

DMV

"PILOT EPISODE"

Written by

Dana Klein

Based on the short story by Katherine Heiny

August 6th, 2024  
Revised Network Draft

**COLETTE** (35, a big-hearted, quirky over-thinker who's prone to getting in awkward situations) is in the passenger seat beside her first tester of the day, **GUY** (30s, gentle serial killer energy). They pull out of the DMV.

COLETTE

You're doing great so far, please  
take a right at the light.

Guy clears his throat in an unsettling way. His hands, in **DRIVING GLOVES**, open and close around the wheel. Colette takes in the alarmingly clean car. Her eyes land on... what looks like a spot of blood. And then a **WOMAN'S EARRING**. Is this guy... a serial killer?

COLETTE (CONT'D)

On second thought, how bout we get  
away from these dark alleys and see  
if you can handle a freeway full of  
witnesses.

**VIC** (40s, lovable bully, a totally inappropriate misogynist who gives zero fucks) instructs a **RICH KID**.

VIC

G'head, keep going. More, more,  
good. Now roll down the window.

WIDEN to reveal they are at an **IN-N-OUT DRIVE THRU**.

VIC (CONT'D)

(hands kid a note)  
And read this to the guy.

RICH KID

"Two double-doubles, two large  
fries, and two chocolate shakes?"

VIC

Feel free to add something for  
yourself.

The confused kid shakes his head like "I'm good."

CASHIER (O.S.)

That'll be thirty-six-fifty-five.

The kid turns to Vic. Vic stares back. Beat. The game of chicken ends when the kid reaches for his phone.

RICH KID  
Do you guys take Apple Pay?

VIC  
(tssks, writing on  
clipboard)  
Using cellphone while driving.

3 INT. SUBARU - SAME

3

CLOSE ON: **GREGG** (late 60s, retired HS English teacher who's been with the same man for forty years, fastidious, gentlemanly, dry, "over it").

GREGG  
A little further down and let's see  
you parallel park.

WIDEN to reveal piles of clothes, take-out containers, kitchen appliances, books, shoes, stacks of newspaper, empty cans for recycling. Gregg's test-taker is a HOARDER.

GREGG (CONT'D)  
Right here. You look like someone  
who has no problem squeezing things  
into a tight space.

There's a scratching noise in the backseat. Gregg turns and locks eyes with a FERRET in a cage. Gregg taps the cage.

GREGG (CONT'D)  
Well, hello, there.

It HISSES and a spray of FERRET JUICE lands on Gregg's shirt.

GREGG (CONT'D)  
(matter of fact, to  
hoarder)  
Yup, just behind this minivan.

4 EXT. DMV PARKING LOT / EMPLOYEE ENTRANCE - A LITTLE LATER 4

The Chevrolet pulls to a stop and Colette gets out.

COLETTE  
Have a nice life, Sir!  
(under her breath)  
Thank you for sparing mine.

She heads towards a worn, unglamorous building. A sign reads "EAST HOLLYWOOD DMV." Colette pauses at the door, takes a deep breath and opens it. We are hit hard with...

5 INT. DMV - CONTINUOUS

5

Controlled chaos. A ROBOTIC FEMALE VOICE announces, "Now serving. B-53. At Window Number. Four." (Variations of this continue throughout the day). It's packed with people from every imaginable walk of life.

A SECURITY GUARD (20, scrawny, might be high) directs those who've made it to the front of the OUTSIDE line to the back of the INSIDE line without once looking up from the UFC fight playing on his phone.

Customers wait on blue plastic chairs-- sleeping, eating, staring into space. People read eye charts, shuffle documents, and bark into cell phones in various languages. It all fades away when Colette sees **AJ** (30, golden boy of the DMV, playful, charming, effortlessly good at everything), stamping papers at his usual spot at Window Two. He is backlit in a special way to reinforce his specialness.

Colette stands there staring at him dreamily until...

VIC

Fry?

Vic's at her side. She shakes her head "no" as Gregg enters.

GREGG

Good afternoon.

COLETTE

It's nine in the morning.

GREGG

A man can dream.

They stand, looking out on the jungle that is the DMV.

VIC

What smells like cat piss?

GREGG

It's actually ferret.

(then)

Ready?

They steel themselves and, in unison, begin the arduous journey towards a door marked "DRIVING EXAMINERS." It's like an obstacle course they have to Frogger their way through.

Colette turns to avoid a LEASHLESS DOG then nearly trips over a long LEASH that is attached to a TODDLER'S WRIST. A passing man COUGHS in her face.

