



July 27, 2018

Honorable Holly Mitchell, Chair  
Joint Legislative Budget Committee  
Senate Budget and Fiscal Review Committee

Honorable Phil Ting, Chair  
Assembly Budget Committee

Honorable Anthony Portantino, Chair  
Senate Appropriations Committee

Honorable Lorena Gonzalez Fletcher, Chair  
Assembly Appropriations Committee

**Department of Motor Vehicles—Field Office Wait Times**

Pursuant to Provision 1 of Item 2740-001-0044, Budget Act of 2018, the following report is respectfully submitted.

The Department of Finance has received a request for augmentation of \$16.6 million from the Department of Motor Vehicles (DMV) to alleviate extensive field office wait times.

In anticipation of additional workload and increased required in-office customer attendance that was expected with the requirements of REAL-ID, a two-year budget augmentation was approved in 2017 that would result in adding \$46.6 million and 550 positions by the end of 2018-19. DMV reports that as of July 2, 2018, it has filled 400 of the total 550 positions and anticipates that all of the remaining positions will be filled by the end of August. To further reduce customer wait times at its field offices, DMV has also increased its temporary staffing and overtime hours by approximately 72,000 hours per month since January 2018 and has opened various offices on weekends. Even with these increased resources, wait times at DMV field offices have continued to exceed historic levels.

The current statewide average wait time once customers check-in with the "Start Here" window is 23 minutes for customers with appointments and 1 hour 23 minutes for customers without appointments; a 14 and 35 minute increase, respectively, compared to the average wait time in 2016-17. Additionally, those field offices that historically experience a high amount of transactions have had average wait times that exceed three hours. Because of this increase, DMV is requesting additional resources to alleviate those wait times.

This requested augmentation will be utilized to hire 230 field office technicians allocated statewide based on workload volumes and customer wait times. DMV has also added more types of transactions that can be completed at Self-Service Terminals (SSTs). The funding will be used to cover costs associated with those SST transactions and to deploy additional terminals throughout the state to shift a greater number of transactions away from field offices.

Provision 1 requires this notice 30 days prior to effective date of the approval or whatever lesser time the Chairman of the Joint Legislative Budget Committee determines. We respectfully request an expedited review and approval to allow hiring to proceed as quickly as possible to address this situation.

We concur with the necessity of this change to the approved budget.

If you have any questions or need additional information regarding this matter, please call Amanda Martin, Principal Program Budget Analyst, at (916) 322-2263.

MICHAEL COHEN

Director

By:



JACQUELINE WONG-HERNANDEZ

Chief Deputy Director

cc: Honorable Jim Nielsen, Vice Chair, Senate Budget and Fiscal Review Committee  
Honorable Jay Obernolte, Vice Chair, Assembly Budget Committee  
Honorable Bob Wieckowski, Chair, Senate Budget and Fiscal Review Subcommittee No. 2  
Honorable Richard Bloom, Chair, Assembly Budget Subcommittee No. 3  
Mr. Mac Taylor, Legislative Analyst (3)  
Mr. Joe Stephenshaw, Staff Director, Senate Budget and Fiscal Review Committee  
Mr. Mark McKenzie, Staff Director, Senate Appropriations Committee  
Mr. Kirk Feely, Budget Fiscal Director, Senate Republican Fiscal Office  
Mr. Christopher W. Woods, Senate President pro Tempore's Office (2)  
Mr. Christian Griffith, Chief Consultant, Assembly Budget Committee  
Mr. Jay Dickenson, Chief Consultant, Assembly Appropriations Committee  
Ms. Cyndi Hillery, Staff Director, Assembly Republican Fiscal Committee  
Ms. Cheri West, Deputy Chief of Staff, Policy, Assembly Republican Leader's Office  
Mr. Jim Richardson, Policy and Fiscal Director, Assembly Republican Leader's Office  
Mr. Jason Sisney, Assembly Speaker's Office (2)  
Mr. Brian Annis, Secretary, California State Transportation Agency  
Ms. Jean Shiomoto, Director, Department of Motor Vehicles  
Ms. Tammy Hayward, Budget Officer, Department of Motor Vehicles