



# MVA StateStat

November 2009

Reporting Period: September 2009

**MVA StateStat**  
**Glossary**  
**November 2009**  
**Reporting Period: September 2009**

**Glossary of terms and Abbreviations**

AAMVA	American Association of Motor Vehicle Administrators	LMS	License Monitor System
AAD	Administrative Adjudication Division	MAB	Medical Advisory Board
ACIS	Automated Compulsory Insurance System	MAIF	Maryland Automobile Insurance Fund
CDL	Commercial Driver's License	MILES	Maryland Interagency Law Enforcement System
CDLIS	Commercial Driver's License Information System	MSP	Maryland State Police
CTIPP	Consolidated Transportation Information Processing Program	NHTSA	National Highway Traffic Safety Administration
CTM	Customer Traffic Management (System)	NMVTIS	National Motor Vehicle Title Information System
CTP	Consolidated Transportation Program (Capital Program)	OAH	Office of Administrative Hearings
CVISN	Commercial Vehicle Information Systems Network	OIR	Office of Information Resources
DARS	Direct Access Records System	PBJ	Probation Before Judgment
DIODS	Document Imaging and Optical Disk System	PDPS	Problem Driver Pointer System
DIP	Driver Improvement Program	SST	Self-Service Terminal
DIWS	Document Imaging and Workflow System	TARIS	Titling and Registration Issuance System
DPPA	Driver Privacy Protection Act	TIN	Transaction Identification Number
DRATS	Driver Records Automated Traffic System	VEIP	Vehicle Emission Inspection Program
DUI	Driving Under the Influence	VIN	Vehicle Identification Number
DWI	Driving While Intoxicated	VORS	Vehicle Outside Records Systems
DWS	Driving While Suspended		
FMIS	Financial Management Information System		
FTA	Failure to Appear		
FTP	Failure to Pay		
IC	Insurance Compliance		
IRP	International Registration Plan		
IVR	Interactive Voice Response		
JIS	Judicial Information System		
KIOSK	Automated machines providing registration renewal and other services		

Wait Time – Time spent from arrival at the Information Desk to the transaction (e.g., E-Z Pass, tag return, tag renewal) counter

Transaction Time – Total time spent at transaction counter

Visit Time – Wait time + transaction time



**Maryland Department of Transportation**  
**Motor Vehicle Administration - MBE/SBR**  
**StateStat**  
**November 2009**  
**Reporting Period: September 2009**



Secretary: Beverley K. Swaim-Staley  
 Appointed: September 2009



Administrator: John Kuo  
 Appointed: May 2006

**Management Team**

Milton Chaffee, Chief Deputy Administrator  
 D'Andrea Lancelin, Deputy Administrator of Operations  
 Christine Nizer, Deputy Administrator of DVPP

**MBE/SBR ACTIVITY**

Goal Achieved: **16.79%** # Waivers requested: # Waivers granted: Goal Achieved: **9.10%** # Waivers requested: # Waivers granted:

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (Month, Year)						YEAR-TO-DATE					
	Agency Total	Ethnic	Women	Profit / Sheltered	Total MBE/WBE	%	Agency Total	Ethnic	Women	Profit / Sheltered	Total MBE/WBE	%
<b>Payment Totals</b>	\$3,879,033.30	\$256,300.01 6.61%	\$143,375.87 3.70%	\$217,787.72 5.61%	\$617,463.60	15.92%	\$12,518,618.61	\$1,792,396.69 14.32%	\$1,145,487.44 9.15%	\$476,685.74 3.81%	\$3,414,569.87	27.28%
<b>Awards Totals</b>	\$743,466.86	\$71,808.00 9.66%	\$48,248.00 6.49%	\$4,776.00 0.64%	\$124,832.00	16.79%	\$4,128,677.68	\$243,797.00 5.90%	\$112,765.00 2.73%	\$19,165.00 0.46%	\$375,727.00	9.10%
Architectural and Engineering	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Construction	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$1,279,507.00	\$153,848.00	\$0.00	\$0.00	\$153,848.00	12.02%
Construction Related	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Maintenance	\$68,914.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$390,533.67	\$0.00	\$45,600.00	\$0.00	\$45,600.00	11.68%
Services	\$2,494.00	\$0.00	\$2,494.00	\$0.00	\$2,494.00	100.00%	\$28,284.00	\$0.00	\$2,494.00	\$0.00	\$2,494.00	8.82%
Supplies and Equipment	\$27,843.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$400,042.00	\$1,028.00	\$0.00	\$0.00	\$1,028.00	0.26%
IT Services	\$53,999.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$1,063,163.10	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
IT Supplies and Equipment	\$523,722.00	\$71,503.00	\$44,592.00	\$0.00	\$116,095.00	22.17%	\$785,833.00	\$85,833.00	\$63,509.00	\$0.00	\$149,342.00	19.00%
Human, Cultural, Social & Educational	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Corporate Credit Card	\$50,975.00	\$305.00	\$1,162.00	\$4,776.00	\$6,243.00	12.25%	\$145,408.00	\$3,088.00	\$1,162.00	\$19,165.00	\$23,415.00	16.10%
Direct Vouchers	\$15,519.86	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$35,906.91	\$0.00	\$0.00	\$0.00	\$0.00	0.00%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%	Agency Total	Total SBR	# Designated Procurements	%
<b>Payment Totals</b>	\$4,031,757	\$592,554	0	14.70%	\$11,880,867	\$1,984,269	0	16.70%

**MVA StateStat**  
**Budget and Finance**  
**November 2009**  
**Reporting Period: September 2009**

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 10		
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max
<b>Revenue</b>								
<b>Total</b>	<b>\$143,367,353</b>	<b>\$81,728,211</b>	<b>\$107,656,550</b>	<b>\$108,867,644</b>	<b>1.1%</b>	<b>\$99,417,468</b>	<b>\$81,728,211</b>	<b>\$108,867,644</b>
Excise Tax	\$69,935,231	\$26,663,530	\$50,388,846	\$55,030,352	9.2%	\$44,027,576	\$26,663,530	\$55,030,352
Registration & Rel Fees	\$50,599,159	\$42,695,116	\$38,465,327	\$35,247,597	-8.4%	\$38,802,680	\$35,247,597	\$42,695,116
Drivers License	\$3,679,466	\$3,687,838	\$3,801,243	\$3,288,095	-13.5%	\$3,592,392	\$3,288,095	\$3,801,243
Title & Related Services	\$4,907,643	\$4,633,219	\$4,633,563	\$4,717,953	1.8%	\$4,661,578	\$4,633,219	\$4,717,953
Uninsured Motorist Penalties	\$12,757,464	\$1,589,745	\$6,759,895	\$6,166,751	-8.8%	\$4,838,797	\$1,589,745	\$6,759,895
All Other	(\$3,000,181)	\$2,458,763	\$3,607,676	\$4,416,896	22.4%	\$3,494,445	\$2,458,763	\$4,416,896
<b>Internal Use of Funds</b>								
<b>Total</b>	<b>\$15,674,880</b>	<b>\$23,100,092</b>	<b>\$14,013,698</b>	<b>\$11,586,149</b>	<b>-17.3%</b>	<b>\$16,233,313</b>	<b>\$11,586,149</b>	<b>\$23,100,092</b>
Salaries & Wages	\$10,849,077	\$7,539,552	\$7,760,106	\$8,635,327	11.3%	\$7,978,328	\$7,539,552	\$8,635,327
Contractuals & NEC Temps	\$571,557	\$289,011	\$355,267	\$315,561	-11.2%	\$319,946	\$289,011	\$355,267
Contracted Services	\$1,934,298	\$12,455,504	\$4,564,560	\$938,579	-79.4%	\$5,986,214	\$938,579	\$12,455,504
Fuel & Utilities	\$220,598	\$84,272	\$158,753	\$129,398	-18.5%	\$124,141	\$84,272	\$158,753
Communications	(\$121,451)	\$1,783,166	\$345,040	\$600,965	74.2%	\$909,724	\$345,040	\$1,783,166
All Other	\$2,220,801	\$948,587	\$829,972	\$966,319	16.4%	\$914,959	\$829,972	\$966,319
<b>External Use of Funds</b>								
<b>Total</b>	<b>\$10,839,140</b>	<b>\$11,214,985</b>	<b>\$11,670,950</b>	<b>\$11,249,917</b>	<b>-3.6%</b>	<b>\$11,378,617</b>	<b>\$11,214,985</b>	<b>\$11,670,950</b>
MAIF	\$8,929,648	\$1,114,167	\$4,731,835	\$4,317,839	-8.7%	\$3,387,947	\$1,114,167	\$4,731,835
Emergency Medical System/Trauma	\$6,475,880	\$5,942,612	\$6,011,182	\$5,600,556	-6.8%	\$5,851,450	\$5,600,556	\$6,011,182
Refunds	\$893,470	\$1,699,942	\$1,474,277	\$1,194,337	-19.0%	\$1,456,185	\$1,194,337	\$1,699,942
All Other	(\$5,459,858)	\$2,458,265	(\$546,344)	\$137,185	-125.1%	\$1,024,553	(\$546,344)	\$2,458,265
Transportation Trust Fund	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0

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 and Finance  
November 2009  
Reporting Period: September 2009**

Budget & Finance	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget
<b>Revenue</b>					
<b>Total</b>	<b>\$298,252,405</b>		<b>\$295,999,156</b>	<b>\$1,204,140,372</b>	
Excise Tax	\$132,082,728		\$130,439,103	\$515,444,164	
Registration & Rel Fees	\$116,408,040		\$112,628,824	\$447,204,877	
Drivers License	\$10,777,176		\$11,678,240	\$43,289,317	
Title & Related Services	\$13,984,735		\$14,121,521	\$50,969,702	
Uninsured Motorist Penalties	\$14,516,391		\$14,513,209	\$99,398,889	
All Other	\$10,483,335		\$12,618,258	\$47,833,423	
<b>Internal Use of Funds</b>					
<b>Total</b>	<b>\$48,699,939</b>	<b>\$161,517,719</b>	<b>\$44,366,913</b>	<b>\$153,886,925</b>	<b>\$164,191,870</b>
Salaries & Wages	\$23,934,985	\$101,520,386	\$23,467,662	\$98,092,056	\$100,663,833
Contractuals & NEC Temps	\$959,839	\$5,144,760	\$1,164,685	\$4,556,743	\$5,064,045
Contracted Services	\$17,958,643	\$35,985,149	\$15,075,090	\$33,466,038	\$39,122,267
Fuel & Utilities	\$372,423	\$3,309,654	\$539,870	\$2,593,481	\$2,540,106
Communications	\$2,729,171	\$6,381,796	\$2,214,820	\$5,563,226	\$6,180,876
All Other	\$2,744,878	\$9,175,974	\$1,904,785	\$9,615,381	\$10,620,743
<b>External Use of Funds</b>					
<b>Total</b>	<b>\$34,135,852</b>		<b>\$45,570,303</b>	<b>\$155,824,214</b>	
MAIF	\$10,163,841		\$14,520,773	\$69,546,778	
Emergency Medical System	\$17,554,350		\$23,063,009	\$64,268,514	
Refunds	\$4,368,556		\$4,477,099	\$14,340,799	
All Other	\$2,049,106		\$3,509,422	\$7,668,123	
Transportation Trust Fund				\$0	

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  
November 2009  
Reporting Period: September 2009**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 10	
	Jun '09	Jul '09	Aug '09	Sep '09			Min	Max
<b>Overtime (Payments)</b>								
<b>Total</b>	<b>\$154,973</b>	<b>\$125,099</b>	<b>\$135,117</b>	<b>\$97,561</b>	<b>-27.8%</b>	<b>\$119,259</b>	<b>\$97,561</b>	<b>\$135,117</b>
Administrator's Office	\$2,068	\$730	\$2,488	\$1,195	-52.0%	\$1,471	\$730	\$2,488
DVPP	\$19,762	\$997	\$303	\$137	-54.8%	\$479	\$137	\$997
Operations	\$132,037	\$110,256	\$125,955	\$93,608	-25.7%	\$109,940	\$93,608	\$125,955
Support Services	\$1,106	\$13,116	\$6,371	\$2,621	-58.9%	\$7,369	\$2,621	\$13,116
<b>Overtime (Hours)</b>								
<b>Total</b>	<b>6,126</b>	<b>4,683</b>	<b>5,103</b>	<b>3,740</b>	<b>-26.7%</b>	<b>4,509</b>	<b>3,740</b>	<b>5,103</b>
Administrator's Office	77	24	84	46	-45.2%	51	24	84
DVPP	709	34	10	5	-50.0%	16	5	34
Operations	5,305	4,253	4,833	3,614	-25.2%	4,233	3,614	4,833
Support Services	35	373	176	75	-57.4%	208	75	373
<b>Sick leave (Days)</b>								
<b>Total</b>	<b>2,699</b>	<b>1,747</b>	<b>1,702</b>	<b>2,022</b>	<b>18.8%</b>	<b>1,823</b>	<b>1,702</b>	<b>2,022</b>
Administrator's Office	109	108	101	109	7.9%	106	101	109
DVPP	627	466	410	424	3.3%	433	410	466
Operations	1,597	915	996	1,250	25.5%	1,054	915	1,250
Support Services	366	258	194	239	23.4%	230	194	258
<b>Planned Leave (Days)</b>								
<b>Total</b>	<b>7,033</b>	<b>6,638</b>	<b>5,403</b>	<b>7,893</b>	<b>46.1%</b>	<b>6,645</b>	<b>5,403</b>	<b>7,893</b>
Administrator's Office	368	471	412	544	32.0%	476	412	544
DVPP	1,495	1,299	1,077	1,481	37.5%	1,285	1,077	1,481
Operations	4,131	3,791	3,246	4,802	47.9%	3,946	3,246	4,802
Support Services	1,039	1,077	669	1,066	59.5%	937	669	1,077
<b>Total Leave (Days)</b>								
<b>Total</b>	<b>9,732</b>	<b>8,384</b>	<b>7,105</b>	<b>9,915</b>	<b>39.5%</b>	<b>8,468</b>	<b>7,105</b>	<b>9,915</b>
Administrator's Office	477	579	513	653	27.3%	582	513	653
DVPP	2,122	1,765	1,487	1,905	28.1%	1,719	1,487	1,905
Operations	5,728	4,706	4,243	6,052	42.6%	5,000	4,243	6,052
Support Services	1,405	1,335	862	0	-100.0%	1,099	862	1,335

Personnel	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget
<b>Overtime (Payments)</b>					
<b>Total</b>	<b>\$357,777</b>	<b>\$1,437,145</b>	<b>\$476,922</b>	<b>\$1,477,716</b>	<b>\$1,488,420</b>
Administrator's Office	\$4,413	\$78,784	\$57,151	\$164,680	\$79,171
DVPP	\$1,437	\$54,000	\$16,127	\$66,109	\$135,023
Operations	\$329,819	\$1,091,817	\$356,509	\$1,182,425	\$1,053,499
Support Services	\$22,108	\$212,544	\$47,135	\$64,502	\$220,727
<b>Overtime (Hours)</b>					
<b>Total</b>	<b>13,526</b>			<b>55,494</b>	
Administrator's Office	154			5,251	
DVPP	49			2,387	
Operations	12,700			45,984	
Support Services	624			1,872	
<b>Sick leave (Days)</b>					
<b>Total</b>	<b>5,470</b>			<b>19,431</b>	
Administrator's Office	318			899	
DVPP	1,300			4,787	
Operations	3,161			11,006	
Support Services	691			2,739	
<b>Planned Leave (Days)</b>					
<b>Total</b>	<b>19,934</b>			<b>77,805</b>	
Administrator's Office	1,427			4,355	
DVPP	3,856			15,575	
Operations	11,839			47,112	
Support Services	2,811			10,763	
<b>Total Leave (Days)</b>					
<b>Total</b>	<b>25,404</b>			<b>97,237</b>	
Administrator's Office	1,745			5,254	
DVPP	5,156			20,363	
Operations	15,001			58,118	
Support Services	3,502			13,502	

Performance Metrics								
Staffing	Reporting Period				% Change	Avg	For All of FY 10	
	Jun '09	Jul '09	Aug '09	Sep '09			Min	Max
<b>PINS</b>								
<b>Total</b>	<b>1,611.5</b>	<b>1,611.5</b>	<b>1,611.5</b>	<b>1,594.5</b>				
Administrator's Office	111.0	111.0	111.0	106.0				
DVPP	330.0	330.0	330.0	328.0				
Operations	929.5	929.5	929.5	928.5				
Support Services	241.0	241.0	241.0	232.0				
<b>Vacant PINS</b>	<b>57.5</b>	<b>67.5</b>	<b>71.0</b>	<b>67.0</b>	<b>-5.6%</b>			
Administrator's Office	9.0	6.5	6.0	8.0	33.3%			
DVPP	12.0	10.5	12.0	11.0	-8.3%			
Operations	18.5	33.5	36.0	27.0	-25.0%			
Support Services	18.0	17.0	17.0	21.0	23.5%			
<b>Contractuals</b>								
<b>Total</b>	<b>118.0</b>	<b>118.0</b>	<b>116.0</b>	<b>117.0</b>				
Administrator's Office	17.0	17.0	10.0	10.0				
DVPP	26.5	26.5	24.0	24.0				
Operations	57.5	57.5	66.5	66.0				
Support Services	17.0	17.0	15.5	17.0				
<b>Vacant Contractuals</b>	<b>28.0</b>	<b>42.0</b>	<b>36.0</b>	<b>32.0</b>	<b>-11.1%</b>			
Administrator's Office	10.0	8.0	1.0	1.0	0.0%			
DVPP	10.5	11.0	7.0	6.0	-14.3%			
Operations	5.5	16.0	24.0	18.0	-25.0%			
Support Services	2.0	7.0	4.0	7.0	75.0%			
<b>Temporary Employees</b>								
<b>Total - State</b>	<b>81.0</b>	<b>71.0</b>	<b>69.0</b>	<b>68.0</b>				
Administrator's Office	6.0	6.0	6.0	6.0				
DVPP	8.0	7.0	7.0	6.0				
Operations	63.0	58.0	56.0	56.0				
Support Services	0.0	0.0	0.0	0.0				
<b>Total - Agency</b>	<b>77.0</b>	<b>85.0</b>	<b>77.0</b>	<b>75.0</b>				
Administrator's Office	8.0	7.0	6.0	5.0				
DVPP	22.0	25.0	21.0	19.0				
Operations	32.0	36.0	32.0	32.0				
Support Services	15.0	17.0	18.0	19.0				

