



MVA StateStat

December 2009

Reporting Period: October 2009

MVA StateStat
Glossary
December 2009
Reporting Period: October 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
 December 2009
 Reporting Period: October 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: **13.59%** # Waivers requested: # Waivers granted: Goal Achieved: **9.40%** # Waivers requested: # Waivers granted:

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (Month, Year)						YEAR-TO-DATE					
	Agency Total	Ethnic	Women	Profit / Sheltered / Disabled / Non-Workshop	Total MBE/WBE	%	Agency Total	Ethnic	Women	Profit / Sheltered / Disabled / Non-Workshop	Total MBE/WBE	%
Payment Totals	\$3,498,658.62	\$153,629.92 4.39%	\$119,650.83 3.42%	\$60,590.95 1.73%	\$333,871.70	9.54%	\$16,017,277.23	\$1,946,026.61 12.15%	\$1,265,138.27 7.90%	\$537,276.69 3.35%	\$3,748,441.57	23.40%
Awards Totals	\$290,531.28	\$31,764.00 10.93%	\$224.00 0.08%	\$7,506.00 2.58%	\$39,494.00	13.59%	\$4,416,803.46	\$275,561.00 6.24%	\$112,989.00 2.56%	\$26,671.00 0.60%	\$415,221.00	9.40%
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	\$28,414.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$418,947.67	\$0.00	\$45,600.00	\$0.00	\$45,600.00	10.88%
Services	\$25,217.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$53,501.00	\$0.00	\$2,494.00	\$0.00	\$2,494.00	4.66%
Supplies and Equipment	\$136,077.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$533,713.50	\$1,028.00	\$0.00	\$0.00	\$1,028.00	0.19%
IT Services	\$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	\$49,558.00	\$30,848.00	\$0.00	\$0.00	\$30,848.00	62.25%	\$835,391.00	\$116,681.00	\$63,509.00	\$0.00	\$180,190.00	21.57%
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	\$42,093.00	\$916.00	\$224.00	\$7,506.00	\$8,646.00	20.54%	\$187,501.00	\$4,004.00	\$1,386.00	\$26,671.00	\$32,061.00	17.10%
Direct Vouchers	\$9,172.28	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$45,079.19	\$0.00	\$0.00	\$0.00	\$0.00	0.00%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%	Agency Total	Total SBR	# Designated Procurements	%
Payment Totals	\$3,594,377	\$589,688	3	16.41%	\$15,475,244	\$2,573,957	0	16.63%

**MVA StateStat
Budget and Finance
December 2009
Reporting Period: October 2009**

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 10		
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max
Revenue								
Total	\$81,728,211	\$107,656,550	\$108,661,413	\$103,733,509	-4.5%	\$100,444,921	\$81,728,211	\$108,661,413
Excise Tax	\$26,663,530	\$50,388,846	\$55,030,352	\$42,618,875	-22.6%	\$43,675,401	\$26,663,530	\$55,030,352
Registration & Rel Fees	\$42,695,116	\$38,465,327	\$35,247,597	\$40,427,601	14.7%	\$39,208,910	\$35,247,597	\$42,695,116
Drivers License	\$3,687,838	\$3,801,243	\$3,288,095	\$3,433,066	4.4%	\$3,552,561	\$3,288,095	\$3,801,243
Title & Related Services	\$4,633,219	\$4,633,563	\$4,717,953	\$4,220,310	-10.5%	\$4,551,261	\$4,220,310	\$4,717,953
Uninsured Motorist Penalties	\$1,589,745	\$6,759,895	\$6,166,751	\$6,116,534	-0.8%	\$5,158,231	\$1,589,745	\$6,759,895
All Other	\$2,458,763	\$3,607,676	\$4,210,665	\$6,917,123	64.3%	\$4,298,557	\$2,458,763	\$6,917,123
Internal Use of Funds								
Total	\$23,100,092	\$14,013,698	\$11,586,149	\$10,265,891	-11.4%	\$14,741,457	\$10,265,891	\$23,100,092
Salaries & Wages	\$7,539,552	\$7,760,106	\$8,635,327	\$7,560,807	-12.4%	\$7,873,948	\$7,539,552	\$8,635,327
Contractuals & NEC Temps	\$289,011	\$355,267	\$315,561	\$340,884	8.0%	\$325,181	\$289,011	\$355,267
Contracted Services	\$12,455,504	\$4,564,560	\$938,579	\$1,102,000	17.4%	\$4,765,161	\$938,579	\$12,455,504
Fuel & Utilities	\$84,272	\$158,753	\$129,398	\$208,918	61.5%	\$145,335	\$84,272	\$208,918
Communications	\$1,783,166	\$345,040	\$600,965	\$341,266	-43.2%	\$767,609	\$341,266	\$1,783,166
All Other	\$948,587	\$829,972	\$966,319	\$712,015	-26.3%	\$864,223	\$712,015	\$966,319
External Use of Funds								
Total	\$11,214,985	\$11,670,950	\$11,249,917	\$13,497,846	20.0%	\$11,908,425	\$11,214,985	\$13,497,846
MAIF/General Fund	\$1,114,167	\$4,731,835	\$4,317,839	\$4,283,370	-0.8%	\$3,611,803	\$1,114,167	\$4,731,835
Emergency Medical System/Trauma	\$5,942,612	\$6,011,182	\$5,600,556	\$5,919,227	5.7%	\$5,868,394	\$5,600,556	\$6,011,182
Refunds	\$1,699,942	\$1,474,277	\$1,194,337	\$1,150,720	-3.7%	\$1,379,819	\$1,150,720	\$1,699,942
All Other	\$2,458,265	(\$546,344)	\$137,185	\$2,144,529	1463.2%	\$1,397,878	(\$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
December 2009
Reporting Period: October 2009

Budget & Finance	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget
Revenue					
Total	\$401,779,683		\$399,352,217	\$1,204,140,372	
Excise Tax	\$174,701,603		\$175,569,433	\$515,444,164	
Registration & Rel Fees	\$156,835,641		\$151,593,884	\$447,204,877	
Drivers License	\$14,210,242		\$15,465,329	\$43,289,317	
Title & Related Services	\$18,205,045		\$18,457,324	\$50,969,702	
Uninsured Motorist Penalties	\$20,632,925		\$21,122,579	\$99,398,889	
All Other	\$17,194,227		\$17,143,668	\$47,833,423	
Internal Use of Funds					
Total	\$58,965,830	\$161,517,719	\$58,137,911	\$148,105,879	\$164,191,870
Salaries & Wages	\$31,495,792	\$101,520,386	\$31,817,904	\$97,283,505	\$100,663,833
Contractuals & NEC Temps	\$1,300,723	\$5,144,760	\$1,555,494	\$4,460,930	\$5,064,045
Contracted Services	\$19,060,643	\$35,985,149	\$18,599,513	\$30,798,174	\$39,122,267
Fuel & Utilities	\$581,341	\$3,309,654	\$786,792	\$2,593,480	\$2,540,106
Communications	\$3,070,437	\$6,381,796	\$2,573,307	\$5,562,227	\$6,180,876
All Other	\$3,456,893	\$9,175,974	\$2,804,900	\$7,407,563	\$10,620,743
External Use of Funds					
Total	\$47,633,698		\$48,737,061	\$155,824,214	
MAIF	\$14,447,211		\$14,781,396	\$69,546,778	
Emergency Medical System	\$23,473,577		\$22,830,809	\$64,268,514	
Refunds	\$5,519,276		\$5,745,359	\$14,340,799	
All Other	\$4,193,635		\$5,379,497	\$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
December 2009
Reporting Period: October 2009**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 10	
	Jul '09	Aug '09	Sep '09	Oct '09			Min	Max
Overtime (Payments)								
Total	\$125,099	\$135,117	\$97,561	\$98,112	0.6%	\$113,972	\$97,561	\$135,117
Administrator's Office	\$730	\$2,488	\$1,195	\$1,532	28.2%	\$1,486	\$730	\$2,488
DVPP	\$997	\$303	\$137	\$1,134	727.7%	\$643	\$137	\$1,134
Operations	\$110,256	\$125,955	\$93,608	\$92,030	-1.7%	\$105,462	\$92,030	\$125,955
Support Services	\$13,116	\$6,371	\$2,621	\$3,416	30.3%	\$6,381	\$2,621	\$13,116
Overtime (Hours)								
Total	4,683	5,103	3,740	3,808	1.8%	4,334	3,740	5,103
Administrator's Office	24	84	46	51	9.8%	51	24	84
DVPP	34	10	5	33	556.0%	20	5	34
Operations	4,253	4,833	3,614	3,630	0.4%	4,082	3,614	4,833
Support Services	373	176	75	95	26.7%	180	75	373
Sick leave (Days)								
Total	1,747	1,702	2,022	2,089	3.3%	1,890	1,702	2,089
Administrator's Office	108	101	109	102	-6.5%	105	101	109
DVPP	466	410	424	481	13.5%	445	410	481
Operations	915	996	1,250	1,236	-1.1%	1,099	915	1,250
Support Services	258	194	239	270	12.8%	240	194	270
Planned Leave (Days)								
Total	6,638	5,403	7,893	5,890	-25.4%	6,456	5,403	7,893
Administrator's Office	471	412	544	453	-16.8%	470	412	544
DVPP	1,299	1,077	1,481	1,074	-27.5%	1,233	1,074	1,481
Operations	3,791	3,246	4,802	3,533	-26.4%	3,843	3,246	4,802
Support Services	1,077	669	1,066	831	-22.1%	910	669	1,077
Total Leave (Days)								
Total	8,384	7,105	9,915	7,979	-19.5%	8,346	7,105	9,915
Administrator's Office	579	513	653	555	-15.1%	575	513	653
DVPP	1,765	1,487	1,905	1,555	-18.4%	1,678	1,487	1,905
Operations	4,706	4,243	6,052	4,769	-21.2%	4,942	4,243	6,052
Support Services	1,335	862	0	0	0.0%	1,099	862	1,335

Personnel	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget
Overtime (Payments)					
Total	\$455,889	\$1,437,145	\$588,645	\$1,477,716	\$1,488,420
Administrator's Office	\$5,945	\$78,784	\$72,583	\$164,680	\$79,171
DVPP	\$2,571	\$54,000	\$16,738	\$66,109	\$135,023
Operations	\$421,849	\$1,091,817	\$446,759	\$1,182,425	\$1,053,499
Support Services	\$25,524	\$212,544	\$52,565	\$64,502	\$220,727
Overtime (Hours)					
Total	17,335			55,494	
Administrator's Office	205			5,251	
DVPP	82			2,387	
Operations	16,330			45,984	
Support Services	719			1,872	
Sick leave (Days)					
Total	7,559			19,431	
Administrator's Office	420			899	
DVPP	1,781			4,787	
Operations	4,398			11,006	
Support Services	961			2,739	
Planned Leave (Days)					
Total	25,824			77,805	
Administrator's Office	1,879			4,355	
DVPP	4,930			15,575	
Operations	15,372			47,112	
Support Services	3,642			10,763	
Total Leave (Days)					
Total	33,383			97,237	
Administrator's Office	2,300			5,254	
DVPP	6,711			20,363	
Operations	19,770			58,118	
Support Services	4,603			13,502	

Performance Metrics								
Staffing	Reporting Period				% Change	Avg	For All of FY 10	
	Jul '09	Aug '09	Sep '09	Oct '09			Min	Max
PINS								
Total	1,611.5	1,611.5	1,594.5	1,594.5				
Administrator's Office	111.0	111.0	106.0	106.0				
DVPP	330.0	330.0	328.0	328.0				
Operations	929.5	929.5	928.5	928.5				
Support Services	241.0	241.0	232.0	232.0				
Vacant PINS	67.5	71.0	67.0	53.5	-20.1%			
Administrator's Office	6.5	6.0	8.0	6.0	-25.0%			
DVPP	10.5	12.0	11.0	9.5	-13.6%			
Operations	33.5	36.0	27.0	22.0	-18.5%			
Support Services	17.0	17.0	21.0	16.0	-23.8%			
Contractuals								
Total	118.0	117.0	117.0	117.0				
Administrator's Office	17.0	10.0	10.0	10.0				
DVPP	26.5	24.0	24.0	24.0				
Operations	57.5	66.0	66.0	66.0				
Support Services	17.0	17.0	17.0	17.0				
Vacant Contractuals	42.0	36.0	32.0	47.0	46.9%			
Administrator's Office	8.0	1.0	1.0	1.0	0.0%			
DVPP	11.0	7.0	6.0	13.0	116.7%			
Operations	16.0	24.0	18.0	27.0	50.0%			
Support Services	7.0	4.0	7.0	6.0	-14.3%			
Temporary Employees								
Total - State	71.0	69.0	68.0	64.0				
Administrator's Office	6.0	6.0	6.0	6.0				
DVPP	7.0	7.0	6.0	6.0				
Operations	58.0	56.0	56.0	51.0				
Support Services	0.0	0.0	0.0	1.0				
Total - Agency	85.0	77.0	75.0	74.0				
Administrator's Office	7.0	6.0	5.0	5.0				
DVPP	25.0	21.0	19.0	21.0				
Operations	36.0	32.0	32.0	29.0				
Support Services	17.0	18.0	19.0	19.0				

MVA StateStat
Overtime By District / Branch
December 2009
Reporting Period: October 2009

