State of Rhode Island and Providence Plantations

Budget



Fiscal Year 2012

Lincoln D. Chafee, Governor

The Agency

Department of Revenue

Agency Operations

The Department of Revenue was established as a separate department within the executive branch of state government by the 2006 General Assembly and came into existence on July 1, 2006. The department is headed by the Director of Revenue, who is appointed by the Governor, with the advice and consent of the Senate. The Department has six programmatic functions, including Central Management (Director of Revenue), Taxation, State Lottery, Registry of Motor Vehicles, Revenue Analysis and Municipal Finance.

Agency Objectives

To assess and collect all taxes, fees and revenues in the most efficient and cost-effective manner.

To administer and enforce all laws pertaining to the operation and registration of motor vehicles.

To administer a lottery system in the most efficient, ethical and cost-effective manner.

To assess and evaluate the state revenue policies and practices and recommend options to enhance revenue collections and revenue competitiveness.

Statutory History

The Department of Revenue was created by the 2006 General Assembly through the enactment of Article 38 sub. A of the FY 2007 Appropriations Act (R.I.G.L. 42-142).

Department of Revenue

| | FY 2009 | FY 2010 | FY 2011 | FY 2011 | FY 2012 |
|--|----------------|-----------------|---------------------|---------------------|---------------|
| | Actual | Actual | Enacted | Revised | Recommended |
| Expenditures By Program | | | | | |
| Director of Revenue | 603,236 | 480,822 | 500,231 | 592,880 | 784,261 |
| Office of Revenue Analysis | 363,514 | 371,823 | 555,607 | 435,073 | 495,910 |
| Lottery Division | 188,356,618 | 216,181,394 | 192,140,596 | 215,006,506 | 218,537,728 |
| Municipal Finance | 705,632 | 1,124,503 | 1,159,585 | 2,081,811 | 2,352,609 |
| Taxation | 20,784,016 | 17,353,468 | 20,278,893 | 19,647,805 | 20,961,088 |
| Registry of Motor Vehicles | 17,389,458 | 33,842,041 | 21,695,505 | 22,339,204 | 18,486,545 |
| State Aid | - | - | <u>-</u> | - | 74,277,595 |
| Total Expenditures | 228,202,474 | 269,354,051 | 236,330,417 | 260,103,279 | 335,895,736 |
| Expenditures By Object | | | | | |
| Personnel | 33,251,512 | 33,033,080 | 37,458,659 | 37,743,105 | 40,261,607 |
| Operating Supplies and Expenses | 190,098,742 | 218,274,357 | 193,432,036 | 216,479,297 | 219,516,610 |
| Aid To Local Units Of Government | - | - | - | - | 74,277,595 |
| Assistance, Grants and Benefits | 16,002 | 83,019 | 11,633 | 56,650 | 13,650 |
| Subtotal: Operating Expenditures | \$223,366,256 | \$251,390,456 | 230,902,328 | 254,279,052 | 334,069,462 |
| Capital Purchases and Equipment | 1,063,643 | 17,802,618 | 5,191,708 | 5,566,598 | 1,551,575 |
| Debt Service | , , , <u>-</u> | - | - | - | - |
| Operating Transfers | 3,772,575 | 160,977 | 236,381 | 257,629 | 274,699 |
| Total Expenditures | \$228,202,474 | \$269,354,051 | \$236,330,417 | \$260,103,279 | \$335,895,736 |
| | \$0 | | | | |
| Expenditures By Funds | • • | | | | |
| General Revenue | 32,332,042 | 32,476,057 | 35,479,085 | 36,130,650 | 91,720,012 |
| Federal Funds | 1,551,480 | 1,803,123 | 2,289,770 | 2,365,000 | 2,636,059 |
| Restricted Receipts | 4,479,106 | 4,001,548 | 824,191 | 1,966,459 | 21,191,727 |
| Other Funds | \$189,839,846 | \$231,073,323 | \$197,737,371 | \$219,641,170 | \$220,347,938 |
| Total Expenditures | \$228,202,474 | \$269,354,051 | \$236,330,417 | \$260,103,279 | \$335,895,736 |
| | | | | | |
| FTE Authorization | 410.0 | 413.5 | 426.0 | 428.5 | 428.5 |
| Agency Measures | | | | | |
| Minorities as a Percentage of the Workforce | 10.0% | 10.2% | 11.2% | 11.2% | 14.2% |
| Females as a Percentage of the Workforce | 49.0% | 49.2% | 51.4% | 51.4% | 53.2% |
| Persons with Disabilities as a Percentage of | +3.0 /0 | → 3.∠ /0 | J1. T /0 | J1. 1 /0 | JJ.2 /0 |
| the Workforce | 1.0% | 1.0% | 1.1% | 1.1% | 1.0% |
| and Frontiolog | 1.0 /0 | 1.0 /0 | 1.170 | 1.170 | 1.070 |

