



MVA StateStat

February 2010

Reporting Period: December 2009

MVA StateStat
Glossary
February 2010
Reporting Period: December 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
 February 2010
 Reporting Period: December 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: **6.84%** # Waivers requested: # Waivers granted: Goal Achieved: **21.56%** # Waivers requested: # Waivers granted:

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (Month, Year)						YEAR-TO-DATE					
	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered Workers	Total MBE/WBE	%	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered Workers	Total MBE/WBE	%
Payment Totals	\$2,323,969.00	\$85,117.74 3.66%	\$188,547.30 8.11%	\$139,245.68 5.99%	\$412,910.72	17.77%	\$20,860,499.17	\$3,675,590.33 17.62%	\$2,090,938.87 10.02%	\$829,859.92 3.98%	\$6,596,389.12	31.62%
Awards Totals	\$292,693.70	\$1,735.00 0.59%	\$14,704.00 5.02%	\$3,571.00 1.22%	\$20,010.00	6.84%	\$5,350,063.84	\$985,678.94 18.42%	\$133,961.00 2.50%	\$33,754.00 0.63%	\$1,153,393.94	21.56%
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	\$88,623.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$558,787.41	\$38,898.74	\$45,600.00	\$0.00	\$84,498.74	15.12%
Services	\$163.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$415,849.60	\$352,185.60	\$2,494.00	\$0.00	\$354,679.60	85.29%
Supplies and Equipment	\$4,723.00	\$0.00	\$85.00	\$0.00	\$85.00	1.80%	\$665,817.86	\$1,028.00	\$1,509.00	\$0.00	\$2,537.00	0.38%
IT Services	\$20,297.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$1,085,148.10	\$302,889.60	\$0.00	\$0.00	\$302,889.60	27.91%
IT Supplies and Equipment	\$117,550.00	\$0.00	\$7,830.00	\$0.00	\$7,830.00	6.66%	\$1,007,054.00	\$130,061.00	\$72,109.00	\$0.00	\$202,170.00	20.08%
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	\$51,670.00	\$1,735.00	\$6,789.00	\$3,571.00	\$12,095.00	23.41%	\$273,379.00	\$6,768.00	\$12,249.00	\$33,754.00	\$52,771.00	19.30%
Direct Vouchers	\$9,667.70	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$64,520.87	\$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	\$2,666,850	\$505,963	6	18.97%	\$21,324,041	\$3,648,495	21	17.11%

MVA StateStat
Budget and Finance
February 2010
Reporting Period: December 2009

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 10		
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max
Revenue								
Total	\$108,661,413	\$103,733,509	\$79,966,954	\$82,798,798	3.5%	\$94,090,901	\$79,966,954	\$108,661,413
Excise Tax	\$55,030,352	\$42,618,875	\$36,440,469	\$40,026,157	9.8%	\$41,861,371	\$26,663,530	\$55,030,352
Registration & Rel Fees	\$35,247,597	\$40,427,601	\$28,987,461	\$29,190,271	0.7%	\$35,845,586	\$28,987,461	\$42,755,257
Drivers License	\$3,288,095	\$3,433,066	\$2,893,454	\$2,877,650	-0.5%	\$3,330,224	\$2,877,650	\$3,801,243
Title & Related Services	\$4,717,953	\$4,220,310	\$4,237,160	\$3,640,350	-14.1%	\$4,347,093	\$3,640,350	\$4,717,953
Uninsured Motorist Penalties	\$6,166,751	\$6,116,534	\$5,637,032	\$4,937,521	-12.4%	\$5,201,246	\$1,589,745	\$6,759,895
All Other	\$4,210,665	\$6,917,123	\$1,771,378	\$2,126,849	20.1%	\$3,505,381	\$1,771,378	\$6,917,123
Internal Use of Funds								
Total	\$10,265,891	\$12,017,903	\$12,681,543	\$6,293,220	-50.4%	\$11,143,067	\$6,293,220	\$14,013,698
Salaries & Wages	\$7,560,807	\$7,494,408	\$10,529,093	\$3,723,325	-64.6%	\$7,617,178	\$3,723,325	\$10,529,093
Contractuals & NEC Temps	\$340,884	\$272,605	\$340,997	\$203,569	-40.3%	\$304,814	\$203,569	\$355,267
Contracted Services	\$1,102,000	\$3,014,385	\$1,477,580	\$1,456,621	-1.4%	\$2,092,288	\$938,579	\$4,564,560
Fuel & Utilities	\$208,918	\$209,619	\$150,183	\$170,812	13.7%	\$171,281	\$129,399	\$209,619
Communications	\$341,266	\$471,722	(\$205,915)	\$322,101	-256.4%	\$375,036	(\$205,915)	\$600,965
All Other	\$712,015	\$555,164	\$389,605	\$416,792	7.0%	\$644,977	\$389,605	\$966,318
External Use of Funds								
Total	\$11,249,917	\$13,497,846	\$9,149,410	\$9,169,576	0.2%	\$10,992,114	\$9,149,410	\$13,497,846
MAIF/General Fund	\$4,317,839	\$4,283,370	\$3,947,218	\$3,456,769	-12.4%	\$3,641,866	\$1,114,167	\$4,731,835
Emergency Medical System/Trauma	\$5,600,556	\$5,919,227	\$4,540,144	\$4,613,733	1.6%	\$5,437,909	\$4,540,144	\$6,011,182
Refunds	\$1,194,337	\$1,150,720	\$984,751	\$1,030,579	4.7%	\$1,255,768	\$984,751	\$1,699,942
All Other	\$137,185	\$2,144,529	(\$322,703)	\$68,495	-121.2%	\$984,857	(\$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
February 2010
Reporting Period: December 2009**

Budget & Finance	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget	
Revenue						
Total	\$564,545,408		\$562,152,043	\$1,204,140,372		
Excise Tax	\$251,168,229		\$247,152,137	\$515,444,164		
Registration & Rel Fees	\$215,073,514		\$208,770,586	\$447,204,877		
Drivers License	\$19,981,346		\$21,880,908	\$43,289,317		
Title & Related Services	\$26,082,555		\$25,509,651	\$50,969,702		
Uninsured Motorist Penalties	\$31,207,478		\$32,569,080	\$99,398,889		
All Other	\$21,032,286		\$26,269,681	\$47,833,423		
Internal Use of Funds						
Total	\$66,858,403	\$161,517,719	\$82,786,724	\$148,105,879	\$164,191,870	
Salaries & Wages	\$45,703,067	\$101,520,386	\$50,007,932	\$97,283,505	\$100,663,833	
Contractuals & NEC Temps	\$1,828,882	\$5,144,760	\$2,273,046	\$4,460,930	\$5,064,045	
Contracted Services	\$12,553,726	\$35,985,149	\$21,480,371	\$30,798,174	\$39,122,267	
Fuel & Utilities	\$1,027,684	\$3,309,654	\$1,223,409	\$2,593,480	\$2,540,106	
Communications	\$1,875,180	\$6,381,796	\$3,220,296	\$5,562,227	\$6,180,876	Other Includes: Travel, Vehicles Expenses, Supplies, and Office Equipment.
All Other	\$3,869,864	\$9,175,974	\$4,581,670	\$7,407,563	\$10,620,743	
External Use of Funds						
Total	\$65,952,684		\$68,650,987	\$155,824,214		
MAIF	\$21,851,198		\$22,781,329	\$69,546,778		
Emergency Medical System	\$32,627,454		\$31,831,650	\$64,268,514		
Refunds	\$7,534,606		\$7,857,112	\$14,340,799		
All Other	\$3,939,427		\$6,180,896	\$7,668,123		Other Includes: Trauma Physician Services, Chesapeake Trust, EZ Pass, Foreign State Holdings, and Other Miscellaneous.
Transportation Trust Fund				\$0		

**MVA StateStat
Personnel
February 2010
Reporting Period: December 2009**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 10	
	Sep '09	Oct '09	Nov '09	Dec '09			Min	Max
Overtime (Payments)								
Total	\$97,561	\$98,112	\$66,848	\$85,837	28.4%	\$101,429	\$66,848	\$135,117
Administrator's Office	\$1,195	\$1,532	\$1,532	\$2,974	94.1%	\$1,742	\$730	\$2,974
DVPP	\$137	\$1,134	\$2,895	\$3,283	13.4%	\$1,458	\$137	\$3,283
Operations	\$93,608	\$92,030	\$60,977	\$68,290	12.0%	\$91,853	\$60,977	\$125,955
Support Services	\$2,621	\$3,416	\$1,444	\$11,290	681.9%	\$6,376	\$1,444	\$13,116
Overtime (Hours)								
Total	3,740	3,808	2,569	3,276	27.5%	3,863	2,569	5,103
Administrator's Office	46	51	46	91	97.8%	57	24	91
DVPP	5	33	95	112	18.5%	48	5	112
Operations	3,614	3,630	2,382	2,736	14.9%	3,575	2,382	4,833
Support Services	75	95	46	337	632.6%	184	46	373
Sick leave (Days)								
Total	2,022	2,089	1,326	1,609	21.4%	1,749	1,326	2,089
Administrator's Office	109	102	60	56	-7.1%	89	56	109
DVPP	424	481	309	377	21.9%	411	309	481
Operations	1,250	1,236	692	961	39.0%	1,008	692	1,250
Support Services	239	270	265	215	-18.8%	240	194	270
Planned Leave (Days)								
Total	7,893	5,890	8,372	10,044	20.0%	7,373	5,403	10,044
Administrator's Office	544	453	642	758	18.1%	547	412	758
DVPP	1,481	1,074	1,586	1,814	14.4%	1,388	1,074	1,814
Operations	4,802	3,533	5,043	5,968	18.3%	4,397	3,246	5,968
Support Services	1,066	831	1,101	1,503	36.5%	1,041	669	1,503
Total Leave (Days)								
Total	9,915	7,979	9,698	11,653	20.2%	9,122	7,105	11,653
Administrator's Office	653	555	702	814	16.0%	636	513	814
DVPP	1,905	1,555	1,895	2,191	15.6%	1,799	1,487	2,191
Operations	6,052	4,769	5,735	6,930	20.8%	5,406	4,243	6,930
Support Services	0	0	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	\$608,574	\$1,437,145	\$786,757	\$1,477,716	\$1,488,420
Administrator's Office	\$10,451	\$78,784	\$106,124	\$164,680	\$79,171
DVPP	\$8,749	\$54,000	\$26,590	\$66,109	\$135,023
Operations	\$551,116	\$1,091,817	\$598,679	\$1,182,425	\$1,053,499
Support Services	\$38,258	\$212,544	\$55,364	\$64,502	\$220,727
Overtime (Hours)					
Total	23,179			55,494	
Administrator's Office	342			5,251	
DVPP	288			2,387	
Operations	21,448			45,984	
Support Services	1,102			1,872	
Sick leave (Days)					
Total	10,494			19,431	
Administrator's Office	536			899	
DVPP	2,467			4,787	
Operations	6,051			11,006	
Support Services	1,440			2,739	
Planned Leave (Days)					
Total	44,240			77,805	
Administrator's Office	3,280			4,355	
DVPP	8,330			15,575	
Operations	26,384			47,112	
Support Services	6,246			10,763	
Total Leave (Days)					
Total	54,734			97,237	
Administrator's Office	3,816			5,254	
DVPP	10,797			20,363	
Operations	32,435			58,118	
Support Services	7,686			13,502	

Performance Metrics								
Staffing	Reporting Period				% Change	Avg	For All of FY 10	
	Aug '09	Sep '09	Oct '09	Dec '09			Min	Max
PINS								
Total	1,611.5	1,594.5	1,594.5	1,594.5				
Administrator's Office	111.0	106.0	106.0	106.0				
DVPP	330.0	328.0	328.0	328.0				
Operations	929.5	928.5	928.5	928.5				
Support Services	241.0	232.0	232.0	232.0				
Vacant PINS	71.0	67.0	53.5	62.5	16.8%			
Administrator's Office	6.0	8.0	6.0	6.5	8.3%			
DVPP	12.0	11.0	9.5	10.0	5.3%			
Operations	36.0	27.0	22.0	28.0	27.3%			
Support Services	17.0	21.0	16.0	18.0	12.5%			
Contractuals								
Total	117.0	117.0	117.0	117.0				
Administrator's Office	10.0	10.0	10.0	10.0				
DVPP	24.0	24.0	24.0	24.0				
Operations	66.0	66.0	66.0	66.0				
Support Services	17.0	17.0	17.0	17.0				
Vacant Contractuals	36.0	32.0	47.0	50.0	6.4%			
Administrator's Office	1.0	1.0	1.0	2.0	100.0%			
DVPP	7.0	6.0	13.0	9.0	-30.8%			
Operations	24.0	18.0	27.0	33.0	22.2%			
Support Services	4.0	7.0	6.0	6.0	0.0%			
Temporary Employees								
Total - State	69.0	68.0	64.0	57.0				
Administrator's Office	6.0	6.0	6.0	2.0				
DVPP	7.0	6.0	6.0	6.0				
Operations	56.0	56.0	51.0	48.0				
Support Services	0.0	0.0	1.0	1.0				
Total - Agency	77.0	75.0	74.0	74.0				
Administrator's Office	6.0	5.0	5.0	6.0				
DVPP	21.0	19.0	21.0	21.0				
Operations	32.0	32.0	29.0	28.0				
Support Services	18.0	19.0	19.0	19.0				

MVA StateStat
Overtime By District / Branch
February 2010
Reporting Period: December 2009