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 10		
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max
Total Overtime	\$108,142	\$123,168	\$90,321	\$89,990	-0.4%	\$102,905	\$89,990	\$123,168
District 1 Total	\$24,463	\$28,017	\$21,109	\$22,161	5.0%	\$23,938	\$21,109	\$28,017
Baltimore City	\$8,204	\$11,647	\$9,960	\$8,605	-13.6%	\$9,604	\$8,204	\$11,647
Cumberland	\$583	\$48	\$248	\$437	76.2%	\$329	\$48	\$583
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$4,437	\$3,064	\$1,596	\$1,554	-2.6%	\$2,663	\$1,554	\$4,437
Hagerstown	\$341	\$251	\$244	\$84	-65.6%	\$230	\$84	\$341
Westminster	\$4,587	\$6,112	\$3,890	\$5,221	34.2%	\$4,952	\$3,890	\$6,112
White Oak	\$6,312	\$6,895	\$5,171	\$6,260	21.1%	\$6,159	\$5,171	\$6,895
District 2								
District 2 Total	\$18,163	\$21,159	\$16,062	\$19,309	20.2%	\$18,673	\$16,062	\$21,159
Bel Air	\$7,262	\$6,085	\$5,598	\$7,866	40.5%	\$6,703	\$5,598	\$7,866
Elkton	\$1,741	\$1,333	\$1,608	\$2,146	33.5%	\$1,707	\$1,333	\$2,146
Essex	\$4,585	\$6,085	\$4,133	\$4,360	5.5%	\$4,791	\$4,133	\$6,085
Loveville	\$461	\$806	\$712	\$528	-25.8%	\$627	\$461	\$806
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$4	\$356	\$0	\$0	0.0%	\$180	\$4	\$356
Waldorf	\$4,110	\$6,494	\$4,011	\$4,409	9.9%	\$4,756	\$4,011	\$6,494
District 3								
District 3 Total	\$23,265	\$21,788	\$15,928	\$15,123	-5.1%	\$19,026	\$15,123	\$23,265
Beltsville	\$6,153	\$4,007	\$4,548	\$4,218	-7.3%	\$4,732	\$4,007	\$6,153
Columbia Express	\$4,010	\$3,935	\$2,610	\$1,713	-34.4%	\$3,067	\$1,713	\$4,010
Gaithersburg	\$11,525	\$12,203	\$7,263	\$7,912	8.9%	\$9,726	\$7,263	\$12,203
Glenmont Express	\$1,575	\$1,459	\$1,218	\$872	-28.4%	\$1,281	\$872	\$1,575
Walnut Hill Express	\$0	\$184	\$289	\$408	41.2%	\$294	\$184	\$408
District 4								
District 4 Total	\$42,250	\$52,204	\$37,222	\$33,397	-10.3%	\$41,268	\$33,397	\$52,204
Annapolis	\$9,437	\$11,757	\$6,890	\$7,836	13.7%	\$8,980	\$6,890	\$11,757
Easton	\$1,933	\$2,314	\$1,915	\$3,105	62.1%	\$2,317	\$1,915	\$3,105
Glen Burnie	\$9,465	\$11,826	\$9,912	\$6,653	-32.9%	\$9,464	\$6,653	\$11,826
Largo	\$20,355	\$24,857	\$16,248	\$14,108	-13.2%	\$18,892	\$14,108	\$24,857
Salisbury	\$1,062	\$1,450	\$2,257	\$1,695	-24.9%	\$1,616	\$1,062	\$2,257
Mobile								
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
Total Overtime	\$411,621	\$1,023,960	\$405,840	\$1,113,589	\$897,919
District 1 Total					
District 1 Total	\$95,750	\$233,755	\$101,436	\$251,339	\$246,948
Baltimore City	\$38,416	\$90,514	\$35,595	\$100,209	\$82,624
Cumberland	\$1,316	\$4,210	\$720	\$5,376	\$17,968
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$10,651	\$26,043	\$12,887	\$29,024	\$39,642
Hagerstown	\$920	\$1,591	\$948	\$1,875	\$4,591
Westminster	\$19,810	\$27,316	\$12,092	\$27,980	\$36,199
White Oak	\$24,638	\$84,081	\$39,194	\$86,875	\$65,924
District 2					
District 2 Total	\$74,693	\$215,984	\$84,640	\$224,037	\$185,656
Bel Air	\$26,811	\$70,544	\$28,804	\$71,161	\$62,714
Elkton	\$6,828	\$27,811	\$12,706	\$29,558	\$13,737
Essex	\$19,163	\$61,569	\$21,087	\$63,816	\$41,447
Loveville	\$2,507	\$3,921	\$3,428	\$6,876	\$7,088
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$590
Lock Raven / Parkville Express	\$360	\$327	\$424	\$702	\$1,188
Waldorf	\$19,024	\$51,812	\$18,191	\$51,924	\$58,892
Distret 3					
Distrcit 3 Total	\$76,104	\$125,591	\$49,154	\$155,199	\$141,707
Beltsville	\$18,926	\$54,666	\$17,761	\$59,513	\$43,070
Columbia Express	\$12,268	\$9,862	\$2,112	\$12,296	\$8,150
Gaithersburg	\$38,903	\$56,072	\$27,370	\$75,521	\$78,183
Glenmont Express	\$5,124	\$3,585	\$1,160	\$4,595	\$6,152
Walnut Hill Express	\$881	\$1,406	\$751	\$3,274	\$6,152
District 4					
District 4 Total	\$165,073	\$448,630	\$170,609	\$483,013	\$323,608
Annapolis	\$35,920	\$66,683	\$22,671	\$70,306	\$55,482
Easton	\$9,267	\$21,658	\$7,461	\$22,961	\$24,203
Glen Burnie	\$37,856	\$149,788	\$65,214	\$163,858	\$140,005
Largo	\$75,568	\$191,488	\$69,610	\$204,468	\$78,625
Salisbury	\$6,464	\$19,013	\$5,654	\$21,420	\$25,293
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
December 2009
Reporting Period: October 2009

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Transaction Total	815,098	800,812	727,392	732,605	0.7%	768,977	727,392	815,098	3,075,906	3,102,940	8,888,572
Driver Licensing											
Transaction Subtotal	300,593	296,668	259,280	255,446	-1.5%	277,997	255,446	300,593	1,111,986	1,220,282	3,402,436
Full Service	233,326	241,951	209,977	204,933	-2.4%	222,547	204,933	241,951	890,188	1,011,286	2,807,125
Express	40,210	39,994	34,585	36,148	4.5%	37,734	34,585	40,210	150,937	142,961	409,362
Satellite	2,754	2,886	2,654	2,114	-20.4%	2,602	2,114	2,886	10,407	10,262	29,125
Alternate	24,304	11,837	12,065	12,251	1.5%	15,114	11,837	24,304	60,456	55,773	156,825
Titling / Registration											
Transaction Subtotal	461,654	452,344	415,571	425,208	2.3%	438,694	415,571	461,654	1,754,777	1,702,979	4,916,980
Full Service	201,231	189,691	176,809	175,311	-0.8%	185,761	175,311	201,231	743,042	770,954	2,170,491
Express	12,363	13,815	12,005	10,349	-13.8%	12,133	10,349	13,815	48,532	43,228	118,012
Satellite	1,256	1,213	1,067	948	-11.2%	1,121	948	1,256	4,484	4,857	13,166
Alternate	246,804	247,625	225,690	238,600	5.7%	239,680	225,690	247,625	958,719	883,940	2,615,311
Other											
Transaction Subtotal	52,851	51,800	52,541	51,951	-1.1%	52,286	51,800	52,851	209,143	179,679	569,156
Full Service	39,693	39,210	38,714	38,283	-1.1%	38,975	38,283	39,693	155,900	149,475	455,105
Express	1,044	929	1,036	1,035	-0.1%	1,011	929	1,044	4,044	6	5,245
Satellite	19	33	30	34	13.3%	29	19	34	116	137	250
Alternate	12,095	11,628	12,761	12,599	-1.3%	12,271	11,628	12,761	49,083	30,061	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
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Transaction Total	815,098	800,812	727,392	732,605	0.7%	768,977	727,392	815,098	3,075,906	3,102,940	8,888,572
Driver Licensing											
Transaction Subtotal	300,593	296,668	259,280	255,446	-1.5%	277,997	255,446	300,593	1,111,986	1,220,282	3,402,436
Law Tests Given	31,436	31,251	24,984	24,029	-3.8%	27,925	24,029	31,436	111,700	161,196	441,242
Vision Tests Given	78,993	79,948	72,532	73,476	1.3%	76,237	72,532	79,948	304,949	318,286	894,346
Skills Tests Given	17,054	17,457	15,911	10,126	-36.4%	15,137	10,126	17,457	60,548	71,117	198,029
New Licenses - Photo	41,003	45,543	37,700	35,831	-5.0%	40,019	35,831	45,543	160,076	195,027	510,663
Renewal Licenses - Photo	80,144	66,727	63,865	68,386	7.1%	69,780	63,865	80,144	279,122	259,242	761,041
License Duplications - Photo	14,508	14,377	12,542	13,103	4.5%	13,633	12,542	14,508	54,530	59,262	168,950
License Corrections - Photo	5,605	5,212	3,600	2,988	-17.0%	4,351	2,988	5,605	17,405	16,715	57,671
Photo I.D. Cards - New / Corr / Dup	16,080	19,942	11,740	12,055	2.7%	14,954	11,740	19,942	59,817	71,406	176,988
Certified Copies	15,770	16,211	16,407	15,452	-5.8%	15,960	15,452	16,407	63,840	68,031	193,506
Titling / Registration											
Transaction Subtotal	461,654	452,344	415,571	425,208	2.3%	438,694	415,571	461,654	1,754,777	1,702,979	4,916,980
New Titles	88,700	85,430	87,667	78,586	-10.4%	85,096	78,586	88,700	340,383	347,948	950,543
Corrected Titles	10,116	10,935	9,850	10,461	6.2%	10,341	9,850	10,935	41,362	39,543	113,537
Duplicated Titles	11,280	11,916	10,186	10,105	-0.8%	10,872	10,105	11,916	43,487	43,294	122,010
Lien Maintenance	9,524	10,550	8,915	9,594	7.6%	9,646	8,915	10,550	38,583	41,636	112,443
Salvage Application	7,055	8,872	13,814	11,286	-18.3%	10,257	7,055	13,814	41,027	25,761	81,135
Salvage Corr. / Dupl.	199	314	321	287	-10.6%	280	199	321	1,121	1,215	3,345
Renewal -Std.	206,330	196,399	171,361	194,522	13.5%	192,153	171,361	206,330	768,612	710,178	2,149,116
Renewal -Replac. Tag.	3,318	2,960	3,141	3,266	4.0%	3,171	2,960	3,318	12,685	11,357	33,870
Substitute Tags	5,985	5,614	5,248	4,900	-6.6%	5,437	4,900	5,985	21,747	23,059	65,126
Substitute Stickers	4,269	3,918	3,793	3,755	-1.0%	3,934	3,755	4,269	15,735	14,665	43,623
Duplicate Regist.	9,079	9,149	8,049	7,549	-6.2%	8,457	7,549	9,149	33,826	31,413	90,022
Corrected Regist.	2,307	1,847	1,932	2,307	19.4%	2,098	1,847	2,307	8,393	9,334	28,132
New Tag Regist.	3,759	3,509	3,050	2,801	-8.2%	3,280	2,801	3,759	13,119	15,166	44,129
Transfer Tags With Renewal	215	206	230	232	0.9%	221	206	232	883	986	2,578
Tags Returned	76,242	75,804	64,917	63,991	-1.4%	70,239	63,991	76,242	280,954	295,869	838,230
Change Of Address	23,276	24,921	23,097	21,566	-6.6%	23,215	21,566	24,921	92,860	91,555	239,141
Other											
Transaction Subtotal	52,851	51,800	52,541	51,951	-1.1%	52,286	51,800	52,851	209,143	179,679	569,156
Fr / Investigation	24,977	24,520	23,773	22,888	-3.7%	24,040	22,888	24,977	96,158	88,358	287,047
Disability Placards - Temporary	2,731	2,550	2,703	2,780	2.8%	2,691	2,550	2,780	10,764	10,029	29,677
Disability Placards - Permanent	11,680	11,384	12,312	11,820	-4.0%	11,799	11,384	12,312	47,196	34,224	99,365
County Stickers	25	23	26	26	0.0%	25	23	26	100	119	337
Administrative Parking Flags Removed	0	0	0	0	0.0%	13,731	13,323	14,437	54,925	46,949	152,730

MVA StateStat
Alternate Transactions
December 2009
Reporting Period: October 2009

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Jul '09	Aug '09	Sep '09	Oct '09		Change	Avg	Min			
Transaction Total	283,203	271,090	250,516	263,450	5.2%	267,064	250,516	283,203	1,068,258	969,774	2,880,692
Driver Licensing											
Transaction Subtotal	24,304	11,837	12,065	12,251	1.5%	15,114	11,837	24,304	60,456	55,773	156,825
Vinnet											
CVR											
Kiosks	34	21	18	19	5.6%	23	18	34	92	96	250
Mobile Bus	778	1,372	2,039	867	-57.5%	1,264	778	2,039	5,056	4,053	8,684
Internet	2,054	2,099	2,119	2,005	-5.4%	2,069	2,005	2,119	8,277	7,416	23,070
Telephone											
Central Operations	21,262	8,137	7,723	9,181	18.9%	11,575	7,723	21,262	46,301	43,327	122,667
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing	2	0	0	0	0.0%	2	2	2	2	15	21
Employee Testing	174	208	166	180	8.4%	182	166	208	728	866	2,133
Titling / Registration											
Transaction Subtotal	246,804	247,625	225,690	238,600	5.7%	239,680	225,690	247,625	958,719	883,940	2,615,311
Vinnet	18,178	18,752	19,521	17,467	-10.5%	18,480	17,467	19,521	73,918	64,539	192,341
CVR	37,222	35,976	38,893	33,275	-14.4%	36,342	33,275	38,893	145,366	135,068	380,601
Kiosks	2,777	2,795	2,230	2,298	3.0%	2,525	2,230	2,795	10,100	9,591	27,967
Mobile Bus	309	400	417	428	2.6%	389	309	428	1,554	1,225	3,184
Internet	90,072	87,510	82,369	81,884	-0.6%	85,459	81,884	90,072	341,835	293,836	879,636
Telephone	710	694	652	641	-1.7%	674	641	710	2,697	3,265	9,133
Central Operations	93,558	98,356	78,460	99,422	26.7%	92,449	78,460	99,422	369,796	363,678	1,083,521
Cumberland - Customer Service Ctr.	503	429	480	434	-9.6%	462	429	503	1,846	2,330	5,550
County Treasurers	3,475	2,713	2,668	2,751	3.1%	2,902	2,668	3,475	11,607	10,408	33,378
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	12,095	11,628	12,761	12,599	-1.3%	12,271	11,628	12,761	49,083	30,061	108,556
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	75	82	77	71	-7.8%	76	71	82	305	301	863
Mobile Bus	52	77	96	55	-42.7%	70	52	96	280	197	693
Internet	2,859	2,681	2,775	2,786	0.4%	2,775	2,681	2,859	11,101	8,742	28,442
Telephone	1,831	1,609	1,858	1,914	3.0%	1,803	1,609	1,914	7,212	5,620	18,905
Central Operations	7,278	7,179	7,955	7,773	-2.3%	7,546	7,179	7,955	30,185	15,201	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
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Transaction Total	283,203	271,090	250,516	263,449	5.2%	267,064	250,516	283,203	1,068,257	969,774	2,880,692
Driver Licensing											
Transaction Subtotal	24,304	11,837	12,065	12,250	1.5%	15,114	11,837	24,304	60,455	55,773	156,825
Law Tests Given											
Vision Tests Given	305	367	514	362	-29.6%	387	305	514	1,548	1,413	3,349
Skills Tests Given	176	208	166	181	9.0%	183	166	208	731	881	2,154
New Licenses - Photo	76	60	70	82	18.0%	72	60	82	287	560	1,390
Renewal Licenses - Photo	20,676	7,495	7,219	8,443	17.0%	10,958	7,219	20,676	43,833	40,427	113,466
License Duplications - Photo	82	87	119	119	0.0%	102	82	119	407	353	993
License Corrections - Photo	14	15	12	12	0.0%	13	12	15	53	102	282
Photo I.D. Cards - New / Corr / Dup	380	371	315	434	37.8%	375	315	434	1,500	1,032	3,381
Copies - Driver/Vehicle Records	2,595	3,234	3,650	2,617	-28.3%	3,024	2,595	3,650	12,096	11,005	31,810
Titling / Registration											
Transaction Subtotal	246,804	247,625	225,690	238,600	5.7%	239,680	225,690	247,625	958,719	883,940	2,615,311
New Titles	41,115	41,383	44,034	37,095	-15.8%	40,907	37,095	44,034	163,627	162,447	442,493
Corrected Titles	4,877	5,723	5,033	5,703	13.3%	5,334	4,877	5,723	21,336	20,632	59,827
Duplicated Titles	3,647	3,737	3,427	3,352	-2.2%	3,541	3,352	3,737	14,163	14,060	40,396
Lien Maintenance	4,426	5,294	4,376	5,047	15.3%	4,786	4,376	5,294	19,143	22,215	58,166
Salvage Application	7,055	8,872	13,814	11,286	-18.3%	10,257	7,055	13,814	41,027	25,761	81,135
Salvage Corr. / Dupl.	199	314	321	287	-10.6%	280	199	321	1,121	1,215	3,345
Renewal -Std.	145,492	142,097	119,276	141,678	18.8%	137,136	119,276	145,492	548,543	497,488	1,519,344
Renewal -Replac. Tag.	867	809	716	795	11.0%	797	716	867	3,187	3,166	8,715
Substitute Tags	2,597	2,492	2,278	2,109	-7.4%	2,369	2,109	2,597	9,476	9,388	26,309
Substitute Stickers	1,331	1,235	1,277	1,185	-7.2%	1,257	1,185	1,331	5,028	4,362	13,478
Duplicate Regist.	5,663	5,455	4,837	4,451	-8.0%	5,102	4,451	5,663	20,406	17,911	52,160
Corrected Regist.	298	161	123	355	188.6%	234	123	355	937	935	3,307
New Tag Regist.	393	350	372	364	-2.2%	370	350	393	1,479	1,316	4,125
Transfer Tags With Renewal	1	1	2	1	-50.0%	1	1	2	5	14	35
Tags Returned	13,897	13,398	11,007	10,898	-1.0%	12,300	10,898	13,897	49,200	48,394	153,625
Change Of Address	14,946	16,304	14,797	13,994	-5.4%	15,010	13,994	16,304	60,041	54,636	148,851
Other											
Transaction Subtotal	12,095	11,628	12,761	12,599	-1.3%	12,271	11,628	12,761	49,083	30,061	108,556
Fr / Payments & Investigation											
Disability Placards - Temporary	485	483	534	522	-2.2%	506	483	534	2,024	2,001	5,755
Disability Placards - Permanent	5,136	5,097	5,794	5,548	-4.2%	5,394	5,097	5,794	21,575	12,625	38,470
County Stickers	25	23	26	26	0.0%	25	23	26	100	119	337
Administrative Parking Flags Removed	6,188	6,449	6,025	6,503	7.9%	6,346	6,025	6,503	25,384	15,316	63,994

