

FEBRUARY 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) 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.

### **February 2020 Highlights:**

- As of February 2020, there are 7,597,467 Californians with a REAL ID compliant driver license or identification card.
- February wait times for non-appointment customers were 20 minutes below target levels, averaging 40 minutes.

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# REAL ID CUSTOMERS AND WORKLOAD

## Cards Produced

As of February 2020, DMV produced and issued more than 8.2 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.

**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>98,818</b>	498,284	102,984	<b>601,268</b>	<b>700,086</b>	12.9%	19.4%	<b>14.1%</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>
November 2019	387,462	41,007	<b>428,469</b>	390,312	95,218	<b>485,530</b>	<b>913,999</b>	49.8%	30.1%	<b>46.9%</b>
December 2019	442,018	43,127	<b>485,145</b>	362,642	83,743	<b>446,385</b>	<b>931,530</b>	54.9%	34.0%	<b>52.1%</b>
<b>2019 Total</b>	<b>4,228,781</b>	<b>549,841</b>	<b>4,778,622</b>	<b>5,236,743</b>	<b>1,221,379</b>	<b>6,458,122</b>	<b>11,236,744</b>	<b>44.7%</b>	<b>31.0%</b>	<b>42.5%</b>
January 2020	480,563	55,935	<b>536,498</b>	373,183	96,021	<b>469,204</b>	<b>1,005,702</b>	56.3%	36.8%	<b>53.3%</b>
February 2020	464,094	55,119	<b>519,213</b>	316,511	86,597	<b>403,108</b>	<b>922,321</b>	59.5%	38.9%	<b>56.3%</b>
<b>GRAND TOTALS</b>	<b>7,217,696</b>	<b>1,068,866</b>	<b>8,286,562</b>	<b>11,375,816</b>	<b>2,493,502</b>	<b>13,869,318</b>	<b>22,155,880</b>	<b>38.8%</b>	<b>30.0%</b>	<b>37.4%</b>

## Total Californians with REAL IDs

As of February 2020, there are 7,597,467 Californians with a REAL ID compliant driver license or identification card.

## **DMV WORK ACTION PLAN UPDATES**

### **Enterprise Governance/Performance Optimization Contract**

The Department of Finance Office of State Audits and Evaluations' audit findings revealed an opportunity to strengthen the executive governance oversight of DMV projects and programs. In January 2020 DMV signed a contract with Guidehouse, Inc. to provide consultative services to develop a new strategic plan, improve enterprise governance, create a performance management framework, and foster a culture based upon operational excellence. A kickoff meeting with Guidehouse, Inc. was held in February 2020.

## STAFFING

**Hiring Status:** DMV has made offers on 99 percent of its 784 new positions. The following chart reflects the status of these hires as of February 2020.

Region	Number Authorized	Offers Made	Awaiting Fingerprints	Started	On-boarding In-Office Training	Expedite In-Office Training	Basic Driver License Training
I	51.0	51.0	0.0	51.0	40.0	42.0	51.0
II	124.0	117.5	0.0	113.5	104.0	104.0	104.0
III	87.0	87.0	0.0	86.0	86.0	86.0	86.0
IV	52.0	52.0	0.0	52.0	49.5	49.5	49.5
V	95.0	95.0	0.0	95.0	95.0	95.0	95.0
VI	134.0	131.0	0.0	131.0	57.0	0.0	72.0
VII	110.0	110.0	0.0	105.0	98.0	98.0	87.5
VIII	131.0	131.0	0.0	130.5	130.0	130.0	82.5
<b>Total</b>	<b>784.0</b>	<b>774.5</b>	<b>0.0</b>	<b>764.0</b>	<b>659.5</b>	<b>604.5</b>	<b>627.5</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:

- Reducing REAL ID transaction times by removing redundant steps and ensuring that customers are better prepared before their office visit. As a result, it is expected that REAL ID transaction times will be reduced by more than half.
- A pilot to offer same-day customer appointments began in three offices at the end of December. After evaluating the pilot, DMV decided to no longer pursue same-day appointments. DMV is adjusting its focus towards other strategies, such as DMV Express, which will allow customers to be processed as though they have a same day appointment.
- Proof of concept for implementation of DMV Express, which enables customers to upload their identity, Social Security, and residency documents online prior to their office visit. The customer can then visit a field office the same day or at their earliest convenience to receive express service without an appointment. This saves several minutes of processing time at the field office. The proof of concept went live on November 20, 2019, with five offices. By the end of February 2020, more than 27,000 customer documents had been uploaded. The department is expanding the program to 18 additional offices in March, 2020, and is currently finalizing the statewide deployment plan.

**Website Design:** A full website redesign is anticipated to be unveiled in May, 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.

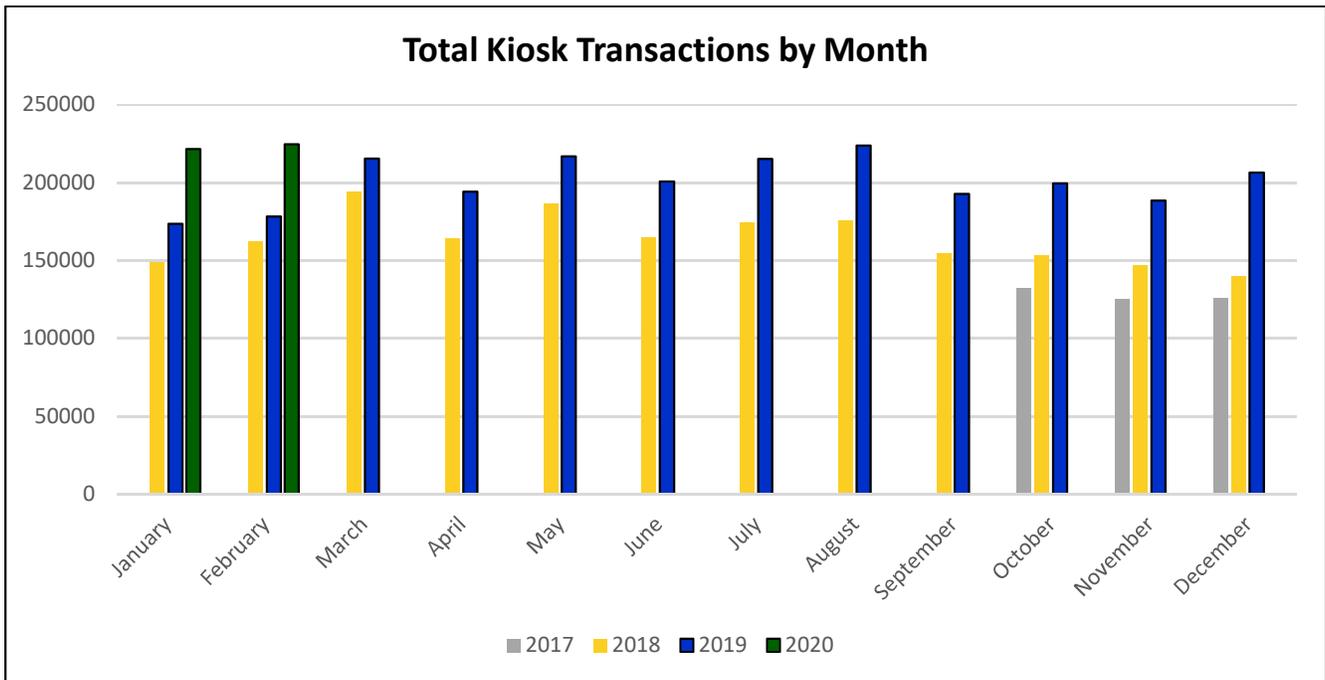
# INFORMATION TECHNOLOGY

**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. There are 365 DMV Now kiosks statewide: 98 in DMV field offices, 249 in retail locations, 3 in libraries, 1 at University of California, Irvine, 1 in the Mendota City Hall, and 13 in Northern California AAA locations.

