

DISCLAIMER

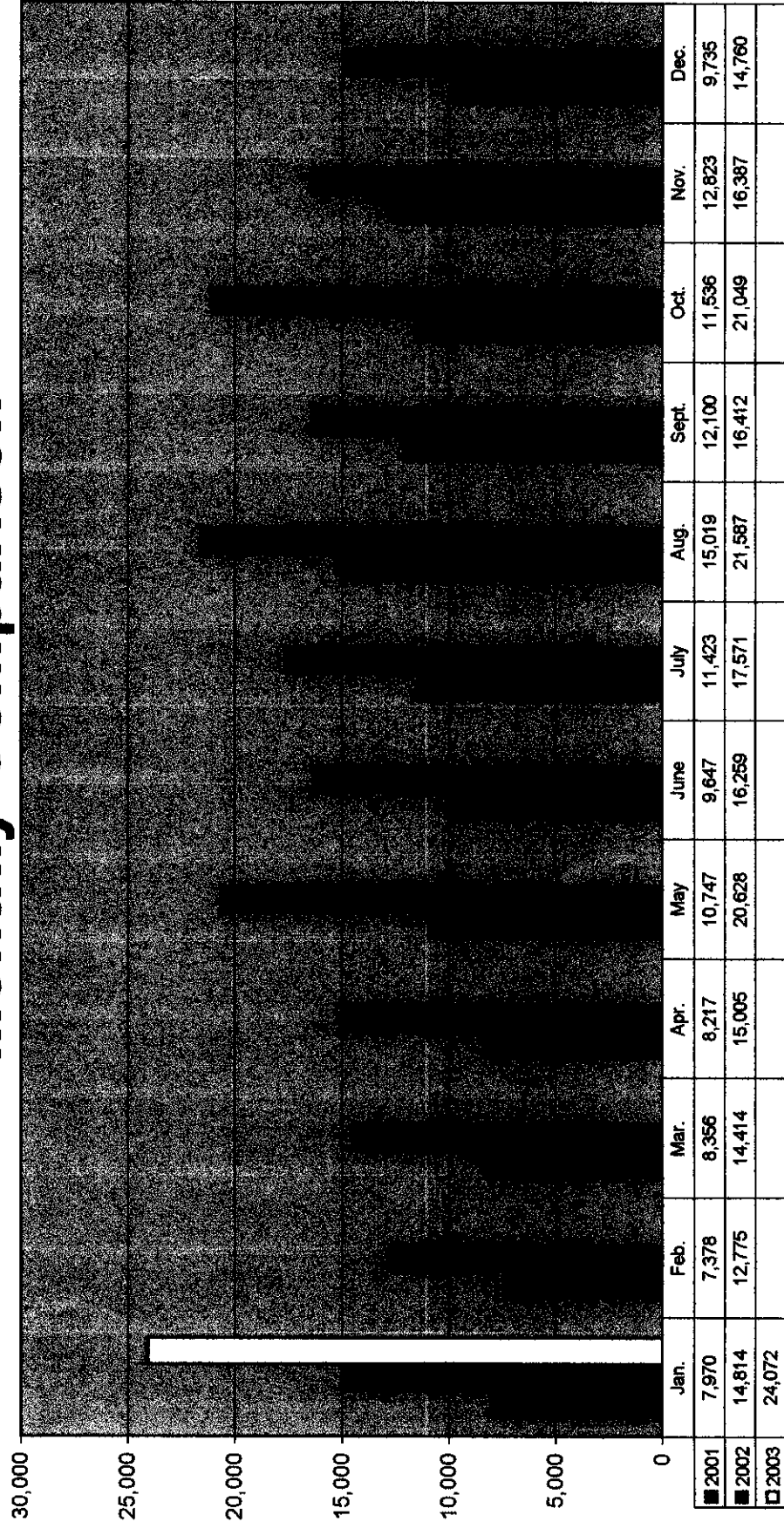
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DMV Web and IVR Transaction Monthly Comparison



