

### 4.3 STAFFING AND PERSONNEL CALCULATION

Proposer's name: \_\_\_\_\_ Location number: \_\_\_\_\_

The deputy registrar shall be regularly scheduled and on duty at the license agency at least twenty (20) hours per week, during regular business hours. This twenty-hour requirement does not apply to nonprofit corporations, county auditors, or clerks of court. The deputy registrar shall appoint a full-time office manager, who shall be either the deputy registrar or a full-time employee with responsibility for management of the agency. The office manager shall be regularly scheduled, and shall work at least thirty-six (36) hours per week during regular business hours. The deputy registrar shall also designate an assistant office manager who shall supervise the agency in the absence of the deputy registrar and the full-time office manager.

Generally, the projected total weekly work hours for the deputy registrar and all employees should equal or exceed the recommended weekly staff hours for the agency class size as prescribed in the Agency Specifications, Appendix 2.4 (item number four), especially during peak periods. The deputy registrar is responsible to schedule enough employees to work at the agency during regular business hours each day. There is a requirement that each agency must have at least two employees on duty at all times the agency is open for business. The hours the deputy registrar spends working during regular business hours counts toward the total weekly hours required. Deputy registrars are encouraged to schedule the employees so that more employees are working at the busiest periods (Mondays, Fridays, Saturdays, beginning and end of the month, late morning through mid-afternoon hours, etc.) and fewer employees are working during slower periods.

The recommended license agency weekly staffing hours may be increased or reduced from time to time, upon request by deputy registrars, and approval by the Registrar, based on an increase or decrease in transaction volumes. Any such requests are subject to review, evaluation and approval by the Registrar and shall be considered on a case-by-case basis. Proposers may elect to use the recommended staffing hours supplied by the BMV when completing proposal(s) or may establish their own detailed staffing hours plans, which may contain more or less than the number of staffing hours recommended by the BMV-provided specifications. However, the BMV reserves the right to enforce its recommended weekly staffing hour requirements, at any time, if any license agency location is not providing adequate customer service and is discovered to be routinely exceeding reasonable wait times.

In accordance with the standards established by the United States Department of Labor, Wage and Hour Division, all license agency employees must be paid at least the current minimum wage rate of \$7.25 per hour by businesses with gross receipts of less than \$292,000 per year and \$8.10 per hour by businesses with gross receipts of more than \$292,000 per year.

The deputy registrar need not list any salary or wages for the deputy's own service as deputy registrar or as the office manager.

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**Instructions.** Use this form to project the number of hours the deputy registrar, office manager, assistant office manager, and all other experienced (if known) and/or new hire employees will work, the projected hourly wages paid, and the weekly and monthly payroll costs. Staffing calculations should be calculated based on annual transactions projected for the license agency location(s) you are applying for published in the Appendix 2.4, Agency Specifications.

Annual Transactions	Agency Class Size	Computer Terminals	Recommended Weekly Staff Hrs.
0-20,000	1	1-2	102
20,001-35,000	2	1-2	102
35,001-40,000	3	2-3	107
40,001-45,000	3	2-3	121
45,001-50,000	3	2-3	134
50,001-55,000	4	2-3	147
55,001-60,000	4	2-3	161
60,001-65,000	5	3-4	174
65,001-70,000	5	3-4	188
70,001-75,000	5	3-4	201
75,001-80,000	6	4-5	214
80,001-85,000	6	4-5	228
85,001-90,000	6	4-5	241
90,001-95,000	7	5-6	255
95,001-100,000	7	5-6	268

Annual Transactions	Agency Class Size	Computer Terminals	Recommended Weekly Staff Hrs.
100,001-105,000	7	5-6	281
105,001-110,000	7	5-6	295
110,001-115,000	7	5-6	308
115,001-120,000	7	5-6	322
120,001-125,000	8	6-7	335
125,001-130,000	8	6-7	348
130,001-135,000	8	6-7	362
135,001-140,000	8	6-7	375
140,001-145,000	8	6-7	389
145,001-150,000	8	6-7	402
150,001-155,000	8	6-7	415
155,001-160,000	8	6-7	428
160,001-175,000	8	6-7	441
175,001-190,000	8	6-7	454
190,001-205,000	8	7-8	467

**Caution:** For deputy registrars who also serve as the office manager, be careful not to duplicate hours worked.

EMPLOYMENT POSITION	PROJECTED HOURS PER WEEK	PROJECTED HOURLY RATE	PROJECTED WEEKLY PAY	PROJECTED MONTHLY PAY (weekly x 4)
Deputy Registrar		N/A	N/A	N/A
Office Manager (leave blank if the Deputy Registrar is also the Office Manager)				
Assistant Office Manager				
Experienced Employees Total Number (combine Full-time & Part-time) = _____				
New Hire Employees Total Number (combine Full-time & Part-time) = _____				
<b>TOTALS</b>		N/A		

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**STAFFING HOURS:** I understand and agree that I must continually maintain appropriate staffing levels to service the volume of customers within reasonable wait times. Proposers have the option to choose the staffing hours recommended by the BMV for license agency locations based on the estimated annual transactions or proposers may choose to develop their own staff schedules based on business trends within the license agency.