**MVA StateStat**  
**Overtime By District / Branch**  
**November 2009**  
**Reporting Period: September 2009**

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 10		
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max
<b>Total Overtime</b>	<b>\$127,957</b>	<b>\$108,142</b>	<b>\$123,168</b>	<b>\$90,321</b>	<b>-26.7%</b>	<b>\$107,210</b>	<b>\$90,321</b>	<b>\$123,168</b>
<b>District 1 Total</b>	<b>\$25,099</b>	<b>\$24,463</b>	<b>\$28,017</b>	<b>\$21,109</b>	<b>-24.7%</b>	<b>\$24,530</b>	<b>\$21,109</b>	<b>\$28,017</b>
Baltimore City	\$9,739	\$8,204	\$11,647	\$9,960	-14.5%	\$9,937	\$8,204	\$11,647
Cumberland	\$1,386	\$583	\$48	\$248	416.7%	\$293	\$48	\$583
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$3,684	\$4,437	\$3,064	\$1,596	-47.9%	\$3,032	\$1,596	\$4,437
Hagerstown	\$272	\$341	\$251	\$244	-2.8%	\$279	\$244	\$341
Westminster	\$2,673	\$4,587	\$6,112	\$3,890	-36.4%	\$4,863	\$3,890	\$6,112
White Oak	\$7,345	\$6,312	\$6,895	\$5,171	-25.0%	\$6,126	\$5,171	\$6,895
<b>District 2</b>								
<b>District 2 Total</b>	<b>\$21,705</b>	<b>\$18,163</b>	<b>\$21,159</b>	<b>\$16,062</b>	<b>-24.1%</b>	<b>\$18,461</b>	<b>\$16,062</b>	<b>\$21,159</b>
Bel Air	\$5,520	\$7,262	\$6,085	\$5,598	-8.0%	\$6,315	\$5,598	\$7,262
Elkton	\$2,947	\$1,741	\$1,333	\$1,608	20.6%	\$1,561	\$1,333	\$1,741
Essex	\$6,414	\$4,585	\$6,085	\$4,133	-32.1%	\$4,934	\$4,133	\$6,085
Loveville	\$1,053	\$461	\$806	\$712	-11.7%	\$660	\$461	\$806
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$7	\$4	\$356	\$0	-100.0%	\$180	\$4	\$356
Waldorf	\$5,764	\$4,110	\$6,494	\$4,011	-38.2%	\$4,872	\$4,011	\$6,494
<b>District 3</b>								
<b>District 3 Total</b>	<b>\$26,002</b>	<b>\$23,265</b>	<b>\$21,788</b>	<b>\$15,928</b>	<b>-26.9%</b>	<b>\$20,327</b>	<b>\$15,928</b>	<b>\$23,265</b>
Beltsville	\$8,601	\$6,153	\$4,007	\$4,548	13.5%	\$4,903	\$4,007	\$6,153
Columbia Express	\$2,050	\$4,010	\$3,935	\$2,610	-33.7%	\$3,518	\$2,610	\$4,010
Gaithersburg	\$12,685	\$11,525	\$12,203	\$7,263	-40.5%	\$10,330	\$7,263	\$12,203
Glenmont Express	\$1,098	\$1,575	\$1,459	\$1,218	-16.5%	\$1,417	\$1,218	\$1,575
Walnut Hill Express	\$1,568	\$0	\$184	\$289	57.1%	\$237	\$184	\$289
<b>District 4</b>								
<b>District 4 Total</b>	<b>\$55,151</b>	<b>\$42,250</b>	<b>\$52,204</b>	<b>\$37,222</b>	<b>-28.7%</b>	<b>\$43,892</b>	<b>\$37,222</b>	<b>\$52,204</b>
Annapolis	\$8,455	\$9,437	\$11,757	\$6,890	-41.4%	\$9,361	\$6,890	\$11,757
Easton	\$2,710	\$1,933	\$2,314	\$1,915	-17.2%	\$2,054	\$1,915	\$2,314
Glen Burnie	\$16,998	\$9,465	\$11,826	\$9,912	-16.2%	\$10,401	\$9,465	\$11,826
Largo	\$24,179	\$20,355	\$24,857	\$16,248	-34.6%	\$20,487	\$16,248	\$24,857
Salisbury	\$2,809	\$1,062	\$1,450	\$2,257	55.7%	\$1,590	\$1,062	\$2,257
<b>Mobile</b>								
Mobile	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0

Branch Overtime	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget
<b>Total Overtime</b>	<b>\$321,631</b>	<b>\$1,023,960</b>	<b>\$319,786</b>	<b>\$1,113,589</b>	<b>\$897,919</b>
<b>District 1 Total</b>					
District 1 Total	\$73,589	\$233,755	\$80,667	\$251,339	\$246,948
Baltimore City	\$29,811	\$90,514	\$27,782	\$100,209	\$82,624
Cumberland	\$879	\$4,210	\$502	\$5,376	\$17,968
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$9,097	\$26,043	\$10,903	\$29,024	\$39,642
Hagerstown	\$836	\$1,591	\$661	\$1,875	\$4,591
Westminster	\$14,589	\$27,316	\$10,303	\$27,980	\$36,199
White Oak	\$18,378	\$84,081	\$30,516	\$86,875	\$65,924
<b>District 2</b>					
<b>District 2 Total</b>	<b>\$55,384</b>	<b>\$215,984</b>	<b>\$66,754</b>	<b>\$224,037</b>	<b>\$185,656</b>
Bel Air	\$18,945	\$70,544	\$23,318	\$71,161	\$62,714
Elkton	\$4,682	\$27,811	\$9,994	\$29,558	\$13,737
Essex	\$14,803	\$61,569	\$16,290	\$63,816	\$41,447
Loveville	\$1,979	\$3,921	\$3,075	\$6,876	\$7,088
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$590
Lock Raven / Parkville Express	\$360	\$327	\$406	\$702	\$1,188
Waldorf	\$14,615	\$51,812	\$13,671	\$51,924	\$58,892
<b>Distret 3</b>					
<b>Distrcit 3 Total</b>	<b>\$60,981</b>	<b>\$125,591</b>	<b>\$40,087</b>	<b>\$155,199</b>	<b>\$141,707</b>
Beltsville	\$14,708	\$54,666	\$15,027	\$59,513	\$43,070
Columbia Express	\$10,555	\$9,862	\$1,638	\$12,296	\$8,150
Gaithersburg	\$30,991	\$56,072	\$21,976	\$75,521	\$78,183
Glenmont Express	\$4,252	\$3,585	\$695	\$4,595	\$6,152
Walnut Hill Express	\$473	\$1,406	\$751	\$3,274	\$6,152
<b>District 4</b>					
<b>District 4 Total</b>	<b>\$131,676</b>	<b>\$448,630</b>	<b>\$132,279</b>	<b>\$483,013</b>	<b>\$323,608</b>
Annapolis	\$28,084	\$66,683	\$16,317	\$70,306	\$55,482
Easton	\$6,162	\$21,658	\$5,324	\$22,961	\$24,203
Glen Burnie	\$31,203	\$149,788	\$51,612	\$163,858	\$140,005
Largo	\$61,460	\$191,488	\$54,733	\$204,468	\$78,625
Salisbury	\$4,769	\$19,013	\$4,293	\$21,420	\$25,293
<b>Mobile</b>					
Mobile	\$0	\$0	\$0	\$0	\$0

**MVA StateStat**  
**All Transactions**  
**November 2009**  
**Reporting Period: September 2009**

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Transaction Total</b>	<b>799,708</b>	<b>815,098</b>	<b>800,812</b>	<b>723,773</b>	<b>-9.6%</b>	<b>779,894</b>	<b>723,773</b>	<b>815,098</b>	<b>2,339,682</b>	<b>2,347,738</b>	<b>8,888,572</b>
<b>Driver Licensing</b>											
<b>Transaction Subtotal</b>	<b>283,265</b>	<b>300,593</b>	<b>296,668</b>	<b>259,280</b>	<b>-12.6%</b>	<b>285,513</b>	<b>259,280</b>	<b>300,593</b>	<b>856,540</b>	<b>927,127</b>	<b>3,402,436</b>
Full Service	229,353	233,326	241,951	209,977	-13.2%	228,418	209,977	241,951	685,255	769,627	2,807,125
Express	37,326	40,210	39,994	34,585	-13.5%	38,263	34,585	40,210	114,788	108,144	409,362
Satellite	2,827	2,754	2,886	2,654	-8.1%	2,764	2,654	2,886	8,293	7,986	29,125
Alternate	13,760	24,304	11,837	12,065	1.9%	16,068	11,837	24,304	48,205	41,370	156,825
<b>Titling / Registration</b>											
<b>Transaction Subtotal</b>	<b>462,681</b>	<b>461,654</b>	<b>452,344</b>	<b>415,571</b>	<b>-8.1%</b>	<b>443,190</b>	<b>415,571</b>	<b>461,654</b>	<b>1,329,569</b>	<b>1,291,523</b>	<b>4,916,980</b>
Full Service	196,818	201,231	189,691	176,809	-6.8%	189,244	176,809	201,231	567,731	581,713	2,170,491
Express	11,452	12,363	13,815	12,005	-13.1%	12,728	12,005	13,815	38,183	32,834	118,012
Satellite	1,323	1,256	1,213	1,067	-12.0%	1,179	1,067	1,256	3,536	3,778	13,166
Alternate	253,088	246,804	247,625	225,690	-8.9%	240,040	225,690	247,625	720,119	673,198	2,615,311
<b>Other</b>											
<b>Transaction Subtotal</b>	<b>53,762</b>	<b>52,851</b>	<b>51,800</b>	<b>48,922</b>	<b>-5.6%</b>	<b>51,191</b>	<b>48,922</b>	<b>52,851</b>	<b>153,573</b>	<b>129,088</b>	<b>569,156</b>
Full Service	39,513	39,693	39,210	38,714	-1.3%	39,206	38,714	39,693	117,617	107,179	455,105
Express	986	1,044	929	1,036	11.5%	1,003	929	1,044	3,009	4	5,245
Satellite	3	19	33	30	-9.1%	27	19	33	82	124	250
Alternate	13,260	12,095	11,628	9,142	-21.4%	10,955	9,142	12,095	32,865	21,781	108,556

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Transaction Total</b>	<b>799,708</b>	<b>815,098</b>	<b>800,812</b>	<b>723,773</b>	<b>-9.6%</b>	<b>779,894</b>	<b>723,773</b>	<b>815,098</b>	<b>2,339,682</b>	<b>2,347,738</b>	<b>8,888,572</b>
<b>Driver Licensing</b>											
<b>Transaction Subtotal</b>	<b>283,265</b>	<b>300,593</b>	<b>296,668</b>	<b>259,280</b>	<b>-12.6%</b>	<b>285,513</b>	<b>259,280</b>	<b>300,593</b>	<b>856,540</b>	<b>927,127</b>	<b>3,402,436</b>
Law Tests Given	30,035	31,436	31,251	24,984	-20.1%	29,224	24,984	31,436	87,671	125,053	441,242
Vision Tests Given	77,568	78,993	79,948	72,532	-9.3%	77,158	72,532	79,948	231,473	239,598	894,346
Skills Tests Given	16,702	17,054	17,457	15,911	-8.9%	16,807	15,911	17,457	50,422	53,445	198,029
New Licenses - Photo	40,089	41,003	45,543	37,700	-17.2%	41,415	37,700	45,543	124,245	150,680	510,663
Renewal Licenses - Photo	67,295	80,144	66,727	63,865	-4.3%	70,245	63,865	80,144	210,736	192,600	761,041
License Duplications - Photo	14,629	14,508	14,377	12,542	-12.8%	13,809	12,542	14,508	41,427	45,041	168,950
License Corrections - Photo	6,047	5,605	5,212	3,600	-30.9%	4,806	3,600	5,605	14,417	11,868	57,671
Photo I.D. Cards - New / Corr / Dup	13,777	16,080	19,942	11,740	-41.1%	15,921	11,740	19,942	47,762	56,901	176,988
Certified Copies	17,123	15,770	16,211	16,407	1.2%	16,129	15,770	16,407	48,388	51,941	193,506
<b>Titling / Registration</b>											
<b>Transaction Subtotal</b>	<b>462,681</b>	<b>461,654</b>	<b>452,344</b>	<b>415,571</b>	<b>-8.1%</b>	<b>443,190</b>	<b>415,571</b>	<b>461,654</b>	<b>1,329,569</b>	<b>1,291,523</b>	<b>4,916,980</b>
New Titles	89,472	88,700	85,430	87,667	2.6%	87,266	85,430	88,700	261,797	267,523	950,543
Corrected Titles	10,212	10,116	10,935	9,850	-9.9%	10,300	9,850	10,935	30,901	30,642	113,537
Duplicated Titles	11,226	11,280	11,916	10,186	-14.5%	11,127	10,186	11,916	33,382	32,870	122,010
Lien Maintenance	9,741	9,524	10,550	8,915	-15.5%	9,663	8,915	10,550	28,989	32,304	112,443
Salvage Application	7,133	7,055	8,872	13,814	55.7%	9,914	7,055	13,814	29,741	19,628	81,135
Salvage Corr. / Dupl.	278	199	314	321	2.2%	278	199	321	834	951	3,345
Renewal -Std.	212,444	206,330	196,399	171,361	-12.7%	191,363	171,361	206,330	574,090	534,881	2,149,116
Renewal -Replac. Tag.	3,436	3,318	2,960	3,141	6.1%	3,140	2,960	3,318	9,419	8,621	33,870
Substitute Tags	5,778	5,985	5,614	5,248	-6.5%	5,616	5,248	5,985	16,847	17,279	65,126
Substitute Stickers	4,092	4,269	3,918	3,793	-3.2%	3,993	3,793	4,269	11,980	11,064	43,623
Duplicate Regist.	8,262	9,079	9,149	8,049	-12.0%	8,759	8,049	9,149	26,277	24,100	90,022
Corrected Regist.	2,011	2,307	1,847	1,932	4.6%	2,029	1,847	2,307	6,086	6,463	28,132
New Tag Regist.	3,829	3,759	3,509	3,050	-13.1%	3,439	3,050	3,759	10,318	11,444	44,129
Transfer Tags With Renewal	233	215	206	230	11.7%	217	206	230	651	738	2,578
Tags Returned	73,056	76,242	75,804	64,917	-14.4%	72,321	64,917	76,242	216,963	222,857	838,230
Change Of Address	21,478	23,276	24,921	23,097	-7.3%	23,765	23,097	24,921	71,294	70,158	239,141
<b>Other</b>											
<b>Transaction Subtotal</b>	<b>53,762</b>	<b>52,851</b>	<b>51,800</b>	<b>48,922</b>	<b>-5.6%</b>	<b>51,191</b>	<b>48,922</b>	<b>52,851</b>	<b>153,573</b>	<b>129,088</b>	<b>569,156</b>
Fr / Investigation	24,325	24,977	24,520	23,773	-3.0%	24,423	23,773	24,977	73,270	61,391	287,047
Disability Placards - Temporary	2,651	2,731	2,550	2,703	6.0%	2,661	2,550	2,731	7,984	7,445	29,677
Disability Placards - Permanent	12,656	11,680	11,384	12,312	8.2%	11,792	11,384	12,312	35,376	25,677	99,365
County Stickers	36	25	23	26	13.0%	25	23	26	74	101	337
Administrative Parking Flags Removed	0	0	0	0	0.0%	12,290	10,108	13,438	36,869	34,474	152,730

**MVA StateStat**  
**Alternate Transactions**  
**November 2009**  
**Reporting Period: September 2009**

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Jun '09	Jul '09	Aug '09	Sep '09		Change	Avg	Min			
<b>Transaction Total</b>	<b>280,108</b>	<b>283,203</b>	<b>271,090</b>	<b>246,897</b>	<b>-8.9%</b>	<b>267,063</b>	<b>246,897</b>	<b>283,203</b>	<b>801,189</b>	<b>736,349</b>	<b>2,880,692</b>
<b>Driver Licensing</b>											
<b>Transaction Subtotal</b>	<b>13,760</b>	<b>24,304</b>	<b>11,837</b>	<b>12,065</b>	<b>1.9%</b>	<b>16,068</b>	<b>11,837</b>	<b>24,304</b>	<b>48,205</b>	<b>41,370</b>	<b>156,825</b>
Vinnet											
CVR											
Kiosks	22	34	21	18	-14.3%	24	18	34	73	68	250
Mobile Bus	83	778	1,372	2,039	48.6%	1,396	778	2,039	4,189	3,325	8,684
Internet	1,995	2,054	2,099	2,119	1.0%	2,091	2,054	2,119	6,272	5,575	23,070
Telephone											
Central Operations	11,496	21,262	8,137	7,723	-5.1%	12,374	7,723	21,262	37,121	31,800	122,667
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing	0	2	0	0	0.0%	2	2	2	2	6	21
Employee Testing	164	174	208	166	-20.2%	183	166	208	548	596	2,133
<b>Titling / Registration</b>											
<b>Transaction Subtotal</b>	<b>253,088</b>	<b>246,804</b>	<b>247,625</b>	<b>225,690</b>	<b>-8.9%</b>	<b>240,040</b>	<b>225,690</b>	<b>247,625</b>	<b>720,119</b>	<b>673,198</b>	<b>2,615,311</b>
Vinnet	19,454	18,178	18,752	19,521	4.1%	18,817	18,178	19,521	56,451	50,271	192,341
CVR	37,384	37,222	35,976	38,893	8.1%	37,364	35,976	38,893	112,091	104,985	380,601
Kiosks	2,735	2,777	2,795	2,230	-20.2%	2,601	2,230	2,795	7,802	7,333	27,967
Mobile Bus	5	309	400	417	4.3%	375	309	417	1,126	952	3,184
Internet	86,059	90,072	87,510	82,369	-5.9%	86,650	82,369	90,072	259,951	223,389	879,636
Telephone	731	710	694	652	-6.1%	685	652	710	2,056	2,488	9,133
Central Operations	102,948	93,558	98,356	78,460	-20.2%	90,125	78,460	98,356	270,374	274,292	1,083,521
Cumberland - Customer Service Ctr.	458	503	429	480	11.9%	471	429	503	1,412	1,694	5,550
County Treasurers	3,314	3,475	2,713	2,668	-1.7%	2,952	2,668	3,475	8,856	7,794	33,378
Off-Site Skills Testing											
Employee Testing											
<b>Other</b>											
<b>Transaction Subtotal</b>	<b>13,260</b>	<b>12,095</b>	<b>11,628</b>	<b>9,142</b>	<b>-21.4%</b>	<b>10,955</b>	<b>9,142</b>	<b>12,095</b>	<b>32,865</b>	<b>21,781</b>	<b>108,556</b>
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	77	75	82	77	-6.1%	78	75	82	234	238	863
Mobile Bus	2	52	77	96	24.7%	75	52	96	225	134	693
Internet	2,534	2,859	2,681	2,775	3.5%	2,772	2,681	2,859	8,315	6,478	28,442
Telephone	1,812	1,831	1,609	2	-99.9%	1,147	2	1,831	3,442	4,112	18,905
Central Operations	8,835	7,278	7,179	6,192	-13.7%	6,883	6,192	7,278	20,649	10,819	59,653
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 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Transaction Total</b>	<b>280,108</b>	<b>283,203</b>	<b>271,090</b>	<b>246,897</b>	<b>-8.9%</b>	<b>267,063</b>	<b>246,897</b>	<b>283,203</b>	<b>801,189</b>	<b>736,349</b>	<b>2,880,692</b>
<b>Driver Licensing</b>											
<b>Transaction Subtotal</b>	<b>13,760</b>	<b>24,304</b>	<b>11,837</b>	<b>12,065</b>	<b>1.9%</b>	<b>16,068</b>	<b>11,837</b>	<b>24,304</b>	<b>48,205</b>	<b>41,370</b>	<b>156,825</b>
Law Tests Given											
Vision Tests Given	6	305	367	514	40.1%	395	305	514	1,186	1,091	3,349
Skills Tests Given	164	176	208	166	-20.2%	183	166	208	550	602	2,154
New Licenses - Photo	57	76	60	70	16.8%	68	60	76	205	416	1,390
Renewal Licenses - Photo	10,456	20,676	7,495	7,219	-3.7%	11,797	7,219	20,676	35,390	29,788	113,466
License Duplications - Photo	67	82	87	119	36.8%	96	82	119	288	274	993
License Corrections - Photo	4	14	15	12	-20.0%	14	12	15	41	78	282
Photo I.D. Cards - New / Corr / Dup	334	380	371	315	-15.1%	355	315	380	1,066	696	3,381
Copies - Driver/Vehicle Records	2,672	2,595	3,234	3,650	12.9%	3,160	2,595	3,650	9,479	8,425	31,810
<b>Titling / Registration</b>											
<b>Transaction Subtotal</b>	<b>253,088</b>	<b>246,804</b>	<b>247,625</b>	<b>225,690</b>	<b>-8.9%</b>	<b>240,040</b>	<b>225,690</b>	<b>247,625</b>	<b>720,119</b>	<b>673,198</b>	<b>2,615,311</b>
New Titles	43,299	41,115	41,383	44,034	6.4%	42,177	41,115	44,034	126,532	126,529	442,493
Corrected Titles	5,280	4,877	5,723	5,033	-12.1%	5,211	4,877	5,723	15,633	16,282	59,827
Duplicated Titles	3,776	3,647	3,737	3,427	-8.3%	3,604	3,427	3,737	10,811	10,622	40,396
Lien Maintenance	4,896	4,426	5,294	4,376	-17.3%	4,699	4,376	5,294	14,096	17,491	58,166
Salvage Application	7,133	7,055	8,872	13,814	55.7%	9,914	7,055	13,814	29,741	19,628	81,135
Salvage Corr. / Dupl.	278	199	314	321	2.2%	278	199	321	834	951	3,345
Renewal -Std.	151,148	145,492	142,097	119,276	-16.1%	135,622	119,276	145,492	406,865	375,880	1,519,344
Renewal -Replac. Tag.	862	867	809	716	-11.5%	797	716	867	2,392	2,491	8,715
Substitute Tags	2,374	2,597	2,492	2,278	-8.6%	2,456	2,278	2,597	7,367	7,082	26,309
Substitute Stickers	1,222	1,331	1,235	1,277	3.4%	1,281	1,235	1,331	3,843	3,364	13,478
Duplicate Regist.	4,914	5,663	5,455	4,837	-11.3%	5,318	4,837	5,663	15,955	13,760	52,160
Corrected Regist.	220	298	161	123	-23.6%	194	123	298	582	539	3,307
New Tag Regist.	397	393	350	372	6.3%	372	350	393	1,115	980	4,125
Transfer Tags With Renewal	1	1	1	2	100.0%	1	1	2	4	10	35
Tags Returned	13,000	13,897	13,398	11,007	-17.8%	12,767	11,007	13,897	38,302	35,572	153,625
Change Of Address	14,288	14,946	16,304	14,797	-9.2%	15,349	14,797	16,304	46,047	42,017	148,851
<b>Other</b>											
<b>Transaction Subtotal</b>	<b>13,260</b>	<b>12,095</b>	<b>11,628</b>	<b>9,142</b>	<b>-21.4%</b>	<b>10,955</b>	<b>9,142</b>	<b>12,095</b>	<b>32,865</b>	<b>21,781</b>	<b>108,556</b>
Fr / Payments & Investigation											
Disability Placards - Temporary	509	485	483	534	10.6%	501	483	534	1,502	1,495	5,755
Disability Placards - Permanent	6,527	5,136	5,097	5,794	13.7%	5,342	5,097	5,794	16,027	9,544	38,470
County Stickers	36	25	23	26	13.0%	25	23	26	74	101	337
Administrative Parking Flags Removed	6,188	6,449	6,025	2,788	-53.7%	5,087	2,788	6,449	15,262	10,641	63,994

