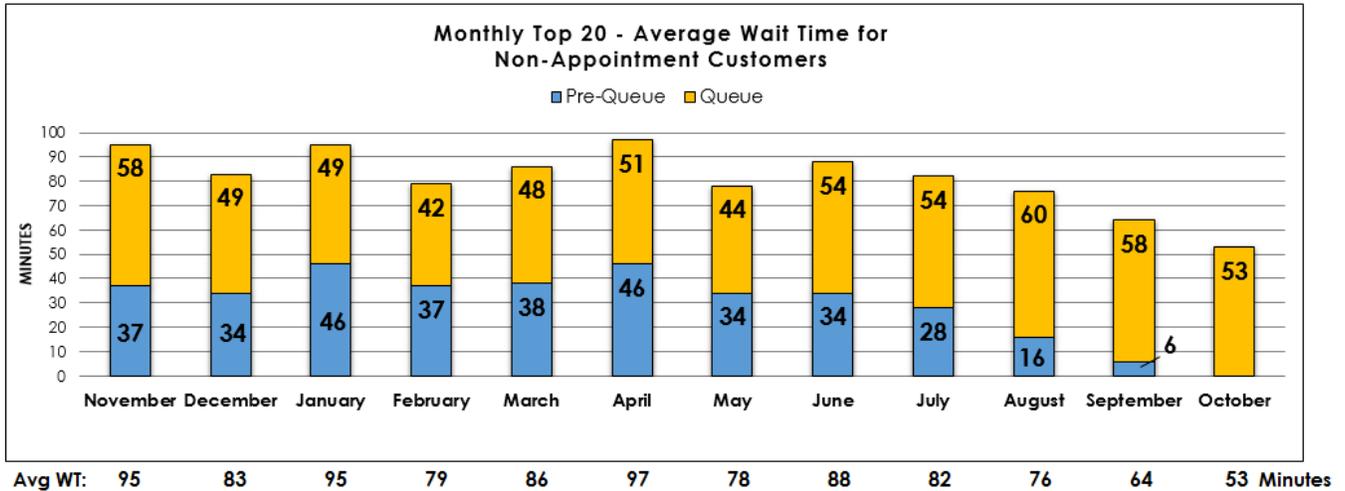
# WAIT TIMES

October wait times for non-appointment customers were 27 minutes below target levels, averaging 33 minutes. DMV attributes the decrease in average wait times to the continued progress towards elimination of the pre-queue, increased staffing, and seasonal shifts in customer volumes. October represents the first month with the statewide elimination of the pre-queue.

## 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 reduction in wait times for various grades (sizes) of field offices.

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

**STATEWIDE - MONTH OF September, 2019**

Month of September, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	30,386	11	190,132	24	1	25	220,518	22	23
Grade III - 47 Offices	82,319	13	365,768	29	1	30	448,087	26	27
Grade IV/V - 68 Offices	190,992	18	863,331	43	2	45	1,054,323	39	40