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 10		
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max
Total Overtime	\$90,321	\$89,990	\$60,183	\$66,611	10.7%	\$89,736	\$60,183	\$123,168
District 1 Total	\$21,109	\$22,161	\$15,211	\$17,060	12.2%	\$21,337	\$15,211	\$28,017
Baltimore City	\$9,960	\$8,605	\$5,863	\$5,700	-2.8%	\$8,330	\$5,700	\$11,647
Cumberland	\$248	\$437	\$451	\$188	-58.3%	\$326	\$48	\$583
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$1,596	\$1,554	\$632	\$1,892	199.4%	\$2,196	\$632	\$4,437
Hagerstown	\$244	\$84	\$236	\$143	-39.4%	\$216	\$84	\$341
Westminster	\$3,890	\$5,221	\$2,779	\$3,433	23.5%	\$4,337	\$2,779	\$6,112
White Oak	\$5,171	\$6,260	\$5,250	\$5,704	8.6%	\$5,932	\$5,171	\$6,895
District 2								
District 2 Total	\$16,062	\$19,309	\$11,987	\$12,321	2.8%	\$16,500	\$11,987	\$21,159
Bel Air	\$5,598	\$7,866	\$3,315	\$3,592	8.4%	\$5,620	\$3,315	\$7,866
Elkton	\$1,608	\$2,146	\$1,215	\$1,942	59.8%	\$1,664	\$1,215	\$2,146
Essex	\$4,133	\$4,360	\$3,122	\$3,277	5.0%	\$4,260	\$3,122	\$6,085
Loveville	\$712	\$528	\$367	\$658	79.3%	\$589	\$367	\$806
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$0	\$0	\$73	\$0	-100.0%	\$144	\$4	\$356
Waldorf	\$4,011	\$4,409	\$3,895	\$2,852	-26.8%	\$4,295	\$2,852	\$6,494
District 3								
District 3 Total	\$15,928	\$15,123	\$8,349	\$12,967	55.3%	\$16,237	\$8,349	\$23,265
Beltsville	\$4,548	\$4,218	\$2,052	\$2,950	43.8%	\$3,988	\$2,052	\$6,153
Columbia Express	\$2,610	\$1,713	\$885	\$1,773	100.3%	\$2,488	\$885	\$4,010
Gaithersburg	\$7,263	\$7,912	\$4,802	\$6,928	44.3%	\$8,439	\$4,802	\$12,203
Glenmont Express	\$1,218	\$872	\$438	\$666	52.1%	\$1,038	\$438	\$1,575
Walnut Hill Express	\$289	\$408	\$172	\$650	277.9%	\$341	\$172	\$650
District 4								
District 4 Total	\$37,222	\$33,397	\$24,636	\$24,263	-1.5%	\$35,662	\$24,263	\$52,204
Annapolis	\$6,890	\$7,836	\$6,289	\$5,495	-12.6%	\$7,951	\$5,495	\$11,757
Easton	\$1,915	\$3,105	\$2,454	\$1,923	-21.6%	\$2,274	\$1,915	\$3,105
Glen Burnie	\$9,912	\$6,653	\$5,811	\$6,626	14.0%	\$8,382	\$5,811	\$11,826
Largo	\$16,248	\$14,108	\$8,867	\$9,084	2.4%	\$15,586	\$8,867	\$24,857
Salisbury	\$2,257	\$1,695	\$1,215	\$1,135	-6.6%	\$1,469	\$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	\$538,415	\$1,023,960	\$547,960	\$1,113,589	\$897,919
District 1 Total					
District 1 Total	\$128,021	\$233,755	\$134,308	\$251,339	\$246,948
Baltimore City	\$49,979	\$90,514	\$51,133	\$100,209	\$82,624
Cumberland	\$1,955	\$4,210	\$1,124	\$5,376	\$17,968
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$13,175	\$26,043	\$15,840	\$29,024	\$39,642
Hagerstown	\$1,299	\$1,591	\$1,075	\$1,875	\$4,591
Westminster	\$26,022	\$27,316	\$15,387	\$27,980	\$36,199
White Oak	\$35,592	\$84,081	\$49,749	\$86,875	\$65,924
District 2					
District 2 Total	\$99,001	\$215,984	\$119,619	\$224,037	\$185,656
Bel Air	\$33,718	\$70,544	\$40,548	\$71,161	\$62,714
Elkton	\$9,985	\$27,811	\$16,456	\$29,558	\$13,737
Essex	\$25,562	\$61,569	\$31,290	\$63,816	\$41,447
Loveville	\$3,532	\$3,921	\$4,106	\$6,876	\$7,088
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$590
Lock Raven / Parkville Express	\$433	\$327	\$424	\$702	\$1,188
Waldorf	\$25,771	\$51,812	\$26,795	\$51,924	\$58,892
Distret 3					
Distrcit 3 Total	\$97,420	\$125,591	\$69,860	\$155,199	\$141,707
Beltsville	\$23,928	\$54,666	\$26,976	\$59,513	\$43,070
Columbia Express	\$14,926	\$9,862	\$4,157	\$12,296	\$8,150
Gaithersburg	\$50,633	\$56,072	\$35,884	\$75,521	\$78,183
Glenmont Express	\$6,228	\$3,585	\$2,092	\$4,595	\$6,152
Walnut Hill Express	\$1,703	\$1,406	\$751	\$3,274	\$6,152
District 4					
District 4 Total	\$213,972	\$448,630	\$224,172	\$483,013	\$323,608
Annapolis	\$47,704	\$66,683	\$31,791	\$70,306	\$55,482
Easton	\$13,644	\$21,658	\$9,820	\$22,961	\$24,203
Glen Burnie	\$50,293	\$149,788	\$80,825	\$163,858	\$140,005
Largo	\$93,519	\$191,488	\$95,096	\$204,468	\$78,625
Salisbury	\$8,814	\$19,013	\$6,640	\$21,420	\$25,293
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
February 2010
Reporting Period: December 2009

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Sep '09	Oct '09	Nov '09	Dec '09		Change	Avg	Min			
Transaction Total	727,392	732,607	597,144	597,142	0.0%	711,699	597,142	815,098	4,270,194	4,365,125	8,888,572
Driver Licensing											
Transaction Subtotal	259,280	255,444	212,426	209,486	-1.4%	255,649	209,486	300,593	1,533,896	1,720,464	3,402,436
Full Service	209,977	204,933	168,835	167,694	-0.7%	204,453	167,694	241,951	1,226,716	1,421,645	2,807,125
Express	34,585	36,147	31,730	32,135	1.3%	35,800	31,730	40,210	214,801	205,609	409,362
Satellite	2,654	2,114	2,174	2,253	3.7%	2,472	2,114	2,886	14,833	14,407	29,125
Alternate	12,065	12,250	9,687	7,404	-23.6%	12,924	7,404	24,304	77,546	78,803	156,825
Titling / Registration											
Transaction Subtotal	415,571	425,208	338,582	339,812	0.4%	405,529	338,582	461,654	2,433,171	2,382,589	4,916,980
Full Service	176,809	175,311	144,557	143,514	-0.7%	171,852	143,514	201,231	1,031,113	1,078,467	2,170,491
Express	12,005	10,349	9,121	8,871	-2.7%	11,087	8,871	13,815	66,524	60,371	118,012
Satellite	1,067	948	895	725	-19.0%	1,017	725	1,256	6,104	6,523	13,166
Alternate	225,690	238,600	184,009	186,702	1.5%	221,572	184,009	247,625	1,329,430	1,237,228	2,615,311
Other											
Transaction Subtotal	52,541	51,955	46,136	47,844	3.7%	50,521	46,136	52,851	303,127	262,072	569,156
Full Service	38,714	38,283	32,924	35,433	7.6%	37,376	32,924	39,693	224,257	213,941	455,105
Express	1,036	1,035	862	970	12.5%	979	862	1,044	5,876	460	5,245
Satellite	30	34	18	10	-44.4%	24	10	34	144	173	250
Alternate	12,761	12,603	12,332	11,431	-7.3%	12,142	11,431	12,761	72,850	47,498	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
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Transaction Total	727,392	732,607	597,144	597,142	0.0%	711,699	597,142	815,098	4,270,194	4,365,125	8,888,572
Driver Licensing											
Transaction Subtotal	259,280	255,444	212,426	209,486	-1.4%	255,649	209,486	300,593	1,533,896	1,720,464	3,402,436
Law Tests Given	24,984	24,027	18,970	16,863	-11.1%	24,589	16,863	31,436	147,531	222,251	441,242
Vision Tests Given	72,532	73,476	62,814	62,973	0.3%	71,789	62,814	79,948	430,736	452,188	894,346
Skills Tests Given	15,911	10,126	7,287	7,326	0.5%	12,527	7,287	17,457	75,161	101,278	198,029
New Licenses - Photo	37,700	35,831	27,939	26,405	-5.5%	35,737	26,405	45,543	214,419	265,285	510,663
Renewal Licenses - Photo	63,865	68,386	58,890	58,798	-0.2%	66,135	58,798	80,144	396,810	377,610	761,041
License Duplications - Photo	12,542	13,103	11,769	12,888	9.5%	13,198	11,769	14,508	79,187	86,891	168,950
License Corrections - Photo	3,600	2,988	2,516	2,503	-0.5%	3,737	2,503	5,605	22,424	25,571	57,671
Photo I.D. Cards - New / Corr / Dup	11,740	12,055	10,041	10,021	-0.2%	13,313	10,021	19,942	79,879	94,359	176,988
Certified Copies	16,407	15,452	12,200	11,709	-4.0%	14,625	11,709	16,407	87,749	95,031	193,506
Titling / Registration											
Transaction Subtotal	415,571	425,208	338,582	339,812	0.4%	405,529	338,582	461,654	2,433,171	2,382,589	4,916,980
New Titles	87,667	78,586	68,112	66,963	-1.7%	79,243	66,963	88,700	475,458	478,399	950,543
Corrected Titles	9,850	10,461	10,118	10,695	5.7%	10,363	9,850	10,935	62,175	55,506	113,537
Duplicated Titles	10,186	10,105	8,637	9,348	8.2%	10,245	8,637	11,916	61,472	61,530	122,010
Lien Maintenance	8,915	9,594	7,735	10,367	34.0%	9,448	7,735	10,550	56,685	57,558	112,443
Salvage Application	13,814	11,286	7,121	7,110	-0.2%	9,210	7,055	13,814	55,258	38,379	81,135
Salvage Corr. / Dupl.	321	287	207	237	14.5%	261	199	321	1,565	1,646	3,345
Renewal -Std.	171,361	194,522	140,343	138,321	-1.4%	174,546	138,321	206,330	1,047,276	997,216	2,149,116
Renewal -Replac. Tag.	3,141	3,266	2,414	2,331	-3.4%	2,905	2,331	3,318	17,430	15,515	33,870
Substitute Tags	5,248	4,900	4,470	4,291	-4.0%	5,085	4,291	5,985	30,508	32,367	65,126
Substitute Stickers	3,793	3,755	3,601	4,110	14.1%	3,908	3,601	4,269	23,446	21,161	43,623
Duplicate Regist.	8,049	7,549	6,444	6,620	2.7%	7,815	6,444	9,149	46,890	44,102	90,022
Corrected Regist.	1,932	2,307	1,834	1,860	1.4%	2,015	1,834	2,307	12,087	14,773	28,132
New Tag Regist.	3,050	2,801	2,294	2,361	2.9%	2,962	2,294	3,759	17,774	20,901	44,129
Transfer Tags With Renewal	230	232	157	144	-8.3%	197	144	232	1,184	1,317	2,578
Tags Returned	64,917	63,991	55,694	55,978	0.5%	65,438	55,694	76,242	392,626	417,257	838,230
Change Of Address	23,097	21,566	19,401	19,076	-1.7%	21,890	19,076	24,921	131,337	124,962	239,141
Other											
Transaction Subtotal	52,541	51,955	46,136	47,844	3.7%	50,521	46,136	52,851	303,127	262,072	569,156
Fr / Investigation	23,773	22,888	20,374	22,092	8.4%	23,104	20,374	24,977	138,624	128,687	287,047
Disability Placards - Temporary	2,703	2,780	2,212	2,644	19.5%	2,603	2,212	2,780	15,620	14,628	29,677
Disability Placards - Permanent	12,312	11,820	11,296	10,390	-8.0%	11,480	10,390	12,312	68,882	48,111	99,365
County Stickers	26	29	25	9	-64.0%	23	9	29	137	153	337
Administrative Parking Flags Removed	0	0	0	0	0.0%	13,311	12,229	14,438	79,864	70,493	152,730

MVA StateStat
Alternate Transactions
February 2010
Reporting Period: December 2009