**MVA StateStat**  
**Operations - All Branches**  
**November 2009**  
**Reporting Period: September 2009**

Performance Metrics											
All Branches	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Change	Avg	Min			
<b>Performance</b>											
Customer Survey Results	85.6%					0.0%	0.0%	0.0%			89.9%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	<b>519,689</b>	<b>544,690</b>	<b>541,730</b>	<b>487,958</b>	<b>-9.9%</b>	<b>524,792</b>	<b>487,958</b>	<b>544,690</b>	<b>1,574,377</b>	<b>1,574,672</b>	<b>6,020,434</b>
DLS Transactions	269,589	282,442	290,633	252,693	-13.1%	275,256	252,693	290,633	825,767	871,282	3,254,296
Title & Registration Transactions	209,598	220,996	210,412	194,982	-7.3%	208,797	194,982	220,996	626,390	604,623	2,304,853
Other	40,502	41,252	40,685	40,283	-1.0%	40,740	40,283	41,252	122,220	98,767	461,285
<b>Personnel</b>											
Budgeted PINS	700	715	715	714	-0.1%	714	714	715			700
Contract Employees	42	44	46	49	6.5%	46	44	49			42
State Temporary Employees	63	58	56	56	0.0%	57	56	58			63
Agency Temporary Employees	24	33	26	29	11.5%	29	26	33			24
# Vacancies (PIN & Contract)	23	35	38	41	8.0%	38	35	41			23
% Vacant Positions	2.7%	4.1%	4.5%	4.8%	7.3%	4.4%	4.1%	4.8%			2.7%
<b>Total Leave Days</b>	<b>4,356</b>	<b>4,183</b>	<b>3,137</b>	<b>4,736</b>	<b>51.0%</b>	<b>4,019</b>	<b>3,137</b>	<b>4,736</b>	<b>12,056</b>	<b>10,910</b>	<b>42,971</b>
Sick Leave Days (Unplanned)	1,133	817	707	961	36.0%	828	707	961	2,484	1,631	7,769
Other Leave Days (Planned)	3,223	3,367	2,430	3,775	55.3%	3,191	2,430	3,775	9,572	9,317	34,886
Overtime Hrs.	5,129	4,180	4,569	3,502	-23.4%	4,084	3,502	4,569	12,251	12,333	43,597
<b>OT Annual Budget</b>									<b>\$1,008,780</b>	<b>\$875,687</b>	<b>\$875,687</b>
OT Spent	\$127,957	\$108,142	\$123,168	\$90,321	-26.7%	\$107,210	\$90,321	\$123,168	\$321,631	\$283,127	\$1,113,589
% of Budget Spent	123.0%	10.7%	22.9%	31.9%	39.0%				31.9%	32.3%	127.2%

Transactions Include Mobile Bus

**MVA StateStat**  
**Operations - Full Service Branches**  
**November 2009**  
**Reporting Period: September 2009**

Performance Metrics												
Full Service Branches	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg	
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max				
<b>Performance</b>												
<b>Customer Survey Results</b>	85.6%						0.0%	0.0%	0.0%			89.9%
<b>Total DLS Time</b>	<b>35.98</b>	<b>41.02</b>	<b>41.03</b>	<b>32.64</b>	<b>-20.5%</b>	<b>41.56</b>	<b>32.64</b>	<b>41.03</b>			<b>36.38</b>	
DLS Waiting Time	27.71	30.75	29.64	21.53	-27.4%	31.37	21.53	30.75			28.20	
DLS Processing Time	8.26	8.31	8.26	8.04	-2.7%	8.23	8.04	8.31			8.19	
<b>Total Registration Time</b>	<b>25.51</b>	<b>28.61</b>	<b>29.36</b>	<b>23.81</b>	<b>-18.9%</b>	<b>28.32</b>	<b>23.81</b>	<b>29.36</b>			<b>24.52</b>	
Registration Waiting Time	21.09	24.44	25.50	19.81	-22.3%	24.17	19.81	25.50			20.05	
Registration Processing Time	4.42	4.17	3.87	4.00	3.5%	4.15	3.87	4.17			4.47	
<b>Total Title Work Time</b>	<b>32.72</b>	<b>38.32</b>	<b>37.11</b>	<b>31.56</b>	<b>-15.0%</b>	<b>36.41</b>	<b>31.56</b>	<b>38.32</b>			<b>30.34</b>	
Title Work Waiting Time	24.04	29.29	28.52	22.91	-19.7%	27.72	22.91	29.29			21.66	
Title Work Processing Time	8.30	9.53	9.07	9.13	0.7%	9.18	9.07	9.53			8.69	
<b>Total Transactions</b>	<b>465,684</b>	<b>474,250</b>	<b>470,852</b>	<b>425,500</b>	<b>-9.6%</b>	<b>456,868</b>	<b>425,500</b>	<b>474,250</b>	<b>1,370,603</b>	<b>1,417,395</b>	<b>5,432,721</b>	
DLS Transactions	229,353	233,326	241,951	209,977	-13.2%	228,418	209,977	241,951	685,255	751,827	2,807,125	
Title & Registration Transactions	196,818	201,231	189,691	176,809	-6.8%	189,244	176,809	201,231	567,731	567,059	2,170,491	
Other	39,513	39,693	39,210	38,714	-1.3%	39,206	38,714	39,693	117,617	98,509	455,105	
<b>Personnel</b>												
Budgeted PINS	663	678	678	677	-0.1%	677	677	678			663	
Contract Employees	33	37	36	38	5.6%	37	36	38			33	
State Temporary Employees	61	56	54	54	0.0%	55	54	56			61	
Agency Temporary Employees	22	29	22	26	18.2%	26	22	29			22	
# Vacancies (PIN & Contract)	21	31	34	34	0.0%	33	31	34			21	
% Vacant Positions	2.6%	3.8%	4.2%	4.2%	-0.7%	4.1%	3.8%	4.2%			2.6%	
<b>Total Leave Days</b>	<b>4,209</b>	<b>3,968</b>	<b>2,924</b>	<b>4,528</b>	<b>54.9%</b>	<b>3,807</b>	<b>2,924</b>	<b>4,528</b>	<b>11,420</b>	<b>10,261</b>	<b>40,775</b>	
Sick Leave Days (Unplanned)	1,109	770	665	936	40.7%	790	665	936	2,371	1,545	7,443	
Other Leave Days (Planned)	3,100	3,198	2,259	3,592	59.0%	3,016	2,259	3,592	9,049	8,753	33,023	
Overtime Hrs.	4,936	3,968	4,355	3,332	-23.5%	3,885	3,332	4,355	11,655	12,198	42,762	
<b>OT Annual Budget</b>									<b>\$1,008,780</b>	<b>\$875,687</b>	<b>\$875,687</b>	
OT Spent	\$123,234	\$102,553	\$117,234	\$86,204	-26.5%	\$101,997	\$86,204	\$117,234	\$305,991	\$279,884	\$1,092,722	
% of Budget Spent	106.6%	120.7%	10.2%	30.3%	198.4%				30.3%	32.0%	124.8%	

**MVA StateStat**  
**Operations - District Summary**  
**November 2009**  
**Reporting Period: September 2009**

Performance Metrics											
District 1	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Performance</b>											
Customer Survey Results	86.9%					0.0%	0.0%	0.0%			90.7%
<b>Total DLS Time</b>	<b>32.23</b>	<b>38.08</b>	<b>38.72</b>	<b>28.14</b>	<b>-27.3%</b>	<b>28.14</b>	<b>28.14</b>	<b>38.72</b>			<b>35.45</b>
DLS Waiting Time	24.66	30.27	31.09	20.83	-33.0%	20.83	20.83	31.09			27.88
DLS Processing Time	7.57	7.81	7.63	7.31	-4.1%	7.31	7.31	7.81			7.57
<b>Total Registration Time</b>	<b>22.47</b>	<b>22.81</b>	<b>24.65</b>	<b>24.74</b>	<b>0.4%</b>	<b>22.81</b>	<b>22.81</b>	<b>24.74</b>			<b>21.82</b>
Registration Waiting Time	18.81	19.28	21.30	21.35	0.2%	19.28	19.28	21.35			18.06
Registration Processing Time	3.65	3.53	3.35	3.39	1.2%	3.35	3.35	3.53			3.76
<b>Total Title Work Time</b>	<b>31.19</b>	<b>31.05</b>	<b>33.00</b>	<b>31.58</b>	<b>-4.3%</b>	<b>31.05</b>	<b>31.05</b>	<b>33.00</b>			<b>27.75</b>
Title Work Waiting Time	22.61	22.56	24.68	23.23	-5.9%	22.56	22.56	24.68			19.47
Title Work Processing Time	8.59	8.49	8.32	8.35	0.4%	8.32	8.32	8.49			8.28
<b>Total Transactions</b>	<b>126,916</b>	<b>129,292</b>	<b>127,655</b>	<b>113,043</b>	<b>-11.4%</b>	<b>123,330</b>	<b>113,043</b>	<b>129,292</b>	<b>369,990</b>	<b>376,852</b>	<b>1,469,568</b>
DLS Transactions	67,015	68,265	70,347	60,529	-14.0%	66,380	60,529	70,347	199,141	207,301	814,702
Title & Registration Transactions	49,753	51,483	48,051	43,237	-10.0%	47,590	43,237	51,483	142,771	144,105	542,691
Other	10,148	9,544	9,257	9,277	0.2%	9,359	9,257	9,544	28,078	25,446	112,175
<b>Personnel</b>											
Budgeted PINS	170	172	172	172	0.0%	172	172	172			170
Contract Employees	10	10	9	11	22.2%	10	9	11			10
State Temporary Employees	17	15	14	14	0.0%	14	14	15			17
Agency Temporary Employees	8	8	4	6	50.0%	6	4	8			8
# Vacancies (PIN & Contract)	8	11	13	11	-15.4%	12	11	13			8
% Vacant Positions	3.9%	35.2%	39.3%	33.0%	-16.0%	35.9%	33.0%	39.3%			3.9%
<b>Total Leave Days</b>	<b>1,133</b>	<b>1,085</b>	<b>827</b>	<b>1,117</b>	<b>35.2%</b>	<b>1,010</b>	<b>827</b>	<b>1,117</b>	<b>3,029</b>	<b>2,940</b>	<b>10,886</b>
Sick Leave Days (Unplanned)	282	191	170	273	60.7%	211	170	273	634	484	2,059
Other Leave Days (Planned)	851	894	657	844	28.5%	798	657	894	2,395	2,493	8,827
Overtime Hrs.	1,009	939	912	852	-6.6%	901	852	939	2,703	3,116	9,847
<b>OT Annual Budget</b>									<b>\$233,755</b>	<b>\$246,948</b>	<b>\$246,948</b>
OT Spent	\$25,099	\$24,463	\$28,017	\$21,109	-24.7%	\$24,530	\$21,109	\$28,017	\$73,589	\$69,184	\$251,339
% of Budget Spent	96.3%	10.5%	22.5%	31.5%	40.2%				31.5%	28.0%	101.8%

**MVA StateStat**  
**Operations - District Summary**  
**November 2009**  
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 District Summary

Performance Metrics											
District 2	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	89.3%					0.0%	0.0%	0.0%			92.6%
<b>Total DLS Time</b>	<b>31.02</b>	<b>33.31</b>	<b>28.40</b>	<b>23.67</b>	<b>-16.7%</b>	<b>35.21</b>	<b>23.67</b>	<b>33.31</b>			<b>28.13</b>
DLS Waiting Time	22.78	24.94	19.98	15.65	-21.7%	26.92	15.65	24.94			20.00
DLS Processing Time	8.24	8.37	8.42	8.01	-4.9%	8.29	8.01	8.42			8.13
<b>Total Registration Time</b>	<b>20.62</b>	<b>20.08</b>	<b>23.12</b>	<b>14.59</b>	<b>-36.9%</b>	<b>22.11</b>	<b>14.59</b>	<b>23.12</b>			<b>17.99</b>
Registration Waiting Time	16.72	16.33	19.60	10.63	-45.8%	18.24	10.63	19.60			14.16
Registration Processing Time	3.90	3.75	3.52	3.96	12.4%	3.87	3.52	3.96			3.83
<b>Total Title Work Time</b>	<b>27.61</b>	<b>30.48</b>	<b>29.47</b>	<b>22.90</b>	<b>-22.3%</b>	<b>30.68</b>	<b>22.90</b>	<b>30.48</b>			<b>24.10</b>
Title Work Waiting Time	19.49	22.31	21.00	14.46	-31.1%	22.42	14.46	22.31			16.02
Title Work Processing Time	6.60	8.17	8.47	8.44	-0.4%	8.27	8.17	8.47			8.08
<b>Total Transactions</b>	<b>115,244</b>	<b>118,506</b>	<b>115,962</b>	<b>104,998</b>	<b>-9.5%</b>	<b>113,155</b>	<b>104,998</b>	<b>118,506</b>	<b>339,466</b>	<b>354,564</b>	<b>1,320,858</b>
DLS Transactions	54,882	55,785	56,366	49,521	-12.1%	53,891	49,521	56,366	161,672	176,508	642,015
Title & Registration Transactions	50,957	53,732	50,552	46,791	-7.4%	50,358	46,791	53,732	151,075	150,684	563,018
Other	9,405	8,989	9,044	8,686	-4.0%	8,906	8,686	9,044	26,719	27,372	115,825
<b>Personnel</b>											
Budgeted PINS	146	149	149	149	-0.3%	149	149	149			146
Contract Employees	11	10	10	11	10.0%	10	10	11			11
State Temporary Employees	18	16	16	16	0.0%	16	16	16			18
Agency Temporary Employees	7	13	12	14	16.7%	13	12	14			7
# Vacancies (PIN & Contract)	3	3	2	2	33.3%	2	2	3			3
% Vacant Positions	1.7%	1.3%	0.8%	1.1%	31.6%	1.1%	0.8%	1.3%			1.7%
<b>Total Leave Days</b>	<b>944</b>	<b>914</b>	<b>716</b>	<b>1,019</b>	<b>42.4%</b>	<b>883</b>	<b>716</b>	<b>1,019</b>	<b>2,648</b>	<b>2,437</b>	<b>9,447</b>
Sick Leave Days (Unplanned)	223	194	125	219	75.5%	180	125	219	539	358	1,611
Other Leave Days (Planned)	721	720	591	799	35.3%	703	591	799	2,110	2,079	7,836
Overtime Hrs.	782	670	761	603	-20.8%	678	603	761	2,034	2,482	8,334
<b>OT Annual Budget</b>									<b>\$215,657</b>	<b>\$183,878</b>	<b>\$183,878</b>
OT Spent	\$21,698	\$18,160	\$20,803	\$16,062	-22.8%	\$18,342	\$16,062	\$20,803	\$55,025	\$59,641	\$223,335
% of Budget Spent	117.5%	8.4%	18.1%	25.5%	41.2%				25.5%	32.4%	121.5%

**MVA StateStat**  
**Operations - District Summary**  
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 District Summary

