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Subject: IBM DMV/County deliverables

Attachments: DMV_County Study 11_29_03.doc
Appendix D - Surveys.xls
Appendix G - Issues.xls

Marcia and Jimmy - I hope you both had a good Thanksgiving.

Attached is the draft of the deliverables I mentioned we would be providing prior to working on the recommendations. You will be receiving paper copies of the primary document Monday. We will follow up with you to gather your feedback on the document this week.

I have also attached two of the Appendices in electronic form since they are lengthy to print. They contain the detailed results from our surveys and the comprehensive list of issues identified. Please let me know if you would like those printed at this time and we'll also provide that to you.

(See attached file: DMV_County Study 11_29_03.doc)(See attached file: Appendix D - Surveys.xls)(See attached file: Appendix G - Issues.xls)

Thank you,
Julia

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