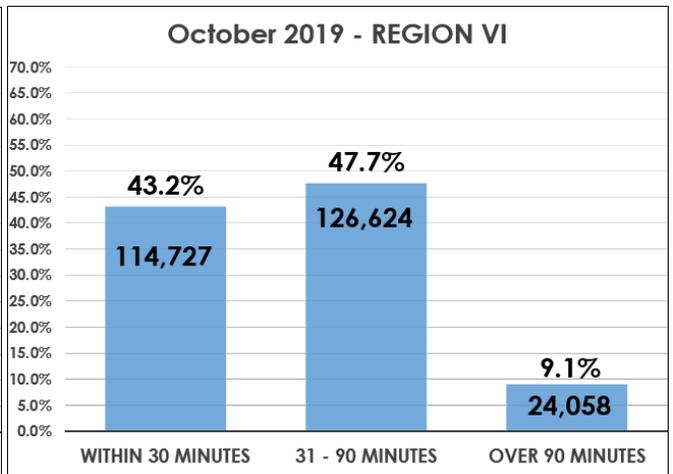
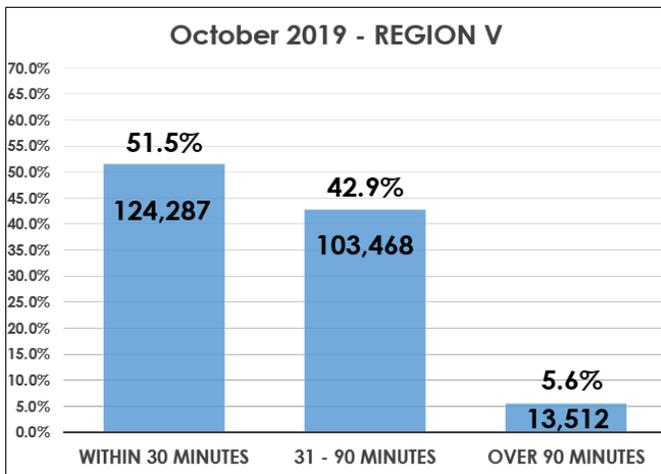
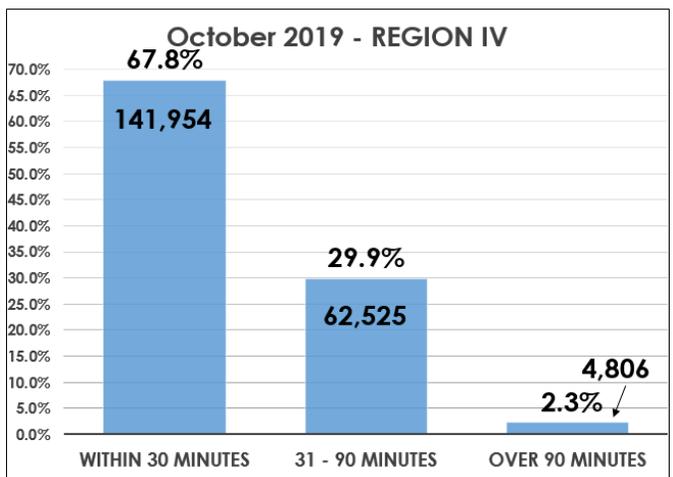
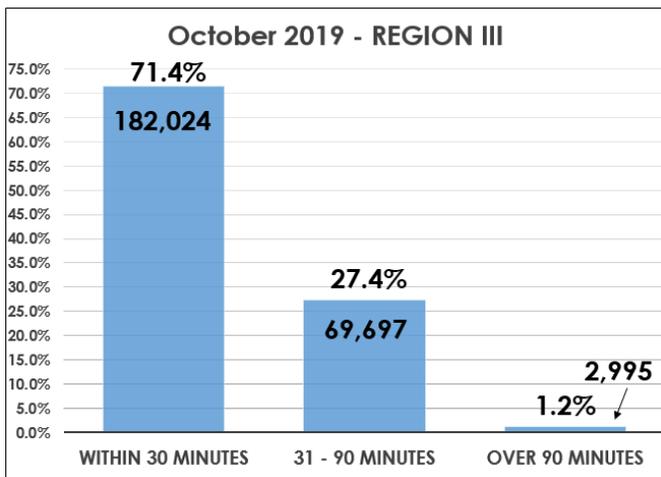
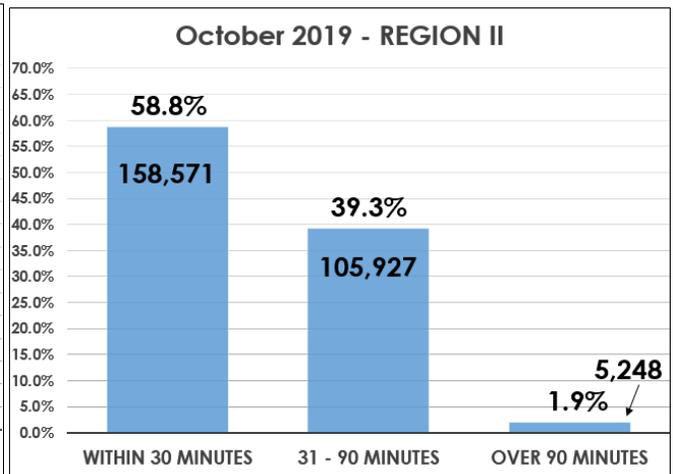
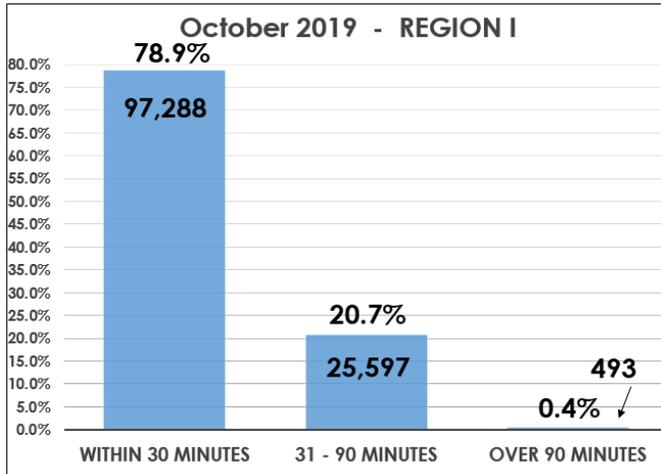
**STATEWIDE - MONTH OF October, 2019**

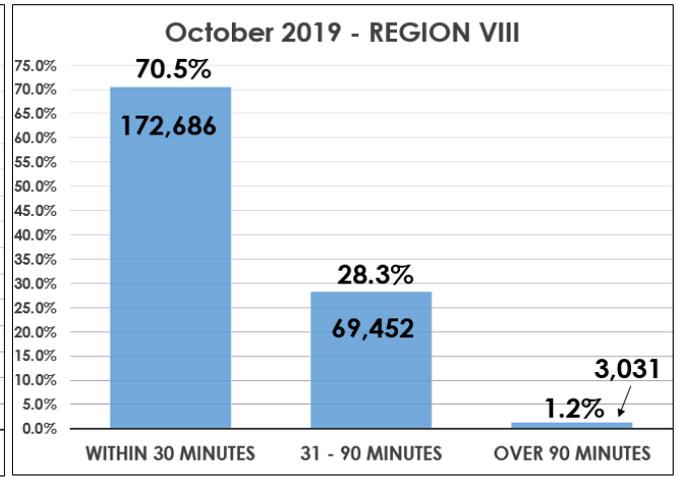
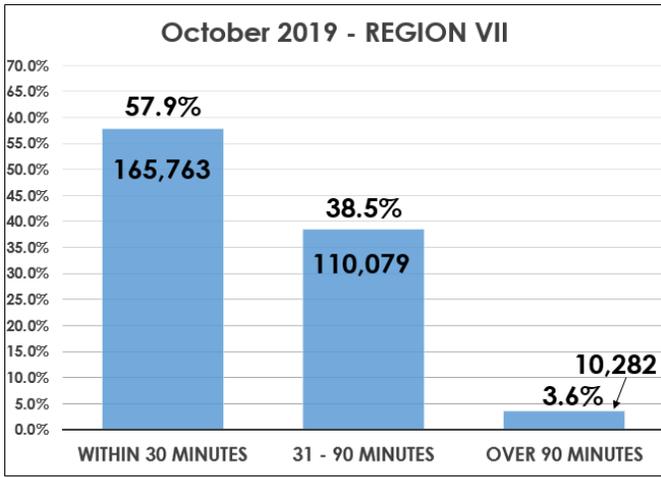
Month of October, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	33,656	9	198,834	22	-	22	232,490	20	20
Grade III - 47 Offices	89,448	11	400,864	26	-	26	490,312	23	23
Grade IV/V - 68 Offices	211,769	16	960,523	38	-	38	1,172,292	34	34