Performance Metrics											
District 3	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	80.2%					0.0%	0.0%	0.0%			87.2%
<b>Total DLS Time</b>	<b>35.36</b>	<b>42.95</b>	<b>43.12</b>	<b>35.95</b>	<b>-16.6%</b>	<b>35.95</b>	<b>35.95</b>	<b>43.12</b>			<b>38.29</b>
DLS Waiting Time	27.10	34.55	34.66	27.14	-21.7%	27.14	27.14	34.66			29.67
DLS Processing Time	8.26	8.40	8.46	8.81	4.1%	8.40	8.40	8.81			8.62
<b>Total Registration Time</b>	<b>31.54</b>	<b>46.95</b>	<b>44.13</b>	<b>30.41</b>	<b>-31.1%</b>	<b>30.41</b>	<b>30.41</b>	<b>46.95</b>			<b>30.42</b>
Registration Waiting Time	26.26	41.33	39.13	25.38	-35.1%	25.38	25.38	41.33			25.21
Registration Processing Time	5.28	5.62	5.01	5.03	0.5%	5.01	5.01	5.62			5.20
<b>Total Title Work Time</b>	<b>40.49</b>	<b>59.88</b>	<b>53.31</b>	<b>40.66</b>	<b>-23.7%</b>	<b>40.66</b>	<b>40.66</b>	<b>59.88</b>			<b>36.66</b>
Title Work Waiting Time	31.21	48.22	43.45	30.57	-29.7%	30.57	30.57	48.22			27.45
Title Work Processing Time	9.28	11.66	9.86	10.09	2.4%	9.86	9.86	11.66			9.21
<b>Total Transactions</b>	<b>66,377</b>	<b>68,319</b>	<b>69,125</b>	<b>61,031</b>	<b>-11.7%</b>	<b>66,158</b>	<b>61,031</b>	<b>69,125</b>	<b>198,475</b>	<b>218,467</b>	<b>807,192</b>
DLS Transactions	35,892	37,243	39,861	33,195	-16.7%	36,766	33,195	39,861	110,299	126,195	456,495
Title & Registration Transactions	26,797	27,273	25,665	24,273	-5.4%	25,737	24,273	27,273	77,211	81,050	304,381
Other	3,688	3,803	3,599	3,563	-1.0%	3,655	3,563	3,803	10,965	11,222	46,316
<b>Personnel</b>											
Budgeted PINS	107	111	111	111	0.0%	111	111	107			107
Contract Employees	6	8	8	7	-12.5%	8	7	8			6
State Temporary Employees	6	6	6	6	0.0%	6	6	6			6
Agency Temporary Employees	3	3	3	3	0.0%	3	3	3			3
# Vacancies (PIN & Contract)	1	4	3	5	50.0%	4	3	5			1
% Vacant Positions	0.8%	3.1%	2.3%	3.5%	51.2%	3.0%	2.3%	3.5%			0.8%
<b>Total Leave Days</b>	<b>650</b>	<b>599</b>	<b>364</b>	<b>721</b>	<b>97.9%</b>	<b>561</b>	<b>364</b>	<b>721</b>	<b>1,683</b>	<b>1,364</b>	<b>5,935</b>
Sick Leave Days (Unplanned)	157	82	87	109	24.4%	93	82	109	278	174	1,007
Other Leave Days (Planned)	493	517	277	612	121.1%	468	277	612	1,405	1,190	4,814
Overtime Hrs.	911	714	669	464	-30.6%	616	464	714	1,847	1,513	5,650
<b>OT Annual Budget</b>									<b>\$110,738</b>	<b>\$121,253</b>	<b>\$121,253</b>
OT Spent	\$21,286	\$17,679	\$16,210	\$11,811	-27.1%	\$15,233	\$11,811	\$17,679	\$45,700	\$34,770	\$135,034
% of Budget Spent	109.1%	16.0%	30.6%	41.3%	34.9%				41.3%	28.7%	111.4%

**MVA StateStat**  
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 District Summary

Performance Metrics											
District 4	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	86.1%					0.0%	0.0%	0.0%			89.1%
<b>Total DLS Time</b>	<b>45.30</b>	<b>49.74</b>	<b>53.90</b>	<b>42.81</b>	<b>-20.6%</b>	<b>42.81</b>	<b>42.81</b>	<b>53.90</b>			<b>43.66</b>
DLS Waiting Time	36.31	33.25	32.83	22.48	-31.5%	22.48	22.48	33.25			35.24
DLS Processing Time	8.99	8.66	8.55	8.02	-6.2%	8.02	8.02	8.66			8.42
<b>Total Registration Time</b>	<b>27.44</b>	<b>24.62</b>	<b>25.55</b>	<b>25.50</b>	<b>-0.2%</b>	<b>24.62</b>	<b>24.62</b>	<b>25.55</b>			<b>27.87</b>
Registration Waiting Time	22.57	20.82	21.96	21.88	-0.4%	20.82	20.82	21.96			22.78
Registration Processing Time	4.87	3.80	3.58	3.62	1.1%	3.58	3.58	3.80			5.09
<b>Total Title Work Time</b>	<b>31.60</b>	<b>31.90</b>	<b>32.66</b>	<b>31.10</b>	<b>-4.8%</b>	<b>31.10</b>	<b>31.10</b>	<b>32.66</b>			<b>32.87</b>
Title Work Waiting Time	22.87	24.07	24.95	23.39	-6.3%	23.39	23.39	24.95			23.69
Title Work Processing Time	8.73	9.79	9.64	9.64	0.0%	9.64	9.64	9.79			9.18
<b>Total Transactions</b>	<b>157,147</b>	<b>158,133</b>	<b>158,111</b>	<b>146,428</b>	<b>-7.4%</b>	<b>154,224</b>	<b>146,428</b>	<b>158,133</b>	<b>462,672</b>	<b>467,512</b>	<b>1,835,103</b>
DLS Transactions	71,564	72,033	75,378	66,732	-11.5%	71,381	66,732	75,378	214,143	241,823	893,913
Title & Registration Transactions	69,311	68,743	65,423	62,508	-4.5%	65,558	62,508	68,743	196,674	191,220	760,401
Other	16,272	17,357	17,310	17,188	-0.7%	17,285	17,188	17,357	51,855	34,469	180,789
<b>Personnel</b>											
Budgeted PINS	241	246	246	246	0.0%	246	246	246			241
Contract Employees	6	9	9	9	0.0%	9	9	9			6
State Temporary Employees	20	19	18	18	0.0%	18	18	19			20
Agency Temporary Employees	4	5	3	3	0.0%	4	3	5			4
# Vacancies (PIN & Contract)	9	13	16	16	0.0%	15	13	16			9
% Vacant Positions	3.1%	4.7%	5.8%	5.8%	0.0%	5.4%	4.7%	5.8%			3.1%
<b>Total Leave Days</b>	<b>1,482</b>	<b>1,370</b>	<b>1,018</b>	<b>1,672</b>	<b>64.3%</b>	<b>1,353</b>	<b>1,018</b>	<b>1,672</b>	<b>4,060</b>	<b>3,520</b>	<b>14,508</b>
Sick Leave Days (Unplanned)	447	303	283	335	18.4%	307	283	335	921	529	2,766
Other Leave Days (Planned)	1,035	1,068	735	1,337	82.0%	1,046	735	1,337	3,139	2,992	11,547
Overtime Hrs.	2,234	1,646	2,013	1,413	-29.8%	1,691	1,413	2,013	5,072	5,087	18,931
<b>OT Annual Budget</b>									<b>\$448,630</b>	<b>\$323,608</b>	<b>\$323,608</b>
OT Spent	\$55,151	\$42,250	\$52,204	\$37,222	-28.7%	\$43,892	\$37,222	\$52,204	\$131,676	\$116,290	\$483,013
% of Budget Spent	145.5%	9.4%	21.1%	29.4%	39.4%				29.4%	35.9%	149.3%

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Performance Metrics											
Express Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	97.5%					0.0%	0.0%	0.0%			98.4%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	<b>49,764</b>	<b>53,617</b>	<b>54,738</b>	<b>47,626</b>	<b>-13.0%</b>	<b>51,993</b>	<b>47,626</b>	<b>54,738</b>	<b>155,980</b>	<b>140,978</b>	<b>532,613</b>
DLS Transactions	37,326	40,210	39,994	34,585	-13.5%	38,263	34,585	40,210	114,788	108,144	409,362
Title & Registration Transactions	11,452	12,363	13,815	12,005	-13.1%	12,728	12,005	13,815	38,183	32,834	118,012
Other	986	1,044	929	1,036	11.5%	1,003	929	1,044	3,009	0	5,239
<b>Personnel</b>											
Budgeted PINS	35	35	35	35	0.0%	35	35	35			35
Contract Employees	9	7	10	11	10.0%	9	7	11			9
State Temporary Employees	2	2	2	2	0.0%	2	2	2			2
Agency Temporary Employees	2	4	4	3	-25.0%	4	3	4			2
# Vacancies (PIN & Contract)	2	4	4	7	75.0%	5	4	7			2
% Vacant Positions	4.2%	15.1%	10.9%	20.1%	83.8%	15.4%	10.9%	20.1%			4.2%
<b>Total Leave Days</b>	<b>147</b>	<b>212</b>	<b>208</b>	<b>199</b>	<b>-4.5%</b>	<b>206</b>	<b>199</b>	<b>212</b>	<b>618</b>	<b>619</b>	<b>2,084</b>
Sick Leave Days (Unplanned)	24	47	41	25	-40.2%	38	25	47	113	83	323
Other Leave Days (Planned)	123	165	167	174	4.4%	168	165	174	505	535	1,754
Overtime Hrs.	193	212	214	170	-20.6%	199	170	214	596	135	835
<b>OT Annual Budget</b>									<b>\$15,180</b>	<b>\$21,642</b>	<b>\$21,642</b>
OT Spent	\$4,723	\$5,589	\$5,934	\$4,117	-30.6%	\$5,213	\$4,117	\$5,934	\$15,640	\$2,431	\$20,867
% of Budget Spent	84.5%	36.8%	75.9%	103.0%	35.7%				103.0%	11.2%	84.5%

**MVA StateStat**  
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Performance Metrics											
Satellite Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	97.9%					0.0%	0.0%	0.0%			97.5%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	<b>4,153</b>	<b>4,029</b>	<b>4,132</b>	<b>3,751</b>	<b>-9.2%</b>	<b>3,970</b>	<b>3,751</b>	<b>4,132</b>	<b>11,911</b>	<b>11,888</b>	<b>42,541</b>
DLS Transactions	2,827	2,754	2,886	2,654	-8.1%	2,764	2,654	2,886	8,293	7,986	29,125
Title & Registration Transactions	1,323	1,256	1,213	1,067	-12.0%	1,179	1,067	1,256	3,536	3,778	13,166
Other	3	19	33	30	-9.1%	27	19	33	82	124	250
<b>Personnel</b>											
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%
<b>Total Leave Days</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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
<b>OT Annual Budget</b>									<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$812	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

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PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Performance</b>											
Customer Survey Results	88.0%					0.0%	0.0%	0.0%			88.3%
<b>Total DLS Time</b>	<b>46.88</b>	<b>51.54</b>	<b>55.99</b>	<b>40.73</b>	<b>-27.2%</b>	<b>51.54</b>	<b>40.73</b>	<b>55.99</b>			<b>52.92</b>
DLS Waiting Time	39.24	43.61	48.47	33.03	-31.9%	43.61	33.03	48.47			45.15
DLS Processing Time	7.64	7.93	7.52	7.71	2.5%	7.93	7.52	7.93			7.77
<b>Total Registration Time</b>	<b>27.71</b>	<b>19.34</b>	<b>29.30</b>	<b>28.91</b>	<b>-1.3%</b>	<b>19.34</b>	<b>19.34</b>	<b>29.30</b>			<b>30.94</b>
Registration Waiting Time	23.56	15.03	25.64	25.13	-2.0%	15.03	15.03	25.64			26.00
Registration Processing Time	4.15	4.30	3.66	3.78	3.3%	4.30	3.66	4.30			4.94
<b>Total Title Work Time</b>	<b>30.13</b>	<b>24.29</b>	<b>33.31</b>	<b>31.37</b>	<b>-5.8%</b>	<b>24.29</b>	<b>24.29</b>	<b>33.31</b>			<b>32.24</b>
Title Work Waiting Time	22.48	16.40	26.54	24.53	-7.6%	16.40	16.40	26.54			23.29
Title Work Processing Time	7.65	7.90	6.76	6.84	1.1%	7.90	6.76	7.90			8.95
<b>Total Transactions</b>	<b>34,648</b>	<b>34,060</b>	<b>34,793</b>	<b>31,040</b>	<b>-10.8%</b>	<b>33,298</b>	<b>31,040</b>	<b>34,793</b>	<b>99,893</b>	<b>89,939</b>	<b>404,235</b>
DLS Transactions	19,427	19,470	20,202	18,068	-10.6%	19,247	18,068	20,202	57,740	47,783	238,146
Title & Registration Transactions	10,470	10,315	10,463	9,046	-13.5%	9,941	9,046	10,463	29,824	30,761	115,651
Other	4,751	4,275	4,128	3,926	-4.9%	4,110	3,926	4,275	12,329	11,395	50,438
<b>Personnel</b>											
Budgeted PINS	47	46	46	46	0.0%	46	46	46			47
Contract Employees	4	5	4	5	25.0%	5	4	5			4
State Temporary Employees	4	4	4	4	0.0%	4	4	4			4
Agency Temporary Employees	6	6	2	4	100.0%	4	2	6			6
# Vacancies (PIN & Contract)	2	3	5	4	-20.0%	4	3	5			2
% Vacant Positions	3.3%	5.9%	10.0%	7.8%	-21.6%	7.9%	5.9%	10.0%			3.3%
<b>Total Leave Days</b>	<b>352</b>	<b>287</b>	<b>258</b>	<b>348</b>	<b>34.8%</b>	<b>298</b>	<b>258</b>	<b>348</b>	<b>893</b>	<b>858</b>	<b>3,258</b>
Sick Leave Days (Unplanned)	62	46	52	93	79.1%	64	46	93	191	119	555
Other Leave Days (Planned)	290	241	206	255	23.6%	234	206	255	702	739	2,703
Overtime Hrs.	390	308	436	378	-13.3%	374	308	436	1,122	1,012	3,800
<b>OT Annual Budget</b>									<b>\$90,514</b>	<b>\$82,624</b>	<b>\$82,624</b>
OT Spent	\$9,739	\$8,204	\$11,647	\$9,960	-14.5%	\$9,937	\$8,204	\$11,647	\$29,811	\$23,076	\$100,209
% of Budget Spent	121.3%	9.1%	21.9%	32.9%	50.2%				32.9%	27.9%	121.3%

Note - One budgeted FTE vacancy denied by DBM

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PerformanceMetrics											
Cumberland 9911	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	98.8%					0.0%	0.0%	0.0%			99.1%
<b>Total DLS Time</b>	<b>13.71</b>	<b>16.24</b>	<b>15.12</b>	<b>13.06</b>	<b>-13.6%</b>	<b>16.24</b>	<b>13.06</b>	<b>16.24</b>			<b>17.29</b>
DLS Waiting Time	5.74	7.39	6.35	6.09	-4.1%	7.39	6.09	7.39			10.20
DLS Processing Time	7.97	8.85	8.77	6.98	-20.5%	8.85	6.98	8.85			7.08
<b>Total Registration Time</b>	<b>7.18</b>	<b>7.74</b>	<b>7.51</b>	<b>7.76</b>	<b>3.3%</b>	<b>7.74</b>	<b>7.51</b>	<b>7.76</b>			<b>5.92</b>
Registration Waiting Time	4.57	5.10	5.05	5.12	1.4%	5.10	5.05	5.12			3.43
Registration Processing Time	2.61	2.64	2.46	2.64	7.1%	2.64	2.46	2.64			2.49
<b>Total Title Work Time</b>	<b>12.23</b>	<b>13.65</b>	<b>12.54</b>	<b>12.05</b>	<b>-3.9%</b>	<b>13.65</b>	<b>12.05</b>	<b>13.65</b>			<b>10.86</b>
Title Work Waiting Time	4.43	5.44	4.95	4.59	-7.2%	5.44	4.59	5.44			3.40
Title Work Processing Time	7.80	8.21	7.60	7.46	-1.8%	8.21	7.46	8.21			7.46
<b>Total Transactions</b>	<b>9,978</b>	<b>9,735</b>	<b>9,467</b>	<b>9,212</b>	<b>-2.7%</b>	<b>9,471</b>	<b>9,212</b>	<b>9,735</b>	<b>28,414</b>	<b>27,749</b>	<b>104,531</b>
DLS Transactions	3,714	3,574	3,644	3,438	-5.6%	3,552	3,438	3,644	10,656	10,943	41,077
Title & Registration Transactions	5,744	5,621	5,246	5,162	-1.6%	5,343	5,162	5,621	16,029	15,280	57,168
Other	520	540	577	612	6.1%	576	540	612	1,729	1,526	6,286
<b>Personnel</b>											
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	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%
<b>Total Leave Days</b>	<b>132</b>	<b>132</b>	<b>107</b>	<b>154</b>	<b>44.5%</b>	<b>131</b>	<b>107</b>	<b>154</b>	<b>393</b>	<b>316</b>	<b>1,225</b>
Sick Leave Days (Unplanned)	52	33	23	30	29.7%	29	23	33	86	54	339
Other Leave Days (Planned)	80	99	83	124	48.6%	102	83	124	307	263	886
Overtime Hrs.	52	21	2	10	400.0%	11	2	21	33	20	198
<b>OT Annual Budget</b>									<b>\$4,210</b>	<b>\$17,968</b>	<b>\$17,968</b>
OT Spent	\$1,386	\$583	\$48	\$248	416.7%	\$293	\$48	\$583	\$879	\$337	\$5,376
% of Budget Spent	29.9%	13.8%	15.0%	20.9%	39.3%				20.9%	1.9%	29.9%

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PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	73.5%					0.0%	0.0%	0.0%			84.1%
<b>Total DLS Time</b>	<b>41.03</b>	<b>53.12</b>	<b>47.04</b>	<b>32.24</b>	<b>-31.5%</b>	<b>53.12</b>	<b>32.24</b>	<b>53.12</b>			<b>35.79</b>
DLS Waiting Time	33.48	45.50	39.74	25.29	-36.4%	45.50	25.29	45.50			27.78
DLS Processing Time	7.55	7.62	7.30	6.95	-4.8%	7.62	6.95	7.62			8.01
<b>Total Registration Time</b>	<b>31.13</b>	<b>42.12</b>	<b>36.75</b>	<b>35.10</b>	<b>-4.5%</b>	<b>42.12</b>	<b>35.10</b>	<b>42.12</b>			<b>25.28</b>
Registration Waiting Time	27.06	38.51	33.16	31.64	-4.6%	38.51	31.64	38.51			21.15
Registration Processing Time	4.07	3.61	3.59	3.46	-3.5%	3.61	3.46	3.61			4.13
<b>Total Title Work Time</b>	<b>51.28</b>	<b>55.77</b>	<b>50.73</b>	<b>45.91</b>	<b>-9.5%</b>	<b>55.77</b>	<b>45.91</b>	<b>55.77</b>			<b>35.56</b>
Title Work Waiting Time	41.55	46.87	41.43	36.69	-11.4%	46.87	36.69	46.87			26.88
Title Work Processing Time	9.73	8.90	9.30	9.22	-0.9%	8.90	8.90	9.30			8.68
<b>Total Transactions</b>	<b>20,947</b>	<b>21,740</b>	<b>18,691</b>	<b>16,020</b>	<b>-14.3%</b>	<b>18,817</b>	<b>16,020</b>	<b>21,740</b>	<b>56,450</b>	<b>66,406</b>	<b>244,880</b>
DLS Transactions	11,551	11,575	11,621	9,540	-17.9%	10,912	9,540	11,621	32,735	38,525	138,752
Title & Registration Transactions	8,310	9,078	6,042	5,351	-11.4%	6,824	5,351	9,078	20,471	24,722	92,120
Other	1,086	1,087	1,028	1,129	9.8%	1,081	1,028	1,129	3,244	3,159	14,008
<b>Personnel</b>											
Budgeted PINS	23	24	24	24	0.0%	24	24	24			23
Contract Employees	2	1	1	1	0.0%	1	1	1			2
State Temporary Employees	6	6	5	5	0.0%	5	5	6			6
Agency Temporary Employees	2	1	1	1	0.0%	1	1	1			2
# Vacancies (PIN & Contract)	3	1	2	1	-50.0%	1	1	2			3
% Vacant Positions	9.1%	4.0%	8.0%	4.0%	-50.0%	5.3%	4.0%	8.0%			9.1%
<b>Total Leave Days</b>	<b>124</b>	<b>162</b>	<b>166</b>	<b>162</b>	<b>-2.3%</b>	<b>163</b>	<b>162</b>	<b>166</b>	<b>490</b>	<b>461</b>	<b>1,513</b>
Sick Leave Days (Unplanned)	22	6	47	39	-16.7%	31	6	47	93	95	212
Other Leave Days (Planned)	102	156	119	123	3.4%	132	119	156	397	402	1,301
Overtime Hrs.	138	165	119	63	-47.1%	116	63	165	347	408	1,102
<b>OT Annual Budget</b>									<b>\$26,043</b>	<b>\$39,642</b>	<b>\$39,642</b>
OT Spent	\$3,684	\$4,437	\$3,064	\$1,596	-47.9%	\$3,032	\$1,596	\$4,437	\$9,097	\$9,025	\$29,024
% of Budget Spent	73.2%	17.0%	28.8%	34.9%	21.3%				34.9%	22.8%	73.2%