**MAIN TITLES - DMV**

6 INT. DMV - CONTINUOUS

6

They pass **BARBARA** (40s, cares deeply, tries hard, misses the mark) as she takes a placard that reads "Manager" out of her desk drawer.

BARBARA

Guys, this placard has been hidden away in that drawer for eight long years, a mere echo of a wisp of a dream. But today, I am able to pull her out.

Barbara centers the placard on her desk where we also notice a stack of LIBRARY BOOKS on LEADERSHIP.

GREGG

Like Excalibur from the stone.  
(off everyone's confusion)  
King Arthur? Pulled the sword out to claim his right to the throne?

VIC

You know I hate when you do literature references.

COLETTE

Congratulations, Barbara.

**JOCELYN** (30s, judgey, uptight, cold, robotic) drops a folder on Barbara's desk.

JOCELYN

It should've been me.

BARBARA

Agree to disagree there.  
(then)  
I'm hosting drinks at Paddy's tonight to celebrate.

VIC

I don't understand why *either* of you would want to be Manager. What is it, an extra fifty bucks?

BARBARA

Fifty-seven. And as Manager, I get to keep all my Assistant Manager duties, *plus* run the weekly meeting, and if anyone-- employee or customer-- has a complaint, they file it with me.

COLETTE

(re: phone)

You guys, the consultants are coming today.

VIC

What consultants?

GREGG

The ones the governor hired to figure out how to cut costs. We got an email about it last week.

VIC

Oh, I don't check those.

JOCELYN

You don't check your email?

VIC

("duh")

Not my work ones.

BARBARA

As Manager, I should probably let everyone know.

Barbara stands, puffs out her chest, and crosses off.

COLETTE

How can they cut any more costs?  
The place is already falling apart.

ANGLE ON: the printer which is held together by duct tape.

GREGG

They better not take away the free coffee.

VIC

They better not take away our long distance privileges.

JOCELYN

We don't *have* long distance privileges.

VIC

Oh, okay, so you call overseas on your own dime?

COLETTE

("speaking of")

How *is* your mail order bride?

VIC

Her name is Katerina. And she's about to finish nursing school.

GREGG

Her name is probably Boris. And he's about to steal your identity.

VIC

(to Colette and Gregg)

C'mon, we've been in the main pen too long. I feel like a cool kid at the loser lunch table.

JOCELYN

We're adults. There's no such thing as "cool" and "loser."

VIC

Spoken like a D1 loser.

Jocelyn glares at him. They hate each other but will one day fuck. Colette, Vic, and Gregg continue to their office. When they pass AJ, Colette takes one last longing look. We stay on AJ as customer BRENT (40s, entitled asshole) steps up and hands over his passport.

AJ

Good morning.

BRENT

Yeah, hi, we're traveling this summer and my wife says I should get the Real ID thing. Supposed to make things quick and easy.

AJ

Absolutely, I can help you with--  
(re: passport)  
Oh, shoot, this is expired.

BRENT

So? It's still me.

AJ

We're not allowed to accept expired documents. Do you have anything else? A birth certificate maybe?

BRENT

Yeah. At my parents' house in Orange County. How 'bout you just let it go?

AJ

I wish I could, Man.

BRENT

You can. But you won't. Know why?

AJ

Because... I'd be fired.

BRENT

Because guys like you look for guys like me to stick it to. I bet it makes your whole day to nail a guy like me, doesn't it?

AJ

Yes, Sir, my gratitude journal is filled with moments like these.

Brent snatches his passport back and stomps off as Barbara approaches, having noticed...

BARBARA

Ooo, AJ, your trash's almost full.

JOCELYN

(tattle-tale)

He waits til it gets to the top.

AJ

And then I empty it. That's how garbage works.

BARBARA

(picking up can)

On regular days, maybe, but today's-

(noticing)

That must be them! They're here!

She beelines over to a corporate-looking duo: DAN and KSHITIJA (40s, as out of place as two CAA agents on set).

BARBARA (CONT'D)

Hi! Hello! You must be our friends from Sacramento! I'm Barbara Bloom. Manager.

DAN

Dan Miller, this is Kshitija Balakrishnan.

They each offer a hand. She puts the trash down and shakes.

BARBARA

(nodding)

Dan.

(no idea how to pronounce)

Ma'am.

DAN

Ms. Bloom, our company has been hired to help make the DMV... well, more efficient and less dreadful.

BARBARA

Hurtful. But okay.

KSHITIJA

Why don't you show us around before we begin our interviews?