**DIFFERENCE BETWEEN MONTH OF October, 2019 and MONTH OF September, 2019**

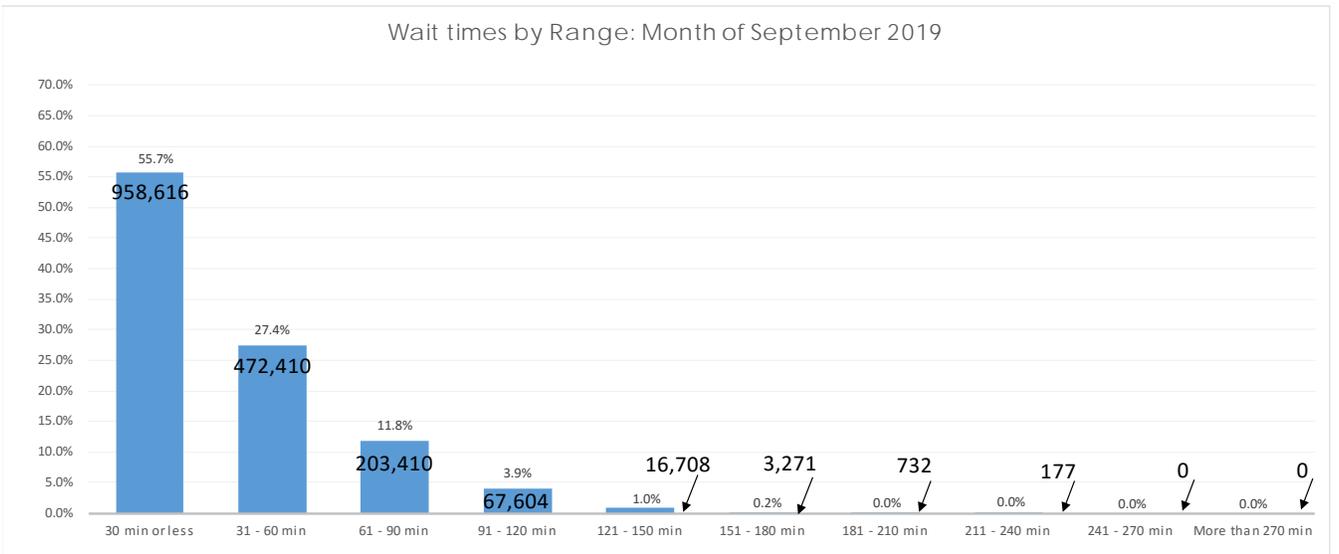
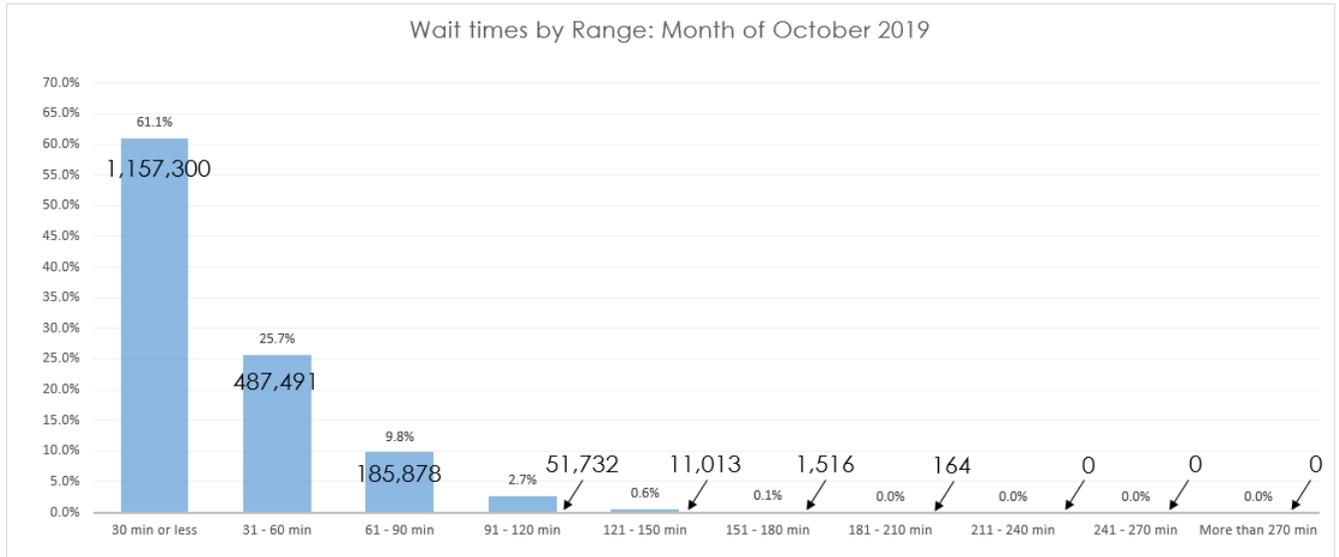
Month of Oct vs Sep, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	+3,270	(2)	+8,702	(2)	(1)	(3)	+11,972	(2)	(3)
Grade III - 47 Offices	+7,129	(2)	+35,096	(3)	(1)	(4)	+42,225	(3)	(4)
Grade IV/V - 68 Offices	+20,777	(2)	+97,192	(5)	(2)	(7)	+117,969	(5)	(6)