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PerformanceMetrics											
Hagerstown 9913	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	97.9%					0.0%	0.0%	0.0%			98.7%
<b>Total DLS Time</b>	<b>18.73</b>	<b>22.23</b>	<b>27.13</b>	<b>17.13</b>	<b>-36.8%</b>	<b>22.23</b>	<b>17.13</b>	<b>27.13</b>			<b>22.63</b>
DLS Waiting Time	11.10	14.56	19.39	10.08	-48.0%	14.56	10.08	19.39			15.41
DLS Processing Time	7.63	7.67	7.73	7.05	-8.8%	7.67	7.05	7.73			7.21
<b>Total Registration Time</b>	<b>13.56</b>	<b>12.83</b>	<b>16.27</b>	<b>14.28</b>	<b>-12.2%</b>	<b>12.83</b>	<b>12.83</b>	<b>16.27</b>			<b>9.30</b>
Registration Waiting Time	11.09	10.58	13.88	12.08	-13.0%	10.58	10.58	13.88			6.89
Registration Processing Time	2.47	2.25	2.40	2.20	-8.0%	2.25	2.20	2.40			2.41
<b>Total Title Work Time</b>	<b>20.02</b>	<b>18.89</b>	<b>24.91</b>	<b>21.81</b>	<b>-12.4%</b>	<b>18.89</b>	<b>18.89</b>	<b>24.91</b>			<b>15.51</b>
Title Work Waiting Time	12.68	11.72	17.59	14.67	-16.6%	11.72	11.72	17.59			8.27
Title Work Processing Time	7.34	7.17	7.32	7.15	-2.4%	7.17	7.15	7.32			7.24
<b>Total Transactions</b>	<b>18,073</b>	<b>18,762</b>	<b>18,474</b>	<b>17,327</b>	<b>-6.2%</b>	<b>18,187</b>	<b>17,327</b>	<b>18,762</b>	<b>54,562</b>	<b>52,696</b>	<b>200,857</b>
DLS Transactions	8,012	8,127	8,495	7,891	-7.1%	8,171	7,891	8,495	24,512	25,217	94,056
Title & Registration Transactions	8,873	9,312	8,763	8,178	-6.7%	8,751	8,178	9,312	26,253	24,471	94,144
Other	1,188	1,323	1,216	1,258	3.5%	1,266	1,216	1,323	3,797	3,008	12,657
<b>Personnel</b>											
Budgeted PINS	20	21	21	21	0.0%	21	21	21			20
Contract Employees	2	2	2	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%
<b>Total Leave Days</b>	<b>148</b>	<b>186</b>	<b>96</b>	<b>147</b>	<b>53.4%</b>	<b>143</b>	<b>96</b>	<b>186</b>	<b>428</b>	<b>334</b>	<b>1,412</b>
Sick Leave Days (Unplanned)	62	71	16	25	57.4%	38	16	71	113	37	301
Other Leave Days (Planned)	86	115	79	121	52.6%	105	79	121	316	297	1,111
Overtime Hrs.	12	13	11	10	-9.1%	11	10	13	34	25	75
<b>OT Annual Budget</b>									<b>\$1,591</b>	<b>\$4,591</b>	<b>\$4,591</b>
OT Spent	\$272	\$341	\$251	\$244	-2.8%	\$279	\$244	\$341	\$836	\$567	\$1,875
% of Budget Spent	40.9%	21.4%	37.2%	52.5%	41.2%				52.5%	12.3%	40.9%

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PerformanceMetrics											
Westminister 9914	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	76.2%					0.0%	0.0%	0.0%			88.7%
<b>Total DLS Time</b>	<b>30.60</b>	<b>40.88</b>	<b>36.41</b>	<b>30.74</b>	<b>-15.6%</b>	<b>40.88</b>	<b>30.74</b>	<b>40.88</b>			<b>33.39</b>
DLS Waiting Time	24.53	34.93	30.20	24.22	-19.8%	34.93	24.22	34.93			27.15
DLS Processing Time	6.08	5.95	6.21	6.52	4.9%	5.95	5.95	6.52			6.24
<b>Total Registration Time</b>	<b>26.37</b>	<b>26.06</b>	<b>22.33</b>	<b>25.92</b>	<b>16.1%</b>	<b>26.06</b>	<b>22.33</b>	<b>26.06</b>			<b>17.83</b>
Registration Waiting Time	22.45	22.19	18.70	22.09	0.0%	22.19	18.70	22.19			13.67
Registration Processing Time	3.93	3.87	3.63	3.83	0.0%	3.87	3.63	3.87			4.16
<b>Total Title Work Time</b>	<b>33.90</b>	<b>35.33</b>	<b>28.65</b>	<b>32.23</b>	<b>12.5%</b>	<b>35.33</b>	<b>28.65</b>	<b>35.33</b>			<b>24.28</b>
Title Work Waiting Time	24.27	25.24	19.02	22.19	0.0%	25.24	19.02	25.24			14.98
Title Work Processing Time	9.63	10.09	9.63	10.04	0.0%	10.09	9.63	10.09			9.30
<b>Total Transactions</b>	<b>17,716</b>	<b>18,120</b>	<b>18,584</b>	<b>15,640</b>	<b>-15.8%</b>	<b>17,448</b>	<b>15,640</b>	<b>18,584</b>	<b>52,343</b>	<b>55,294</b>	<b>202,670</b>
DLS Transactions	11,242	11,552	11,999	9,843	-18.0%	11,131	9,843	11,999	33,393	34,972	125,529
Title & Registration Transactions	5,610	5,694	5,749	4,948	-13.9%	5,464	4,948	5,749	16,391	17,761	66,326
Other	864	874	836	849	1.6%	853	836	874	2,559	2,561	10,815
<b>Personnel</b>											
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	1	1	1	0.0%	1	1	1			0
# Vacancies (PIN & Contract)	3	5	4	4	0.0%	4	4	5			3
% Vacant Positions	12.0%	20.0%	16.0%	16.0%	0.0%	17.3%	16.0%	20.0%			12.0%
<b>Total Leave Days</b>	<b>173</b>	<b>159</b>	<b>100</b>	<b>154</b>	<b>52.9%</b>	<b>138</b>	<b>100</b>	<b>159</b>	<b>413</b>	<b>402</b>	<b>1,469</b>
Sick Leave Days (Unplanned)	30	11	16	52	227.3%	26	11	52	79	47	242
Other Leave Days (Planned)	143	148	84	101	19.9%	111	84	148	333	355	1,227
Overtime Hrs.	104	187	84	153	82.1%	141	84	187	424	394	1,090
<b>OT Annual Budget</b>									<b>\$27,316</b>	<b>\$36,199</b>	<b>\$36,199</b>
OT Spent	\$2,673	\$4,587	\$6,112	\$3,890	-36.4%	\$4,863	\$3,890	\$6,112	\$14,589	\$9,528	\$27,980
% of Budget Spent	67.8%	77.3%	39.2%	53.4%	36.4%				53.4%	26.3%	77.3%

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PerformanceMetrics											
White Oak 9936	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	87.2%					0.0%	0.0%	0.0%			85.1%
<b>Total DLS Time</b>	<b>42.44</b>	<b>44.48</b>	<b>50.61</b>	<b>34.93</b>	<b>-31.0%</b>	<b>44.48</b>	<b>34.93</b>	<b>50.61</b>			<b>50.69</b>
DLS Waiting Time	33.87	35.61	42.38	26.25	-38.1%	35.61	26.25	42.38			41.60
DLS Processing Time	8.57	8.87	8.23	8.68	5.4%	8.87	8.23	8.87			9.08
<b>Total Registration Time</b>	<b>28.85</b>	<b>28.75</b>	<b>35.71</b>	<b>36.45</b>	<b>2.1%</b>	<b>28.75</b>	<b>28.75</b>	<b>36.45</b>			<b>41.66</b>
Registration Waiting Time	24.15	24.26	31.36	32.03	2.1%	24.26	24.26	32.03			37.22
Registration Processing Time	4.70	4.50	4.35	4.43	1.7%	4.50	4.35	4.50			4.44
<b>Total Title Work Time</b>	<b>39.60</b>	<b>38.35</b>	<b>47.84</b>	<b>46.08</b>	<b>-3.7%</b>	<b>38.35</b>	<b>38.35</b>	<b>47.84</b>			<b>48.04</b>
Title Work Waiting Time	30.24	29.68	38.53	36.69	-4.8%	29.68	29.68	38.53			39.98
Title Work Processing Time	9.35	8.67	9.31	9.39	0.9%	8.67	8.67	9.39			8.06
<b>Total Transactions</b>	<b>25,554</b>	<b>26,876</b>	<b>27,647</b>	<b>23,806</b>	<b>-13.9%</b>	<b>26,110</b>	<b>23,806</b>	<b>27,647</b>	<b>78,329</b>	<b>84,768</b>	<b>312,395</b>
DLS Transactions	13,069	13,968	14,387	11,751	-18.3%	13,369	11,751	14,387	40,106	49,861	177,142
Title & Registration Transactions	10,746	11,463	11,788	10,552	-10.5%	11,268	10,552	11,788	33,803	31,110	117,282
Other	1,739	1,445	1,472	1,503		1,473	1,445	1,503	4,420	3,797	17,971
<b>Personnel</b>											
Budgeted PINS	36	37	37	37	0.0%	37	37	37			36
Contract Employees	1	1	1	2	100.0%	1	1	2			1
State Temporary Employees	4	2	2	2	0.0%	2	2	2			4
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	2	2	2	0.0%	2	2	2			0
% Vacant Positions	0.0%	5.3%	5.3%	5.2%	-2.6%	5.3%	5.2%	5.3%			0.0%
<b>Total Leave Days</b>	<b>204</b>	<b>159</b>	<b>100</b>	<b>154</b>	<b>52.9%</b>	<b>138</b>	<b>100</b>	<b>159</b>	<b>413</b>	<b>568</b>	<b>2,009</b>
Sick Leave Days (Unplanned)	54	24	15	33	112.2%	24	15	33	72	132	410
Other Leave Days (Planned)	150	135	85	121	42.2%	113	85	135	340	436	1,599
Overtime Hrs.	313	245	260	238	-8.5%	248	238	260	743	1,259	3,584
<b>OT Annual Budget</b>									<b>\$84,081</b>	<b>\$65,924</b>	<b>\$65,924</b>
OT Spent	\$7,345	\$6,312	\$6,895	\$5,171	-25.0%	\$6,126	\$5,171	\$6,895	\$18,378	\$26,651	\$86,875
% of Budget Spent	131.8%	7.5%	15.7%	21.9%	39.2%				21.9%	40.4%	131.8%

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PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Performance</b>											
Customer Survey Results	85.2%					0.0%	0.0%	0.0%			91.3%
<b>Total DLS Time</b>	<b>37.98</b>	<b>41.87</b>	<b>40.67</b>	<b>38.17</b>	<b>-6.1%</b>	<b>43.30</b>	<b>38.17</b>	<b>41.87</b>			<b>41.21</b>
DLS Waiting Time	29.32	33.33	31.75	29.38	-7.5%	35.09	29.38	33.33			32.51
DLS Processing Time	8.65	8.53	8.92	8.78	-1.5%	8.21	8.53	8.92			8.70
<b>Total Registration Time</b>	<b>28.55</b>	<b>41.38</b>	<b>45.53</b>	<b>23.97</b>	<b>-47.4%</b>	<b>35.68</b>	<b>23.97</b>	<b>45.53</b>			<b>18.54</b>
Registration Waiting Time	25.19	37.97	42.27	20.02	-52.6%	32.01	20.02	42.27			14.98
Registration Processing Time	3.35	3.42	3.27	3.95	20.9%	3.67	3.27	3.95			3.56
<b>Total Title Work Time</b>	<b>36.30</b>	<b>59.48</b>	<b>51.13</b>	<b>39.62</b>	<b>-22.5%</b>	<b>49.78</b>	<b>39.62</b>	<b>59.48</b>			<b>27.45</b>
Title Work Waiting Time	29.76	52.77	43.92	31.15	-29.1%	42.83	31.15	52.77			19.74
Title Work Processing Time	6.55	6.72	7.22	8.47	17.3%	6.95	6.72	8.47			7.71
<b>Total Transactions</b>	<b>28,415</b>	<b>28,513</b>	<b>28,530</b>	<b>25,520</b>	<b>-10.5%</b>	<b>27,521</b>	<b>25,520</b>	<b>28,530</b>	<b>82,562</b>	<b>92,655</b>	<b>344,596</b>
DLS Transactions	13,469	13,695	14,082	12,151	-13.7%	13,309	12,151	14,082	39,927	45,753	166,737
Title & Registration Transactions	12,282	12,227	11,796	10,800	-8.4%	11,608	10,800	12,227	34,823	38,211	139,513
Other	2,664	2,591	2,652	2,569	-3.1%	2,604	2,569	2,652	7,812	8,691	38,346
<b>Personnel</b>											
Budgeted PINS	35	36	36	35	-1.4%	35	35	36			35
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	4	3	3	3	0.0%	3	3	3			4
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	1	1	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%			0.0%
<b>Total Leave Days</b>	<b>270</b>	<b>211</b>	<b>145</b>	<b>220</b>	<b>51.9%</b>	<b>192</b>	<b>145</b>	<b>220</b>	<b>576</b>	<b>576</b>	<b>2,288</b>
Sick Leave Days (Unplanned)	41	27	29	24	-17.0%	27	24	29	81	83	411
Other Leave Days (Planned)	229	184	116	196	69.4%	165	116	196	495	493	1,876
Overtime Hrs.	201	260	214	209	-2.3%	228	209	260	683	787	2,580
<b>OT Annual Budget</b>									<b>\$70,544</b>	<b>\$62,714</b>	<b>\$62,714</b>
OT Spent	\$5,520	\$7,262	\$6,085	\$5,598	-8.0%	\$6,315	\$5,598	\$7,262	\$18,945	\$21,496	\$71,161
% of Budget Spent	113.5%	10.3%	18.9%	26.9%	41.9%				26.9%	34.3%	113.5%

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PerformanceMetrics											
Elkton 9923	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Change	Avg	Min			
<b>Performance</b>											
Customer Survey Results	95.1%					0.0%	0.0%	0.0%			92.6%
<b>Total DLS Time</b>	<b>16.51</b>	<b>12.97</b>	<b>15.32</b>	<b>16.57</b>	<b>8.2%</b>	<b>16.45</b>	<b>12.97</b>	<b>16.57</b>			<b>16.75</b>
DLS Waiting Time	8.02	4.20	6.80	8.17	20.1%	7.58	4.20	8.17			8.70
DLS Processing Time	8.50	8.77	8.52	8.40	-1.4%	8.87	8.40	8.77			8.05
<b>Total Registration Time</b>	<b>21.98</b>	<b>15.58</b>	<b>13.42</b>	<b>9.62</b>	<b>-28.3%</b>	<b>17.66</b>	<b>9.62</b>	<b>15.58</b>			<b>17.52</b>
Registration Waiting Time	17.85	11.82	10.02	6.60	-34.1%	13.57	6.60	11.82			14.24
Registration Processing Time	4.13	3.77	3.40	3.02	-11.3%	4.09	3.02	3.77			3.28
<b>Total Title Work Time</b>	<b>29.85</b>	<b>20.43</b>	<b>20.97</b>	<b>15.42</b>	<b>-26.5%</b>	<b>23.87</b>	<b>15.42</b>	<b>20.97</b>			<b>23.71</b>
Title Work Waiting Time	20.22	11.53	11.13	7.12	-36.1%	14.19	7.12	11.53			15.53
Title Work Processing Time	9.63	8.90	9.83	8.30	-15.6%	9.68	8.30	9.83			8.18
<b>Total Transactions</b>	<b>14,809</b>	<b>15,330</b>	<b>13,841</b>	<b>13,550</b>	<b>-2.1%</b>	<b>14,240</b>	<b>13,550</b>	<b>15,330</b>	<b>42,721</b>	<b>41,734</b>	<b>158,345</b>
DLS Transactions	5,655	6,116	5,805	5,417	-6.7%	5,779	5,417	6,116	17,338	16,582	62,931
Title & Registration Transactions	7,939	7,956	6,958	7,001	0.6%	7,305	6,958	7,956	21,915	22,181	82,440
Other	1,215	1,258	1,078	1,132	5.0%	1,156	1,078	1,258	3,468	2,971	12,974
<b>Personnel</b>											
Budgeted PINS	20	21	21	21	0.0%	21	21	21			20
Contract Employees	1	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	3	3	3	0.0%	3	3	3			0
# Vacancies (PIN & Contract)	1	0	0	0	0.0%	0	0	0			1
% Vacant Positions	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			4.5%
<b>Total Leave Days</b>	<b>93</b>	<b>114</b>	<b>80</b>	<b>133</b>	<b>65.1%</b>	<b>109</b>	<b>80</b>	<b>133</b>	<b>327</b>	<b>322</b>	<b>1,131</b>
Sick Leave Days (Unplanned)	31	6	11	42	301.2%	20	6	42	59	48	194
Other Leave Days (Planned)	62	108	70	90	29.6%	89	70	108	268	274	937
Overtime Hrs.	110	60	46	62	34.8%	56	46	62	168	353	1,066
<b>OT Annual Budget</b>									<b>\$27,811</b>	<b>\$13,737</b>	<b>\$13,737</b>
OT Spent	\$2,947	\$1,741	\$1,333	\$1,608	20.6%	\$1,561	\$1,333	\$1,741	\$4,682	\$8,613	\$29,558
% of Budget Spent	215.2%	6.3%	11.1%	16.8%	52.3%				16.8%	62.7%	215.2%