Performance Metrics

Alternate Transactions By Transaction Type	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Transaction Total	250,516	263,453	206,028	205,537	-0.2%	246,638	205,537	283,203	1,479,826	1,363,529	2,880,692
Driver Licensing											
Transaction Subtotal	12,065	12,250	9,687	7,404	-23.6%	12,924	7,404	24,304	77,546	78,803	156,825
Vinnet											
CVR											
Kiosks	18	19	12	14	16.7%	20	12	34	118	125	250
Mobile Bus	2,039	867	828	558	-32.6%	1,074	558	2,039	6,442	5,516	8,684
Internet	2,119	2,005	1,658	1,602	-3.4%	1,923	1,602	2,119	11,537	10,516	23,070
Telephone											
Central Operations	7,723	9,180	7,067	5,100	-27.8%	9,745	5,100	21,262	58,467	61,444	122,667
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing	0	0	0	0	0.0%	2	2	2	2	21	21
Employee Testing	166	180	122	130	6.6%	163	122	208	980	1,181	2,133
Titling / Registration											
Transaction Subtotal	225,690	238,600	184,009	186,702	1.5%	221,572	184,009	247,625	1,329,430	1,237,228	2,615,311
Vinnet	19,521	17,467	16,339	15,613	-4.4%	17,645	15,613	19,521	105,870	92,145	192,341
CVR	38,893	33,275	30,013	30,415	1.3%	34,299	30,013	38,893	205,794	186,264	380,601
Kiosks	2,230	2,298	1,718	1,796	4.5%	2,269	1,718	2,795	13,614	13,767	27,967
Mobile Bus	417	428	286	214	-25.2%	342	214	428	2,054	1,786	3,184
Internet	82,369	81,884	64,554	63,760	-1.2%	78,358	63,760	90,072	470,149	411,258	879,636
Telephone	652	641	544	553	1.7%	632	544	710	3,794	4,453	9,133
Central Operations	78,460	99,422	68,267	71,971	5.4%	85,006	68,267	99,422	510,034	509,726	1,083,521
Cumberland - Customer Service Ctr.	480	434	374	431	15.2%	442	374	503	2,651	3,367	5,550
County Treasurers	2,668	2,751	1,914	1,949	1.8%	2,578	1,914	3,475	15,470	14,462	33,378
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	12,761	12,603	12,332	11,431	-7.3%	12,142	11,431	12,761	72,850	47,498	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	77	71	53	57	7.5%	69	53	82	415	428	863
Mobile Bus	96	56	64	61	-4.7%	68	52	96	406	303	693
Internet	2,775	2,789	2,525	2,514	-0.4%	2,691	2,514	2,859	16,143	13,011	28,442
Telephone	1,858	1,914	1,762	1,936	9.9%	1,818	1,609	1,936	10,910	8,415	18,905
Central Operations	7,955	7,773	7,928	6,863	-13.4%	7,496	6,863	7,955	44,976	25,341	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
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Transaction Total	250,516	263,453	206,028	205,537	-0.2%	246,638	205,537	283,203	1,479,826	1,363,529	2,880,692
Driver Licensing											
Transaction Subtotal	12,065	12,250	9,687	7,404	-23.6%	12,924	7,404	24,304	77,546	78,803	156,825
Law Tests Given											
Vision Tests Given	514	362	356	208	-41.6%	352	208	514	2,112	2,072	3,349
Skills Tests Given	166	181	124	133	7.3%	165	124	208	988	1,202	2,154
New Licenses - Photo	70	82	97	65	-33.0%	75	60	97	449	734	1,390
Renewal Licenses - Photo	7,219	8,443	6,637	4,564	-31.2%	9,172	4,564	20,676	55,034	57,317	113,466
License Duplications - Photo	119	119	93	73	-21.5%	96	73	119	573	484	993
License Corrections - Photo	12	12	7	8	14.3%	11	7	15	68	156	282
Photo I.D. Cards - New / Corr / Dup	315	434	282	226	-19.9%	335	226	434	2,008	1,546	3,381
Copies - Driver/Vehicle Records	3,650	2,617	2,091	2,127	1.7%	2,719	2,091	3,650	16,314	15,292	31,810
Titling / Registration											
Transaction Subtotal	225,690	238,600	184,009	186,702	1.5%	221,572	184,009	247,625	1,329,430	1,237,228	2,615,311
New Titles	44,034	37,095	33,817	33,329	-1.4%	38,462	33,329	44,034	230,773	222,959	442,493
Corrected Titles	5,033	5,703	5,917	6,249	5.6%	5,584	4,877	6,249	33,502	28,508	59,827
Duplicated Titles	3,427	3,352	2,861	3,097	8.2%	3,354	2,861	3,737	20,121	20,271	40,396
Lien Maintenance	4,376	5,047	3,887	6,046	55.5%	4,846	3,887	6,046	29,076	29,875	58,166
Salvage Application	13,814	11,286	7,121	7,110	-0.2%	9,210	7,055	13,814	55,258	38,379	81,135
Salvage Corr. / Dupl.	321	287	207	237	14.5%	261	199	321	1,565	1,646	3,345
Renewal -Std.	119,276	141,678	97,951	98,101	0.2%	124,099	97,951	145,492	744,595	699,157	1,519,344
Renewal -Replac. Tag.	716	795	508	464	-8.7%	693	464	867	4,159	4,211	8,715
Substitute Tags	2,278	2,109	1,899	1,735	-8.6%	2,185	1,735	2,597	13,110	12,973	26,309
Substitute Stickers	1,277	1,185	1,133	1,366	20.6%	1,255	1,133	1,366	7,527	6,141	13,478
Duplicate Regist.	4,837	4,451	3,817	3,884	1.8%	4,685	3,817	5,663	28,107	25,100	52,160
Corrected Regist.	123	355	181	184	1.7%	217	123	355	1,302	1,703	3,307
New Tag Regist.	372	364	261	311	19.2%	342	261	393	2,051	1,869	4,125
Transfer Tags With Renewal	2	1	3	2	-33.3%	2	1	3	10	15	35
Tags Returned	11,007	10,898	11,539	12,080	4.7%	12,137	10,898	13,897	72,819	68,964	153,625
Change Of Address	14,797	13,994	12,907	12,507	-3.1%	14,243	12,507	16,304	85,455	75,457	148,851
Other											
Transaction Subtotal	12,761	12,603	12,332	11,431	-7.3%	12,142	11,431	12,761	72,850	47,498	108,556
Fr / Payments & Investigation											
Disability Placards - Temporary	534	522	394	449	14.0%	478	394	534	2,867	2,942	5,755
Disability Placards - Permanent	5,794	5,548	6,123	5,103	-16.7%	5,467	5,097	6,123	32,801	17,900	38,470
County Stickers	26	29	25	9	-64.0%	23	9	29	137	153	337
Administrative Parking Flags Removed	6,025	6,504	5,790	5,870	1.4%	6,174	5,790	6,504	37,045	26,503	63,994

MVA StateStat
Operations - All Branches
February 2010
Reporting Period: December 2009

Performance Metrics											
All Branches	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Change	Avg	Min			
Performance											
Customer Survey Results	85.3%			0.0%		85.3%	85.3%	85.3%			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	487,958	479,842	399,432	400,290	0.2%	475,657	399,432	544,690	2,853,941	2,970,060	6,020,434
DLS Transactions	252,693	248,187	206,755	206,209	-0.3%	247,820	206,209	290,633	1,486,918	1,629,376	3,254,296
Title & Registration Transactions	194,982	191,838	158,494	157,099	-0.9%	188,970	157,099	220,996	1,133,821	1,134,483	2,304,853
Other	40,283	39,817	34,183	36,982	8.2%	38,867	34,183	41,252	233,202	206,201	461,285
Personnel											
Budgeted PINS	714	715	715	715	0.0%	714	714	715			700
Contract Employees	51	50	50	50	0.0%	49	44	51			42
State Temporary Employees	56	51	48	49	2.1%	53	48	58			63
Agency Temporary Employees	29	26	26	25	-3.8%	28	25	33			24
# Vacancies (PIN & Contract)	41	28	31	38	21.0%	35	28	41			23
% Vacant Positions	4.8%	3.3%	3.7%	4.5%	21.0%	4.1%	3.3%	4.8%			2.7%
Total Leave Days	4,736	3,753	4,440	5,461	23.0%	4,285	3,137	5,461	25,711	22,598	42,971
Sick Leave Days (Unplanned)	961	925	580	698	20.4%	781	580	961	4,687	3,204	7,769
Other Leave Days (Planned)	3,775	2,829	3,860	4,763	23.4%	3,504	2,430	4,763	21,024	19,395	34,886
Overtime Hrs.	3,502	3,560	2,349	2,574	9.6%	3,456	2,349	4,569	20,734	21,096	43,597
OT Annual Budget									\$1,008,780	\$875,687	\$875,687
OT Spent	\$90,321	\$89,990	\$60,183	\$66,611	10.7%	\$89,736	\$60,183	\$123,168	\$538,415	\$507,908	\$1,113,589
% of Budget Spent	31.9%	40.8%	46.8%	53.4%	14.1%				53.4%	58.0%	127.2%

Transactions Include Mobile Bus

MVA StateStat
Operations - Full Service Branches
February 2010
Reporting Period: December 2009

Performance Metrics											
Full Service Branches	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Performance											
Customer Survey Results	85.3%			0.0%		85.3%	85.3%	85.3%			89.9%
Total DLS Time	31.85	27.37	24.32	20.22	-16.8%	41.56	20.22	42.64			36.38
DLS Waiting Time	23.72	19.13	16.33	12.13	-25.7%	31.37	12.13	34.37			28.20
DLS Processing Time	8.14	8.24	7.98	8.09	1.3%	8.23	7.98	8.27			8.19
Total Registration Time	28.51	24.33	19.84	18.28	-7.8%	28.32	18.28	29.83			24.52
Registration Waiting Time	24.16	20.08	15.47	13.91	-10.1%	24.17	13.91	25.50			20.05
Registration Processing Time	4.35	4.25	4.37	4.37	0.0%	4.15	4.25	4.37			4.47
Total Title Work Time	35.71	30.67	27.05	23.00	-14.9%	36.41	23.00	39.07			30.34
Title Work Waiting Time	26.81	21.89	18.36	14.02	-23.6%	27.72	14.02	30.24			21.66
Title Work Processing Time	8.90	8.78	8.69	8.98	3.4%	9.18	8.69	8.98			8.69
Total Transactions	425,500	418,527	346,316	346,641	0.1%	413,681	346,316	474,250	2,482,086	2,674,918	5,432,721
DLS Transactions	209,977	204,933	168,835	167,694	-0.7%	204,453	167,694	241,951	1,226,716	1,403,844	2,807,125
Title & Registration Transactions	176,809	175,311	144,557	143,514	-0.7%	171,852	143,514	201,231	1,031,113	1,065,803	2,170,491
Other	38,714	38,283	32,924	35,433	7.6%	37,376	32,924	39,693	224,257	205,271	455,105
Personnel											
Budgeted PINS	678	678	678	678	0.0%	678	678	678			663
Contract Employees	40	40	40	40	0.0%	39	37	40			33
State Temporary Employees	54	49	46	47	2.2%	51	46	56			61
Agency Temporary Employees	26	22	22	21	-4.5%	24	21	29			22
# Vacancies (PIN & Contract)	34	25	28	33	16.1%	30	25	34			21
% Vacant Positions	4.2%	3.1%	3.6%	4.1%	16.1%	3.8%	3.1%	4.2%			2.6%
Total Leave Days	4,528	3,568	4,216	5,171	22.6%	4,062	2,924	5,171	24,374	21,376	40,775
Sick Leave Days (Unplanned)	936	888	498	671	34.8%	738	498	936	4,428	3,046	7,443
Other Leave Days (Planned)	3,592	2,679	3,718	4,500	21.0%	3,324	2,259	4,500	19,946	18,331	33,023
Overtime Hrs.	3,332	3,436	2,292	2,453	7.0%	3,306	2,292	4,355	19,836	20,807	42,762
OT Annual Budget									\$1,008,780	\$875,687	\$875,687
OT Spent	\$86,204	\$86,997	\$58,615	\$63,522	8.4%	\$85,854	\$58,615	\$117,234	\$515,125	\$501,084	\$1,092,722
% of Budget Spent	30.3%	39.0%	44.8%	51.1%	14.1%				51.1%	57.2%	124.8%

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Performance Metrics											
District 1	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Performance											
Customer Survey Results	84.9%			0.0%		84.9%	84.9%	84.9%			90.7%
Total DLS Time	28.14	25.65	22.95	21.94	-4.4%	21.94	21.94	38.72			35.45
DLS Waiting Time	20.83	18.26	15.62	14.61	-6.5%	14.61	14.61	31.09			27.88
DLS Processing Time	7.31	7.39	7.32	7.33	0.1%	7.31	7.31	7.81			7.57
Total Registration Time	24.74	20.95	17.90	19.16	7.0%	17.90	17.90	24.74			21.82
Registration Waiting Time	21.35	17.52	14.47	15.66	8.2%	14.47	14.47	21.35			18.06
Registration Processing Time	3.39	3.43	3.44	3.50	1.8%	3.35	3.35	3.53			3.76
Total Title Work Time	31.58	27.17	26.26	24.10	-8.3%	24.10	24.10	33.00			27.75
Title Work Waiting Time	23.23	18.90	18.27	15.57	-14.8%	15.57	15.57	24.68			19.47
Title Work Processing Time	8.35	8.27	8.00	8.53	6.7%	8.00	8.00	8.53			8.28
Total Transactions	113,043	109,968	90,912	89,901	-1.1%	110,128	89,901	129,292	660,771	716,472	1,469,568
DLS Transactions	60,529	59,003	48,934	48,309	-1.3%	59,231	48,309	70,347	355,387	395,192	814,702
Title & Registration Transactions	43,237	42,097	34,144	33,055	-3.2%	42,011	33,055	51,483	252,067	268,034	542,691
Other	9,277	8,868	7,834	8,537	9.0%	8,886	7,834	9,544	53,317	53,246	112,175
Personnel											
Budgeted PINS	172	172	172	172	0.0%	172	172	172			170
Contract Employees	10	10	10	10	0.0%	10	9	10			10
State Temporary Employees	14	14	14	13	-7.1%	14	13	15			17
Agency Temporary Employees	6	6	6	6	0.0%	6	4	8			8
# Vacancies (PIN & Contract)	11	7	7	7	0.0%	9	7	13			8
% Vacant Positions	33.2%	21.3%	17.2%	13.2%	-23.2%	26.6%	13.2%	39.3%			3.9%
Total Leave Days	1,117	690	1,017	1,388	36.5%	1,021	690	1,388	6,123	6,016	10,886
Sick Leave Days (Unplanned)	273	277	139	200	43.7%	208	139	277	1,249	901	2,059
Other Leave Days (Planned)	844	414	878	1,188	35.4%	812	414	1,188	4,875	5,116	8,827
Overtime Hrs.	852	906	587	628	7.0%	804	587	939	4,824	5,181	9,847
OT Annual Budget									\$233,755	\$246,948	\$246,948
OT Spent	\$21,109	\$22,161	\$15,211	\$17,060	12.2%	\$21,337	\$15,211	\$28,017	\$128,021	\$120,637	\$251,339
% of Budget Spent	31.5%	41.0%	47.5%	54.8%	15.4%				54.8%	48.9%	101.8%

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Performance Metrics											
District 2	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	89.1%			0.0%		89.1%	89.1%	89.1%			92.6%
Total DLS Time	26.29	21.98	20.92	17.90	-14.4%	35.21	17.90	35.21			28.13
DLS Waiting Time	18.11	13.72	12.90	9.65	-25.2%	26.92	9.65	26.92			20.00
DLS Processing Time	8.17	8.26	8.02	8.26	3.0%	8.29	8.02	8.41			8.13
Total Registration Time	19.67	16.20	15.19	13.06	-14.0%	22.11	13.06	22.11			17.99
Registration Waiting Time	15.63	12.34	11.04	9.07	-17.8%	18.24	9.07	18.24			14.16
Registration Processing Time	4.04	3.87	4.15	3.99	-3.9%	3.87	3.86	4.15			3.83
Total Title Work Time	28.79	23.86	21.31	19.39	-9.0%	30.68	19.39	30.68			24.10
Title Work Waiting Time	20.36	15.42	13.04	11.15	-14.5%	22.42	11.15	22.42			16.02
Title Work Processing Time	8.43	8.45	8.27	8.24	-0.4%	8.27	8.24	8.45			8.08
Total Transactions	104,998	103,128	85,030	85,222	0.2%	102,141	85,030	118,506	612,844	655,178	1,320,858
DLS Transactions	49,521	47,828	39,838	39,246	-1.5%	48,097	39,246	56,366	288,582	323,605	642,015
Title & Registration Transactions	46,791	46,571	37,929	37,956	0.1%	45,589	37,929	53,732	273,531	277,181	563,018
Other	8,686	8,729	7,263	8,020	10.4%	8,455	7,263	9,044	50,731	54,392	115,825
Personnel											
Budgeted PINS	149	149	149	149	0.0%	149	149	150			146
Contract Employees	11	11	11	11	0.0%	11	10	11			11
State Temporary Employees	16	13	13	14	7.7%	15	13	16			18
Agency Temporary Employees	14	10	10	9	-10.0%	11	9	14			7
# Vacancies (PIN & Contract)	2	2	3	3	0.0%	2	2	3			3
% Vacant Positions	1.1%	1.1%	1.6%	1.6%	0.0%	1.3%	0.8%	1.6%			1.7%
Total Leave Days	1,019	771	993	1,144	15.2%	926	716	1,144	5,557	5,014	9,447
Sick Leave Days (Unplanned)	219	151	105	109	3.6%	150	105	219	903	660	1,611
Other Leave Days (Planned)	799	621	888	1,036	16.6%	776	591	1,036	4,654	4,355	7,836
Overtime Hrs.	603	753	459	477	3.9%	621	459	761	3,723	4,442	8,334
OT Annual Budget									\$215,657	\$183,878	\$183,878
OT Spent	\$16,062	\$19,309	\$11,914	\$12,321	3.4%	\$16,428	\$11,914	\$20,803	\$98,569	\$111,987	\$223,335
% of Budget Spent	25.5%	34.5%	40.0%	45.7%	14.3%				45.7%	60.9%	121.5%