**Wait Times by Time Range – By Grade:** 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.

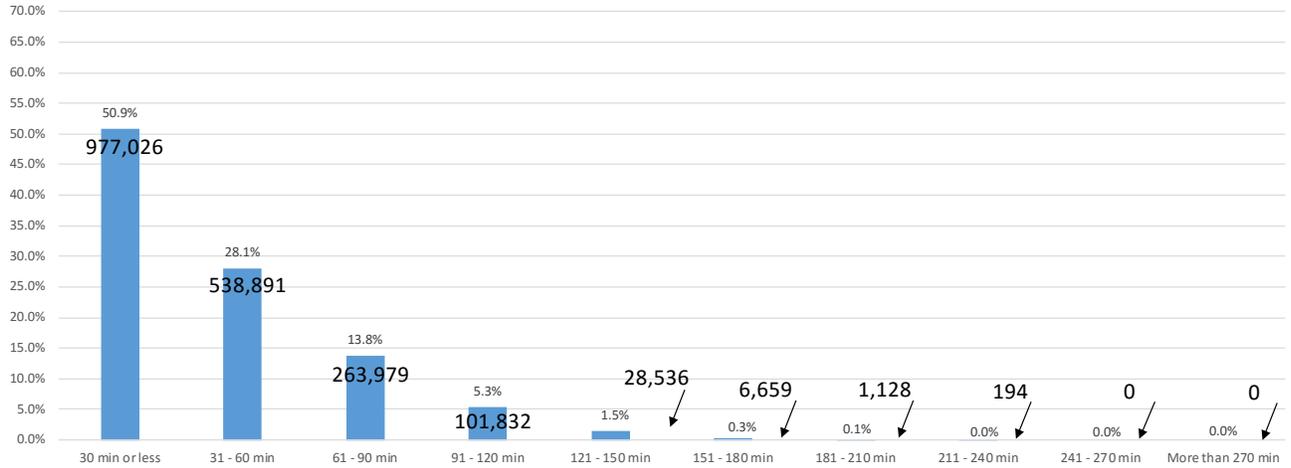




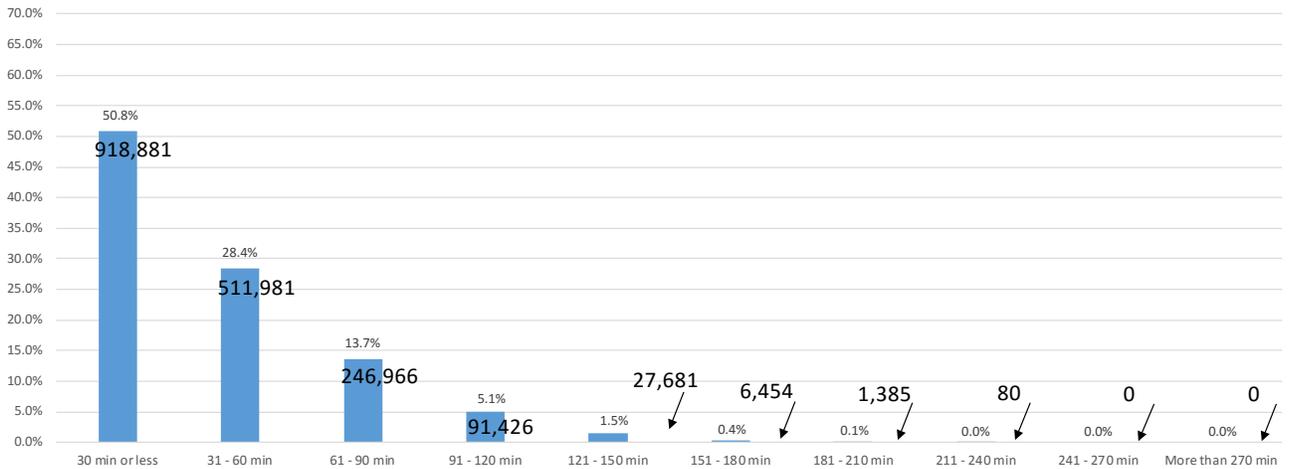
**Wait Times by Time Range - Statewide:** The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty-minute increments) for the prior six months.