BARBARA

Absolutely, yes, can I just, I mean, as you can imagine, my team-- God I love the sound of that-- my team hears "cost-cutting" and, well, I'd love to assure them there won't be any major upheavals.

DAN

If you're one of the surviving branches, very little will change.

BARBARA

Oh, great, that's great to-- I'm sorry, "surviving branches"?

KSHITIJA

Of the four Hollywood DMVs, one is going to become fully automated.

BARBARA

I see. And in that case, how many people would be fired?

KSHITIJA

All of them.

(then)

Let's start in Written Tests.

Dan and Kshitija head off. Barbara picks up the trash can and dry heaves into it.

BARBARA

(to watching customers)

False alarm.

She puts the trash can down and follows them.

7

INT. DRIVING EXAMINERS ROOM - SAME

7

Vic, Gregg, and Colette, at their respective desks, are looking through the ONE-WAY WINDOW at an ELDERLY LADY (80s), who sits waiting for someone to come get her.

VIC

Not it.

COLETTE

It's your turn, Vic.

VIC

Well then I guess she's gonna sit there til she dies. Also "not it" for carrying out the body.

GREGG

You can't just ignore the rotation.

VIC

The *rotation* ignores our individual strengths! *I* keep the White Entitled's in check. Plus any teens with hot moms. *You're* good with the wack-a-doo's. And *she* calms the Nervous and the Old. That's the system!

AJ enters with a file and chucks it on the desk.

AJ

Drop off. And you have one on deck.

COLETTE/GREGG/VIC

Really? / Didn't notice. / We're hoping she dies.

Colette watches AJ exit. Once the door has closed...

VIC

Can I ask you something, Colette?  
Are you just gonna eye-fondle him  
for the rest of your life?

COLETTE

What?! Eck, him? Are you... I  
honestly don't know what you're--

VIC

Oh, so it's just a coincidence that  
since he started working here, you  
started wearing makeup, stopped  
eating tuna, and only wear pants  
that show off your ass.

COLETTE

You're not allowed to say things  
like that anymore!

VIC

Hey, you staged the house, don't  
blame me for checking out the  
Zillow.

(then)

We have a \$100 bet on whether or  
not it'll ever happen. My money's  
on "not a chance" 'cause I know  
you, and you'd rather die alone  
than take a risk.

COLETTE

(touched, to Gregg)

Aw, you bet that me and AJ would  
happen?

GREGG

It was the only option left.

VIC

(playful taunting)

I guess since you're not  
interested, it doesn't bother you  
that this morning Hot Kristen was  
all over him like laminate on one  
of Gregg's annoying fridge notes.

GREGG

Yet people *still* eat my food.

COLETTE

Hot Kristen is only hot compared to  
Homely Kristen.

(MORE)

COLETTE (CONT'D)

Really, we should just call her  
"Regular Kristen." Or "Written  
Tests Kristen." And I could care  
less that she was all over him.

GREGG

"Couldn't care less" is  
grammatically correct.

VIC

But factually incorrect. Because  
you care. A. Lot.

COLETTE

The only thing I care about is that  
this poor lady has been waiting  
forever! Which is why I will be the  
bigger person and take her even  
though she will be my third Old  
this week!

Colette storms out. Through the one-way window, they watch  
her introduce herself to the tiny, elderly lady.

8 INT. MRS. RESNICK'S BUICK - A LITTLE LATER 8

MRS. RESNICK (perched atop two large pillows) adjusts her  
mirrors. While she waits, Colette checks AJ's Instagram page.

We ZOOM IN and learn three fun facts: he PLAYS SAXOPHONE in a  
band, he VOLUNTEERS at a food pantry, and he mastered some  
SURFING move ("Finally got the LAYBACK this weekend").  
Colette smiles. He's so dreamy.

9 INT. DMV - A LITTLE LATER 9

Barbara is nervously showing Dan and Kshitija around.

BARBARA

I don't even understand how self-  
serve kiosks would work. Wouldn't  
they take away the humanity of the  
entire experience?

ROBOTIC VOICE: "Now serving. C-89. At Window Number. Eleven."

BARBARA (CONT'D)

But that's a problem for the other  
branches. Because we will survive.  
You'll see. East Hollywood is  
special.

(MORE)

BARBARA (CONT'D)  
 (then, re: tour)  
 Now, where was I?

DAN  
 About to show us...  
 (checking notes)  
 the rat colony that made an  
 exterminator faint.