Department of Revenue Director of Revenue

Program Operations

The Director's Office oversees the overall operation of the department. The Office of Legal Services provides legal advice and support to the Director and the programs within the department.

Program Objectives

To oversee the collection of taxes, fees and revenues in conformance with legislative mandates.

To ensure that programs of the department are efficiently organized and implemented.

Statutory History

The Director of Revenue position was created upon establishment of the Department of Revenue in Article 38 sub A of the FY 2007 Appropriations Act (R.I.G.L. 42-142)

Department of Revenue Director of Revenue

| | FY 2009 Actual | FY 2010 Actual | FY 2011 Enacted | FY 2011 Revised | FY 2012 Recommended |
|---|-------------------|-------------------|--------------------|--------------------|------------------------|
| Expenditures By Subprogram | | | | | |
| Director of Revenue Total Expenditures | 603,236 | 480,822 | 500,231 | 592,880 | 784,261 |
| Expenditures By Object | | | | | |
| Personnel | 593,447 | 476,856 | 489,896 | 582,495 | 773,930 |
| Operating Supplies and Expenses | 9,789 | 2,940 | 10,335 | 10,385 | 10,331 |
| Aid To Local Units Of Government | - | = | = | - | - |
| Assistance, Grants and Benefits | - | - | - | - | - |
| Subtotal: Operating Expenditures | \$603,236 | \$479,796 | \$500,231 | \$592,880 | \$784,261 |
| Capital Purchases and Equipment | - | 1,026 | - | - | - |
| Debt Service | - | - | - | - | - |
| Operating Transfers | - | - | - | - | - |
| Total Expenditures | \$603,236 | \$480,822 | \$500,231 | \$592,880 | \$784,261 |
| Expenditures By Funds | | | | - | - |
| General Revenue | 603,236 | 480,822 | 500,231 | 592.880 | - 784.261 |
| Total Expenditures | \$ 603,236 | \$480,822 | \$ 500,231 | \$ 592,880 | \$784,261 |
| Program Measures | NA | NA | NA | NA | NA |

Department of Revenue Revenue Analysis

Program Operations

The Office of Revenue Analysis is responsible for analyzing, evaluating, and appraising the tax system of the State of Rhode Island, and for making recommendations for its revision in accordance with the best interests of the economy of Rhode Island. The Office is responsible for preparing the tax expenditures report and for preparing cost benefit analyses of all tax proposals.

Program Objectives

To analyze, evaluate and appraise the tax system of the State.

To make recommendations for revisions to the tax system.

To prepare the tax expenditures report.

Statutory History

The Office of Revenue Analysis is established under R.I.G.L. 42-142-3. The requirement to prepare the tax expenditures report is established under R.I.G.L. 44-48.1-1.