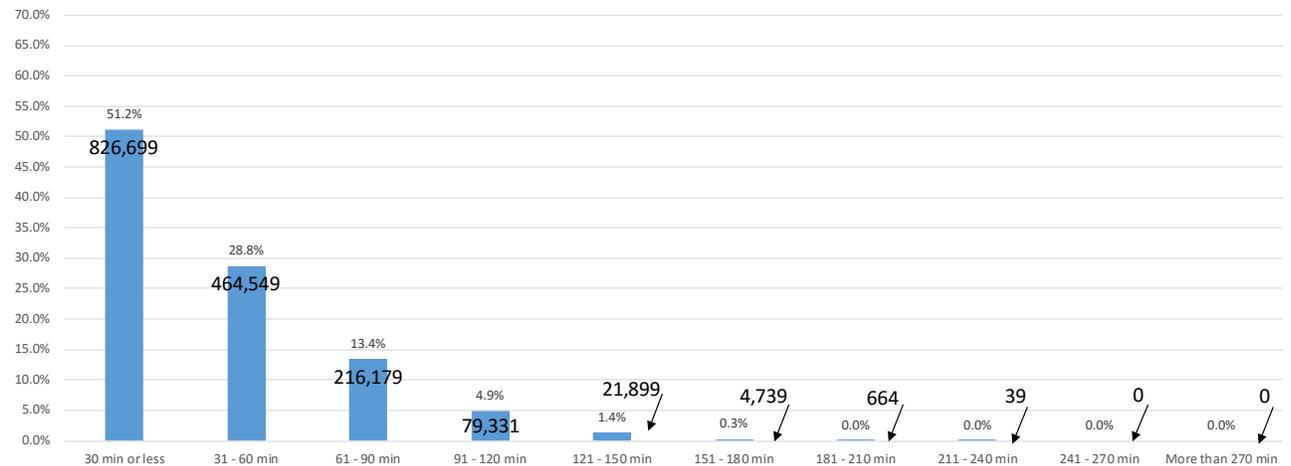
Wait Times by Range: Month of August 2019



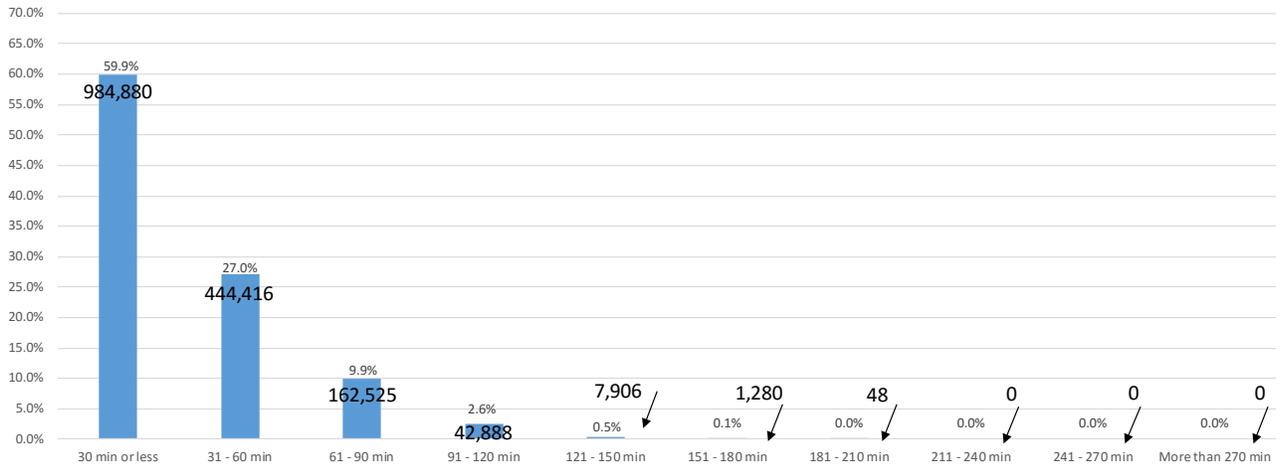
Wait Times by Range: Month of July, 2019



Wait Times by Range: Month of June, 2019



Wait Times by Range: Month of May, 2019



# APPENDIX A

## FIELD OFFICE AVERAGE WAIT TIMES

### Region I

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		6	-	1,312	6	1,318	6
CHICO		1,278	7	7,097	22	8,375	20
COLUSA		236	3	2,688	9	2,924	9
CORTE MADERA		1,895	12	5,351	28	7,246	24
CRESCENT CITY		411	5	2,289	15	2,700	14
EUREKA		985	4	6,141	19	7,126	17
FALL RIVER MILLS		41	3	1,123	10	1,164	10
FORT BRAGG		163	14	1,590	23	1,753	22
GARBERVILLE		131	6	1,128	18	1,259	17
GRASS VALLEY		716	10	2,963	29	3,679	25
LAKEPORT		319	10	2,757	36	3,076	34
MOUNT SHASTA		179	9	1,818	17	1,997	16
<b>NOVATO</b>		1,079	7	4,640	18	5,719	16
OROVILLE		736	7	4,438	17	5,174	15
PARADISE		-	-	-	-	-	-
PETALUMA		1,870	11	5,408	28	7,278	24
QUINCY		82	6	1,710	18	1,792	18
RED BLUFF		1,018	6	4,054	10	5,072	9
<b>REDDING</b>		1,899	9	8,337	18	10,236	17
<b>SANTA ROSA</b>		2,407	5	10,182	18	12,589	15
SOUTH LAKE TAHOE		381	10	2,737	29	3,118	26
SUSANVILLE		243	6	2,225	20	2,468	19
TRUCKEE		469	12	2,810	28	3,279	26
UKIAH		712	13	3,643	28	4,355	25
WEAVERVILLE		93	7	1,203	13	1,296	13
WILLOWS		252	7	2,375	13	2,627	13
YREKA		309	9	2,088	24	2,397	22
<b>YUBA CITY</b>		2,164	9	11,197	12	13,361	12
<b>Region I (Northern CA)TOTAL</b>		<b>20,074</b>	<b>8</b>	<b>103,304</b>	<b>20</b>	<b>123,378</b>	<b>18</b>

