

DECEMBER 2020

DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

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



EXECUTIVE SUMMARY

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

December 2020 Highlights:

- In December 2020, DMV began offering Californians who are 70 and older the option to renew their noncommercial driver's license online. Licenses that expired beginning March 1, 2020, and throughout the COVID-19 emergency were previously made eligible to renew online or by mail, including REAL ID renewals. The DMV previously provided yearlong extensions to senior drivers with noncommercial licenses expiring in March through December 2020. Those who received the extensions are eligible to renew online.
- Beginning December 14, 2020, DMV suspended behind-the-wheel driving tests through at least February 1, 2021. The DMV is taking this step for the health and safety of customers and employees during the current statewide surge in COVID-19 cases. The suspension includes commercial and noncommercial tests, but does not apply to motorcycle drive tests, which can be conducted at a safe distance. Customers with scheduled appointments through January will be notified their tests are canceled. The DMV will automatically reschedule the tests at a later date.
- DMV continues to work with the vendor towards the release of virtual queue entry, a feature that gives customers without an appointment the ability to check in and get in line for Field Office services remotely. The solution will be piloted upon completion of development and testing.
- On December 16, 2020, DMV re-launched the Service Advisor feature that leads customers through several service delivery options to determine if an in-person office visit is necessary and only then offers to schedule an in-office appointment.
- All commercial driver's licenses, endorsements, and certificates expiring between March 1, 2020 through February 2021, have an extension valid through February 28, 2021. The extension is the same for all commercial license holders regardless of age.
- As of December 2020, there are 9,452,746 Californians with a REAL ID compliant driver license or identification card.

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REAL ID CUSTOMERS AND WORKLOAD

Cards Produced

As of December 2020, DMV produced over 10.8 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 |
| January 2018 (22-31) | 29,725 | 9,971 | 39,696 | 205,823 | 45,426 | 251,249 | 290,945 | 12.6% | 18.0% | 13.6% |
| February 2018 | 74,020 | 24,798 | 98,818 | 498,284 | 102,984 | 601,268 | 700,086 | 12.9% | 19.4% | 14.1% |
| March 2018 | 111,296 | 33,216 | 144,512 | 543,280 | 109,255 | 652,535 | 797,047 | 17.0% | 23.3% | 18.1% |
| April 2018 | 121,715 | 31,049 | 152,764 | 476,314 | 93,661 | 569,975 | 722,739 | 20.4% | 24.9% | 21.1% |
| May 2018 | 141,704 | 30,160 | 171,864 | 483,399 | 89,520 | 572,919 | 744,783 | 22.7% | 25.2% | 23.1% |
| June 2018 | 147,536 | 41,147 | 188,683 | 464,538 | 88,930 | 553,468 | 742,151 | 24.1% | 31.6% | 25.4% |
| July 2018 | 171,051 | 43,491 | 214,542 | 473,450 | 90,041 | 563,491 | 778,033 | 26.5% | 32.6% | 27.6% |
| August 2018 | 228,165 | 46,279 | 274,444 | 516,521 | 103,929 | 620,450 | 894,894 | 30.6% | 30.8% | 30.7% |
| September 2018 | 219,054 | 34,315 | 253,369 | 453,866 | 93,975 | 547,841 | 801,210 | 32.6% | 26.7% | 31.6% |
| October 2018 | 291,720 | 44,091 | 335,811 | 559,184 | 109,507 | 668,691 | 1,004,502 | 34.3% | 28.7% | 33.4% |
| November 2018 | 244,166 | 35,383 | 279,549 | 402,515 | 84,032 | 486,547 | 766,096 | 37.8% | 29.6% | 36.5% |
| December 2018 | 264,106 | 34,071 | 298,177 | 372,205 | 78,245 | 450,450 | 748,627 | 41.5% | 30.3% | 39.8% |
| 2018 Total | 2,044,258 | 407,971 | 2,452,229 | 5,449,379 | 1,089,505 | 6,538,884 | 8,991,113 | 27.3% | 27.2% | 27.3% |
| January 2019 | 293,666 | 45,793 | 339,459 | 387,686 | 88,291 | 475,977 | 815,436 | 43.1% | 34.2% | 41.6% |
| February 2019 | 258,062 | 56,973 | 315,035 | 501,193 | 121,662 | 622,855 | 937,890 | 34.0% | 31.9% | 33.6% |
| March 2019 | 331,960 | 49,236 | 381,196 | 494,019 | 104,865 | 598,884 | 980,080 | 40.2% | 32.0% | 38.9% |
| April 2019 | 325,818 | 49,645 | 375,463 | 442,096 | 96,052 | 538,148 | 913,611 | 42.4% | 34.1% | 41.1% |
| May 2019 | 335,169 | 38,291 | 373,460 | 472,898 | 109,983 | 582,881 | 956,341 | 41.5% | 25.8% | 39.1% |
| June 2019 | 315,967 | 43,267 | 359,234 | 444,684 | 102,072 | 546,756 | 905,990 | 41.5% | 29.8% | 39.7% |
| July 2019 | 369,958 | 51,591 | 421,549 | 462,261 | 114,688 | 576,949 | 998,498 | 44.5% | 31.0% | 42.2% |
| August 2019 | 388,659 | 47,776 | 436,435 | 446,369 | 110,805 | 557,174 | 993,609 | 46.5% | 30.1% | 43.9% |
| September 2019 | 357,303 | 38,260 | 395,563 | 413,437 | 96,780 | 510,217 | 905,780 | 46.4% | 28.3% | 43.7% |
| October 2019 | 422,739 | 44,875 | 467,614 | 419,146 | 97,220 | 516,366 | 983,980 | 50.2% | 31.6% | 47.5% |
| November 2019 | 387,462 | 41,007 | 428,469 | 390,312 | 95,218 | 485,530 | 913,999 | 49.8% | 30.1% | 46.9% |
| December 2019 | 442,018 | 43,127 | 485,145 | 362,642 | 83,743 | 446,385 | 931,530 | 54.9% | 34.0% | 52.1% |
| 2019 Total | 4,228,781 | 549,841 | 4,778,622 | 5,236,743 | 1,221,379 | 6,458,122 | 11,236,744 | 44.7% | 31.0% | 42.5% |
| January 2020 | 480,563 | 55,935 | 536,498 | 373,183 | 96,021 | 469,204 | 1,005,702 | 56.3% | 36.8% | 53.3% |
| February 2020 | 464,094 | 55,119 | 519,213 | 316,511 | 86,597 | 403,108 | 922,321 | 59.5% | 38.9% | 56.3% |
| March 2020 | 348,858 | 36,647 | 385,505 | 262,168 | 59,735 | 321,903 | 707,408 | 57.1% | 38.0% | 54.5% |
| April 2020 | 36,523 | 1,112 | 37,635 | 253,037 | 18,767 | 271,804 | 309,439 | 12.6% | 5.6% | 12.2% |
| May 2020 | 80,997 | 4,164 | 85,161 | 252,776 | 24,120 | 276,896 | 362,057 | 24.3% | 14.7% | 23.5% |
| June 2020 | 223,703 | 20,026 | 243,729 | 377,653 | 51,666 | 429,319 | 673,048 | 37.2% | 27.9% | 36.2% |
| July 2020 | 324,154 | 30,242 | 354,396 | 432,751 | 70,013 | 502,764 | 857,160 | 42.8% | 30.2% | 41.3% |
| August 2020 | 288,107 | 27,735 | 315,842 | 436,561 | 69,126 | 505,687 | 821,529 | 39.8% | 28.6% | 38.4% |
| September 2020 | 268,798 | 30,246 | 299,044 | 441,064 | 76,986 | 518,050 | 817,094 | 37.9% | 28.2% | 36.6% |
| October 2020 | 273,532 | 33,578 | 307,110 | 447,206 | 85,634 | 532,840 | 839,950 | 38.0% | 28.2% | 36.6% |
| November 2020 | 217,483 | 25,626 | 243,109 | 358,200 | 69,705 | 427,905 | 671,014 | 37.8% | 26.9% | 36.2% |
| 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% |
| GRAND TOTALS | 9,505,337 | 1,300,691 | 10,806,028 | 15,068,647 | 3,086,877 | 18,155,524 | 28,961,552 | 38.7% | 29.6% | 37.3% |

Total Californians with REAL IDs

As of December 2020, there are 9,452,746 Californians with a REAL ID compliant driver license or identification card. The Department of Homeland Security extended the REAL ID enforcement date to October 1, 2021, in response to the COVID-19 pandemic.

DMV WORK ACTION PLAN UPDATES

Marketing/Communication Campaign: REAL ID paid search ads are running. The digital campaign continues with shifted messaging from REAL ID awareness to promotion of online and virtual field office services. The contract has been extended through April 2021 for continued promotion of REAL ID and online services.

Field Office Assessment and Redesign Pilot: DMV is working on strategies for managing driver license and registration customer-flow within field offices. Among them is virtual queue entry, which gives customers without an appointment the ability to check in and get in line for Field Office services remotely. The solution will be piloted upon completion of development and testing.