Department of Revenue Revenue Analysis

| | FY 2009 Actual | FY 2010 Actual | FY 2011 Enacted | FY 2011 Revised | FY 2012 Recommended |
|---|-------------------|-------------------|--------------------|--------------------|------------------------|
| Expenditures by Subprogram | | | | | |
| Revenue Analysis | 363,514 | 371,823 | 555,607 | 435,073 | 495,910 |
| Total Expenditures | 363,514 | 371,823 | 555,607 | 435,073 | 495,910 |
| Expenditures By Object | | | | | |
| Personnel | 355,404 | 360,142 | 495,057 | 415,273 | 476,208 |
| Operating Supplies and Expenses | 6,804 | 11,681 | 5,950 | 19,800 | 19,702 |
| Aid To Local Units Of Government | - | - | - | - | - |
| Assistance, Grants and Benefits | - | - | - | - | - |
| Subtotal: Operating Expenditures | \$362,208 | \$371,823 | \$501,007 | \$435,073 | \$495,910 |
| Capital Purchases and Equipment | 1,306 | - | 54,600 | - | - |
| Debt Service | - | - | - | - | - |
| Operating Transfers | - | - | - | - | - |
| Total Expenditures | \$363,514 | \$371,823 | \$555,607 | \$435,073 | \$495,910 |
| Expenditures By Funds | | | | | |
| General Revenue | 363,514 | 371,823 | 555,607 | 435,073 | 495,910 |
| Total Expenditures | \$363,514 | \$371,823 | \$555,607 | \$435,073 | \$495,910 |
| Program Measures | | | | | |
| Percentage of Cash Collection Reports | | | | | |
| Issued within 10 Business Days | 75.0% | 91.7% | 91.7% | 91.7% | 100.0% |
| Percentge of Revenue Assessment Reports | | | | | |
| Issued within 10 Business Days | 100.0% | 83.3% | 100.0% | 100.0% | 100.0% |
| Percentage of Three Revenue Reports Issued Annually | 66.7% | 33.3% | 100.0% | 100.0% | 100.0% |
| issued Aillidally | 00.7 70 | 33.370 | 100.070 | 100.0% | 100.0% |
| Percentage of Fiscal Notes Completed | 35.4% | 21.6% | 50.0% | 50.0% | 66.7% |
| within Ten Calendar Days | 35.4% | ∠1.0% | 50.0% | 50.0% | 00.7% |

Department of Revenue Lottery Division

Program Objectives

The Rhode Island Lottery (The Lottery) was created under the General Laws of the State of Rhode Island in 1974 to operate lottery games to generate revenues for the state. On July 1, 2005, the Lottery was made a division of the Department of Administration and on July 1, 2006, it was transferred to the new Department of Revenue. The Lottery operates as an enterprise fund and is included in the State Comprehensive Annual Financial Report.

The Lottery promotes and sells tickets for on-line games (e.g. Daily Numbers), for Keno, and for instant games (e.g. scratch tickets). Tickets are sold through licensed lottery retailers. The Lottery sells Powerball tickets, collects all revenues, and remits prize funds to the Multi-State Lottery Association net of low tier prize awards

R.I.G.L. 42-61-15 stipulates that the Lottery award prizes in an amount not less than 45 percent nor more than 65 percent of the total lottery ticket revenue. For Keno, however, prize awards shall not be less than 45 percent nor more than 72 percent of the total Keno ticket revenue. The Lottery is required to transfer its net income from on-line games to the state's general fund in an amount not less than 25 percent of total lottery ticket revenue. The amount transferred into the general fund from Keno shall equal no less than 15 percent of the total Keno ticket sales. Transfers are made on a monthly basis in an amount equal to estimated net income.

R.I.G.L. 42-61.2 authorizes the Lottery to conduct video lottery games at Twin River and Newport Grand. Video lottery terminals are electronically linked to a central computer facility at Lottery Headquarters. As of July 1, 2004, the net terminal income generated at these facilities is divided among the licensed video lottery facilities, the technology providers, the host municipalities, the central computer system provider, and the State General Fund. In 2005, the General Assembly enacted legislation that allocates a percentage of the net new revenue from the operation of authorized video lottery terminals at Twin River to the Narragansett Indian Tribe.

Statutory History

R.I.G.L. 42-60 provides the general authority for the State Division of Lottery. R.I.G.L. 42-142 entitled "Department of Revenue" establishes the State lottery as a division of the Department of Revenue.