**Saturday Service in 62 Offices**

Note: Corte Madera, Eureka, Fort Bragg, Garberville, Grass Valley, Lakeport, Novato, Quincy, Red Bluff, and Ukiah were affected by the Public Safety Power Shutoffs.

## Region II

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		1,379	15	7,274	20	8,653	19
<b>DALY CITY</b>		3,288	25	15,301	41	18,589	38
<b>EL CERRITO</b>		2,863	10	13,461	24	16,324	21
FREMONT		1,711	15	8,319	32	10,030	29
GILROY		911	9	6,846	13	7,757	12
<b>HAYWARD</b>		1,819	19	10,203	38	12,022	35
HOLLISTER		468	7	3,500	12	3,968	12
KING CITY		451	10	3,638	13	4,089	13
LOS GATOS		2,118	27	6,858	38	8,976	36
<b>OAKLAND CLAREMONT</b>		3,096	19	12,619	29	15,715	27
OAKLAND COLISEUM	13	2,734	26	10,134	47	12,868	43
<b>PLEASANTON</b>		2,472	17	9,766	29	12,238	26
<b>REDWOOD CITY</b>		2,825	25	10,308	43	13,133	39
<b>SALINAS</b>		1,245	10	8,412	16	9,657	15
<b>SAN FRANCISCO</b>		2,890	16	18,080	23	20,970	22
SAN JOSE		3,514	15	12,878	41	16,392	35
<b>SAN JOSE DLPC</b>		2,173	19	19,223	37	21,396	35
SAN MATEO		1,699	22	9,564	41	11,263	38
<b>SANTA CLARA</b>		3,620	19	17,903	38	21,523	35
<b>SANTA TERESA</b>		2,136	19	8,961	37	11,097	34
SEASIDE		1,093	7	6,702	11	7,795	11
WATSONVILLE		678	20	4,613	25	5,291	24
<b>Region II (Bay Area) TOTAL</b>		<b>45,183</b>	<b>18</b>	<b>224,563</b>	<b>32</b>	<b>269,746</b>	<b>30</b>

**Saturday Service in 62 Offices**

## Region III

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		1,093	5	5,109	11	6,202	10
CARMICHAEL		4,166	15	14,742	38	18,908	33
<b>CONCORD</b>		2,553	11	12,350	26	14,903	24
DAVIS		1,397	5	4,193	14	5,590	12
<b>FAIRFIELD</b>		2,423	9	10,020	19	12,443	17
<b>FOLSOM</b>		3,136	13	9,235	34	12,371	29
JACKSON		549	5	2,607	18	3,156	16
<b>LODI</b>		2,782	15	9,629	32	12,411	28
MANTECA		1,759	11	6,803	31	8,562	27
NAPA		2,137	4	8,850	8	10,987	7
PITTSBURG		994	17	11,010	25	12,004	25
PLACERVILLE		666	13	2,980	38	3,646	33
ROCKLIN		2,047	8	7,002	17	9,049	15
<b>ROSEVILLE</b>		3,438	8	13,580	27	17,018	24
<b>SACRAMENTO</b>		2,946	6	20,077	17	23,023	15
SACRAMENTO SOUTH		4,004	10	14,385	33	18,389	28
SAN ANDREAS		348	6	2,174	22	2,522	19
SONORA		769	9	2,867	20	3,636	18
STOCKTON		2,477	8	14,523	23	17,000	21
<b>TRACY</b>		1,663	12	9,558	31	11,221	28
VACAVILLE		1,171	7	5,882	26	7,053	23
<b>VALLEJO</b>		1,529	9	8,805	21	10,334	20
WALNUT CREEK		1,501	9	5,612	26	7,113	23
<b>WOODLAND</b>		1,210	11	5,965	37	7,175	32
<b>Region III (Sacramento Area) TOTAL</b>		<b>46,758</b>	<b>10</b>	<b>207,958</b>	<b>25</b>	<b>254,716</b>	<b>23</b>

#### Saturday Service in 62 Offices

Note: Auburn, Jackson, Placerville, San Andreas, Sonora, and Vallejo were affected by the Public Safety Power Shutoffs.