STAFFING

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

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

CONTINUED PROCESS IMPROVEMENTS

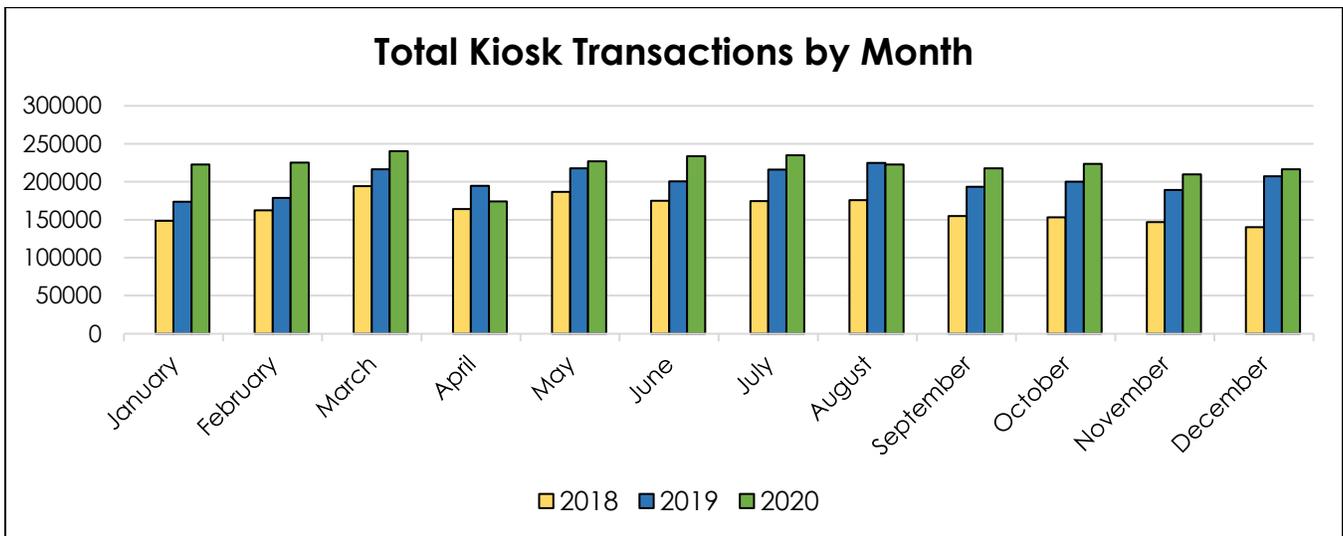
Maximize Window Utilization: DMV worked closely with two contracted consultants, to identify opportunities to streamline business processes and maximize window utilization. Various strategies have been piloted, collected data has been evaluated, and planning is underway to determine future adoption. Details will be provided once plans are finalized.

INFORMATION TECHNOLOGY

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

Customers can complete the following transactions on a kiosk.

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



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

DMV NOW Self-Service Kiosk Transactions

| | Field Office | Retail | Library | UC Irvine | Mendota | AAA | TOTAL |
|--------|--------------|---------|---------|-----------|---------|-------|----------------|
| Jan-18 | 131,496 | 17,155 | N/A | 151 | N/A | N/A | 148,802 |
| Feb-18 | 139,654 | 22,487 | N/A | 149 | N/A | N/A | 162,290 |
| Mar-18 | 164,073 | 29,886 | N/A | 184 | N/A | N/A | 194,143 |
| Apr-18 | 136,052 | 27,942 | N/A | 184 | N/A | 62 | 164,240 |
| May-18 | 154,238 | 32,195 | N/A | 239 | N/A | 109 | 186,781 |
| Jun-18 | 141,716 | 32,825 | N/A | 236 | N/A | 177 | 174,954 |
| Jul-18 | 139,563 | 34,511 | N/A | 245 | N/A | 187 | 174,506 |
| Aug-18 | 141,483 | 33,979 | 9 | 270 | N/A | 184 | 175,925 |
| Sep-18 | 119,632 | 34,666 | 75 | 199 | N/A | 185 | 154,757 |
| Oct-18 | 119,112 | 33,663 | 123 | 203 | N/A | 228 | 153,329 |
| Nov-18 | 110,526 | 35,771 | 194 | 157 | 27 | 249 | 146,924 |
| Dec-18 | 100,144 | 39,380 | 238 | 103 | 23 | 248 | 140,136 |
| Jan-19 | 126,200 | 46,863 | 288 | 150 | 117 | 302 | 173,920 |
| Feb-19 | 127,110 | 50,568 | 281 | 184 | 159 | 326 | 178,628 |
| Mar-19 | 150,882 | 64,586 | 356 | 190 | 236 | 373 | 216,623 |
| Apr-19 | 134,888 | 58,524 | 367 | 208 | 159 | 536 | 194,682 |
| May-19 | 150,461 | 65,458 | 440 | 200 | 222 | 786 | 217,567 |
| Jun-19 | 134,997 | 64,315 | 405 | 236 | 167 | 653 | 200,773 |
| Jul-19 | 152,897 | 61,493 | 461 | 264 | 200 | 760 | 216,075 |
| Aug-19 | 148,232 | 74,521 | 501 | 265 | 222 | 958 | 224,699 |
| Sep-19 | 118,938 | 73,133 | 479 | 163 | 157 | 719 | 193,589 |
| Oct-19 | 127,110 | 71,472 | 501 | 150 | 215 | 883 | 200,331 |
| Nov-19 | 111,941 | 75,874 | 351 | 148 | 171 | 731 | 189,216 |
| Dec-19 | 124,321 | 81,574 | 353 | 115 | 173 | 805 | 207,341 |
| Jan-20 | 130,035 | 90,723 | 383 | 207 | 227 | 1,028 | 222,603 |
| Feb-20 | 129,073 | 94,708 | 377 | 145 | 243 | 928 | 225,474 |
| Mar-20 | 107,368 | 131,976 | 213 | 118 | 224 | 578 | 240,477 |
| Apr-20 | 379 | 173,974 | 4 | 3 | 5 | 20 | 174,385 |
| May-20 | 17,528 | 209,280 | 2 | 2 | 54 | 214 | 227,080 |
| Jun-20 | 60,331 | 172,366 | 2 | 2 | 276 | 680 | 233,657 |
| Jul-20 | 63,794 | 169,956 | 7 | 3 | 251 | 807 | 234,818 |
| Aug-20 | 58,302 | 163,301 | 3 | 2 | 280 | 919 | 222,807 |
| Sep-20 | 60,956 | 155,911 | 0 | 2 | 259 | 801 | 217,929 |
| Oct-20 | 64,723 | 157,642 | 0 | 0 | 368 | 900 | 223,633 |
| Nov-20 | 56,962 | 151,832 | 0 | 2 | 275 | 809 | 209,871 |
| Dec-20 | 60,275 | 155,043 | 0 | 2 | 325 | 832 | 216,477 |

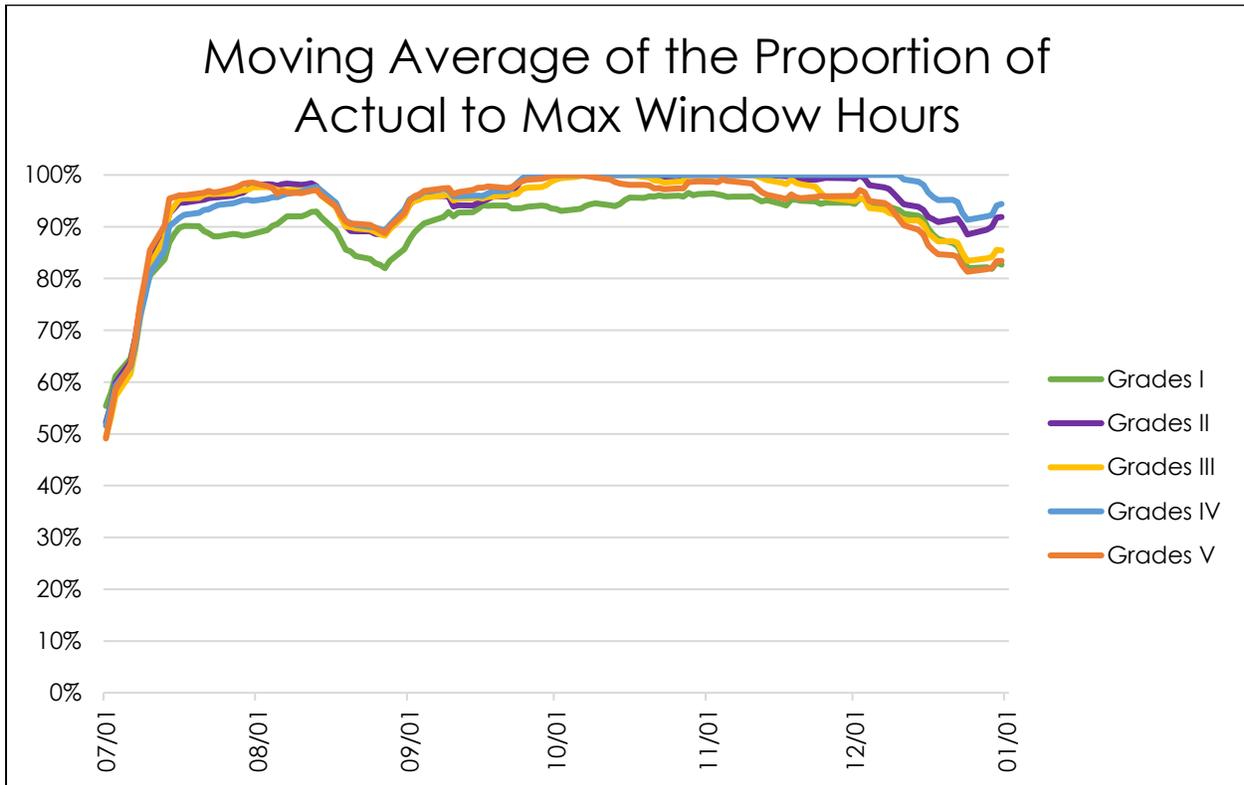
Online Transactions: DMV continues to evaluate additional transactions that could be performed online, including through its new Virtual Field Office.