DMV added the following new services to kiosks on February 11, 2020:

- Driver record history request
- Vehicle record history request

DMV is completing the remaining steps needed to add new kiosk services for replacement registration cards and stickers. It is anticipated these transactions will be available by April.



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

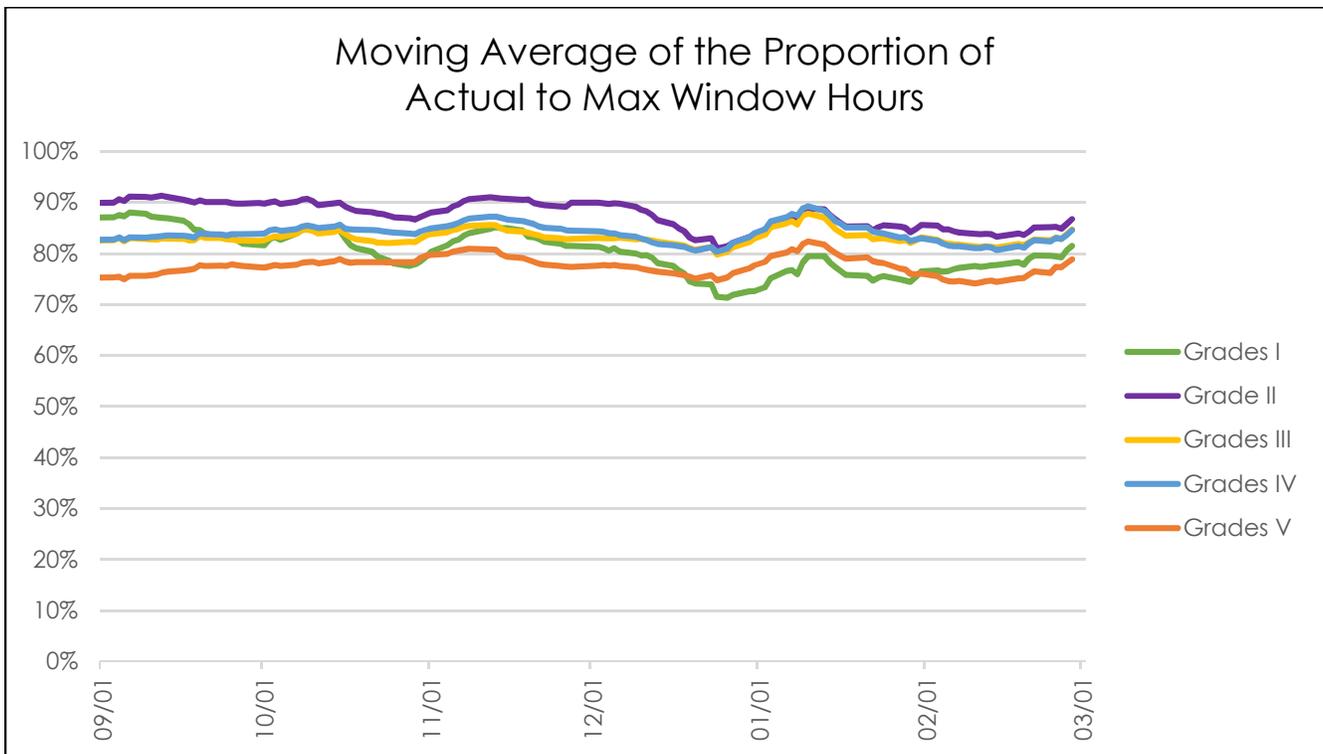
### DMV NOW Self-Service Kiosk Transactions

	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
<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>164,240</b>
<b>May-18</b>	154,238	32,195	N/A	239	N/A	109	<b>186,781</b>
<b>Jun-18</b>	141,716	32,825	N/A	236	N/A	177	<b>174,954</b>
<b>Jul-18</b>	139,563	34,511	N/A	245	N/A	187	<b>174,506</b>
<b>Aug-18</b>	141,483	33,979	9	270	N/A	184	<b>175,925</b>
<b>Sep-18</b>	119,632	34,666	75	199	N/A	185	<b>154,757</b>
<b>Oct-18</b>	119,112	33,663	123	203	N/A	228	<b>153,329</b>
<b>Nov-18</b>	110,526	35,771	194	157	27	249	<b>146,924</b>
<b>Dec-18</b>	100,144	39,380	238	103	23	248	<b>140,136</b>
<b>Jan-19</b>	126,200	46,863	288	150	117	302	<b>173,920</b>
<b>Feb-19</b>	127,110	50,568	281	184	159	326	<b>178,628</b>
<b>Mar-19</b>	150,882	64,586	356	190	236	373	<b>216,623</b>
<b>Apr-19</b>	134,888	58,524	367	208	159	536	<b>194,682</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>
<b>Nov-19</b>	111,941	75,874	351	148	171	731	<b>189,216</b>
<b>Dec-19</b>	124,321	81,574	353	115	173	805	<b>207,341</b>
<b>Jan-20</b>	130,035	90,723	383	207	227	1,028	<b>222,603</b>
<b>Feb-20</b>	129,073	94,708	377	145	243	928	<b>225,474</b>

**Online Transactions:** DMV continues to make enhancements to services available via the DMV Website [www.dmv.ca.gov](http://www.dmv.ca.gov). In February 2020, DMV implemented an upgraded identity management system that simplifies the user authentication process for those online transactions that require a DMV login. DMV also launched an option to renew Motor Carrier permits online and is currently working on several other new online transactions.

# WINDOW HOURS

**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<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.



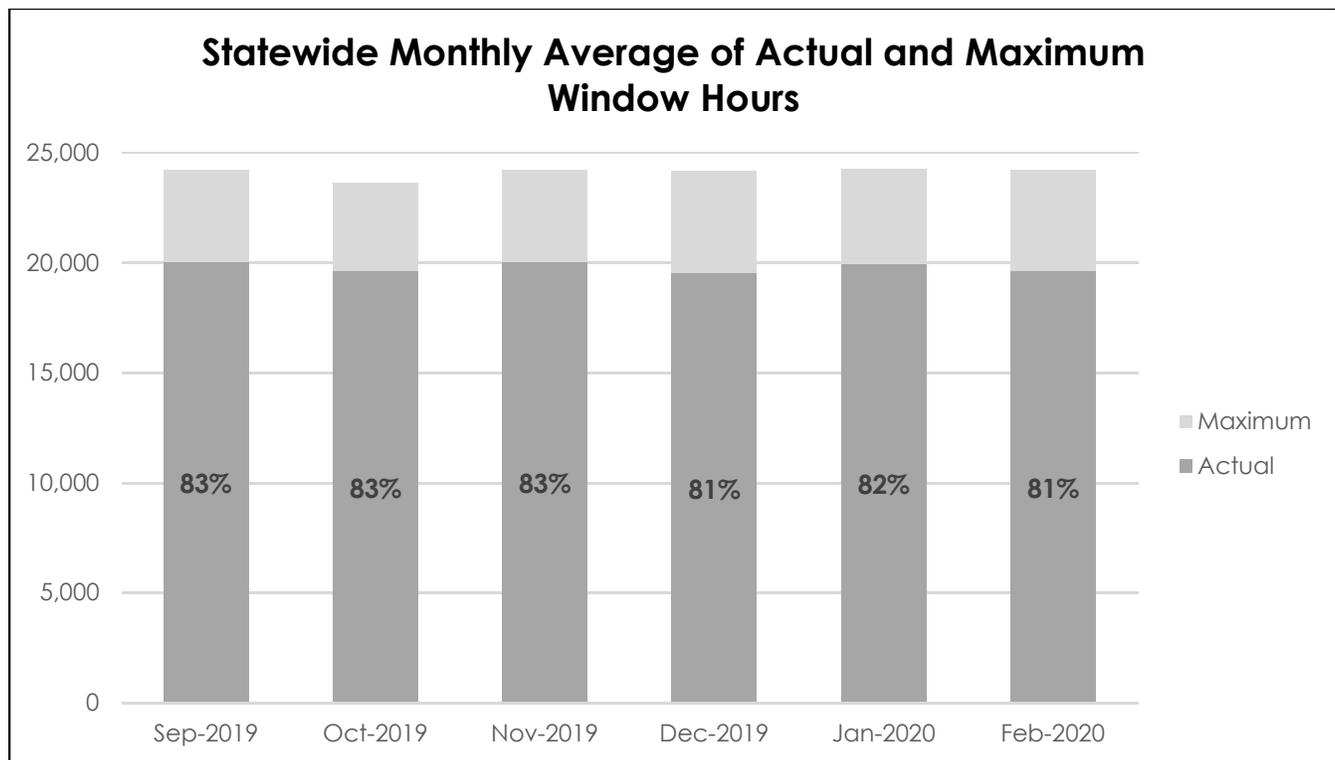
<sup>1</sup> The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.