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Performance Metrics											
District 3	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	79.4%			0.0%		79.4%	79.4%	79.4%			87.2%
Total DLS Time	31.30	29.49	25.89	20.04	-22.6%	20.04	20.04	46.47			38.29
DLS Waiting Time	22.91	20.96	17.90	11.86	-33.7%	11.86	11.86	38.28			29.67
DLS Processing Time	8.39	8.53	7.99	8.18	2.3%	7.99	7.99	8.53			8.62
Total Registration Time	38.88	36.85	27.03	24.51	-9.3%	24.51	24.51	43.73			30.42
Registration Waiting Time	33.66	31.60	22.09	19.26	-12.8%	19.26	19.26	38.34			25.21
Registration Processing Time	5.23	5.25	4.94	5.25	6.2%	4.94	4.94	5.55			5.20
Total Title Work Time	44.78	42.05	34.46	27.39	-20.5%	27.39	27.39	52.01			36.66
Title Work Waiting Time	34.83	32.44	24.85	16.98	-31.7%	16.98	16.98	41.85			27.45
Title Work Processing Time	9.95	9.62	9.61	10.41	8.4%	9.61	9.61	10.41			9.21
Total Transactions	61,031	60,210	49,317	50,511	2.4%	59,752	49,317	69,125	358,513	408,787	807,192
DLS Transactions	33,195	31,887	25,953	26,254	1.2%	32,399	25,953	39,861	194,393	232,930	456,495
Title & Registration Transactions	24,273	24,787	20,530	20,916	1.9%	23,907	20,530	27,273	143,444	152,657	304,381
Other	3,563	3,536	2,834	3,341	17.9%	3,446	2,834	3,803	20,676	23,200	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	5	5	5	0.0%	6	5	6			6
Agency Temporary Employees	3	2	2	2	0.0%	3	2	3			3
# Vacancies (PIN & Contract)	5	6	8	10	26.7%	6	3	10			1
% Vacant Positions	3.5%	4.8%	6.0%	7.5%	26.7%	4.5%	2.3%	7.5%			0.8%
Total Leave Days	721	552	700	811	15.7%	624	364	811	3,746	2,973	5,935
Sick Leave Days (Unplanned)	109	137	76	116	54.1%	101	76	137	607	412	1,007
Other Leave Days (Planned)	612	415	625	694	11.1%	523	277	694	3,139	2,561	4,814
Overtime Hrs.	464	488	283	406	43.5%	504	283	714	3,024	2,547	5,650
OT Annual Budget									\$110,738	\$121,253	\$121,253
OT Spent	\$11,811	\$12,130	\$6,854	\$9,878	44.1%	\$12,427	\$6,854	\$17,679	\$74,562	\$60,136	\$135,034
% of Budget Spent	41.3%	52.2%	52.2%	67.3%	28.9%				67.3%	49.6%	111.4%

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Performance Metrics											
District 4	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	87.8%			0.0%		87.8%	87.8%	87.8%			89.1%
Total DLS Time	41.69	32.35	27.51	21.00	-23.7%	21.00	21.00	54.70			43.66
DLS Waiting Time	33.02	23.58	18.90	12.42	-34.3%	12.42	12.42	45.71			35.24
DLS Processing Time	8.66	8.77	8.61	8.58	-0.3%	8.58	8.58	9.00			8.42
Total Registration Time	30.75	23.30	19.22	16.40	-14.7%	16.40	16.40	31.19			27.87
Registration Waiting Time	26.00	18.85	14.26	11.65	-18.3%	11.65	11.65	26.64			22.78
Registration Processing Time	4.75	4.45	4.96	4.75	-4.2%	4.45	4.45	4.96			5.09
Total Title Work Time	37.71	29.59	26.15	21.13	-19.2%	21.13	21.13	43.28			32.87
Title Work Waiting Time	28.84	20.80	17.26	12.39	-28.2%	12.39	12.39	34.66			23.69
Title Work Processing Time	8.87	8.79	8.88	8.74	-1.6%	8.62	8.62	8.88			9.18
Total Transactions	146,428	145,221	121,057	121,008	0.0%	141,660	121,008	158,133	849,958	894,481	1,835,103
DLS Transactions	66,732	66,215	54,110	53,886	-0.4%	64,726	53,886	75,378	388,354	452,117	893,913
Title & Registration Transactions	62,508	61,856	51,954	51,587	-0.7%	60,345	51,587	68,743	362,071	367,931	760,401
Other	17,188	17,150	14,993	15,535	3.6%	16,589	14,993	17,357	99,533	74,433	180,789
Personnel											
Budgeted PINS	246	247	247	247	0.0%	246	246	247			241
Contract Employees	11	11	11	11	0.0%	11	9	11			6
State Temporary Employees	18	17	14	15	7.1%	17	14	19			20
Agency Temporary Employees	3	4	4	4	0.0%	4	3	5			4
# Vacancies (PIN & Contract)	16	10	11	13	23.8%	13	10	16			9
% Vacant Positions	5.8%	3.4%	3.8%	4.7%	23.4%	4.7%	3.4%	5.8%			3.1%
Total Leave Days	1,672	1,554	1,506	1,828	21.4%	1,491	1,018	1,828	8,948	7,373	14,508
Sick Leave Days (Unplanned)	335	324	179	247	37.9%	278	179	335	1,670	1,074	2,766
Other Leave Days (Planned)	1,337	1,230	1,327	1,582	19.2%	1,213	735	1,582	7,278	6,299	11,547
Overtime Hrs.	1,413	1,289	963	942	-2.2%	1,378	942	2,013	8,266	8,637	18,931
OT Annual Budget									\$448,630	\$323,608	\$323,608
OT Spent	\$37,222	\$33,397	\$24,636	\$24,263	-1.5%	\$35,662	\$24,263	\$52,204	\$213,972	\$208,323	\$483,013
% of Budget Spent	29.4%	36.8%	42.3%	47.7%	12.8%				47.7%	64.4%	149.3%

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Performance Metrics											
Express Branches	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	95.7%			0.0%		95.7%	95.7%	95.7%			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	47,626	47,531	41,713	41,976	0.6%	47,867	41,713	54,738	287,201	266,434	532,613
DLS Transactions	34,585	36,147	31,730	32,135	1.3%	35,800	31,730	40,210	214,801	205,609	409,362
Title & Registration Transactions	12,005	10,349	9,121	8,871	-2.7%	11,087	8,871	13,815	66,524	60,371	118,012
Other	1,036	1,035	862	970	12.5%	979	862	1,044	5,876	454	5,239
Personnel											
Budgeted PINS	35	35	35	35	0.0%	35	35	35			35
Contract Employees	11	10	10	10	0.0%	10	7	11			9
State Temporary Employees	2	2	2	2	0.0%	2	2	2			2
Agency Temporary Employees	3	4	4	4	0.0%	4	3	4			2
# Vacancies (PIN & Contract)	7	3	3	5	66.7%	4	3	7			2
% Vacant Positions	20.3%	15.5%	15.5%	16.0%	3.6%	15.6%	11.0%	20.3%			4.2%
Total Leave Days	199	177	214	278	29.7%	214	177	278	1,287	1,139	2,084
Sick Leave Days (Unplanned)	25	37	82	27	-67.1%	43	25	82	259	156	323
Other Leave Days (Planned)	174	140	132	251	89.7%	171	132	251	1,028	983	1,754
Overtime Hrs.	170	124	57	121	112.3%	150	57	214	898	288	835
OT Annual Budget									\$15,180	\$21,642	\$21,642
OT Spent	\$4,117	\$2,993	\$1,568	\$3,089	97.0%	\$3,882	\$1,568	\$5,934	\$23,290	\$5,781	\$20,867
% of Budget Spent	103.0%	122.7%	133.1%	153.4%	15.3%				153.4%	26.7%	84.5%

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Performance Metrics																						
Satellite Branches	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg											
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max														
Customer Survey Results	95.6%			0.0%		95.6%	95.6%	95.6%			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	3,751	3,096	3,087	2,988	-3.2%	3,514	2,988	4,132	21,081	21,103	42,541											
DLS Transactions	2,654	2,114	2,174	2,253	3.7%	2,472	2,114	2,886	14,833	14,407	29,125											
Title & Registration Transactions	1,067	948	895	725	-19.0%	1,017	725	1,256	6,104	6,523	13,166											
Other	30	34	18	10	-44.4%	24	10	34	144	173	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	\$1,043	\$0											
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%											

**MVA StateStat
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PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Performance											
Customer Survey Results	81.1%			0.0%		81.1%	81.1%	81.1%			88.3%
Total DLS Time	40.73	32.01	30.26	27.94	-7.7%	51.54	27.94	55.99			52.92
DLS Waiting Time	33.03	24.18	22.33	20.11	-9.9%	43.61	20.11	48.47			45.15
DLS Processing Time	7.71	7.83	7.93	7.83	-1.4%	7.93	7.52	7.93			7.77
Total Registration Time	28.91	32.45	19.41	23.80	22.6%	19.34	19.34	32.45			30.94
Registration Waiting Time	25.13	28.46	15.48	19.75	27.7%	15.03	15.03	28.46			26.00
Registration Processing Time	3.78	3.99	3.94	4.05	2.8%	4.30	3.66	4.30			4.94
Total Title Work Time	31.37	30.30	25.31	23.30	-7.9%	24.29	23.30	33.31			32.24
Title Work Waiting Time	24.53	23.83	17.95	15.65	-12.8%	16.40	15.65	26.54			23.29
Title Work Processing Time	6.84	6.47	7.36	7.65	3.9%	7.90	6.47	7.90			8.95
Total Transactions	31,040	30,387	25,796	25,926	0.5%	30,334	25,796	34,793	182,002	184,100	404,235
DLS Transactions	18,068	17,042	14,277	14,059	-1.5%	17,186	14,059	20,202	103,118	102,675	238,146
Title & Registration Transactions	9,046	9,428	7,880	7,857	-0.3%	9,165	7,857	10,463	54,989	58,089	115,651
Other	3,926	3,917	3,639	4,010	10.2%	3,983	3,639	4,275	23,895	23,336	50,438
Personnel											
Budgeted PINS	46	46	46	46	0.0%	46	46	46			47
Contract Employees	5	5	5	5	0.0%	5	4	5			4
State Temporary Employees	4	4	4	3	-25.0%	4	3	4			4
Agency Temporary Employees	4	4	4	4	0.0%	4	2	6			6
# Vacancies (PIN & Contract)	4	2	4	4	0.0%	4	2	5			2
% Vacant Positions	7.8%	3.9%	7.8%	7.8%	0.0%	7.2%	3.9%	10.0%			3.3%
Total Leave Days	348	119	304	402	32.2%	286	119	402	1,719	1,717	3,258
Sick Leave Days (Unplanned)	93	99	44	49	9.6%	64	44	99	383	241	555
Other Leave Days (Planned)	255	21	260	353	36.1%	223	21	353	1,336	1,475	2,703
Overtime Hrs.	378	329	216	214	-0.9%	313	214	436	1,881	1,864	3,800
OT Annual Budget									\$90,514	\$82,624	\$82,624
OT Spent	\$9,960	\$8,605	\$5,863	\$5,700	-2.8%	\$8,330	\$5,700	\$11,647	\$49,979	\$44,575	\$100,209
% of Budget Spent	32.9%	42.4%	48.9%	55.2%	12.9%				55.2%	53.9%	121.3%

Note - One budgeted FTE vacancy denied by DBM

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PerformanceMetrics											
Cumberland 9911	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Change	Avg	Min			
Customer Survey Results	98.2%			0.0%		98.2%	98.2%	98.2%			99.1%
Total DLS Time	13.06	16.72	14.23	13.48	-5.3%	16.24	13.06	16.72			17.29
DLS Waiting Time	6.09	9.49	6.87	6.75	-1.6%	7.39	6.09	9.49			10.20
DLS Processing Time	6.98	7.23	7.36	6.73	-8.6%	8.85	6.73	8.85			7.08
Total Registration Time	7.76	6.28	5.43	5.48	0.9%	7.74	5.43	7.76			5.92
Registration Waiting Time	5.12	3.95	2.83	2.90	2.5%	5.10	2.83	5.12			3.43
Registration Processing Time	2.64	2.33	2.60	2.58	-0.8%	2.64	2.33	2.64			2.49
Total Title Work Time	12.05	11.06	10.80	10.33	-4.4%	13.65	10.33	13.65			10.86
Title Work Waiting Time	4.59	3.55	3.17	2.57	-18.8%	5.44	2.57	5.44			3.40
Title Work Processing Time	7.46	7.51	7.64	7.76	1.6%	8.21	7.46	8.21			7.46
Total Transactions	9,212	8,695	7,114	6,240	-12.3%	8,410	6,240	9,735	50,461	50,167	104,531
DLS Transactions	3,438	3,510	2,776	2,495	-10.1%	3,239	2,495	3,644	19,435	19,898	41,077
Title & Registration Transactions	5,162	4,643	3,853	3,315	-14.0%	4,640	3,315	5,621	27,840	27,229	57,168
Other	612	542	485	430	-11.3%	531	430	612	3,186	3,040	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	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	154	102	124	175	41.3%	132	102	175	794	709	1,225
Sick Leave Days (Unplanned)	30	20	12	26	122.6%	24	12	33	143	108	339
Other Leave Days (Planned)	124	82	112	149	32.9%	108	82	149	651	564	886
Overtime Hrs.	10	16	17	6	-64.7%	12	2	21	72	42	198
OT Annual Budget									\$4,210	\$17,968	\$17,968
OT Spent	\$248	\$437	\$451	\$188	-58.3%	\$326	\$48	\$583	\$1,955	\$796	\$5,376
% of Budget Spent	20.9%	31.3%	42.0%	46.4%	10.6%				46.4%	4.4%	29.9%

