



MVA StateStat

Reporting Period: August 2009

MVA StateStat
Budget & Finance
Period: August 2009

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 09		
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max
Revenue								
Total	\$112,685,611	\$116,109,152	\$99,028,086	\$143,367,353	44.8%	\$100,866,555	\$79,257,311	\$143,367,353
Excise Tax	\$41,077,774	\$43,209,510	\$39,559,363	\$69,935,231	76.8%	\$42,953,680	\$30,969,001	\$69,935,231
Registration & Rel Fees	\$39,707,530	\$47,443,619	\$36,136,675	\$50,599,160	40.0%	\$37,267,073	\$27,279,745	\$50,599,160
Drivers License	\$3,738,887	\$3,632,557	\$3,564,720	\$3,679,466	3.2%	\$3,607,443	\$3,084,439	\$4,040,984
Title & Related Services	\$4,465,847	\$4,582,132	\$4,149,600	\$4,902,643	18.1%	\$4,247,475	\$3,415,947	\$4,922,120
Uninsured Motorist Penalties	\$19,808,264	\$11,377,969	\$9,842,830	\$12,757,464	29.6%	\$8,283,241	\$1,578,100	\$19,808,264
All Other	\$3,887,309	\$5,863,365	\$5,774,898	\$1,493,389	-74.1%	\$4,507,642	\$1,493,389	\$6,469,190
Internal Use of Funds								
Total	\$10,749,445	\$9,902,023	\$11,912,764	\$15,674,880	31.6%	\$12,823,910	\$7,707,922	\$21,935,617
Salaries & Wages	\$7,395,576	\$7,350,726	\$7,359,214	\$10,849,077	47.4%	\$8,174,338	\$4,496,203	\$11,051,539
Contractuals & NEC Temps	\$338,133	\$340,406	\$357,086	\$571,557	60.1%	\$379,729	\$261,511	\$571,557
Contracted Services	\$1,609,756	\$1,091,112	\$2,948,778	\$1,934,298	-34.4%	\$2,788,837	\$916,586	\$8,400,245
Fuel & Utilities	\$220,040	\$220,260	\$227,591	\$220,598	-3.1%	\$216,123	\$76,068	\$256,409
Communications	\$450,425	\$139,401	\$820,122	(\$121,451)	-114.8%	\$463,602	(\$121,451)	\$1,006,518
All Other	\$735,515	\$760,118	\$199,973	\$2,220,801	1010.5%	\$801,282	\$199,973	\$2,220,801
External Use of Funds								
Total	\$21,593,644	\$16,729,174	\$14,067,245	\$10,839,140	-22.9%	\$12,985,351	\$3,166,758	\$21,707,659
MAIF	\$13,862,362	\$7,960,997	\$6,889,759	\$8,929,648	29.6%	\$5,795,565	\$260,623	\$13,862,362
Emergency Medical System/Trauma	\$5,473,210	\$5,749,690	\$5,444,077	\$6,475,880	19.0%	\$5,355,710	(\$232,200)	\$11,428,830
Refunds	\$1,203,608	\$1,162,447	\$1,034,640	\$893,470	-13.6%	\$1,195,067	\$893,470	\$1,845,516
All Other	\$1,054,464	\$1,856,040	\$698,769	(\$5,459,858)	-881.4%	\$639,010	(\$5,459,858)	\$2,765,160
Transportation Trust Fund	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0

Note - The \$5,459,858 in negative "All Other" external use of funds comes as a result of timing issues and the need to make final adjustments to close out the books for FY09.

Note - Internal use of funds is Operating Expenses only. They do not include Capital Expenses.

Note - Distributions to the Transportation Trust Fund are not made monthly.

Note - Revenue not accounted for will be collected at the end of the year and distributed to the MDOT for the Transportation Trust Fund, etc.

MVA StateStat
Budget & Finance
Period: August 2009

Budget & Finance	FY 09 YTD Total	FY 09 Budget	FY08 YTD	FY 2008 Total	FY 2008 Budget
Revenue					
Total	\$1,210,398,655		\$1,339,363,843	\$1,339,363,843	
Excise Tax	\$515,444,164		\$651,411,134	\$651,411,134	
Registration & Rel Fees	\$447,204,878		\$452,504,845	\$452,504,845	
Drivers License	\$43,289,317		\$43,154,890	\$43,154,890	
Title & Related Services	\$50,969,702		\$41,832,748	\$41,832,748	
Uninsured Motorist Penalties	\$99,398,889		\$92,825,547	\$92,825,547	
All Other	\$54,091,705		\$57,634,677	\$57,634,677	
Internal Use of Funds					
Total	\$153,886,925	\$164,191,870	\$152,535,705	\$152,535,705	\$151,528,949
Salaries & Wages	\$98,092,056	\$100,663,833	\$94,938,293	\$94,938,293	\$92,961,810
Contractuals & NEC Temps	\$4,556,743	\$5,064,045	\$5,013,216	\$5,013,216	\$4,758,134
Contracted Services	\$33,466,038	\$39,122,267	\$33,926,225	\$33,926,225	\$35,669,842
Fuel & Utilities	\$2,593,481	\$2,540,106	\$2,797,839	\$2,797,839	\$2,409,307
Communications	\$5,563,226	\$6,180,876	\$6,032,728	\$6,032,728	\$5,524,313
All Other	\$9,615,381	\$10,620,743	\$9,827,404	\$9,827,404	\$10,205,543
External Use of Funds					
Total	\$155,824,214		\$164,209,434	\$1,338,742,812	
MAIF	\$69,546,778		\$64,960,916	\$64,960,916	
Emergency Medical System	\$64,268,514		\$65,927,468	\$65,927,468	
Refunds	\$14,340,799		\$16,851,061	\$16,851,061	
All Other	\$7,668,123		\$16,469,989	\$16,469,989	
Transportation Trust Fund				\$1,174,533,378	

Other Includes: Security of Int. Filing Fees, Driver Record Fees, Salvage Certificates, Business License, Fees and other Miscellaneous Fees and Penalties.

Other Includes: Travel, Vehicles Expenses, Supplies, and Office Equipment.

Other Includes: Trauma Physician Services, Chesapeake Trust, EZ Pass, Foreign State Holdings, and Other Miscellaneous.

MVA StateStat
Personnel
Period: August 2009

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 09	
	Mar '09	Apr '09	May '09	Jun '09			Min	Max
Overtime (Payments)								
Total	\$108,348	\$111,234	\$101,724	\$154,973	52.3%	\$123,143	\$87,704	\$213,687
Administrator's Office	\$9,439	\$19,273	\$9,037	\$2,068	-77.1%	\$13,723	\$2,068	\$24,540
DVPP	\$2,238	\$3,571	\$11,816	\$19,762	67.2%	\$5,509	\$611	\$19,762
Operations	\$95,447	\$87,578	\$79,418	\$132,037	66.3%	\$98,535	\$68,388	\$159,154
Support Services	\$1,224	\$812	\$1,453	\$1,106	-23.9%	\$5,375	\$668	\$19,032
Overtime (Hours)								
Total	4,200	4,242	3,907	6,126	56.8%	4,624	3,190	7,842
Administrator's Office	300	609	267	77	-71.2%	438	77	803
DVPP	85	126	419	709	69.2%	199	19	709
Operations	3,778	3,483	3,176	5,305	67.0%	3,832	2,615	6,117
Support Services	37	24	45	35	-22.2%	156	19	539
Sick leave (Days)								
Total	1,321	1,757	1,690	2,699	59.7%	1,619	1,229	2,699
Administrator's Office	49	82	69	109	58.5%	75	35	109
DVPP	405	424	404	627	55.2%	399	289	627
Operations	717	1,019	1,013	1,597	57.6%	917	709	1,597
Support Services	149	231	204	366	79.5%	228	141	366
Planned Leave (Days)								
Total	3,622	4,519	6,040	7,033	16.4%	6,484	3,622	9,988
Administrator's Office	174	239	371	368	-0.8%	363	174	548
DVPP	908	995	1,209	1,495	23.7%	1,298	908	2,121
Operations	1,997	2,680	3,584	4,131	15.3%	3,926	1,997	6,013
Support Services	544	605	877	1,039	18.5%	897	544	1,393
Total Leave (Days)								
Total	4,943	6,275	7,730	9,732	25.9%	8,103	4,943	12,126
Administrator's Office	223	321	440	477	8.5%	438	223	617
DVPP	1,313	1,419	1,613	2,122	31.6%	1,697	1,313	2,695
Operations	2,714	3,699	4,597	5,728	24.6%	4,843	2,714	7,138
Support Services	693	836	1,081	1,405	30.0%	1,125	693	1,726

Personnel	FY 09 YTD Total	FY 09 Budget	FY08 YTD	FY 2008 Total	FY 2008 Budget
Overtime (Payments)					
Total	\$1,477,716	\$1,488,420	\$1,453,528	\$1,453,528	\$1,613,230
Administrator's Office	\$164,680	\$79,171	\$166,273	\$166,273	\$75,396
DVPP	\$66,109	\$135,023	\$84,987	\$84,987	\$133,458
Operations	\$1,182,425	\$1,053,499	\$1,107,787	\$1,107,787	\$1,040,208
Support Services	\$64,502	\$220,727	\$94,481	\$94,481	\$364,168
Overtime (Hours)					
Total	55,494			60,257	
Administrator's Office	5,251			6,500	
DVPP	2,387			3,031	
Operations	45,984			47,162	
Support Services	1,872			3,564	
Sick leave (Days)					
Total	19,431			18,183	
Administrator's Office	899			1,081	
DVPP	4,787			4,107	
Operations	11,006			10,311	
Support Services	2,739			2,685	
Planned Leave (Days)					
Total	77,805			80,568	
Administrator's Office	4,355			5,099	
DVPP	15,575			15,096	
Operations	47,112			49,193	
Support Services	10,763			11,181	
Total Leave (Days)					
Total	97,237			98,751	
Administrator's Office	5,254			6,180	
DVPP	20,363			19,203	
Operations	58,118			59,503	
Support Services	13,502			13,865	

Performance Metrics								
Staffing	Reporting Period				% Change	Avg	For All of FY 09	
	Mar '09	Apr '09	May '09	Jun '09			Min	Max
PINS								
Total	1,611.5	1,611.5	1,611.5	1,611.5				
Administrator's Office	111.0	111.0	111.0	111.0				
DVPP	330.0	330.0	330.0	330.0				
Operations	929.5	929.5	929.5	929.5				
Support Services	241.0	241.0	241.0	241.0				
Vacant PINS	56.5	55.0	55.0	57.5	4.5%			
Administrator's Office	7.5	5.5	8.0	9.0	12.5%			
DVPP	8.0	11.0	14.0	12.0	-14.3%			
Operations	27.0	25.5	22.0	18.5	-15.9%			
Support Services	14.0	13.0	13.0	18.0	38.5%			
Contractuals								
Total		118.0	118.0	118.0				
Administrator's Office		17.0	17.0	17.0				
DVPP		26.5	26.5	26.5				
Operations		57.5	57.5	57.5				
Support Services		17.0	17.0	17.0				
Vacant Contractuals		27.0	28.0	28.0	0.0%			
Administrator's Office		8.0	7.0	10.0	42.9%			
DVPP		8.0	8.0	10.5	31.3%			
Operations		8.0	9.0	5.5	-38.9%			
Support Services		3.0	4.0	2.0	-50.0%			
Temporary Employees								
Total - State		0.0	81.0	81.0				
Administrator's Office		0.0	6.0	6.0				
DVPP		0.0	9.0	8.0				
Operations		0.0	66.0	63.0				
Support Services		0.0	0.0	0.0				
Total - Agency		0.0	83.0	77.0				
Administrator's Office		0.0	7.0	8.0				
DVPP		0.0	22.0	22.0				
Operations		0.0	39.0	32.0				
Support Services		0.0	15.0	15.0				

MVA StateStat
Overtime By District/Branch
Period: August 2009

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 09		
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max
Total Overtime	\$92,727	\$84,350	\$77,345	\$127,957	65.4%	\$92,799	\$64,113	\$140,704
District 1 Total								
District 1 Total	\$20,673	\$15,644	\$17,370	\$25,099	44.5%	\$20,945	\$14,781	\$33,932
Baltimore City	\$7,876	\$6,851	\$6,118	\$9,739	59.2%	\$8,351	\$6,118	\$11,487
Cumberland	\$538	\$640	\$1,108	\$1,386	25.1%	\$489	\$130	\$1,386
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$2,826	\$1,846	\$1,950	\$3,684	88.9%	\$2,419	\$1,290	\$5,602
Hagerstown	\$220	\$0	\$275	\$272	-1.1%	\$188	\$10	\$394
Westminster	\$2,228	\$1,240	\$2,762	\$2,673	-3.2%	\$2,332	\$1,240	\$4,389
White Oak	\$6,985	\$5,067	\$5,157	\$7,345	42.4%	\$7,240	\$4,958	\$11,828
District 2								
District 2 Total	\$13,820	\$15,584	\$16,190	\$21,705	34.1%	\$18,670	\$13,820	\$29,655
Bel Air	\$3,872	\$2,760	\$3,830	\$5,520	44.1%	\$5,930	\$2,760	\$8,953
Elkton	\$1,826	\$1,564	\$1,708	\$2,947	72.5%	\$2,463	\$1,564	\$3,878
Essex	\$4,935	\$4,865	\$5,916	\$6,414	8.4%	\$5,318	\$4,321	\$7,344
Loveville	\$181	\$523	\$499	\$1,053	111.0%	\$573	\$181	\$1,531
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$229	\$24	\$0	\$7	0.0%	\$88	\$7	\$366
Waldorf	\$2,777	\$5,848	\$4,237	\$5,764	36.0%	\$4,327	\$607	\$7,660
District 3								
District 3 Total	\$13,058	\$13,468	\$11,026	\$26,002	135.8%	\$12,933	\$7,360	\$26,002
Beltsville	\$5,318	\$6,029	\$4,545	\$8,601	89.2%	\$4,959	\$2,001	\$9,447
Columbia Express	\$719	\$1,215	\$1,034	\$2,050	98.3%	\$1,025	\$233	\$2,050
Gaithersburg	\$6,393	\$6,186	\$4,488	\$12,685	182.6%	\$6,293	\$3,304	\$12,685
Glenmont Express	\$595	\$38	\$126	\$1,098	771.4%	\$383	\$38	\$1,098
Walnut Hill Express	\$33	\$0	\$833	\$1,568	88.2%	\$468	\$24	\$1,568
District 4								
District 4 Total	\$45,176	\$39,654	\$32,759	\$55,151	68.4%	\$40,251	\$24,764	\$55,658
Annapolis	\$5,061	\$6,477	\$4,437	\$8,455	90.6%	\$5,859	\$4,330	\$8,455
Easton	\$1,805	\$2,760	\$1,683	\$2,710	61.0%	\$1,913	\$1,047	\$2,760
Glen Burnie	\$14,826	\$11,682	\$8,924	\$16,998	90.5%	\$13,655	\$7,281	\$22,340
Largo	\$21,383	\$16,379	\$15,249	\$24,179	58.6%	\$17,039	\$11,285	\$24,179
Salisbury	\$2,101	\$2,356	\$2,466	\$2,809	13.9%	\$1,785	\$333	\$2,809
Mobile								
Mobile	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0