MVA StateStat
Operations - All Branches
December 2009
Reporting Period: October 2009

Performance Metrics											
All Branches	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Change	Avg	Min			
Performance											
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			89.9%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	544,690	541,730	487,958	479,842	-1.7%	513,555	479,842	544,690	2,054,219	2,099,501	6,020,434
DLS Transactions	282,442	290,633	252,693	248,187	-1.8%	268,488	248,187	290,633	1,073,954	1,150,762	3,254,296
Title & Registration Transactions	220,996	210,412	194,982	191,838	-1.6%	204,557	191,838	220,996	818,228	807,600	2,304,853
Other	41,252	40,685	40,283	39,817	-1.2%	40,509	39,817	41,252	162,037	141,139	461,285
Personnel											
Budgeted PINS	715	715	714	715	0.1%	714	714	715			700
Contract Employees	44	47	51	50	-2.0%	48	44	51			42
State Temporary Employees	58	56	56	51	-8.9%	55	51	58			63
Agency Temporary Employees	33	26	29	26	-10.3%	29	26	33			24
# Vacancies (PIN & Contract)	35	38	41	28	-32.1%	35	28	41			23
% Vacant Positions	4.1%	4.4%	4.8%	3.3%	-31.4%	4.1%	3.3%	4.8%			2.7%
Total Leave Days	4,183	3,137	4,736	3,753	-20.7%	3,952	3,137	4,736	15,809	14,356	42,971
Sick Leave Days (Unplanned)	817	707	961	925	-3.7%	852	707	961	3,409	2,121	7,769
Other Leave Days (Planned)	3,367	2,430	3,775	2,829	-25.1%	3,100	2,430	3,775	12,400	12,272	34,886
Overtime Hrs.	4,180	4,569	3,502	3,560	1.7%	3,953	3,502	4,569	15,811	15,643	43,597
OT Annual Budget									\$1,008,780	\$875,687	\$875,687
OT Spent	\$108,142	\$123,168	\$90,321	\$89,990	-0.4%	\$102,905	\$89,990	\$123,168	\$411,621	\$369,030	\$1,113,589
% of Budget Spent	10.7%	22.9%	31.9%	40.8%	28.0%				40.8%	42.1%	127.2%

Transactions Include Mobile Bus

MVA StateStat
Operations - Full Service Branches
December 2009
Reporting Period: October 2009

Performance Metrics											
Full Service Branches	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Performance											
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			89.9%
Total DLS Time	39.06	37.90	29.56	24.51	-17.1%	41.56	24.51	39.06			36.38
DLS Waiting Time	30.75	29.64	21.53	16.08	-25.3%	31.37	16.08	30.75			28.20
DLS Processing Time	8.31	8.26	8.04	8.43	4.8%	8.23	8.04	8.43			8.19
Total Registration Time	28.61	29.36	23.81	23.07	-3.1%	28.32	23.07	29.36			24.52
Registration Waiting Time	24.44	25.50	19.81	19.33	-2.4%	24.17	19.33	25.50			20.05
Registration Processing Time	4.17	3.87	4.00	3.73	-6.7%	4.15	3.73	4.17			4.47
Total Title Work Time	38.77	37.49	31.95	27.81	-12.9%	36.41	27.81	38.77			30.34
Title Work Waiting Time	29.29	28.52	22.91	18.95	-17.3%	27.72	18.95	29.29			21.66
Title Work Processing Time	9.49	8.97	9.04	8.86	-1.9%	9.18	8.86	9.49			8.69
Total Transactions	474,250	470,852	425,500	418,527	-1.6%	447,282	418,527	474,250	1,789,130	1,892,581	5,432,721
DLS Transactions	233,326	241,951	209,977	204,933	-2.4%	222,547	204,933	241,951	890,188	993,486	2,807,125
Title & Registration Transactions	201,231	189,691	176,809	175,311	-0.8%	185,761	175,311	201,231	743,042	758,290	2,170,491
Other	39,693	39,210	38,714	38,283	-1.1%	38,975	38,283	39,693	155,900	140,805	455,105
Personnel											
Budgeted PINS	678	678	678	678	0.1%	678	678	678			663
Contract Employees	37	37	40	40	0.0%	39	37	40			33
State Temporary Employees	56	54	54	49	-9.3%	53	49	56			61
Agency Temporary Employees	29	22	26	22	-15.4%	25	22	29			22
# Vacancies (PIN & Contract)	31	34	34	25	-26.9%	31	25	34			21
% Vacant Positions	3.8%	4.2%	4.2%	3.1%	-26.1%	3.8%	3.1%	4.2%			2.6%
Total Leave Days	3,968	2,924	4,528	3,568	-21.2%	3,747	2,924	4,528	14,988	13,555	40,775
Sick Leave Days (Unplanned)	770	665	936	888	-5.1%	815	665	936	3,259	2,022	7,443
Other Leave Days (Planned)	3,198	2,259	3,592	2,679	-25.4%	2,932	2,259	3,592	11,728	11,570	33,023
Overtime Hrs.	3,968	4,355	3,332	3,436	3.1%	3,773	3,332	4,355	15,091	15,475	42,762
OT Annual Budget									\$1,008,780	\$875,687	\$875,687
OT Spent	\$102,553	\$117,234	\$86,204	\$86,997	0.9%	\$98,247	\$86,204	\$117,234	\$392,988	\$365,127	\$1,092,722
% of Budget Spent	120.7%	10.2%	30.3%	39.0%	28.4%				39.0%	41.7%	124.8%

MVA StateStat
Operations - District Summary
December 2009
Reporting Period: October 2009

Performance Metrics											
District 1	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Performance											
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			90.7%
Total DLS Time	38.08	38.72	28.14	25.65	-8.9%	25.65	25.65	38.72			35.45
DLS Waiting Time	30.27	31.09	20.83	18.26	-12.3%	18.26	18.26	31.09			27.88
DLS Processing Time	7.81	7.63	7.31	7.39	1.1%	7.31	7.31	7.81			7.57
Total Registration Time	22.81	24.65	24.74	20.95	-15.3%	20.95	20.95	24.74			21.82
Registration Waiting Time	19.28	21.30	21.35	17.52	-17.9%	17.52	17.52	21.35			18.06
Registration Processing Time	3.53	3.35	3.39	3.43	1.1%	3.35	3.35	3.53			3.76
Total Title Work Time	31.05	33.00	31.58	27.17	-13.9%	27.17	27.17	33.00			27.75
Title Work Waiting Time	22.56	24.68	23.23	18.90	-18.6%	18.90	18.90	24.68			19.47
Title Work Processing Time	8.49	8.32	8.35	8.27	-0.9%	8.27	8.27	8.49			8.28
Total Transactions	129,292	127,655	113,043	109,968	-2.7%	119,990	109,968	129,292	479,958	504,853	1,469,568
DLS Transactions	68,265	70,347	60,529	59,003	-2.5%	64,536	59,003	70,347	258,144	277,153	814,702
Title & Registration Transactions	51,483	48,051	43,237	42,097	-2.6%	46,217	42,097	51,483	184,868	191,969	542,691
Other	9,544	9,257	9,277	8,868	-4.4%	9,237	8,868	9,544	36,946	35,731	112,175
Personnel											
Budgeted PINS	172	172	172	172	-0.3%	172	172	172			170
Contract Employees	10	9	10	10	0.0%	10	9	10			10
State Temporary Employees	15	14	14	14	0.0%	14	14	15			17
Agency Temporary Employees	8	4	6	6	0.0%	6	4	8			8
# Vacancies (PIN & Contract)	11	13	11	7	-36.4%	11	7	13			8
% Vacant Positions	35.2%	39.3%	33.2%	21.3%	-35.7%	32.3%	21.3%	39.3%			3.9%
Total Leave Days	1,085	827	1,117	690	-38.2%	930	690	1,117	3,719	3,901	10,886
Sick Leave Days (Unplanned)	191	170	273	277	1.4%	228	170	277	910	625	2,059
Other Leave Days (Planned)	894	657	844	414	-51.0%	702	414	894	2,809	3,313	8,827
Overtime Hrs.	939	912	852	906	6.3%	902	852	939	3,609	3,929	9,847
OT Annual Budget									\$233,755	\$246,948	\$246,948
OT Spent	\$24,463	\$28,017	\$21,109	\$22,161	5.0%	\$23,938	\$21,109	\$28,017	\$95,750	\$89,255	\$251,339
% of Budget Spent	10.5%	22.5%	31.5%	41.0%	30.1%				41.0%	36.1%	101.8%

MVA StateStat
Operations - District Summary
December 2009
Reporting Period: October 2009

Performance Metrics											
District 2	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			92.6%
Total DLS Time	33.31	28.40	23.67	19.34	-18.3%	35.21	19.34	33.31			28.13
DLS Waiting Time	24.94	19.98	15.65	10.76	-31.2%	26.92	10.76	24.94			20.00
DLS Processing Time	8.37	8.42	8.01	8.57	7.0%	8.29	8.01	8.57			8.13
Total Registration Time	20.08	23.12	14.59	15.99	9.6%	22.11	14.59	23.12			17.99
Registration Waiting Time	16.33	19.60	10.63	12.57	18.2%	18.24	10.63	19.60			14.16
Registration Processing Time	3.75	3.52	3.96	3.42	-13.5%	3.87	3.42	3.96			3.83
Total Title Work Time	30.48	29.47	22.90	20.83	-9.1%	30.68	20.83	30.48			24.10
Title Work Waiting Time	22.31	21.00	14.46	12.86	-11.1%	22.42	12.86	22.31			16.02
Title Work Processing Time	8.17	8.47	8.44	7.97	-5.6%	8.27	7.97	8.47			8.08
Total Transactions	118,506	115,962	104,998	103,128	-1.8%	110,648	103,128	118,506	442,593	469,150	1,320,858
DLS Transactions	55,785	56,366	49,521	47,828	-3.4%	52,375	47,828	56,366	209,499	231,608	642,015
Title & Registration Transactions	53,732	50,552	46,791	46,571	-0.5%	49,412	46,571	53,732	197,646	199,291	563,018
Other	8,989	9,044	8,686	8,729	0.5%	8,862	8,686	9,044	35,448	38,251	115,825
Personnel											
Budgeted PINS	150	150	149	149	0.0%	149	149	150			146
Contract Employees	10	10	11	11	0.0%	11	10	11			11
State Temporary Employees	16	16	16	13	-18.8%	15	13	16			18
Agency Temporary Employees	13	12	14	10	-28.6%	12	10	14			7
# Vacancies (PIN & Contract)	3	2	2	2	0.0%	2	2	3			3
% Vacant Positions	1.3%	0.8%	1.1%	1.1%	3.8%	1.1%	0.8%	1.3%			1.7%
Total Leave Days	914	716	1,019	771	-24.3%	855	716	1,019	3,420	3,142	9,447
Sick Leave Days (Unplanned)	194	125	219	151	-31.3%	172	125	219	689	436	1,611
Other Leave Days (Planned)	720	591	799	621	-22.3%	683	591	799	2,731	2,706	7,836
Overtime Hrs.	670	761	603	753	24.9%	697	603	761	2,787	3,137	8,334
OT Annual Budget									\$215,657	\$183,878	\$183,878
OT Spent	\$18,160	\$20,803	\$16,062	\$19,309	20.2%	\$18,583	\$16,062	\$20,803	\$74,334	\$77,377	\$223,335
% of Budget Spent	8.4%	18.1%	25.5%	34.5%	35.1%				34.5%	42.1%	121.5%

MVA StateStat
Operations - District Summary
December 2009
Reporting Period: October 2009