<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					
	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020
Grade I	81%	83%	79%	75%	77%	79%
Grade II	88%	90%	88%	85%	86%	85%
Grade III	83%	84%	84%	83%	84%	83%
Grade IV	85%	85%	84%	83%	85%	83%
Grade V	80%	78%	79%	78%	78%	77%

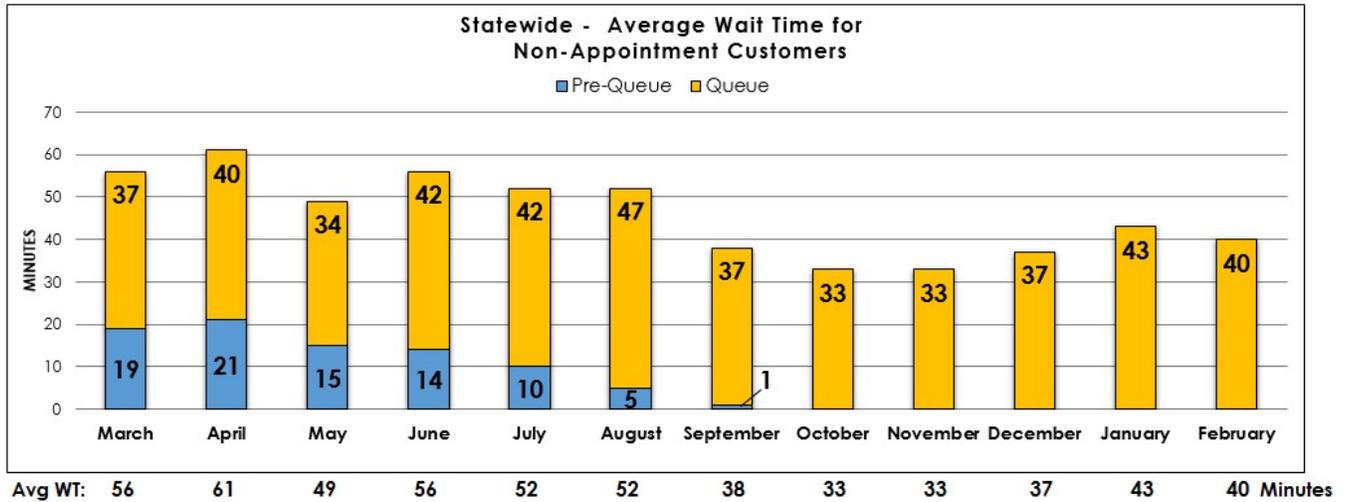
**Statewide Monthly Average of Actual to Maximum Window Hours:** This chart presents the same data, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.



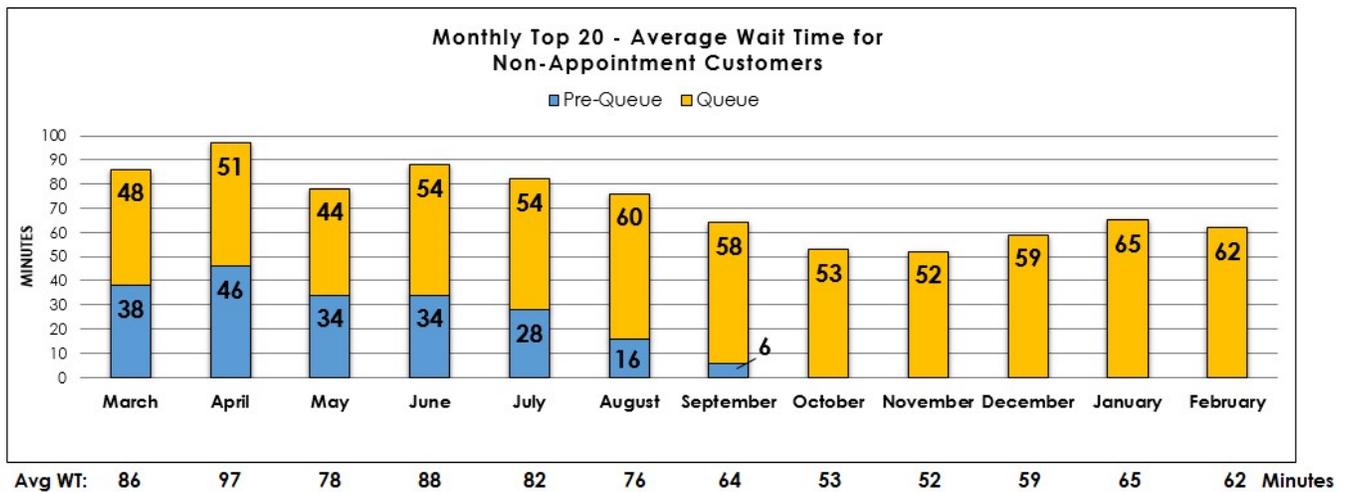
# WAIT TIMES

February wait times for non-appointment customers were 20 minutes below target levels, averaging 40 minutes.