WINDOW HOURS

Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow.

Physical distancing measures within field offices to ensure customer and employee safety limit the number of available transaction windows to approximately half the amount available pre-COVID-19. The following charts adjust for this new baseline of transaction windows beginning with July 2020.

Moving Average of the Proportion of Actual to Max Window Hours: The following figure shows the 10-day moving average of the proportion of available window hours recorded in use on a daily basis for the prior six months adjusted for the new baseline of transaction windows¹. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior². Each individual line represents the moving average across all offices in a given office grade. The maximum available window hours was calculated based on the number of available transaction windows, multiplied by the number of hours in a normal business day for that office, taking into account any extended hours offered at a location.



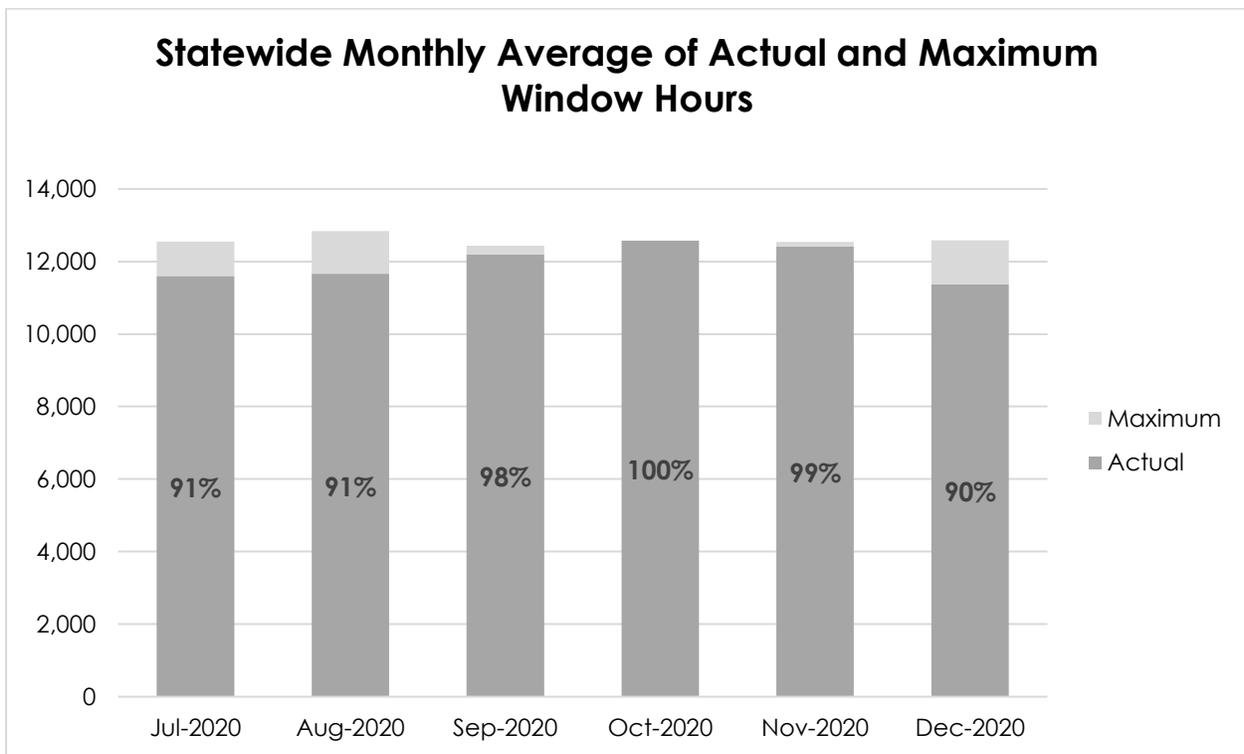
¹ The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays. During the month of December, Saturday service was suspended in those field offices open to the public.

² All 10 days are weighted equally in the calculation of the average.

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

| | Percentage of Actual to Maximum Window Hours | | | | | |
|-----------|--|----------|----------|----------|----------|----------|
| | Jul-2020 | Aug-2020 | Sep-2020 | Oct-2020 | Nov-2020 | Dec-2020 |
| Grade I | 86% | 85% | 94% | 95% | 95% | 87% |
| Grade II | 93% | 91% | 98% | 100% | 100% | 93% |
| Grade III | 93% | 91% | 97% | 100% | 97% | 88% |
| Grade IV | 91% | 92% | 99% | 100% | 100% | 96% |
| Grade V | 94% | 91% | 99% | 98% | 96% | 86% |

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.

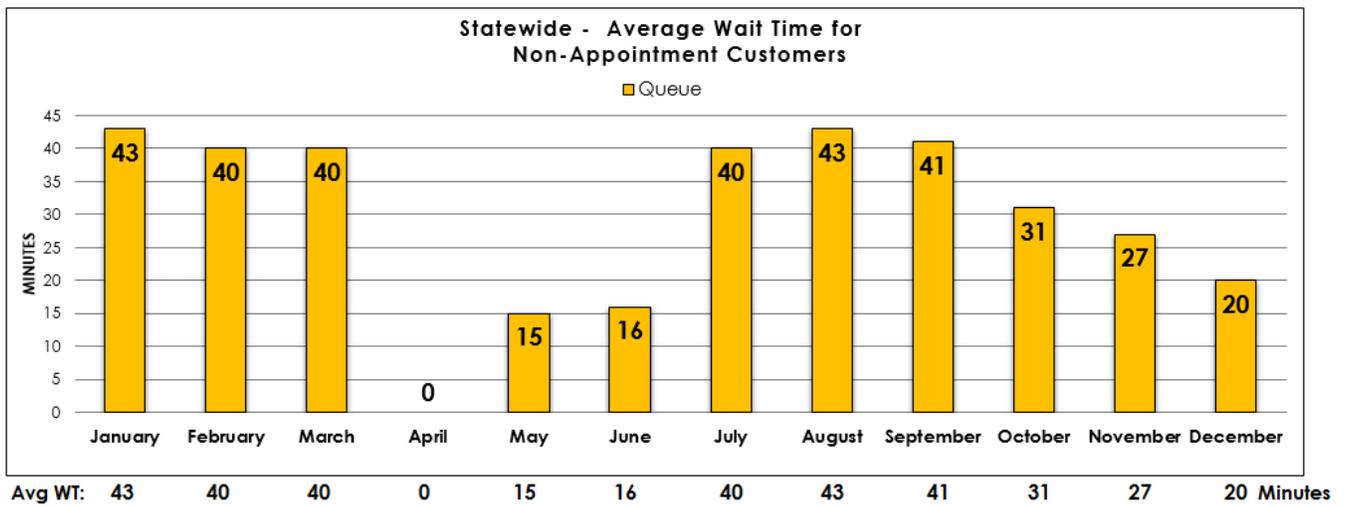


WAIT TIMES

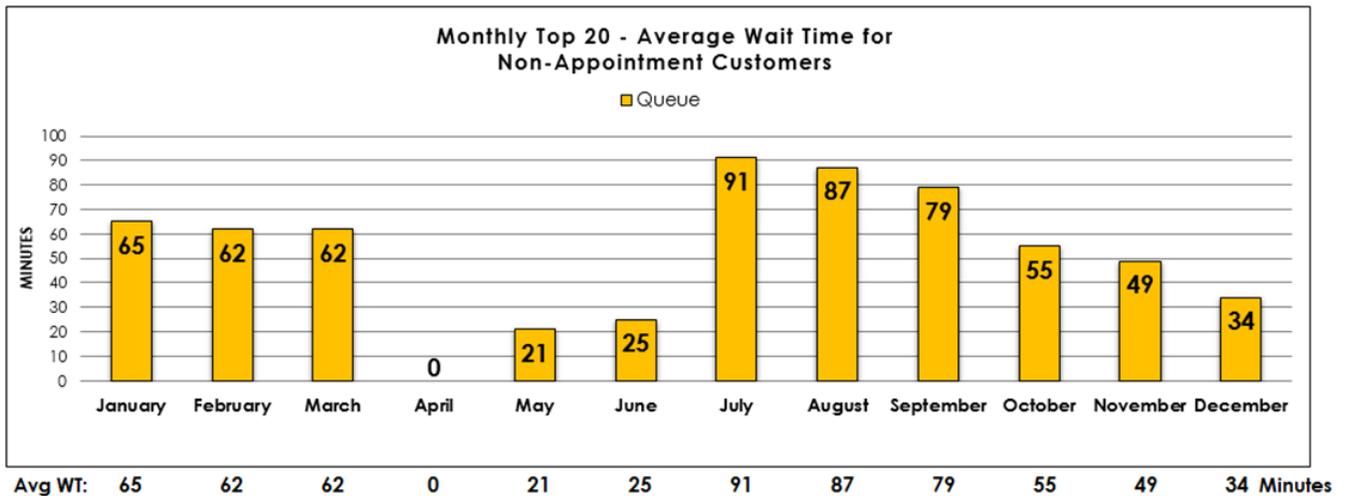
Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow. DMV has taken steps to promote a healthy environment for employees and customers. DMV has reduced the number of workstations opened to serve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