Performance Metrics											
District 3	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results											
			0.0%			0.0%	0.0%	0.0%			87.2%
Total DLS Time	42.95	43.12	35.95	26.30	-26.8%	26.30	26.30	43.12			38.29
DLS Waiting Time	34.55	34.66	27.14	16.71	-38.4%	16.71	16.71	34.66			29.67
DLS Processing Time	8.40	8.46	8.81	9.59	8.9%	8.40	8.40	9.59			8.62
Total Registration Time	46.95	44.13	30.41	34.71	14.1%	30.41	30.41	46.95			30.42
Registration Waiting Time	41.33	39.13	25.38	30.32	19.5%	25.38	25.38	41.33			25.21
Registration Processing Time	5.62	5.01	5.03	4.39	-12.7%	4.39	4.39	5.62			5.20
Total Title Work Time	59.88	53.31	40.66	35.81	-11.9%	35.81	35.81	59.88			36.66
Title Work Waiting Time	48.22	43.45	30.57	25.90	-15.3%	25.90	25.90	48.22			27.45
Title Work Processing Time	11.66	9.86	10.09	9.91	-1.8%	9.86	9.86	11.66			9.21
Total Transactions	68,319	69,125	61,031	60,210	-1.3%	64,671	60,210	69,125	258,685	289,829	807,192
DLS Transactions	37,243	39,861	33,195	31,887	-3.9%	35,547	31,887	39,861	142,186	165,658	456,495
Title & Registration Transactions	27,273	25,665	24,273	24,787	2.1%	25,500	24,273	27,273	101,998	108,204	304,381
Other	3,803	3,599	3,563	3,536	-0.8%	3,625	3,536	3,803	14,501	15,967	46,316
Personnel											
Budgeted PINS	111	111	111	111	0.0%	111	111	107			107
Contract Employees	8	8	8	8	0.0%	8	8	8			6
State Temporary Employees	6	6	6	5	-16.7%	6	5	6			6
Agency Temporary Employees	3	3	3	2	-33.3%	3	2	3			3
# Vacancies (PIN & Contract)	4	3	5	6	33.3%	4	3	6			1
% Vacant Positions	3.1%	2.3%	3.5%	4.8%	35.4%	3.4%	2.3%	4.8%			0.8%
Total Leave Days	599	364	721	552	-23.4%	559	364	721	2,235	1,839	5,935
Sick Leave Days (Unplanned)	82	87	109	137	26.0%	104	82	137	415	270	1,007
Other Leave Days (Planned)	517	277	612	415	-32.2%	455	277	612	1,820	1,570	4,814
Overtime Hrs.	714	669	464	488	5.2%	584	464	714	2,335	1,838	5,650
OT Annual Budget									\$110,738	\$121,253	\$121,253
OT Spent	\$17,679	\$16,210	\$11,811	\$12,130	2.7%	\$14,457	\$11,811	\$17,679	\$57,830	\$42,632	\$135,034
% of Budget Spent	16.0%	30.6%	41.3%	52.2%	26.5%				52.2%	35.2%	111.4%

MVA StateStat
Operations - District Summary
December 2009
Reporting Period: October 2009

Performance Metrics											
District 4	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results											
			0.0%			0.0%	0.0%	0.0%			89.1%
Total DLS Time	41.91	41.38	30.50	26.76	-12.3%	26.76	26.76	41.91			43.66
DLS Waiting Time	33.25	32.83	22.48	18.61	-17.2%	18.61	18.61	33.25			35.24
DLS Processing Time	8.66	8.55	8.02	8.15	1.7%	8.02	8.02	8.66			8.42
Total Registration Time	24.62	25.55	25.50	20.63	-19.1%	20.63	20.63	25.55			27.87
Registration Waiting Time	20.82	21.96	21.88	16.93	-22.6%	16.93	16.93	21.96			22.78
Registration Processing Time	3.80	3.58	3.62	3.70	2.0%	3.58	3.58	3.80			5.09
Total Title Work Time	33.70	34.20	32.66	27.44	-16.0%	27.44	27.44	34.20			32.87
Title Work Waiting Time	24.07	24.95	23.39	18.13	-22.5%	18.13	18.13	24.95			23.69
Title Work Processing Time	9.63	9.25	9.27	9.31	0.4%	9.25	9.25	9.63			9.18
Total Transactions	158,133	158,111	146,428	145,221	-0.8%	151,973	145,221	158,133	607,893	628,749	1,835,103
DLS Transactions	72,033	75,378	66,732	66,215	-0.8%	70,090	66,215	75,378	280,358	319,067	893,913
Title & Registration Transactions	68,743	65,423	62,508	61,856	-1.0%	64,633	61,856	68,743	258,530	258,826	760,401
Other	17,357	17,310	17,188	17,150	-0.2%	17,251	17,150	17,357	69,005	50,856	180,789
Personnel											
Budgeted PINS	246	246	246	247	0.4%	246	246	247			241
Contract Employees	9	10	11	11	0.0%	10	9	11			6
State Temporary Employees	19	18	18	17	-5.6%	18	17	19			20
Agency Temporary Employees	5	3	3	4	33.3%	4	3	5			4
# Vacancies (PIN & Contract)	13	16	16	10	-40.6%	14	10	16			9
% Vacant Positions	4.7%	5.8%	5.8%	3.4%	-40.8%	4.9%	3.4%	5.8%			3.1%
Total Leave Days	1,370	1,018	1,672	1,554	-7.0%	1,403	1,018	1,672	5,614	4,672	14,508
Sick Leave Days (Unplanned)	303	283	335	324	-3.3%	311	283	335	1,245	692	2,766
Other Leave Days (Planned)	1,068	735	1,337	1,230	-7.9%	1,092	735	1,337	4,369	3,980	11,547
Overtime Hrs.	1,646	2,013	1,413	1,289	-8.8%	1,590	1,289	2,013	6,361	6,571	18,931
OT Annual Budget									\$448,630	\$323,608	\$323,608
OT Spent	\$42,250	\$52,204	\$37,222	\$33,397	-10.3%	\$41,268	\$33,397	\$52,204	\$165,073	\$155,862	\$483,013
% of Budget Spent	9.4%	21.1%	29.4%	36.8%	25.4%				36.8%	48.2%	149.3%

MVA StateStat
Operations - District Summary
December 2009
Reporting Period: October 2009

Performance Metrics											
Express Branches	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			98.4%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	53,617	54,738	47,626	47,531	-0.2%	50,878	47,531	54,738	203,512	186,189	532,613
DLS Transactions	40,210	39,994	34,585	36,147	4.5%	37,734	34,585	40,210	150,936	142,961	409,362
Title & Registration Transactions	12,363	13,815	12,005	10,349	-13.8%	12,133	10,349	13,815	48,532	43,228	118,012
Other	1,044	929	1,036	1,035	-0.1%	1,011	929	1,044	4,044	0	5,239
Personnel											
Budgeted PINS	35	35	35	35	0.0%	35	35	35			35
Contract Employees	7	10	11	10	-9.1%	10	7	11			9
State Temporary Employees	2	2	2	2	0.0%	2	2	2			2
Agency Temporary Employees	4	4	3	4	33.3%	4	3	4			2
# Vacancies (PIN & Contract)	4	4	7	3	-57.1%	5	3	7			2
% Vacant Positions	15.2%	11.0%	20.3%	15.5%	-23.6%	15.5%	11.0%	20.3%			4.2%
Total Leave Days	212	208	199	177	-11.0%	199	177	212	795	747	2,084
Sick Leave Days (Unplanned)	47	41	25	37	47.5%	37	25	47	150	97	323
Other Leave Days (Planned)	165	167	174	140	-19.3%	161	140	174	645	650	1,754
Overtime Hrs.	212	214	170	124	-27.1%	180	124	214	720	168	835
OT Annual Budget									\$15,180	\$21,642	\$21,642
OT Spent	\$5,589	\$5,934	\$4,117	\$2,993	-27.3%	\$4,658	\$2,993	\$5,934	\$18,633	\$3,021	\$20,867
% of Budget Spent	36.8%	75.9%	103.0%	122.7%	19.1%				122.7%	14.0%	84.5%

MVA StateStat
Operations - District Summary
December 2009
Reporting Period: October 2009

Performance Metrics											
Satellite Branches	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			97.5%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	4,029	4,132	3,751	3,096	-17.5%	3,752	3,096	4,132	15,007	15,256	42,541
DLS Transactions	2,754	2,886	2,654	2,114	-20.4%	2,602	2,114	2,886	10,407	10,262	29,125
Title & Registration Transactions	1,256	1,213	1,067	948	-11.2%	1,121	948	1,256	4,484	4,857	13,166
Other	19	33	30	34	13.3%	29	19	34	116	137	250
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			0
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0		0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	\$0
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$882	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

**MVA StateStat
Operations - District 1
December 2009
Reporting Period: October 2009**

PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Performance											
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			88.3%
Total DLS Time	51.54	55.99	40.73	32.01	-21.4%	51.54	32.01	55.99			52.92
DLS Waiting Time	43.61	48.47	33.03	24.18	-26.8%	43.61	24.18	48.47			45.15
DLS Processing Time	7.93	7.52	7.71	7.83	1.6%	7.93	7.52	7.93			7.77
Total Registration Time	19.34	29.30	28.91	32.45	12.3%	19.34	19.34	32.45			30.94
Registration Waiting Time	15.03	25.64	25.13	28.46	13.3%	15.03	15.03	28.46			26.00
Registration Processing Time	4.30	3.66	3.78	3.99	5.6%	4.30	3.66	4.30			4.94
Total Title Work Time	24.29	33.31	31.37	30.30	-3.4%	24.29	24.29	33.31			32.24
Title Work Waiting Time	16.40	26.54	24.53	23.83	-2.9%	16.40	16.40	26.54			23.29
Title Work Processing Time	7.90	6.76	6.84	6.47	-5.4%	7.90	6.47	7.90			8.95
Total Transactions	34,060	34,793	31,040	30,387	-2.1%	32,570	30,387	34,793	130,281	125,672	404,235
DLS Transactions	19,470	20,202	18,068	17,042	-5.7%	18,696	17,042	20,202	74,783	68,285	238,146
Title & Registration Transactions	10,315	10,463	9,046	9,428	4.2%	9,813	9,046	10,463	39,252	41,370	115,651
Other	4,275	4,128	3,926	3,917	-0.2%	4,062	3,917	4,275	16,246	16,017	50,438
Personnel											
Budgeted PINS	46	46	46	46	0.0%	46	46	46			47
Contract Employees	5	4	5	5	0.0%	5	4	5			4
State Temporary Employees	4	4	4	4	0.0%	4	4	4			4
Agency Temporary Employees	6	2	4	4	0.0%	4	2	6			6
# Vacancies (PIN & Contract)	3	5	4	2	-50.0%	4	2	5			2
% Vacant Positions	5.9%	10.0%	7.8%	3.9%	-50.0%	6.9%	3.9%	10.0%			3.3%
Total Leave Days	287	258	348	119	-65.8%	253	119	348	1,013	1,141	3,258
Sick Leave Days (Unplanned)	46	52	93	99	5.8%	72	46	99	290	159	555
Other Leave Days (Planned)	241	206	255	21	-92.0%	181	21	255	723	982	2,703
Overtime Hrs.	308	436	378	329	-13.0%	363	308	436	1,451	1,294	3,800
OT Annual Budget									\$90,514	\$82,624	\$82,624
OT Spent	\$8,204	\$11,647	\$9,960	\$8,605	-13.6%	\$9,604	\$8,204	\$11,647	\$38,416	\$30,424	\$100,209
% of Budget Spent	9.1%	21.9%	32.9%	42.4%	28.9%				42.4%	36.8%	121.3%

Note - One budgeted FTE vacancy denied by DBM

**MVA StateStat
Operations - District 1
December 2009
Reporting Period: October 2009**

PerformanceMetrics											
Cumberland 9911	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Change	Avg	Min			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			99.1%
Total DLS Time	16.24	15.12	13.06	16.72	27.9%	16.24	13.06	16.72			17.29
DLS Waiting Time	7.39	6.35	6.09	9.49	55.8%	7.39	6.09	9.49			10.20
DLS Processing Time	8.85	8.77	6.98	7.23	3.6%	8.85	6.98	8.85			7.08
Total Registration Time	7.74	7.51	7.76	6.28	-19.1%	7.74	6.28	7.76			5.92
Registration Waiting Time	5.10	5.05	5.12	3.95	-22.9%	5.10	3.95	5.12			3.43
Registration Processing Time	2.64	2.46	2.64	2.33	-11.7%	2.64	2.33	2.64			2.49
Total Title Work Time	13.65	12.54	12.05	11.06	-8.2%	13.65	11.06	13.65			10.86
Title Work Waiting Time	5.44	4.95	4.59	3.55	-22.6%	5.44	3.55	5.44			3.40
Title Work Processing Time	8.21	7.60	7.46	7.51	0.7%	8.21	7.46	8.21			7.46
Total Transactions	9,735	9,467	9,212	8,695	-5.6%	9,277	8,695	9,735	37,108	36,842	104,531
DLS Transactions	3,574	3,644	3,438	3,510	2.1%	3,541	3,438	3,644	14,165	14,469	41,077
Title & Registration Transactions	5,621	5,246	5,162	4,643	-10.1%	5,168	4,643	5,621	20,672	20,191	57,168
Other	540	577	612	542	-11.4%	568	540	612	2,271	2,182	6,286
Personnel											
Budgeted PINS	20	20	20	20	0.0%	20	20	20			20
Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	132	107	154	102	-33.5%	124	102	154	495	426	1,225
Sick Leave Days (Unplanned)	33	23	30	20	-33.8%	26	20	33	106	78	339
Other Leave Days (Planned)	99	83	124	82	-33.5%	97	82	124	389	348	886
Overtime Hrs.	21	2	10	16	60.0%	12	2	21	49	27	198
OT Annual Budget									\$4,210	\$17,968	\$17,968
OT Spent	\$583	\$48	\$248	\$437	76.2%	\$329	\$48	\$583	\$1,316	\$403	\$5,376
% of Budget Spent	13.8%	15.0%	20.9%	31.3%	49.7%				31.3%	2.2%	29.9%

**MVA StateStat
Operations - District 1
December 2009
Reporting Period: October 2009**

PerformanceMetrics											
Frederick 9912	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Change	Avg	Min			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			84.1%
Total DLS Time	53.12	47.04	32.24	29.25	-9.3%	53.12	29.25	53.12			35.79
DLS Waiting Time	45.50	39.74	25.29	22.15	-12.4%	45.50	22.15	45.50			27.78
DLS Processing Time	7.62	7.30	6.95	7.11	2.3%	7.62	6.95	7.62			8.01
Total Registration Time	42.12	36.75	35.10	26.30	-25.1%	42.12	26.30	42.12			25.28
Registration Waiting Time	38.51	33.16	31.64	22.85	-27.8%	38.51	22.85	38.51			21.15
Registration Processing Time	3.61	3.59	3.46	3.45	-0.4%	3.61	3.45	3.61			4.13
Total Title Work Time	55.77	50.73	45.91	36.90	-19.6%	55.77	36.90	55.77			35.56
Title Work Waiting Time	46.87	41.43	36.69	27.10	-26.1%	46.87	27.10	46.87			26.88
Title Work Processing Time	8.90	9.30	9.22	9.81	6.4%	8.90	8.90	9.81			8.68
Total Transactions	21,740	18,691	16,020	15,514	-3.2%	17,991	15,514	21,740	71,964	88,093	244,880
DLS Transactions	11,575	11,621	9,540	9,303	-2.5%	10,509	9,303	11,621	42,038	50,775	138,752
Title & Registration Transactions	9,078	6,042	5,351	5,146	-3.8%	6,404	5,146	9,078	25,617	32,948	92,120
Other	1,087	1,028	1,129	1,065	-5.7%	1,077	1,028	1,129	4,309	4,370	14,008
Personnel											
Budgeted PINS	24	24	24	24	0.0%	24	24	24			23
Contract Employees	1	1	1	1	0.0%	1	1	1			2
State Temporary Employees	6	5	5	5	0.0%	5	5	6			6
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			2
# Vacancies (PIN & Contract)	1	2	1	1	0.0%	1	1	2			3
% Vacant Positions	4.0%	8.0%	4.0%	4.0%	0.0%	5.0%	4.0%	8.0%			9.1%
Total Leave Days	162	166	162	118	-26.8%	152	118	166	608	577	1,513
Sick Leave Days (Unplanned)	6	47	39	17	-56.4%	27	6	47	110	105	212
Other Leave Days (Planned)	156	119	123	101	-17.3%	125	101	156	498	509	1,301
Overtime Hrs.	165	119	63	61	-3.2%	102	61	165	408	485	1,102
OT Annual Budget									\$26,043	\$39,642	\$39,642
OT Spent	\$4,437	\$3,064	\$1,596	\$1,554	-2.6%	\$2,663	\$1,554	\$4,437	\$10,651	\$10,970	\$29,024
% of Budget Spent	17.0%	28.8%	34.9%	40.9%	17.1%				40.9%	27.7%	73.2%