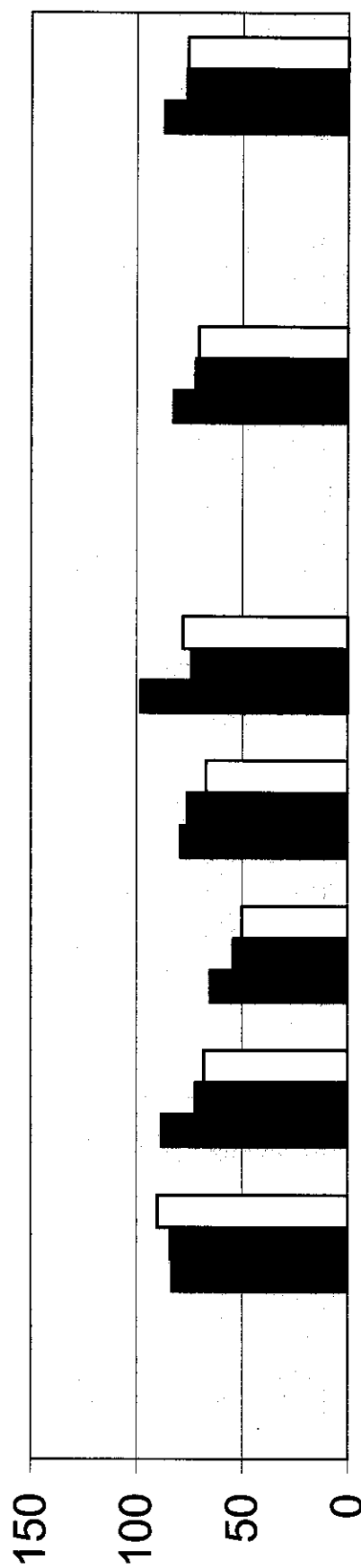
ASSEMBLY WAYS AND MEANS

DATE: 2-28-03 ROOM: 3/37 EXHIBIT C

SUBMITTED BY: DMV

C1085

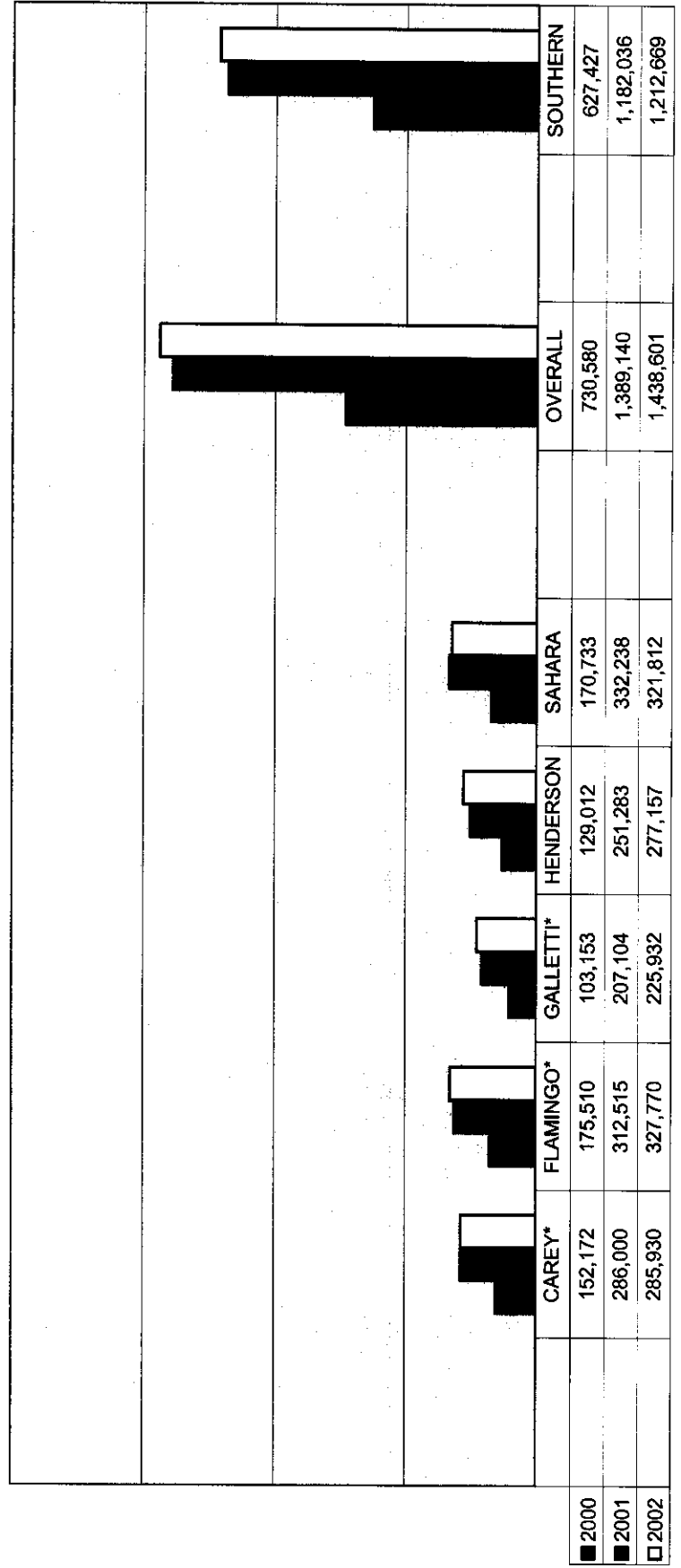
AVERAGE WAIT TIMES (MINUTES)



	CAREY	FLAMINGO	GALLETTI	HENDERSON	SAHARA	OVERALL	SOUTHERN
2000	83	88	65	79	98	83	87
2001	84	72	54	76	74	72	77
2002	90	68	50	67	78	71	76