Branch Overtime	FY 09 YTD Total	FY 09 Budget	FY08 YTD	FY 2008 Total	FY 2008 Budget
Total Overtime	\$1,113,589	\$897,919	\$1,035,394	\$1,035,394	\$887,512
District 1 Total					
District 1 Total	\$251,339	\$246,948	\$225,351	\$225,351	\$244,084
Baltimore City	\$100,209	\$82,624	\$81,641	\$81,641	\$81,666
Cumberland	\$5,376	\$17,968	\$4,477	\$4,477	\$17,760
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$29,024	\$39,642	\$27,890	\$27,890	\$39,182
Hagerstown	\$1,875	\$4,591	\$1,969	\$1,969	\$4,538
Westminster	\$27,980	\$36,199	\$26,705	\$26,705	\$35,779
White Oak	\$86,875	\$65,924	\$82,669	\$82,669	\$65,159
District 2					
District 2 Total	\$224,037	\$185,656	\$222,047	\$222,047	\$183,510
Bel Air	\$71,161	\$62,714	\$77,171	\$77,171	\$61,987
Elkton	\$29,558	\$13,737	\$29,774	\$29,774	\$13,578
Essex	\$63,816	\$41,447	\$50,857	\$50,857	\$40,966
Loveville	\$6,876	\$7,088	\$6,314	\$6,314	\$7,006
Prince Frederick (Satellite)	\$0	\$590	\$1,297	\$1,297	\$590
Lock Raven / Parkville Express	\$702	\$1,188	\$0	\$0	\$1,174
Waldorf	\$51,924	\$58,892	\$56,634	\$56,634	\$58,209
District 3					
District 3 Total	\$155,199	\$141,707	\$150,419	\$150,419	\$140,063
Beltsville	\$59,513	\$43,070	\$67,481	\$67,481	\$57,570
Columbia Express	\$12,296	\$8,150	\$11,405	\$11,405	\$8,055
Gaithersburg	\$75,521	\$78,183	\$65,267	\$65,267	\$66,276
Glenmont Express	\$4,595	\$6,152	\$4,390	\$4,390	\$5,081
Walnut Hill Express	\$3,274	\$6,152	\$1,876	\$1,876	\$3,081
District 4					
District 4 Total	\$483,013	\$323,608	\$437,577	\$437,577	\$319,855
Annapolis	\$70,306	\$55,482	\$68,868	\$68,868	\$54,839
Easton	\$22,961	\$24,203	\$25,316	\$25,316	\$23,922
Glen Burnie	\$163,858	\$140,005	\$180,723	\$180,723	\$138,381
Largo	\$204,468	\$78,625	\$133,146	\$133,146	\$77,713
Salisbury	\$21,420	\$25,293	\$29,524	\$29,524	\$25,000
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
Period: August 2009

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Transaction Total	804,857	812,307	751,390	799,708	6.4%	740,714	605,552	817,387	8,888,572	8,870,502	8,870,502
Driver Licensing											
Transaction Subtotal	293,939	291,256	283,217	283,265	0.0%	283,536	241,016	324,471	3,402,436	3,370,496	3,370,496
Full Service	241,574	241,738	232,774	229,353	-1.5%	233,927	198,852	269,316	2,807,125	2,794,702	2,794,702
Express	35,206	33,788	36,120	37,326	3.3%	34,113	29,916	38,206	409,362	387,650	387,650
Satellite	2,638	2,450	2,487	2,827	13.7%	2,427	1,802	3,043	29,125	25,350	25,350
Alternate	14,521	13,280	11,836	13,760	16.3%	13,069	10,446	15,254	156,825	162,794	162,794
Titling / Registration											
Transaction Subtotal	450,800	466,757	422,797	462,681	9.4%	409,748	326,358	466,757	4,916,980	4,996,228	4,996,228
Full Service	191,498	201,547	183,233	196,818	7.4%	180,874	144,872	201,547	2,170,491	2,286,773	2,286,773
Express	10,449	10,077	7,257	11,452	57.8%	9,834	7,257	11,562	118,012	134,521	134,521
Satellite	1,263	1,328	1,118	1,323	18.3%	1,097	694	1,490	13,166	13,195	13,195
Alternate	247,590	253,805	231,189	253,088	9.5%	217,943	172,417	253,805	2,615,311	2,561,739	2,561,739
Other											
Transaction Subtotal	60,118	54,294	45,376	53,762	18.5%	47,430	38,178	60,118	569,156	503,778	503,778
Full Service	48,091	44,355	36,596	39,513	8.0%	37,925	30,576	48,091	455,105	415,263	415,263
Express	799	818	744	986	32.5%	525	1	986	5,245	0	0
Satellite	10	11	9	3	-66.7%	21	2	47	250	384	384
Alternate	11,218	9,110	8,027	13,260	65.2%	9,046	6,872	13,260	108,556	88,131	88,131

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Transaction Total	804,857	812,307	751,390	799,708	6.4%	740,714	605,552	817,387	8,888,572	8,870,502	8,870,502
Driver Licensing											
Transaction Subtotal	293,939	291,256	283,217	283,265	0.0%	283,536	241,016	324,471	3,402,436	3,370,496	3,370,496
Law Tests Given	39,110	41,423	38,609	30,035	-22.2%	36,770	30,035	44,869	441,242	454,730	454,730
Vision Tests Given	76,563	74,465	74,844	77,568	3.6%	74,529	65,045	84,238	894,346	859,561	859,561
Skills Tests Given	16,420	17,828	16,859	16,702	-0.9%	16,502	14,028	18,556	198,029	188,932	188,932
New Licenses - Photo	43,453	44,645	41,421	40,089	-3.2%	42,555	34,894	53,652	510,663	524,833	524,833
Renewal Licenses - Photo	66,596	63,316	63,297	67,295	6.3%	63,420	55,493	67,295	761,041	730,902	730,902
License Duplications - Photo	13,839	13,540	13,965	14,629	4.8%	14,079	12,794	15,798	168,950	169,324	169,324
License Corrections - Photo	6,015	5,354	5,059	6,047	19.5%	4,806	3,874	6,047	57,671	38,034	38,034
Photo I.D. Cards - New / Corr / Dup	14,498	14,366	13,791	13,777	-0.1%	14,749	11,230	22,784	176,988	171,440	171,440
Certified Copies	17,445	16,319	15,372	17,123	11.4%	16,126	12,864	18,085	193,506	232,740	232,740
Titling / Registration											
Transaction Subtotal	450,800	466,757	422,797	462,681	9.4%	409,748	326,358	466,757	4,916,980	4,996,228	4,996,228
New Titles	83,362	84,738	77,905	89,472	14.8%	79,212	63,221	94,397	950,543	1,093,727	1,093,727
Corrected Titles	10,068	10,247	9,162	10,212	11.5%	9,461	7,260	11,241	113,537	135,547	135,547
Duplicated Titles	10,675	10,354	9,912	11,226	13.3%	10,168	8,032	11,353	122,010	116,296	116,296
Lien Maintenance	9,454	9,523	8,549	9,741	13.9%	9,370	7,153	11,781	112,443	122,251	122,251
Salvage Application	7,397	6,616	6,240	7,133	14.3%	6,761	5,856	7,806	81,135	85,110	85,110
Salvage Corr. / Dupl.	317	299	248	278	12.1%	279	189	340	3,345	3,245	3,245
Renewal -Std.	205,196	228,194	201,708	212,444	5.3%	179,093	140,222	228,194	2,149,116	1,961,556	1,961,556
Renewal -Replac. Tag	3,193	3,594	3,250	3,436	5.7%	2,823	1,978	3,594	33,870	32,329	32,329
Substitute Tags	5,746	5,825	5,465	5,778	5.7%	5,427	4,451	6,035	65,126	71,523	71,523
Substitute Stickers	4,330	3,835	3,702	4,092	10.5%	3,635	2,998	4,330	43,623	44,766	44,766
Duplicate Regist.	8,352	8,077	7,456	8,262	10.8%	7,502	5,949	8,526	90,022	91,139	91,139
Corrected Regist.	2,650	2,315	1,961	2,011	2.5%	2,344	1,961	2,871	28,132	27,924	27,924
New Tag Regist.	4,290	4,636	3,948	3,829	-3.0%	3,677	2,858	4,636	44,129	48,934	48,934
Transfer Tags With Renewal	213	214	218	233	6.9%	215	156	261	2,578	2,938	2,938
Tags Returned	76,102	69,654	64,394	73,056	13.5%	69,853	56,706	79,242	838,230	920,068	920,068
Change Of Address	19,455	18,636	18,679	21,478	15.0%	19,928	16,640	26,269	239,141	238,875	238,875
Other											
Transaction Subtotal	60,118	54,294	45,376	53,762	18.5%	47,430	38,178	60,118	569,156	503,778	503,778
Fr / Investigation	33,229	30,343	23,470	24,325	3.6%	23,921	18,662	33,229	287,047	247,702	247,702
Disability Placards - Temporary	2,534	2,592	2,413	2,651	9.9%	2,473	2,119	2,651	29,677	28,345	28,345
Disability Placards - Permanent	9,052	7,703	7,603	12,656	66.5%	8,280	6,778	12,656	99,365	96,929	96,929
County Stickers	32	34	24	36	50.0%	28	13	37	337	353	353
Administrative Parking Flags Removed	15,271	13,622	11,866	14,094	18.8%	12,728	9,747	15,271	152,730	130,449	130,449

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Transaction Total	273,329	276,195	251,052	280,108	11.6%	240,058	190,463	280,108	2,880,692	2,812,664	2,812,664
Driver Licensing											
Transaction Subtotal	14,521	13,280	11,836	13,760	16.3%	13,069	10,446	15,254	156,825	162,794	162,794
Vinnet											
CVR											
Kiosks	27	24	22	22	0.0%	21	9	29	250	304	304
Mobile Bus	783	876	185	83	-55.1%	724	83	1,458	8,684	8,923	8,923
Internet	2,314	2,073	1,998	1,995	-0.2%	1,923	1,533	2,314	23,070	21,911	21,911
Telephone											
Central Operations	11,225	10,141	9,507	11,496	20.9%	10,222	8,004	11,726	122,667	129,079	129,079
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing	0	0	0	0	0.0%	5	2	9	21	73	73
Employee Testing	172	166	124	164	32.3%	178	124	270	2,133	2,504	2,504
Titling / Registration											
Transaction Subtotal	247,590	253,805	231,189	253,088	9.5%	217,943	172,417	253,805	2,615,311	2,561,739	2,561,739
Vinnet	17,503	18,630	16,510	19,454	17.8%	16,028	13,251	19,454	192,341	198,227	198,227
CVR	33,380	33,919	32,305	37,384	15.7%	31,717	24,649	38,093	380,601	440,924	440,924
Kiosks	2,511	2,416	2,774	2,735	-1.4%	2,331	1,785	2,774	27,967	27,415	27,415
Mobile Bus	296	402	180	5	-97.2%	265	5	402	3,184	3,804	3,804
Internet	83,346	84,198	85,596	86,059	0.5%	73,303	58,078	86,059	879,636	764,407	764,407
Telephone	858	1,014	806	731	-9.3%	761	592	1,014	9,133	9,263	9,263
Central Operations	106,246	108,325	88,932	102,948	15.8%	90,293	71,280	108,325	1,083,521	1,080,622	1,080,622
Cumberland - Customer Service Ctr.	336	379	367	458	24.8%	463	295	636	5,550	7,288	7,288
County Treasurers	3,114	4,522	3,719	3,314	-10.9%	2,782	1,618	4,522	33,378	29,789	29,789
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	11,218	9,110	8,027	13,260	65.2%	9,046	6,872	13,260	108,556	88,131	88,131
Vinnet	0	0	0	0	0.0%	0	0	0	0	0	0
CVR	0	0	0	0	0.0%	0	0	0	0	0	0
Kiosks	76	80	66	77	16.7%	72	60	81	863	723	723
Mobile Bus	58	57	31	2	-93.5%	58	2	187	693	746	746
Internet	2,833	2,460	2,169	2,534	16.8%	2,370	1,838	2,926	28,442	21,579	21,579
Telephone	2,005	1,833	1,264	1,812	43.4%	1,575	960	2,005	18,905	14,293	14,293
Central Operations	6,246	4,680	4,497	8,835	96.5%	4,971	3,447	8,835	59,653	50,790	50,790
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing											
Employee Testing											

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Transaction Total	273,329	276,195	251,052	280,108	11.6%	240,058	190,463	280,108	2,880,692	2,812,664	2,812,664
Driver Licensing											
Transaction Subtotal	14,521	13,280	11,836	13,760	16.3%	13,069	10,446	15,254	156,825	162,794	162,794
Law Tests Given											
Vision Tests Given	335	366	6	6	0.0%	279	6	431	3,349	3,500	3,500
Skills Tests Given	172	166	124	164	32.3%	180	124	279	2,154	2,577	2,577
New Licenses - Photo	135	137	109	57	-48.2%	116	57	144	1,390	1,420	1,420
Renewal Licenses - Photo	10,448	9,410	8,611	10,456	21.4%	9,456	7,329	10,958	113,466	122,878	122,878
License Duplications - Photo	93	91	83	67	-19.3%	83	49	103	993	928	928
License Corrections - Photo	27	25	9	4	-55.6%	24	4	37	282	240	240
Photo I.D. Cards - New / Corr / Dup	312	394	294	334	13.6%	282	194	394	3,381	656	656
Copies - Driver/Vehicle Records	2,999	2,691	2,600	2,672	2.8%	2,651	2,095	3,293	31,810	30,595	30,595
Titling / Registration											
Transaction Subtotal	247,590	253,805	231,189	253,088	9.5%	217,943	172,417	253,805	2,615,311	2,561,739	2,561,739
New Titles	37,233	39,130	35,795	43,299	21.0%	36,874	29,521	45,309	442,493	525,759	525,759
Corrected Titles	5,254	5,242	4,947	5,280	6.7%	4,986	3,485	6,166	59,827	66,401	66,401
Duplicated Titles	3,461	3,436	3,298	3,776	14.5%	3,366	2,395	3,883	40,396	39,017	39,017
Lien Maintenance	4,688	4,565	4,397	4,896	11.3%	4,847	3,314	6,583	58,166	64,521	64,521
Salvage Application	7,397	6,616	6,240	7,133	14.3%	6,761	5,856	7,806	81,135	85,110	85,110
Salvage Corr. / Dupl.	317	299	248	278	12.1%	279	189	340	3,345	3,245	3,245
Renewal -Std.	148,180	160,855	143,478	151,148	5.3%	126,612	100,440	160,855	1,519,344	1,366,179	1,366,179
Renewal -Replac. Tag.	772	841	810	862	6.4%	726	461	868	8,715	8,052	8,052
Substitute Tags	2,336	2,347	2,417	2,374	-1.8%	2,192	1,730	2,523	26,309	30,497	30,497
Substitute Stickers	1,787	1,280	1,116	1,222	9.5%	1,123	792	1,787	13,478	12,848	12,848
Duplicate Regist.	5,046	4,723	4,357	4,914	12.8%	4,347	3,302	5,046	52,160	51,808	51,808
Corrected Regist.	397	242	155	220	41.9%	276	155	452	3,307	2,671	2,671
New Tag Regist.	450	431	340	397	16.8%	344	259	450	4,125	3,895	3,895
Transfer Tags With Renewal	5	3	8	1	-87.5%	4	1	8	35	31	31
Tags Returned	17,960	11,854	11,249	13,000	15.6%	12,802	9,093	19,270	153,625	157,647	157,647
Change Of Address	12,307	11,941	12,334	14,288	15.8%	12,404	10,285	14,370	148,851	144,058	144,058
Other											
Transaction Subtotal	11,218	9,110	8,027	13,260	65.2%	9,046	6,872	13,260	108,556	88,131	88,131
Fr / Payments & Investigation											
Disability Placards - Temporary	494	459	402	509	26.6%	480	402	513	5,755	5,995	5,995
Disability Placards - Permanent	3,712	2,512	2,644	6,527	146.9%	3,206	2,512	6,527	38,470	35,690	35,690
County Stickers	32	34	24	36	50.0%	28	13	37	337	353	353
Administrative Parking Flags Removed	6,980	6,105	4,957	6,188	24.8%	5,333	3,311	7,111	63,994	46,093	46,093