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PerformanceMetrics											
Essex 9925	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Change	Avg	Min			
<b>Performance</b>											
Customer Survey Results	86.2%					0.0%	0.0%	0.0%			89.4%
<b>Total DLS Time</b>	<b>57.32</b>	<b>56.85</b>	<b>48.55</b>	<b>32.60</b>	<b>-32.9%</b>	<b>58.94</b>	<b>32.60</b>	<b>56.85</b>			<b>41.95</b>
DLS Waiting Time	47.50	47.52	37.98	23.13	-39.1%	49.29	23.13	47.52			33.01
DLS Processing Time	9.82	9.33	10.57	9.47	-10.4%	9.65	9.33	10.57			8.94
<b>Total Registration Time</b>	<b>25.62</b>	<b>13.30</b>	<b>22.42</b>	<b>18.75</b>	<b>-16.4%</b>	<b>23.26</b>	<b>13.30</b>	<b>22.42</b>			<b>29.64</b>
Registration Waiting Time	21.82	9.70	19.05	14.33	-24.8%	19.49	9.70	19.05			25.56
Registration Processing Time	3.80	3.60	3.37	4.42	31.2%	3.77	3.37	4.42			4.08
<b>Total Title Work Time</b>	<b>35.53</b>	<b>35.40</b>	<b>31.85</b>	<b>29.90</b>	<b>-6.1%</b>	<b>36.45</b>	<b>29.90</b>	<b>35.40</b>			<b>36.31</b>
Title Work Waiting Time	27.95	27.18	23.60	21.55	-8.7%	28.52	21.55	27.18			28.42
Title Work Processing Time	0.01	8.22	8.25	8.35	1.2%	7.93	8.22	8.35			7.89
<b>Total Transactions</b>	<b>27,923</b>	<b>27,937</b>	<b>27,942</b>	<b>24,778</b>	<b>-11.3%</b>	<b>26,885</b>	<b>24,778</b>	<b>27,942</b>	<b>80,656</b>	<b>88,274</b>	<b>329,905</b>
DLS Transactions	14,696	14,173	14,670	12,881	-12.2%	13,908	12,881	14,670	41,723	48,836	178,368
Title & Registration Transactions	10,421	11,338	10,613	9,400	-11.4%	10,450	9,400	11,338	31,351	31,378	118,632
Other	2,806	2,426	2,659	2,497	-6.1%	2,527	2,426	2,659	7,582	8,060	32,905
<b>Personnel</b>											
Budgeted PINS	30	30	30	30	0.0%	30	30	30			30
Contract Employees	4	4	4	4	0.0%	4	4	4			4
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	0	0	0	0.0%	0	0	0			1
% Vacant Positions	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			2.5%
<b>Total Leave Days</b>	<b>139</b>	<b>150</b>	<b>126</b>	<b>175</b>	<b>39.0%</b>	<b>150</b>	<b>126</b>	<b>175</b>	<b>450</b>	<b>384</b>	<b>1,577</b>
Sick Leave Days (Unplanned)	46	40	38	50	31.6%	43	38	50	128	74	356
Other Leave Days (Planned)	93	110	88	125	42.2%	108	88	125	323	310	1,222
Overtime Hrs.	235	163	215	143	-33.5%	174	143	215	521	562	2,237
<b>OT Annual Budget</b>									<b>\$61,569</b>	<b>\$41,447</b>	<b>\$41,447</b>
OT Spent	\$6,414	\$4,585	\$6,085	\$4,133	-32.1%	\$4,934	\$4,133	\$6,085	\$14,803	\$14,222	\$63,816
% of Budget Spent	154.0%	7.4%	17.3%	24.0%	38.7%				24.0%	34.3%	154.0%

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PerformanceMetrics											
Loveville 9944	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Change	Avg	Min			
<b>Performance</b>											
Customer Survey Results	83.1%					0.0%	0.0%	0.0%			93.1%
<b>Total DLS Time</b>	<b>19.25</b>	<b>22.57</b>	<b>22.17</b>	<b>13.72</b>	<b>-38.1%</b>	<b>28.81</b>	<b>13.72</b>	<b>22.57</b>			<b>16.53</b>
DLS Waiting Time	12.70	15.80	16.28	7.57	-53.5%	22.10	7.57	16.28			9.76
DLS Processing Time	6.55	6.77	5.88	6.15	4.5%	6.71	5.88	6.77			6.77
<b>Total Registration Time</b>	<b>16.70</b>	<b>20.17</b>	<b>24.53</b>	<b>15.10</b>	<b>-38.5%</b>	<b>19.75</b>	<b>15.10</b>	<b>24.53</b>			<b>12.12</b>
Registration Waiting Time	12.77	16.32	20.88	10.98	-47.4%	15.96	10.98	20.88			8.22
Registration Processing Time	3.93	3.85	3.65	4.12	12.8%	3.78	3.65	4.12			3.90
<b>Total Title Work Time</b>	<b>20.82</b>	<b>21.90</b>	<b>28.97</b>	<b>19.32</b>	<b>-33.3%</b>	<b>24.09</b>	<b>19.32</b>	<b>28.97</b>			<b>16.35</b>
Title Work Waiting Time	13.23	14.12	21.12	11.28	-46.6%	16.24	11.28	21.12			8.35
Title Work Processing Time	7.59	7.78	7.85	8.03	2.3%	7.85	7.78	8.03			8.01
<b>Total Transactions</b>	<b>12,088</b>	<b>12,795</b>	<b>12,008</b>	<b>11,081</b>	<b>-7.7%</b>	<b>11,961</b>	<b>11,081</b>	<b>12,795</b>	<b>35,883</b>	<b>33,534</b>	<b>127,279</b>
DLS Transactions	5,879	6,153	5,802	5,477	-5.6%	5,810	5,477	6,153	17,431	17,023	62,564
Title & Registration Transactions	5,701	6,146	5,693	5,101	-10.4%	5,647	5,101	6,146	16,940	14,937	58,446
Other	508	496	513	503	-1.9%	504	496	513	1,512	1,574	6,269
<b>Personnel</b>											
Budgeted PINS	11	12	12	12	0.0%	12	12	12			11
Contract Employees	5	5	5	5	0.0%	5	5	5			5
State Temporary Employees	3	2	2	2	0.0%	2	2	2			3
Agency Temporary Employees	1	1	0	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	0	1	0	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	6.1%	0.0%	3.0%	0.0%	4.5%	3.0%	6.1%			0.0%
<b>Total Leave Days</b>	<b>115</b>	<b>119</b>	<b>74</b>	<b>117</b>	<b>58.4%</b>	<b>104</b>	<b>74</b>	<b>119</b>	<b>311</b>	<b>271</b>	<b>1,049</b>
Sick Leave Days (Unplanned)	7	7	2	22	894.4%	11	2	22	32	10	56
Other Leave Days (Planned)	108	112	72	95	32.2%	93	72	112	279	262	993
Overtime Hrs.	0	16	30	27	-10.0%	24	16	30	73	111	213
<b>OT Annual Budget</b>									<b>\$3,921</b>	<b>\$7,088</b>	<b>\$7,088</b>
OT Spent	\$1,053	\$461	\$806	\$712	-11.7%	\$660	\$461	\$806	\$1,979	\$1,639	\$6,876
% of Budget Spent	97.0%	11.8%	32.3%	50.5%	56.2%				50.5%	23.1%	97.0%

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PerformanceMetrics											
Waldorf 9942	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Change	Avg	Min			
<b>Performance</b>											
Customer Survey Results	96.9%					0.0%	0.0%	0.0%			96.5%
<b>Total DLS Time</b>	<b>24.04</b>	<b>32.28</b>	<b>15.32</b>	<b>17.28</b>	<b>12.8%</b>	<b>28.57</b>	<b>15.32</b>	<b>32.28</b>			<b>24.22</b>
DLS Waiting Time	16.38	23.85	7.08	10.02	41.4%	20.54	7.08	23.85			16.02
DLS Processing Time	7.66	8.43	8.23	7.27	-11.7%	8.03	7.27	8.43			8.19
<b>Total Registration Time</b>	<b>10.24</b>	<b>9.95</b>	<b>9.70</b>	<b>5.50</b>	<b>-43.3%</b>	<b>14.20</b>	<b>5.50</b>	<b>9.95</b>			<b>12.13</b>
Registration Waiting Time	5.97	5.85	5.78	1.22	-79.0%	10.17	1.22	5.85			7.81
Registration Processing Time	4.27	4.10	3.92	4.28	9.4%	4.03	3.92	4.28			4.32
<b>Total Title Work Time</b>	<b>15.52</b>	<b>15.18</b>	<b>14.43</b>	<b>10.25</b>	<b>-29.0%</b>	<b>19.22</b>	<b>10.25</b>	<b>15.18</b>			<b>16.67</b>
Title Work Waiting Time	6.28	5.97	5.23	1.20	-77.1%	10.30	1.20	5.97			8.06
Title Work Processing Time	9.23	9.22	9.20	9.05	-1.6%	8.92	9.05	9.22			8.61
<b>Total Transactions</b>	<b>32,009</b>	<b>33,932</b>	<b>33,643</b>	<b>30,069</b>	<b>-10.6%</b>	<b>32,548</b>	<b>30,069</b>	<b>33,932</b>	<b>97,643</b>	<b>98,367</b>	<b>360,733</b>
DLS Transactions	15,183	15,649	16,009	13,595	-15.1%	15,084	13,595	16,009	45,252	48,314	171,415
Title & Registration Transactions	14,614	16,065	15,492	14,489	-6.5%	15,349	14,489	16,065	46,046	43,977	163,987
Other	2,212	2,218	2,142	1,985	-7.3%	2,115	1,985	2,218	6,345	6,076	25,331
<b>Personnel</b>											
Budgeted PINS	50	51	51	51	0.0%	51	51	51			50
Contract Employees	1	1	1	2	100.0%	1	1	2			1
State Temporary Employees	9	9	9	9	0.0%	9	9	9			9
Agency Temporary Employees	1	4	4	5	25.0%	4	4	5			1
# Vacancies (PIN & Contract)	1	1	1	1	0.0%	1	1	1			1
% Vacant Positions	1.6%	1.9%	1.9%	1.9%	-1.9%	1.9%	1.9%	1.9%			1.6%
<b>Total Leave Days</b>	<b>327</b>	<b>320</b>	<b>291</b>	<b>374</b>	<b>28.7%</b>	<b>328</b>	<b>291</b>	<b>374</b>	<b>985</b>	<b>885</b>	<b>3,401</b>
Sick Leave Days (Unplanned)	98	114	45	81	79.4%	80	45	114	240	144	594
Other Leave Days (Planned)	229	206	246	294	19.4%	248	206	294	745	740	2,808
Overtime Hrs.	236	171	256	162	-36.7%	196	162	256	589	669	2,239
<b>OT Annual Budget</b>									<b>\$51,812</b>	<b>\$58,892</b>	<b>\$58,892</b>
OT Spent	\$5,764	\$4,110	\$6,494	\$4,011	-38.2%	\$4,872	\$4,011	\$6,494	\$14,615	\$13,671	\$51,924
% of Budget Spent	88.2%	7.9%	20.5%	28.2%	37.8%				28.2%	23.2%	88.2%

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PerformanceMetrics											
Beltsville 9931	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	89.4%					0.0%	0.0%	0.0%			90.3%
<b>Total DLS Time</b>	<b>35.68</b>	<b>41.87</b>	<b>40.67</b>	<b>38.17</b>	<b>-6.1%</b>	<b>43.30</b>	<b>38.17</b>	<b>41.87</b>			<b>43.28</b>
DLS Waiting Time	27.48	33.33	31.75	29.38	-7.5%	35.09	29.38	33.33			34.33
DLS Processing Time	8.19	8.53	8.92	8.78	-1.5%	8.21	8.53	8.92			8.95
<b>Total Registration Time</b>	<b>22.17</b>	<b>45.45</b>	<b>32.00</b>	<b>25.88</b>	<b>-19.1%</b>	<b>43.90</b>	<b>25.88</b>	<b>45.45</b>			<b>29.80</b>
Registration Waiting Time	17.02	39.63	26.73	20.82	-22.1%	38.57	20.82	39.63			24.41
Registration Processing Time	5.15	5.82	5.27	5.07	-3.8%	5.33	5.07	5.82			5.39
<b>Total Title Work Time</b>	<b>29.08</b>	<b>58.27</b>	<b>36.83</b>	<b>37.45</b>	<b>1.7%</b>	<b>48.65</b>	<b>36.83</b>	<b>58.27</b>			<b>36.86</b>
Title Work Waiting Time	19.57	46.15	27.22	27.37	0.6%	38.07	27.22	46.15			27.02
Title Work Processing Time	9.51	12.12	9.62	10.08	4.9%	10.59	9.62	12.12			9.84
<b>Total Transactions</b>	<b>35,529</b>	<b>35,596</b>	<b>35,610</b>	<b>32,673</b>	<b>-8.2%</b>	<b>34,626</b>	<b>32,673</b>	<b>35,610</b>	<b>103,878</b>	<b>109,751</b>	<b>413,791</b>
DLS Transactions	17,226	17,493	19,285	16,395	-15.0%	17,724	16,395	19,285	53,172	58,133	213,819
Title & Registration Transactions	15,968	15,799	14,322	14,209	-0.8%	14,777	14,209	15,799	44,330	45,284	173,042
Other	2,335	2,304	2,003	2,069	3.3%	2,125	2,003	2,304	6,376	6,334	26,930
<b>Personnel</b>											
Budgeted PINS	57	59	59	59	0.0%	59	59	59			57
Contract Employees	3	4	4	3	-25.0%	4	3	4			3
State Temporary Employees	5	5	5	5	0.0%	5	5	5			5
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	1	1	2	100.0%	1	1	2			0
% Vacant Positions	0.0%	1.6%	1.6%	3.1%	100.0%	2.1%	1.6%	3.1%			0.0%
<b>Total Leave Days</b>	<b>295</b>	<b>292</b>	<b>173</b>	<b>386</b>	<b>123.8%</b>	<b>283</b>	<b>173</b>	<b>386</b>	<b>850</b>	<b>697</b>	<b>3,048</b>
Sick Leave Days (Unplanned)	74	51	41	66	61.4%	53	41	66	158	106	588
Other Leave Days (Planned)	221	241	131	320	143.4%	231	131	320	692	591	2,346
Overtime Hrs.	371	251	168	179	6.5%	199	168	251	598	622	2,492
<b>OT Annual Budget</b>									<b>\$54,666</b>	<b>\$43,070</b>	<b>\$43,070</b>
OT Spent	\$8,601	\$6,153	\$4,007	\$4,548	13.5%	\$4,903	\$4,007	\$6,153	\$14,708	\$15,027	\$59,513
% of Budget Spent	138.2%	11.3%	18.6%	26.9%	44.8%				26.9%	34.9%	138.2%

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PerformanceMetrics											
Gaithersburg 9932	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	70.9%					0.0%	0.0%	0.0%			84.1%
<b>Total DLS Time</b>	<b>35.05</b>	<b>44.03</b>	<b>45.57</b>	<b>33.73</b>	<b>-26.0%</b>	<b>43.07</b>	<b>33.73</b>	<b>45.57</b>			<b>33.29</b>
DLS Waiting Time	26.71	35.77	37.57	24.90	-33.7%	35.00	24.90	37.57			25.01
DLS Processing Time	8.34	8.27	8.00	8.83	10.4%	8.08	8.00	8.83			8.29
<b>Total Registration Time</b>	<b>40.90</b>	<b>48.45</b>	<b>56.27</b>	<b>34.93</b>	<b>-37.9%</b>	<b>43.57</b>	<b>34.93</b>	<b>56.27</b>			<b>31.04</b>
Registration Waiting Time	35.50	43.03	51.52	29.93	-41.9%	38.10	29.93	51.52			26.02
Registration Processing Time	5.41	5.42	4.75	5.00	5.3%	5.46	4.75	5.42			5.02
<b>Total Title Work Time</b>	<b>51.90</b>	<b>61.48</b>	<b>69.78</b>	<b>43.87</b>	<b>-37.1%</b>	<b>55.38</b>	<b>43.87</b>	<b>69.78</b>			<b>36.46</b>
Title Work Waiting Time	42.84	50.28	59.68	33.77	-43.4%	45.63	33.77	59.68			27.88
Title Work Processing Time	9.06	11.20	10.10	10.10	0.0%	9.75	10.10	11.20			8.58
<b>Total Transactions</b>	<b>30,848</b>	<b>32,723</b>	<b>33,515</b>	<b>28,358</b>	<b>-15.4%</b>	<b>31,532</b>	<b>28,358</b>	<b>33,515</b>	<b>94,597</b>	<b>108,716</b>	<b>393,401</b>
DLS Transactions	18,666	19,750	20,576	16,800	-18.4%	19,042	16,800	20,576	57,127	68,062	242,676
Title & Registration Transactions	10,829	11,474	11,343	10,064	-11.3%	10,960	10,064	11,474	32,881	35,766	131,339
Other	1,353	1,499	1,596	1,494	-6.4%	1,530	1,494	1,596	4,589	4,888	19,386
<b>Personnel</b>											
Budgeted PINS	50	52	52	52	0.0%	52	52	52			50
Contract Employees	3	4	4	4	0.0%	4	4	4			3
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	3	3	3	3	0.0%	3	3	3			3
# Vacancies (PIN & Contract)	1	3	2	3	25.0%	3	2	3			1
% Vacant Positions	1.7%	5.4%	3.6%	4.5%	25.0%	4.5%	3.6%	5.4%			1.7%
<b>Total Leave Days</b>	<b>355</b>	<b>307</b>	<b>192</b>	<b>334</b>	<b>74.6%</b>	<b>278</b>	<b>192</b>	<b>334</b>	<b>833</b>	<b>667</b>	<b>2,887</b>
Sick Leave Days (Unplanned)	83	31	46	42	-8.7%	40	31	46	120	68	419
Other Leave Days (Planned)	272	276	145	292	101.0%	238	145	292	714	599	2,468
Overtime Hrs.	540	463	501	285	-43.1%	416	285	501	1,249	890	3,158
<b>OT Annual Budget</b>									<b>\$56,072</b>	<b>\$78,183</b>	<b>\$78,183</b>
OT Spent	\$12,685	\$11,525	\$12,203	\$7,263	-40.5%	\$10,330	\$7,263	\$12,203	\$30,991	\$19,743	\$75,521
% of Budget Spent	96.6%	20.6%	42.3%	55.3%	30.6%				55.3%	25.3%	96.6%

Note - Two budgeted FTE vacancy denied by DBM

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PerformanceMetrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	82.8%					0.0%	0.0%	0.0%			89.6%
<b>Total DLS Time</b>	<b>46.88</b>	<b>97.84</b>	<b>126.34</b>	<b>107.93</b>	<b>-14.6%</b>	<b>97.84</b>	<b>97.84</b>	<b>126.34</b>			<b>52.92</b>
DLS Waiting Time	39.24	49.67	55.21	37.61	-31.9%	49.67	37.61	55.21			45.15
DLS Processing Time	7.64	9.03	8.56	8.78	2.5%	9.03	8.56	9.03			7.77
<b>Total Registration Time</b>	<b>27.71</b>	<b>22.02</b>	<b>33.37</b>	<b>32.92</b>	<b>-1.3%</b>	<b>22.02</b>	<b>22.02</b>	<b>33.37</b>			<b>30.94</b>
Registration Waiting Time	23.56	17.12	29.20	28.61	-2.0%	17.12	17.12	29.20			26.00
Registration Processing Time	4.15	4.90	4.17	4.31	3.3%	4.90	4.17	4.90			4.94
<b>Total Title Work Time</b>	<b>30.13</b>	<b>18.67</b>	<b>30.23</b>	<b>27.94</b>	<b>-7.6%</b>	<b>18.67</b>	<b>18.67</b>	<b>30.23</b>			<b>32.24</b>
Title Work Waiting Time	22.48	18.67	30.23	27.94	-7.6%	18.67	18.67	30.23			23.29
Title Work Processing Time	7.65	0.00	0.00	0.00	0.0%	0.00	0.00	0.00			8.95
<b>Total Transactions</b>	<b>29,209</b>	<b>29,424</b>	<b>30,694</b>	<b>27,618</b>	<b>-10.0%</b>	<b>29,245</b>	<b>27,618</b>	<b>30,694</b>	<b>87,735</b>	<b>88,008</b>	<b>326,181</b>
DLS Transactions	16,346	16,893	17,672	15,142	-14.3%	16,569	15,142	17,672	49,706	50,855	183,472
Title & Registration Transactions	12,020	10,909	11,414	10,743	-5.9%	11,022	10,743	11,414	33,066	32,491	123,850
Other	843	1,622	1,608	1,733	7.8%	1,654	1,608	1,733	4,963	4,662	18,859
<b>Personnel</b>											
Budgeted PINS	39	39	39	39	0.0%	39	39	39			39
Contract Employees	1	1	2	2	0.0%	2	1	2			1
State Temporary Employees	1	1	0	0	0.0%	1	1	1			1
Agency Temporary Employees	2	2	1	1	0.0%	1	1	2			2
# Vacancies (PIN & Contract)	2	4	4	3	-25.0%	4	3	4			2
% Vacant Positions	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			4.7%
<b>Total Leave Days</b>	<b>226</b>	<b>184</b>	<b>155</b>	<b>199</b>	<b>28.4%</b>	<b>179</b>	<b>155</b>	<b>199</b>	<b>538</b>	<b>596</b>	<b>2,271</b>
Sick Leave Days (Unplanned)	60	24	30	38	27.9%	31	24	38	93	92	419
Other Leave Days (Planned)	166	160	125	161	28.5%	149	125	161	446	504	1,852
Overtime Hrs.	342	369	454	265	-41.6%	363	265	454	1,088	622	2,794
<b>OT Annual Budget</b>									<b>\$66,683</b>	<b>\$55,482</b>	<b>\$55,482</b>
OT Spent	\$8,455	\$9,437	\$11,757	\$6,890	-41.4%	\$9,361	\$6,890	\$11,757	\$28,084	\$14,379	\$70,306
% of Budget Spent	126.7%	14.2%	31.8%	42.1%	32.5%				42.1%	25.9%	126.7%