Department of Revenue Lottery Division

| | FY 2009 Actual | FY 2010 Actual | FY 2011 Enacted | FY 2011 Revised | FY 2012 Recommended |
|----------------------------------|-------------------|-------------------|--------------------|--------------------|------------------------|
| Expenditures by Subprogram | | | | | |
| Lottery Division | 188,356,618 | 216,181,394 | 192,140,596 | 215,006,506 | 218,537,728 |
| Total Expenditures | 188,356,618 | 216,181,394 | 192,140,596 | 215,006,506 | 218,537,728 |
| Expenditures By Object | | | | | |
| Personnel | 4,665,305 | 4,468,904 | 5,262,342 | 5,261,609 | 5,511,761 |
| Operating Supplies and Expenses | 183,691,313 | 211,712,490 | 186,688,420 | 209,533,815 | 212,797,815 |
| Aid To Local Units Of Government | - | - | - · · · · · - | - | - |
| Assistance, Grants and Benefits | - | - | - | - | - |
| Subtotal: Operating Expenditures | \$188,356,618 | \$216,181,394 | \$191,950,762 | \$214,795,424 | \$218,309,576 |
| Capital Purchases and Equipment | - | - | 4,807 | 4,807 | 4,807 |
| Debt Service | - | - | - | - | - |
| Operating Transfers | - | - | 185,027 | 206,275 | 223,345 |
| Total Expenditures | \$188,356,618 | \$216,181,394 | \$192,140,596 | \$215,006,506 | \$218,537,728 |
| Expenditures By Funds | | | | | |
| Other | \$188,356,618 | \$216,181,394 | \$192,140,596 | \$215,006,506 | \$218,537,728 |
| Total Expenditures | \$188,356,618 | \$216,181,394 | \$192,140,596 | \$215,006,506 | \$218,537,728 |
| Program Measures | NA | NA | NA | NA | NA |

Department of Revenue Municipal Finance

Program Operations

The Division of Municipal Finance's responsibilities include assisting cities and towns to achieve sound fiscal management through data analysis, technical assistance, training and oversight. The Division also encourages cooperation between municipalities and the state by distributing relevant and timely information and by providing technical assistance to municipalities.

Program Objectives

To monitor and report on the financial conditions of the cities and towns and with cities and town undergoing financial distress.

To maintain a databank on local finances and property values for the benefit of municipalities and public policy decision-makers.

To provide assistance and encourage compliance with state laws and policies relating to municipalities especially in the areas of public disclosure, tax levies, and financial reporting.

To maintain and compute financial and equalized property value information of use to municipalities and policymakers.

To annually calculate municipal property wealth and state aid, advising cities and towns on the process of statistical property valuation updates, and provide other technical and legislative support to municipalities.

To maintain and publish a record of elected and appointed municipal officials every election year (the 'Blue Book") and provide staff assistance to the Vehicle value Commission which establishes the value of motor vehicles subject to the excise tax used by municipalities in levying taxes.

Statutory History

The Division of Municipal Finance is established under R.I.G.L. 42-142-4.

Department of Revenue Municipal Finance

| | FY 2009 Actual | FY 2010 Actual | FY 2011 Enacted | FY 2011 Revised | FY 2012 Recommended |
|--|-------------------|-------------------|--------------------|--------------------|------------------------|
| Expenditures by Subprogram | | | | | |
| Municipal Affairs | 705,632 | 1,124,503 | 1,159,585 | 2,081,811 | 2,352,609 |
| Total Expenditures | 705,632 | 1,124,503 | 1,159,585 | 2,081,811 | 2,352,609 |
| Expenditures By Object | | | | | |
| Personnel | 689,004 | 1,111,322 | 1,130,002 | 2,002,987 | 2,289,034 |
| Operating Supplies and Expenses | 10,232 | 12,164 | 23,187 | 25,824 | 53,575 |
| Aid To Local Units Of Government | - | - | - | - | - |
| Assistance, Grants and Benefits | 6,396 | - | 6,396 | 53,000 | 10,000 |
| Subtotal: Operating Expenditures | \$705,632 | \$1,123,486 | \$1,159,585 | \$2,081,811 | \$2,352,609 |
| Capital Purchases and Equipment | = | 1,017 | - | - | - |
| Debt Service | = | = | - | - | - |
| Operating Transfers | - | - | - | - | - |
| Total Expenditures | \$705,632 | \$1,124,503 | \$1,159,585 | \$2,081,811 | \$2,352,609 |
| Expenditures By Funds | | | | | |
| General Revenue | 705,632 | 1,124,503 | 1,159,585 | 2,081,811 | 2,352,609 |
| Total Expenditures | \$705,632 | \$1,124,503 | \$1,159,585 | \$2,081,811 | \$2,352,609 |
| Program Measures | | | | | |
| Percentage of Equalization Study Procedure | | | | | |
| Recommendations Implemented | 31.0% | 35.0% | 35.0% | 35.0% | 35.0% |
| Percentage of Municipalities Transmitting Real Estate Sales Data Electronically to the Division | | | | | |
| of Taxation | 97.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | | | | | |

Department of Revenue Taxation

Program Operations

The Division of Taxation includes several subprograms encompassing many activities. Tax Processing performs all activities relating to the receipt of cash payments and the processing of tax returns. This unit registers taxpayers, records tax accounts, and develops and implements forms necessary to collect all the taxes administered. The E-government subprogram is an associated section of the processing area. The E-government branch administers the electronic payment and electronic filing programs within the Division. The Office of Assessment and Review assesses and collects taxes as prescribed by the Rhode Island General Laws. The office holds preliminary reviews of requests for administrative hearings. Field Audit services audits businesses, corporations and individuals for compliance with existing state tax laws and regulations for all of the taxes for which the Tax Administrator is responsible. Tax Compliance and Collection has responsibility for the compliance, collection, and enforcement actions to collect all overdue taxes administered by the Division of Taxation.

Program Objectives

To foster voluntary compliance with the Rhode Island tax laws and instill public confidence through professional, impartial and ethical conduct; to administer and collect all taxes as required by Rhode Island law in the most efficient and cost effective manner; and to assist taxpayers by helping them understand and meet their tax responsibilities.

Statutory History

R.I.G.L. 42-142 entitled "Department of Revenue" establishes the Division of Taxation within the Department of Revenue.

Department Of Revenue Taxation

| | | | | | 1 012 101 01 0 1 1 |
|--|-------------------|-------------------|--------------------|--------------------|------------------------|
| | FY 2009 Actual | FY 2010 Actual | FY 2011 Enacted | FY 2011 Revised | FY 2012 Recommended |
| Expenditures By Subprogram | | | | | |
| Tax Administrator | 4,322,982 | 574,210 | 1,114,146 | 925,618 | 1,374,689 |
| Tax Processing Division | 4,255,821 | 4,370,657 | 4,872,052 | 4,976,003 | 4,741,487 |
| Compliance and Collection | 2,901,503 | 2,556,528 | 3,179,662 | 2,772,698 | 3,268,293 |
| Field Audit | 4,575,200 | 4,914,574 | 5,217,145 | 5,347,669 | 5,571,794 |
| Assessment and Review | 2,306,911 | 2,534,633 | 2,943,427 | 2,676,971 | 2,780,138 |
| Employer Tax | 2,421,599 | 2,402,866 | 2,952,461 | 2,948,846 | 3,224,687 |
| Total Expenditures | \$20,784,016 | \$17,353,468 | \$20,278,893 | \$19,647,805 | \$20,961,088 |
| Expenditures By Object | | | | | |
| Personnel | 15,474,880 | 15,501,581 | 17,593,620 | 17,020,068 | 17,958,805 |
| Operating Supplies and Expenses | 1,492,405 | 1,803,819 | 2,079,473 | 2,176,937 | 2,116,483 |
| Aid To Local Units Of Government | - | - | - | - | - |
| Assistance, Grants and Benefits | 4,369 | 4,369 | - | - | - |
| Subtotal: Operating Expenditures | \$16,971,654 | \$17,309,769 | \$19,673,093 | \$19,197,005 | \$20,075,288 |
| Capital Purchases and Equipment | 39,787 | 43,699 | 605,800 | 450,800 | 885,800 |
| Debt Service | - | - | = | = | - |
| Operating Transfers | 3,772,575 | - | - | - | - |
| Total Expenditures | \$20,784,016 | \$17,353,468 | \$20,278,893 | \$19,647,805 | \$20,961,088 |
| Expenditures By Funds | | | | | |
| General Revenue | 14,547,396 | 14,892,421 | 16,726,289 | 16,288,860 | 16,913,223 |
| Federal Funds | 996,499 | 992,531 | 1,251,239 | 1,252,945 | 1,348,756 |
| Restricted Receipts | 4,464,712 | 690,101 | 809,091 | 808,094 | 888,899 |
| Other Funds | 775,409 | 778,415 | 1,492,274 | 1,297,906 | 1,810,210 |
| Total Expenditures | \$20,784,016 | \$17,353,468 | \$20,278,893 | \$19,647,805 | \$20,961,088 |
| Program Measures | | | | | |
| Percentage of Personal Income Tax Refunds Mailed Within Thirty Days | 98.6% | 98.6% | 98.5% | 98.5% | 98.5% |
| Percentage of Personal Income Tax Returns Filed Electronically | 62.0% | 66.0% | 67.0% | 67.0% | 68.0% |
| Tax Dollars Assessed Per Hour by Field Audit | \$655.80 | \$946.70 | \$848.50 | \$848.50 | \$903.60 |