## Average Wait Time for Non-Appointment Customers – Statewide:



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



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

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

**STATEWIDE - MONTH OF January, 2020**

Month of January, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	47,516	15	208,709	28	256,225	25
Grade III - 47 Offices	110,957	17	435,860	33	546,817	30
Grade IV/V - 68 Offices	254,106	25	998,664	51	1,252,770	46

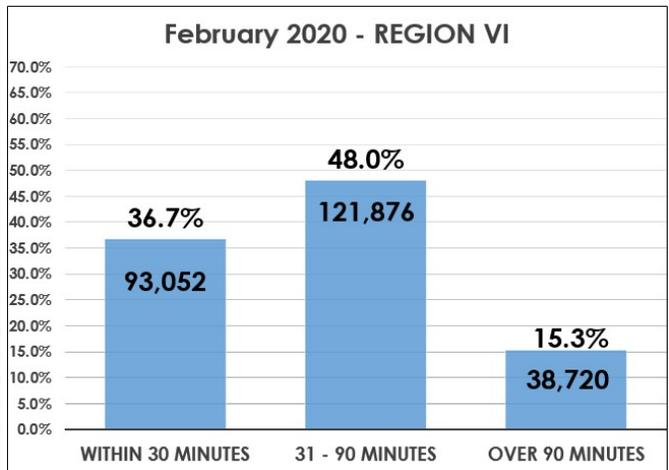
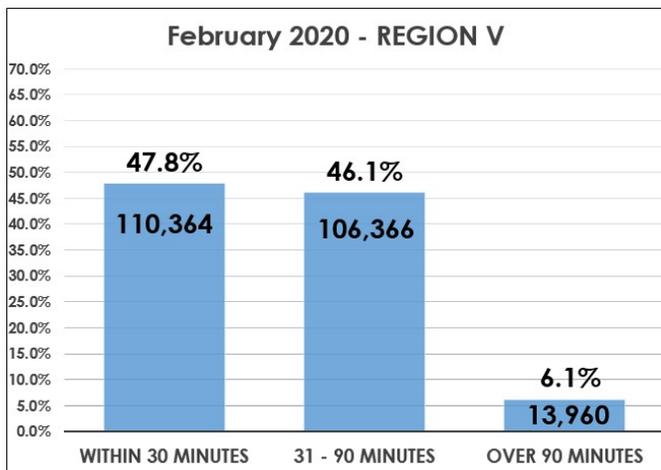
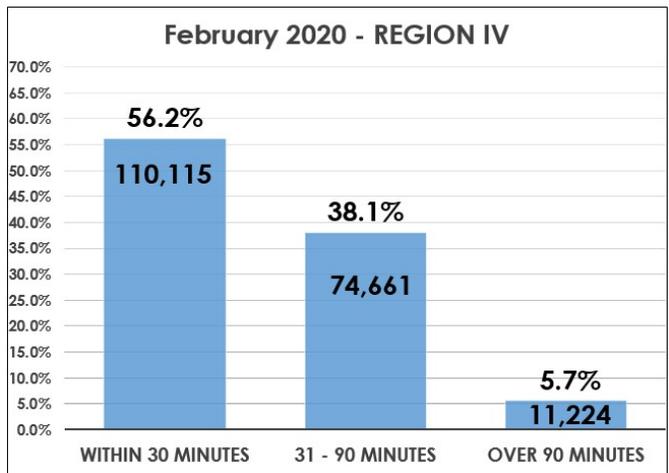
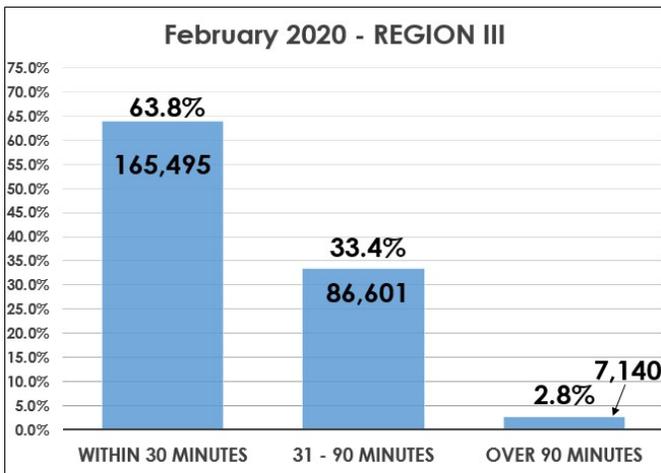
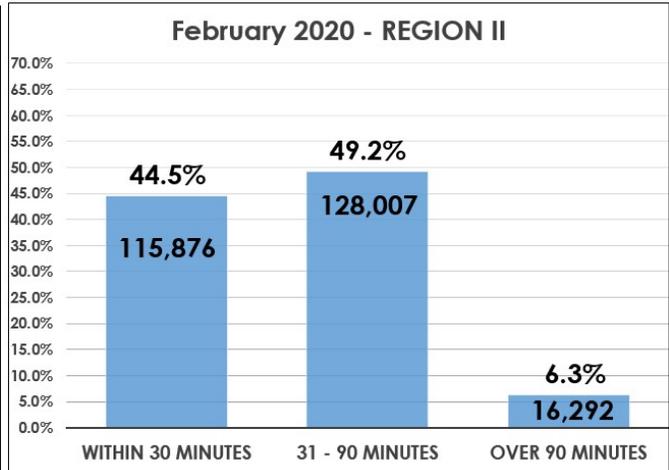
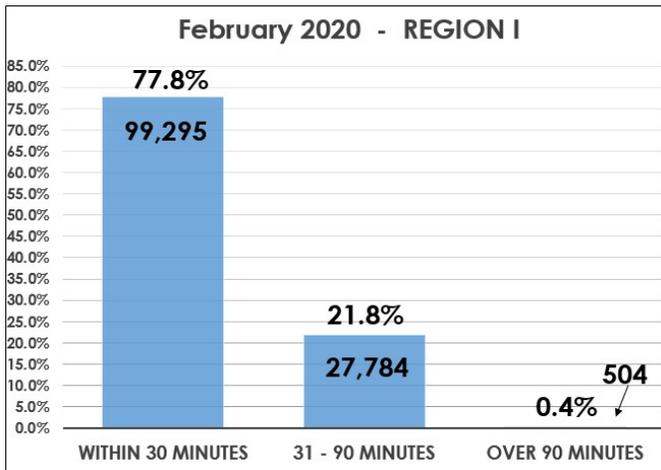
**STATEWIDE - MONTH OF February, 2020**

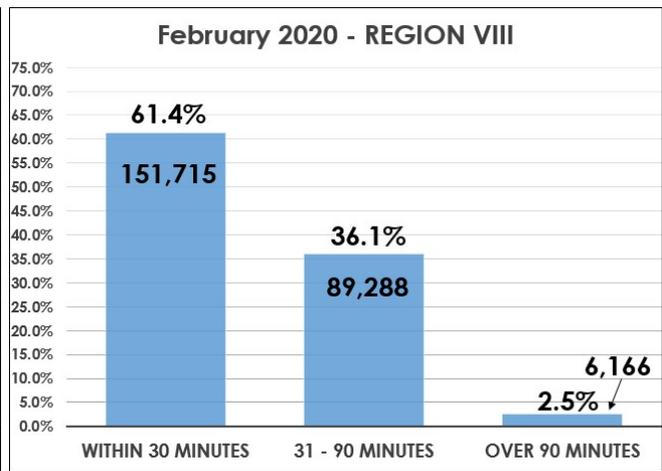
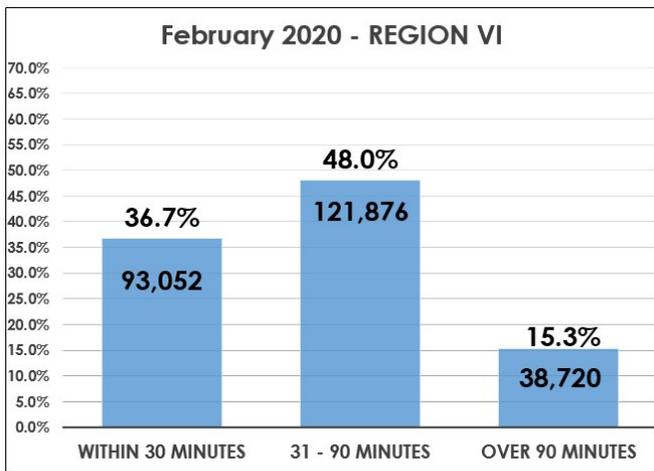
Month of February, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	29,778	10	199,286	25	229,064	23
Grade III - 47 Offices	77,029	12	417,672	30	494,701	27
Grade IV/V - 68 Offices	189,188	18	943,141	48	1,132,329	43