10 INT. MRS. RESNICK'S BUICK - SAME 10

Mrs. Resnick drives SLOWLY and JERKILY. Even though she's sitting on two pillows, she can barely see over the wheel.

COLETTE  
 That's it, you're doing great.

SFX: HONKING.

MRS. RESNICK  
 (bleeped)  
 Fuck you, you fucking Cock-Sucker!

She sticks her hand out the window and flips the guy off.

COLETTE  
 Mrs. Resnick!

MRS. RESNICK  
 HE honked at ME! That's the problem  
 these days, no one has any manners.

COLETTE  
 Okay, when you can, take a left--

She takes a hard left. Lots of HONKING AND SCREECHING. Suddenly, they're spinning. Sparks fly as they scrape the guardrail and the car begins a series of flips.

11 INT. COLETTE'S STUDIO APARTMENT - FANTASY SEQUENCE 11

Colette makes a series of fast-motion trips from the COUCH where she watches TV to the KITCHENETTE to pour kibble in a DOG BOWL. Loop after loop, she makes this trip, getting OLDER and OLDER until ELDERLY COLETTE grabs her heart and keels over, DEAD. The dog waits. He looks at his empty dog bowl, then whimpers, and starts to EAT HER.

12 INT. MRS. RESNICK'S BUICK - PRESENT 12

The car somersaults to a stop, upside down.

MRS. RESNICK  
Did I pass?

WIDEN TO REVEAL they are...

13

EXT. DMV PARKING LOT - SAME

13

Barbara, Kshitija, and Dan, stand there, stunned, the Buick having narrowly missed them.

BARBARA  
Thank you, Colette, for that  
riveting demonstration of how *not*  
to enter a parking lot.

And we...

FADE OUT

END OF ACT ONE

ACT TWO

FADE IN

14 INT. BREAKROOM - A LITTLE LATER

14

Vic pours potato chips into his giant meatball sub, puts the top roll back on, and takes a giant BITE that he follows up with a loud SLURP of soda. WIDEN to reveal Jocelyn at the end of the table, eating her salad and eyeing him with disgust.

VIC  
(playful taunting)  
Do you feel this sexual tension?

JOCELYN  
I despise you.

VIC  
Or... are you obsessed with me?

Jocelyn spears a forkful of salad as Barbara enters and crosses to get some Advil.

BARBARA  
Hello, Soldiers!

JOCELYN  
How's it going with the consultants?

BARBARA  
Great! Great, great, great!

VIC  
Sounds like someone's getting fired.

Gregg enters, heads to the coffee machine.

GREGG  
Who's getting fired?

BARBARA  
No one! It's the opposite actually! They're actually here...  
(making it up)  
...to observe us so they can make the other branches more like our branch because our branch is the best branch.

Barbara looks nervous. Will they buy it? Beat.

VIC  
Makes sense to me.

JOCELYN  
I've always been the best at  
everything.

GREGG  
Yet you chose to work at the DMV.

BARBARA  
Good. So everyone's happy and I'm  
doing a great job so far!

Barbara downs five Advil and heads out, a smile plastered on her face but sweat rings revealing deep panic. Vic shrugs and goes back to his sandwich.

15 INT. DRIVING EXAMINERS ROOM - A LITTLE LATER

15

Colette is at a WHITE BOARD that reads "It has been 7 tests since I nearly died." Gregg and Vic enter as she erases the "7" and fills in a "0".

GREGG  
Uh oh, how close did you come?

COLETTE  
It's a literal miracle I'm alive!  
But as I was almost decapitated, I  
realized that I don't want to die  
alone, so I am going to make my  
move with AJ. I mean, what do I  
have to lose?

Nothing!

GREGG

VIC  
Pride, dignity, the fantasy  
that it could ever happen.

COLETTE  
How should I approach him? What's a  
good ice-breaker?

VIC  
"Poop shoot's off limits 'til you  
buy me dinner."

Colette shoots him a look.

GREGG

Why don't you ask if he wants to adopt that dog you're fostering?

COLETTE

Oh, that's great! And, I mean, if he's not a dog person, that's a deal breaker anyway.

VIC

Not sure you're in a position to start imposing deal-breakers...

COLETTE

What's that supposed to mean?

VIC

It means, when's the last time you went on a second date?

GREGG

January of '23. With the guy who "forgot" his wallet.

VIC

Nope, that dude never called her back.

(realizing, to Colette)

Have you not been on a second date since 2022?!

COLETTE

You guys have no idea what it's like to be a single woman in her mid thirties!

GREGG

It's no picnic being a lactose-intolerant homosexual in his late sixties.