**Important: Proposers that choose to develop their own comprehensive staff schedules may receive more consideration in the evaluation of the proposals than proposers that choose to adopt the recommended BMV staffing hours depending on the quality and feasibility of the plans submitted.**

It is hereby my intention to:

\_\_\_\_\_ Adopt the BMV recommended weekly staffing hours for this license agency based on the projected annual transactions and designated class size with the understanding that weekly staffing hours may be increased or reduced from time to time, upon request and approval by the Registrar, based on an increase or decrease in transaction volumes.

\_\_\_\_\_ Establish my own detailed staffing plan with the understanding that weekly staffing hours may be increased or reduced from time to time, upon request and approval by the Registrar, based on an increase or decrease in transaction volumes. I also understand that the BMV reserves the right to enforce its recommended weekly staffing hour requirements, at any time, if any license agency location is not providing adequate customer service and is discovered to be routinely exceeding reasonable wait times.

Proposers that choose this option are required to complete the weekly staff schedules contained on pages 4-6. The schedules are designed to take into account busy, average, and slow work weeks.

\_\_\_\_\_  
Deputy registrar (proposer) signature

Date: \_\_\_\_\_

### 4.3 STAFFING AND PERSONNEL CALCULATION

#### BUSY WEEK

Fill out the sample work schedule below. In the columns labeled Deputy Registrar (DR) or Manager (Mgr.), enter who will be on duty (DR, Mgr. or both the DR and Mgr.) for each hour of the day and for each day of the week that you intend to be open for business. In the columns labeled No. Emp., enter the number of employees that will typically be working for each hour of the day and for each day of the week that you intend to be open for business. On the last line of the schedule, supply the total number of management and staff hours for each workday.

	Mon.		Tue.		Wed.		Thu.		Fri.		Sat.	
	DR or Mgr.	No. Emp.										
8:00 AM												
9:00 AM												
10:00 AM												
11:00 AM												
12:00 PM												
1:00 PM												
2:00 PM												
3:00 PM												
4:00 PM												
5:00 PM												
6:00 PM												
7:00 PM												
Enter Total Daily Hours												
Add the number of management staff and employees working each hour to get the total number of work hours for each day. Enter the total work hours for each day above in the gray boxes.												

**Weekly Total Hours =**

### 4.3 STAFFING AND PERSONNEL CALCULATION

#### AVERAGE WEEK

Fill out the sample work schedule below. In the columns labeled Deputy Registrar (DR) or Manager (Mgr.), enter who will be on duty (DR, Mgr. or both the DR and Mgr.) for each hour of the day and for each day of the week that you intend to be open for business. In the columns labeled No. Emp., enter the number of employees that will typically be working for each hour of the day and for each day of the week that you intend to be open for business. On the last line of the schedule, supply the total number of management and staff hours for each workday.

	Mon.		Tue.		Wed.		Thu.		Fri.		Sat.	
	DR or Mgr.	No. Emp.										
8:00 AM												
9:00 AM												
10:00 AM												
11:00 AM												
12:00 PM												
1:00 PM												
2:00 PM												
3:00 PM												
4:00 PM												
5:00 PM												
6:00 PM												
7:00 PM												
Enter Total Daily Hours												
Add the number of management staff and employees working each hour to get the total number of work hours for each day. Enter the total work hours for each day above in the gray boxes.												

**Weekly Total Hours =**

### 4.3 STAFFING AND PERSONNEL CALCULATION

#### SLOW WEEK

Fill out the sample work schedule below. In the columns labeled Deputy Registrar (DR) or Manager (Mgr.), enter who will be on duty (DR, Mgr. or both the DR and Mgr.) for each hour of the day and for each day of the week that you intend to be open for business. In the columns labeled No. Emp., enter the number of employees that will typically be working for each hour of the day and for each day of the week that you intend to be open for business. On the last line of the schedule, supply the total number of management and staff hours for each workday.

	Mon.		Tue.		Wed.		Thu.		Fri.		Sat.	
	DR or Mgr.	No. Emp.										
8:00 AM												
9:00 AM												
10:00 AM												
11:00 AM												
12:00 PM												
1:00 PM												
2:00 PM												
3:00 PM												
4:00 PM												
5:00 PM												
6:00 PM												
7:00 PM												
Enter Total Daily Hours												
Add the number of management staff and employees working each hour to get the total number of work hours for each day. Enter the total work hours for each day above in the gray boxes.												

**Weekly Total Hours =**