**DIFFERENCE BETWEEN MONTH OF February, 2020 and MONTH OF January, 2020**

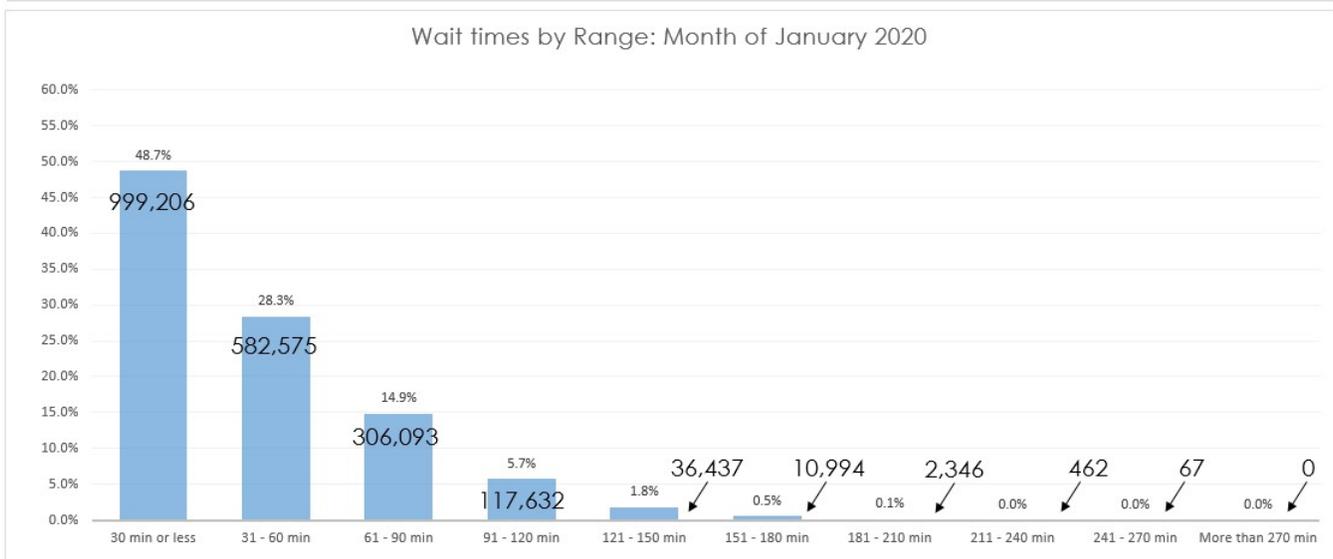
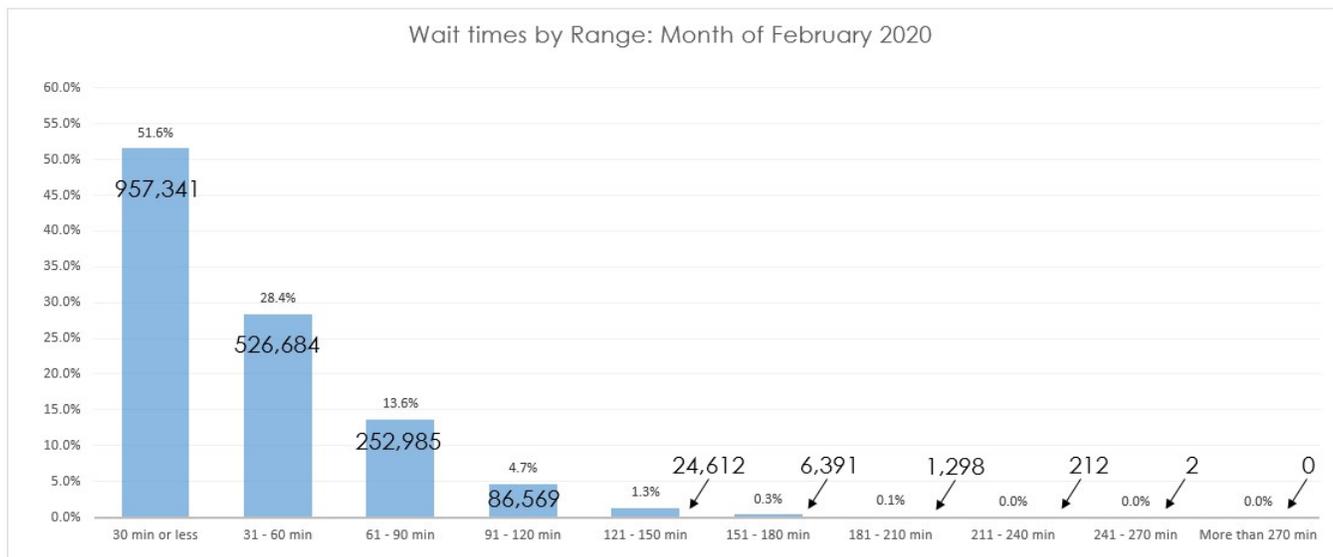
Month of Feb, 2020 vs Jan, 2020	APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
Grade I/II - 56 Offices	(17,738)	(5)	(9,423)	(3)	(27,161)	(2)
Grade III - 47 Offices	(33,928)	(5)	(18,188)	(3)	(52,116)	(3)
Grade IV/V - 68 Offices	(64,918)	(7)	(55,523)	(3)	(120,441)	(3)