MVA StateStat
Operations - All Branches
Period: August 2009

Performance Metrics											
All Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Performance											
Customer Survey Results	90.2%			85.6%		89.9%	85.6%	92.9%			89.0%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	532,665	537,447	500,734	519,689	3.8%	501,703	416,186	561,166	6,020,434	6,053,747	6,053,747
DLS Transactions	280,201	278,852	271,566	269,589	-0.7%	271,191	231,306	311,499	3,254,296	3,221,625	3,221,625
Title & Registration Transactions	203,506	213,354	191,788	209,598	9.3%	192,071	154,255	214,363	2,304,853	2,438,293	2,438,293
Other	48,958	45,241	37,380	40,502	8.4%	38,440	30,625	48,958	461,285	393,829	393,829
Personnel											
Budgeted PINS	701	701	701	700	-0.1%	700	700	701			701
Contract Employees	41	41	41	42	2.4%	41	41	42			53
State Temporary Employees	67	67	67	63	-6.0%	67	63	67			70
Agency Temporary Employees	27	27	24	24	0.0%	27	24	28			31
# Vacancies (PIN & Contract)	29	31	30	23	-25.0%	26	18	36			24
% Vacant Positions	3.4%	3.7%	3.6%	2.7%	-24.7%	3.1%	2.2%	4.3%			2.8%
Total Leave Days	2,057	2,803	2,568	4,356	69.6%	3,581	2,057	5,421	42,971	43,481	43,481
Sick Leave Days (Unplanned)	503	746	709	1,133	59.9%	647	490	1,133	7,769	6,535	6,535
Other Leave Days (Planned)	1,554	1,740	1,860	3,223	73.3%	2,907	1,554	4,633	34,886	36,946	36,946
Overtime Hrs.	3,679	3,375	3,100	5,129	65.5%	3,633	2,472	5,460	43,597	50,953	50,953
OT Annual Budget									\$875,687	\$865,531	\$865,531
OT Spent	\$92,727	\$84,350	\$77,345	\$127,957	65.4%	\$92,799	\$64,113	\$140,704	\$1,113,589	\$1,034,439	\$1,034,439
% of Budget Spent	94.1%	103.7%	112.6%	127.2%	13.0%				127.2%	119.5%	119.5%

Transactions Include Mobile Bus

MVA StateStat
Operations - Full Service Branches
Period: August 2009

Performance Metrics											
Full Service Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Performance											
Customer Survey Results	90.2%			85.6%		89.9%	85.6%	92.9%			89.0%
Total DLS Time	28.60	29.86	34.66	35.98	3.8%	36.38	27.01	49.05			47.03
DLS Waiting Time	20.75	22.26	26.92	27.71	2.9%	28.20	18.85	40.40			37.30
DLS Processing Time	7.85	7.60	7.74	8.26	6.8%	8.19	7.60	8.67			9.73
Total Registration Time	21.69	26.04	27.24	25.51	-6.3%	24.52	17.19	28.90			26.86
Registration Waiting Time	17.18	21.61	22.91	21.09	-8.0%	20.05	12.28	24.45			21.95
Registration Processing Time	4.51	4.43	4.33	4.42	2.3%	4.47	3.66	4.91			4.91
Total Title Work Time	28.19	33.73	34.32	32.72	-4.6%	30.34	21.85	35.07			34.13
Title Work Waiting Time	19.73	25.06	25.68	24.04	-6.4%	21.66	12.67	26.34			24.94
Title Work Processing Time	8.43	8.67	8.64	8.30	-3.9%	8.69	6.95	9.35			9.19
Total Transactions	481,163	487,640	452,603	465,684	2.9%	452,727	374,300	505,504	5,432,721	5,479,175	5,479,175
DLS Transactions	241,574	241,738	232,774	229,353	-1.5%	233,927	198,852	269,316	2,807,125	2,799,702	2,799,702
Title & Registration Transactions	191,498	201,547	183,233	196,818	7.4%	180,874	144,872	201,547	2,170,491	2,286,773	2,286,773
Other	48,091	44,355	36,596	39,513	8.0%	37,925	30,576	48,091	455,105	392,700	392,700
Personnel											
Budgeted PINS	663	663	663	663	0.0%	663	663	663			663
Contract Employees	33	33	33	33	0.0%	33	33	33			42
State Temporary Employees	64	64	64	61	-4.7%	64	61	64			66
Agency Temporary Employees	25	25	22	22	0.0%	25	22	26			29
# Vacancies (PIN & Contract)	26	28	27	21	-24.1%	25	17	36			24
% Vacant Positions	3.2%	3.5%	3.5%	2.6%	-23.8%	3.2%	2.2%	4.6%			3.0%
Total Leave Days	1,956	2,685	2,416	4,209	74.2%	3,398	1,956	5,143	40,775	41,412	41,412
Sick Leave Days (Unplanned)	481	711	689	1,109	61.0%	620	477	1,109	7,443	6,256	6,256
Other Leave Days (Planned)	1,476	1,665	1,727	3,100	79.5%	2,752	1,476	4,388	33,023	35,156	35,156
Overtime Hrs.	3,614	3,330	3,011	4,936	63.9%	3,563	2,425	5,393	42,762	50,118	50,118
OT Annual Budget									\$875,687	\$865,531	\$865,531
OT Spent	\$91,151	\$83,073	\$75,352	\$123,234	63.5%	\$91,060	\$62,892	\$139,152	\$1,092,722	\$1,016,426	\$1,016,426
% of Budget Spent	92.6%	102.1%	110.7%	124.8%	12.7%				124.8%	117.4%	117.4%

MVA StateStat
Operations - District Summary
Period: August 2009

Performance Metrics											
District 1	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Performance											
Customer Survey Results	90.0%			86.9%		90.7%	86.9%	93.9%			91.0%
Total DLS Time	25.62	27.57	32.99	32.23	-2.3%	35.45	25.62	48.65			42.76
DLS Waiting Time	18.40	20.47	25.74	24.66	-4.2%	27.88	18.40	40.59			33.94
DLS Processing Time	7.22	7.10	7.25	7.57	4.5%	7.57	7.10	8.06			8.82
Total Registration Time	19.30	21.34	21.96	22.47	2.3%	21.82	16.82	27.07			19.58
Registration Waiting Time	15.41	17.64	18.33	18.81	2.6%	18.06	12.66	23.35			15.42
Registration Processing Time	3.88	3.70	3.63	3.65	0.7%	3.76	3.03	4.16			4.16
Total Title Work Time	27.04	29.88	30.30	31.19	3.0%	27.75	21.43	31.99			25.12
Title Work Waiting Time	18.86	21.64	21.71	22.61	4.2%	19.47	12.58	23.70			16.50
Title Work Processing Time	8.18	8.24	8.59	8.59	-0.1%	8.28	6.29	8.85			8.62
Total Transactions	132,009	132,613	122,218	126,916	3.8%	122,464	101,958	136,343	1,469,568	1,438,840	1,438,840
DLS Transactions	71,138	70,968	67,486	67,015	-0.7%	67,892	57,300	78,217	814,702	789,191	789,191
Title & Registration Transactions	48,797	51,546	46,062	49,753	8.0%	45,224	35,815	51,546	542,691	554,047	554,047
Other	12,074	10,099	8,670	10,148	17.0%	9,348	7,971	12,074	112,175	95,602	95,602
Personnel											
Budgeted PINS	170	170	170	170	0.0%	170	170	170			169
Contract Employees	8	8	8	10	25.0%	8	8	10			9
State Temporary Employees	17	17	18	17	-5.6%	17	17	18			18
Agency Temporary Employees	10	10	8	8	0.0%	10	8	10			11
# Vacancies (PIN & Contract)	5	8	6	8	33.3%	7	4	9			5
% Vacant Positions	2.4%	3.9%	2.9%	3.9%	32.7%	3.3%	2.0%	4.4%			2.4%
Total Leave Days	550	823	282	1,133	302.1%	907	282	1,335	10,886	10,235	10,235
Sick Leave Days (Unplanned)	148	218	169	282	66.6%	172	137	282	2,059	1,532	1,532
Other Leave Days (Planned)	402	606	113	851	656.4%	736	113	1,162	8,827	8,702	8,702
Overtime Hrs.	822	614	695	1,009	45.2%	821	570	1,319	9,847	10,241	10,241
OT Annual Budget									\$246,948	\$244,084	\$244,084
OT Spent	\$20,673	\$15,644	\$17,370	\$25,099	44.5%	\$20,945	\$14,781	\$33,932	\$251,339	\$225,351	\$225,351
% of Budget Spent	78.2%	84.6%	91.6%	101.8%	11.1%				101.8%	92.3%	92.3%

MVA StateStat
Operations - District Summary
Period: August 2009

Performance Metrics											
District 2	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	92.9%			89.3%		92.6%	89.3%	94.4%			93.7%
Total DLS Time	21.18	21.80	24.26	31.02	27.8%	28.13	21.18	36.50			33.49
DLS Waiting Time	12.94	14.07	16.30	22.78	39.8%	20.00	12.94	28.23			24.25
DLS Processing Time	8.24	7.74	7.96	8.24	3.4%	8.13	7.74	8.38			9.24
Total Registration Time	17.59	21.95	24.18	20.62	-14.7%	17.99	12.34	24.18			18.39
Registration Waiting Time	13.58	18.14	20.46	16.72	-18.3%	14.16	8.21	20.46			13.97
Registration Processing Time	4.02	3.80	3.72	3.90	4.8%	3.83	3.51	4.12			4.42
Total Title Work Time	23.09	28.26	31.41	27.61	-12.1%	24.10	17.55	31.41			25.20
Title Work Waiting Time	14.90	20.06	23.27	19.49	-16.2%	16.02	8.91	23.27			16.26
Title Work Processing Time	8.04	8.20	8.14	6.60	-18.9%	8.08	6.60	8.64			8.94
Total Transactions	118,097	119,833	111,264	115,244	3.6%	110,071	89,279	124,523	1,320,858	1,348,819	1,348,819
DLS Transactions	55,302	54,147	53,082	54,882	3.4%	53,501	44,676	62,330	642,015	641,395	641,395
Title & Registration Transactions	50,397	53,594	49,284	50,957	3.4%	46,918	37,101	53,594	563,018	604,695	604,695
Other	12,398	12,092	8,898	9,405	5.7%	9,652	7,502	12,398	115,825	102,729	102,729
Personnel											
Budgeted PINS	146	146	146	146	0.0%	146	146	146			146
Contract Employees	11	11	11	11	0.0%	11	11	11			10
State Temporary Employees	20	20	18	18	0.0%	20	18	20			17
Agency Temporary Employees	9	9	7	7	0.0%	9	7	9			11
# Vacancies (PIN & Contract)	2	4	11	3	-72.7%	3	2	11			5
% Vacant Positions	1.1%	2.2%	6.1%	1.7%	-72.7%	1.8%	1.1%	6.1%			2.7%
Total Leave Days	421	592	568	944	66.3%	787	421	1,182	9,447	9,340	9,340
Sick Leave Days (Unplanned)	108	154	161	223	38.9%	134	77	223	1,611	1,318	1,318
Other Leave Days (Planned)	313	438	407	721	77.0%	653	313	1,024	7,836	8,022	8,022
Overtime Hrs.	501	591	608	782	28.6%	695	501	1,105	8,334	9,037	9,037
OT Annual Budget									\$183,878	\$181,746	\$181,746
OT Spent	\$13,591	\$15,560	\$16,190	\$21,698	34.0%	\$18,611	\$13,591	\$29,289	\$223,335	\$220,750	\$220,750
% of Budget Spent	92.4%	100.9%	109.7%	121.5%	10.8%				121.5%	121.5%	121.5%

MVA StateStat
Operations - District Summary
Period: August 2009

Performance Metrics											
District 3	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	90.2%			80.2%		87.2%	80.2%	90.2%			80.5%
Total DLS Time	32.14	32.57	35.45	35.36	-0.2%	38.29	22.64	59.14			62.43
DLS Waiting Time	24.30	25.11	27.93	27.10	-3.0%	29.67	13.96	49.42			51.35
DLS Processing Time	7.84	7.45	7.52	8.26	9.9%	8.62	7.45	9.73			11.08
Total Registration Time	25.05	29.95	35.65	31.54	-11.5%	30.42	21.12	39.12			43.05
Registration Waiting Time	19.94	24.59	30.42	26.26	-13.7%	25.21	14.57	33.68			37.08
Registration Processing Time	5.11	5.37	5.23	5.28	0.8%	5.20	2.74	6.01			5.97
Total Title Work Time	33.90	35.43	42.05	40.49	-3.7%	36.66	26.41	48.14			51.25
Title Work Waiting Time	24.78	26.05	32.95	31.21	-5.3%	27.45	13.44	38.24			41.07
Title Work Processing Time	9.12	9.39	9.10	9.28	2.0%	9.21	4.90	10.45			10.18
Total Transactions	70,190	70,085	66,554	66,377	-0.3%	67,266	57,098	75,203	807,192	814,960	814,960
DLS Transactions	38,972	40,159	38,235	35,892	-6.1%	38,041	33,239	43,926	456,495	452,286	452,286
Title & Registration Transactions	26,677	25,880	24,788	26,797	8.1%	25,365	20,746	27,827	304,381	331,388	331,388
Other	4,541	4,046	3,531	3,688	4.4%	3,860	3,113	4,745	46,316	31,286	31,286
Personnel											
Budgeted PINS	107	107	107	107	0.0%	107	107	107			106
Contract Employees	6	6	6	6	0.0%	6	6	6			10
State Temporary Employees	6	6	8	6	-25.0%	6	6	8			11
Agency Temporary Employees	3	3	3	3	0.0%	3	3	3			3
# Vacancies (PIN & Contract)	9	4	2	1	-50.0%	6	1	10			5
% Vacant Positions	7.4%	3.3%	1.6%	0.8%	-49.2%	4.9%	0.8%	8.2%			3.8%
Total Leave Days	311	343	410	650	58.6%	495	311	778	5,935	7,247	7,247
Sick Leave Days (Unplanned)	68	79	80	157	96.9%	84	53	157	1,007	921	921
Other Leave Days (Planned)	243	150	330	493	49.3%	401	150	665	4,814	6,326	6,326
Overtime Hrs.	500	536	393	911	131.8%	471	279	911	5,650	5,930	5,930
OT Annual Budget									\$121,253	\$119,846	\$119,846
OT Spent	\$11,711	\$12,215	\$9,033	\$21,286	135.6%	\$11,253	\$6,757	\$21,286	\$135,034	\$132,748	\$132,748
% of Budget Spent	76.3%	86.4%	93.8%	111.4%	18.7%				111.4%	110.8%	110.8%