December wait times for non-appointment customers averaged 20 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 November, 2020

| Month of November, 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 - 55 Offices | 3,700 | 7 | 133,752 | 23 | 137,452 | 22 |
| Grade III - 47 Offices | 13,606 | 10 | 215,941 | 28 | 229,547 | 27 |
| Grade IV/V - 67 Offices | 45,645 | 11 | 480,549 | 28 | 526,194 | 27 |

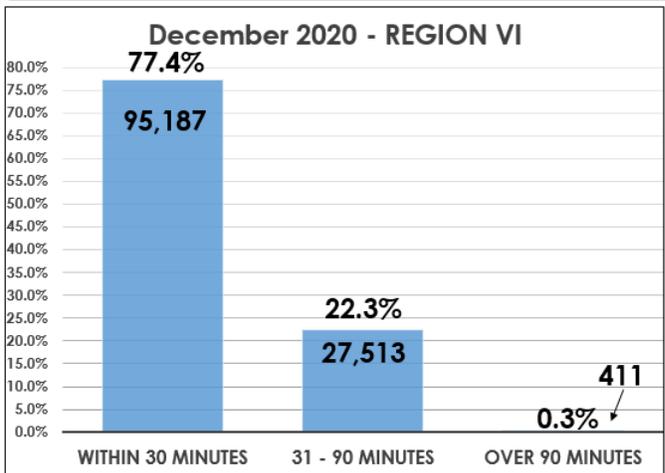
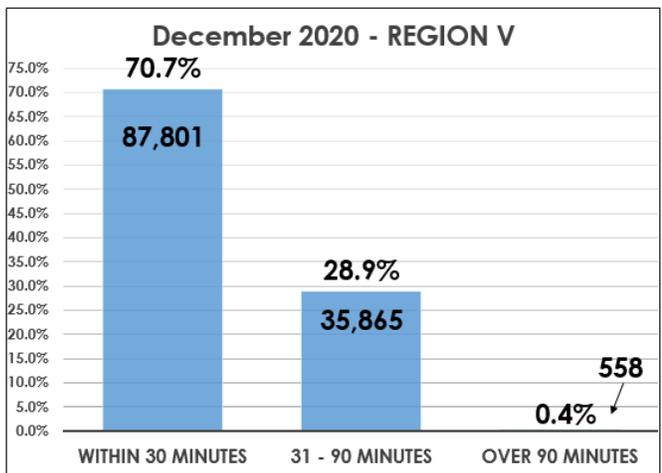
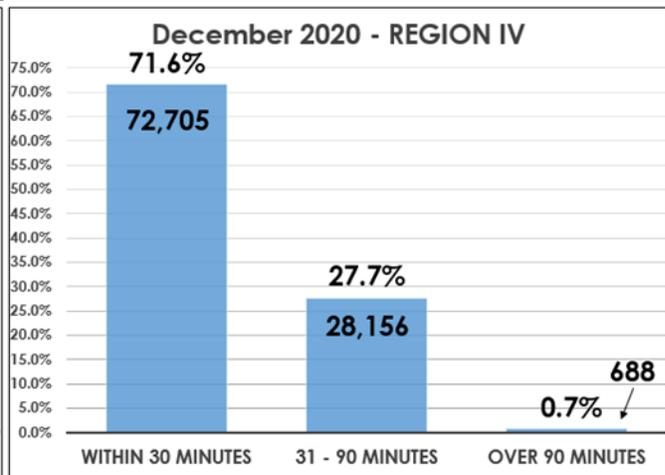
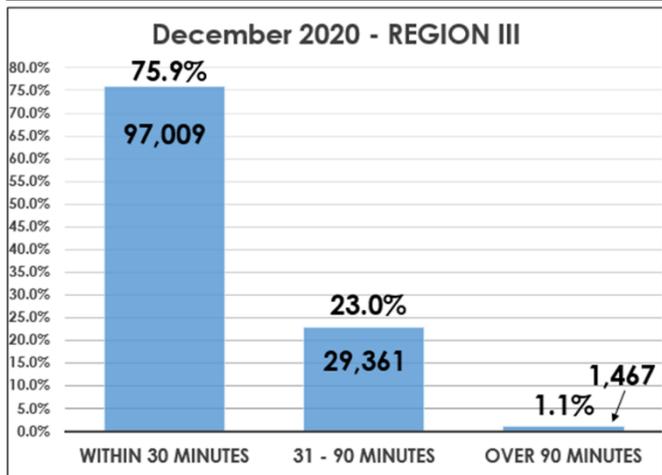
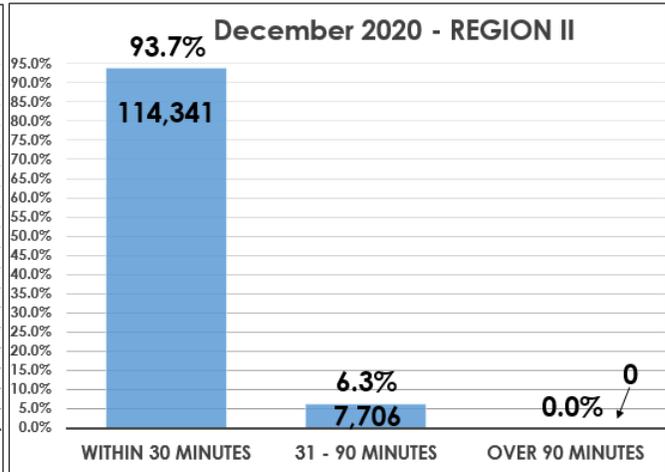
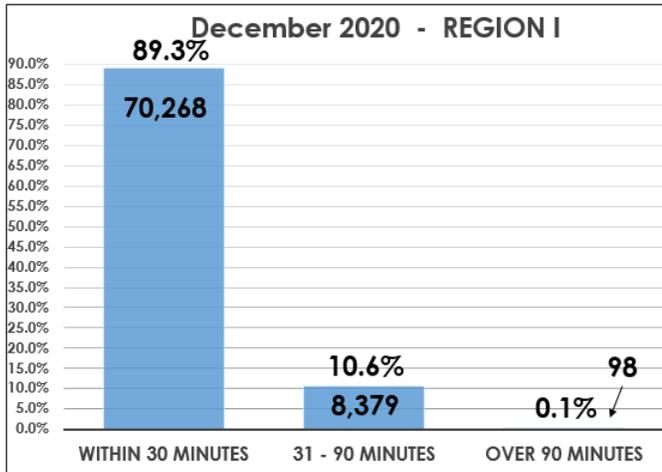
STATEWIDE - MONTH OF December, 2020

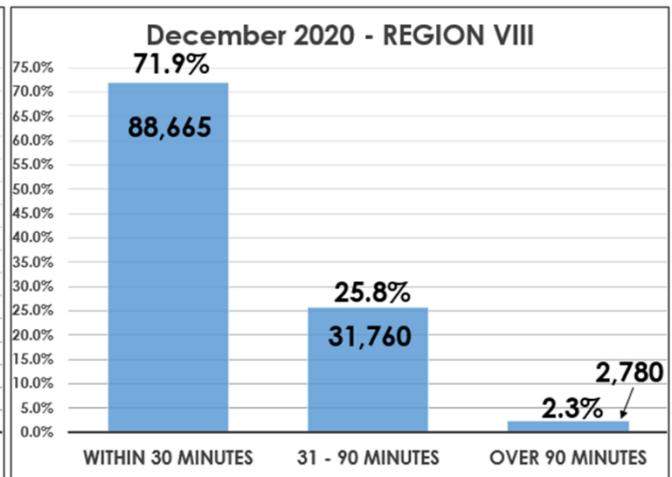
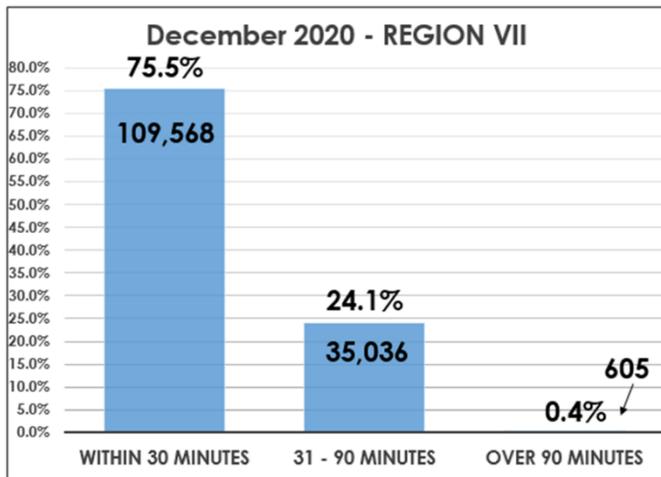
| Month of December, 2020 | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|-------------------------|-------------|-----------------|-----------------|-----------------|----------------------------|-----------------|
| | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| Grade I/II - 55 Offices | 3,431 | 6 | 139,438 | 15 | 142,869 | 15 |
| Grade III - 47 Offices | 13,873 | 8 | 235,087 | 21 | 248,960 | 20 |
| Grade IV/V - 67 Offices | 42,671 | 9 | 511,427 | 21 | 554,098 | 20 |