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PerformanceMetrics											
Frederick 9912	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Change	Avg	Min			
Customer Survey Results	72.7%			0.0%		72.7%	72.7%	72.7%			84.1%
Total DLS Time	32.24	29.25	25.76	23.31	-9.5%	53.12	23.31	53.12			35.79
DLS Waiting Time	25.29	22.15	18.38	15.75	-14.3%	45.50	15.75	45.50			27.78
DLS Processing Time	6.95	7.11	7.38	7.56	2.4%	7.62	6.95	7.62			8.01
Total Registration Time	35.10	26.30	23.95	24.30	1.4%	42.12	23.95	42.12			25.28
Registration Waiting Time	31.64	22.85	20.31	20.65	1.6%	38.51	20.31	38.51			21.15
Registration Processing Time	3.46	3.45	3.64	3.65	0.3%	3.61	3.45	3.65			4.13
Total Title Work Time	45.91	36.90	38.75	31.45	-18.8%	55.77	31.45	55.77			35.56
Title Work Waiting Time	36.69	27.10	29.51	21.76	-26.3%	46.87	21.76	46.87			26.88
Title Work Processing Time	9.22	9.81	9.24	9.69	4.9%	8.90	8.90	9.81			8.68
Total Transactions	16,020	15,514	13,550	13,839	2.1%	16,559	13,550	21,740	99,353	124,805	244,880
DLS Transactions	9,540	9,303	8,037	8,488	5.6%	9,760	8,037	11,621	58,563	71,299	138,752
Title & Registration Transactions	5,351	5,146	4,544	4,312	-5.1%	5,746	4,312	9,078	34,473	45,824	92,120
Other	1,129	1,065	969	1,039	7.2%	1,053	969	1,129	6,317	7,682	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	5	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	1	0	0	0.0%	1	1	2			3
% Vacant Positions	4.0%	4.0%	0.0%	0.0%	0.0%	5.0%	4.0%	8.0%			9.1%
Total Leave Days	162	118	145	196	34.6%	158	118	196	949	865	1,513
Sick Leave Days (Unplanned)	39	17	9	27	195.9%	24	6	47	146	126	212
Other Leave Days (Planned)	123	101	136	169	23.8%	134	101	169	803	777	1,301
Overtime Hrs.	63	61	24	76	216.7%	85	24	165	508	598	1,102
OT Annual Budget									\$26,043	\$39,642	\$39,642
OT Spent	\$1,596	\$1,554	\$632	\$1,892	199.4%	\$2,196	\$632	\$4,437	\$13,175	\$13,897	\$29,024
% of Budget Spent	34.9%	40.9%	43.3%	50.6%	16.8%				50.6%	35.1%	73.2%

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PerformanceMetrics											
Hagerstown 9913	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Change	Avg	Min			
Customer Survey Results	98.0%			0.0%		98.0%	98.0%	98.0%			98.7%
Total DLS Time	17.13	13.98	13.03	12.90	-0.9%	22.23	12.90	27.13			22.63
DLS Waiting Time	10.08	7.18	6.20	5.93	-4.4%	14.56	5.93	19.39			15.41
DLS Processing Time	7.05	6.80	6.82	6.97	2.2%	7.67	6.80	7.73			7.21
Total Registration Time	14.28	9.22	8.05	8.87	10.3%	12.83	8.05	16.27			9.30
Registration Waiting Time	12.08	6.83	5.81	6.42	10.4%	10.58	5.81	13.88			6.89
Registration Processing Time	2.20	2.39	2.23	2.45	9.9%	2.25	2.20	2.45			2.41
Total Title Work Time	21.81	12.62	9.08	12.68	39.7%	18.89	9.08	24.91			15.51
Title Work Waiting Time	14.67	6.17	4.05	6.88	70.0%	11.72	4.05	17.59			8.27
Title Work Processing Time	7.15	6.45	5.03	5.79	15.3%	7.17	5.03	7.32			7.24
Total Transactions	17,327	16,388	13,518	12,525	-7.3%	16,165	12,525	18,762	96,992	97,252	200,857
DLS Transactions	7,891	7,584	6,006	5,791	-3.6%	7,315	5,791	8,495	43,892	47,004	94,056
Title & Registration Transactions	8,178	7,685	6,519	5,920	-9.2%	7,730	5,920	9,312	46,377	44,470	94,144
Other	1,258	1,119	993	814	-18.0%	1,121	814	1,323	6,723	5,778	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	147	119	143	195	36.2%	148	96	195	886	778	1,412
Sick Leave Days (Unplanned)	25	43	8	15	78.5%	30	8	71	178	92	301
Other Leave Days (Planned)	121	77	135	181	33.7%	118	77	181	708	687	1,111
Overtime Hrs.	10	4	10	8	-20.0%	9	4	13	56	40	75
OT Annual Budget									\$1,591	\$4,591	\$4,591
OT Spent	\$244	\$84	\$236	\$143	-39.4%	\$216	\$84	\$341	\$1,299	\$977	\$1,875
% of Budget Spent	52.5%	57.8%	72.6%	81.6%	12.4%				81.6%	21.3%	40.9%

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PerformanceMetrics											
Westminister 9914	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Change	Avg	Min			
Customer Survey Results	79.4%			0.0%		79.4%	79.4%	79.4%			88.7%
Total DLS Time	30.74	25.54	21.59	22.58	4.6%	40.88	21.59	40.88			33.39
DLS Waiting Time	24.22	18.72	15.11	15.59	3.2%	34.93	15.11	34.93			27.15
DLS Processing Time	6.52	6.83	6.48	6.99	8.0%	5.95	5.95	6.99			6.24
Total Registration Time	25.92	16.30	15.32	21.64	41.2%	26.06	15.32	26.06			17.83
Registration Waiting Time	22.09	12.24	11.45	17.80	0.0%	22.19	11.45	22.19			13.67
Registration Processing Time	3.83	4.07	3.88	3.84	0.0%	3.87	3.63	4.07			4.16
Total Title Work Time	32.23	29.57	29.51	30.47	3.2%	35.33	28.65	35.33			24.28
Title Work Waiting Time	22.19	18.95	19.32	19.26	0.0%	25.24	18.95	25.24			14.98
Title Work Processing Time	10.04	10.63	10.19	11.20	0.0%	10.09	9.63	11.20			9.30
Total Transactions	15,640	15,717	13,000	12,934	-0.5%	15,666	12,934	18,584	93,994	101,657	202,670
DLS Transactions	9,843	9,900	8,246	7,970	-3.3%	9,918	7,970	11,999	59,509	63,548	125,529
Title & Registration Transactions	4,948	4,973	3,968	4,128	4.0%	4,910	3,968	5,749	29,460	32,852	66,326
Other	849	844	786	836	6.4%	838	786	874	5,025	5,257	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)	4	2	1	0	-100.0%	3	1	5			3
% Vacant Positions	16.0%	8.0%	4.0%	0.0%	-100.0%	12.8%	4.0%	20.0%			12.0%
Total Leave Days	154	116	150	210	39.9%	148	100	210	888	826	1,469
Sick Leave Days (Unplanned)	52	53	32	51	58.2%	36	11	53	215	127	242
Other Leave Days (Planned)	101	63	118	159	35.0%	112	63	159	673	698	1,227
Overtime Hrs.	153	202	106	82	-22.6%	136	82	202	814	590	1,090
OT Annual Budget									\$27,316	\$36,199	\$36,199
OT Spent	\$3,890	\$5,221	\$2,779	\$3,433	23.5%	\$4,337	\$2,779	\$6,112	\$26,022	\$14,619	\$27,980
% of Budget Spent	39.2%	53.4%	72.5%	95.3%	31.4%				95.3%	40.4%	77.3%

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PerformanceMetrics											
White Oak 9936	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Change	Avg	Min			
Customer Survey Results	79.9%			0.0%		79.9%	79.9%	79.9%			85.1%
Total DLS Time	34.93	36.39	32.82	31.40	-4.3%	44.48	31.40	50.61			50.69
DLS Waiting Time	26.25	27.83	24.85	23.50	-5.4%	35.61	23.50	42.38			41.60
DLS Processing Time	8.68	8.56	7.96	7.89	-0.9%	8.87	7.89	8.87			9.08
Total Registration Time	36.45	35.15	35.25	30.86	-12.5%	28.75	28.75	36.45			41.66
Registration Waiting Time	32.03	30.82	30.92	26.43	-14.5%	24.26	24.26	32.03			37.22
Registration Processing Time	4.43	4.33	4.33	4.43	2.2%	4.50	4.33	4.50			4.44
Total Title Work Time	46.08	42.57	44.14	36.35	-17.6%	38.35	36.35	47.84			48.04
Title Work Waiting Time	36.69	33.80	35.62	27.27	-23.5%	29.68	27.27	38.53			39.98
Title Work Processing Time	9.39	8.76	8.52	9.08	6.7%	8.67	8.52	9.39			8.06
Total Transactions	23,806	23,268	17,936	18,438	2.8%	22,995	17,936	27,647	137,970	158,491	312,395
DLS Transactions	11,751	11,665	9,594	9,507	-0.9%	11,812	9,507	14,387	70,871	90,768	177,142
Title & Registration Transactions	10,552	10,222	7,380	7,523	1.9%	9,821	7,380	11,788	58,928	59,570	117,282
Other	1,503	1,381	962	1,408		1,362	962	1,503	8,171	8,153	17,971
Personnel											
Budgeted PINS	37	36	36	36	0.0%	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%	5.4%	5.4%	5.4%	0.0%	5.4%	5.3%	5.4%			0.0%
Total Leave Days	154	116	150	210	39.9%	148	100	210	888	1,122	2,009
Sick Leave Days (Unplanned)	33	45	34	33	-1.9%	31	15	45	184	207	410
Other Leave Days (Planned)	121	70	116	177	52.0%	117	70	177	704	915	1,599
Overtime Hrs.	238	294	214	242	13.1%	249	214	294	1,493	2,049	3,584
OT Annual Budget									\$84,081	\$65,924	\$65,924
OT Spent	\$5,171	\$6,260	\$5,250	\$5,704	8.6%	\$5,932	\$5,171	\$6,895	\$35,592	\$45,773	\$86,875
% of Budget Spent	21.9%	29.3%	35.5%	42.3%	19.1%				42.3%	69.4%	131.8%

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PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Performance											
Customer Survey Results	87.6%			0.0%		87.6%	87.6%	87.6%			91.3%
Total DLS Time	38.11	34.51	30.91	23.93	-22.6%	43.30	23.93	43.30			41.21
DLS Waiting Time	29.41	25.40	22.23	15.36	-30.9%	35.09	15.36	35.09			32.51
DLS Processing Time	8.70	9.11	8.69	8.57	-1.3%	8.21	8.21	9.11			8.70
Total Registration Time	29.90	22.61	21.09	16.55	-21.6%	35.68	16.55	37.39			18.54
Registration Waiting Time	25.66	18.67	16.99	12.61	-25.8%	32.01	12.61	33.95			14.98
Registration Processing Time	4.24	3.93	4.10	3.94	-4.1%	3.67	3.45	4.24			3.56
Total Title Work Time	44.88	34.33	30.94	27.90	-9.8%	49.78	27.90	50.05			27.45
Title Work Waiting Time	37.32	25.99	22.45	19.25	-14.2%	42.83	19.25	42.83			19.74
Title Work Processing Time	7.56	8.34	8.49	8.64	1.8%	6.95	6.95	8.64			7.71
Total Transactions	25,520	25,197	20,765	20,901	0.7%	24,904	20,765	28,530	149,424	172,135	344,596
DLS Transactions	12,151	11,936	10,121	10,050	-0.7%	12,005	10,050	14,082	72,033	84,579	166,737
Title & Registration Transactions	10,800	10,701	8,704	8,836	1.5%	10,511	8,704	12,227	63,064	69,998	139,513
Other	2,569	2,560	1,940	2,015	3.9%	2,388	1,940	2,652	14,327	17,558	38,346
Personnel											
Budgeted PINS	35	35	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	0	1	1	0.0%	1	1	1			0
% Vacant Positions	1.4%	0.0%	2.9%	2.9%	0.0%	2.0%	1.4%	2.9%			0.0%
Total Leave Days	220	116	248	279	12.5%	203	116	279	1,218	1,197	2,288
Sick Leave Days (Unplanned)	24	30	30	14	-54.6%	26	14	30	154	156	411
Other Leave Days (Planned)	196	86	218	265	21.8%	177	86	265	1,064	1,041	1,876
Overtime Hrs.	209	321	126	135	7.1%	211	126	321	1,265	1,397	2,580
OT Annual Budget									\$70,544	\$62,714	\$62,714
OT Spent	\$5,598	\$7,866	\$3,315	\$3,592	8.4%	\$5,620	\$3,315	\$7,866	\$33,718	\$38,524	\$71,161
% of Budget Spent	26.9%	38.0%	42.7%	47.8%	11.9%				47.8%	61.4%	113.5%

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PerformanceMetrics											
Elkton 9923	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Performance											
Customer Survey Results	97.2%			0.0%		97.2%	97.2%	97.2%			92.6%
Total DLS Time	14.77	13.64	13.23	12.06	-8.8%	16.45	12.06	16.45			16.75
DLS Waiting Time	6.29	5.39	4.75	3.82	-19.6%	7.58	3.82	7.58			8.70
DLS Processing Time	8.48	8.26	8.48	8.25	-2.8%	8.87	8.25	8.87			8.05
Total Registration Time	10.89	15.54	13.02	10.14	-22.1%	17.66	10.14	17.66			17.52
Registration Waiting Time	7.27	12.10	9.20	5.91	-35.7%	13.57	5.91	13.57			14.24
Registration Processing Time	3.63	3.45	3.82	4.23	10.8%	4.09	3.45	4.23			3.28
Total Title Work Time	20.03	22.97	19.79	17.35	-12.3%	23.87	17.35	23.87			23.71
Title Work Waiting Time	10.49	13.99	11.26	8.16	-27.5%	14.19	8.16	14.19			15.53
Title Work Processing Time	9.55	8.98	8.53	9.19	7.8%	9.68	8.53	9.74			8.18
Total Transactions	13,550	13,547	10,770	10,677	-0.9%	12,953	10,677	15,330	77,715	76,725	158,345
DLS Transactions	5,417	5,069	3,992	4,078	2.2%	5,080	3,992	6,116	30,477	30,947	62,931
Title & Registration Transactions	7,001	7,418	5,867	5,738	-2.2%	6,823	5,738	7,956	40,938	39,797	82,440
Other	1,132	1,060	911	861	-5.5%	1,050	861	1,258	6,300	5,981	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	2	2	2	0.0%	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	133	115	155	159	2.9%	126	80	159	756	668	1,131
Sick Leave Days (Unplanned)	42	18	14	7	-50.5%	16	6	42	97	93	194
Other Leave Days (Planned)	90	98	141	153	8.2%	110	70	153	659	575	937
Overtime Hrs.	62	73	47	71	51.1%	60	46	73	359	586	1,066
OT Annual Budget									\$27,811	\$13,737	\$13,737
OT Spent	\$1,608	\$2,146	\$1,215	\$1,942	59.8%	\$1,664	\$1,215	\$2,146	\$9,985	\$15,007	\$29,558
% of Budget Spent	16.8%	24.6%	28.9%	35.9%	24.1%				35.9%	109.2%	215.2%