## Region IV

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		596	10	5,296	17	5,892	16
<b>BAKERSFIELD</b>		1,806	13	13,511	35	15,317	33
BAKERSFIELD SW		2,036	13	12,171	36	14,207	33
BISHOP		250	7	1,951	24	2,201	22
<b>CLOVIS</b>		1,998	9	11,253	22	13,251	20
COALINGA		179	8	2,642	10	2,821	10
DELANO		765	11	5,272	34	6,037	31
<b>FRESNO</b>		4,405	17	21,229	32	25,634	30
FRESNO NORTH		2,680	18	8,117	36	10,797	32
HANFORD		1,434	20	6,769	32	8,203	30
LAKE ISABELLA		157	7	1,561	12	1,718	12
LOS BANOS		704	11	5,225	20	5,929	19
MADERA		980	16	5,905	30	6,885	28
MARIPOSA		227	12	1,498	29	1,725	27
<b>MERCED</b>		2,219	13	10,926	22	13,145	21
<b>MODESTO</b>		3,114	19	14,989	35	18,103	32
PORTERVILLE		765	17	5,609	27	6,374	26
REEDLEY		886	7	8,150	14	9,036	13
RIDGECREST		362	13	3,333	20	3,695	20
SHAFTER		597	10	5,282	19	5,879	18
TAFT		300	8	2,472	15	2,772	14
TULARE		1,025	13	5,310	26	6,335	24
TURLOCK		1,509	12	8,921	24	10,430	22
<b>VISALIA</b>		1,483	8	11,416	18	12,899	17
<b>Region IV (Central Valley) TOTAL</b>		<b>30,477</b>	<b>14</b>	<b>178,808</b>	<b>27</b>	<b>209,285</b>	<b>25</b>

Saturday Service in 62 Offices

## Region V

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA	9	3,625	18	15,258	50	18,883	44
GLENDALE		4,540	3	15,235	31	19,775	25
GOLETA		815	8	5,026	27	5,841	25
<b>PACOIMA DLPC</b>		484	12	6,941	27	7,425	26
HOLLYWOOD COLE	6	2,884	15	8,403	56	11,287	45
HOLLYWOOD WEST		1,724	7	6,604	22	8,328	19
<b>LANCASTER</b>		4,789	9	18,506	30	23,295	26
LOMPOC		987	14	4,882	35	5,869	32
NEWHALL	19	2,227	17	8,583	45	10,810	39
OXNARD	7	2,603	14	8,310	56	10,913	46
PASO ROBLES		869	21	3,759	36	4,628	33
<b>SAN LUIS OBISPO</b>	20	1,728	21	6,105	45	7,833	40
SANTA BARBARA	18	823	18	4,100	45	4,923	41
SANTA MARIA	11	1,888	12	6,465	50	8,353	41
<b>SANTA MONICA</b>		2,236	13	10,651	40	12,887	35
SANTA PAULA		743	8	6,123	39	6,866	35
SIMI VALLEY		1,344	7	7,449	26	8,793	23
<b>THOUSAND OAKS</b>		2,103	14	9,583	45	11,686	39
<b>VAN NUYS</b>		1,755	15	21,182	42	22,937	40
<b>VENTURA</b>		2,221	8	9,447	39	11,668	33
WINNETKA	10	3,278	21	14,989	50	18,267	45
<b>Region V (Northern Los Angeles/Coastal Area) TOTAL</b>		<b>43,666</b>	<b>13</b>	<b>197,601</b>	<b>40</b>	<b>241,267</b>	<b>35</b>

Saturday Service in 62 Offices

## Region VI

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
<b>BELL GARDENS</b>	2	2,835	30	12,212	66	15,047	59
<b>BELLFLOWER</b>		4,170	10	17,368	35	21,538	30
COMPTON		3,309	8	13,362	30	16,671	25
<b>CULVER CITY</b>	4	3,939	27	13,091	57	17,030	50
EL MONTE		2,567	13	10,959	36	13,526	32
<b>HAWTHORNE</b>	3	4,151	26	13,848	62	17,999	53
INGLEWOOD		1,840	11	10,262	35	12,102	32
LINCOLN PARK		2,983	11	12,552	39	15,535	33
<b>LONG BEACH</b>	8	3,524	16	14,290	52	17,814	45
<b>LOS ANGELES</b>	1	4,582	36	16,623	79	21,205	70
MONTEBELLO		3,226	18	11,825	43	15,051	38
<b>PASADENA</b>	15	4,133	15	14,045	47	18,178	40
<b>SAN PEDRO</b>	17	2,349	13	10,196	46	12,545	40
TORRANCE	5	3,461	22	9,226	57	12,687	47
<b>WEST COVINA</b>	12	4,246	15	15,301	47	19,547	40
WHITTIER		3,445	12	15,489	43	18,934	37
<b>Region VI (Los Angeles Area) TOTAL</b>		<b>54,760</b>	<b>18</b>	<b>210,649</b>	<b>49</b>	<b>265,409</b>	<b>42</b>