COLETTE

Just... I'm going in before I lose my nerve. Teeth?

She bares her teeth.

VIC

A little yellow.

COLETTE

I *meant* is there anything in them?

VIC

Tartar.

COLETTE

Anything that I can do something  
about right now.

\*  
\*

VIC

Oh. No.

COLETTE

Gregg, you are about to win a  
hundred bucks.

Colette exits. They slide their chairs up to the window and  
settle in to watch. Vic opens a bag of chips.

16 INT. DMV - CONTINUOUS 16

Colette strides boldly, confidently, across the room.

17 INT. DRIVING EXAMINERS ROOM - SAME 17

Gregg and Vic watch.

GREGG

She's looking good. Nice, steady  
speed, confident.

VIC

Uh oh, what's this? She's  
slowing... Hazard in the road.

18 INT. DMV - SAME 18

**HOT KRISTEN** (20's, hot, perky) swoops in and is suddenly  
beside AJ, flirting. Colette stops in her tracks, then hangs  
her head and pivots towards the bathroom.

VIC (O.C.)

And now an illegal u-turn.

19 INT. DRIVING EXAMINERS ROOM - SAME 19

Gregg and Vic are still watching through the one-way window.

GREGG

Looks like someone's headed to the  
rest-stop to wait out adverse  
conditions.

20 INT. DMV - HALLWAY - A LITTLE LATER 20

Barbara, whose nervousness is now at a "five" (which is the same number of sweat rings she has), paces outside of...

21 INT. INTERVIEW ROOM - JOCELYN'S INTERVIEW - SAME 21

Jocelyn sits opposite Kshitija and Dan.

JOCELYN

What do I like most about working here? Being the biggest fish in a very small pond.

(then)

If there's a prize for best employee, you should know I'm allergic to fragrance.

22 INT. BATHROOM - SAME 22

Colette is leaning against the wall-- specifically against the feminine HYGIENE PRODUCTS DISPENSER. She starts practicing in the mirror...

COLETTE

("sexy" Spanish "J")

AJ, Jhhhello. Jhhow do you feel about rescuing a sad, lonely dog that needs companionship real bad?

(then, normal voice)

Ew. Stop it. Just be a normal person!

She cracks open the door, watches Hot Kristen cross off, then takes a deep breath and exits to...

23 INT. DMV - CONTINUOUS 23

Colette walks fast, slows down, walks fast, slows down... Finally, she's there.

COLETTE

("super chill")

Oh, hey. AJ, right? I'm--

AJ

Colette. I know.

COLETTE

Oh. Great. That's great. Well, I was just wondering if you might want to adopt this dog I'm fostering.

She shows him a photo on her phone.

AJ

Oh, wow, that's crazy.

COLETTE

Yep, yep, totally crazy! I'm sorry, I didn't mean to... as you were.

She turns to go...

AJ

No, it's crazy because Marvin Gaye was a bulldog, too.

COLETTE

You had a bulldog named Marvin Gaye?

He nods to his screensaver: AJ and a bulldog at the beach. AJ is shirtless and has a perfect body.

COLETTE (CONT'D)

Oh my God, your abs!  
(covering, to computer)  
...solutely the perfect dog, Marvin Gaye.

AJ

He was the prince of *my* soul. Had to put him down last year.

COLETTE

Well, I understand if you're not... ready yet?

AJ

I'm not *not* ready...

They lock eyes. Wait, is he... into her?

24

INT. DRIVING EXAMINERS ROOM - SAME

24

Gregg and Vic are watching.

VIC

Do you see what I see?

GREGG

The menstrual pad stuck to her shirt?

VIC

(smiling)

I take Venmo, Zelle, or cash.

25

INT. DMV - SAME

25

Colette indeed has a maxi-pad (clean, obvs) stuck to her, but neither she nor AJ have noticed it.

AJ

How long've you been fostering?

COLETTE

A while. I really love dogs. I actually got into vet school but was so freaked out by the loans I took this job to save up. Nine years ago.

AJ

The benefits are so good, I get why it's hard to leave. It's such a relief to have insurance-- I'm always hurting myself surfing.

COLETTE

Congrats on the layback by the way.

Confusion flashes across his face. She realizes she only knows that from stalking him on Instagram.

COLETTE (CONT'D)

(quickly)

I know about that because I overheard you tell someone.

He watches with a look of bemused kindness as she unravels.