**MVA StateStat
Operations - District 1
December 2009
Reporting Period: October 2009**

PerformanceMetrics											
Hagerstown 9913	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Change	Avg	Min			
Customer Survey Results											
			0.0%			0.0%	0.0%	0.0%			98.7%
Total DLS Time	22.23	27.13	17.13	13.98	-18.4%	22.23	13.98	27.13			22.63
DLS Waiting Time	14.56	19.39	10.08	7.18	-28.8%	14.56	7.18	19.39			15.41
DLS Processing Time	7.67	7.73	7.05	6.80	-3.5%	7.67	6.80	7.73			7.21
Total Registration Time	12.83	16.27	14.28	9.22	-35.4%	12.83	9.22	16.27			9.30
Registration Waiting Time	10.58	13.88	12.08	6.83	-43.5%	10.58	6.83	13.88			6.89
Registration Processing Time	2.25	2.40	2.20	2.39	8.4%	2.25	2.20	2.40			2.41
Total Title Work Time	18.89	24.91	21.81	12.62	-42.1%	18.89	12.62	24.91			15.51
Title Work Waiting Time	11.72	17.59	14.67	6.17	-57.9%	11.72	6.17	17.59			8.27
Title Work Processing Time	7.17	7.32	7.15	6.45	-9.7%	7.17	6.45	7.32			7.24
Total Transactions	18,762	18,474	17,327	16,388	-5.4%	17,737	16,388	18,762	70,950	69,675	200,857
DLS Transactions	8,127	8,495	7,891	7,584	-3.9%	8,024	7,584	8,495	32,096	33,185	94,056
Title & Registration Transactions	9,312	8,763	8,178	7,685	-6.0%	8,485	7,685	9,312	33,938	32,311	94,144
Other	1,323	1,216	1,258	1,119	-11.0%	1,229	1,119	1,323	4,916	4,179	12,657
Personnel											
Budgeted PINS	21	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%
Total Leave Days	186	96	147	119	-18.6%	137	96	186	548	480	1,412
Sick Leave Days (Unplanned)	71	16	25	43	68.0%	39	16	71	155	54	301
Other Leave Days (Planned)	115	79	121	77	-36.7%	98	77	121	392	427	1,111
Overtime Hrs.	13	11	10	4	-60.0%	10	4	13	38	35	75
OT Annual Budget									\$1,591	\$4,591	\$4,591
OT Spent	\$341	\$251	\$244	\$84	-65.6%	\$230	\$84	\$341	\$920	\$854	\$1,875
% of Budget Spent	21.4%	37.2%	52.5%	57.8%	10.0%				57.8%	18.6%	40.9%

**MVA StateStat
Operations - District 1
December 2009
Reporting Period: October 2009**

PerformanceMetrics											
Westminister 9914	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Change	Avg	Min			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			88.7%
Total DLS Time	40.88	36.41	30.74	25.54	-16.9%	40.88	25.54	40.88			33.39
DLS Waiting Time	34.93	30.20	24.22	18.72	-22.7%	34.93	18.72	34.93			27.15
DLS Processing Time	5.95	6.21	6.52	6.83	4.8%	5.95	5.95	6.83			6.24
Total Registration Time	26.06	22.33	25.92	16.30	-37.1%	26.06	16.30	26.06			17.83
Registration Waiting Time	22.19	18.70	22.09	12.24	0.0%	22.19	12.24	22.19			13.67
Registration Processing Time	3.87	3.63	3.83	4.07	0.0%	3.87	3.63	4.07			4.16
Total Title Work Time	35.33	28.65	32.23	29.57	-8.3%	35.33	28.65	35.33			24.28
Title Work Waiting Time	25.24	19.02	22.19	18.95	0.0%	25.24	18.95	25.24			14.98
Title Work Processing Time	10.09	9.63	10.04	10.63	0.0%	10.09	9.63	10.63			9.30
Total Transactions	18,120	18,584	15,640	15,717	0.5%	17,015	15,640	18,584	68,060	72,400	202,670
DLS Transactions	11,552	11,999	9,843	9,900	0.6%	10,823	9,843	11,999	43,293	45,365	125,529
Title & Registration Transactions	5,694	5,749	4,948	4,973	0.5%	5,341	4,948	5,749	21,364	23,433	66,326
Other	874	836	849	844	-0.6%	851	836	874	3,403	3,602	10,815
Personnel											
Budgeted PINS	25	25	25	25	0.0%	25	25	25			25
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			0
# Vacancies (PIN & Contract)	5	4	4	2	-50.0%	4	2	5			3
% Vacant Positions	20.0%	16.0%	16.0%	8.0%	-50.0%	15.0%	8.0%	20.0%			12.0%
Total Leave Days	159	100	154	116	-24.7%	132	100	159	528	529	1,469
Sick Leave Days (Unplanned)	11	16	52	53	1.4%	33	11	53	132	69	242
Other Leave Days (Planned)	148	84	101	63	-38.2%	99	63	148	396	460	1,227
Overtime Hrs.	187	84	153	202	32.0%	157	84	202	626	463	1,090
OT Annual Budget									\$27,316	\$36,199	\$36,199
OT Spent	\$4,587	\$6,112	\$3,890	\$5,221	34.2%	\$4,952	\$3,890	\$6,112	\$19,810	\$11,320	\$27,980
% of Budget Spent	77.3%	39.2%	53.4%	72.5%	35.8%				72.5%	31.3%	77.3%

**MVA StateStat
Operations - District 1
December 2009
Reporting Period: October 2009**

PerformanceMetrics											
White Oak 9936	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Change	Avg	Min			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			85.1%
Total DLS Time	44.48	50.61	34.93	36.39	4.2%	44.48	34.93	50.61			50.69
DLS Waiting Time	35.61	42.38	26.25	27.83	6.0%	35.61	26.25	42.38			41.60
DLS Processing Time	8.87	8.23	8.68	8.56	-1.4%	8.87	8.23	8.87			9.08
Total Registration Time	28.75	35.71	36.45	35.15	-3.6%	28.75	28.75	36.45			41.66
Registration Waiting Time	24.26	31.36	32.03	30.82	-3.8%	24.26	24.26	32.03			37.22
Registration Processing Time	4.50	4.35	4.43	4.33	-2.1%	4.50	4.33	4.50			4.44
Total Title Work Time	38.35	47.84	46.08	42.57	-7.6%	38.35	38.35	47.84			48.04
Title Work Waiting Time	29.68	38.53	36.69	33.80	-7.9%	29.68	29.68	38.53			39.98
Title Work Processing Time	8.67	9.31	9.39	8.76	-6.7%	8.67	8.67	9.39			8.06
Total Transactions	26,876	27,647	23,806	23,268	-2.3%	25,399	23,268	27,647	101,596	112,171	312,395
DLS Transactions	13,968	14,387	11,751	11,665	-0.7%	12,943	11,665	14,387	51,770	65,074	177,142
Title & Registration Transactions	11,463	11,788	10,552	10,222	-3.1%	11,006	10,222	11,788	44,025	41,716	117,282
Other	1,445	1,472	1,503	1,381		1,450	1,381	1,503	5,801	5,381	17,971
Personnel											
Budgeted PINS	37	37	37	36	-1.4%	36	36	37			36
Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	2	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)	2	2	2	2	0.0%	2	2	2			0
% Vacant Positions	5.3%	5.3%	5.3%	5.4%	1.4%	5.4%	5.3%	5.4%			0.0%
Total Leave Days	159	100	154	116	-24.7%	132	100	159	528	748	2,009
Sick Leave Days (Unplanned)	24	15	33	45	39.1%	29	15	45	118	160	410
Other Leave Days (Planned)	135	85	121	70	-41.9%	103	70	135	411	587	1,599
Overtime Hrs.	245	260	238	294	23.5%	259	238	294	1,037	1,625	3,584
OT Annual Budget									\$84,081	\$65,924	\$65,924
OT Spent	\$6,312	\$6,895	\$5,171	\$6,260	21.1%	\$6,159	\$5,171	\$6,895	\$24,638	\$35,284	\$86,875
% of Budget Spent	7.5%	15.7%	21.9%	29.3%	34.1%				29.3%	53.5%	131.8%

MVA StateStat
Operations - District 2
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Performance											
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			91.3%
Total DLS Time	41.87	40.67	38.17	28.83	-24.5%	43.30	28.83	41.87			41.21
DLS Waiting Time	33.33	31.75	29.38	19.02	-35.3%	35.09	19.02	33.33			32.51
DLS Processing Time	8.53	8.92	8.78	9.82	11.8%	8.21	8.53	9.82			8.70
Total Registration Time	41.38	45.53	23.97	28.25	17.9%	35.68	23.97	45.53			18.54
Registration Waiting Time	37.97	42.27	20.02	24.78	23.8%	32.01	20.02	42.27			14.98
Registration Processing Time	3.42	3.27	3.95	3.47	-12.2%	3.67	3.27	3.95			3.56
Total Title Work Time	59.48	51.13	39.62	33.68	-15.0%	49.78	33.68	59.48			27.45
Title Work Waiting Time	52.77	43.92	31.15	25.87	-17.0%	42.83	25.87	52.77			19.74
Title Work Processing Time	6.72	7.22	8.47	7.82	-7.7%	6.95	6.72	8.47			7.71
Total Transactions	28,513	28,530	25,520	25,197	-1.3%	26,940	25,197	28,530	107,759	122,480	344,596
DLS Transactions	13,695	14,082	12,151	11,936	-1.8%	12,966	11,936	14,082	51,863	59,969	166,737
Title & Registration Transactions	12,227	11,796	10,800	10,701	-0.9%	11,381	10,701	12,227	45,524	50,203	139,513
Other	2,591	2,652	2,569	2,560	-0.4%	2,593	2,560	2,652	10,372	12,308	38,346
Personnel											
Budgeted PINS	36	36	35	35	0.0%	35	35	36			35
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	3	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)	1	1	1	0	-100.0%	1	1	1			0
% Vacant Positions	1.4%	1.4%	1.4%	0.0%	-100.0%	1.4%	1.4%	1.4%			0.0%
Total Leave Days	211	145	220	116	-47.5%	173	116	220	692	726	2,288
Sick Leave Days (Unplanned)	27	29	24	30	21.0%	28	24	30	111	103	411
Other Leave Days (Planned)	184	116	196	86	-56.0%	145	86	196	581	623	1,876
Overtime Hrs.	260	214	209	321	53.6%	251	209	321	1,004	977	2,580
OT Annual Budget									\$70,544	\$62,714	\$62,714
OT Spent	\$7,262	\$6,085	\$5,598	\$7,866	40.5%	\$6,703	\$5,598	\$7,866	\$26,811	\$26,953	\$71,161
% of Budget Spent	10.3%	18.9%	26.9%	38.0%	41.5%				38.0%	43.0%	113.5%

MVA StateStat
Operations - District 2
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Elkton 9923	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Performance											
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			92.6%
Total DLS Time	12.97	15.32	16.57	14.87	-10.3%	16.45	12.97	16.57			16.75
DLS Waiting Time	4.20	6.80	8.17	6.47	-20.8%	7.58	4.20	8.17			8.70
DLS Processing Time	8.77	8.52	8.40	8.40	0.0%	8.87	8.40	8.77			8.05
Total Registration Time	15.58	13.42	9.62	9.17	-4.7%	17.66	9.17	15.58			17.52
Registration Waiting Time	11.82	10.02	6.60	6.05	-8.3%	13.57	6.05	11.82			14.24
Registration Processing Time	3.77	3.40	3.02	3.12	3.3%	4.09	3.02	3.77			3.28
Total Title Work Time	20.43	20.97	15.42	14.20	-7.9%	23.87	14.20	20.97			23.71
Title Work Waiting Time	11.53	11.13	7.12	5.62	-21.1%	14.19	5.62	11.53			15.53
Title Work Processing Time	8.90	9.83	8.30	8.58	3.4%	9.68	8.30	9.83			8.18
Total Transactions	15,330	13,841	13,550	13,547	0.0%	14,067	13,547	15,330	56,268	55,539	158,345
DLS Transactions	6,116	5,805	5,417	5,069	-6.4%	5,602	5,069	6,116	22,407	21,961	62,931
Title & Registration Transactions	7,956	6,958	7,001	7,418	6.0%	7,333	6,958	7,956	29,333	29,424	82,440
Other	1,258	1,078	1,132	1,060	-6.4%	1,132	1,060	1,258	4,528	4,154	12,974
Personnel											
Budgeted PINS	21	21	21	21	0.0%	21	21	21			20
Contract Employees	0	0	0	0	0.0%	0	0	0			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	3	3	3	2	-33.3%	3	2	3			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			4.5%
Total Leave Days	114	80	133	115	-13.2%	110	80	133	442	416	1,131
Sick Leave Days (Unplanned)	6	11	42	18	-58.5%	19	6	42	76	60	194
Other Leave Days (Planned)	108	70	90	98	7.9%	91	70	108	365	357	937
Overtime Hrs.	60	46	62	73	17.7%	60	46	73	241	452	1,066
OT Annual Budget									\$27,811	\$13,737	\$13,737
OT Spent	\$1,741	\$1,333	\$1,608	\$2,146	33.5%	\$1,707	\$1,333	\$2,146	\$6,828	\$11,292	\$29,558
% of Budget Spent	6.3%	11.1%	16.8%	24.6%	45.8%				24.6%	82.2%	215.2%

