

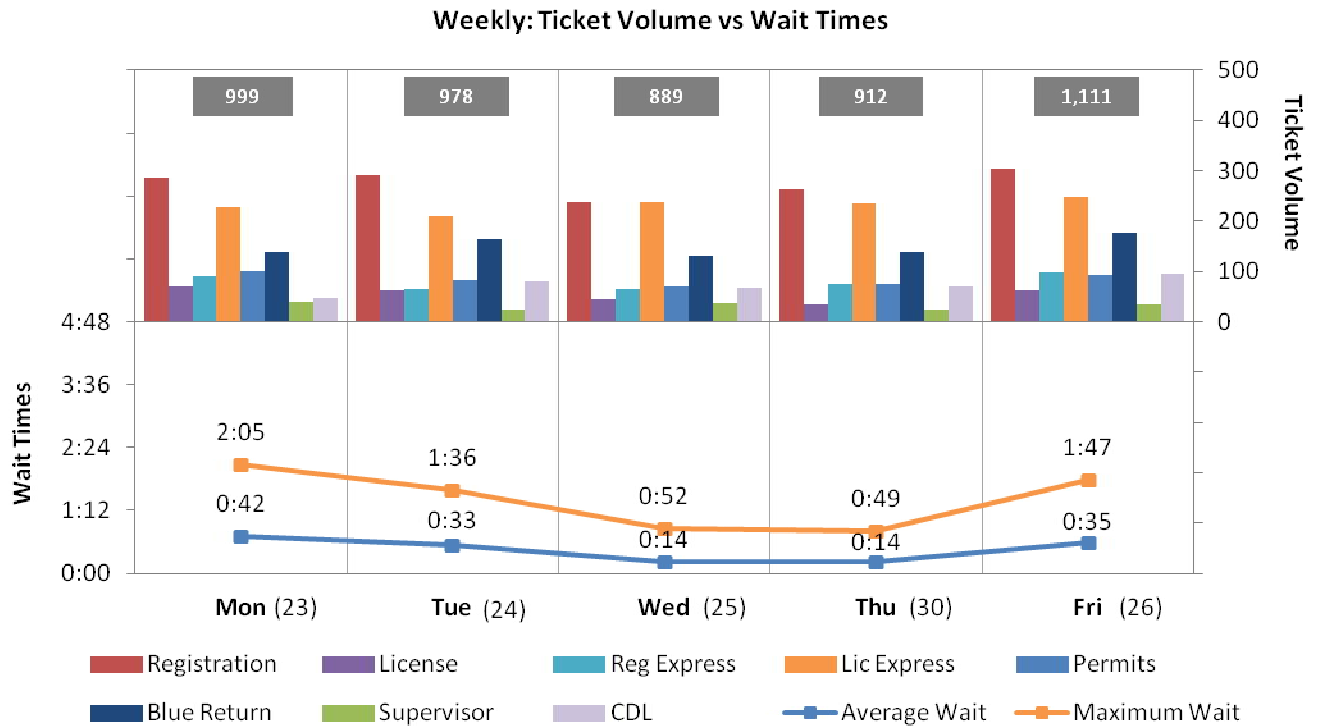


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Cranston Wait Time Analysis: 4/30/2012 to 5/4/2012

Section One: Weekly Ticket Volume vs Wait Times

Chart One: Weekly Ticket Volume vs Wait Times (staffing is 2nd floor only, 2 CSRs in CDL)





STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

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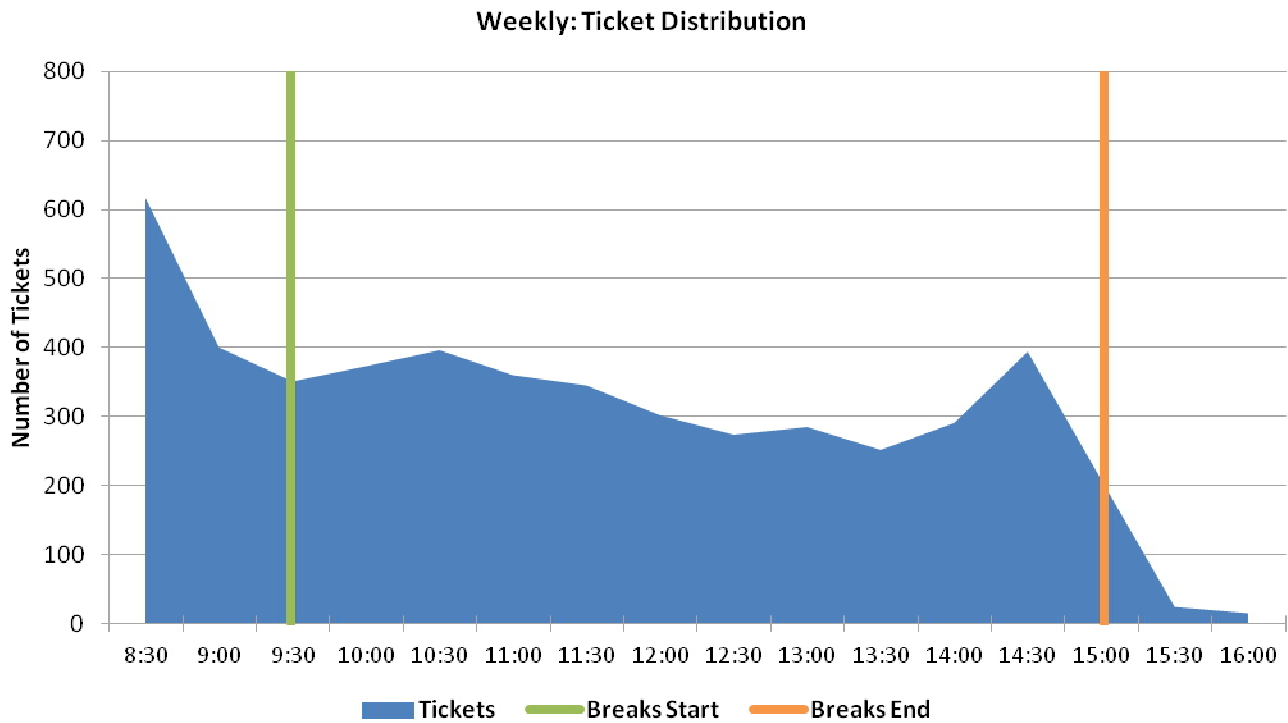
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Section Two: Weekly Ticket Distribution

Chart One: Weekly Ticket Distribution



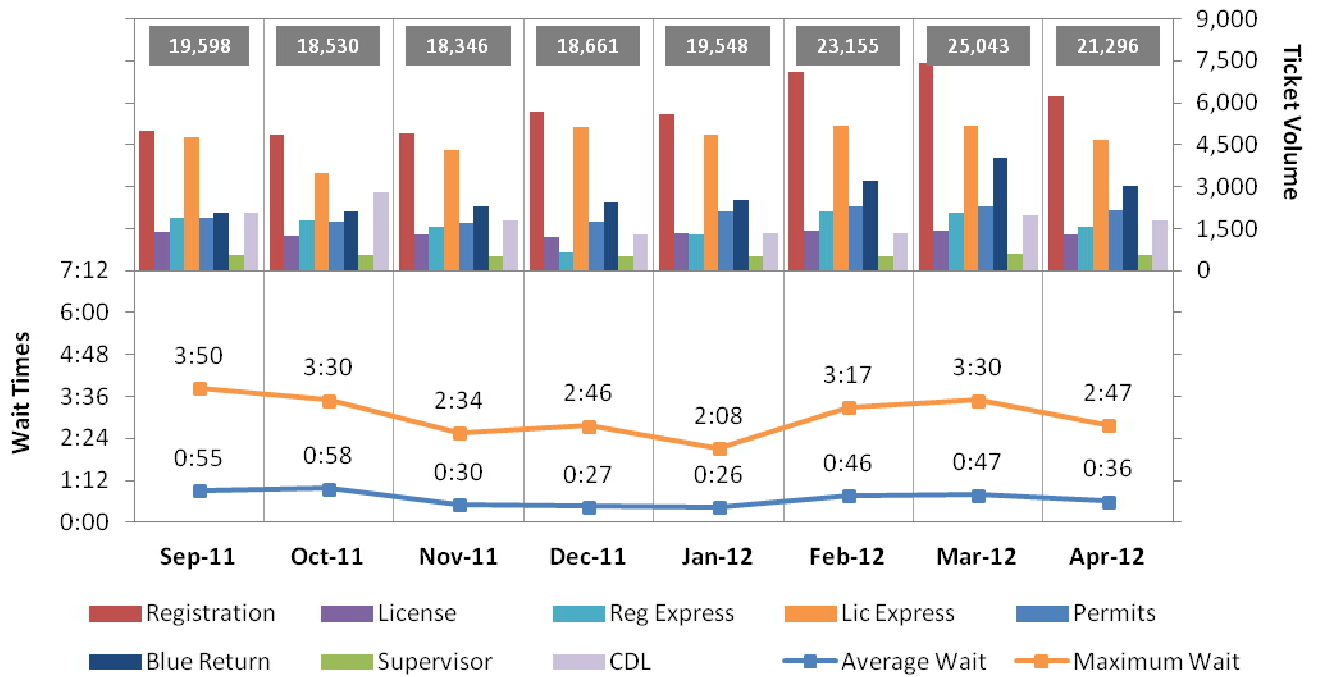


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Section Three: Monthly Ticket Volume vs Wait Times

Chart One: Monthly Ticket Volume vs Wait Times

Monthly: Ticket Volume vs Wait Times





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Section Four: Overtime Hours FY 2011 vs 2012

Chart One: Overtime Hours FY 2011 vs 2012