MVA StateStat
Operations - District Summary
Period: August 2009

Performance Metrics											
District 4	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	87.9%			86.1%		89.1%	86.1%	93.8%			90.8%
Total DLS Time	35.45	37.50	45.94	45.30	-1.4%	43.66	33.24	56.25			49.45
DLS Waiting Time	27.36	29.38	37.73	36.31	-3.8%	35.24	24.88	47.44			39.67
DLS Processing Time	8.09	8.12	8.21	8.99	9.5%	8.42	8.09	8.99			9.78
Total Registration Time	24.82	30.93	27.17	27.44	1.0%	27.87	18.51	34.15			26.42
Registration Waiting Time	19.79	26.07	22.45	22.57	0.5%	22.78	12.88	29.10			21.34
Registration Processing Time	5.03	4.86	4.72	4.87	3.1%	5.09	4.72	5.63			5.09
Total Title Work Time	28.74	41.35	33.51	31.60	-5.7%	32.87	22.04	41.35			34.97
Title Work Waiting Time	20.36	32.51	24.80	22.87	-7.8%	23.69	12.29	32.51			25.95
Title Work Processing Time	8.37	8.84	8.71	8.73	0.3%	9.18	8.37	9.87			9.02
Total Transactions	160,867	165,109	152,567	157,147	3.0%	152,925	125,965	169,435	1,835,103	1,876,556	1,876,556
DLS Transactions	76,162	76,464	73,971	71,564	-3.3%	74,493	63,637	85,143	893,913	916,830	916,830
Title & Registration Transactions	65,627	70,527	63,099	69,311	9.8%	63,367	51,210	70,527	760,401	796,643	796,643
Other	19,078	18,118	15,497	16,272	5.0%	15,066	11,118	19,078	180,789	163,083	163,083
Personnel											
Budgeted PINS	241	241	241	241	0.0%	241	241	241			243
Contract Employees	8	8	8	6	-25.0%	8	6	8			13
State Temporary Employees	21	21	20	20	0.0%	21	20	21			20
Agency Temporary Employees	3	3	4	4	0.0%	4	3	4			4
# Vacancies (PIN & Contract)	10	12	8	9	6.3%	9	3	15			9
% Vacant Positions	3.5%	4.2%	2.9%	3.1%	7.0%	3.2%	1.1%	5.5%			3.2%
Total Leave Days	675	927	1,157	1,482	28.1%	1,209	675	1,848	14,508	14,590	14,590
Sick Leave Days (Unplanned)	157	260	280	447	59.9%	231	157	447	2,766	2,485	2,485
Other Leave Days (Planned)	518	472	877	1,035	18.0%	962	472	1,536	11,547	12,106	12,106
Overtime Hrs.	1,791	1,589	1,315	2,234	69.9%	1,578	962	2,234	18,931	24,910	24,910
OT Annual Budget									\$323,608	\$319,855	\$319,855
OT Spent	\$45,176	\$39,654	\$32,759	\$55,151	68.4%	\$40,251	\$24,764	\$55,658	\$483,013	\$437,577	\$437,577
% of Budget Spent	109.8%	122.1%	132.2%	149.3%	12.9%				149.3%	136.8%	136.8%

MVA StateStat
Operations - District Summary
Period: August 2009

Performance Metrics											
Express Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	98.3%			97.5%		98.4%	97.5%	99.1%			98.5%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	46,454	44,683	44,121	49,764	12.8%	44,384	38,235	49,768	532,613	522,171	522,171
DLS Transactions	35,206	33,788	36,120	37,326	3.3%	34,113	29,916	38,206	409,362	387,650	387,650
Title & Registration Transactions	10,449	10,077	7,257	11,452	57.8%	9,834	7,257	11,562	118,012	134,521	134,521
Other	799	818	744	986	32.5%	748	454	986	5,239	0	0
Personnel											
Budgeted PINS	36	36	36	35	-1.4%	35	35	36			36
Contract Employees	8	8	8	9	12.5%	8	8	9			11
State Temporary Employees	3	3	3	2	-33.3%	3	2	3			4
Agency Temporary Employees	2	2	2	2	0.0%	2	2	2			2
# Vacancies (PIN & Contract)	3	3	3	2	-33.3%	2	1	3			0
% Vacant Positions	8.2%	8.6%	11.0%	7.5%	-31.9%	8.5%	6.3%	11.0%			0.0%
Total Leave Days	99	111	147	147	0.0%	174	99	268	2,084	1,916	1,916
Sick Leave Days (Unplanned)	23	35	19	24	28.0%	27	13	39	323	221	221
Other Leave Days (Planned)	76	68	128	123	-4.1%	146	68	236	1,754	1,696	1,696
Overtime Hrs.	65	45	89	193	116.9%	70	21	193	835	835	835
OT Annual Budget									\$21,642	\$17,391	\$17,391
OT Spent	\$1,576	\$1,277	\$1,993	\$4,723	137.0%	\$1,739	\$624	\$4,723	\$20,867	\$18,013	\$18,013
% of Budget Spent	55.7%	60.1%	67.2%	96.4%	43.5%				96.4%	103.6%	79.5%

MVA StateStat
Operations - District Summary
Period: August 2009

Performance Metrics											
Satellite Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	95.5%			97.9%		97.5%	95.5%	99.0%			95.9%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	3,911	3,789	3,614	4,153	14.9%	3,545	2,554	4,580	42,541	38,928	38,928
DLS Transactions	2,638	2,450	2,487	2,827	13.7%	2,427	1,802	3,043	29,125	25,350	25,350
Title & Registration Transactions	1,263	1,328	1,118	1,323	18.3%	1,097	694	1,490	13,166	13,195	13,195
Other	10	11	9	3	-66.7%	21	2	47	250	383	383
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			0
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0		0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$590	\$590
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

MVA StateStat
Operations - District 1
Period: August 2009

PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Performance											
Customer Survey Results	87.9%			88.0%		88.3%	87.9%	88.6%			82.7%
Total DLS Time	45.89	50.44	52.34	46.88	-10.4%	52.92	41.89	79.44			68.11
DLS Waiting Time	39.03	43.75	45.54	39.24	-13.8%	45.15	33.61	70.69			58.56
DLS Processing Time	6.85	6.70	6.80	7.64	12.4%	7.77	6.70	8.84			9.55
Total Registration Time	23.62	27.66	27.87	27.71	-0.6%	30.94	23.62	46.23			24.68
Registration Waiting Time	19.43	23.65	23.70	23.56	-0.6%	26.00	19.43	41.95			18.31
Registration Processing Time	4.19	4.01	4.17	4.15	-0.5%	4.94	4.01	5.99			6.37
Total Title Work Time	22.89	36.82	28.12	30.13	7.1%	32.24	22.89	43.11			26.82
Title Work Waiting Time	17.62	29.53	20.39	22.48	10.3%	23.29	15.96	34.55			15.85
Title Work Processing Time	5.28	7.29	7.74	7.65	-1.1%	8.95	5.28	11.39			10.98
Total Transactions	37,775	35,450	32,898	34,648	5.3%	33,686	27,886	37,775	404,235	390,044	390,044
DLS Transactions	21,865	21,129	19,096	19,427	1.7%	19,846	16,699	21,865	238,146	226,955	226,955
Title & Registration Transactions	10,442	9,817	9,676	10,470	8.2%	9,638	7,865	10,686	115,651	117,698	117,698
Other	5,468	4,504	4,126	4,751	15.1%	4,203	3,322	5,468	50,438	45,391	45,391
Personnel											
Budgeted PINS	47	47	47	47	0.0%	47	47	47			46
Contract Employees	4	4	4	4	0.0%	4	4	4			6
State Temporary Employees	4	4	4	4	0.0%	4	4	4			5
Agency Temporary Employees	8	8	6	6	0.0%	8	6	8			9
# Vacancies (PIN & Contract)	2	2	1	2	100.0%	2	1	4			1
% Vacant Positions	3.2%	3.2%	1.6%	3.3%	100.0%	3.5%	1.6%	6.3%			1.5%
Total Leave Days	207	267	33	352	983.1%	271	33	427	3,258	3,113	3,113
Sick Leave Days (Unplanned)	58	56	33	62	90.8%	46	24	62	555	420	420
Other Leave Days (Planned)	149	211	0	290	0.0%	246	149	376	2,703	2,693	2,693
Overtime Hrs.	311	255	248	390	57.3%	317	236	413	3,800	3,959	3,959
OT Annual Budget									\$82,624	\$81,666	\$81,666
OT Spent	\$7,876	\$6,851	\$6,118	\$9,739	59.2%	\$8,351	\$6,118	\$11,487	\$100,209	\$81,641	\$81,641
% of Budget Spent	93.8%	102.1%	109.5%	121.3%	10.8%				121.3%	100.0%	100.0%

Note - One budgeted FTE vacancy denied by DBM

MVA StateStat
Operations - District 1
Period: August 2009

PerformanceMetrics											
Cumberland 9911	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	98.6%			98.8%		99.1%	98.6%	99.6%			99.3%
Total DLS Time	11.98	12.50	12.95	13.71	5.9%	17.29	11.98	21.18			18.33
DLS Waiting Time	3.84	4.88	5.12	5.74	12.1%	10.20	3.84	14.29			10.19
DLS Processing Time	8.14	7.62	7.83	7.97	1.8%	7.08	6.06	8.14			8.14
Total Registration Time	5.48	8.02	8.73	7.18	-17.7%	5.92	3.98	8.73			6.02
Registration Waiting Time	2.91	5.48	6.14	4.57	-25.6%	3.43	1.53	6.14			3.39
Registration Processing Time	2.58	2.54	2.59	2.61	0.9%	2.49	2.40	2.61			2.63
Total Title Work Time	10.60	13.33	13.89	12.23	-11.9%	10.86	8.68	13.89			10.57
Title Work Waiting Time	2.93	5.60	5.98	4.43	-25.9%	3.40	1.55	5.98			3.26
Title Work Processing Time	7.67	7.73	7.91	7.80	-1.3%	7.46	6.86	7.91			7.31
Total Transactions	9,589	10,214	9,362	9,978	6.6%	8,711	6,474	10,214	104,531	103,239	103,239
DLS Transactions	3,787	3,419	3,625	3,714	2.4%	3,423	2,662	3,787	41,077	40,472	40,472
Title & Registration Transactions	5,084	6,251	5,208	5,744	10.3%	4,764	3,443	6,251	57,168	57,102	57,102
Other	718	544	529	520	-1.7%	524	369	718	6,286	5,665	5,665
Personnel											
Budgeted PINS	20	20	20	20	0.0%	20	20	20			20
Contract Employees	1	1	1	1	0.0%	1	1	1			0
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	1	1	1	0	-100.0%	1	1	1			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	45	104	35	132	282.6%	102	35	140	1,225	1,106	1,106
Sick Leave Days (Unplanned)	17	47	35	52	50.7%	28	7	52	339	202	202
Other Leave Days (Planned)	28	58	0	80	0.0%	81	28	129	886	904	904
Overtime Hrs.	21	23	39	52	33.3%	18	5	52	198	185	185
OT Annual Budget									\$17,968	\$17,760	\$17,760
OT Spent	\$538	\$640	\$1,108	\$1,386	25.1%	\$489	\$130	\$1,386	\$5,376	\$4,477	\$4,477
% of Budget Spent	12.5%	16.0%	22.2%	29.9%	34.7%				29.9%	25.2%	25.2%

MVA StateStat
Operations - District 1
Period: August 2009

PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	79.4%			73.5%		84.1%	73.5%	94.9%			92.4%
Total DLS Time	28.95	30.20	40.31	41.03	1.8%	35.79	19.28	53.64			40.87
DLS Waiting Time	22.27	22.98	32.80	33.48	2.1%	27.78	10.62	45.23			31.34
DLS Processing Time	6.68	7.22	7.51	7.55	0.5%	8.01	6.68	8.66			9.53
Total Registration Time	28.66	26.33	27.71	31.13	12.3%	25.28	10.88	31.15			22.63
Registration Waiting Time	24.43	22.23	23.95	27.06	13.0%	21.15	6.12	27.06			18.00
Registration Processing Time	4.23	4.10	3.76	4.07	8.2%	4.13	3.63	4.76			4.63
Total Title Work Time	44.60	41.30	43.87	51.28	16.9%	35.56	14.84	51.28			30.09
Title Work Waiting Time	35.37	32.07	34.54	41.55	20.3%	26.88	5.87	41.55			21.71
Title Work Processing Time	9.23	9.23	9.33	9.73	4.3%	8.68	7.34	9.73			8.38
Total Transactions	21,160	21,640	20,174	20,947	3.8%	20,407	17,768	23,578	244,880	247,396	247,396
DLS Transactions	11,675	11,774	11,412	11,551	1.2%	11,563	10,164	13,813	138,752	137,754	137,754
Title & Registration Transactions	8,290	8,710	7,811	8,310	6.4%	7,677	5,983	8,729	92,120	99,188	99,188
Other	1,195	1,156	951	1,086	14.2%	1,167	881	2,431	14,008	10,454	10,454
Personnel											
Budgeted PINS	23	23	23	23	0.0%	23	23	23			24
Contract Employees	2	2	2	2	0.0%	2	2	2			1
State Temporary Employees	7	7	7	6	-14.3%	7	6	7			7
Agency Temporary Employees	1	1	1	2	100.0%	1	1	2			1
# Vacancies (PIN & Contract)	0	3	1	3	200.0%	2	1	3			0
% Vacant Positions	0.0%	9.1%	3.0%	9.1%	200.0%	6.1%	3.0%	9.1%			0.0%
Total Leave Days	79	107	12	124	902.0%	126	12	213	1,513	1,551	1,551
Sick Leave Days (Unplanned)	11	21	12	22	77.8%	18	8	40	212	144	144
Other Leave Days (Planned)	68	86	0	102	0.0%	118	68	206	1,301	1,407	1,407
Overtime Hrs.	110	73	74	138	86.5%	92	50	209	1,102	1,191	1,191
OT Annual Budget									\$39,642	\$39,182	\$39,182
OT Spent	\$2,826	\$1,846	\$1,950	\$3,684	88.9%	\$2,419	\$1,290	\$5,602	\$29,024	\$27,890	\$27,890
% of Budget Spent	54.3%	59.0%	63.9%	73.2%	14.5%				73.2%	71.2%	71.2%

**MVA StateStat
Operations - District 1
Period: August 2009**

PerformanceMetrics											
Hagerstown 9913	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	98.9%			97.9%		98.7%	97.9%	99.1%			98.9%
Total DLS Time	16.71	16.44	18.54	18.73	1.0%	22.63	16.44	27.74			23.15
DLS Waiting Time	8.87	9.12	10.93	11.10	1.6%	15.41	8.87	20.29			15.15
DLS Processing Time	7.84	7.32	7.62	7.63	0.2%	7.21	6.61	7.84			7.99
Total Registration Time	11.70	11.47	10.89	13.56	24.5%	9.30	5.83	13.56			9.28
Registration Waiting Time	9.17	8.92	8.61	11.09	28.8%	6.89	3.42	11.09			6.57
Registration Processing Time	2.54	2.55	2.27	2.47	8.5%	2.41	2.21	2.55			2.70
Total Title Work Time	18.05	16.99	17.79	20.02	12.6%	15.51	11.00	20.02			15.13
Title Work Waiting Time	10.93	10.21	11.17	12.68	13.5%	8.27	3.92	12.68			7.55
Title Work Processing Time	7.12	6.78	6.62	7.34	10.9%	7.24	6.62	7.63			7.57
Total Transactions	18,534	19,043	17,324	18,073	4.3%	16,738	12,955	19,043	200,857	202,312	202,312
DLS Transactions	8,328	7,907	7,854	8,012	2.0%	7,838	6,399	9,161	94,056	93,208	93,208
Title & Registration Transactions	8,842	9,962	8,414	8,873	5.5%	7,845	5,804	9,962	94,144	99,050	99,050
Other	1,364	1,174	1,056	1,188	12.5%	1,055	752	1,364	12,657	10,054	10,054
Personnel											
Budgeted PINS	20	20	20	20	0.0%	20	20	20			20
Contract Employees	0	0	0	2	0.0%	2	2	2			2
State Temporary Employees	2	2	2	2	0.0%	2	2	2			2
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	75	112	36	148	314.0%	118	36	168	1,412	1,288	1,288
Sick Leave Days (Unplanned)	29	44	36	62	73.4%	25	9	62	301	175	175
Other Leave Days (Planned)	47	68	0	86	0.0%	101	47	144	1,111	1,113	1,113
Overtime Hrs.	9	0	13	12	-7.7%	7	0	16	75	135	135
OT Annual Budget									\$4,591	\$4,538	\$4,538
OT Spent	\$220	\$0	\$275	\$272	-1.1%	\$188	\$10	\$394	\$1,875	\$1,969	\$1,969
% of Budget Spent	28.9%	28.9%	34.9%	40.9%	17.0%				40.9%	43.4%	43.4%