MVA StateStat
Operations - District 2
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Performance											
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			89.4%
Total DLS Time	56.85	48.55	32.60	26.25	-19.5%	58.94	26.25	56.85			41.95
DLS Waiting Time	47.52	37.98	23.13	16.05	-30.6%	49.29	16.05	47.52			33.01
DLS Processing Time	9.33	10.57	9.47	10.20	7.7%	9.65	9.33	10.57			8.94
Total Registration Time	13.30	22.42	18.75	15.83	-15.6%	23.26	13.30	22.42			29.64
Registration Waiting Time	9.70	19.05	14.33	12.27	-14.4%	19.49	9.70	19.05			25.56
Registration Processing Time	3.60	3.37	4.42	3.57	-19.2%	3.77	3.37	4.42			4.08
Total Title Work Time	35.40	31.85	29.90	23.05	-22.9%	36.45	23.05	35.40			36.31
Title Work Waiting Time	27.18	23.60	21.55	15.20	-29.5%	28.52	15.20	27.18			28.42
Title Work Processing Time	8.22	8.25	8.35	7.85	-6.0%	7.93	7.85	8.35			7.89
Total Transactions	27,937	27,942	24,778	25,573	3.2%	26,557	24,778	27,942	106,229	117,238	329,905
DLS Transactions	14,173	14,670	12,881	13,094	1.7%	13,704	12,881	14,670	54,817	64,456	178,368
Title & Registration Transactions	11,338	10,613	9,400	9,849	4.8%	10,300	9,400	11,338	41,200	41,520	118,632
Other	2,426	2,659	2,497	2,630	5.3%	2,553	2,426	2,659	10,212	11,262	32,905
Personnel											
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)	0	0	0	0	0.0%	0	0	0			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			2.5%
Total Leave Days	150	126	175	134	-23.3%	146	126	175	584	511	1,577
Sick Leave Days (Unplanned)	40	38	50	34	-33.0%	40	34	50	161	94	356
Other Leave Days (Planned)	110	88	125	101	-19.4%	106	88	125	423	417	1,222
Overtime Hrs.	163	215	143	155	8.4%	169	143	215	676	731	2,237
OT Annual Budget									\$61,569	\$41,447	\$41,447
OT Spent	\$4,585	\$6,085	\$4,133	\$4,360	5.5%	\$4,791	\$4,133	\$6,085	\$19,163	\$19,019	\$63,816
% of Budget Spent	7.4%	17.3%	24.0%	31.1%	29.5%				31.1%	45.9%	154.0%

MVA StateStat
Operations - District 2
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Loveville 9944	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Performance											
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			93.1%
Total DLS Time	22.57	22.17	13.72	10.32	-24.8%	28.81	10.32	22.57			16.53
DLS Waiting Time	15.80	16.28	7.57	3.50	-53.7%	22.10	3.50	16.28			9.76
DLS Processing Time	6.77	5.88	6.15	6.82	10.8%	6.71	5.88	6.82			6.77
Total Registration Time	20.17	24.53	15.10	15.78	4.5%	19.75	15.10	24.53			12.12
Registration Waiting Time	16.32	20.88	10.98	12.60	14.7%	15.96	10.98	20.88			8.22
Registration Processing Time	3.85	3.65	4.12	3.18	-22.7%	3.78	3.18	4.12			3.90
Total Title Work Time	21.90	28.97	19.32	19.62	1.6%	24.09	19.32	28.97			16.35
Title Work Waiting Time	14.12	21.12	11.28	13.18	16.8%	16.24	11.28	21.12			8.35
Title Work Processing Time	7.78	7.85	8.03	6.43	-19.9%	7.85	6.43	8.03			8.01
Total Transactions	12,795	12,008	11,081	10,688	-3.5%	11,643	10,688	12,795	46,571	44,225	127,279
DLS Transactions	6,153	5,802	5,477	4,993	-8.8%	5,606	4,993	6,153	22,424	22,276	62,564
Title & Registration Transactions	6,146	5,693	5,101	5,230	2.5%	5,543	5,101	6,146	22,170	19,732	58,446
Other	496	513	503	465	-7.6%	494	465	513	1,977	2,217	6,269
Personnel											
Budgeted PINS	12	12	12	12	0.0%	12	12	12			11
Contract Employees	5	5	5	5	0.0%	5	5	5			5
State Temporary Employees	2	2	2	1	-50.0%	2	1	2			3
Agency Temporary Employees	1	0	1	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	1	0	1	0	-100.0%	1	1	1			0
% Vacant Positions	5.9%	0.0%	2.9%	0.0%	-100.0%	4.4%	2.9%	5.9%			0.0%
Total Leave Days	119	74	117	101	-13.8%	103	74	119	412	342	1,049
Sick Leave Days (Unplanned)	7	2	22	11	-53.1%	11	2	22	42	13	56
Other Leave Days (Planned)	112	72	95	91	-4.5%	92	72	112	370	329	993
Overtime Hrs.	16	30	27	19	-29.6%	23	16	30	92	124	213
OT Annual Budget									\$3,921	\$7,088	\$7,088
OT Spent	\$461	\$806	\$712	\$528	-25.8%	\$627	\$461	\$806	\$2,507	\$1,922	\$6,876
% of Budget Spent	11.8%	32.3%	50.5%	63.9%	26.7%				63.9%	27.1%	97.0%

MVA StateStat
Operations - District 2
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Waldorf 9942	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Performance											
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			96.5%
Total DLS Time	32.28	15.32	17.28	16.42	-5.0%	28.57	15.32	32.28			24.22
DLS Waiting Time	23.85	7.08	10.02	8.78	-12.3%	20.54	7.08	23.85			16.02
DLS Processing Time	8.43	8.23	7.27	7.63	5.0%	8.03	7.27	8.43			8.19
Total Registration Time	9.95	9.70	5.50	10.92	98.5%	14.20	5.50	10.92			12.13
Registration Waiting Time	5.85	5.78	1.22	7.13	486.3%	10.17	1.22	7.13			7.81
Registration Processing Time	4.10	3.92	4.28	3.78	-11.7%	4.03	3.78	4.28			4.32
Total Title Work Time	15.18	14.43	10.25	13.58	32.5%	19.22	10.25	15.18			16.67
Title Work Waiting Time	5.97	5.23	1.20	4.43	269.4%	10.30	1.20	5.97			8.06
Title Work Processing Time	9.22	9.20	9.05	9.15	1.1%	8.92	9.05	9.22			8.61
Total Transactions	33,932	33,643	30,069	28,123	-6.5%	31,442	28,123	33,932	125,766	129,668	360,733
DLS Transactions	15,649	16,009	13,595	12,736	-6.3%	14,497	12,736	16,009	57,988	62,946	171,415
Title & Registration Transactions	16,065	15,492	14,489	13,373	-7.7%	14,855	13,373	16,065	59,419	58,412	163,987
Other	2,218	2,142	1,985	2,014	1.5%	2,090	1,985	2,218	8,359	8,310	25,331
Personnel											
Budgeted PINS	51	51	51	51	0.0%	51	51	51			50
Contract Employees	1	1	2	2	0.0%	2	1	2			1
State Temporary Employees	9	9	9	7	-22.2%	9	7	9			9
Agency Temporary Employees	4	4	5	2	-60.0%	4	2	5			1
# Vacancies (PIN & Contract)	1	1	1	2	100.0%	1	1	2			1
% Vacant Positions	1.9%	1.9%	1.9%	3.8%	100.0%	2.4%	1.9%	3.8%			1.6%
Total Leave Days	320	291	374	306	-18.3%	323	291	374	1,290	1,147	3,401
Sick Leave Days (Unplanned)	114	45	81	60	-25.9%	75	45	114	299	166	594
Other Leave Days (Planned)	206	246	294	246	-16.2%	248	206	294	991	981	2,808
Overtime Hrs.	171	256	162	185	14.2%	194	162	256	774	853	2,239
OT Annual Budget									\$51,812	\$58,892	\$58,892
OT Spent	\$4,110	\$6,494	\$4,011	\$4,409	9.9%	\$4,756	\$4,011	\$6,494	\$19,024	\$18,191	\$51,924
% of Budget Spent	7.9%	20.5%	28.2%	36.7%	30.2%				36.7%	30.9%	88.2%

MVA StateStat
Operations - District 3
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Beltville 9931	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			90.3%
Total DLS Time	41.87	40.67	38.17	28.83	-24.5%	43.30	28.83	41.87			43.28
DLS Waiting Time	33.33	31.75	29.38	19.02	-35.3%	35.09	19.02	33.33			34.33
DLS Processing Time	8.53	8.92	8.78	9.82	11.8%	8.21	8.53	9.82			8.95
Total Registration Time	45.45	32.00	25.88	35.07	35.5%	43.90	25.88	45.45			29.80
Registration Waiting Time	39.63	26.73	20.82	30.68	47.4%	38.57	20.82	39.63			24.41
Registration Processing Time	5.82	5.27	5.07	4.38	-13.5%	5.33	4.38	5.82			5.39
Total Title Work Time	58.27	36.83	37.45	28.72	-23.3%	48.65	28.72	58.27			36.86
Title Work Waiting Time	46.15	27.22	27.37	19.07	-30.3%	38.07	19.07	46.15			27.02
Title Work Processing Time	12.12	9.62	10.08	9.65	-4.3%	10.59	9.62	12.12			9.84
Total Transactions	35,596	35,610	32,673	31,050	-5.0%	33,732	31,050	35,610	134,928	147,225	413,791
DLS Transactions	17,493	19,285	16,395	15,238	-7.1%	17,103	15,238	19,285	68,410	77,362	213,819
Title & Registration Transactions	15,799	14,322	14,209	13,952	-1.8%	14,571	13,952	15,799	58,282	60,556	173,042
Other	2,304	2,003	2,069	1,860	-10.1%	2,059	1,860	2,304	8,236	9,307	26,930
Personnel											
Budgeted PINS	59	59	59	59	0.0%	59	59	59			57
Contract Employees	4	4	4	4	0.0%	4	4	4			3
State Temporary Employees	5	5	5	4	-20.0%	5	4	5			5
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	2	2	0.0%	2	1	2			0
% Vacant Positions	1.6%	1.6%	3.1%	3.2%	1.6%	2.4%	1.6%	3.2%			0.0%
Total Leave Days	292	173	386	293	-24.1%	286	173	386	1,143	951	3,048
Sick Leave Days (Unplanned)	51	41	66	72	8.9%	58	41	72	231	164	588
Other Leave Days (Planned)	241	131	320	221	-31.0%	228	131	320	913	787	2,346
Overtime Hrs.	251	168	179	162	-9.5%	190	162	251	760	736	2,492
OT Annual Budget									\$54,666	\$43,070	\$43,070
OT Spent	\$6,153	\$4,007	\$4,548	\$4,218	-7.3%	\$4,732	\$4,007	\$6,153	\$18,926	\$17,761	\$59,513
% of Budget Spent	11.3%	18.6%	26.9%	34.6%	28.7%				34.6%	41.2%	138.2%

MVA StateStat
Operations - District 3
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Gaithersburg 9932	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Change	Avg	Min			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			84.1%
Total DLS Time	44.03	45.57	33.73	23.77	-29.5%	43.07	23.77	45.57			33.29
DLS Waiting Time	35.77	37.57	24.90	14.40	-42.2%	35.00	14.40	37.57			25.01
DLS Processing Time	8.27	8.00	8.83	9.37	6.0%	8.08	8.00	9.37			8.29
Total Registration Time	48.45	56.27	34.93	34.35	-1.7%	43.57	34.35	56.27			31.04
Registration Waiting Time	43.03	51.52	29.93	29.95	0.1%	38.10	29.93	51.52			26.02
Registration Processing Time	5.42	4.75	5.00	4.40	-12.0%	5.46	4.40	5.42			5.02
Total Title Work Time	61.48	69.78	43.87	42.90	-2.2%	55.38	42.90	69.78			36.46
Title Work Waiting Time	50.28	59.68	33.77	32.73	-3.1%	45.63	32.73	59.68			27.88
Title Work Processing Time	11.20	10.10	10.10	10.17	0.7%	9.75	10.10	11.20			8.58
Total Transactions	32,723	33,515	28,358	29,160	2.8%	30,939	28,358	33,515	123,757	142,604	393,401
DLS Transactions	19,750	20,576	16,800	16,649	-0.9%	18,444	16,649	20,576	73,776	88,296	242,676
Title & Registration Transactions	11,474	11,343	10,064	10,835	7.7%	10,929	10,064	11,474	43,716	47,648	131,339
Other	1,499	1,596	1,494	1,676	12.2%	1,566	1,494	1,676	6,265	6,660	19,386
Personnel											
Budgeted PINS	52	52	52	52	0.0%	52	52	52			50
Contract Employees	4	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	2	-33.3%	3	2	3			3
# Vacancies (PIN & Contract)	3	2	3	4	60.0%	3	2	4			1
% Vacant Positions	5.4%	3.6%	4.5%	7.1%	60.0%	5.1%	3.6%	7.1%			1.7%
Total Leave Days	307	192	334	259	-22.7%	273	192	334	1,092	889	2,887
Sick Leave Days (Unplanned)	31	46	42	65	53.1%	46	31	65	184	106	419
Other Leave Days (Planned)	276	145	292	194	-33.6%	227	145	292	908	782	2,468
Overtime Hrs.	463	501	285	326	14.4%	394	285	501	1,575	1,103	3,158
OT Annual Budget									\$56,072	\$78,183	\$78,183
OT Spent	\$11,525	\$12,203	\$7,263	\$7,912	8.9%	\$9,726	\$7,263	\$12,203	\$38,903	\$24,871	\$75,521
% of Budget Spent	20.6%	42.3%	55.3%	69.4%	25.5%				69.4%	31.8%	96.6%

Note - Two budgeted FTE vacancy denied by DBM

**MVA StateStat
Operations - District 4
December 2009
Reporting Period: October 2009**

Performance Metrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			89.6%
Total DLS Time	58.70	63.77	46.39	36.46	-21.4%	97.84	36.46	63.77			52.92
DLS Waiting Time	49.67	55.21	37.61	27.53	-26.8%	49.67	27.53	55.21			45.15
DLS Processing Time	9.03	8.56	8.78	8.92	1.6%	9.03	8.56	9.03			7.77
Total Registration Time	22.02	33.37	32.92	36.96	12.3%	22.02	22.02	36.96			30.94
Registration Waiting Time	17.12	29.20	28.61	32.41	13.3%	17.12	17.12	32.41			26.00
Registration Processing Time	4.90	4.17	4.31	4.55	5.6%	4.90	4.17	4.90			4.94
Total Title Work Time	27.67	37.93	35.72	34.50	-3.4%	18.67	27.67	37.93			32.24
Title Work Waiting Time	18.67	30.23	27.94	27.14	-2.9%	18.67	18.67	30.23			23.29
Title Work Processing Time	8.99	7.70	7.79	7.37	-5.4%	0.00	7.37	8.99			8.95
Total Transactions	29,424	30,694	27,618	26,171	-5.2%	28,477	26,171	30,694	113,906	116,269	326,181
DLS Transactions	16,893	17,672	15,142	14,346	-5.3%	16,013	14,346	17,672	64,052	66,559	183,472
Title & Registration Transactions	10,909	11,414	10,743	10,145	-5.6%	10,803	10,145	11,414	43,211	43,238	123,850
Other	1,622	1,608	1,733	1,680	-3.1%	1,661	1,608	1,733	6,643	6,472	18,859
Personnel											
Budgeted PINS	39	39	39	39	0.0%	39	39	39			39
Contract Employees	1	2	2	2	0.0%	2	1	2			1
State Temporary Employees	1	0	0	0	0.0%	1	1	1			1
Agency Temporary Employees	2	1	1	1	0.0%	1	1	2			2
# Vacancies (PIN & Contract)	4	4	3	2	-33.3%	3	2	4			2
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			4.7%
Total Leave Days	184	155	199	155	-21.9%	173	155	199	693	799	2,271
Sick Leave Days (Unplanned)	24	30	38	43	10.7%	34	24	43	135	119	419
Other Leave Days (Planned)	160	125	161	113	-29.8%	140	113	161	558	679	1,852
Overtime Hrs.	369	454	265	303	14.3%	348	265	454	1,391	869	2,794
OT Annual Budget									\$66,683	\$55,482	\$55,482
OT Spent	\$9,437	\$11,757	\$6,890	\$7,836	13.7%	\$8,980	\$6,890	\$11,757	\$35,920	\$20,733	\$70,306
% of Budget Spent	14.2%	31.8%	42.1%	53.9%	27.9%				53.9%	37.4%	126.7%