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

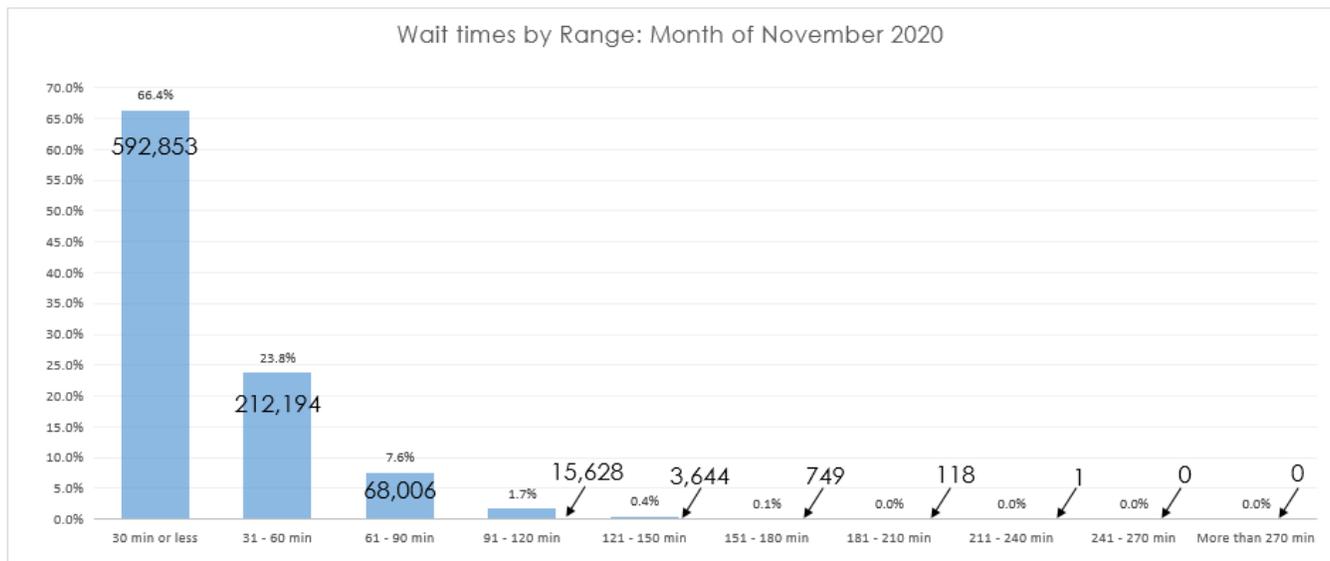
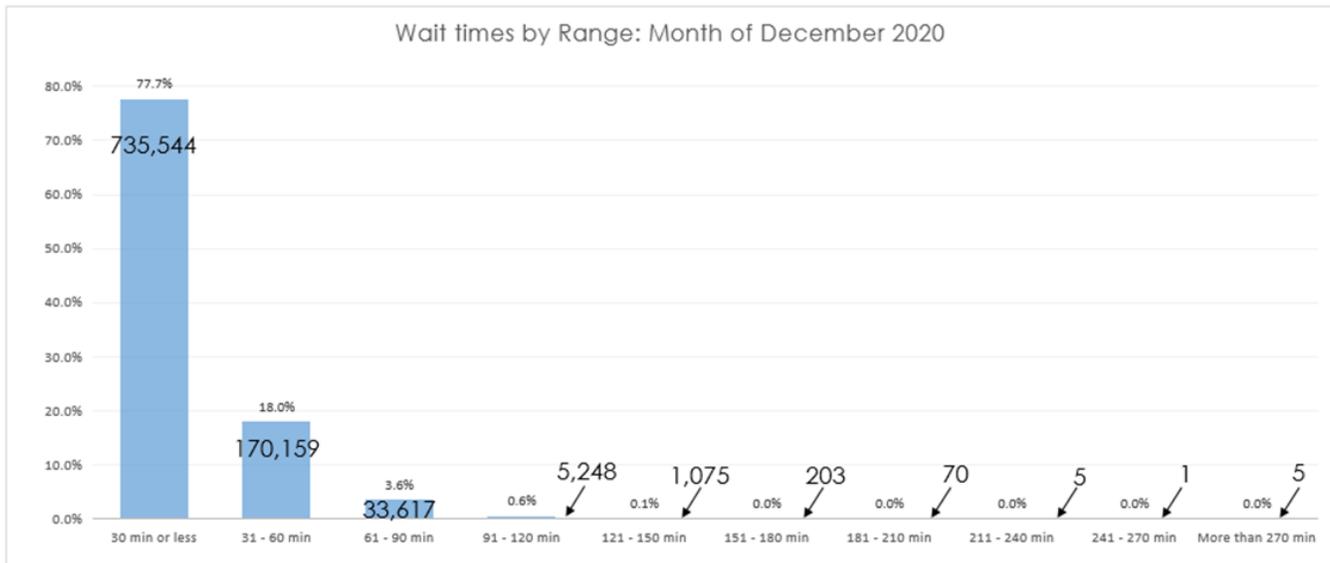
| Month of Dec, 2020 vs Nov, 2020 | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|---------------------------------|-------------|-----------------|-----------------|-----------------|----------------------------|-----------------|
| | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| Grade I/II - 55 Offices | (269) | (1) | +5,686 | (8) | +5,417 | (7) |
| Grade III - 47 Offices | +267 | (2) | +19,146 | (7) | +19,413 | (7) |
| Grade IV/V - 67 Offices | (2,974) | (2) | +30,878 | (7) | +27,904 | (7) |

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

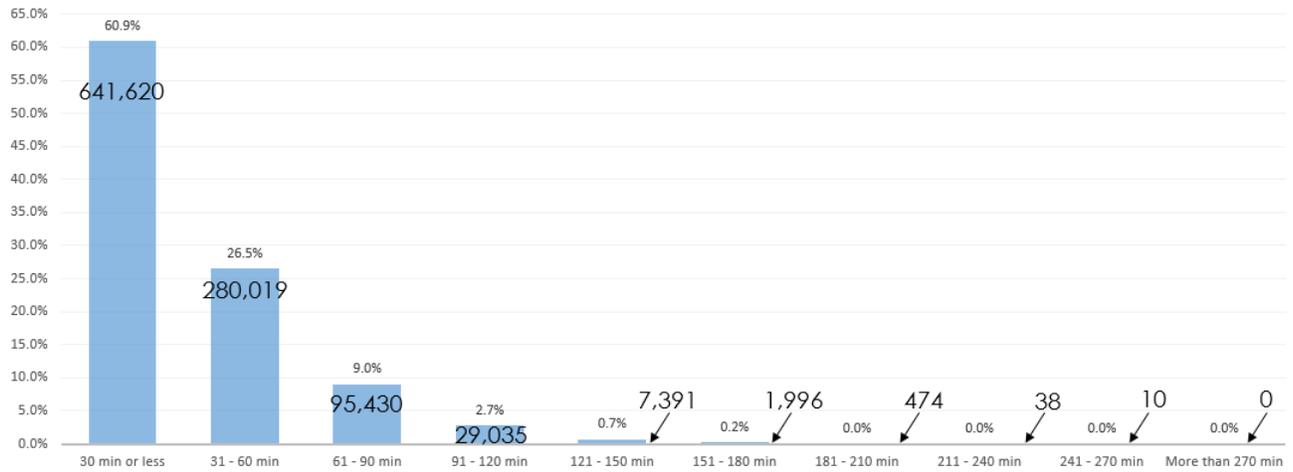




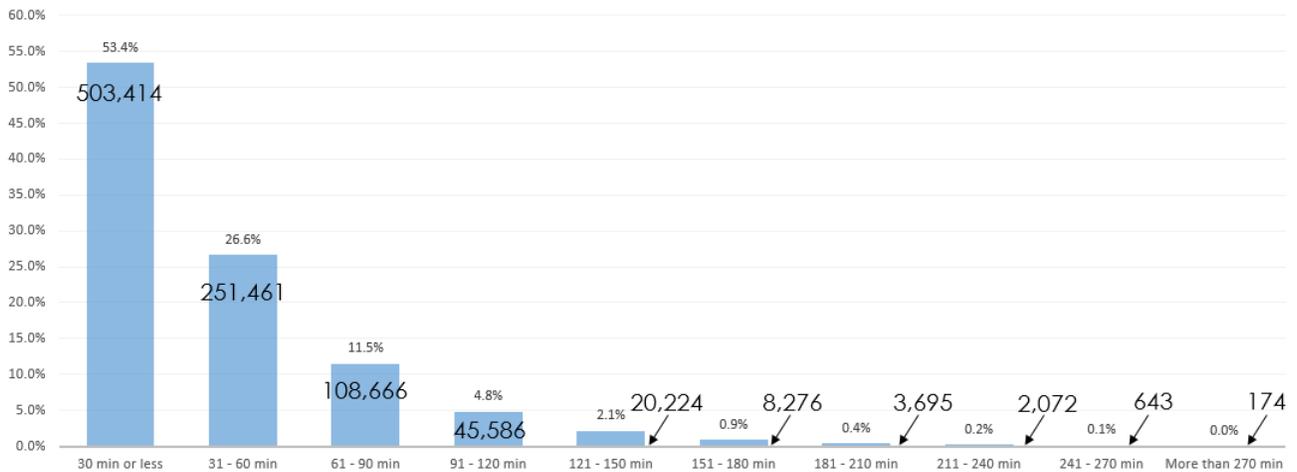
Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (In thirty-minute increments) for the prior six months.