C2y5

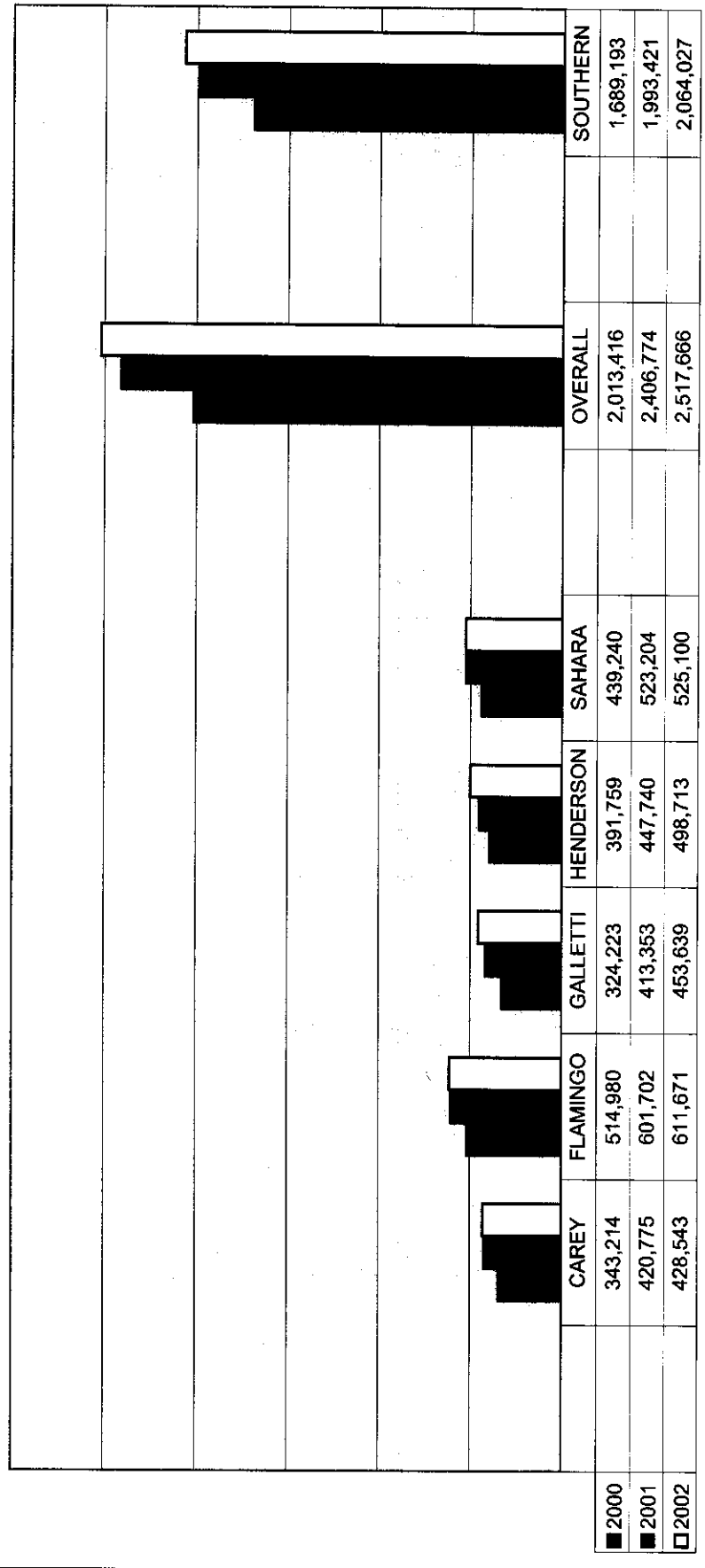
TOTAL CUSTOMER COUNTS



C395

* Note: Incomplete Q-Matic Date for 2000

DMV TRANSACTIONS



Department of Motor Vehicles
Field Services Division
Proposed Staffing

Staffing Requirements	Office Location	Annual Office Hours	Technician Productive Hours Per Year	# of Windows (Service Centers A, B & C)	Total Staff Required for			Back Office Functions Staffed at 2,250 hours	Total Staff Required for Back Office Coverage	Total Staff Required for Standard Services	Adjusted Staff Based on 2.1 Percent** Average Vacancy Rate	Current Staffing (FTE's)	Additional Staffing Required
					Total Standard Window Services	Additional Lobby Services	Total Standard Window Services						
	Galletti												
	Flamingo												
	Sahara												
	Carey												
	Henderson												

Daily Operating Hours*
Galletti: 9.5
Southern: 10.5

*Daily operating hours based on average actual use of Q-Matic system in January and February 03

**Average Vacancy Rate for Field Services from 12/01 through 2/03

Carson City - Saturday Operation	
Supervisor I	1
6 DMV Tech III	6
1 Tech III (Inspector)	1
2 Tech IV (Drives)	2
1 Tech III (Information)	1
Carson City Subtotal	11

Statewide Revenue Positions (BA4745)	5
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