MVA StateStat
Operations - District 4
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			89.2%
Total DLS Time	18.50	17.22	14.88	19.04	27.9%	18.50	14.88	19.04			29.04
DLS Waiting Time	8.42	7.23	6.93	10.81	55.8%	8.42	6.93	10.81			20.31
DLS Processing Time	10.08	9.99	7.94	8.23	3.6%	10.08	7.94	10.08			8.73
Total Registration Time	8.82	8.56	8.84	7.15	-19.1%	8.82	7.15	8.84			14.94
Registration Waiting Time	5.81	5.75	5.83	4.50	-22.9%	5.81	4.50	5.83			11.27
Registration Processing Time	3.01	2.81	3.00	2.65	-11.7%	3.01	2.65	3.01			3.67
Total Title Work Time	15.55	14.29	13.72	12.60	-8.2%	15.55	12.60	15.55			19.46
Title Work Waiting Time	6.19	5.63	5.23	4.05	-22.6%	6.19	4.05	6.19			11.14
Title Work Processing Time	9.35	8.65	8.49	8.55	0.7%	9.35	8.49	9.35			8.31
Total Transactions	12,277	13,098	11,770	11,488	-2.4%	12,158	11,488	13,098	48,632	52,897	149,742
DLS Transactions	5,385	6,453	5,845	5,578	-4.6%	5,815	5,385	6,453	23,260	25,472	72,691
Title & Registration Transactions	6,455	6,211	5,570	5,629	1.1%	5,966	5,570	6,455	23,865	24,380	69,160
Other	437	434	355	281	-20.8%	377	281	437	1,507	3,045	7,891
Personnel											
Budgeted PINS	21	21	21	21	0.0%	21	21	21			20
Contract Employees	1	1	1	1	0.0%	1	1	1			0
State Temporary Employees	1	1	1	0	-100.0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	2	2	2	1	-50.0%	2	1	2			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			4.8%
Total Leave Days	100	80	131	358	173.2%	167	80	358	669	397	1,161
Sick Leave Days (Unplanned)	28	5	29	24	-19.3%	21	5	29	85	48	244
Other Leave Days (Planned)	72	75	102	334	228.2%	146	72	334	584	349	917
Overtime Hrs.	70	78	69	113	63.8%	82	69	113	330	255	802
OT Annual Budget									\$21,658	\$24,203	\$24,203
OT Spent	\$1,933	\$2,314	\$1,915	\$3,105	62.1%	\$2,317	\$1,915	\$3,105	\$9,267	\$7,027	\$22,961
% of Budget Spent	8.9%	19.6%	28.4%	42.8%	50.4%				42.8%	29.0%	94.9%

MVA StateStat
Operations - District 4
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Glen Burnie 9953	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			87.6%
Total DLS Time	60.50	53.57	36.71	33.32	-9.3%	60.50	33.32	60.50			53.09
DLS Waiting Time	51.82	45.26	28.80	25.22	-12.4%	51.82	25.22	51.82			43.70
DLS Processing Time	8.68	8.31	7.91	8.09	2.3%	8.68	7.91	8.68			9.39
Total Registration Time	47.97	41.85	39.98	29.95	-25.1%	47.97	29.95	47.97			29.00
Registration Waiting Time	43.86	37.77	36.03	26.02	-27.8%	43.86	26.02	43.86			22.43
Registration Processing Time	4.11	4.08	3.94	3.93	-0.4%	4.11	3.93	4.11			6.57
Total Title Work Time	63.52	57.78	52.28	42.03	-19.6%	63.52	42.03	63.52			38.33
Title Work Waiting Time	53.38	47.18	41.78	30.86	-26.1%	53.38	30.86	53.38			27.93
Title Work Processing Time	10.14	10.59	10.50	11.17	6.4%	10.14	10.14	11.17			10.41
Total Transactions	58,701	57,775	53,771	54,560	1.5%	56,202	53,771	58,701	224,807	242,458	671,473
DLS Transactions	22,634	23,428	20,687	21,415	3.5%	22,041	20,687	23,428	88,164	101,345	276,384
Title & Registration Transactions	28,123	26,303	25,074	25,039	-0.1%	26,135	25,039	28,123	104,539	112,747	311,395
Other	7,944	8,044	8,010	8,106	1.2%	8,026	7,944	8,106	32,104	28,366	83,694
Personnel											
Budgeted PINS	95	95	95	95	0.0%	95	95	95			93
Contract Employees	3	3	3	3	0.0%	3	3	3			3
State Temporary Employees	12	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)	4	5	4	1	-75.0%	4	1	5			2
% Vacant Positions	4.1%	5.1%	4.1%	1.0%	-75.0%	3.6%	1.0%	5.1%			1.8%
Total Leave Days	598	440	692	550	-20.6%	570	440	692	2,280	1,905	5,866
Sick Leave Days (Unplanned)	147	98	171	138	-19.0%	139	98	171	554	261	1,044
Other Leave Days (Planned)	451	341	522	412	-21.1%	431	341	522	1,726	1,643	4,822
Overtime Hrs.	352	440	354	253	-28.5%	350	253	440	1,399	2,486	6,365
OT Annual Budget									\$149,788	\$140,005	\$140,005
OT Spent	\$9,465	\$11,826	\$9,912	\$6,653	-32.9%	\$9,464	\$6,653	\$11,826	\$37,856	\$59,867	\$163,858
% of Budget Spent	99.1%	117.0%	20.8%	25.3%	21.3%				25.3%	42.8%	117.0%

MVA StateStat
Operations - District 4
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			83.7%
Total DLS Time	25.31	30.89	19.51	15.92	-18.4%	25.31	15.92	30.89			55.47
DLS Waiting Time	16.58	22.09	11.48	8.17	-28.8%	16.58	8.17	22.09			47.79
DLS Processing Time	8.73	8.81	8.03	7.74	-3.5%	8.73	7.74	8.81			7.67
Total Registration Time	14.61	18.53	16.27	10.50	-35.4%	14.61	10.50	18.53			47.96
Registration Waiting Time	12.05	15.80	13.76	7.78	-43.5%	12.05	7.78	15.80			41.22
Registration Processing Time	2.56	2.73	2.51	2.72	8.4%	2.56	2.51	2.73			6.74
Total Title Work Time	21.51	28.37	24.84	14.37	-42.1%	21.51	14.37	28.37			54.44
Title Work Waiting Time	13.35	20.03	16.70	7.03	-57.9%	13.35	7.03	20.03			43.38
Title Work Processing Time	8.16	8.34	8.14	7.35	-9.7%	8.16	7.35	8.34			11.06
Total Transactions	38,472	37,784	35,219	35,462	0.7%	36,734	35,219	38,472	146,938	141,804	466,936
DLS Transactions	18,773	19,325	17,123	17,151	0.2%	18,093	17,123	19,325	72,373	87,846	253,332
Title & Registration Transactions	14,370	13,325	13,048	13,129	0.6%	13,468	13,048	14,370	53,872	45,765	161,049
Other	5,329	5,134	5,048	5,182	2.7%	5,173	5,048	5,329	20,693	8,193	52,555
Personnel											
Budgeted PINS	64	64	64	65	1.6%	64	64	65			63
Contract Employees	4	4	5	5	0.0%	5	4	5			2
State Temporary Employees	3	3	3	3	0.0%	3	3	3			3
Agency Temporary Employees	2	1	1	2	100.0%	2	1	2			2
# Vacancies (PIN & Contract)	3	5	7	6	-21.4%	5	3	7			4
% Vacant Positions	4.4%	7.4%	10.2%	7.9%	-22.6%	7.5%	4.4%	10.2%			5.0%
Total Leave Days	341	249	452	358	-20.9%	350	249	452	1,400	1,125	3,717
Sick Leave Days (Unplanned)	85	52	71	88	23.7%	74	52	88	295	178	721
Other Leave Days (Planned)	257	197	382	270	-29.2%	276	197	382	1,106	947	2,802
Overtime Hrs.	819	990	644	557	-13.5%	753	557	990	3,010	2,763	8,189
OT Annual Budget									\$191,488	\$78,625	\$78,625
OT Spent	\$20,355	\$24,857	\$16,248	\$14,108	-13.2%	\$18,892	\$14,108	\$24,857	\$75,568	\$64,113	\$204,468
% of Budget Spent	10.6%	23.6%	32.1%	39.5%	23.0%				39.5%	81.5%	260.1%

MVA StateStat
Operations - District 4
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results											
			0.0%			0.0%	0.0%	0.0%			95.1%
Total DLS Time	46.56	41.47	35.01	29.09	-16.9%	46.56	29.09	46.56			27.77
DLS Waiting Time	39.79	34.39	27.58	21.32	-22.7%	39.79	21.32	39.79			19.22
DLS Processing Time	6.78	7.08	7.42	7.77	4.8%	6.78	6.78	7.77			8.55
Total Registration Time	29.68	25.43	29.52	18.57	-37.1%	29.68	18.57	29.68			16.50
Registration Waiting Time	25.27	21.30	25.16	13.94	-44.6%	25.27	13.94	25.27			12.97
Registration Processing Time	4.41	4.13	4.36	4.63	6.3%	4.41	4.13	4.63			3.54
Total Title Work Time	40.24	32.63	36.71	33.68	-8.3%	40.24	32.63	40.24			19.85
Title Work Waiting Time	28.75	21.66	25.27	21.58	-14.6%	28.75	21.58	28.75			12.70
Title Work Processing Time	11.49	10.97	11.44	12.10	5.8%	11.49	10.97	12.10			7.15
Total Transactions	19,260	18,760	18,051	17,540	-2.8%	18,403	17,540	19,260	73,610	75,321	220,771
DLS Transactions	8,349	8,500	7,936	7,725	-2.7%	8,127	7,725	8,500	32,509	37,845	108,034
Title & Registration Transactions	8,886	8,170	8,073	7,914	-2.0%	8,261	7,914	8,886	33,043	32,696	94,947
Other	2,025	2,090	2,042	1,901	-6.9%	2,015	1,901	2,090	8,058	4,780	17,790
Personnel											
Budgeted PINS	27	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	1	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%
Total Leave Days	147	94	197	133	-32.3%	143	94	197	571	447	1,493
Sick Leave Days (Unplanned)	19	98	26	32	22.9%	44	19	98	176	85	339
Other Leave Days (Planned)	128	-4	171	101	-40.8%	132	-4	171	395	362	1,154
Overtime Hrs.	36	51	81	63	-22.2%	58	36	81	231	198	781
OT Annual Budget									\$19,013	\$25,293	\$25,293
OT Spent	\$1,062	\$1,450	\$2,257	\$1,695	-24.9%	\$1,616	\$1,062	\$2,257	\$6,464	\$4,123	\$21,420
% of Budget Spent	5.6%	13.2%	25.1%	34.0%	35.5%				34.0%	16.3%	84.7%

MVA StateStat
Operations - Express / Satellite / Mobile
December 2009
Reporting Period: October 2009

PerformanceMetrics											
Columbia Express 9935	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			96.6%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	14,902	14,412	12,783	12,745	-0.3%	13,710	12,745	14,902	54,842	50,889	144,653
DLS Transactions	11,546	10,888	9,504	9,930	4.5%	10,467	9,504	11,546	41,868	39,906	113,340
Title & Registration Transactions	3,117	3,318	3,037	2,574	-15.2%	3,012	2,574	3,318	12,046	10,983	30,154
Other	239	206	242	241	-0.4%	232	206	242	928	0	1,159
Personnel											
Budgeted PINS	7	7	7	7	0.0%	7	7	7			7
Contract Employees	1	4	4	4	0.0%	3	1	4			3
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	2	2	1	2	100.0%	2	1	2			0
# Vacancies (PIN & Contract)	1	1	2	1	-50.0%	1	1	2			0
% Vacant Positions	33.3%	16.7%	40.0%	16.7%	-58.3%	26.7%	16.7%	40.0%			0.0%
Total Leave Days	40	49	32	27	-14.7%	37	27	49	147	173	413
Sick Leave Days (Unplanned)	15	15	7	9	28.6%	12	7	15	46	20	91
Other Leave Days (Planned)	25	33	25	18	-27.0%	25	18	33	101	154	331
Overtime Hrs.	147	141	101	66	-34.7%	114	66	147	455	79	484
OT Annual Budget									\$9,862	\$8,150	\$8,150
OT Spent	\$4,010	\$3,935	\$2,610	\$1,713	-34.4%	\$3,067	\$1,713	\$4,010	\$12,268	\$1,523	\$12,296
% of Budget Spent	40.7%	80.6%	107.0%	124.4%	16.2%				124.4%	18.7%	150.9%

Performance Metrics											
Glenmont Express 9933	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%		0.0%	0.0%	0.0%				99.2%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	9,537	9,929	8,625	9,409	9.1%	9,375	8,625	9,929	37,499	36,941	107,710
DLS Transactions	7,424	7,773	6,674	7,271	9.0%	7,285	6,674	7,773	29,141	29,508	85,344
Title & Registration Transactions	1,946	1,994	1,748	1,969	12.6%	1,914	1,748	1,994	7,657	7,433	21,380
Other	167	162	203	169	-16.7%	175	162	203	701	0	986
Personnel											
Budgeted PINS	9	9	9	9	0.0%	9	9	9			8
Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	0	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)	1	1	1	0	-100.0%	1	1	1			0
% Vacant Positions	10.5%	10.5%	10.5%	0.0%	-100.0%	10.5%	10.5%	10.5%			0.0%
Total Leave Days	89	54	73	55	-24.7%	68	54	89	271	197	602
Sick Leave Days (Unplanned)	25	12	6	6	0.0%	12	6	25	48	35	97
Other Leave Days (Planned)	64	42	67	49	-26.8%	56	42	67	223	162	505
Overtime Hrs.	65	62	55	37	-32.7%	55	37	65	219	39	186
OT Annual Budget									\$3,585	\$6,152	\$6,152
OT Spent	\$1,575	\$1,459	\$1,218	\$872	-28.4%	\$1,281	\$872	\$1,575	\$5,124	\$1,052	\$4,595
% of Budget Spent	43.9%	84.6%	118.6%	142.9%	20.5%				142.9%	17.1%	74.7%