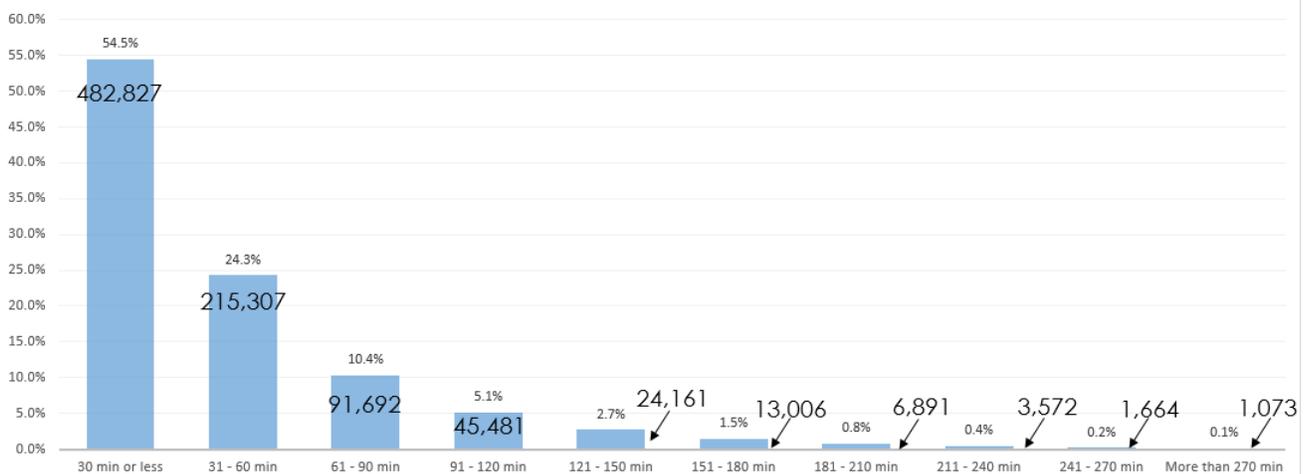
Wait times by Range: Month of October 2020



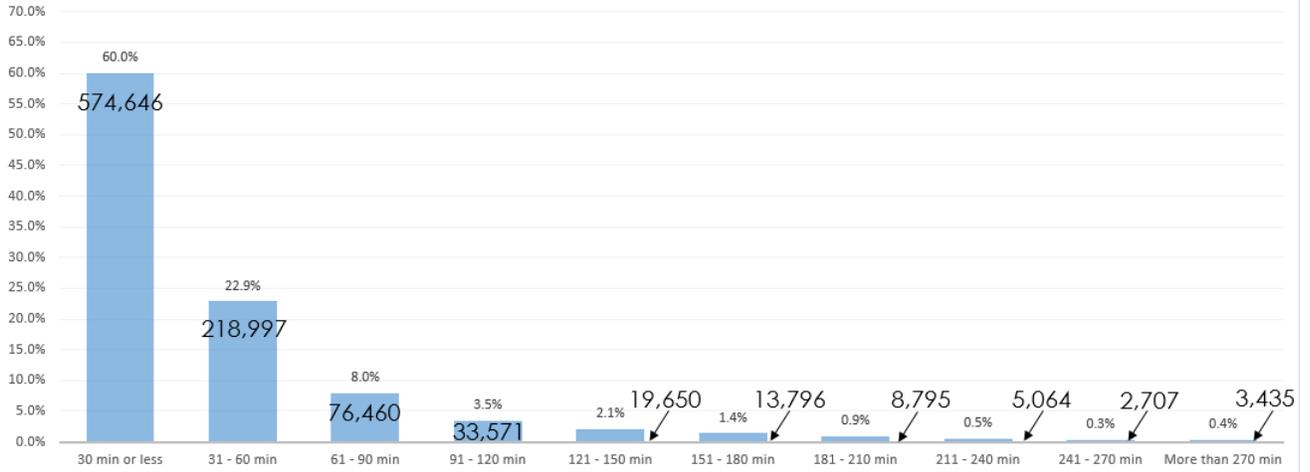
Wait times by Range: Month of September 2020



Wait times by Range: Month of August 2020



Wait times by Range: Month of July 2020



APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Due to the COVID-19 pandemic, DMV field offices are open to the public for customers with appointments and walk-in, in-person transactions as time and space allow.

Region I

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

| Month of December, 2020 | | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|------------------------------------|------------|--------------|-----------------|-----------------|-----------------|-------------------------|-----------------|
| OFFICE | Dec Top 20 | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| ALTURAS | | 4 | 0 | 859 | 2 | 863 | 2 |
| CHICO | | 33 | 7 | 4,154 | 16 | 4,187 | 16 |
| COLUSA | | 4 | 14 | 2,091 | 11 | 2,095 | 11 |
| CORTE MADERA | | 203 | 5 | 4,178 | 10 | 4,381 | 10 |
| CRESCENT CITY | | 33 | 4 | 1,798 | 11 | 1,831 | 11 |
| EUREKA | | 33 | 4 | 5,208 | 8 | 5,241 | 8 |
| FALL RIVER MILLS | | 4 | 6 | 802 | 6 | 806 | 6 |
| FORT BRAGG | | 8 | 3 | 1,357 | 12 | 1,365 | 12 |
| GARBERVILLE | | 22 | 1 | 1,070 | 8 | 1,092 | 7 |
| GRASS VALLEY | | 97 | 4 | 2,717 | 14 | 2,814 | 13 |
| LAKEPORT | | 17 | 8 | 2,495 | 25 | 2,512 | 25 |
| MOUNT SHASTA | | 41 | 5 | 1,250 | 15 | 1,291 | 15 |
| NOVATO | | 19 | 2 | 3,175 | 6 | 3,194 | 6 |
| OROVILLE | | 53 | 6 | 3,614 | 9 | 3,667 | 9 |
| PETALUMA | | 178 | 7 | 3,971 | 7 | 4,149 | 7 |
| QUINCY | | 2 | 4 | 1,130 | 10 | 1,132 | 10 |
| RED BLUFF | | 151 | 6 | 3,587 | 15 | 3,738 | 15 |
| REDDING | | 205 | 13 | 5,299 | 20 | 5,504 | 20 |
| SANTA ROSA | | 188 | 9 | 7,314 | 13 | 7,502 | 13 |
| SOUTH LAKE TAHOE | | 9 | 18 | 1,782 | 19 | 1,791 | 19 |
| SUSANVILLE | | 6 | 5 | 1,465 | 7 | 1,471 | 7 |
| TRUCKEE | | 78 | 12 | 2,045 | 27 | 2,123 | 26 |
| UKIAH | | 7 | 1 | 2,866 | 12 | 2,873 | 12 |
| WEAVERVILLE | | - | - | 883 | 7 | 883 | 7 |
| WILLOWS | | 4 | 20 | 2,233 | 8 | 2,237 | 8 |
| YREKA | | 46 | 3 | 1,593 | 9 | 1,639 | 8 |
| YUBA CITY | | 250 | 10 | 8,114 | 16 | 8,364 | 16 |
| Region I (Northern CA)TOTAL | | 1,695 | 8 | 77,050 | 13 | 78,745 | 13 |