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PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Performance											
Customer Survey Results	73.8%			0.0%		73.8%	73.8%	73.8%			89.4%
Total DLS Time	38.03	31.47	33.47	28.67	-14.3%	58.94	28.67	60.66			41.95
DLS Waiting Time	28.30	21.81	23.93	18.87	-21.2%	49.29	18.87	50.60			33.01
DLS Processing Time	9.73	9.66	9.54	9.80	2.8%	9.65	9.54	10.07			8.94
Total Registration Time	27.57	18.28	23.70	20.18	-14.8%	23.26	18.28	27.57			29.64
Registration Waiting Time	23.56	14.14	19.01	16.47	-13.4%	19.49	14.14	23.56			25.56
Registration Processing Time	4.01	4.14	4.69	3.71	-20.8%	3.77	3.63	4.69			4.08
Total Title Work Time	42.33	29.55	30.55	26.69	-12.6%	36.45	26.69	42.33			36.31
Title Work Waiting Time	33.85	21.05	22.45	19.77	-11.9%	28.52	19.77	33.85			28.42
Title Work Processing Time	8.48	8.50	8.10	6.92	-14.6%	7.93	6.92	8.50			7.89
Total Transactions	24,778	25,573	21,330	20,754	-2.7%	24,719	20,754	27,942	148,313	163,820	329,905
DLS Transactions	12,881	13,094	10,872	10,106	-7.1%	12,633	10,106	14,670	75,795	89,813	178,368
Title & Registration Transactions	9,400	9,849	8,180	7,983	-2.4%	9,561	7,983	11,338	57,363	58,062	118,632
Other	2,497	2,630	2,278	2,665	17.0%	2,526	2,278	2,665	15,155	15,945	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	2	100.0%	1	1	2			1
Agency Temporary Employees	5	5	5	4	-20.0%	5	4	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	175	134	185	224	21.1%	165	126	224	992	817	1,577
Sick Leave Days (Unplanned)	50	34	18	26	49.3%	34	18	50	205	153	356
Other Leave Days (Planned)	125	101	167	198	18.2%	131	88	198	788	664	1,222
Overtime Hrs.	143	155	111	124	11.7%	152	111	215	911	1,088	2,237
OT Annual Budget									\$61,569	\$41,447	\$41,447
OT Spent	\$4,133	\$4,360	\$3,122	\$3,277	5.0%	\$4,260	\$3,122	\$6,085	\$25,562	\$29,222	\$63,816
% of Budget Spent	24.0%	31.1%	36.2%	41.5%	14.7%				41.5%	70.5%	154.0%

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PerformanceMetrics											
Loveville 9944	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Performance											
Customer Survey Results	92.4%			0.0%		92.4%	92.4%	92.4%			93.1%
Total DLS Time	21.58	15.17	11.84	11.32	-4.3%	28.81	11.32	28.81			16.53
DLS Waiting Time	15.43	8.64	5.89	4.06	-31.1%	22.10	4.06	22.10			9.76
DLS Processing Time	6.15	6.53	5.95	7.27	22.1%	6.71	5.95	7.27			6.77
Total Registration Time	19.16	13.82	9.31	9.33	0.2%	19.75	9.31	19.75			12.12
Registration Waiting Time	15.20	10.05	5.53	5.72	3.3%	15.96	5.53	15.96			8.22
Registration Processing Time	3.95	3.77	3.78	3.62	-4.3%	3.78	3.62	4.02			3.90
Total Title Work Time	22.41	16.84	12.20	12.09	-0.9%	24.09	12.09	24.09			16.35
Title Work Waiting Time	14.83	9.58	5.12	5.00	-2.2%	16.24	5.00	16.24			8.35
Title Work Processing Time	7.58	7.26	7.08	7.08	0.0%	7.85	7.08	7.85			8.01
Total Transactions	11,081	10,688	8,317	8,685	4.4%	10,595	8,317	12,795	63,573	61,575	127,279
DLS Transactions	5,477	4,993	4,017	4,127	2.7%	5,095	4,017	6,153	30,568	30,723	62,564
Title & Registration Transactions	5,101	5,230	3,921	3,989	1.7%	5,013	3,921	6,146	30,080	27,761	58,446
Other	503	465	379	569	50.1%	488	379	569	2,925	3,091	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	1	1	1	0.0%	2	1	2			3
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	1	0	0	0	0.0%	1	1	1			0
% Vacant Positions	2.9%	0.0%	0.0%	0.0%	0.0%	4.4%	2.9%	5.9%			0.0%
Total Leave Days	117	101	112	114	1.9%	106	74	119	638	548	1,049
Sick Leave Days (Unplanned)	22	11	10	7	-28.9%	10	2	22	59	21	56
Other Leave Days (Planned)	95	91	102	107	4.8%	97	72	112	579	527	993
Overtime Hrs.	27	19	12	22	83.3%	21	12	30	126	148	213
OT Annual Budget									\$3,921	\$7,088	\$7,088
OT Spent	\$712	\$528	\$367	\$658	79.3%	\$589	\$367	\$806	\$3,532	\$2,439	\$6,876
% of Budget Spent	50.5%	63.9%	73.3%	90.1%	22.9%				90.1%	34.4%	97.0%

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PerformanceMetrics											
Waldorf 9942	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Performance											
Customer Survey Results	94.3%			0.0%		94.3%	94.3%	94.3%			96.5%
Total DLS Time	18.96	15.11	15.15	13.54	-10.7%	28.57	13.54	28.57			24.22
DLS Waiting Time	11.15	7.37	7.73	6.14	-20.5%	20.54	6.14	20.54			16.02
DLS Processing Time	7.81	7.74	7.43	7.40	-0.4%	8.03	7.40	8.31			8.19
Total Registration Time	10.85	10.76	8.85	9.10	2.8%	14.20	8.85	14.20			12.13
Registration Waiting Time	6.46	6.72	4.49	4.66	3.8%	10.17	4.49	10.17			7.81
Registration Processing Time	4.39	4.04	4.37	4.45	1.8%	4.03	4.03	4.45			4.32
Total Title Work Time	14.31	15.61	13.07	12.91	-1.2%	19.22	12.91	19.22			16.67
Title Work Waiting Time	5.31	6.46	3.93	3.55	-9.5%	10.30	3.55	10.30			8.06
Title Work Processing Time	9.00	9.15	9.14	9.36	2.4%	8.92	8.92	9.36			8.61
Total Transactions	30,069	28,123	23,848	24,206	1.5%	28,970	23,848	33,932	173,820	180,923	360,733
DLS Transactions	13,595	12,736	10,836	10,886	0.5%	13,285	10,836	16,009	79,710	87,543	171,415
Title & Registration Transactions	14,489	13,373	11,257	11,410	1.4%	13,681	11,257	16,065	82,086	81,563	163,987
Other	1,985	2,014	1,755	1,910	8.8%	2,004	1,755	2,218	12,024	11,817	25,331
Personnel											
Budgeted PINS	51	51	51	51	0.0%	51	51	51			50
Contract Employees	2	2	2	2	0.0%	2	1	2			1
State Temporary Employees	9	7	7	7	0.0%	8	7	9			9
Agency Temporary Employees	5	2	2	2	0.0%	3	2	5			1
# Vacancies (PIN & Contract)	1	2	2	2	0.0%	2	1	2			1
% Vacant Positions	1.9%	3.8%	3.8%	3.8%	0.0%	2.8%	1.9%	3.8%			1.6%
Total Leave Days	374	306	294	369	25.2%	326	291	374	1,953	1,784	3,401
Sick Leave Days (Unplanned)	81	60	34	55	62.7%	65	34	114	388	236	594
Other Leave Days (Planned)	294	246	260	313	20.4%	261	206	313	1,565	1,548	2,808
Overtime Hrs.	162	185	163	125	-23.3%	177	125	256	1,062	1,223	2,239
OT Annual Budget									\$51,812	\$58,892	\$58,892
OT Spent	\$4,011	\$4,409	\$3,895	\$2,852	-26.8%	\$4,295	\$2,852	\$6,494	\$25,771	\$26,795	\$51,924
% of Budget Spent	28.2%	36.7%	44.2%	49.7%	12.4%				49.7%	45.5%	88.2%

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PerformanceMetrics											
Beltsville 9931	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	86.8%			0.0%		86.8%	86.8%	86.8%			90.3%
Total DLS Time	31.41	24.86	21.62	17.26	-20.2%	43.30	17.26	49.88			43.28
DLS Waiting Time	23.33	16.98	14.43	9.93	-31.2%	35.09	9.93	41.57			34.33
DLS Processing Time	8.08	7.88	7.19	7.33	2.0%	8.21	7.19	8.31			8.95
Total Registration Time	35.97	33.68	25.63	21.82	-14.9%	43.90	21.82	43.90			29.80
Registration Waiting Time	30.88	28.39	20.36	16.16	-20.6%	38.57	16.16	38.57			24.41
Registration Processing Time	5.10	5.29	5.27	5.66	7.5%	5.33	5.10	5.85			5.39
Total Title Work Time	40.34	34.75	30.71	22.31	-27.4%	48.65	22.31	48.65			36.86
Title Work Waiting Time	30.42	25.41	21.07	11.89	-43.6%	38.07	11.89	38.07			27.02
Title Work Processing Time	9.92	9.34	9.64	10.42	8.0%	10.59	9.34	10.59			9.84
Total Transactions	32,673	31,050	24,119	26,517	9.9%	30,927	24,119	35,610	185,564	207,933	413,791
DLS Transactions	16,395	15,238	12,167	12,127	-0.3%	15,451	12,127	19,285	92,704	109,047	213,819
Title & Registration Transactions	14,209	13,952	10,353	12,411	19.9%	13,508	10,353	15,799	81,046	85,427	173,042
Other	2,069	1,860	1,599	1,979	23.8%	1,969	1,599	2,304	11,814	13,459	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	4	4	4	0.0%	5	4	5			5
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	2	2	4	4	-12.5%	2	1	4			0
% Vacant Positions	3.1%	3.2%	6.3%	5.6%	-12.5%	3.6%	1.6%	6.3%			0.0%
Total Leave Days	386	293	367	417	13.6%	321	173	417	1,928	1,568	3,048
Sick Leave Days (Unplanned)	66	72	42	44	6.3%	53	41	72	317	243	588
Other Leave Days (Planned)	320	221	326	373	14.5%	269	131	373	1,611	1,325	2,346
Overtime Hrs.	179	162	86	120	39.5%	161	86	251	966	1,118	2,492
OT Annual Budget									\$54,666	\$43,070	\$43,070
OT Spent	\$4,548	\$4,218	\$2,052	\$2,950	43.8%	\$3,988	\$2,052	\$6,153	\$23,928	\$26,976	\$59,513
% of Budget Spent	26.9%	34.6%	38.4%	43.8%	14.1%				43.8%	62.6%	138.2%

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PerformanceMetrics											
Gaithersburg 9932	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	0.0%			0.0%		71.9%	71.9%	71.9%			84.1%
Total DLS Time	31.19	34.13	30.16	22.83	-24.3%	43.07	22.83	45.25			33.29
DLS Waiting Time	22.49	24.94	21.36	13.79	-35.4%	35.00	13.79	37.18			25.01
DLS Processing Time	8.70	9.19	8.80	9.03	2.7%	8.08	8.07	9.19			8.29
Total Registration Time	41.80	40.01	28.44	27.20	-4.4%	43.57	27.20	50.55			31.04
Registration Waiting Time	36.44	34.80	23.82	22.37	-6.1%	38.10	22.37	45.30			26.02
Registration Processing Time	5.35	5.21	4.62	4.83	4.6%	5.46	4.62	5.46			5.02
Total Title Work Time	49.23	49.36	38.22	32.48	-15.0%	55.38	32.48	65.49			36.46
Title Work Waiting Time	39.24	39.46	28.64	22.07	-23.0%	45.63	22.07	55.49			27.88
Title Work Processing Time	9.99	9.90	9.58	10.41	8.7%	9.75	9.58	10.41			8.58
Total Transactions	28,358	29,160	25,199	23,994	-4.8%	28,825	23,994	33,515	172,949	200,854	393,401
DLS Transactions	16,800	16,649	13,787	14,127	2.5%	16,948	13,787	20,576	101,689	123,883	242,676
Title & Registration Transactions	10,064	10,835	10,177	8,505	-16.4%	10,400	8,505	11,474	62,398	67,230	131,339
Other	1,494	1,676	1,235	1,362	10.3%	1,477	1,235	1,676	8,862	9,741	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	2	2	2	0.0%	3	2	3			3
# Vacancies (PIN & Contract)	3	4	4	6	71.4%	4	2	6			1
% Vacant Positions	4.5%	7.1%	6.3%	10.7%	71.4%	6.3%	3.6%	10.7%			1.7%
Total Leave Days	334	259	333	393	18.1%	303	192	393	1,818	1,405	2,887
Sick Leave Days (Unplanned)	42	65	34	72	113.3%	48	31	72	290	169	419
Other Leave Days (Planned)	292	194	299	321	7.4%	255	145	321	1,528	1,236	2,468
Overtime Hrs.	285	326	197	286	45.2%	343	197	501	2,058	1,430	3,158
OT Annual Budget									\$56,072	\$78,183	\$78,183
OT Spent	\$7,263	\$7,912	\$4,802	\$6,928	44.3%	\$8,439	\$4,802	\$12,203	\$50,633	\$33,160	\$75,521
% of Budget Spent	55.3%	69.4%	77.9%	90.3%	15.9%				90.3%	42.4%	96.6%