**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.

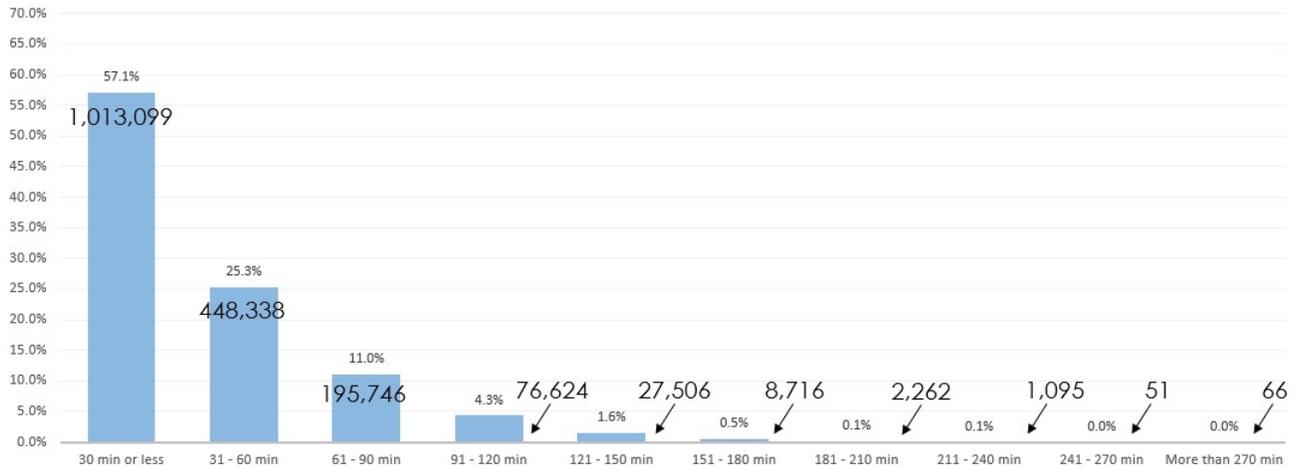




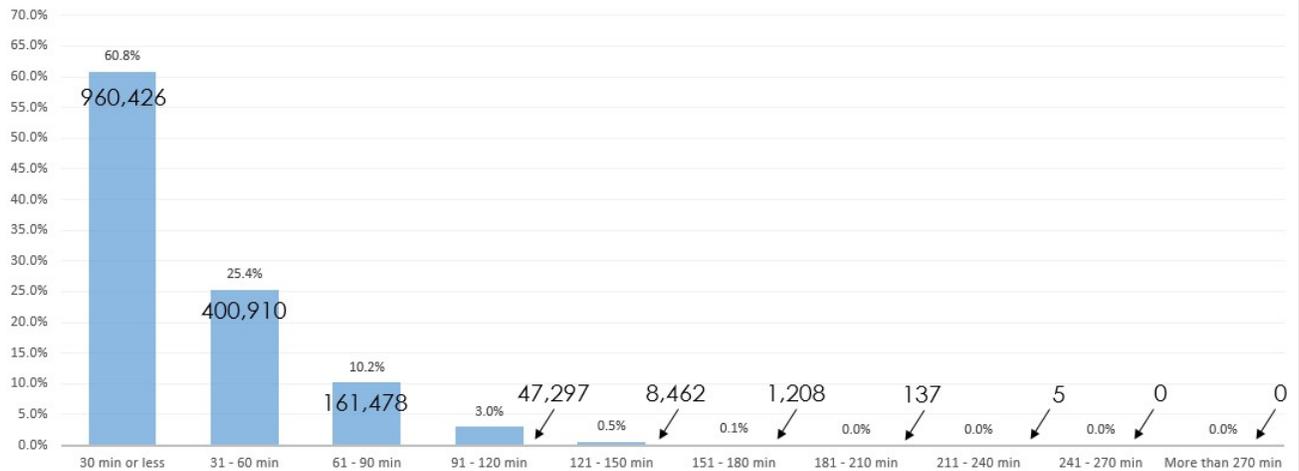
**Wait Times by Time Range - Statewide:** The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.



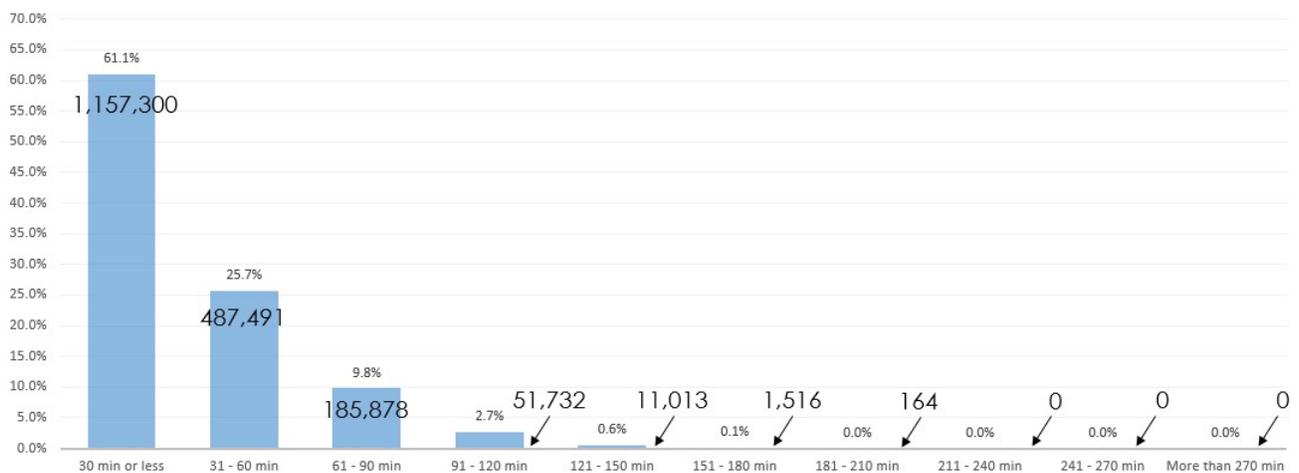
Wait times by Range: Month of December 2019



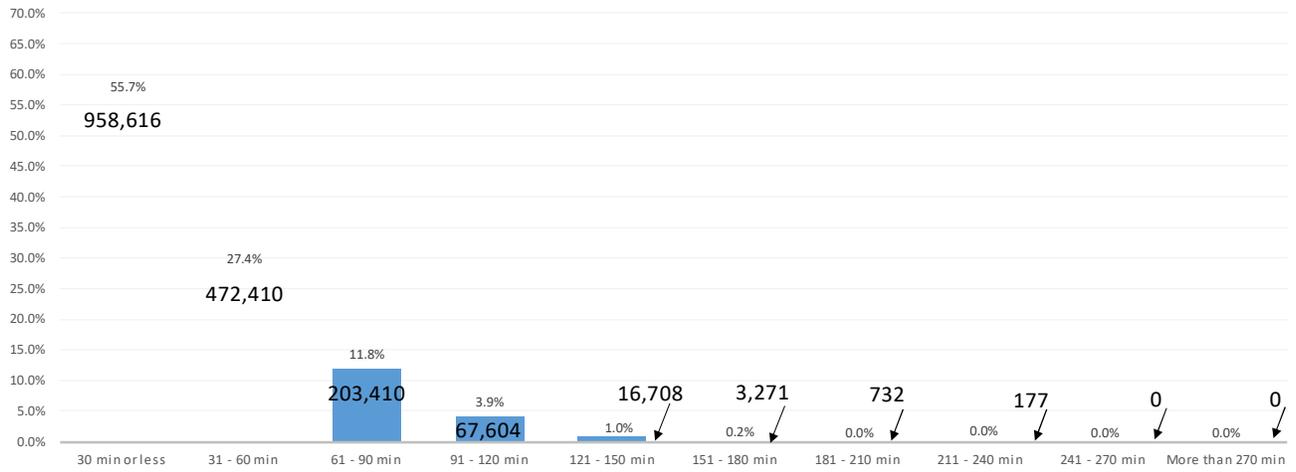
Wait times by Range: Month of November 2019



Wait times by Range: Month of October 2019



### Wait times by Range: Month of September 2019



# APPENDIX A

## FIELD OFFICE AVERAGE WAIT TIMES

### Region I

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

Month of February, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ALTURAS		4	6	1,131	5	1,135	5
CHICO		1,211	8	7,757	24	8,968	21
COLUSA		176	7	2,615	11	2,791	11
CORTE MADERA		1,428	9	6,728	20	8,156	18
CRESCENT CITY		336	5	2,167	20	2,503	18
EUREKA		802	3	6,748	15	7,550	14
FALL RIVER MILLS		44	6	1,007	14	1,051	13
FORT BRAGG		145	9	1,790	24	1,935	23
GARBERVILLE		156	5	1,039	14	1,195	13
GRASS VALLEY		770	7	3,676	24	4,446	21
LAKEPORT		371	8	3,454	27	3,825	25
MOUNT SHASTA		143	6	1,846	12	1,989	12
<b>NOVATO</b>		989	7	5,821	22	6,810	20
OROVILLE		671	8	4,374	22	5,045	20
PETALUMA		1,640	5	6,982	18	8,622	16
QUINCY		84	4	1,556	14	1,640	13
RED BLUFF		977	6	4,637	18	5,614	16
<b>REDDING</b>		1,700	8	8,665	23	10,365	20
<b>SANTA ROSA</b>		1,712	8	9,301	23	11,013	20
SOUTH LAKE TAHOE		347	10	2,691	31	3,038	29
SUSANVILLE		194	4	2,145	16	2,339	15
TRUCKEE		459	11	2,323	23	2,782	21
UKIAH		714	9	4,131	19	4,845	18
WEAVERVILLE		79	9	1,080	15	1,159	15
WILLOWS		244	9	2,398	14	2,642	14
YREKA		329	9	1,796	29	2,125	26
<b>YUBA CITY</b>		1,790	9	12,210	17	14,000	16
<b>Region I (Northern CA)TOTAL</b>		<b>17,515</b>	<b>7</b>	<b>110,068</b>	<b>20</b>	<b>127,583</b>	<b>18</b>