Region II

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

| Month of December, 2020 | | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|-----------------------------------|------------|--------------|-----------------|-----------------|-----------------|----------------------------|-----------------|
| OFFICE | Dec Top 20 | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| CAPITOLA | | 5 | 3 | 3,879 | 10 | 3,884 | 10 |
| DALY CITY | | 307 | 12 | 7,640 | 16 | 7,947 | 16 |
| EL CERRITO | | 107 | 10 | 6,948 | 19 | 7,055 | 19 |
| FREMONT | | 150 | 8 | 3,097 | 5 | 3,247 | 5 |
| GILROY | | 23 | 6 | 3,087 | 5 | 3,110 | 5 |
| HAYWARD | | 212 | 12 | 5,574 | 15 | 5,786 | 15 |
| HOLLISTER | | 32 | 5 | 2,227 | 12 | 2,259 | 12 |
| KING CITY | | 21 | 8 | 2,847 | 17 | 2,868 | 17 |
| LOS GATOS | | 158 | 14 | 3,639 | 13 | 3,797 | 13 |
| OAKLAND CLAREMONT | | 200 | 11 | 6,510 | 11 | 6,710 | 11 |
| OAKLAND COLISEUM | | 187 | 14 | 5,764 | 17 | 5,951 | 17 |
| PLEASANTON | | 54 | 7 | 3,886 | 10 | 3,940 | 10 |
| PLEASANTON STONERIDGE | | 15 | 3 | 2,716 | 4 | 2,731 | 4 |
| REDWOOD CITY | | 13 | 9 | 6,271 | 7 | 6,284 | 7 |
| SALINAS | | 45 | 9 | 4,440 | 12 | 4,485 | 12 |
| SAN FRANCISCO | | 241 | 9 | 9,076 | 10 | 9,317 | 10 |
| SAN JOSE | | 292 | 8 | 7,461 | 7 | 7,753 | 7 |
| SAN JOSE DLPC | | 118 | 5 | 8,234 | 4 | 8,352 | 4 |
| SAN MATEO | | 77 | 7 | 5,750 | 8 | 5,827 | 8 |
| SANTA CLARA | | 142 | 7 | 8,731 | 11 | 8,873 | 11 |
| SANTA TERESA | | 215 | 10 | 4,689 | 8 | 4,904 | 8 |
| SEASIDE | | 19 | 9 | 5,022 | 8 | 5,041 | 8 |
| WATSONVILLE | | 46 | 4 | 1,880 | 6 | 1,926 | 6 |
| Region II (Bay Area) TOTAL | | 2,679 | 10 | 119,368 | 11 | 122,047 | 11 |

REGION III

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

| Month of December, 2020 | | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|---|------------|--------------|-----------------|-----------------|-----------------|----------------------------|-----------------|
| OFFICE | Dec Top 20 | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| AUBURN | | 29 | 5 | 3,698 | 21 | 3,727 | 21 |
| CARMICHAEL | | 133 | 6 | 8,072 | 21 | 8,205 | 20 |
| CONCORD | 18 | 130 | 5 | 8,019 | 30 | 8,149 | 30 |
| DAVIS | | 13 | 5 | 3,122 | 10 | 3,135 | 10 |
| FAIRFIELD | | 40 | 3 | 5,710 | 11 | 5,750 | 11 |
| FOLSOM | | 111 | 6 | 5,721 | 26 | 5,832 | 26 |
| JACKSON | | 91 | 4 | 1,995 | 14 | 2,086 | 14 |
| LODI | | 262 | 6 | 6,193 | 24 | 6,455 | 23 |
| MANTECA | | 95 | 5 | 6,363 | 28 | 6,458 | 28 |
| NAPA | | 107 | 0 | 6,876 | 4 | 6,983 | 4 |
| PITTSBURG | | 100 | 10 | 6,962 | 26 | 7,062 | 26 |
| PLACERVILLE | 6 | 45 | 11 | 2,624 | 36 | 2,669 | 35 |
| ROCKLIN | | 54 | 4 | 5,287 | 14 | 5,341 | 14 |
| ROSEVILLE | 7 | 347 | 13 | 7,374 | 36 | 7,721 | 35 |
| SACRAMENTO | | 175 | 13 | 6,462 | 28 | 6,637 | 28 |
| SACRAMENTO SOUTH | | 126 | 5 | 8,735 | 26 | 8,861 | 25 |
| SAN ANDREAS | | 10 | 2 | 1,710 | 8 | 1,720 | 8 |
| SONORA | | 19 | 8 | 2,463 | 14 | 2,482 | 14 |
| STOCKTON | | 108 | 5 | 8,538 | 12 | 8,646 | 12 |
| TRACY | | 72 | 9 | 6,182 | 17 | 6,254 | 17 |
| VACAVILLE | | 27 | 6 | 4,148 | 13 | 4,175 | 13 |
| VALLEJO | | 27 | 6 | 5,590 | 19 | 5,617 | 19 |
| WOODLAND | | 62 | 5 | 3,810 | 17 | 3,872 | 17 |
| Region III (Sacramento Area) TOTAL | | 2,183 | 7 | 125,654 | 21 | 127,837 | 21 |

REGION IV

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

| Month of December, 2020 | | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|---|------------|--------------|-----------------|-----------------|-----------------|----------------------------|-----------------|
| OFFICE | Dec Top 20 | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| ARVIN | | 203 | 10 | 3,407 | 20 | 3,610 | 20 |
| BAKERSFIELD | | 427 | 7 | 6,723 | 29 | 7,150 | 27 |
| BAKERSFIELD SW | | 274 | 6 | 7,514 | 22 | 7,788 | 22 |
| BISHOP | | 12 | 4 | 1,471 | 9 | 1,483 | 9 |
| CLOVIS | 10 | 530 | 8 | 5,554 | 33 | 6,084 | 31 |
| COALINGA | | 83 | 8 | 2,467 | 15 | 2,550 | 15 |
| DELAND | | 41 | 12 | 2,781 | 24 | 2,822 | 24 |
| FRESNO | | 529 | 7 | 7,829 | 26 | 8,358 | 25 |
| FRESNO NORTH | 9 | 573 | 10 | 4,386 | 34 | 4,959 | 31 |
| HANFORD | 14 | 246 | 7 | 3,516 | 31 | 3,762 | 29 |
| LAKE ISABELLA | | 6 | 3 | 1,261 | 6 | 1,267 | 6 |
| LOS BANOS | | 35 | 4 | 2,935 | 19 | 2,970 | 19 |
| MADERA | | 250 | 9 | 2,659 | 26 | 2,909 | 25 |
| MARIPOSA | | 78 | 9 | 984 | 26 | 1,062 | 24 |
| MERCED | | 757 | 8 | 4,498 | 28 | 5,255 | 25 |
| MODESTO | | 1,477 | 5 | 7,456 | 23 | 8,933 | 20 |
| PORTERVILLE | | 315 | 7 | 3,678 | 29 | 3,993 | 27 |
| REEDLEY | | 302 | 5 | 4,953 | 20 | 5,255 | 20 |
| RIDGECREST | | 304 | 3 | 2,476 | 12 | 2,780 | 11 |
| SHAFTER | | 28 | 7 | 2,872 | 18 | 2,900 | 17 |
| TAFT | | 36 | 3 | 1,925 | 7 | 1,961 | 7 |
| TULARE | | 84 | 8 | 3,017 | 20 | 3,101 | 20 |
| TURLOCK | 15 | 773 | 10 | 3,550 | 31 | 4,323 | 27 |
| VISALIA | | 668 | 5 | 5,606 | 15 | 6,274 | 14 |
| Region IV (Central Valley) TOTAL | | 8,031 | 7 | 93,518 | 23 | 101,549 | 22 |

REGION V

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

| Month of December, 2020 | | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|---|------------|---------------|-----------------|-----------------|-----------------|----------------------------|-----------------|
| OFFICE | Dec Top 20 | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| ARLETA | | 1,231 | 5 | 8,196 | 29 | 9,427 | 26 |
| GLENDALE | | 915 | 5 | 10,277 | 29 | 11,192 | 27 |
| GOLETA | | 51 | 9 | 2,780 | 19 | 2,831 | 19 |
| PACIFICA DLPC | | 220 | 2 | 6,104 | 16 | 6,324 | 15 |
| HOLLYWOOD COLE | 4 | 1,349 | 13 | 4,739 | 41 | 6,088 | 35 |
| HOLLYWOOD WEST | | 586 | 4 | 4,149 | 20 | 4,735 | 18 |
| LANCASTER | 17 | 2,675 | 5 | 8,618 | 30 | 11,293 | 24 |
| LOMPOC | | 104 | 7 | 2,744 | 16 | 2,848 | 16 |
| NEWHALL | 8 | 275 | 12 | 3,696 | 34 | 3,971 | 32 |
| OXNARD | | 307 | 3 | 5,341 | 18 | 5,648 | 17 |
| PASO ROBLES | | 120 | 7 | 2,979 | 23 | 3,099 | 22 |
| SAN LUIS OBISPO | | 55 | 3 | 4,188 | 6 | 4,243 | 6 |
| SANTA BARBARA | | 85 | 7 | 3,037 | 13 | 3,122 | 13 |
| SANTA MARIA | | 241 | 4 | 3,958 | 25 | 4,199 | 24 |
| SANTA MONICA | | 186 | 7 | 6,241 | 22 | 6,427 | 21 |
| SANTA PAULA | | 130 | 3 | 3,924 | 21 | 4,054 | 20 |
| SIMI VALLEY | 19 | 362 | 6 | 4,274 | 30 | 4,636 | 28 |
| THOUSAND OAKS | | 609 | 7 | 4,179 | 26 | 4,788 | 24 |
| VAN NUYS | | 1,485 | 8 | 8,069 | 25 | 9,554 | 22 |
| VENTURA | | 446 | 4 | 6,490 | 11 | 6,936 | 11 |
| WINNETKA | 5 | 1,625 | 7 | 7,184 | 36 | 8,809 | 31 |
| Region V (Northern Los Angeles/Coastal Area) TOTAL | | 13,057 | 6 | 111,167 | 24 | 124,224 | 22 |