MVA StateStat
Operations - District 1
Period: August 2009

PerformanceMetrics											
Westminister 9914	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	92.1%			76.2%		88.7%	76.2%	95.8%			89.4%
Total DLS Time	16.69	19.40	24.37	30.60	25.6%	33.39	16.69	47.36			44.50
DLS Waiting Time	10.87	13.55	18.50	24.53	32.5%	27.15	10.87	40.95			37.04
DLS Processing Time	5.83	5.84	5.87	6.08	3.6%	6.24	5.83	6.64			7.46
Total Registration Time	16.59	22.43	22.27	26.37	18.4%	17.83	13.92	26.58			19.81
Registration Waiting Time	11.55	18.32	18.26	22.45	0.0%	13.67	9.16	22.45			15.24
Registration Processing Time	5.04	4.11	4.01	3.93	0.0%	4.16	3.93	5.37			4.57
Total Title Work Time	23.51	27.83	31.85	33.90	6.5%	24.28	20.95	33.90			27.36
Title Work Waiting Time	12.43	17.86	20.98	24.27	0.0%	14.98	11.02	24.27			17.39
Title Work Processing Time	11.08	9.96	10.87	9.63	0.0%	9.30	8.80	11.52			9.97
Total Transactions	17,715	18,232	16,832	17,716	5.3%	16,889	14,264	19,718	202,670	201,831	201,831
DLS Transactions	10,517	10,624	10,526	11,242	6.8%	10,461	8,919	12,716	125,529	123,144	123,144
Title & Registration Transactions	6,054	6,561	5,582	5,610	0.5%	5,527	4,552	6,561	66,326	69,156	69,156
Other	1,144	1,047	724	864	19.3%	901	724	1,144	10,815	9,531	9,531
Personnel											
Budgeted PINS	25	25	25	25	0.0%	25	25	25			25
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			1
# Vacancies (PIN & Contract)	0	2	2	3	50.0%	2	1	3			2
% Vacant Positions	0.0%	8.0%	8.0%	12.0%	50.0%	7.6%	4.0%	12.0%			7.7%
Total Leave Days	64	132	23	173	648.1%	122	23	173	1,469	1,423	1,423
Sick Leave Days (Unplanned)	10	21	23	30	29.7%	20	10	42	242	305	305
Other Leave Days (Planned)	54	111	0	143	0.0%	112	54	143	1,227	1,117	1,117
Overtime Hrs.	87	49	110	104	-5.5%	91	49	171	1,090	1,042	1,042
OT Annual Budget									\$36,199	\$35,779	\$35,779
OT Spent	\$2,228	\$1,240	\$2,762	\$2,673	-3.2%	\$2,332	\$1,240	\$4,389	\$27,980	\$26,705	\$26,705
% of Budget Spent	58.9%	62.3%	69.9%	77.3%	10.6%				77.3%	74.6%	74.6%

**MVA StateStat
Operations - District 1
Period: August 2009**

PerformanceMetrics											
White Oak 9936	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	82.9%			87.2%		85.1%	82.9%	87.2%			83.4%
Total DLS Time	33.53	36.45	49.40	42.44	-14.1%	50.69	33.53	67.90			61.60
DLS Waiting Time	25.53	28.52	41.53	33.87	-18.4%	41.60	25.53	57.49			51.37
DLS Processing Time	8.00	7.93	7.87	8.57	8.9%	9.08	7.87	10.41			10.23
Total Registration Time	29.72	32.11	34.28	28.85	-15.9%	41.66	28.85	61.02			35.07
Registration Waiting Time	24.99	27.23	29.31	24.15	-17.6%	37.22	24.15	56.86			31.03
Registration Processing Time	4.73	4.88	4.97	4.70	-5.5%	4.44	3.85	4.97			4.04
Total Title Work Time	42.60	43.01	46.27	39.60	-14.4%	48.04	38.53	66.67			40.75
Title Work Waiting Time	33.90	34.56	37.18	30.24	-18.7%	39.98	30.24	59.57			33.25
Title Work Processing Time	8.70	8.45	9.09	9.35	2.9%	8.06	6.94	9.35			7.50
Total Transactions	27,236	28,034	25,628	25,554	-0.3%	26,033	21,801	29,009	312,395	294,018	294,018
DLS Transactions	14,966	16,115	14,973	13,069	-12.7%	14,762	12,457	17,275	177,142	167,658	167,658
Title & Registration Transactions	10,085	10,245	9,371	10,746	14.7%	9,774	8,168	10,746	117,282	111,853	111,853
Other	2,185	1,674	1,284	1,739		1,498	1,176	2,185	17,971	14,507	14,507
Personnel											
Budgeted PINS	36	36	36	36	0.0%	36	36	36			35
Contract Employees	1	1	1	1	0.0%	1	1	1			0
State Temporary Employees	3	3	4	4	0.0%	3	3	4			3
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	3	1	2	0	-100.0%	2	1	3			2
% Vacant Positions	7.6%	2.5%	4.9%	0.0%	-100.0%	4.8%	2.5%	7.6%			5.3%
Total Leave Days	79	102	144	204	42.2%	167	79	238	2,009	1,754	1,754
Sick Leave Days (Unplanned)	23	30	31	54	74.2%	34	23	57	410	286	286
Other Leave Days (Planned)	56	72	113	150	33.3%	133	56	201	1,599	1,469	1,469
Overtime Hrs.	284	214	211	313	48.3%	299	202	500	3,584	3,730	3,730
OT Annual Budget									\$65,924	\$65,159	\$65,159
OT Spent	\$6,985	\$5,067	\$5,157	\$7,345	42.4%	\$7,240	\$4,958	\$11,828	\$86,875	\$82,669	\$82,669
% of Budget Spent	105.1%	112.8%	120.6%	131.8%	9.2%				131.8%	126.9%	126.9%

Note - One budgeted FTE vacancy denied by DBM

MVA StateStat
Operations - District 2
Period: August 2009

PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	92.1%			85.2%		91.3%	85.2%	95.6%			91.6%
Total DLS Time	24.99	28.20	31.44	37.98	20.8%	41.21	24.99	57.25			46.46
DLS Waiting Time	16.88	20.10	22.94	29.32	27.8%	32.51	16.88	48.26			36.27
DLS Processing Time	8.12	8.10	8.50	8.65	1.8%	8.70	8.10	9.08			10.19
Total Registration Time	20.73	21.77	22.23	28.55	28.4%	18.54	14.66	28.55			20.80
Registration Waiting Time	17.14	18.70	18.87	25.19	33.5%	14.98	10.23	25.19			17.08
Registration Processing Time	3.59	3.08	3.36	3.35	-0.3%	3.56	2.92	4.42			3.73
Total Title Work Time	27.33	28.65	32.31	36.30	12.4%	27.45	21.39	36.30			31.99
Title Work Waiting Time	20.55	21.85	25.46	29.76	16.9%	19.74	14.69	29.76			23.72
Title Work Processing Time	6.78	6.81	6.86	6.55	-4.5%	7.71	6.55	9.27			8.27
Total Transactions	30,911	32,572	28,720	28,415	-1.1%	28,716	23,895	32,581	344,596	352,910	352,910
DLS Transactions	14,448	14,243	13,946	13,469	-3.4%	13,895	11,951	16,449	166,737	169,158	169,158
Title & Registration Transactions	12,323	13,078	11,816	12,282	3.9%	11,626	9,529	13,107	139,513	150,954	150,954
Other	4,140	5,251	2,958	2,664	-9.9%	3,196	2,415	5,251	38,346	32,798	32,798
Personnel											
Budgeted PINS	35	35	35	35	0.0%	35	35	35			35
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	4	4	4	4	0.0%	4	4	4			3
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			2.7%
Total Leave Days	120	159	39	270	587.9%	191	39	309	2,288	2,367	2,367
Sick Leave Days (Unplanned)	22	48	39	41	4.5%	34	21	65	411	349	349
Other Leave Days (Planned)	97	111	0	229	0.0%	171	97	244	1,876	2,018	2,018
Overtime Hrs.	141	107	143	201	40.6%	215	107	341	2,580	3,012	3,012
OT Annual Budget									\$62,714	\$61,987	\$61,987
OT Spent	\$3,872	\$2,760	\$3,830	\$5,520	44.1%	\$5,930	\$2,760	\$8,953	\$71,161	\$77,171	\$77,171
% of Budget Spent	94.2%	98.6%	104.7%	113.5%	8.4%				113.5%	124.5%	124.5%

MVA StateStat
Operations - District 2
Period: August 2009

PerformanceMetrics											
Elkton 9923	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	96.4%			95.1%		92.6%	85.2%	96.4%			90.8%
Total DLS Time	18.03	15.05	14.41	16.51	14.6%	16.75	12.83	20.18			20.90
DLS Waiting Time	9.75	6.51	6.31	8.02	27.1%	8.70	5.43	11.59			11.69
DLS Processing Time	8.28	8.53	8.10	8.50	4.8%	8.05	7.14	8.60			9.21
Total Registration Time	16.68	19.36	18.29	21.98	20.2%	17.52	13.24	21.98			18.79
Registration Waiting Time	13.03	15.61	14.85	17.85	20.3%	14.24	9.95	17.85			13.47
Registration Processing Time	3.65	3.75	3.44	4.13	20.0%	3.28	2.39	4.13			5.32
Total Title Work Time	22.34	27.56	25.22	29.85	18.4%	23.71	18.66	29.85			27.90
Title Work Waiting Time	13.16	18.20	15.97	20.22	26.6%	15.53	10.50	20.22			16.92
Title Work Processing Time	9.18	9.36	9.25	9.63	4.1%	8.18	6.11	9.63			10.98
Total Transactions	14,494	14,524	14,132	14,809	4.8%	13,195	10,432	14,809	158,345	157,667	157,667
DLS Transactions	5,585	5,242	5,592	5,655	1.1%	5,244	4,489	5,883	62,931	59,527	59,527
Title & Registration Transactions	7,528	8,037	7,365	7,939	7.8%	6,870	5,152	8,037	82,440	89,210	89,210
Other	1,381	1,245	1,175	1,215	3.4%	1,081	791	1,381	12,974	8,930	8,930
Personnel											
Budgeted PINS	20	20	20	20	0.0%	20	20	20			20
Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	2	1	-50.0%	1	1	2			1
% Vacant Positions	0.0%	0.0%	9.1%	4.5%	-50.0%	5.1%	4.5%	9.1%			4.5%
Total Leave Days	67	56	20	93	370.9%	94	20	136	1,131	1,261	1,261
Sick Leave Days (Unplanned)	14	8	20	31	57.0%	16	8	31	194	135	135
Other Leave Days (Planned)	53	48	0	62	0.0%	85	48	121	937	1,126	1,126
Overtime Hrs.	67	60	62	110	77.4%	89	60	137	1,066	1,259	1,259
OT Annual Budget									\$13,737	\$13,578	\$13,578
OT Spent	\$1,826	\$1,564	\$1,708	\$2,947	72.5%	\$2,463	\$1,564	\$3,878	\$29,558	\$29,774	\$29,774
% of Budget Spent	169.9%	181.3%	193.7%	215.2%	11.1%				215.2%	219.3%	219.3%

MVA StateStat
Operations - District 2
Period: August 2009

PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	84.1%			86.2%		89.4%	84.1%	95.7%			92.3%
Total DLS Time	32.41	38.11	41.70	57.32	37.5%	41.95	26.53	57.32			48.15
DLS Waiting Time	23.71	29.29	32.72	47.50	45.2%	33.01	17.65	47.50			38.24
DLS Processing Time	8.70	8.82	8.98	9.82	9.4%	8.94	8.63	9.82			9.91
Total Registration Time	27.13	34.27	46.63	25.62	-45.1%	29.64	16.35	46.63			27.72
Registration Waiting Time	23.00	30.20	42.69	21.82	-48.9%	25.56	12.03	42.69			23.38
Registration Processing Time	4.13	4.07	3.93	3.80	-3.4%	4.08	3.50	4.58			4.34
Total Title Work Time	35.19	40.82	55.25	35.53	-35.7%	36.31	19.30	55.25			33.58
Title Work Waiting Time	26.60	32.53	47.38	27.95	-41.0%	28.42	10.68	47.38			24.66
Title Work Processing Time	7.83	8.29	7.87	0.01	-99.9%	7.89	0.01	9.79			8.92
Total Transactions	30,639	28,436	26,698	27,923	4.6%	27,492	22,754	30,639	329,905	334,244	334,244
DLS Transactions	15,678	14,954	13,869	14,696	6.0%	14,864	12,412	16,989	178,368	179,701	179,701
Title & Registration Transactions	11,520	10,753	10,492	10,421	-0.7%	9,886	8,051	11,520	118,632	122,876	122,876
Other	3,441	2,729	2,337	2,806	20.1%	2,742	2,291	3,441	32,905	31,667	31,667
Personnel											
Budgeted PINS	30	30	30	30	0.0%	30	30	30			30
Contract Employees	4	4	4	4	0.0%	4	4	4			5
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	5	5	5	5	0.0%	5	5	5			5
# Vacancies (PIN & Contract)	1	1	3	1	-66.7%	2	1	3			1
% Vacant Positions	2.5%	2.5%	7.5%	2.5%	-66.7%	3.8%	2.5%	7.5%			2.4%
Total Leave Days	65	109	155	139	-10.2%	131	65	192	1,577	1,561	1,561
Sick Leave Days (Unplanned)	22	39	37	46	24.7%	30	20	46	356	343	343
Other Leave Days (Planned)	43	70	118	93	-21.1%	102	43	161	1,222	1,218	1,218
Overtime Hrs.	174	171	209	235	12.4%	186	148	256	2,237	1,932	1,932
OT Annual Budget									\$41,447	\$40,966	\$40,966
OT Spent	\$4,935	\$4,865	\$5,916	\$6,414	8.4%	\$5,318	\$4,321	\$7,344	\$63,816	\$50,857	\$50,857
% of Budget Spent	112.5%	124.2%	138.5%	154.0%	11.2%				154.0%	124.1%	124.1%