Note - Two budgeted FTE vacancy denied by DBM

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PerformanceMetrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	84.8%			0.0%		84.8%	84.8%	84.8%			89.6%
Total DLS Time	50.15	49.97	37.36	22.95	-38.6%	97.84	22.95	61.84			52.92
DLS Waiting Time	41.75	40.91	28.97	14.75	-49.1%	49.67	14.75	53.73			45.15
DLS Processing Time	8.40	9.06	8.39	8.20	-2.2%	9.03	8.02	9.06			7.77
Total Registration Time	23.06	16.38	15.02	12.56	-16.3%	22.02	12.56	38.58			30.94
Registration Waiting Time	19.15	12.63	10.80	8.55	-20.9%	17.12	8.55	34.58			26.00
Registration Processing Time	3.91	3.75	4.21	4.01	-4.7%	4.90	3.75	4.21			4.94
Total Title Work Time	44.41	28.20	24.31	21.35	-12.2%	18.67	21.35	66.57			32.24
Title Work Waiting Time	35.55	19.62	16.08	12.32	-23.4%	18.67	12.32	57.88			23.29
Title Work Processing Time	8.85	8.58	8.23	9.04	9.8%	0.00	8.23	9.04			8.95
Total Transactions	27,618	26,171	21,835	21,366	-2.2%	26,185	21,366	30,694	157,107	163,625	326,181
DLS Transactions	15,142	14,346	12,016	11,576	-3.7%	14,607	11,576	17,672	87,644	93,682	183,472
Title & Registration Transactions	10,743	10,145	8,541	8,287	-3.0%	10,007	8,287	11,414	60,039	60,578	123,850
Other	1,733	1,680	1,278	1,503	17.6%	1,571	1,278	1,733	9,424	9,365	18,859
Personnel											
Budgeted PINS	39	39	39	39	0.0%	39	39	39			39
Contract Employees	2	2	2	2	0.0%	2	1	2			1
State Temporary Employees	0	0	0	0	0.0%	1	1	1			1
Agency Temporary Employees	1	1	1	1	0.0%	1	1	2			2
# Vacancies (PIN & Contract)	3	2	1	1	0.0%	3	1	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	199	155	220	277	25.7%	198	155	277	1,191	1,252	2,271
Sick Leave Days (Unplanned)	38	43	21	41	91.8%	33	21	43	197	186	419
Other Leave Days (Planned)	161	113	199	236	18.6%	166	113	236	994	1,066	1,852
Overtime Hrs.	265	303	249	216	-13.3%	309	216	454	1,856	1,224	2,794
OT Annual Budget									\$66,683	\$55,482	\$55,482
OT Spent	\$6,890	\$7,836	\$6,289	\$5,495	-12.6%	\$7,951	\$5,495	\$11,757	\$47,704	\$29,842	\$70,306
% of Budget Spent	42.1%	53.9%	63.3%	71.5%	13.0%				71.5%	53.8%	126.7%

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Reporting Period: December 2009

PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	83.1%			0.0%		83.1%	83.1%	83.1%			89.2%
Total DLS Time	35.48	24.13	22.25	18.99	-14.6%	18.50	18.99	43.98			29.04
DLS Waiting Time	26.88	15.30	13.57	9.93	-26.8%	8.42	9.93	34.67			20.31
DLS Processing Time	8.60	8.82	8.68	9.06	4.4%	10.08	8.60	9.47			8.73
Total Registration Time	29.90	15.24	18.64	8.08	-56.6%	8.82	8.08	29.90			14.94
Registration Waiting Time	26.13	12.11	14.74	4.53	-69.2%	5.81	4.53	26.13			11.27
Registration Processing Time	3.78	3.12	3.90	3.55	-9.1%	3.01	3.12	3.90			3.67
Total Title Work Time	33.82	17.99	23.69	11.96	-49.5%	15.55	11.96	33.82			19.46
Title Work Waiting Time	25.22	10.23	15.40	4.13	-73.2%	6.19	4.13	25.22			11.14
Title Work Processing Time	8.60	7.76	8.28	7.83	-5.5%	9.35	7.76	8.60			8.31
Total Transactions	11,770	11,488	9,693	9,739	0.5%	11,344	9,693	13,098	68,063	73,900	149,742
DLS Transactions	5,845	5,578	4,598	4,750	3.3%	5,434	4,598	6,453	32,607	36,021	72,691
Title & Registration Transactions	5,570	5,629	4,553	4,379	-3.8%	5,466	4,379	6,455	32,797	33,545	69,160
Other	355	281	542	610	12.5%	443	281	610	2,659	4,334	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	0	0	0	0.0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	2	1	1	0	-100.0%	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	131	358	110	136	23.6%	153	80	358	915	621	1,161
Sick Leave Days (Unplanned)	29	24	13	13	2.0%	19	5	29	111	69	244
Other Leave Days (Planned)	102	334	97	123	26.5%	134	72	334	804	552	917
Overtime Hrs.	69	113	90	73	-18.9%	82	69	113	493	332	802
OT Annual Budget									\$21,658	\$24,203	\$24,203
OT Spent	\$1,915	\$3,105	\$2,454	\$1,923	-21.6%	\$2,274	\$1,915	\$3,105	\$13,644	\$9,288	\$22,961
% of Budget Spent	28.4%	42.8%	54.1%	63.0%	16.4%				63.0%	38.4%	94.9%

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PerformanceMetrics											
Glen Burnie 9953	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Change	Avg	Min			
Customer Survey Results	86.5%			0.0%		86.5%	86.5%	86.5%			87.6%
Total DLS Time	40.21	30.03	29.35	19.77	-32.6%	60.50	19.77	60.11			53.09
DLS Waiting Time	30.58	20.26	20.11	10.10	-49.8%	51.82	10.10	50.43			43.70
DLS Processing Time	9.63	9.77	9.24	9.67	4.6%	8.68	9.24	9.77			9.39
Total Registration Time	23.16	25.58	19.19	17.25	-10.1%	47.97	17.25	25.58			29.00
Registration Waiting Time	17.24	19.63	12.65	10.64	-15.9%	43.86	10.64	19.63			22.43
Registration Processing Time	5.92	5.95	6.54	6.60	1.0%	4.11	5.92	6.60			6.57
Total Title Work Time	38.14	39.25	29.20	24.13	-17.4%	63.52	24.13	39.25			38.33
Title Work Waiting Time	28.67	29.53	20.01	14.93	-25.4%	53.38	14.93	29.53			27.93
Title Work Processing Time	9.47	9.72	9.19	9.20	0.1%	10.14	9.19	10.04			10.41
Total Transactions	53,771	54,560	45,780	45,295	-1.1%	52,647	45,295	58,701	315,881	337,315	671,473
DLS Transactions	20,687	21,415	17,372	17,285	-0.5%	20,470	17,285	23,428	122,820	142,397	276,384
Title & Registration Transactions	25,074	25,039	21,372	20,765	-2.8%	24,446	20,765	28,123	146,676	157,271	311,395
Other	8,010	8,106	7,036	7,245	3.0%	7,731	7,036	8,106	46,385	37,647	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	9	10	11.1%	11	9	12			13
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	4	1	1	0	-100.0%	3	1	5			2
% Vacant Positions	4.1%	1.0%	1.0%	0.0%	-100.0%	3.1%	1.0%	5.1%			1.8%
Total Leave Days	692	550	620	706	14.0%	601	440	706	3,606	2,971	5,866
Sick Leave Days (Unplanned)	171	138	76	89	17.8%	120	76	171	719	399	1,044
Other Leave Days (Planned)	522	412	544	617	13.4%	481	341	617	2,886	2,571	4,822
Overtime Hrs.	354	253	222	250	12.6%	312	222	440	1,871	3,079	6,365
OT Annual Budget									\$149,788	\$140,005	\$140,005
OT Spent	\$9,912	\$6,653	\$5,811	\$6,626	14.0%	\$8,382	\$5,811	\$11,826	\$50,293	\$74,735	\$163,858
% of Budget Spent	20.8%	25.3%	29.2%	33.6%	15.2%				33.6%	53.4%	117.0%

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PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	90.0%			0.0%		90.0%	90.0%	90.0%			83.7%
Total DLS Time	61.00	36.09	28.47	27.17	-4.6%	25.31	27.17	79.34			55.47
DLS Waiting Time	52.91	28.47	20.38	19.63	-3.7%	16.58	19.63	70.97			47.79
DLS Processing Time	8.09	7.63	8.09	7.54	-6.8%	8.73	7.54	8.37			7.67
Total Registration Time	54.45	42.52	32.61	35.42	8.6%	14.61	32.61	57.08			47.96
Registration Waiting Time	47.82	36.41	26.44	29.42	11.3%	12.05	26.44	51.02			41.22
Registration Processing Time	6.63	6.11	6.18	6.00	-2.8%	2.56	6.00	6.63			6.74
Total Title Work Time	50.24	43.33	38.00	35.41	-6.8%	21.51	35.41	67.71			54.44
Title Work Waiting Time	39.68	32.54	26.56	24.81	-6.6%	13.35	24.81	57.85			43.38
Title Work Processing Time	10.56	10.79	11.44	10.60	-7.3%	8.16	9.86	11.44			11.06
Total Transactions	35,219	35,462	29,251	30,261	3.5%	34,408	29,251	38,472	206,449	213,079	466,936
DLS Transactions	17,123	17,151	13,632	13,847	1.6%	16,642	13,632	19,325	99,851	126,646	253,332
Title & Registration Transactions	13,048	13,129	11,023	11,611	5.3%	12,751	11,023	14,370	76,506	70,485	161,049
Other	5,048	5,182	4,596	4,803	4.5%	5,015	4,596	5,329	30,092	15,948	52,555
Personnel											
Budgeted PINS	64	65	65	65	0.0%	64	64	65			63
Contract Employees	5	5	5	5	0.0%	5	4	5			2
State Temporary Employees	3	3	3	3	0.0%	3	3	3			3
Agency Temporary Employees	1	2	2	2	0.0%	2	1	2			2
# Vacancies (PIN & Contract)	7	6	8	11	46.7%	7	3	11			4
% Vacant Positions	10.2%	7.9%	10.8%	15.8%	46.7%	9.4%	4.4%	15.8%			5.0%
Total Leave Days	452	358	396	513	29.7%	385	249	513	2,309	1,792	3,717
Sick Leave Days (Unplanned)	71	88	45	89	97.0%	71	45	89	429	287	721
Other Leave Days (Planned)	382	270	351	424	21.0%	313	197	424	1,881	1,505	2,802
Overtime Hrs.	644	557	359	361	0.6%	622	359	990	3,730	3,769	8,189
OT Annual Budget									\$191,488	\$78,625	\$78,625
OT Spent	\$16,248	\$14,108	\$8,867	\$9,084	2.4%	\$15,586	\$8,867	\$24,857	\$93,519	\$89,349	\$204,468
% of Budget Spent	32.1%	39.5%	44.1%	48.8%	10.8%				48.8%	113.6%	260.1%

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PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	94.8%			0.0%		94.8%	94.8%	94.8%			95.1%
Total DLS Time	21.59	21.55	20.10	16.10	-19.9%	46.56	16.10	29.79			27.77
DLS Waiting Time	12.99	12.95	11.48	7.69	-33.0%	39.79	7.69	20.29			19.22
DLS Processing Time	8.60	8.59	8.63	8.42	-2.4%	6.78	8.42	9.50			8.55
Total Registration Time	23.15	16.80	10.65	8.70	-18.3%	29.68	8.70	23.15			16.50
Registration Waiting Time	19.65	13.46	6.69	5.10	-23.7%	25.27	5.10	19.65			12.97
Registration Processing Time	3.50	3.33	3.97	3.60	-9.3%	4.41	3.20	3.97			3.54
Total Title Work Time	21.94	19.18	15.54	12.82	-17.5%	40.24	12.82	21.94			19.85
Title Work Waiting Time	15.08	12.07	8.27	5.77	-30.3%	28.75	5.77	15.08			12.70
Title Work Processing Time	6.86	7.11	7.27	7.05	-3.0%	11.49	6.86	7.27			7.15
Total Transactions	18,051	17,540	14,499	14,349	-1.0%	17,076	14,349	19,260	102,458	106,562	220,771
DLS Transactions	7,936	7,725	6,493	6,430	-1.0%	7,572	6,430	8,500	45,432	53,371	108,034
Title & Registration Transactions	8,073	7,914	6,465	6,545	1.2%	7,676	6,465	8,886	46,053	46,052	94,947
Other	2,042	1,901	1,541	1,374	-10.8%	1,829	1,374	2,090	10,973	7,139	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	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	3.7%	0.0%	3.7%	3.7%	3.7%			0.0%
Total Leave Days	197	133	160	196	22.4%	154	94	197	927	737	1,493
Sick Leave Days (Unplanned)	26	32	24	15	-38.7%	36	15	98	214	132	339
Other Leave Days (Planned)	171	101	136	181	33.1%	143	-4	181	713	605	1,154
Overtime Hrs.	81	63	43	42	-2.3%	53	36	81	316	233	781
OT Annual Budget									\$19,013	\$25,293	\$25,293
OT Spent	\$2,257	\$1,695	\$1,215	\$1,135	-6.6%	\$1,469	\$1,062	\$2,257	\$8,814	\$5,109	\$21,420
% of Budget Spent	25.1%	34.0%	40.4%	46.4%	14.8%				46.4%	20.2%	84.7%

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

PerformanceMetrics											
Columbia Express 9935	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	91.9%			0.0%		91.9%	91.9%	91.9%			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	12,783	12,745	11,185	11,567	3.4%	12,932	11,185	14,902	77,595	72,465	144,653
DLS Transactions	9,504	9,930	8,635	8,822	2.2%	9,888	8,635	11,546	59,326	57,172	113,340
Title & Registration Transactions	3,037	2,574	2,323	2,498	7.5%	2,811	2,323	3,318	16,867	15,163	30,154
Other	242	241	227	247	8.8%	234	206	247	1,402	130	1,159
Personnel											
Budgeted PINS	7	7	7	7	0.0%	7	7	7			7
Contract Employees	4	4	4	4	0.0%	4	1	4			3
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	1	2	2	2	0.0%	2	1	2			0
# Vacancies (PIN & Contract)	2	1	1	1	0.0%	1	1	2			0
% Vacant Positions	40.0%	16.7%	16.7%	16.7%	0.0%	23.3%	16.7%	40.0%			0.0%
Total Leave Days	32	27	35	53	53.1%	39	27	53	234	258	413
Sick Leave Days (Unplanned)	7	9	3	1	-81.5%	8	1	15	50	48	91
Other Leave Days (Planned)	25	18	31	52	67.6%	31	18	52	184	210	331
Overtime Hrs.	101	66	31	63	103.2%	92	31	147	549	165	484
OT Annual Budget									\$9,862	\$8,150	\$8,150
OT Spent	\$2,610	\$1,713	\$885	\$1,773	100.3%	\$2,488	\$885	\$4,010	\$14,926	\$3,351	\$12,296
% of Budget Spent	107.0%	124.4%	133.4%	151.4%	13.5%				151.4%	41.1%	150.9%