Saturday Service in 61 Offices

## Region II

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

Month of February, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
CAPITOLA		1,254	13	6,737	22	7,991	21
<b>DALY CITY</b>		2,882	27	14,103	45	16,985	42
<b>EL CERRITO</b>		2,444	19	11,998	38	14,442	34
FREMONT		1,711	22	9,347	43	11,058	40
GILROY		914	11	6,491	16	7,405	15
<b>HAYWARD</b>		1,800	21	12,035	41	13,835	38
HOLLISTER		443	13	2,820	25	3,263	23
KING CITY		417	13	4,072	18	4,489	17
LOS GATOS		1,974	29	6,309	49	8,283	45
<b>OAKLAND CLAREMONT</b>		2,502	27	14,224	47	16,726	44
OAKLAND COLISEUM	9	2,240	30	9,702	59	11,942	54
<b>PLEASANTON</b>		1,910	23	11,209	42	13,119	39
<b>REDWOOD CITY</b>		2,283	32	11,356	53	13,639	49
<b>SALINAS</b>		1,158	11	8,741	26	9,899	24
<b>SAN FRANCISCO</b>		2,581	12	16,417	30	18,998	27
SAN JOSE		3,010	15	11,123	36	14,133	32
<b>SAN JOSE DLPC</b>	11	3,297	24	17,182	59	20,479	53
SAN MATEO		1,457	24	8,494	44	9,951	41
<b>SANTA CLARA</b>	4	3,057	33	16,982	67	20,039	62
<b>SANTA TERESA</b>		1,607	17	9,815	40	11,422	37
SEASIDE		973	7	6,956	16	7,929	15
WATSONVILLE		559	22	3,589	34	4,148	32
<b>Region II (Bay Area) TOTAL</b>		<b>40,473</b>	<b>22</b>	<b>219,702</b>	<b>42</b>	<b>260,175</b>	<b>39</b>

Saturday Service in 61 Offices

## Region III

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

Month of February, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
AUBURN		921	5	5,824	22	6,745	20
CARMICHAEL		3,970	14	13,759	51	17,729	43
<b>CONCORD</b>		2,390	13	13,530	27	15,920	25
DAVIS		1,270	3	4,485	13	5,755	11
<b>FAIRFIELD</b>		2,030	10	9,654	22	11,684	20
<b>FOLSOM</b>		2,978	18	10,489	43	13,467	37
JACKSON		490	7	2,761	24	3,251	22
<b>LODI</b>		3,056	18	11,672	38	14,728	33
MANTECA		1,664	13	7,717	34	9,381	30
NAPA		1,907	3	9,034	10	10,941	9
PITTSBURG		842	15	10,710	27	11,552	26
PLACERVILLE		727	18	3,649	46	4,376	41
ROCKLIN		1,636	14	6,629	37	8,265	32
<b>ROSEVILLE</b>		2,723	7	12,576	26	15,299	23
<b>SACRAMENTO</b>		4,366	11	18,650	39	23,016	34
SACRAMENTO SOUTH		3,761	9	14,969	33	18,730	28
SAN ANDREAS		376	13	2,183	35	2,559	32
SONORA		756	15	3,209	35	3,965	31
STOCKTON		1,923	14	14,657	33	16,580	31
<b>TRACY</b>		1,487	11	11,860	24	13,347	23
VACAVILLE		1,171	7	5,336	30	6,507	26
<b>VALLEJO</b>		1,582	7	9,809	15	11,391	14
WALNUT CREEK		1,122	6	5,914	19	7,036	17
<b>WOODLAND</b>		1,281	8	5,731	28	7,012	25
<b>Region III (Sacramento Area) TOTAL</b>		<b>44,429</b>	<b>11</b>	<b>214,807</b>	<b>31</b>	<b>259,236</b>	<b>27</b>

Saturday Service in 61 Offices

## Region IV

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

Month of February, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARVIN		514	11	5,170	20	5,684	19
<b>BAKERSFIELD</b>		1,810	16	13,150	44	14,960	40
BAKERSFIELD SW		1,533	20	11,594	47	13,127	44
BISHOP		186	6	1,914	27	2,100	25
<b>CLOVIS</b>		1,937	12	11,895	37	13,832	33
COALINGA		240	5	2,182	13	2,422	12
DELANO		668	12	4,876	28	5,544	26
<b>FRESNO</b>		2,854	19	20,010	46	22,864	43
FRESNO NORTH		1,899	14	7,453	49	9,352	42
HANFORD		992	15	6,256	33	7,248	31
LAKE ISABELLA		129	9	1,693	21	1,822	20
LOS BANOS		663	21	4,508	35	5,171	34
MADERA		889	17	6,118	35	7,007	33
MARIPOSA		248	16	1,404	40	1,652	37
<b>MERCED</b>		1,901	16	10,376	37	12,277	34
<b>MODESTO</b>		2,723	22	15,354	49	18,077	45
PORTERVILLE		731	16	4,947	41	5,678	37
REEDLEY		868	10	8,070	16	8,938	16
RIDGECREST		404	12	3,111	29	3,515	27
SHAFTER		551	13	4,809	29	5,360	27
TAFT		230	14	2,257	22	2,487	22
TULARE		773	14	4,643	29	5,416	27
TURLOCK		1,449	19	8,103	40	9,552	37
<b>VISALIA</b>		1,453	7	10,462	22	11,915	20
<b>Region IV (Central Valley) TOTAL</b>		<b>25,645</b>	<b>16</b>	<b>170,355</b>	<b>37</b>	<b>196,000</b>	<b>34</b>

Saturday Service in 61 Offices

## Region V

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

Month of February, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
ARLETA		3,051	9	14,711	33	17,762	29
GLENDALE		4,104	4	13,268	40	17,372	32
GOLETA		603	10	4,552	33	5,155	30
<b>PACOIMA DLPC</b>		429	15	12,054	44	12,483	43
HOLLYWOOD COLE	16	2,477	14	7,537	57	10,014	46
HOLLYWOOD WEST		1,319	4	6,234	18	7,553	16
<b>LANCASTER</b>		4,976	17	17,559	49	22,535	42
LOMPOC		840	15	4,411	35	5,251	32
NEWHALL	20	1,788	19	8,119	54	9,907	48
OXNARD	13	1,609	17	8,233	58	9,842	51
PASO ROBLES		634	15	3,947	25	4,581	24
<b>SAN LUIS OBISPO</b>		1,540	11	6,815	32	8,355	28
SANTA BARBARA		779	16	4,455	39	5,234	36
SANTA MARIA		1,509	12	5,834	42	7,343	36
<b>SANTA MONICA</b>	19	1,905	15	10,084	54	11,989	48
SANTA PAULA		402	7	6,184	32	6,586	31
SIMI VALLEY		1,395	8	7,691	28	9,086	25
<b>THOUSAND OAKS</b>		1,344	16	10,987	50	12,331	46
<b>VAN NUYS</b>		1,888	10	16,918	44	18,806	41
<b>VENTURA</b>		1,759	10	10,131	43	11,890	38
WINNETKA		2,617	19	13,998	48	16,615	43
<b>Region V (Northern Los Angeles/Coastal Area) TOTAL</b>		<b>36,968</b>	<b>13</b>	<b>193,722</b>	<b>43</b>	<b>230,690</b>	<b>38</b>