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PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	82.7%					0.0%	0.0%	0.0%			89.2%
<b>Total DLS Time</b>	<b>37.55</b>	<b>18.50</b>	<b>17.22</b>	<b>14.88</b>	<b>-13.6%</b>	<b>18.50</b>	<b>14.88</b>	<b>18.50</b>			<b>29.04</b>
DLS Waiting Time	28.06	8.42	7.23	6.93	-4.1%	8.42	6.93	8.42			20.31
DLS Processing Time	9.50	10.08	9.99	7.94	-20.5%	10.08	7.94	10.08			8.73
<b>Total Registration Time</b>	<b>22.60</b>	<b>8.82</b>	<b>8.56</b>	<b>8.84</b>	<b>3.3%</b>	<b>8.82</b>	<b>8.56</b>	<b>8.84</b>			<b>14.94</b>
Registration Waiting Time	18.94	5.81	5.75	5.83	1.4%	5.81	5.75	5.83			11.27
Registration Processing Time	3.66	3.01	2.81	3.00	7.1%	3.01	2.81	3.01			3.67
<b>Total Title Work Time</b>	<b>27.26</b>	<b>15.55</b>	<b>14.29</b>	<b>13.72</b>	<b>-3.9%</b>	<b>15.55</b>	<b>13.72</b>	<b>15.55</b>			<b>19.46</b>
Title Work Waiting Time	18.62	6.19	5.63	5.23	-7.2%	6.19	5.23	6.19			11.14
Title Work Processing Time	8.64	9.35	8.65	8.49	-1.8%	9.35	8.49	9.35			8.31
<b>Total Transactions</b>	<b>13,279</b>	<b>12,277</b>	<b>13,098</b>	<b>11,770</b>	<b>-10.1%</b>	<b>12,381</b>	<b>11,770</b>	<b>13,098</b>	<b>37,144</b>	<b>40,157</b>	<b>149,742</b>
DLS Transactions	6,212	5,385	6,453	5,845	-9.4%	5,894	5,385	6,453	17,682	19,467	72,691
Title & Registration Transactions	6,439	6,455	6,211	5,570	-10.3%	6,079	5,570	6,455	18,236	18,490	69,160
Other	628	437	434	355	-18.2%	409	355	437	1,226	2,200	7,891
<b>Personnel</b>											
Budgeted PINS	20	21	21	21	0.0%	21	21	21			20
Contract Employees	0	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	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	2	2	2	0.0%	2	2	2			1
% Vacant Positions	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			4.8%
<b>Total Leave Days</b>	<b>108</b>	<b>100</b>	<b>80</b>	<b>131</b>	<b>63.5%</b>	<b>104</b>	<b>80</b>	<b>131</b>	<b>311</b>	<b>293</b>	<b>1,161</b>
Sick Leave Days (Unplanned)	67	28	5	29	513.2%	21	5	29	62	31	244
Other Leave Days (Planned)	41	72	75	102	35.2%	83	72	102	250	263	917
Overtime Hrs.	100	70	78	69	-11.5%	72	69	78	217	180	802
<b>OT Annual Budget</b>									<b>\$21,658</b>	<b>\$24,203</b>	<b>\$24,203</b>
OT Spent	\$2,710	\$1,933	\$2,314	\$1,915	-17.2%	\$2,054	\$1,915	\$2,314	\$6,162	\$4,890	\$22,961
% of Budget Spent	94.9%	8.9%	19.6%	28.4%	45.1%				28.4%	20.2%	94.9%

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PerformanceMetrics											
Glen Burnie 9953	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Change	Avg	Min			
<b>Customer Survey Results</b>	87.2%					0.0%	0.0%	0.0%			87.6%
<b>Total DLS Time</b>	<b>45.99</b>	<b>60.50</b>	<b>53.57</b>	<b>36.71</b>	<b>-31.5%</b>	<b>60.50</b>	<b>36.71</b>	<b>60.50</b>			<b>53.09</b>
DLS Waiting Time	36.15	51.82	45.26	28.80	-36.4%	51.82	28.80	51.82			43.70
DLS Processing Time	9.83	8.68	8.31	7.91	-4.8%	8.68	7.91	8.68			9.39
<b>Total Registration Time</b>	<b>25.22</b>	<b>47.97</b>	<b>41.85</b>	<b>39.98</b>	<b>-4.5%</b>	<b>47.97</b>	<b>39.98</b>	<b>47.97</b>			<b>29.00</b>
Registration Waiting Time	18.85	43.86	37.77	36.03	-4.6%	43.86	36.03	43.86			22.43
Registration Processing Time	6.38	4.11	4.08	3.94	-3.5%	4.11	3.94	4.11			6.57
<b>Total Title Work Time</b>	<b>37.80</b>	<b>63.52</b>	<b>57.78</b>	<b>52.28</b>	<b>-9.5%</b>	<b>63.52</b>	<b>52.28</b>	<b>63.52</b>			<b>38.33</b>
Title Work Waiting Time	27.63	53.38	47.18	41.78	-11.4%	53.38	41.78	53.38			27.93
Title Work Processing Time	10.17	10.14	10.59	10.50	-0.9%	10.14	10.14	10.59			10.41
<b>Total Transactions</b>	<b>57,696</b>	<b>58,701</b>	<b>57,775</b>	<b>53,771</b>	<b>-6.9%</b>	<b>56,749</b>	<b>53,771</b>	<b>58,701</b>	<b>170,247</b>	<b>184,249</b>	<b>671,473</b>
DLS Transactions	22,195	22,634	23,428	20,687	-11.7%	22,250	20,687	23,428	66,749	76,858	276,384
Title & Registration Transactions	27,645	28,123	26,303	25,074	-4.7%	26,500	25,074	28,123	79,500	86,206	311,395
Other	7,856	7,944	8,044	8,010	-0.4%	7,999	7,944	8,044	23,998	21,185	83,694
<b>Personnel</b>											
Budgeted PINS	93	95	95	95	0.0%	95	95	95			93
Contract Employees	3	3	3	3	0.0%	3	3	3			3
State Temporary Employees	13	12	12	12	0.0%	12	12	12			13
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	2	4	5	4	-20.0%	4	4	5			2
% Vacant Positions	1.8%	4.1%	5.1%	4.1%	-20.0%	4.4%	4.1%	5.1%			1.8%
<b>Total Leave Days</b>	<b>625</b>	<b>598</b>	<b>440</b>	<b>692</b>	<b>57.5%</b>	<b>577</b>	<b>440</b>	<b>692</b>	<b>1,730</b>	<b>1,418</b>	<b>5,866</b>
Sick Leave Days (Unplanned)	154	147	98	171	73.7%	139	98	171	416	200	1,044
Other Leave Days (Planned)	471	451	341	522	52.9%	438	341	522	1,314	1,218	4,822
Overtime Hrs.	693	352	440	354	-19.5%	382	352	440	1,146	1,958	6,365
<b>OT Annual Budget</b>									<b>\$149,788</b>	<b>\$140,005</b>	<b>\$140,005</b>
OT Spent	\$16,998	\$9,465	\$11,826	\$9,912	-16.2%	\$10,401	\$9,465	\$11,826	\$31,203	\$46,895	\$163,858
% of Budget Spent	99.1%	117.0%	14.2%	20.8%	46.6%				20.8%	33.5%	117.0%

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PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	83.1%					0.0%	0.0%	0.0%			83.7%
<b>Total DLS Time</b>	<b>64.06</b>	<b>25.31</b>	<b>30.89</b>	<b>19.51</b>	<b>-36.8%</b>	<b>25.31</b>	<b>19.51</b>	<b>30.89</b>			<b>55.47</b>
DLS Waiting Time	56.25	16.58	22.09	11.48	-48.0%	16.58	11.48	22.09			47.79
DLS Processing Time	7.81	8.73	8.81	8.03	-8.8%	8.73	8.03	8.81			7.67
<b>Total Registration Time</b>	<b>44.69</b>	<b>14.61</b>	<b>18.53</b>	<b>16.27</b>	<b>-12.2%</b>	<b>14.61</b>	<b>14.61</b>	<b>18.53</b>			<b>47.96</b>
Registration Waiting Time	37.93	12.05	15.80	13.76	-13.0%	12.05	12.05	15.80			41.22
Registration Processing Time	6.76	2.56	2.73	2.51	-8.0%	2.56	2.51	2.73			6.74
<b>Total Title Work Time</b>	<b>43.36</b>	<b>21.51</b>	<b>28.37</b>	<b>24.84</b>	<b>-12.4%</b>	<b>21.51</b>	<b>21.51</b>	<b>28.37</b>			<b>54.44</b>
Title Work Waiting Time	33.23	13.35	20.03	16.70	-16.6%	13.35	13.35	20.03			43.38
Title Work Processing Time	10.13	8.16	8.34	8.14	-2.4%	8.16	8.14	8.34			11.06
<b>Total Transactions</b>	<b>37,816</b>	<b>38,472</b>	<b>37,784</b>	<b>35,219</b>	<b>-6.8%</b>	<b>37,159</b>	<b>35,219</b>	<b>38,472</b>	<b>111,476</b>	<b>98,427</b>	<b>466,936</b>
DLS Transactions	18,378	18,773	19,325	17,123	-11.4%	18,407	17,123	19,325	55,222	65,862	253,332
Title & Registration Transactions	14,349	14,370	13,325	13,048	-2.1%	13,581	13,048	14,370	40,743	29,232	161,049
Other	5,089	5,329	5,134	5,048	-1.7%	5,170	5,048	5,329	15,511	3,333	52,555
<b>Personnel</b>											
Budgeted PINS	63	64	64	64	0.0%	64	64	64			63
Contract Employees	2	4	3	3	0.0%	3	3	4			2
State Temporary Employees	3	3	3	3	0.0%	3	3	3			3
Agency Temporary Employees	2	2	1	1	0.0%	1	1	2			2
# Vacancies (PIN & Contract)	4	3	5	7	40.0%	5	3	7			4
% Vacant Positions	5.0%	4.4%	7.5%	10.5%	40.0%	7.5%	4.4%	10.5%			5.0%
<b>Total Leave Days</b>	<b>384</b>	<b>341</b>	<b>249</b>	<b>452</b>	<b>81.6%</b>	<b>348</b>	<b>249</b>	<b>452</b>	<b>1,043</b>	<b>869</b>	<b>3,717</b>
Sick Leave Days (Unplanned)	108	85	52	71	36.4%	69	52	85	207	145	721
Other Leave Days (Planned)	276	257	197	382	93.5%	278	197	382	835	723	2,802
Overtime Hrs.	992	819	990	644	-34.9%	818	644	990	2,453	2,178	8,189
<b>OT Annual Budget</b>									<b>\$191,488</b>	<b>\$78,625</b>	<b>\$78,625</b>
OT Spent	\$24,179	\$20,355	\$24,857	\$16,248	-34.6%	\$20,487	\$16,248	\$24,857	\$61,460	\$47,364	\$204,468
% of Budget Spent	260.1%	10.6%	23.6%	32.1%	35.9%				32.1%	60.2%	260.1%

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PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	94.8%					0.0%	0.0%	0.0%			95.1%
<b>Total DLS Time</b>	<b>31.99</b>	<b>46.56</b>	<b>41.47</b>	<b>35.01</b>	<b>-15.6%</b>	<b>46.56</b>	<b>35.01</b>	<b>46.56</b>			<b>27.77</b>
DLS Waiting Time	21.85	39.79	34.39	27.58	-19.8%	39.79	27.58	39.79			19.22
DLS Processing Time	10.15	6.78	7.08	7.42	4.9%	6.78	6.78	7.42			8.55
<b>Total Registration Time</b>	<b>16.97</b>	<b>29.68</b>	<b>25.43</b>	<b>29.52</b>	<b>16.1%</b>	<b>29.68</b>	<b>25.43</b>	<b>29.68</b>			<b>16.50</b>
Registration Waiting Time	13.56	25.27	21.30	25.16	18.1%	25.27	21.30	25.27			12.97
Registration Processing Time	3.41	4.41	4.13	4.36	5.5%	4.41	4.13	4.41			3.54
<b>Total Title Work Time</b>	<b>19.46</b>	<b>40.24</b>	<b>32.63</b>	<b>36.71</b>	<b>12.5%</b>	<b>40.24</b>	<b>32.63</b>	<b>40.24</b>			<b>19.85</b>
Title Work Waiting Time	12.40	28.75	21.66	25.27	16.7%	28.75	21.66	28.75			12.70
Title Work Processing Time	7.06	11.49	10.97	11.44	4.2%	11.49	10.97	11.49			7.15
<b>Total Transactions</b>	<b>19,147</b>	<b>19,260</b>	<b>18,760</b>	<b>18,051</b>	<b>-3.8%</b>	<b>18,690</b>	<b>18,051</b>	<b>19,260</b>	<b>56,071</b>	<b>56,671</b>	<b>220,771</b>
DLS Transactions	8,433	8,349	8,500	7,936	-6.6%	8,262	7,936	8,500	24,785	28,781	108,034
Title & Registration Transactions	8,858	8,886	8,170	8,073	-1.2%	8,376	8,073	8,886	25,129	24,801	94,947
Other	1,856	2,025	2,090	2,042	-2.3%	2,052	2,025	2,090	6,157	3,089	17,790
<b>Personnel</b>											
Budgeted PINS	26	27	27	27	0.0%	27	27	27			26
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	2	2	2	2	0.0%	2	2	2			2
Agency Temporary Employees	0	1	1	1	0.0%	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%
<b>Total Leave Days</b>	<b>139</b>	<b>147</b>	<b>94</b>	<b>197</b>	<b>109.6%</b>	<b>146</b>	<b>94</b>	<b>197</b>	<b>438</b>	<b>345</b>	<b>1,493</b>
Sick Leave Days (Unplanned)	58	19	98	26	-73.3%	48	19	98	144	62	339
Other Leave Days (Planned)	81	128	-4	171	-4117.6%	147	-4	171	294	283	1,154
Overtime Hrs.	107	36	51	81	58.8%	56	36	81	168	150	781
<b>OT Annual Budget</b>									<b>\$19,013</b>	<b>\$25,293</b>	<b>\$25,293</b>
OT Spent	\$2,809	\$1,062	\$1,450	\$2,257	55.7%	\$1,590	\$1,062	\$2,257	\$4,769	\$2,762	\$21,420
% of Budget Spent	84.7%	5.6%	13.2%	25.1%	89.9%				25.1%	10.9%	84.7%

**MVA StateStat**  
**Operations - Express / Satellite / Mobile**  
**November 2009**  
**Reporting Period: September 2009**

PerformanceMetrics											
Columbia Express 9935	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	93.4%					0.0%	0.0%	0.0%			96.6%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	13,364	14,902	14,412	12,783	-11.3%	14,032	12,783	14,902	42,097	38,790	144,653
DLS Transactions	10,141	11,546	10,888	9,504	-12.7%	10,646	9,504	11,546	31,938	30,380	113,340
Title & Registration Transactions	3,006	3,117	3,318	3,037	-8.5%	3,157	3,037	3,318	9,472	8,410	30,154
Other	217	239	206	242	17.5%	229	206	242	687	0	1,159
<b>Personnel</b>											
Budgeted PINS	7	7	7	7	0.0%	7	7	7			7
Contract Employees	3	1	4	4	0.0%	3	1	4			3
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	2	2	1	-50.0%	2	1	2			0
# Vacancies (PIN & Contract)	0	1	1	2	100.0%	1	1	2			0
% Vacant Positions	0.0%	33.3%	16.7%	40.0%	140.0%	30.0%	16.7%	40.0%			0.0%
<b>Total Leave Days</b>	25	40	49	32	-35.1%	40	32	49	120	156	413
Sick Leave Days (Unplanned)	4	15	15	7	-54.5%	12	7	15	37	19	91
Other Leave Days (Planned)	21	25	33	25	-26.0%	28	25	33	83	137	331
Overtime Hrs.	81	147	141	101	-28.4%	130	101	147	389	63	484
<b>OT Annual Budget</b>									<b>\$9,862</b>	<b>\$8,150</b>	<b>\$8,150</b>
OT Spent	\$2,050	\$4,010	\$3,935	\$2,610	-33.7%	\$3,518	\$2,610	\$4,010	\$10,555	\$1,080	\$12,296
% of Budget Spent	150.9%	40.7%	80.6%	107.0%	32.8%				107.0%	13.3%	150.9%

Performance Metrics											
Glenmont Express 9933	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	98.3%					0.0%	0.0%	0.0%			99.2%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	<b>9,849</b>	<b>9,537</b>	<b>9,929</b>	<b>8,625</b>	<b>-13.1%</b>	<b>9,363</b>	<b>8,625</b>	<b>9,929</b>	<b>28,090</b>	<b>27,893</b>	<b>107,710</b>
DLS Transactions	7,676	7,424	7,773	6,674	-14.1%	7,290	6,674	7,773	21,870	22,354	85,344
Title & Registration Transactions	1,964	1,946	1,994	1,748	-12.3%	1,896	1,748	1,994	5,688	5,539	21,380
Other	209	167	162	203	25.3%	177	162	203	532	0	986
<b>Personnel</b>											
Budgeted PINS	8	9	9	9	0.0%	9	9	9			8
Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	1	0	0	0	0.0%	0	0	0			1
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	0	1	1	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	10.5%	10.5%	10.5%	0.0%	10.5%	10.5%	10.5%			0.0%
<b>Total Leave Days</b>	<b>51</b>	<b>89</b>	<b>54</b>	<b>73</b>	<b>35.3%</b>	<b>72</b>	<b>54</b>	<b>89</b>	<b>216</b>	<b>152</b>	<b>602</b>
Sick Leave Days (Unplanned)	6	25	12	6	-51.1%	14	6	25	42	28	97
Other Leave Days (Planned)	45	64	42	67	58.9%	58	42	67	174	124	505
Overtime Hrs.	50	65	62	55	-11.3%	61	55	65	182	23	186
<b>OT Annual Budget</b>									<b>\$3,585</b>	<b>\$6,152</b>	<b>\$6,152</b>
OT Spent	\$1,098	\$1,575	\$1,459	\$1,218	-16.5%	\$1,417	\$1,218	\$1,575	\$4,252	\$587	\$4,595
% of Budget Spent	74.7%	43.9%	84.6%	118.6%	40.1%				118.6%	9.5%	74.7%