Performance Metrics											
Parkville 9926	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			98.4%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	17,074	17,216	15,264	14,460	-5.3%	16,003	14,460	17,216	64,013	56,019	161,251
DLS Transactions	12,149	11,706	10,238	10,452	2.1%	11,136	10,238	12,149	44,544	39,781	116,202
Title & Registration Transactions	4,568	5,174	4,697	3,636	-22.6%	4,519	3,636	5,174	18,075	16,238	43,215
Other	357	336	329	372	13.1%	349	329	372	1,394	0	1,834
Personnel											
Budgeted PINS	11	11	11	11	0.0%	11	11	11			12
Contract Employees	2	2	3	3	0.0%	3	2	3			3
State Temporary Employees	1	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	3	2	-33.3%	2	1	3			1
% Vacant Positions	7.7%	7.7%	21.4%	14.3%	-33.3%	12.8%	7.7%	21.4%			6.7%
Total Leave Days	41	68	53	57	7.7%	55	41	68	220	232	617
Sick Leave Days (Unplanned)	5	13	9	12	37.7%	9	5	13	38	29	81
Other Leave Days (Planned)	37	55	45	46	2.0%	45	37	55	182	204	535
Overtime Hrs.	0	11	0	0	0.0%	6	0	11	11	25	36
OT Annual Budget									\$327	\$1,188	\$1,188
OT Spent	\$4	\$356	\$0	\$0	0.0%	\$180	\$4	\$356	\$360	\$48	\$702
% of Budget Spent	1.1%	110.0%	110.0%	110.0%	0.0%				110.0%	4.1%	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
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			99.5%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	12,104	13,182	10,955	10,917	-0.3%	11,789	10,917	13,182	47,157	42,340	119,000
DLS Transactions	9,091	9,628	8,170	8,494	4.0%	8,846	8,170	9,628	35,382	33,766	94,477
Title & Registration Transactions	2,732	3,329	2,523	2,170	-14.0%	2,689	2,170	3,329	10,754	8,574	23,263
Other	281	225	262	253	-3.4%	255	225	281	1,021	0	1,260
Personnel											
Budgeted PINS	8	8	8	8	0.0%	8	8	8			8
Contract Employees	3	3	3	2	-33.3%	3	2	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	0	-100.0%	1	1	1			1
% Vacant Positions	9.1%	9.1%	9.1%	0.0%	-100.0%	9.1%	9.1%	9.1%			8.3%
Total Leave Days	41	38	41	38	-7.9%	39	38	41	158	144	452
Sick Leave Days (Unplanned)	3	2	4	10	185.7%	4	2	10	18	13	53
Other Leave Days (Planned)	39	36	38	28	-26.0%	35	28	39	140	131	383
Overtime Hrs.	0	0	14	21	50.0%	18	14	21	35	25	130
OT Annual Budget									\$1,406	\$6,152	\$6,152
OT Spent	\$0	\$184	\$289	\$408	41.2%	\$294	\$184	\$408	\$881	\$398	\$3,274
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				62.7%	6.5%	53.2%

Performance Metrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%		0.0%	0.0%	0.0%				96.9%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	1,580	1,495	1,512	1,404	-7.2%	1,498	1,404	1,580	5,990	6,441	17,081
DLS Transactions	630	586	623	587	-5.9%	606	586	630	2,425	2,720	6,935
Title & Registration Transactions	950	909	889	817	-8.1%	891	817	950	3,565	3,721	10,142
Other	0	0	0	0	0.0%	0	0	0	0	0	4
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			0
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0	0.0%	0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	\$0
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%						0.0%

Performance Metrics											
Prince Frederick Satellite 9945	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			98.1%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	2,449	2,638	2,239	1,692	-24.4%	2,254	1,692	2,638	9,017	8,815	25,461
DLS Transactions	2,124	2,301	2,031	1,527	-24.8%	1,995	1,527	2,301	7,982	7,542	22,191
Title & Registration Transactions	306	304	178	131	-26.4%	230	131	306	919	1,136	3,024
Other	19	33	30	34	13.3%	29	19	34	116	137	246
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			0
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0	0.0%	0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	\$0
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$882	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%						0.0%

Performance Metrics											
Mobile 9956	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Customer Survey Results			0.0%			0.0%	0.0%	0.0%			99.7%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	12,795	12,008	11,081	10,688	-3.5%	11,643	10,688	12,795	46,571	5,475	12,559
DLS Transactions	6,153	5,802	5,477	4,993	-8.8%	5,606	4,993	6,153	22,424	4,053	8,684
Title & Registration Transactions	6,146	5,693	5,101	5,230	2.5%	5,543	5,101	6,146	22,170	1,225	3,184
Other	496	513	503	465	-7.6%	494	465	513	1,977	197	691
Personnel											
Budgeted PINS	2	2	2	2	0.0%	2	2	2			2
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	4	5	9	9	0.0%	7	4	9	27	54	111
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	2	3
Other Leave Days (Planned)	4	5	9	9	0.0%	7	4	9	27	52	108
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	\$0
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%						0.0%

**MVA StateStat
Call Centers
December 2009
Reporting Period: October 2009**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Calls - General Information Line	88,686	87,224	89,050	91,105	2.3%	89,016	87,224	91,105	356,065	418,966	1,106,475
Avg Time to Pick Up Call	7:31	7:00	5:28	5:28	0.0%	6:21	5:28	7:31	6:21	3:31	4:46
Avg Call Duration	2:43	2:45	2:49	2:45	-2.4%	2:45	2:43	2:49	2:45	2:50	2:52
Calls - VEIP Information	20,799	15,003	13,401	14,348	7.1%	15,888	13,401	20,799	63,551	85,178	231,002
Avg Time to Pick Up Call	2:46	:31	:37	:28	#VALUE!	2:46	2:46	2:46	2:46	5:30	5:28
Avg Call Duration	2:10	2:00	2:03	2:17	11.4%	2:07	2:00	2:17	2:07	2:23	2:19
Calls - Drivers Skill Line	15,452	10,981	10,186	8,514	-16.4%	11,283	8,514	15,452	45,133	39,595	129,587
Avg Time to Pick Up Call	3:47	10:30	10:16	3:15	-68.3%	6:57	3:15	10:30	6:57	5:27	6:07
Avg Call Duration	2:42	2:49	3:01	2:46	-8.3%	2:49	2:42	3:01	2:49	2:17	2:35
Calls - Hazmat	909	974	804	729	-9.3%	854	729	974	3,416	6,614	13,770
Avg Time to Pick Up Call	4:25	5:11	5:57	5:08	-13.7%	5:10	4:25	5:57	5:10	5:02	5:22
Avg Call Duration	3:03	2:41	3:16	3:03	-6.6%	3:00	2:41	3:16	3:00	2:44	3:08
Calls - Out-of-Country	0	0	0	0	0.0%	0	0	0	0	23,808	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	5:18	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
Total Calls	125,846	114,182	113,441	114,696	1.1%	117,041	113,441	125,846	468,165	574,161	1,532,511
Appointments Scheduled											
Total Appointments	10,270	10,286	8,985	7,116	-20.8%	9,164	7,116	10,286	36,657	59,750	169,421
Drivers Skill	9,855	9,934	8,557	6,757	-21.0%	8,776	6,757	9,934	35,103	33,423	100,510
Hazmat	415	352	428	359	-16.1%	389	352	428	1,554	1,381	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
December 2009
Reporting Period: October 2009

Performance Metrics											
VEIP	Reporting Period				% Change	Avg	For All of FY 10		FY 10 YTD Total	FY 09 YTD Total	FY 2009 Total
	Jul '09	Aug '09	Sep '09	Oct '09			Min	Max			
VEIP Mailings											
Total	67,091	43,567	75,168	206,985	175.4%	98,203	43,567	206,985	392,811	801,717	2,392,627
Notices	13,547	24,055	65,440	193,081	195.1%	74,031	13,547	193,081	296,123	612,363	1,797,952
Warnings	53,544	19,512	9,728	13,904	42.9%	24,172	9,728	53,544	96,688	189,354	594,675
Vehicle Tests											
Total	104,035	37,025	25,571	37,018	44.8%	50,912	25,571	104,035	203,649	531,902	1,606,708
Paid	95,964	30,672	19,467	32,972	69.4%	44,769	19,467	95,964	179,075	499,233	1,510,229
Gratis	8,071	6,353	6,104	4,046	-33.7%	6,144	4,046	8,071	24,574	32,669	96,479
Test Fees											
Total	\$2,065,146	\$825,978	\$574,458	\$735,843	28.1%	\$1,050,356	\$574,458	\$2,065,146	\$4,201,425	\$9,607,891	\$29,194,395
Inspection	\$1,343,496	\$429,408	\$272,538	\$461,608	69.4%	\$626,763	\$272,538	\$1,343,496	\$2,507,050	\$6,989,276	\$21,143,220
Late	\$721,650	\$396,570	\$301,920	\$274,235	-9.2%	\$423,594	\$274,235	\$721,650	\$1,694,375	\$2,618,615	\$8,051,175
Public Contact											
Total	54,185	27,613	23,954	25,338	5.8%	32,773	23,954	54,185	131,090	200,023	584,605
Walk-In	25,974	10,634	9,425	9,718	3.1%	13,938	9,425	25,974	55,751	88,467	263,332
Internet	7,107	1,758	966	1,084	12.2%	2,729	966	7,107	10,915	25,294	86,264
Phone	20,799	15,003	13,401	14,348	7.1%	15,888	13,401	20,799	63,551	85,178	231,002
Direct Mail	2	5	1	2	100.0%	3	1	5	10	18	41
Email	303	213	161	186	15.5%	216	161	303	863	1,066	3,966

MVA StateStat
Safety and Other Functions
December 2009
Reporting Period: October 2009

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	158,797	171,124	126,882	114,249	-10.0%	142,763	114,249	171,124	571,052	480,592	1,355,829
Lerner's Permit	27,419	26,496	10,377	8,597	-17.2%	18,222	8,597	27,419	72,889	58,844	168,420
License age less than 21	15,944	21,043	12,015	7,667	-36.2%	14,167	7,667	21,043	56,669	31,475	86,642
License age 21 or over	115,434	123,585	104,490	97,985	-6.2%	110,374	97,985	123,585	441,494	390,273	1,100,767
Minor Notification Letters Sent	495	583	570	763	33.9%	603	495	763	2,411		
Disability Placards											
Temporary	2,731	2,550	2,703	2,780	2.8%	2,691	2,550	2,780	10,764		
Permanent	11,680	11,384	12,312	11,820	-4.0%	11,799	11,384	12,312	47,196		
Arrest Data											
Out of State Convictions on MD DL	6,741	777	1,399	11,800	743.5%	5,179	777	11,800	20,717		
Federal Convictions on MD DL	486	799	284	580	104.2%	537	284	799	2,149		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	913	755	842	890	5.7%	850	755	913	3,400	3,918	11,438
Reinstatement Requests Approved	393	331	311	368	18.3%	351	311	393	1,403	698	3,167
Administrative Adjudication											
Number of Cases Total	30,270	35,113	26,017	30,074	15.6%	30,369	26,017	35,113	121,474		
Number of Hearings	1,425	1,591	1,005	1,741	73.2%	1,441	1,005	1,741	5,762		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	18,168	18,762	17,316	23,158	33.7%	19,351	17,316	23,158	77,404	67,702	188,750
Deleted Flags	9,992	26,576	9,075	11,302	24.5%	14,236	9,075	26,576	56,945	34,518	102,963
Suspensions	75	46	53	31	-41.5%	51	31	75	205	228	454
Ignition Interlock Program											
Currently in Program**	7,381	7,567	7,908	8,059	1.9%	7,729	7,381	8,059			
Drivers Starting Program	392	541	371	402	8.4%	427	371	541	1,706	2,394	5,741
Restrictions Removed (Compliance)	256	207	249	224	-10.0%	234	207	256	936	1,125	2,298
Restrictions Removed (Non-Compliance)	279	222	203	232	14.3%	234	203	279	936	424	2,411
Warning Letters Mailed	2,940	2,183	2,751	2,621	-4.7%	2,624	2,183	2,940	10,495	6,510	22,694
RIID											
IDs Given Out	100	110	92	110	19.6%	412	92	110	412		
IDs Processed in the Branches	121	100	135	128	-5.2%	0	100	135	484		
Outstanding Warrant Program											
Notices	3,600	1,483	1,344	1,401	4.2%	1,957	1,344	3,600	7,828	3,667	12,969
Suspensions	1,036	2,388	1,200	656	-45.3%	1,320	656	2,388	5,280	2,927	9,219
Satisfied	920	916	981	821	-16.3%	910	821	981	3,638	2,619	7,971
Denied license or registration at branch	29	26	22	23	4.5%	25	22	29	100	346	976

Performance Metrics											
Business Licenses	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Jul '09	Aug '09	Sep '09	Oct '09		Avg	Min	Max			
New Businesses	19	18	15	27	80.0%	20	15	27	79	105	322
New Dealerships	0	0	2	1	-50.0%	2	1	2	3	3	11
Used Dealerships	7	6	4	8	100.0%	6	4	8	25	21	74
Wholesale	5	6	8	7	-12.5%	7	5	8	26	55	159
Title Services	3	3	0	8	0.0%	5	3	8	14	14	41
Other	4	3	1	3	200.0%	3	1	4	11	12	37
Out of Business	21	17	8	18	125.0%	16	8	21	64	59	183
New Dealerships	4	0	0	1	0.0%	3	1	4	5	4	20
Used Dealerships	7	10	4	10	150.0%	8	4	10	31	25	65
Wholesale	9	7	3	4	33.3%	6	3	9	23	22	71
Title Services	0	0	0	0	0.0%	0	0	0	0	3	8
Other	1	0	1	3	200.0%	2	1	3	5	5	19
School Bus Inspections											
Inspections	872	742	604	1,947	222.4%	1,041	604	1,947	4,165	5,364	16,935
Scheduled	6	2	394	1,655	320.1%	514	2	1,655	2,057	2,492	9,072
Re-inspections	37	79	49	194	295.9%	90	37	194	359	517	1,692
Random/Audit	829	661	161	98	-39.1%	437	98	829	1,749	2,355	6,171
Total Defects	205	160	463	1,083	133.9%	478	160	1,083	1,911	2,823	10,080
Public Owned	48	14	14	490	3400.0%	142	14	490	566	993	5,019
BOE Contractor	120	106	14	554	3857.1%	199	14	554	794	921	3,260
Privately Owned	37	40	435	39	-91.0%	138	37	435	551	909	1,801
Repair Orders	5	99	173	548	216.8%	206	5	548	825	1,381	4,796
Repair Orders Closed	376	150	69	333	382.6%	232	69	376	928	963	4,643
Suspensions	27	75	56	201	258.9%	90	27	201	359	551	1,660
Insurance Compliance											
Total Notices Sent	35,392	39,187	51,739	54,545	5.4%	45,216	35,392	54,545	180,863	238,988	
First Notice	19,689	23,049	33,703	37,064	10.0%	28,376	19,689	37,064	113,505	95,085	
Suspensions	15,703	16,138	18,036	17,481	-3.1%	16,840	15,703	18,036	67,358	143,903	
Cases Created	34,391	32,009	33,610	35,891	6.8%	33,975	32,009	35,891	135,901	154,239	
Cases Closed	17,585	17,089	19,411	17,226	-11.3%	17,828	17,089	19,411	71,311	94,965	
Cases Referred to Central Collections	10,464	10,074	10,292	11,498	11.7%	10,582	10,074	11,498	42,328	48,161	