**Saturday Service in 61 Offices**

## Region VI

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

Month of February, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
<b>BELL GARDENS</b>	18	2,351	21	14,812	56	17,163	52
<b>BELLFLOWER</b>	14	3,826	17	15,802	57	19,628	49
COMPTON		2,652	13	11,258	48	13,910	41
<b>CULVER CITY</b>	3	2,880	35	9,753	73	12,633	65
EL MONTE		2,202	18	10,073	46	12,275	41
<b>HAWTHORNE</b>	8	3,285	25	13,846	61	17,131	54
INGLEWOOD		1,636	12	10,812	49	12,448	44
LINCOLN PARK		2,448	16	11,757	52	14,205	46
<b>LONG BEACH</b>	5	3,464	16	13,064	64	16,528	54
<b>LOS ANGELES</b>	2	4,106	34	16,476	79	20,582	70
MONTEBELLO	12	2,612	27	9,783	58	12,395	52
<b>PASADENA</b>		4,076	14	16,399	39	20,475	34
<b>SAN PEDRO</b>		2,129	12	10,919	46	13,048	41
TORRANCE	1	2,600	29	9,917	81	12,517	70
<b>WEST COVINA</b>		3,772	18	18,028	47	21,800	42
WHITTIER	6	2,944	18	13,966	63	16,910	56
<b>Region VI (Los Angeles Area) TOTAL</b>		<b>46,983</b>	<b>21</b>	<b>206,665</b>	<b>57</b>	<b>253,648</b>	<b>50</b>

**Saturday Service in 61 Offices**

## Region VII

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

Month of February, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BARSTOW		795	18	5,040	37	5,835	34
<b>COSTA MESA</b>	17	2,745	17	16,882	57	19,627	51
<b>FONTANA</b>		4,086	11	20,809	42	24,895	37
<b>FULLERTON</b>	15	3,924	24	26,555	57	30,479	53
LAGUNA HILLS	10	3,516	24	12,553	59	16,069	51
NEEDLES		153	7	1,386	17	1,539	16
NORCO		2,210	27	12,306	51	14,516	47
POMONA		3,271	19	15,927	45	19,198	41
<b>RANCHO CUCAMONGA</b>		3,793	17	18,199	47	21,992	42
REDLANDS		2,116	20	9,256	46	11,372	41
RIVERSIDE		2,481	20	10,628	41	13,109	37
<b>RIVERSIDE EAST</b>		3,777	21	16,723	43	20,500	39
<b>SAN BERNARDINO</b>		3,540	11	14,333	35	17,873	31
SANTA ANA		4,214	17	18,130	53	22,344	46
<b>VICTORVILLE</b>		3,331	18	14,058	42	17,389	38
WESTMINSTER	7	4,172	19	20,684	62	24,856	55
<b>Region VII (Orange County/Inland Empire) TOTAL</b>		<b>48,124</b>	<b>19</b>	<b>233,469</b>	<b>49</b>	<b>281,593</b>	<b>44</b>

Saturday Service in 61 Offices

## Region VIII

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

Month of February, 2020		APPOINTMENT		NON-APPOINTMENT		OVERALL Appt / Non-Appt	
OFFICE	Feb Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Total Cust Served	Queue Wait Time
BANNING		1,129	8	6,572	26	7,701	24
BLYTHE		162	1	1,729	5	1,891	5
BRAWLEY		550	8	4,697	18	5,247	17
<b>CHULA VISTA</b>		3,116	7	23,243	30	26,359	27
EL CAJON		2,273	12	16,502	41	18,775	37
<b>EL CENTRO</b>		1,498	12	9,141	22	10,639	21
<b>HEMET</b>		2,174	3	16,054	17	18,228	15
INDIO		1,041	5	7,886	11	8,927	10
OCEANSIDE		1,988	23	9,553	44	11,541	40
<b>PALM DESERT</b>		1,687	6	8,223	13	9,910	12
PALM SPRINGS		1,552	5	6,353	14	7,905	12
<b>POWAY</b>		2,345	12	11,269	34	13,614	31
SAN CLEMENTE		1,606	12	7,883	33	9,489	30
<b>SAN DIEGO CLAIREMONT</b>		4,086	8	21,351	36	25,437	31
SAN DIEGO NORMAL		3,434	14	11,654	46	15,088	38
<b>SAN MARCOS</b>		2,853	18	19,472	48	22,325	44
SAN YSIDRO		1,620	10	15,830	34	17,450	32
<b>TEMECULA</b>		2,411	16	10,550	42	12,961	37
TWENTYNINE PALMS		333	6	3,349	14	3,682	13
<b>Region VIII (San Diego Area) TOTAL</b>		<b>35,858</b>	<b>11</b>	<b>211,311</b>	<b>32</b>	<b>247,169</b>	<b>29</b>
<b>STATEWIDE TOTALS</b>		<b>295,995</b>	<b>16</b>	<b>1,560,099</b>	<b>40</b>	<b>1,856,094</b>	<b>36</b>

Saturday Service in 61 Offices

## Appendix B February Outage Summary

Number	Source of Failure		Number of Offices Impacted or Statewide	DMV Operations				Duration hh:mm	Reported Issue	DMV Services / Applications Impacted *Workaround Explained if Applicable	DMV Operational Impact	Direct or Indirect Cause of Outage	Resolution
	Component	Cause		Disruption Start Date		Returned to Normal Date							
1	Hardware	Other	Riverside Call Center	Wed 02/05/2020	7:47 AM	Wed 02/05/2020	10:20 AM	2:33	Riverside Call Center building power issue. Telephones and internet not available.	Riverside Call Center unable to receive or answer calls. *Incoming calls supported by the Fresno Call Center	Riverside Call Center unable to receive or answer calls.	Direct: Disruption of power supply to routers.	Server restarted and router power strip replaced.
2	Vendor	Network Connectivity	Multiple FO	Mon 02/10/2020	9:10 AM	Tue 02/11/2020	8:30 AM	1 Business Day	Multiple Southern Regional Field Offices lost primary network connectivity.	Telecommunication provider, Frontier, reported high level outage. *Field Offices were able to provide some customer services utilizing Cellular Backup.	Impacted Field Offices were able to process Vehicle Registration and Driver License and Identification Card transactions that did not require photos utilizing back up Cellular Network.	Direct: Telecommunications provider, Frontier, experienced high level outage to multiple Southern CA field offices.	Telecommunication provider, Frontier, resolved incident and network services were restored.
3	Vendor	Undetermined	Multiple FO	Wed 02/19/2020	10:22 AM	Wed 02/19/2020	11:12 AM	0:50	Offices are unable to access and uses the appointment management system.	Customer appointment management system. *Offices utilized manual tickets to manage customer queuing to provide all services to customers.	Customer appointment management.	Direct: Undetermined. Root cause analysis requested.	Vendor, Qmatic, rebooted server. Services restored.
4	Vendor	Undetermined	Multiple FO	Tue 02/25/2020	11:40 AM	Tue 02/25/2020	11:40 AM	1 Business Day	Field Offices were unable to use automated processes to verify documents originating from Mexico to process Driver License and Identification Card applications.	Driver License and Identification Card applications. *Manual process to verify foreign documents verification.	Field Offices Driver License and Identification Card applications processing.	Direct: Mexican Consulate confirmed short term system issue. Root cause analysis requested.	Services restored by service provider. No additional information provided.