COLETTE (CONT'D)

...Jocelyn, I think it was, or maybe Barbara. I wasn't trying to listen but your voice is really loud. Have people told you you have a loud voice, cause you really do, trust me, it's obnoxious. The point is, I do not stalk you on Instagram. I mean, I *may* have checked it once when you first started working here so if you ever got a notification that's why.

And then she looks down and notices the maxi-pad.

COLETTE (CONT'D)

What the... Oh my... I don't...  
(pulls it off)  
How did *this* get on me?

AJ

I... am not sure.

COLETTE

Okay, you know what, AJ, I think that's as much as one can hope for in our first little chat. You are a wonderful addition to this branch and it's really a shame we can never speak again.

She race-walks away. When she passes the trash, she tries to throw the pad out but it sticks to her fingers. She flicks and flicks to get it off but is unsuccessful, so she grabs it with her other hand, where it then gets stuck. On Colette's scream-whisper, we...

FADE OUT

END OF ACT TWO

ACT THREE

FADE IN

26 INT. INTERVIEW ROOM - GREGG'S INTERVIEW - A LITTLE LATER 26

Gregg sits opposite Dan and Kshitija.

GREGG

So, let me get this straight. The state hired you guys to tell them what's wrong with the DMV when everyone knows what's wrong is that we need more money to fix infrastructure and hire more staff but now there'll be even less money because of how much they're paying your firm?

Beat. Kshitija consults her notes.

KSHITIJA

Says here you used to teach High School English? Tell us about that.

27 INT. BATHROOM - SAME

27

Colette is pacing back and forth when Barbara enters.

BARBARA

(into phone)

...before the truth comes out and everyone knows I'm not cut out for--

(sees Colette, quickly)

I gotta go, Ma.

(hangs up, to Colette)

Are you okay?

COLETTE

Not at all. I have to go home.

BARBARA

Do you have diarrhea? Cause I heard there's a nasty bug going aro--

COLETTE

I just have a headache.

BARBARA

Take some Excedrin, you'll be--

COLETTE

And diarrhea. I also have that.

BARBARA

(backing away)

Go! Last thing this office needs is another case of the runs. The plumbing already proved it's in no condition to handle that.

Barbara swiftly exits. When the door opens, Colette sees AJ. There's no way to leave the bathroom without passing his counter. She turns to the mirror.

COLETTE

I'm not going back out there. I'll sleep in here if I have to.

She sighs and leans against the wall.

28

INT. INTERVIEW ROOM - VIC'S INTERVIEW - MOMENTS LATER

28

Vic sits opposite Kshitija and Dan.

VIC

(to Kshitija)

I hope it's not inappropriate to say but... you are way too attractive to work in consulting.

KSHITIJA

It's highly inappropriate.

VIC

My bad, you're *both* very attractive. And I'm glad you're here because I have a big problem. The vending machine. There's no variety. The one at the hospital where I used to work security had so many options. Tampons next to Snickers next to pork rinds-- I never needed tampons but it was nice to know they were there. I mean, our vending machine has black licorice. As soon as they put that in, I was like "there goes the vending machine," which sounds racist, but it's not.

29 INT. BATHROOM - A LITTLE LATER 29

Colette is sitting on the floor, eyes closed. She sighs and opens her eyes. Which is when she notices... the WINDOW. Huh.

30 INT. DMV - SAME 30

Robotic Female Voice: "Now Serving. G-271. At Window Number. Two."

Brent, on his cell, steps up to Window Two and slides some documents towards AJ.

BRENT  
(into phone)  
You're not hearing me, Lon--

AJ  
Oh, cool, you're back. And I get you again.

BRENT  
(into phone)  
If Tetris can be a movie, so can Jenga. I want Jenga and I want a Christmas release!  
(re: document, to AJ)  
Proof of residence.

AJ  
Dude, this is a book of coupons.

BRENT  
It has my name and address.  
(beleaguered, into phone)  
I gotta call you back, some clown at the DMV is getting off on making my life miserable.

He hangs up.

AJ  
Look, I'm sorry, they're really strict about what they'll accept.

BRENT  
Fine. Would a lease agreement work?

AJ  
A lease agreement would be perfect.

BRENT

Great. Now you're just gonna have to wait while I pull it up.

Brent starts scrolling through his phone.

AJ

(points to sign)  
It has to be a hard copy.

BRENT

If I had to work here I'd kill myself.

AJ

(enjoying it)  
There's a FedEx a few blocks away.  
There's always a line.  
(calls)  
Next!

31 INT. BATHROOM - SAME

31

Colette is balancing on the sink in order to reach the window. She's relieved to discover... A DUMPSTER just below. With great difficulty, she starts to maneuver her body through the window.