MVA StateStat
Operations - District 2
Period: August 2009

PerformanceMetrics											
Loveville 9944	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	95.5%			83.1%		93.1%	83.1%	99.1%			97.4%
Total DLS Time	10.95	10.21	14.16	19.25	35.9%	16.53	10.21	20.22			19.40
DLS Waiting Time	4.00	3.83	7.42	12.70	71.2%	9.76	3.83	13.78			11.69
DLS Processing Time	6.94	6.38	6.74	6.55	-2.8%	6.77	6.38	7.17			7.71
Total Registration Time	10.31	13.96	17.92	16.70	-6.8%	12.12	7.84	17.92			14.91
Registration Waiting Time	6.13	9.96	14.10	12.77	-9.4%	8.22	3.92	14.10			10.54
Registration Processing Time	4.18	4.00	3.82	3.93	3.0%	3.90	3.67	4.18			4.37
Total Title Work Time	13.40	17.05	22.22	20.82	-6.3%	16.35	11.27	22.22			19.11
Title Work Waiting Time	5.68	9.59	14.34	13.23	-7.7%	8.35	2.92	14.34			10.88
Title Work Processing Time	7.72	7.45	7.88	7.59	-3.7%	8.01	7.45	8.49			8.23
Total Transactions	11,373	12,229	11,183	12,088	8.1%	10,607	7,984	12,229	127,279	128,836	128,836
DLS Transactions	5,439	5,441	5,504	5,879	6.8%	5,214	3,952	6,221	62,564	60,659	60,659
Title & Registration Transactions	5,232	6,214	5,202	5,701	9.6%	4,871	3,604	6,214	58,446	62,578	62,578
Other	702	574	477	508	6.5%	522	428	702	6,269	5,599	5,599
Personnel											
Budgeted PINS	11	11	11	11	0.0%	11	11	11			10
Contract Employees	5	5	5	5	0.0%	5	5	5			4
State Temporary Employees	4	4	3	3	0.0%	4	3	4			3
Agency Temporary Employees	2	2	1	1	0.0%	2	1	2			1
# Vacancies (PIN & Contract)	0	0	3	0	-100.0%	3	3	3			1
% Vacant Positions	0.0%	0.0%	15.0%	0.0%	-100.0%	15.0%	15.0%	15.0%			5.6%
Total Leave Days	46	72	96	115	19.8%	87	46	115	1,049	975	975
Sick Leave Days (Unplanned)	3	7	11	7	-38.5%	5	1	11	56	74	74
Other Leave Days (Planned)	43	65	85	108	27.6%	83	43	108	993	901	901
Overtime Hrs.	7	21	18	0	-100.0%	19	7	53	213	392	392
OT Annual Budget									\$7,088	\$7,006	\$7,006
OT Spent	\$181	\$523	\$499	\$1,053	111.0%	\$573	\$181	\$1,531	\$6,876	\$6,314	\$6,314
% of Budget Spent	67.7%	75.1%	82.2%	97.0%	18.1%				97.0%	90.1%	90.1%

MVA StateStat
Operations - District 2
Period: August 2009

PerformanceMetrics											
Waldorf 9942	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	96.2%			96.9%		96.5%	96.1%	96.9%			96.5%
Total DLS Time	19.55	17.45	19.61	24.04	22.6%	24.22	13.63	41.41			32.55
DLS Waiting Time	10.38	10.61	12.12	16.38	35.1%	16.02	5.48	32.94			23.37
DLS Processing Time	9.17	6.83	7.49	7.66	2.3%	8.19	6.83	9.17			9.17
Total Registration Time	13.12	20.37	15.81	10.24	-35.2%	12.13	9.22	20.37			9.71
Registration Waiting Time	8.57	16.25	11.78	5.97	-49.3%	7.81	4.94	16.25			5.38
Registration Processing Time	4.55	4.12	4.03	4.27	6.0%	4.32	3.98	4.70			4.33
Total Title Work Time	17.20	27.24	22.04	15.52	-29.6%	16.67	12.29	27.24			13.41
Title Work Waiting Time	8.52	18.13	13.18	6.28	-52.3%	8.06	4.73	18.13			5.10
Title Work Processing Time	8.68	9.10	8.86	9.23	4.2%	8.61	7.56	9.23			8.31
Total Transactions	30,680	32,072	30,531	32,009	4.8%	30,061	24,214	35,389	360,733	375,162	375,162
DLS Transactions	14,152	14,267	14,171	15,183	7.1%	14,285	11,872	17,096	171,415	172,350	172,350
Title & Registration Transactions	13,794	15,512	14,409	14,614	1.4%	13,666	10,765	16,040	163,987	179,077	179,077
Other	2,734	2,293	1,951	2,212	13.4%	2,111	1,577	2,734	25,331	23,735	23,735
Personnel											
Budgeted PINS	50	50	50	50	0.0%	50	50	50			51
Contract Employees	1	1	1	1	0.0%	1	1	1			0
State Temporary Employees	10	10	9	9	0.0%	10	9	10			9
Agency Temporary Employees	2	2	1	1	0.0%	2	1	2			5
# Vacancies (PIN & Contract)	1	3	3	1	-66.7%	2	1	3			1
% Vacant Positions	1.6%	4.8%	4.9%	1.6%	-66.7%	2.5%	1.6%	4.9%			1.5%
Total Leave Days	123	196	258	327	26.7%	283	123	440	3,401	3,177	3,177
Sick Leave Days (Unplanned)	47	52	53	98	84.0%	49	22	98	594	417	417
Other Leave Days (Planned)	76	144	205	229	11.8%	234	76	393	2,808	2,760	2,760
Overtime Hrs.	112	232	176	236	34.1%	187	112	323	2,239	2,442	2,442
OT Annual Budget									\$58,892	\$58,209	\$58,209
OT Spent	\$2,777	\$5,848	\$4,237	\$5,764	36.0%	\$4,327	\$607	\$7,660	\$51,924	\$56,634	\$56,634
% of Budget Spent	61.3%	71.2%	78.4%	88.2%	12.5%				88.2%	97.3%	97.3%

MVA StateStat
Operations - District 3
Period: August 2009

PerformanceMetrics											
Beltsville 9931	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	90.0%			89.4%		90.3%	89.4%	92.3%			82.4%
Total DLS Time	38.31	41.84	40.85	35.68	-12.7%	43.28	25.28	72.27			72.57
DLS Waiting Time	30.41	34.20	33.27	27.48	-17.4%	34.33	16.10	61.91			61.46
DLS Processing Time	7.90	7.64	7.57	8.19	8.2%	8.95	7.57	10.36			11.11
Total Registration Time	27.44	33.98	39.18	22.17	-43.4%	29.80	18.11	39.18			45.16
Registration Waiting Time	22.53	28.94	33.84	17.02	-49.7%	24.41	12.53	33.84			39.24
Registration Processing Time	4.92	5.04	5.33	5.15	-3.5%	5.39	4.77	5.95			5.92
Total Title Work Time	39.97	39.09	47.25	29.08	-38.5%	36.86	24.68	49.28			56.01
Title Work Waiting Time	30.00	29.35	37.89	19.57	-48.3%	27.02	15.26	39.34			46.39
Title Work Processing Time	9.97	9.74	9.36	9.51	1.6%	9.84	9.36	10.62			9.62
Total Transactions	36,207	36,326	34,234	35,529	3.8%	34,483	29,593	37,474	413,791	395,035	395,035
DLS Transactions	18,294	19,309	17,920	17,226	-3.9%	17,818	15,790	20,423	213,819	204,510	204,510
Title & Registration Transactions	15,242	14,707	14,374	15,968	11.1%	14,420	11,844	15,968	173,042	186,034	186,034
Other	2,671	2,310	1,940	2,335	20.4%	2,244	1,684	2,973	26,930	4,491	4,491
Personnel											
Budgeted PINS	57	57	57	57	0.0%	57	57	57			56
Contract Employees	2	2	2	3	50.0%	2	2	3			3
State Temporary Employees	3	3	5	5	0.0%	3	3	5			7
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	6	3	1	0	-100.0%	4	1	6			2
% Vacant Positions	9.7%	4.8%	1.6%	0.0%	-100.0%	6.2%	1.6%	9.7%			3.0%
Total Leave Days	190	161	178	295	65.8%	254	161	402	3,048	4,011	4,011
Sick Leave Days (Unplanned)	37	47	48	74	55.0%	49	31	74	588	413	413
Other Leave Days (Planned)	153	0	130	221	69.8%	213	130	329	2,346	3,598	3,598
Overtime Hrs.	220	261	190	371	95.3%	208	83	393	2,492	3,083	3,083
OT Annual Budget									\$43,070	\$42,570	\$42,570
OT Spent	\$5,318	\$6,029	\$4,545	\$8,601	89.2%	\$4,959	\$2,001	\$9,447	\$59,513	\$67,481	\$67,481
% of Budget Spent	93.7%	107.7%	118.2%	138.2%	16.9%				138.2%	158.5%	158.5%

MVA StateStat
Operations - District 3
Period: August 2009

PerformanceMetrics											
Gaithersburg 9932	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	90.4%			70.9%		84.1%	70.9%	90.4%			78.7%
Total DLS Time	25.96	23.29	30.05	35.05	16.6%	33.29	20.01	46.63			52.30
DLS Waiting Time	18.19	16.03	22.58	26.71	18.3%	25.01	11.82	37.52			41.24
DLS Processing Time	7.78	7.27	7.47	8.34	11.6%	8.29	7.27	9.11			11.05
Total Registration Time	22.66	25.93	32.12	40.90	27.3%	31.04	22.66	42.01			40.93
Registration Waiting Time	17.36	20.23	26.99	35.50	0.0%	26.02	17.36	36.62			34.92
Registration Processing Time	5.30	5.70	5.13	5.41	0.0%	5.02	5.04	6.07			6.01
Total Title Work Time	27.83	31.78	36.85	51.90	40.8%	36.46	27.83	51.90			46.49
Title Work Waiting Time	19.57	22.74	28.01	42.84	0.0%	27.88	18.53	42.84			35.75
Title Work Processing Time	8.27	9.04	8.84	9.06	0.0%	8.58	8.27	10.64			10.74
Total Transactions	33,983	33,759	32,320	30,848	-4.6%	32,783	27,505	38,079	393,401	419,925	419,925
DLS Transactions	20,678	20,850	20,315	18,666	-8.1%	20,223	17,344	24,248	242,676	247,776	247,776
Title & Registration Transactions	11,435	11,173	10,414	10,829	4.0%	10,945	8,902	12,202	131,339	145,354	145,354
Other	1,870	1,736	1,591	1,353	-15.0%	1,616	1,259	1,870	19,386	26,795	26,795
Personnel											
Budgeted PINS	50	50	50	50	0.0%	50	50	50			50
Contract Employees	4	4	4	3	-25.0%	4	3	4			7
State Temporary Employees	3	3	3	1	-66.7%	3	1	3			4
Agency Temporary Employees	3	3	3	3	0.0%	3	3	3			3
# Vacancies (PIN & Contract)	3	1	1	1	0.0%	2	1	6			3
% Vacant Positions	5.0%	1.7%	1.7%	1.7%	0.0%	4.1%	1.7%	10.0%			4.7%
Total Leave Days	121	182	232	355	53.0%	241	121	376	2,887	3,236	3,236
Sick Leave Days (Unplanned)	31	32	32	83	159.4%	35	15	83	419	508	508
Other Leave Days (Planned)	90	150	200	272	36.0%	206	90	336	2,468	2,728	2,728
Overtime Hrs.	280	275	203	540	166.0%	263	133	540	3,158	2,847	2,847
OT Annual Budget									\$78,183	\$77,276	\$77,276
OT Spent	\$6,393	\$6,186	\$4,488	\$12,685	182.6%	\$6,293	\$3,304	\$12,685	\$75,521	\$65,267	\$65,267
% of Budget Spent	66.7%	74.6%	80.4%	96.6%	20.2%				96.6%	84.5%	84.5%

Note - Two budgeted FTE vacancy denied by DBM

MVA StateStat
Operations - District 4
Period: August 2009

PerformanceMetrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	91.0%			82.8%		89.6%	82.8%	92.9%			92.7%
Total DLS Time	45.89	50.44	52.34	46.88	-10.4%	52.92	41.89	79.44			54.14
DLS Waiting Time	39.03	43.75	45.54	39.24	-13.8%	45.15	33.61	70.69			44.39
DLS Processing Time	6.85	6.70	6.80	7.64	12.4%	7.77	6.70	8.84			9.75
Total Registration Time	23.62	27.66	27.87	27.71	-0.6%	30.94	23.62	46.23			25.95
Registration Waiting Time	19.43	23.65	23.70	23.56	-0.6%	26.00	19.43	41.95			20.93
Registration Processing Time	4.19	4.01	4.17	4.15	-0.5%	4.94	4.01	5.99			5.02
Total Title Work Time	22.89	36.82	28.12	30.13	7.1%	32.24	22.89	43.11			40.46
Title Work Waiting Time	17.62	29.53	20.39	22.48	10.3%	23.29	15.96	34.55			31.57
Title Work Processing Time	5.28	7.29	7.74	7.65	-1.1%	8.95	5.28	11.39			8.90
Total Transactions	28,452	29,442	28,274	29,209	3.3%	27,182	22,686	30,438	326,181	320,255	320,255
DLS Transactions	15,512	15,902	16,014	16,346	2.1%	15,289	13,319	17,326	183,472	176,298	176,298
Title & Registration Transactions	10,945	11,732	10,630	12,020	13.1%	10,321	8,049	12,020	123,850	127,218	127,218
Other	1,995	1,808	1,630	843	-48.3%	1,572	843	1,995	18,859	16,739	16,739
Personnel											
Budgeted PINS	39	39	39	39	0.0%	39	39	39			39
Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	1	1	2	2	0.0%	2	1	2			2
# Vacancies (PIN & Contract)	2	3	2	2	0.0%	1	1	3			1
% Vacant Positions	4.8%	7.1%	4.7%	4.7%	0.0%	3.3%	2.3%	7.1%			2.3%
Total Leave Days	92	110	172	226	31.8%	189	92	275	2,271	2,219	2,219
Sick Leave Days (Unplanned)	19	36	46	60	29.4%	35	19	60	419	374	374
Other Leave Days (Planned)	73	74	125	166	32.7%	154	73	231	1,852	1,845	1,845
Overtime Hrs.	209	265	184	342	85.9%	233	168	342	2,794	2,810	2,810
OT Annual Budget									\$55,482	\$54,839	\$54,839
OT Spent	\$5,061	\$6,477	\$4,437	\$8,455	90.6%	\$5,859	\$4,330	\$8,455	\$70,306	\$68,868	\$68,868
% of Budget Spent	91.8%	103.5%	111.5%	126.7%	13.7%				126.7%	125.6%	125.6%