Department of Revenue Registry of Motor Vehicles

Program Operations

The Division of Motor Vehicles (DMV) also know as the "Registry of Motor Vehicles" is responsible for administering and enforcing all laws pertaining to the operation and registration of all motor vehicles, the issuance of licenses, the enforcement of all laws relating to the issuance, suspension and revocation of motor vehicle registrations and licenses, inspection of motor vehicles and the study of motor vehicle accidents. In addition to these responsibilities, the DMV is actively involved in the testing and training required to implement the new RIMS computer system in spring 2012; redesigning all business processes, documents, and communications resulting from the availability of enhanced hardware and software.

Program Objectives

To administer and enforce all laws pertaining to the operation and registration of motor vehicles. To collect all fees mandated by state statutes in the most efficient and timely manner, to bring an expanded, more efficient level of service to the public.

Statutory History

R.I.G.L. 42-142 entitled "Department of Revenue" establishes the Registry of Motor Vehicles as a division within the Department of Revenue.

Department of Revenue Registry of Motor Vehicles

| | FY 2009 Actual | FY 2010 Actual | FY 2011 Enacted | FY 2011 Revised | FY 2012 Recommended |
|---|-------------------|-----------------------|----------------------|--------------------|------------------------|
| Francis districts Dr. Cubaras areas | | | | | |
| Expenditures By Subprogram Registry of Motor Vehicles | 17,375,064 | 33,814,058 | 21,665,305 | 22,309,080 | 18,456,496 |
| Vehicle Value Commission | 17,375,004 | 27,983 | 30,200 | 30,124 | 30,049 |
| Total Expenditures | \$17,389,458 | \$33,842, 0 41 | \$21,695,50 5 | \$22,339,204 | \$18,486,545 |
| Expenditures By Object | | | | | |
| Personnel | 11,473,472 | 11,114,275 | 12,487,742 | 12,460,673 | 13,251,869 |
| Operating Supplies and Expenses | 4,888,199 | 4,731,263 | 4,624,671 | 4,712,536 | 4,518,704 |
| Aid To Local Units Of Government | - | - | - | - | - |
| Assistance, Grants and Benefits | 5,237 | 78,650 | 5,237 | 3,650 | 3,650 |
| Subtotal: Operating Expenditures | \$16,366,908 | \$15,924,188 | \$17,117,650 | \$17,176,859 | \$17,774,223 |
| Capital Purchases and Equipment | 1,022,550 | 17,756,876 | 4,526,501 | 5,110,991 | 660,968 |
| Debt Service | - | - | - | - | - |
| Operating Transfers | = | 160,977 | 51,354 | 51,354 | 51,354 |
| Total Expenditures | \$17,389,458 | \$33,842,041 | \$21,695,505 | \$22,339,204 | \$18,486,545 |
| Expenditures By Funds | | | | | |
| General Revenue | 16,112,264 | 15,606,488 | 16,537,373 | 16,732,026 | 17,184,142 |
| Federal Funds | 554,981 | 810,592 | 1,038,531 | 1,112,055 | 1,287,303 |
| Restricted Receipts | 14,394 | 3,311,447 | 15,100 | 1,158,365 | 15,100 |
| Other Funds | 707,819 | 14,113,514 | 4,104,501 | 3,336,758 | - |
| Total Expenditures | \$17,389,458 | \$33,842,041 | \$21,695,505 | 22,339,204 | 18,486,545 |
| Program Measures | | | | | |
| Average Customer Wait Times (In Minutes) | | | | | |
| License and Registration Transaction | NA | NA | NA | 150 | 90 |
| Permits and Written License Exams | NA | NA | NA | 30 | 20 |
| Returning Customers | NA | NA | NA | 20 | 10 |
| Express Services (Updates or Renewals for | | | | | |
| Licenses and IDs | NA | NA | NA | 30 | 15 |
| CDL Transactions and Endorsements | NA | NA | NA | 30 | 20 |
| Operator Control | NA | NA | NA | NA | 120 |
| Road Exams Wait Times (In Months) 85 tests per day | NA | NA | NA | 6 | 3 |
| Refunds Wait Times (In Months) Processing of refunds | NA | NA | NA | 2 | 2 |