She pauses to catch her breath (lower half out the window, head and chest in the bathroom) then tries to continue but realizes... she's STUCK. Her blouse is caught on an exposed NAIL. Unable to free the fabric, she slips out of the blouse so she's just in a BRA. And then she notices BLOOD. It isn't just her blouse the nail pierced; it is also her stomach.

COLETTE

Seriously?

This is when... Hot Kristen enters. They lock eyes.

HOT KRISTEN

Oh my god.

COLETTE

It's fine. I'm fine. The real question is, how are you? How're things in Written Tests?

Colette starts to shake from the effort.

HOT KRISTEN

I'm gonna get help.

COLETTE

Please hurry.

32

INT. INTERVIEW ROOM - BARBARA'S INTERVIEW - SAME

32

Barbara sits opposite Kshitija and Dan. Her armpit sweat has now met her boob sweat, indicating a nervousness level of 10. Dan takes notes on a laptop.

KSHITIJA

And what would you say is the average customer waiting time?

BARBARA

Could be three hours, could be fifteen minutes. So, if we're talking averages, I guess that would be three times sixty divided by two, unless, is that the median? If there's only two numbers, is the average different than the median? And what's a mean?

She mops her brow sweat with her sleeve.

KSHITIJA

So... ninety minutes?

BARBARA

Yes. No. I don't...  
(re: Dan's clacking)  
He's typing more than I'm saying.

He continues clacking away.

BARBARA (CONT'D)

Are you typing that I said that you're typing too much?

KSHITIJA

What about employee turnover?

BARBARA

Sorry, it's just... I'm sure whatever I'm imagining is worse than what he's actually writing.  
(beat)  
Can I see?

DAN

What? No.

BARBARA

Please?

She makes a "sexy face" and starts sucking on her finger.

KSHITIJA

What is happening here?

BARBARA

Sorry. That was incredibly unprofessional.

Suddenly Barbara lunges across the table for Dan's laptop.

DAN

What is wrong with you?!

BARBARA

I need you to write good things!  
Please! Today is my first day as  
Manager and I just... I want to do  
a good job. I love working here.

KSHITIJA

("but it sucks")

Why?

(quickly, without  
judgement)

I mean, why?

BARBARA

Because what we do makes a  
difference. A driver's license is  
independence. And whether or not  
you get one isn't based on how much  
money you have or what you look  
like or if you went to college.  
It's the great equalizer. Plus, I  
care about everyone who works here.  
We're a great team. Like one, big,  
happy family.

The door opens. It's Hot Kristen.

HOT KRISTEN

We've got a jumper.

33

INT. BATHROOM - MOMENTS LATER

33

CLOSE ON Colette, smiling, then CUT TO HER POV: A DOZEN  
PEOPLE (Barbara, Jocelyn, Vic, Gregg, Security Sam, Dan,  
Kshitija, Hot Kristen, and random other employees) stare up  
at her. AJ enters.

AJ  
 Why's everyone in the--  
 (sees Colette)  
 Ohhh.

COLETTE  
 Cool, glad you could make it.

VIC  
 It's a real pickle. We pull the  
 nail, she could bleed out. It's  
 right in that fleshy part of her  
 stomach.

JOCELYN  
 It's called a muffin-top. See how  
 it hangs over like the top of a--

COLETTE  
 Muffin, yes, Jocelyn, thank you, we  
 get it.

BARBARA  
 ("damage control," to  
 consultants)  
 Well, I think this is under  
 control. Shall I show you our new  
 eye-charts?

The consultants, caught up in the drama, totally ignore her.

HOT KRISTEN  
 How *old* is that bra? And what are  
 all those stains?

JOCELYN  
 You know, your right breast is a  
 lot bigger than the left.

COLETTE  
 That's very normal!

GREGG  
 (for AJ's benefit)  
 See, my takeaway is how pretty she  
 looks up there.

VIC  
 (catching on)  
 And how calm she's staying. That's  
 the kind of energy that makes  
 someone a good mother.

COLETTE

Thanks, guys, but there's literally nothing you could say to make this moment okay. This is my rock bottom.

AJ

I'll go around back and suss things out.

VIC

Not til you buy her dinner, you won't!

AJ races out. Barbara turns to the consultants.

BARBARA

I swear nothing like this has ever happened before.

JOCELYN

Even the best branch has its days.

DAN

Best branch?

BARBARA

(covering)

That's what we like to call ourselves!

VIC

That's what you said *they* called us.