Saturday Service in 62 Offices

## Region VII

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		1,250	12	4,563	28	5,813	25
<b>COSTA MESA</b>		2,966	11	14,201	29	17,167	26
<b>FONTANA</b>		4,801	15	20,166	35	24,967	31
<b>FULLERTON</b>		3,309	11	25,680	27	28,989	25
LAGUNA HILLS	14	3,527	16	11,616	47	15,143	40
NEEDLES		250	11	1,459	29	1,709	26
NORCO		2,693	20	12,330	43	15,023	39
POMONA	16	3,608	23	15,142	46	18,750	42
<b>RANCHO CUCAMONGA</b>		3,694	9	18,013	22	21,707	20
REDLANDS		2,398	13	9,608	28	12,006	25
RIVERSIDE		3,335	14	9,914	33	13,249	28
<b>RIVERSIDE EAST</b>		4,551	20	16,480	41	21,031	37
<b>SAN BERNARDINO</b>		3,950	8	15,197	21	19,147	18
SANTA ANA		4,029	15	20,177	41	24,206	37
<b>STANTON-DLPC</b>		-	-	-	-	-	-
<b>VICTORVILLE</b>		3,965	16	14,143	38	18,108	33
WESTMINSTER		3,608	16	25,501	45	29,109	41
<b>Region VII (Orange County/Inland Empire) TOTAL</b>		<b>51,934</b>	<b>15</b>	<b>234,190</b>	<b>35</b>	<b>286,124</b>	<b>31</b>

Saturday Service in 62 Offices

## Region VIII

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

Month of October, 2019		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Oct Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		1,414	8	6,246	25	7,660	22
BLYTHE		222	2	1,678	4	1,900	3
BRAWLEY		816	6	4,721	11	5,537	10
<b>CHULA VISTA</b>		3,612	12	22,508	43	26,120	39
EL CAJON		2,010	9	17,766	33	19,776	31
<b>EL CENTRO</b>		1,501	5	6,308	15	7,809	13
<b>HEMET</b>		2,201	4	14,676	11	16,877	10
INDIO		1,749	4	7,927	8	9,676	7
OCEANSIDE		2,452	12	10,349	26	12,801	23
<b>PALM DESERT</b>		1,948	8	8,206	13	10,154	12
PALM SPRINGS		2,301	6	6,087	20	8,388	16
<b>POWAY</b>		2,450	10	10,110	20	12,560	18
SAN CLEMENTE		2,159	10	8,163	34	10,322	29
<b>SAN DIEGO CLAIREMONT</b>		4,884	7	20,179	24	25,063	21
SAN DIEGO NORMAL		3,802	12	13,250	36	17,052	31
<b>SAN MARCOS</b>		2,859	13	16,536	32	19,395	29
SAN YSIDRO		2,530	8	14,463	26	16,993	24
<b>TEMECULA</b>		2,758	7	10,692	26	13,450	22
TWENTYNINE PALMS		353	5	3,283	16	3,636	15
<b>Region VIII (San Diego Area) TOTAL</b>		<b>42,021</b>	<b>9</b>	<b>203,148</b>	<b>26</b>	<b>245,169</b>	<b>23</b>
<b>STATEWIDE TOTALS</b>		<b>334,873</b>	<b>14</b>	<b>1,560,221</b>	<b>33</b>	<b>1,895,094</b>	<b>29</b>

Saturday Service in 62 Offices

## Appendix B October 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	Undetermined	Multiple FO	Tue 10/01/2019	6:30 AM	Tue 10/01/2019	7:52 AM	1:22	Vendor, Qmatic, reported customer appointment system experienced an unplanned outage.	Online appointment system. *No work around.	Customers were unable to use the online appointment system.	Direct: Cause of service interruption not provide by vendor, Qmatic.	Online appointment system restored to normal operations.
2	Vendor	Undetermined	Multiple FO	Fri 10/04/2019	3:00 PM	Fri 10/04/2019	4:00 PM	1:00	Vendor, Qmatic, reported customer appointment system experienced an unplanned outage.	Online appointment system. *No work around.	Customers were unable to use the online appointment system.	Direct: Cause of service interruption not provide by vendor, Qmatic.	Online appointment system restored to normal operations.
3	Network Connectivity	Other	Multiple FO	Fri 10/11/2019	5:54 AM	Sat 10/12/2019	10:14 AM	4:20	Multiple Field Office experienced connectivity latency. Field Offices impacted: Arvin Bakersfield Southwest Bakersfield Shafter	Field Offices were able to provide services to the public, however, transaction processing were slow due to the connectivity latency. *Offices connectivity provided via cellular back-up.	Field Office transaction processing was slow impacting the customer wait times.	Direct: Wildfire between Palmdale and Sherman Oaks damaged a section of aerial poles.	Verizon and other local telco field teams were unable to access those poles and/or re-route traffic. Services restored.
4	Hardware	Human Error	Multiple FO	Fri 10/18/2019	6:30 AM	Fri 10/18/2019	7:22 AM	0:52	DMV Field Offices unable to login EASE and the appointment queueing system. Error message received "authentication mechanism not available".	EASE and appointment queueing system (CFS).	Field Offices were unable to process Vehicle Registrations, Drivers License or Identification Card applications.	Direct: Planned change resulted in the inadvertent interruption to the DMV Secure Access Infrastructure. Indirect: Redundant component not active to provide continuity of service.	Service restarted. Services restored.
5	Other	Undetermined	Multiple FO	Mon 10/28/2019	7:15 AM	Mon 10/28/2019	8:54 AM	1:39	Field Offices were unable to run or print records via EASE Data Communication System (EASE DCS)	Field Offices were unable to run and print records via EASE DCS. *Field Offices were able to process Drivers License / Identification cards and Vehicle Registration transactions via EASE and DMVA.	Field Offices unable to provide printed records via EASE DCS.	Direct: Undetermined - Root Cause Analysis requested.	Server reboot. Services restored.