MVA StateStat
Operations - District 4
Period: August 2009

Performance Metrics											
Easton 9952	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	89.9%			82.7%		89.2%	82.7%	97.8%			93.0%
Total DLS Time	21.75	30.09	30.51	37.55	23.1%	29.04	19.17	37.55			29.82
DLS Waiting Time	13.34	21.19	21.76	28.06	29.0%	20.31	10.60	28.06			20.46
DLS Processing Time	8.41	8.90	8.75	9.50	8.5%	8.73	8.29	9.50			9.36
Total Registration Time	17.29	20.72	19.26	22.60	17.3%	14.94	6.88	22.60			14.43
Registration Waiting Time	13.53	17.03	15.73	18.94	20.4%	11.27	3.27	18.94			10.83
Registration Processing Time	3.76	3.69	3.53	3.66	3.5%	3.67	3.51	3.86			3.61
Total Title Work Time	21.80	25.79	24.29	27.26	12.2%	19.46	11.19	27.26			19.83
Title Work Waiting Time	13.12	17.18	16.10	18.62	15.6%	11.14	2.97	18.62			11.61
Title Work Processing Time	8.69	8.61	8.19	8.64	5.5%	8.31	7.74	8.84			8.22
Total Transactions	13,165	13,776	12,709	13,279	4.5%	12,478	9,810	13,776	149,742	152,864	152,864
DLS Transactions	6,294	6,044	6,269	6,212	-0.9%	6,058	5,000	6,751	72,691	71,260	71,260
Title & Registration Transactions	6,291	7,138	5,907	6,439	9.0%	5,763	4,258	7,138	69,160	73,639	73,639
Other	580	594	533	628	17.8%	658	533	845	7,891	7,965	7,965
Personnel											
Budgeted PINS	20	20	20	20	0.0%	20	20	20			20
Contract Employees	0	0	0	0	0.0%	0	0	0			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	1	1	0.0%	1	1	2			0
% Vacant Positions	4.8%	4.8%	4.8%	4.8%	0.0%	6.1%	4.8%	9.5%			0.0%
Total Leave Days	58	82	105	108	3.2%	97	58	123	1,161	1,126	1,126
Sick Leave Days (Unplanned)	14	24	39	67	70.2%	20	6	67	244	217	217
Other Leave Days (Planned)	44	58	65	41	-37.2%	76	41	103	917	909	909
Overtime Hrs.	61	100	61	100	63.9%	67	36	100	802	925	925
OT Annual Budget									\$24,203	\$23,922	\$23,922
OT Spent	\$1,805	\$2,760	\$1,683	\$2,710	61.0%	\$1,913	\$1,047	\$2,760	\$22,961	\$25,316	\$25,316
% of Budget Spent	65.3%	76.7%	83.7%	94.9%	13.4%				94.9%	105.8%	105.8%

MVA StateStat
Operations - District 4
Period: August 2009

Performance Metrics											
Glen Burnie 9953	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	83.1%			87.2%		87.6%	83.1%	90.3%			88.0%
Total DLS Time	48.63	49.90	54.55	45.99	-15.7%	53.09	38.61	63.31			66.61
DLS Waiting Time	39.22	40.43	45.11	36.15	-19.8%	43.70	29.28	53.92			56.02
DLS Processing Time	9.42	9.48	9.44	9.83	4.2%	9.39	8.90	9.83			10.59
Total Registration Time	28.23	29.30	21.69	25.22	16.3%	29.00	21.52	39.59			29.83
Registration Waiting Time	21.42	22.64	15.42	18.85	22.2%	22.43	14.31	33.09			23.53
Registration Processing Time	6.80	6.66	6.27	6.38	1.7%	6.57	6.08	7.21			6.30
Total Title Work Time	33.15	38.37	34.67	37.80	9.0%	38.33	27.01	45.10			43.34
Title Work Waiting Time	23.05	28.48	24.48	27.63	12.9%	27.93	16.31	34.93			33.67
Title Work Processing Time	10.10	9.89	10.19	10.17	-0.2%	10.41	9.89	10.98			9.67
Total Transactions	58,812	60,069	54,649	57,696	5.6%	55,956	45,543	63,421	671,473	716,487	716,487
DLS Transactions	23,273	23,310	21,746	22,195	2.1%	23,032	20,035	26,538	276,384	304,782	304,782
Title & Registration Transactions	26,427	28,181	25,728	27,645	7.5%	25,950	21,068	29,686	311,395	335,671	335,671
Other	9,112	8,578	7,175	7,856	9.5%	6,975	4,440	9,112	83,694	76,034	76,034
Personnel											
Budgeted PINS	93	93	93	93	0.0%	93	93	93			95
Contract Employees	3	3	3	3	0.0%	3	3	3			3
State Temporary Employees	14	14	13	13	0.0%	14	13	14			14
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	2	2	1	2	100.0%	3	1	8			5
% Vacant Positions	1.8%	1.8%	0.9%	1.8%	100.0%	2.8%	0.9%	7.3%			4.5%
Total Leave Days	267	371	455	625	37.3%	489	267	766	5,866	5,997	5,997
Sick Leave Days (Unplanned)	67	101	96	154	60.0%	87	55	154	1,044	959	959
Other Leave Days (Planned)	199	270	359	471	31.2%	402	199	631	4,822	5,038	5,038
Overtime Hrs.	590	475	352	693	96.9%	530	275	848	6,365	7,603	7,603
OT Annual Budget									\$140,005	\$138,381	\$138,381
OT Spent	\$14,826	\$11,682	\$8,924	\$16,998	90.5%	\$13,655	\$7,281	\$22,340	\$163,858	\$180,723	\$180,723
% of Budget Spent	90.2%	98.5%	104.9%	117.0%	11.6%				117.0%	130.6%	130.6%

MVA StateStat
Operations - District 4
Period: August 2009

PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	80.2%			83.1%		83.7%	79.0%	92.6%			83.6%
Total DLS Time	36.13	36.76	63.87	64.06	0.3%	55.47	36.13	81.26			60.84
DLS Waiting Time	28.43	29.58	56.25	56.25	0.0%	47.79	28.43	73.12			51.07
DLS Processing Time	7.70	7.18	7.62	7.81	2.5%	7.67	7.11	8.17			9.77
Total Registration Time	37.47	50.50	46.60	44.69	-4.1%	47.96	27.48	72.45			46.47
Registration Waiting Time	30.50	43.83	40.17	37.93	-5.6%	41.22	19.70	66.09			39.93
Registration Processing Time	6.97	6.67	6.42	6.76	5.2%	6.74	6.36	7.78			6.53
Total Title Work Time	45.85	74.56	57.84	43.36	-25.0%	54.44	28.34	77.35			51.92
Title Work Waiting Time	34.74	63.00	47.28	33.23	-29.7%	43.38	16.39	66.80			41.08
Title Work Processing Time	11.11	11.56	10.56	10.13	-4.1%	11.06	10.13	11.95			10.85
Total Transactions	41,087	40,760	37,673	37,816	0.4%	38,911	33,012	43,233	466,936	464,821	464,821
DLS Transactions	21,694	21,708	20,656	18,378	-11.0%	21,111	17,752	24,671	253,332	256,497	256,497
Title & Registration Transactions	13,695	13,701	12,644	14,349	13.5%	13,421	11,680	15,443	161,049	161,835	161,835
Other	5,698	5,351	4,373	5,089	16.4%	4,380	3,372	5,698	52,555	46,489	46,489
Personnel											
Budgeted PINS	63	63	63	63	0.0%	63	63	63			63
Contract Employees	4	4	4	2	-50.0%	4	2	4			6
State Temporary Employees	3	3	3	3	0.0%	3	3	3			3
Agency Temporary Employees	2	2	2	2	0.0%	2	2	2			2
# Vacancies (PIN & Contract)	5	6	4	4	-12.5%	3	1	6			3
% Vacant Positions	6.3%	7.7%	5.6%	5.0%	-10.0%	4.5%	1.4%	7.7%			4.1%
Total Leave Days	182	258	305	384	25.9%	310	182	492	3,717	3,782	3,782
Sick Leave Days (Unplanned)	36	63	58	108	86.2%	60	33	108	721	695	695
Other Leave Days (Planned)	146	0	247	276	11.7%	255	146	413	2,802	3,088	3,088
Overtime Hrs.	853	659	627	992	58.2%	682	454	992	8,189	5,969	5,969
OT Annual Budget									\$78,625	\$77,713	\$77,713
OT Spent	\$21,383	\$16,379	\$15,249	\$24,179	58.6%	\$17,039	\$11,285	\$24,179	\$204,468	\$133,146	\$133,146
% of Budget Spent	189.1%	209.9%	229.3%	260.1%	13.4%				260.1%	171.3%	171.3%

MVA StateStat
Operations - District 4
Period: August 2009

PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	95.4%			94.8%		95.1%	93.9%	96.4%			96.8%
Total DLS Time	24.84	20.30	28.44	31.99	12.5%	27.77	19.89	38.45			35.82
DLS Waiting Time	16.78	11.94	20.01	21.85	9.2%	19.22	11.61	29.59			26.40
DLS Processing Time	8.06	8.36	8.43	10.15	20.4%	8.55	7.95	10.15			9.42
Total Registration Time	17.49	26.45	20.44	16.97	-17.0%	16.50	9.13	26.45			15.45
Registration Waiting Time	14.09	23.19	17.22	13.56	-21.3%	12.97	5.29	23.19			11.47
Registration Processing Time	3.40	3.26	3.21	3.41	6.1%	3.54	3.13	3.87			3.97
Total Title Work Time	19.98	31.20	22.61	19.46	-13.9%	19.85	12.33	31.20			19.26
Title Work Waiting Time	13.28	24.34	15.74	12.40	-21.2%	12.70	5.06	24.34			11.81
Title Work Processing Time	6.70	6.87	6.86	7.06	2.8%	7.15	6.63	7.67			7.45
Total Transactions	19,351	21,062	19,262	19,147	-0.6%	18,398	14,914	21,062	220,771	222,129	222,129
DLS Transactions	9,389	9,500	9,286	8,433	-9.2%	9,003	7,531	9,857	108,034	107,993	107,993
Title & Registration Transactions	8,269	9,775	8,190	8,858	8.2%	7,912	6,155	9,775	94,947	98,280	98,280
Other	1,693	1,787	1,786	1,856	3.9%	1,483	326	1,856	17,790	15,856	15,856
Personnel											
Budgeted PINS	26	26	26	26	0.0%	26	26	26			26
Contract Employees	0	0	0	0	0.0%	0	0	0			2
State Temporary Employees	2	2	2	2	0.0%	2	2	2			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	3.6%	3.6%			0.0%
Total Leave Days	76	107	121	139	15.4%	124	76	192	1,493	1,466	1,466
Sick Leave Days (Unplanned)	21	37	40	58	46.8%	28	16	58	339	241	241
Other Leave Days (Planned)	56	70	81	81	0.0%	96	56	159	1,154	1,225	1,225
Overtime Hrs.	78	90	91	107	17.6%	65	12	107	781	7,603	7,603
OT Annual Budget									\$25,293	\$25,000	\$25,000
OT Spent	\$2,101	\$2,356	\$2,466	\$2,809	13.9%	\$1,785	\$333	\$2,809	\$21,420	\$29,524	\$29,524
% of Budget Spent	54.5%	63.8%	73.6%	84.7%	15.1%				84.7%	118.1%	118.1%

MVA StateStat

Operations - ~~Express/Satellite~~ Express/Satellite/Mobile

Period: Period: **Period: August 2009**

PerformanceMetrics											
Columbia Express 9935	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Change	Avg	Min			
Customer Survey Results	99.1%			93.4%		96.6%	93.4%	99.1%			96.4%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	12,548	11,898	12,126	13,364	10.2%	12,054	10,192	13,989	144,653	139,807	139,807
DLS Transactions	9,618	9,282	9,636	10,141	5.2%	9,445	8,174	11,061	113,340	107,091	107,091
Title & Registration Transactions	2,732	2,446	2,338	3,006	28.6%	2,513	2,018	3,006	30,154	32,716	32,716
Other	198	170	152	217	42.8%	166	130	217	1,159	0	0
Personnel											
Budgeted PINS	7	7	7	7	0.0%	7	7	7			7
Contract Employees	3	3	3	3	0.0%	3	3	3			5
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	0	0	0.0%	1	1	1			0
% Vacant Positions	10.0%	10.0%	0.0%	0.0%	0.0%	10.0%	10.0%	10.0%			0.0%
Total Leave Days	12	23	28	25	-11.5%	34	12	80	413	396	396
Sick Leave Days (Unplanned)	5	16	7	4	-42.9%	8	0	16	91	37	37
Other Leave Days (Planned)	7	16	21	21	-1.2%	28	7	66	331	359	359
Overtime Hrs.	29	42	47	81	72.3%	40	8	81	484	564	564
OT Annual Budget									\$8,150	\$8,055	\$8,055
OT Spent	\$719	\$1,215	\$1,034	\$2,050	98.3%	\$1,025	\$233	\$2,050	\$12,296	\$11,405	\$11,405
% of Budget Spent	98.1%	113.0%	125.7%	150.9%	20.0%				150.9%	141.6%	141.6%

Performance Metrics											
Glenmont Express 9933	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	99.7%			98.3%		99.2%	98.3%	99.7%			98.5%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	9,422	9,171	9,554	9,849	3.1%	8,976	7,691	9,849	107,710	105,406	105,406
DLS Transactions	7,312	7,212	7,640	7,676	0.5%	7,112	6,058	7,878	85,344	82,322	82,322
Title & Registration Transactions	1,967	1,828	1,774	1,964	10.7%	1,782	1,503	1,967	21,380	23,084	23,084
Other	143	131	140	209	49.3%	141	60	209	986	0	0
Personnel											
Budgeted PINS	9	9	9	8	-5.9%	8	8	9			9
Contract Employees	0	0	0	1	0.0%	1	1	1			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			2
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	0	1	1	0	-100.0%	1	1	1			0
% Vacant Positions	0.0%	9.5%	9.5%	0.0%	-100.0%	9.5%	9.5%	9.5%			0.0%
Total Leave Days	42	32	47	51	8.8%	50	32	73	602	443	443
Sick Leave Days (Unplanned)	5	4	8	6	-20.0%	8	2	16	97	59	59
Other Leave Days (Planned)	37	29	39	45	14.3%	42	29	62	505	384	384
Overtime Hrs.	26	2	5	50	900.0%	15	2	50	186	170	170
OT Annual Budget									\$6,152	\$5,081	\$5,081
OT Spent	\$595	\$38	\$126	\$1,098	771.4%	\$383	\$38	\$1,098	\$4,595	\$4,390	\$4,390
% of Budget Spent	54.2%	54.8%	56.8%	74.7%	31.4%				74.7%	86.4%	86.4%

PerformanceMetrics											
Parkville 9926	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	94.6%			99.5%		98.4%	94.6%	100.0%			99.6%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	14,212	13,354	11,756	15,136	28.7%	13,438	11,703	15,136	161,251	158,698	158,698
DLS Transactions	10,080	9,289	10,270	10,768	4.8%	9,683	8,513	10,768	116,202	106,742	106,742
Title & Registration Transactions	3,859	3,745	1,207	4,060	236.4%	3,601	1,207	4,435	43,215	51,956	51,956
Other	273	320	279	308	10.4%	262	164	320	1,834	0	0
Personnel											
Budgeted PINS	12	12	12	12	0.0%	12	12	12			12
Contract Employees	3	3	3	3	0.0%	3	3	3			3
State Temporary Employees	1	1	1	0	-100.0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	2	1	-50.0%	1	1	2			0
% Vacant Positions	6.3%	6.3%	12.5%	6.7%	-46.7%	7.6%	6.3%	12.5%			0.0%
Total Leave Days	26	28	37	45	21.2%	51	26	78	617	599	599
Sick Leave Days (Unplanned)	10	5	3	12	269.2%	7	1	13	81	90	90
Other Leave Days (Planned)	15	24	34	33	-2.6%	45	15	69	535	509	509
Overtime Hrs.	9	1	0	0	0.0%	5	1	22	36	24	24
OT Annual Budget									\$1,188	\$1,174	\$1,174
OT Spent	\$229	\$24	\$0	\$7	0.0%	\$88	\$7	\$366	\$702	\$342	\$342
% of Budget Spent	56.5%	58.5%	58.5%	59.1%	1.0%				59.1%	29.1%	29.1%