(to consultants)

Isn't that why you're here?

KSHITIJA

What?

BARBARA

Let's talk more about Colette's lopsided boobs!

VIC

Aren't you here to observe us so you can make the other branches more like our branch?

DAN

No... we're here to decide which of the four Hollywood locations to shut down.

KSHITIJA

Well, not so much shut down as turn  
into automated kiosks.

Everyone starts ad libbing shock and concern. CLOSE ON  
Colette, baffled that everyone has forgotten about her.

AJ (O.S.)

I'm coming up.

34 EXT. DMV / DUMPSTER BELOW WINDOW - SAME

34

AJ hoists himself onto the dumpster. Colette cranes her head  
to look down and sees AJ, on top of the dumpster, staring up  
at her lower half. A crowd has started to gather. Someone is  
recording on their phone.

BARBARA (O.S.)

(yelling to him)

Careful underneath her! She told me  
she's got terrible diarrhea!

COLETTE

(to self)

No, *this* is my rock bottom.

AJ begins to assess the nail. Meanwhile...

35 INT. BATHROOM - SAME

35

The staff has surrounded Barbara.

SECURITY SAM

We're gonna be replaced by robots?

VIC

I can't lose my job!

JOCELYN

I can't lose my benefits!

GREGG

I can't be home with Jeffrey all  
day. We're happily married because  
we barely see each other.

BARBARA

You guys, I'm sorry! I-- I just  
didn't want you to panic. It's a  
leader's job to calm her team.

GREGG

Well, A-plus work.

BARBARA

Okay, look, the truth is, I'm not sure what's gonna happen, but, whatever it is, I know we are going to get through it because we are a family, and family can get through anything.

Beat.

JOCELYN/VIC/GREGG

These people aren't my family. / Haven't spoken to mine in ten years. / Families fall apart all the time.

Dan has whipped out his laptop and is furiously taking notes.

BARBARA

I swear to God, Dan, put it away!

AJ (O.S.)

I got it!

Everyone turns to the window where AJ is holding the nail and helping Colette down. Ad libs of relief, applause.

GREGG

Good job AJ!

JOCELYN

Keep breathing, Colette.

Colette disappears out the window. Everyone starts filing out of the bathroom, leaving Barbara and the consultants.

DAN

Well, that was something.

BARBARA

I really don't know what to say.

KSHITIJA

Everyone really came together. Showed a lot of team spirit.

BARBARA

(turning on a dime)

Well that is what we do. Robots couldn't do that, could they?

DAN

You'd be surprised what robots can do now-- but that was nice.

BARBARA

So... our branch is safe?

KSHITIJA

Well, let's see how tomorrow goes.

BARBARA

You're coming back tomorrow?

DAN

Oh, we're here for a year.  
(off her confusion)  
Didn't they tell you?

CUT TO:

CLOSE ON: Colette is in AJ's arms. She looks into his eyes, lost in the moment. It's kinda romantic. Then we WIDEN to reveal they're on top of THE DUMPSTER. He sets her down.

COLETTE

Thank you.

AJ

I'd get a tetanus shot ASAP.

COLETTE

For sure.

She nods and we...

FADE OUT

END OF ACT THREE

TAG

FADE IN:

36 INT. DMV - END OF DAY 36

It's now EMPTY of all customers. Vic, Gregg, and Colette (wearing her ripped blouse) cross towards the door.

VIC

I mean, was it perfect? No. But it could've gone a lot worse.

COLETTE

How? How could it have gone worse?

They exit into...

37 EXT. DMV PARKING LOT - CONTINUOUS 37

Vic and Gregg think for a beat.

GREGG

You could've died. For the second time today.

COLETTE

I just wanna get my tetanus shot and forget this day ever happened.

VIC

You're not coming to Paddy's for Barbara's promotion?

COLETTE

I'm not in the mood to celebrate.

Vic and Gregg peel off and Colette approaches her car and notices... A FOLDED PAPER on the windshield. She unfolds it. It says, "WANNA HEAR MORE ABOUT THE DOG. SEE U AT THE BAR?"

Colette smiles. And then, there's a RUCKUS off camera and she turns to see... BRENT banging on the locked door of the DMV.

COLETTE (CONT'D)

(calls)

We're closed for the day.

Brent SCREAMS and starts KICKING the side of the building. Colette smiles. Sometimes she really loves this job.

COLETTE (CONT'D)  
(calls to Vic and Gregg)  
I'll meet you there!

And we...

FADE OUT

END OF OUR PILOT