

2021

# Department of Motor Vehicles Quarterly Update

MARCH 2021



## SUMMARY

The Budget Act of 2020 (Senate Bill 74, Mitchell, Chapter 6, Statutes of 2020), requires the Department of Motor Vehicles (DMV) to report on August 1, 2020, October 1, 2020, January 1, 2021, and March 1, 2021, on having accomplished the following and have subsequent meetings with the Legislature to discuss the results:

1. Provide an update on progress in hiring a permanent director of the department.
2. Provide required monthly status update reports for each of the preceding months no later than 90 days after the close of the preceding month.
3. Provide data for agreed upon performance metrics no later than 90 days after the close of the preceding month.
4. Provide an updated projection of the number of REAL IDs that the department estimates will need to be processed by October 1, 2021, the number of REAL IDs likely needing to be processed after October 1, 2021, through December 31, 2021, and the number of REAL IDs that have actually been processed to date.
5. Report on how much additional money, if any, is needed to meet REAL ID workload demands, until the next reporting period or the end of the fiscal year, whichever is sooner.

The following report provides the requested information as of March 1, 2021.

### 1. DEPARTMENT DIRECTOR

Governor Newsom appointed Steve Gordon as the DMV Director on July 23, 2019.

### 2. MONTHLY STATUS UPDATES

DMV is meeting its requirement to provide monthly reports to the Joint Legislative Budget Committee. The reports are posted to the DMV's website:

<https://www.dmv.ca.gov/portal/dmv-research-reports/reports-to-the-california-legislature/>.

### 3. PERFORMANCE METRICS

DMV met with key transportation legislative staff to establish appropriate performance metrics in June 2019. DMV is including the agreed upon performance metrics in the monthly status update reports to the Joint Legislative Budget Committee. These metrics include the following categories:

- Customers Served
- Hiring and Absenteeism
- Information Technology
- Monthly Outage Summary
- Process Improvements
- REAL ID Customer Volumes
- Wait Times
- Window Hours Usage
- Work Action Plan (Business Plan)

#### 4. REAL ID PROJECTIONS

- DMV anticipates nearly 27 million Californians will choose to receive a federally compliant REAL ID card by the end of FY 2023/24. Since the implementation of the REAL ID Act in January 2018, DMV has issued REAL ID cards to 9.6 million Californians. DMV is preparing for approximately 16 million REAL ID cardholders by the October 1, 2021 enforcement date.
- DMV anticipates an additional 10.8 million REAL ID cardholders by the end of fiscal year 2023/24.
- As of January 2021, there are 9,613,952 Californians with a REAL ID driver license or identification card.
- As of January 2021, DMV has issued 11,068,852 REAL ID compliant driver license or identification cards. This includes new REAL ID cards issued, as well as existing REAL ID cardholders who received a duplicate or renewal card.

#### 5. ADDITIONAL FUNDING

There is no need for additional funding to meet the REAL ID workload for the remainder of FY 2020/21.