Performance Metrics											
Walnut Hill Express 9934	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	99.7%			98.7%		99.5%	98.7%	100.0%			99.4%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	10,272	10,260	10,685	11,416	6.8%	9,917	6,615	11,416	119,000	118,260	118,260
DLS Transactions	8,196	8,005	8,574	8,742	2.0%	7,873	4,955	8,907	94,477	91,495	91,495
Title & Registration Transactions	1,891	2,058	1,938	2,422	25.0%	1,939	1,478	2,422	23,263	26,765	26,765
Other	185	197	173	252	45.7%	180	100	252	1,260	0	0
Personnel											
Budgeted PINS	8	8	8	8	0.0%	8	8	8			8
Contract Employees	2	2	2	2	0.0%	2	2	2			2
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	1	0	0	1	0.0%	1	1	1			0
% Vacant Positions	8.3%	0.0%	0.0%	8.3%	0.0%	8.3%	8.3%	8.3%			0.0%
Total Leave Days	20	28	35	26	-25.2%	38	20	74	452	479	479
Sick Leave Days (Unplanned)	3	11	1	2	100.0%	4	1	11	53	35	35
Other Leave Days (Planned)	17	0	34	24	-28.9%	35	17	66	383	444	444
Overtime Hrs.	1	0	37	62	67.6%	19	1	62	130	78	78
OT Annual Budget									\$6,152	\$3,081	\$3,081
OT Spent	\$33	\$0	\$833	\$1,568	88.2%	\$468	\$24	\$1,568	\$3,274	\$1,876	\$1,876
% of Budget Spent	14.2%	14.2%	27.7%	53.2%	91.9%				53.2%	60.9%	60.9%

Performance Metrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	94.7%			95.8%		96.9%	94.7%	100.0%			96.9%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	1,611	1,644	1,457	1,678	15.1%	1,423	864	1,958	17,081	16,594	16,594
DLS Transactions	652	549	559	589	5.3%	578	331	764	6,935	6,485	6,485
Title & Registration Transactions	959	1,095	897	1,089	21.4%	845	531	1,194	10,142	10,109	10,109
Other	0	0	1	0	-100.0%	1	1	2	4	0	0
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			0
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0	0.0%	0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$590	\$590
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

PerformanceMetrics											
Prince Frederick Satellite 9945	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	96.2%			100.0%		98.1%	96.2%	100.0%			94.8%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	2,300	2,145	2,157	2,476	14.8%	2,122	1,690	2,622	25,461	22,334	22,334
DLS Transactions	1,986	1,901	1,928	2,239	16.1%	1,849	1,471	2,279	22,191	18,865	18,865
Title & Registration Transactions	304	233	221	234	5.9%	252	162	322	3,024	3,086	3,086
Other	10	11	8	3	-62.5%	22	3	47	246	383	383
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			0
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0	0.0%	0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	\$0
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Customer Survey Results	100.0%			0.0%		99.7%	99.1%	100.0%			100.0%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	1,137	1,335	396	88	-77.8%	1,047	88	1,738	12,559	13,473	13,473
DLS Transactions	783	876	185	83	-55.1%	724	83	1,458	8,684	8,923	8,923
Title & Registration Transactions	296	402	180	5	-97.2%	265	5	402	3,184	3,804	3,804
Other	58	57	31	0	-100.0%	63	31	187	691	746	746
Personnel											
Budgeted PINS	2	2	2	2	0.0%	2	2	2			2
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	2	7	5	0	-100.0%	10	2	24	111	153	153
Sick Leave Days (Unplanned)	0	0	1	0	-100.0%	2	1	2	3	58	58
Other Leave Days (Planned)	2	7	4	0	-100.0%	10	2	24	108	94	94
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	\$0
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY 2008 Total
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
Calls - General Information Line	86,028	83,766	99,633	90,585	-9.1%	92,206	73,990	109,011	1,106,475	987,314	987,314
Avg Time to Pick Up Call	6:13	6:12	6:59	6:29	-7.2%	4:46	2:47	6:59	4:46	2:11	2:11
Avg Call Duration	2:59	2:57	2:49	2:46	-1.8%	2:52	2:46	3:04	2:52	2:53	2:53
Calls - VEIP Information	20,157	19,522	17,914	20,363	13.7%	19,250	15,504	22,452	231,002	214,144	214,144
Avg Time to Pick Up Call	4:15	3:25	3:33	4:11	17.8%	5:28	3:25	9:14	5:28	4:35	4:35
Avg Call Duration	2:10	2:06	2:00	2:46	38.3%	2:19	2:00	2:46	2:19	2:21	2:21
Calls - Drivers Skill Line	13,304	15,367	13,865	15,613	12.6%	10,799	6,546	15,613	129,587	125,292	125,292
Avg Time to Pick Up Call	6:17	4:26	4:38	5:36	20.9%	6:07	4:26	9:37	6:07	5:03	5:03
Avg Call Duration	3:06	3:00	2:57	2:55	-1.1%	2:35	2:16	3:06	2:35	1:51	1:51
Calls - Hazmat	898	903	947	955	0.8%	1,148	736	2,209	13,770	87,945	87,945
Avg Time to Pick Up Call	5:51	5:17	4:49	4:52	1.0%	5:22	4:37	6:29	5:22	3:12	3:12
Avg Call Duration	3:34	3:21	3:11	3:01	-5.2%	3:08	2:17	3:34	3:08	2:32	2:32
Calls - Out-of-Country	2,825	3,828	0	0	0.0%	4,306	2,825	7,725	51,677	52,518	52,518
Avg Time to Pick Up Call	5:21	5:22	0:00	0:00	0.0%	5:11	4:27	5:55	5:11	9:30	9:30
Avg Call Duration	3:26	3:14	0:00	0:00	0.0%	3:16	3:09	3:26	3:16	3:34	3:34
Total Calls	123,212	123,386	132,359	127,516	-3.7%	127,709	100,678	146,960	1,532,511	1,467,213	1,467,213
Appointments Scheduled											
Total Appointments	15,888	16,643	9,681	10,578	9.3%	14,118	9,681	16,643	169,421	89,751	89,751
Drivers Skill	9,146	9,251	9,252	10,147	9.7%	8,376	6,556	10,147	100,510	3,484	3,484
Hazmat	449	395	429	431	0.5%	374	285	449	4,493	79,219	79,219
OOCC Phone (Made by Agent)	3,433	3,791	0	0	0.0%	3,615	3,308	6,856	43,381		
OOCC - Online (Made by Customer)	2,860	3,206	0	0	0.0%	2,337	2,726	3,401	21,037	172,454	172,454

Note - OCC Calls occur over only a 5 day period each month.

MVA StateStat
VEIP
Period: August 2009

Performance Metrics											
VEIP	Reporting Period				% Change	Avg	For All of FY 09		FY 09 YTD Total	FY 08 YTD Total	FY 2008 Total
	Mar '09	Apr '09	May '09	Jun '09			Min	Max			
VEIP Mailings											
Total	190,114	201,756	208,480	87,687	-57.9%	199,386	87,687	247,445	2,392,627	2,599,205	2,599,205
Notices	145,292	155,525	161,306	28,447	-82.4%	149,829	28,447	197,377	1,797,952	2,000,832	2,000,832
Warnings	44,822	46,231	47,174	59,240	25.6%	49,556	43,986	59,240	594,675	598,373	598,373
Vehicle Tests											
Total	154,888	136,790	128,288	130,240	1.5%	133,892	120,212	154,888	1,606,708	1,639,349	1,639,349
Paid	145,760	127,988	120,554	121,778	1.0%	125,852	113,285	145,760	1,510,229	1,530,747	1,530,747
Gratis	9,128	8,802	7,734	8,462	9.4%	8,040	6,927	9,128	96,479	108,602	108,602
Test Fees											
Total	\$2,789,845	\$2,476,537	\$2,332,426	\$2,380,792	2.1%	\$2,432,866	\$2,166,235	\$2,789,845	\$29,194,395	\$29,373,168	\$29,373,168
Inspection	\$2,040,640	\$1,791,832	\$1,687,756	\$1,704,892	1.0%	\$1,761,935	\$1,585,990	\$2,040,640	\$21,143,220	\$21,430,458	\$21,430,458
Late	\$749,205	\$684,705	\$644,670	\$675,900	4.8%	\$670,931	\$580,245	\$749,205	\$8,051,175	\$7,942,710	\$7,942,710
Public Contact											
Total	53,113	49,978	45,876	50,018	9.0%	48,717	41,642	53,202	584,605	513,118	513,118
Walk-In	24,234	22,725	20,646	22,121	7.1%	21,944	19,471	24,234	263,332	249,635	249,635
Internet	8,287	7,345	7,002	7,305	4.3%	7,189	6,029	8,818	86,264	76,982	76,982
Phone	20,157	19,522	17,914	20,363	13.7%	19,250	15,504	22,452	231,002	216,411	216,411
Direct Mail	2	2	0	2	0.0%	4	2	10	41	34	34
Email	433	384	314	227	-27.7%	331	217	480	3,966	3,056	3,056

MVA StateStat
Safety & Other Functions
Period: August 2009

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	Avg	For All of FY 09		FY 09 YTD Total	FY08 YTD	FY 2008 Total
	Mar '09	Apr '09	May '09	Jun '09			Min	Max			
Graduated License Program											
Total Licenses Issued	117,206	114,099	110,060	114,229	3.8%	112,986	98,400	127,022	1,355,829	1,319,967	1,319,967
Lerner's Permit	15,733	15,701	14,410	15,779	9.5%	14,035	10,798	17,505	168,420	159,795	159,795
License age less than 21	6,540	6,919	7,808	9,539	22.2%	7,220	5,666	9,539	86,642	89,960	89,960
License age 21 or over	94,933	91,479	87,842	88,911	1.2%	91,731	81,564	100,735	1,100,767	1,070,212	1,070,212
Minor Notification Letters Sent	343	430	601	605	0.7%	428	30	960	5,135		
Disability Placards											
Temporary	2,534	2,592	2,413	2,651	9.9%	2,473	2,119	2,651	29,676		
Permanent	9,052	7,703	7,603	12,658	66.5%	8,281	6,778	12,658	99,367		
Arrest Data											
Out of State Convictions on MD DL	9,785	7,666	8,703	8,680	-0.3%	7,620	3,710	10,594	91,442		
Federal Convictions on MD DL	602	387	430	623	44.9%	437	98	701	5,246		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	1,148	953	887	937	5.6%	953	777	1,148	11,438	11,384	11,384
Reinstatement Requests Approved	390	338	291	373	28.2%	264	126	390	3,167	2,556	2,556
Administrative Adjudication											
Number of Cases Total	32,662	31,148	31,541	29,705	-5.8%	24,485	17,330	32,662	293,815		
Number of Hearings	2,635	1,889	2,485	2,288	-7.9%	1,993	1,152	2,635	23,912		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	12,344	12,697	17,346	15,378	-11.3%	15,729	12,344	19,654	188,750	179,111	179,111
Deleted Flags	10,017	10,556	9,423	7,700	-18.3%	8,580	6,723	10,556	102,963	98,227	98,227
Suspensions	46	16	39	42	7.7%	41	3	109	454	775	775
Ignition Interlock Program											
Currently in Program**	7,042	7,072	6,992	7,124	1.9%	6,041	4,700	7,124			
Drivers Starting Program	477	328	225	202	-10.2%	478	202	630	5,741	6,494	6,494
Restrictions Removed (Compliance)	45	233	202	242	19.8%	192	45	328	2,298	2,233	2,233
Restrictions Removed (Non-Compliance)	186	361	368	431	17.1%	201	63	431	2,411	630	630
Warning Letters Mailed	3,024	2,617	2,403	2,374	-1.2%	1,891	836	3,024	22,694	8,733	8,733
RIID											
IDs Given Out	51	87	75	79	5.3%	49	22	87	439		
IDs Processed in the Branches	87	98	81	77	-4.9%	71	24	98	568		
Outstanding Warrant Program											
Notices	1,438	1,302	1,307	1,476	12.9%	1,086	734	1,476	13,029	10,791	10,791
Suspensions	764	876	1,048	835	-20.3%	752	478	1,048	9,026	7,371	7,371
Satisfied	769	801	813	884	8.7%	687	516	884	8,247	7,309	7,309
Denied license or registration at branch	71	65	101	21	-79.2%	76	21	101	914	1,089	1,089

Performance Metrics											
Business Licenses	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY 2008 Total
	Mar '09	Apr '09	May '09	Jun '09		Avg	Min	Max			
New Businesses	24	48	26	24	-7.7%	27	22	48	322	314	314
New Dealerships	1	3	1	1	0.0%	1	1	3	11	12	12
Used Dealerships	9	13	5	5	0.0%	6	3	13	74	89	89
Wholesale	11	22	14	11	-21.4%	13	10	22	159	129	129
Title Services	3	4	2	2	0.0%	3	2	6	41	50	50
Other	0	6	4	5	25.0%	4	1	6	37	34	34
Out of Business	18	32	16	8	-50.0%	15	8	32	183	210	210
New Dealerships	1	2	4	2	-50.0%	2	1	4	20	28	28
Used Dealerships	9	7	5	3	-40.0%	5	2	12	65	91	91
Wholesale	7	17	4	2	-50.0%	6	2	17	71	69	69
Title Services	0	2	1	0	-100.0%	1	1	2	8	3	3
Other	1	4	2	1	-50.0%	2	1	4	19	19	19
School Bus Inspections											
Inspections	3,269	1,948	658	1,593	142.1%	1,411	658	3,269	16,935	14,074	14,074
Scheduled	2,424	1,468	22	882	3909.1%	756	2	2,424	9,072	9,032	9,032
Re-inspections	387	129	52	78	50.0%	141	50	387	1,692	1,168	1,168
Random/Audit	458	351	584	633	8.4%	514	104	882	6,171	3,874	3,874
Total Defects	1,853	759	261	951	264.4%	840	154	1,853	10,080	8,650	8,650
Public Owned	1,361	239	82	685	735.4%	418	13	1,361	5,019	3,891	3,891
BOE Contractor	474	470	108	221	104.6%	272	90	607	3,260	2,612	2,612
Privately Owned	18	50	71	45	-36.6%	150	18	617	1,801	2,147	2,147
Repair Orders	902	457	123	494	301.6%	400	100	902	4,796	4,289	4,289
Repair Orders Closed	601	540	381	278	-27.0%	220	128	762	2,642	4,450	4,450
Suspensions	389	136	39	87	123.1%	138	24	389	1,660	1,483	1483
Insurance Compliance*											Note 2
Total Notices Sent	35,175	41,305	37,215	32,842	-11.8%	50,601	32,842	72,016	607,209	484,225	
First Notice	19,740	17,992	21,297	15,139	-28.9%	22,353	15,139	44,274	268,235	236,832	
Suspensions	15,435	23,313	15,918	17,703	11.2%	28,248	15,435	56,312	338,974	247,393	
Cases Created	34,698	30,994	41,557	32,943	-20.7%	37,876	28,912	60,728	454,515	401,377	
Cases Closed	26,379	21,034	14,095	18,076	28.2%	22,552	14,095	38,916	270,621	210,379	
Cases Referred to Central Collections	13,980	13,486	12,493	12,539	0.4%	12,667	9,063	18,657	151,999	165,417	

* Note - FY 08 Insurance Compliance Numbers are only for the same YTD period that the FY 09 numbers.

** Data on the total number of drivers in the Ignition Interlock Program was not available until November 2008.

Note 2 - Tracking FY08 YTD; Information for other FY08 months not available at this time.