Performance Metrics											
Parkville 9926	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	99.5%					0.0%	0.0%	0.0%			98.4%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	<b>15,136</b>	<b>17,074</b>	<b>17,216</b>	<b>15,264</b>	<b>-11.3%</b>	<b>16,518</b>	<b>15,264</b>	<b>17,216</b>	<b>49,553</b>	<b>42,227</b>	<b>161,251</b>
DLS Transactions	10,768	12,149	11,706	10,238	-12.5%	11,364	10,238	12,149	34,092	29,908	116,202
Title & Registration Transactions	4,060	4,568	5,174	4,697	-9.2%	4,813	4,568	5,174	14,439	12,319	43,215
Other	308	357	336	329	-2.1%	341	329	357	1,022	0	1,834
<b>Personnel</b>											
Budgeted PINS	12	12	12	12	0.0%	12	12	12			12
Contract Employees	3	2	2	3	50.0%	2	2	3			3
State Temporary Employees	0	1	1	1	0.0%	1	1	1			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	1	3	200.0%	2	1	3			1
% Vacant Positions	6.7%	7.4%	7.4%	20.7%	179.3%	11.8%	7.4%	20.7%			6.7%
<b>Total Leave Days</b>	<b>45</b>	<b>41</b>	<b>68</b>	<b>53</b>	<b>-21.7%</b>	<b>54</b>	<b>41</b>	<b>68</b>	<b>162</b>	<b>197</b>	<b>617</b>
Sick Leave Days (Unplanned)	12	5	13	9	-33.0%	9	5	13	26	28	81
Other Leave Days (Planned)	33	37	55	45	-19.0%	45	37	55	136	169	535
Overtime Hrs.	0	0	11	0	-100.0%	6	0	11	11	24	36
<b>OT Annual Budget</b>									<b>\$327</b>	<b>\$1,188</b>	<b>\$1,188</b>
OT Spent	\$7	\$4	\$356	\$0	-100.0%	\$180	\$4	\$356	\$360	\$30	\$702
% of Budget Spent	59.1%	1.1%	110.0%	110.0%	0.0%				110.0%	2.5%	59.1%

Performance Metrics											
Walnut Hill Express 9934	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	98.7%					0.0%	0.0%	0.0%			99.5%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	<b>11,416</b>	<b>12,104</b>	<b>13,182</b>	<b>10,955</b>	<b>-16.9%</b>	<b>12,080</b>	<b>10,955</b>	<b>13,182</b>	<b>36,240</b>	<b>32,068</b>	<b>119,000</b>
DLS Transactions	8,742	9,091	9,628	8,170	-15.1%	8,963	8,170	9,628	26,888	25,502	94,477
Title & Registration Transactions	2,422	2,732	3,329	2,523	-24.2%	2,861	2,523	3,329	8,584	6,566	23,263
Other	252	281	225	262	16.4%	256	225	281	768	0	1,260
<b>Personnel</b>											
Budgeted PINS	8	8	8	8	0.0%	8	8	8			8
Contract Employees	2	3	3	3	0.0%	3	3	3			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	1	1	1	0.0%	1	1	1			1
% Vacant Positions	8.3%	9.1%	9.1%	9.1%	0.0%	9.1%	9.1%	9.1%			8.3%
<b>Total Leave Days</b>	<b>26</b>	<b>41</b>	<b>38</b>	<b>41</b>	<b>9.0%</b>	<b>40</b>	<b>38</b>	<b>41</b>	<b>120</b>	<b>114</b>	<b>452</b>
Sick Leave Days (Unplanned)	2	3	2	4	115.4%	3	2	4	8	9	53
Other Leave Days (Planned)	24	39	36	38	4.2%	37	36	39	112	106	383
Overtime Hrs.	62	0	0	14	0.0%	14	14	14	14	25	130
<b>OT Annual Budget</b>									<b>\$1,406</b>	<b>\$6,152</b>	<b>\$6,152</b>
OT Spent	\$1,568	\$0	\$184	\$289	57.1%	\$237	\$184	\$289	\$473	\$734	\$3,274
% of Budget Spent	53.2%	0.0%	0.0%	0.0%	0.0%				33.6%	11.9%	53.2%

Performance Metrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	95.8%					0.0%	0.0%	0.0%			96.9%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	<b>1,678</b>	<b>1,580</b>	<b>1,495</b>	<b>1,512</b>	<b>1.2%</b>	<b>1,529</b>	<b>1,495</b>	<b>1,580</b>	<b>4,587</b>	<b>4,953</b>	<b>17,081</b>
DLS Transactions	589	630	586	623	6.4%	613	586	630	1,839	2,052	6,935
Title & Registration Transactions	1,089	950	909	889	-2.2%	916	889	950	2,748	2,901	10,142
Other	0	0	0	0	0.0%	0	0	0	0	0	4
<b>Personnel</b>											
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%
<b>Total Leave Days</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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
<b>OT Annual Budget</b>									<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
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%

Performance Metrics											
Prince Frederick Satellite 9945	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	100.0%					0.0%	0.0%	0.0%			98.1%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	<b>2,476</b>	<b>2,449</b>	<b>2,638</b>	<b>2,239</b>	<b>-15.1%</b>	<b>2,442</b>	<b>2,239</b>	<b>2,638</b>	<b>7,325</b>	<b>6,935</b>	<b>25,461</b>
DLS Transactions	2,239	2,124	2,301	2,031	-11.7%	2,152	2,031	2,301	6,455	5,934	22,191
Title & Registration Transactions	234	306	304	178	-41.4%	263	178	306	788	877	3,024
Other	3	19	33	30	-9.1%	27	19	33	82	124	246
<b>Personnel</b>											
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%
<b>Total Leave Days</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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
<b>OT Annual Budget</b>									<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$812	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%						0.0%

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Customer Survey Results</b>	0.0%					0.0%	0.0%	0.0%			99.7%
<b>Total DLS Time</b>											
DLS Waiting Time											
DLS Processing Time											
<b>Total Registration Time</b>											
Registration Waiting Time											
Registration Processing Time											
<b>Total Title Work Time</b>											
Title Work Waiting Time											
Title Work Processing Time											
<b>Total Transactions</b>	<b>88</b>	<b>12,795</b>	<b>12,008</b>	<b>11,081</b>	<b>-7.7%</b>	<b>11,961</b>	<b>11,081</b>	<b>12,795</b>	<b>35,883</b>	<b>4,411</b>	<b>12,559</b>
DLS Transactions	83	6,153	5,802	5,477	-5.6%	5,810	5,477	6,153	17,431	3,325	8,684
Title & Registration Transactions	5	6,146	5,693	5,101	-10.4%	5,647	5,101	6,146	16,940	952	3,184
Other	0	496	513	503	-1.9%	504	496	513	1,512	134	691
<b>Personnel</b>											
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%
<b>Total Leave Days</b>	<b>0</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>80.0%</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>18</b>	<b>30</b>	<b>111</b>
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	2	3
Other Leave Days (Planned)	0	4	5	9	80.0%	6	4	9	18	28	108
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
<b>OT Annual Budget</b>									<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
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%

**MVA StateStat  
Call Centers  
November 2009  
Reporting Period: September 2009**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Calls - General Information Line</b>	90,585	88,686	87,224	89,050	2.1%	88,320	87,224	89,050	264,960	309,955	1,106,475
Avg Time to Pick Up Call	6:29	7:31	7:00	5:28	-21.9%	6:39	5:28	7:31	6:39	3:29	4:46
Avg Call Duration	2:46	2:43	2:45	2:49	2.4%	2:45	2:43	2:49	2:45	2:50	2:52
<b>Calls - VEIP Information</b>	20,363	20,799	15,003	13,401	-10.7%	16,401	13,401	20,799	49,203	62,726	231,002
Avg Time to Pick Up Call	4:11	2:46	:31	:37	#VALUE!	2:46	2:46	2:46	2:46	5:46	5:28
Avg Call Duration	2:46	2:10	2:00	2:03	2.5%	2:04	2:00	2:10	2:04	2:23	2:19
<b>Calls - Drivers Skill Line</b>	15,613	15,452	10,981	10,186	-7.2%	12,206	10,186	15,452	36,619	29,418	129,587
Avg Time to Pick Up Call	5:36	3:47	10:30	10:16	-2.2%	8:11	3:47	10:30	8:11	5:42	6:07
Avg Call Duration	2:55	2:42	2:49	3:01	7.1%	2:50	2:42	3:01	2:50	2:16	2:35
<b>Calls - Hazmat</b>	955	909	974	804	-17.5%	896	804	974	2,687	5,504	13,770
Avg Time to Pick Up Call	4:52	4:25	5:11	5:57	14.8%	5:11	4:25	5:57	5:11	5:07	5:22
Avg Call Duration	3:01	3:03	2:41	3:16	21.7%	3:00	2:41	3:16	3:00	2:36	3:08
<b>Calls - Out-of-Country</b>	0	0	0	0	0.0%	0	0	0	0	19,598	0
Avg Time to Pick Up Call	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	5:20	0:00
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:18	0:00
<b>Total Calls</b>	<b>127,516</b>	<b>125,846</b>	<b>114,182</b>	<b>113,441</b>	<b>-0.6%</b>	<b>117,823</b>	<b>113,441</b>	<b>125,846</b>	<b>353,469</b>	<b>427,201</b>	<b>1,532,511</b>
<b>Appointments Scheduled</b>											
<b>Total Appointments</b>	<b>10,578</b>	<b>10,270</b>	<b>10,286</b>	<b>8,985</b>	<b>-12.6%</b>	<b>9,847</b>	<b>8,985</b>	<b>10,286</b>	<b>29,541</b>	<b>44,423</b>	<b>169,421</b>
Drivers Skill	10,147	9,855	9,934	8,557	-13.9%	9,449	8,557	9,934	28,346	24,920	100,510
Hazmat	431	415	352	428	21.6%	398	352	428	1,195	1,028	4,493
OOB Phone (Made by Agent)	0	0	0	0	0.0%	0	0	0	0		
OOB - Online (Made by Customer)	0	0	0	0	0.0%	0	0	0	0		

MVA StateStat  
VEIP  
November 2009  
Reporting Period: September 2009

Performance Metrics											
VEIP	Reporting Period				% Change	Avg	For All of FY 10		FY 10 YTD Total	FY 09 YTD Total	FY 2009 Total
	Jun '09	Jul '09	Aug '09	Sep '09			Min	Max			
<b>VEIP Mailings</b>											
<b>Total</b>	<b>87,687</b>	<b>67,091</b>	<b>43,567</b>	<b>75,168</b>	<b>72.5%</b>	<b>61,942</b>	<b>43,567</b>	<b>75,168</b>	<b>185,826</b>	<b>618,193</b>	<b>2,392,627</b>
Notices	28,447	13,547	24,055	65,440	172.0%	34,347	13,547	65,440	103,042	473,705	1,797,952
Warnings	59,240	53,544	19,512	9,728	-50.1%	27,595	9,728	53,544	82,784	144,488	594,675
<b>Vehicle Tests</b>											
<b>Total</b>	<b>130,240</b>	<b>104,035</b>	<b>37,025</b>	<b>25,571</b>	<b>-30.9%</b>	<b>55,544</b>	<b>25,571</b>	<b>104,035</b>	<b>166,631</b>	<b>392,440</b>	<b>1,606,708</b>
Paid	121,778	95,964	30,672	19,467	-36.5%	48,701	19,467	95,964	146,103	368,553	1,510,229
Gratis	8,462	8,071	6,353	6,104	-3.9%	6,843	6,104	8,071	20,528	23,887	96,479
<b>Test Fees</b>											
<b>Total</b>	<b>\$2,380,792</b>	<b>\$2,065,146</b>	<b>\$825,978</b>	<b>\$574,458</b>	<b>-30.5%</b>	<b>\$1,155,194</b>	<b>\$574,458</b>	<b>\$2,065,146</b>	<b>\$3,465,582</b>	<b>\$7,075,502</b>	<b>\$29,194,395</b>
Inspection	\$1,704,892	\$1,343,496	\$429,408	\$272,538	-36.5%	\$681,814	\$272,538	\$1,343,496	\$2,045,442	\$5,159,742	\$21,143,220
Late	\$675,900	\$721,650	\$396,570	\$301,920	-23.9%	\$473,380	\$301,920	\$721,650	\$1,420,140	\$1,915,760	\$8,051,175
<b>Public Contact</b>											
<b>Total</b>	<b>50,018</b>	<b>54,185</b>	<b>27,613</b>	<b>23,954</b>	<b>-13.3%</b>	<b>35,251</b>	<b>23,954</b>	<b>54,185</b>	<b>105,752</b>	<b>146,821</b>	<b>584,605</b>
Walk-In	22,121	25,974	10,634	9,425	-11.4%	15,344	9,425	25,974	46,033	64,562	263,332
Internet	7,305	7,107	1,758	966	-45.1%	3,277	966	7,107	9,831	18,746	86,264
Phone	20,363	20,799	15,003	13,401	-10.7%	16,401	13,401	20,799	49,203	62,726	231,002
Direct Mail	2	2	5	1	-80.0%	3	1	5	8	8	41
Email	227	303	213	161	-24.4%	226	161	303	677	779	3,966

**MVA StateStat**  
**Safety and Other Functions**  
**November 2009**  
**Reporting Period: September 2009**

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>Graduated License Program</b>											
Total Licenses Issued	114,229	158,797	171,124	50,020	-70.8%	126,647	50,020	171,124	379,941	361,575	1,355,829
Lerner's Permit	15,779	27,419	26,496	5,174	-80.5%	19,696	5,174	27,419	59,089	46,221	168,420
License age less than 21	9,539	15,944	21,043	4,079	-80.6%	13,689	4,079	21,043	41,066	24,610	86,642
License age 21 or over	88,911	115,434	123,585	40,767	-67.0%	93,262	40,767	123,585	279,786	290,744	1,100,767
Minor Notification Letters Sent	605	670	735	1,167	58.8%	857	670	1,167	2,572		
<b>Disability Placards</b>											
Temporary	2,651	2,731	2,550	2,703	6.0%	2,661	2,550	2,731	7,984		
Permanent	12,658	11,680	11,384	12,312	8.2%	11,792	11,384	12,312	35,376		
<b>Arrest Data</b>											
Out of State Convictions on MD DL	8,680	6,741	777	1,399	80.1%	2,972	777	6,741	8,917		
Federal Convictions on MD DL	623	486	799	284	-64.5%	523	284	799	1,569		
<b>Driver Review and Reinstatement Program</b>											
Reinstatement Requests Received	937	913	755	842	11.5%	837	755	913	2,510	2,878	11,438
Reinstatement Requests Approved	373	393	331	311	-6.0%	345	311	393	1,035	563	3,167
<b>Administrative Adjudication</b>											
Number of Cases Total	29,705	30,270	35,113	26,017	-25.9%	30,467	26,017	35,113	91,400		
Number of Hearings	2,288	1,425	1,591	1,005	-36.8%	1,340	1,005	1,591	4,021		
<b>Flags- Parking/Red-Light/Toll/Speed Camera</b>											
New Flags	15,378	18,168	18,762	17,316	-7.7%	18,082	17,316	18,762	54,246	48,048	188,750
Deleted Flags	7,700	9,992	26,576	9,075	-65.9%	15,214	9,075	26,576	45,643	25,124	102,963
Suspensions	42	75	46	53	15.2%	58	46	75	174	119	454
<b>Ignition Interlock Program</b>											
Currently in Program**	7,124	7,381	7,567	7,908	4.5%	7,619	7,381	7,908			
Drivers Starting Program	202	392	541	371	-31.4%	435	371	541	1,304	1,764	5,741
Restrictions Removed (Compliance)	242	256	207	249	20.3%	237	207	256	712	797	2,298
Restrictions Removed (Non-Compliance)	431	279	222	203	-8.6%	235	203	279	704	268	2,411
Warning Letters Mailed	2,374	2,940	2,183	2,751	26.0%	2,625	2,183	2,940	7,874	3,892	22,694
<b>RIID</b>											
IDs Given Out	79	100	110	92	-16.4%	0	92	110	302		
IDs Processed in the Branches	77	121	100	135	35.0%	0	100	135	356		
<b>Outstanding Warrant Program</b>											
Notices	1,416	3,600	1,483	1,344	-9.4%	2,142	1,344	3,600	6,427	2,747	12,969
Suspensions	1,028	1,036	2,388	1,200	-49.7%	1,541	1,036	2,388	4,624	2,175	9,219
Satisfied	608	920	916	981	7.1%	939	916	981	2,817	2,027	7,971
Denied license or registration at branch	83	29	26	22	-15.4%	26	22	29	77	264	976

Performance Metrics											
Business Licenses	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Jun '09	Jul '09	Aug '09	Sep '09		Avg	Min	Max			
<b>New Businesses</b>	<b>24</b>	<b>19</b>	<b>18</b>	<b>15</b>	<b>-16.7%</b>	<b>17</b>	<b>15</b>	<b>19</b>	<b>52</b>	<b>78</b>	<b>322</b>
New Dealerships	1	0	0	2	0.0%	2	2	2	2	2	11
Used Dealerships	5	7	6	4	-33.3%	6	4	7	17	15	74
Wholesale	11	5	6	8	33.3%	6	5	8	19	44	159
Title Services	2	3	3	0	-100.0%	3	3	3	6	9	41
Other	5	4	3	1	-66.7%	3	1	4	8	8	37
<b>Out of Business</b>	<b>8</b>	<b>21</b>	<b>17</b>	<b>8</b>	<b>-52.9%</b>	<b>15</b>	<b>8</b>	<b>21</b>	<b>46</b>	<b>48</b>	<b>183</b>
New Dealerships	2	4	0	0	0.0%	4	4	4	4	2	20
Used Dealerships	3	7	10	4	-60.0%	7	4	10	21	21	65
Wholesale	2	9	7	3	-57.1%	6	3	9	19	19	71
Title Services	0	0	0	0	0.0%	0	0	0	0	2	8
Other	1	1	0	1	0.0%	1	1	1	2	4	19
<b>School Bus Inspections</b>											
Inspections	1,593	872	742	604	-18.6%	739	604	872	2,218	2,825	16,935
Scheduled	882	6	2	394	19600.0%	134	2	394	402	330	9,072
Re-inspections	78	37	79	49	-38.0%	55	37	79	165	289	1,692
Random/Audit	633	829	661	161	-75.6%	550	161	829	1,651	2,206	6,171
<b>Total Defects</b>	<b>951</b>	<b>205</b>	<b>160</b>	<b>463</b>	<b>189.4%</b>	<b>276</b>	<b>160</b>	<b>463</b>	<b>828</b>	<b>1,305</b>	<b>10,080</b>
Public Owned	685	48	14	14	0.0%	25	14	48	76	294	5,019
BOE Contractor	221	120	106	14	-86.8%	80	14	120	240	314	3,260
Privately Owned	45	37	40	435	987.5%	171	37	435	512	697	1,801
Repair Orders	494	5	99	173	74.7%	92	5	173	277	643	4,796
Repair Orders Closed	278	376	150	69	-54.0%	198	69	376	595	606	4,643
Suspensions	87	27	75	56	-25.3%	53	27	75	158	312	1660
<b>Insurance Compliance</b>											
<b>Total Notices Sent</b>	<b>32,842</b>	<b>35,392</b>	<b>39,187</b>	<b>51,739</b>	<b>32.0%</b>	<b>42,106</b>	<b>35,392</b>	<b>51,739</b>	<b>126,318</b>	<b>166,972</b>	
First Notice	17,703	19,689	23,049	33,703	46.2%	25,480	19,689	33,703	76,441	79,381	
Suspensions	15,139	15,703	16,138	18,036	11.8%	16,626	15,703	18,036	49,877	87,591	
Cases Created	32,943	34,391	32,009	33,610	5.0%	33,337	32,009	34,391	100,010	122,715	
Cases Closed	18,076	17,585	17,089	19,411	13.6%	18,028	17,089	19,411	54,085	56,049	
Cases Referred to Central Collections	12,539	10,464	10,074	10,292	2.2%	10,277	10,074	10,464	30,830	35,961	