REGION VI

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

| Month of December, 2020 | | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|---|------------|---------------|-----------------|-----------------|-----------------|----------------------------|-----------------|
| OFFICE | Dec Top 20 | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| BELL GARDENS | | 1,204 | 9 | 7,546 | 24 | 8,750 | 22 |
| BELLFLOWER | | 894 | 11 | 7,605 | 27 | 8,499 | 25 |
| COMPTON | 12 | 944 | 10 | 6,887 | 31 | 7,831 | 28 |
| CULVER CITY | 20 | 708 | 12 | 5,544 | 29 | 6,252 | 27 |
| EL MONTE | | 414 | 10 | 5,865 | 26 | 6,279 | 25 |
| HAWTHORNE | | 1,032 | 12 | 5,801 | 28 | 6,833 | 26 |
| INGLEWOOD | | 153 | 3 | 6,768 | 8 | 6,921 | 8 |
| LINCOLN PARK | | 1,048 | 6 | 6,964 | 18 | 8,012 | 16 |
| LONG BEACH | | 359 | 7 | 7,238 | 25 | 7,597 | 24 |
| LOS ANGELES | | 302 | 8 | 8,909 | 20 | 9,211 | 20 |
| MONTEBELLO | | 570 | 5 | 7,119 | 12 | 7,689 | 12 |
| PASADENA | | 795 | 8 | 8,076 | 10 | 8,871 | 10 |
| SAN PEDRO | | 120 | 3 | 6,989 | 21 | 7,109 | 21 |
| TORRANCE | | 469 | 11 | 6,298 | 18 | 6,767 | 18 |
| WEST COVINA | | 1,137 | 11 | 6,456 | 27 | 7,593 | 24 |
| WHITTIER | | 462 | 6 | 8,435 | 12 | 8,897 | 12 |
| Region VI (Los Angeles Area) TOTAL | | 10,611 | 9 | 112,500 | 21 | 123,111 | 20 |

REGION VII

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

| Month of December, 2020 | | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|---|------------|---------------|-----------------|-----------------|-----------------|----------------------------|-----------------|
| OFFICE | Dec Top 20 | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| BARSTOW | | 81 | 6 | 3,182 | 15 | 3,263 | 15 |
| COSTA MESA | | 420 | 8 | 7,474 | 20 | 7,894 | 20 |
| FONTANA | | 703 | 7 | 13,011 | 25 | 13,714 | 24 |
| FULLERTON | | 1,004 | 15 | 12,870 | 17 | 13,874 | 17 |
| LAGUNA HILLS | | 351 | 11 | 7,409 | 26 | 7,760 | 25 |
| NEEDLES | | 16 | 7 | 1,108 | 20 | 1,124 | 20 |
| NORCO | | 916 | 15 | 8,298 | 22 | 9,214 | 21 |
| POMONA | | 1,097 | 14 | 8,099 | 27 | 9,196 | 26 |
| RANCHO CUCAMONGA | 11 | 1,000 | 16 | 8,333 | 31 | 9,333 | 30 |
| REDLANDS | | 445 | 7 | 3,558 | 18 | 4,003 | 17 |
| RIVERSIDE | | 811 | 7 | 6,087 | 28 | 6,898 | 26 |
| RIVERSIDE EAST | | 391 | 5 | 10,396 | 8 | 10,787 | 8 |
| SAN BERNARDINO | | 1,090 | 9 | 8,718 | 28 | 9,808 | 26 |
| SANTA ANA | | 1,198 | 7 | 11,387 | 16 | 12,585 | 15 |
| VICTORVILLE | | 1,105 | 8 | 10,133 | 27 | 11,238 | 25 |
| WESTMINSTER | | 921 | 6 | 13,597 | 15 | 14,518 | 14 |
| Region VII (Orange County/Inland Empire) TOTAL | | 11,549 | 10 | 133,660 | 21 | 145,209 | 20 |

REGION VIII

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

| Month of December, 2020 | | APPOINTMENT | | NON-APPOINTMENT | | OVERALL Appt / Non-Appt | |
|---|------------|---------------|-----------------|-----------------|-----------------|----------------------------|-----------------|
| OFFICE | Dec Top 20 | Cust Served | Queue Wait Time | Cust Served | Queue Wait Time | Total Cust Served | Queue Wait Time |
| BANNING | | 275 | 7 | 4,755 | 18 | 5,030 | 17 |
| BLYTHE | | 4 | 3 | 1,464 | 6 | 1,468 | 6 |
| BRAWLEY | | 52 | 9 | 3,872 | 12 | 3,924 | 12 |
| CHULA VISTA | | 1,357 | 6 | 9,892 | 16 | 11,249 | 15 |
| EL CAJON | | 390 | 9 | 10,076 | 21 | 10,466 | 20 |
| EL CENTRO | | 179 | 16 | 4,360 | 28 | 4,539 | 27 |
| HEMET | 2 | 341 | 6 | 6,868 | 46 | 7,209 | 44 |
| INDIO | | 214 | 3 | 4,953 | 18 | 5,167 | 18 |
| OCEANSIDE | | 148 | 11 | 6,608 | 24 | 6,756 | 24 |
| PALM DESERT | | 167 | 8 | 4,474 | 20 | 4,641 | 19 |
| PALM SPRINGS | | 261 | 2 | 5,134 | 7 | 5,395 | 7 |
| POWAY | | 353 | 14 | 5,361 | 25 | 5,714 | 25 |
| SAN CLEMENTE | | 222 | 8 | 5,692 | 24 | 5,914 | 23 |
| SAN DIEGO CLAIREMONT | 3 | 912 | 14 | 8,062 | 42 | 8,974 | 39 |
| SAN DIEGO NORMAL | 16 | 1,546 | 8 | 7,413 | 31 | 8,959 | 27 |
| SAN MARCOS | 13 | 356 | 14 | 9,350 | 31 | 9,706 | 30 |
| SAN YSIDRO | | 1,232 | 7 | 8,324 | 20 | 9,556 | 18 |
| TEMECULA | 1 | 1,833 | 13 | 4,169 | 54 | 6,002 | 41 |
| TWENTYNINE PALMS | | 328 | 4 | 2,208 | 10 | 2,536 | 9 |
| Region VIII (San Diego Area) TOTAL | | 10,170 | 9 | 113,035 | 25 | 123,205 | 24 |
| STATEWIDE TOTALS | | 59,975 | 8 | 885,952 | 20 | 945,927 | 19 |

Appendix B December 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 | Software | Undetermined | Multiple FO | Fri 12/18/2020 | 8:00 AM | Fri 12/18/2020 | 10:00 AM | 2:00 | Touch Screen Terminals were unable to process electronic driver license and identification card applications or administer automated driver knowledge tests. | Multiple Electronic Driver license applications and tests are not accessible *Workaround - paper driver license applications and paper driver test were utilized. | Customers unable to complete electronic driver license applications and customers could not take the touchscreen driver license test. | Direct: DMV's landing screen which takes customers to either the electronic driver license application or the knowledge test displayed a blank white screen. | While DMV staff were troubleshooting, the screens recovered on their own. Root cause is unknown. |
| 2 | Vendor | Network Connectivity | Multiple FO, Multiple Kiosks, DMV Online | Wed 12/23/2020 | 3:20 PM | Wed 12/23/2020 | 5:00 PM | 1:40 | All field offices are unable to use Vehicle Registration or Driver License Applications. Kiosks and DMV online transactions were also inaccessible. | All Terminals and devices were unable to connect to Vehicle Registration and Driver License Application, Kiosk Now, and DMV online transactions, impacting the office's ability to provide full services to customers in a timely manner. *Workaround - None. | Unable to process Vehicle Registration and Driver License Application, Camera, or payment transactions. | Direct: A switch partially failed. Because the switch did not fail completely, the backup did not switch on. | CDT determined a failed production switch caused the outage. DMV Automation Team did a statewide restart of all the processors to bring the offices back online. The defective switch was replaced on Monday 12/28/20 with no operational impact to DMV. |
| 3 | Vendor | Application | Multiple FO, Multiple Kiosks, DMV Online | Mon 12/28/2020 | 2:55 PM | Mon 12/28/2020 | 4:40 PM | 1:45 | Multiple field offices experienced delays when processing credit card transactions. DMV online and Kiosk customers were unable to process credit card payments. | Multiple DMV field offices, Kiosk stations and online credit card payments could not be processed. *Workaround - None. | Multiple field offices, kiosk and online web users are unable to process credit card payment transactions. | Direct: Elavon confirmed they experienced a broad, external network event affecting the ability for customers to reach and connect to the processing systems. | Elavon Support teams worked with external carrier vendors to make configuration changes alleviating the impact, which resulted in recovery of payment services. DMV and CDT Staff assisted Elavon in resolution. |