Performance Metrics											
Glenmont Express 9933	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	95.6%			0.0%		95.6%	95.6%	95.6%			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	8,625	9,409	8,330	8,437	1.3%	9,044	8,330	9,929	54,266	53,065	107,710
DLS Transactions	6,674	7,271	6,519	6,699	2.8%	7,060	6,519	7,773	42,359	42,291	85,344
Title & Registration Transactions	1,748	1,969	1,668	1,599	-4.1%	1,821	1,599	1,994	10,924	10,714	21,380
Other	203	169	143	139	-2.8%	164	139	203	983	60	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	0	0	0	0.0%	1	1	1			0
% Vacant Positions	10.5%	0.0%	0.0%	0.0%	0.0%	10.5%	10.5%	10.5%			0.0%
Total Leave Days	73	55	68	91	32.5%	72	54	91	430	303	602
Sick Leave Days (Unplanned)	6	6	68	7	-89.9%	21	6	68	123	49	97
Other Leave Days (Planned)	67	49	0	84	0.0%	61	42	84	307	255	505
Overtime Hrs.	55	37	17	28	64.7%	44	17	65	264	74	186
OT Annual Budget									\$3,585	\$6,152	\$6,152
OT Spent	\$1,218	\$872	\$438	\$666	52.1%	\$1,038	\$438	\$1,575	\$6,228	\$1,984	\$4,595
% of Budget Spent	118.6%	142.9%	155.2%	173.7%	12.0%				173.7%	32.3%	74.7%

Performance Metrics											
Parkville 9926	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	98.9%			0.0%		98.9%	98.9%	98.9%			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	15,264	14,460	12,791	12,632	-1.2%	14,906	12,632	17,216	89,436	80,455	161,251
DLS Transactions	10,238	10,452	9,121	9,014	-1.2%	10,446	9,014	12,149	62,679	57,440	116,202
Title & Registration Transactions	4,697	3,636	3,380	3,325	-1.6%	4,130	3,325	5,174	24,780	22,851	43,215
Other	329	372	290	293	1.0%	330	290	372	1,977	164	1,834
Personnel											
Budgeted PINS	11	11	11	11	0.0%	11	11	11			12
Contract Employees	3	3	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)	3	2	2	3	50.0%	2	1	3			1
% Vacant Positions	21.4%	14.3%	14.3%	21.4%	50.0%	14.5%	7.7%	21.4%			6.7%
Total Leave Days	53	57	58	67	16.2%	57	41	68	345	354	617
Sick Leave Days (Unplanned)	9	12	9	16	67.6%	10	5	16	63	36	81
Other Leave Days (Planned)	45	46	49	52	6.4%	47	37	55	282	318	535
Overtime Hrs.	0	0	0	0	0.0%	6	0	11	11	25	36
OT Annual Budget									\$327	\$1,188	\$1,188
OT Spent	\$0	\$0	\$73	\$0	-100.0%	\$144	\$4	\$356	\$433	\$48	\$702
% of Budget Spent	110.0%	110.0%	132.3%	132.3%	0.0%				132.3%	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
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	96.3%			0.0%		96.3%	96.3%	96.3%			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	10,955	10,917	9,407	9,340	-0.7%	10,984	9,340	13,182	65,904	60,449	119,000
DLS Transactions	8,170	8,494	7,455	7,600	1.9%	8,406	7,455	9,628	50,437	48,706	94,477
Title & Registration Transactions	2,523	2,170	1,750	1,449	-17.2%	2,326	1,449	3,329	13,953	11,643	23,263
Other	262	253	202	291	44.1%	252	202	291	1,514	100	1,260
Personnel											
Budgeted PINS	8	8	8	8	0.0%	8	8	8			8
Contract Employees	3	2	2	2	0.0%	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	0	0	1	0.0%	1	1	1			1
% Vacant Positions	9.1%	0.0%	0.0%	10.0%	0.0%	9.3%	9.1%	10.0%			8.3%
Total Leave Days	41	38	53	67	25.5%	46	38	67	278	224	452
Sick Leave Days (Unplanned)	4	10	1	4	300.0%	4	1	10	23	23	53
Other Leave Days (Planned)	38	28	52	63	20.3%	43	28	63	256	201	383
Overtime Hrs.	14	21	9	30	233.3%	19	9	30	74	25	130
OT Annual Budget									\$1,406	\$6,152	\$6,152
OT Spent	\$289	\$408	\$172	\$650	277.9%	\$341	\$172	\$650	\$1,703	\$398	\$3,274
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				121.1%	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
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	97.9%			0.0%		97.9%	97.9%	97.9%			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	1,512	1,404	1,060	1,042	-1.7%	1,349	1,042	1,580	8,091	8,446	17,081
DLS Transactions	623	587	441	452	2.5%	553	441	630	3,317	3,524	6,935
Title & Registration Transactions	889	817	619	590	-4.7%	796	590	950	4,774	4,920	10,142
Other	0	0	0	0	0.0%	0	0	0	0	2	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
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	93.3%			0.0%		93.3%	93.3%	93.3%			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	2,239	1,692	2,027	1,947	-4.0%	2,165	1,692	2,638	12,990	12,657	25,461
DLS Transactions	2,031	1,527	1,733	1,802	4.0%	1,919	1,527	2,301	11,516	10,883	22,191
Title & Registration Transactions	178	131	276	135	-51.1%	222	131	306	1,330	1,603	3,024
Other	30	34	18	10	-44.4%	24	10	34	144	171	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	\$1,043	\$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
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Customer Survey Results	0.0%			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	11,081	10,688	8,317	8,685	4.4%	10,595	8,317	12,795	63,573	7,605	12,559
DLS Transactions	5,477	4,993	4,017	4,127	2.7%	5,095	4,017	6,153	30,568	5,516	8,684
Title & Registration Transactions	5,101	5,230	3,921	3,989	1.7%	5,013	3,921	6,146	30,080	1,786	3,184
Other	503	465	379	569	50.1%	488	379	569	2,925	303	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	9	9	10	13	30.0%	8	4	13	50	82	111
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	2	3
Other Leave Days (Planned)	9	9	10	13	30.0%	8	4	13	50	80	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
February 2010
Reporting Period: December 2009**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Calls - General Information Line	89,050	91,105	80,118	84,878	5.9%	86,844	80,118	91,105	521,061	582,579	1,106,475
Avg Time to Pick Up Call	5:28	5:28	5:36	5:11	-7.4%	6:02	5:11	7:31	6:02	3:36	4:46
Avg Call Duration	2:49	2:45	2:44	2:44	0.0%	2:45	2:43	2:49	2:45	2:49	2:52
Calls - VEIP Information	13,401	14,348	12,719	17,318	36.2%	15,598	12,719	20,799	93,588	119,485	231,002
Avg Time to Pick Up Call	:37	:28	1:32	2:54	374.1%	2:24	1:32	2:54	2:24	5:57	5:28
Avg Call Duration	2:03	2:17	2:19	2:14	-3.6%	2:10	2:00	2:19	2:10	2:21	2:19
Calls - Drivers Skill Line	10,186	8,514	7,167	5,444	-24.0%	9,624	5,444	15,452	57,744	54,811	129,587
Avg Time to Pick Up Call	10:16	3:15	1:51	1:01	-45.0%	5:06	1:01	10:30	5:06	6:02	6:07
Avg Call Duration	3:01	2:46	2:43	2:32	-6.7%	2:45	2:32	3:01	2:45	2:17	2:35
Calls - Hazmat	804	729	772	1,092	41.5%	880	729	1,092	5,280	8,172	13,770
Avg Time to Pick Up Call	5:57	5:08	2:00	2:35	29.2%	4:12	2:00	5:57	4:12	5:18	5:22
Avg Call Duration	3:16	3:03	2:53	2:57	2.3%	2:58	2:41	3:16	2:58	2:59	3:08
Calls - Out-of-Country	0	0	0	0	0.0%	0	0	0	0	31,097	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	5:08	0:00
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:16	0:00
Total Calls	113,441	114,696	100,776	108,732	7.9%	112,946	100,776	125,846	677,673	796,144	1,532,511
Appointments Scheduled											
Total Appointments	8,985	7,116	5,210	4,788	-8.1%	7,776	4,788	10,286	46,655	87,692	169,421
Drivers Skill	8,557	6,757	4,832	4,420	-8.5%	7,393	4,420	9,934	44,355	47,958	100,510
Hazmat	428	359	378	368	-2.6%	383	352	428	2,300	1,983	4,493
OOO Phone (Made by Agent)	0	0	0	0	0.0%	0	0	0	0		
OOO - Online (Made by Customer)	0	0	0	0	0.0%	0	0	0	0		

MVA StateStat
VEIP
February 2010
Reporting Period: December 2009

Performance Metrics											
VEIP	Reporting Period				% Change	Avg	For All of FY 10		FY 10 YTD Total	FY 09 YTD Total	FY 2009 Total
	Sep '09	Oct '09	Nov '09	Dec '09			Min	Max			
VEIP Mailings											
Total	75,168	206,985	147,282	210,175	42.7%	125,045	43,567	210,175	750,268	1,250,610	2,392,627
Notices	65,440	193,081	136,451	147,544	8.1%	96,686	13,547	193,081	580,118	950,607	1,797,952
Warnings	9,728	13,904	10,831	62,631	478.3%	28,358	9,728	62,631	170,150	300,003	594,675
Vehicle Tests											
Total	25,571	37,018	60,591	112,109	85.0%	62,725	25,571	112,109	376,349	784,512	1,606,708
Paid	19,467	32,972	55,787	108,951	95.3%	57,302	19,467	108,951	343,813	737,460	1,510,229
Gratis	6,104	4,046	4,804	3,158	-34.3%	5,423	3,158	8,071	32,536	47,052	96,479
Test Fees											
Total	\$574,458	\$735,843	\$976,393	\$1,827,474	87.2%	\$1,167,549	\$574,458	\$2,065,146	\$7,005,292	\$14,185,909	\$29,194,395
Inspection	\$272,538	\$461,608	\$781,018	\$1,525,314	95.3%	\$802,230	\$272,538	\$1,525,314	\$4,813,382	\$10,324,454	\$21,143,220
Late	\$301,920	\$274,235	\$195,375	\$302,160	54.7%	\$365,318	\$195,375	\$721,650	\$2,191,910	\$3,861,455	\$8,051,175
Public Contact											
Total	23,954	25,338	24,989	38,956	55.9%	32,506	23,954	54,185	195,035	290,516	584,605
Walk-In	9,425	9,718	10,170	14,840	45.9%	13,460	9,425	25,974	80,761	129,828	263,332
Internet	966	1,084	1,967	6,626	236.9%	3,251	966	7,107	19,508	39,515	86,264
Phone	13,401	14,348	12,719	17,318	36.2%	15,598	12,719	20,799	93,588	119,485	231,002
Direct Mail	1	2	0	0	0.0%	3	1	5	10	25	41
Email	161	186	133	172	29.3%	195	133	303	1,168	1,663	3,966

MVA StateStat
Safety and Other Functions
February 2010
Reporting Period: December 2009

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	126,882	131,251	111,513	111,483	0.0%	135,175	111,483	171,124	811,050	687,437	1,355,829
Lerner's Permit	10,377	14,186	11,587	10,807	-6.7%	16,812	10,377	27,419	100,872	80,553	168,420
License age less than 21	12,015	7,490	6,023	6,600	9.6%	11,519	6,023	21,043	69,115	44,160	86,642
License age 21 or over	104,490	109,575	93,903	94,076	0.2%	106,844	93,903	123,585	641,063	562,724	1,100,767
Minor Notification Letters Sent	570	763	761	411	-46.0%	597	411	763	3,583		
Disability Placards											
Temporary	2,703	2,780	2,212	2,644	19.5%	2,603	2,212	2,780	15,620		
Permanent	12,312	11,820	11,296	10,390	-8.0%	11,480	10,390	12,312	68,882		
Arrest Data											
Out of State Convictions on MD DL	1,399	11,800	2,553	13,982	447.7%	6,209	777	13,982	37,252		
Federal Convictions on MD DL	284	580	370	578	56.2%	516	284	799	3,097		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	842	890	746	630	-15.5%	796	630	913	4,776	5,524	11,438
Reinstatement Requests Approved	311	368	257	319	24.1%	330	257	393	1,979	1,146	3,167
Administrative Adjudication											
Number of Cases Total	26,017	30,074	32,436	26,884	-17.1%	30,132	26,017	35,113	180,794		
Number of Hearings	1,005	1,741	1,588	1,354	-14.7%	1,451	1,005	1,741	8,704		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	17,316	23,158	16,186	15,415	-4.8%	18,168	15,415	23,158	109,005	97,228	188,750
Deleted Flags	9,075	11,302	10,114	7,577	-25.1%	12,439	7,577	26,576	74,636	48,997	102,963
Suspensions	53	31	19	29	52.6%	42	19	75	253	280	454
Ignition Interlock Program											
Currently in Program**	7,908	8,059	8,025	8,025	0.0%	7,828	7,381	8,059			
Drivers Starting Program	371	402	294	444	51.0%	407	294	541	2,444	3,475	5,741
Restrictions Removed (Compliance)	249	224	338	207	-38.8%	247	207	338	1,481	1,478	2,298
Restrictions Removed (Non-Compliance)	203	232	211	280	32.7%	238	203	280	1,427	604	2,411
Warning Letters Mailed	2,751	2,621	2,483	2,211	-11.0%	2,532	2,183	2,940	15,189	8,226	22,694
RIID											
IDs Given Out	92	110	65	96	47.7%	191	65	110	573		
IDs Processed in the Branches	135	128	159	143	-10.1%	393	100	159	786		
Outstanding Warrant Program											
Notices	1,344	1,401	1,080	8,687	704.4%	2,933	1,080	8,687	17,595	5,298	12,969
Suspensions	1,200	656	1,134	598	-47.3%	1,169	598	2,388	7,012	4,066	9,219
Satisfied	981	821	731	623	-14.8%	832	623	981	4,992	3,659	7,971
Denied license or registration at branch	90	70	81	48	-40.7%	77	48	90	462	488	976

Performance Metrics											
Business Licenses	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Sep '09	Oct '09	Nov '09	Dec '09		Avg	Min	Max			
New Businesses	15	27	16	20	25.0%	19	15	27	115	155	322
New Dealerships	2	1	0	3	0.0%	2	1	3	6	5	11
Used Dealerships	4	8	6	10	66.7%	7	4	10	41	29	74
Wholesale	8	7	4	5	25.0%	6	4	8	35	76	159
Title Services	0	8	6	2	-66.7%	4	2	8	22	25	41
Other	1	3	0	0	0.0%	3	1	4	11	20	37
Out of Business	8	18	7	2	-71.4%	12	2	21	73	87	183
New Dealerships	0	1	0	1	0.0%	2	1	4	6	8	20
Used Dealerships	4	10	5	1	-80.0%	6	1	10	37	34	65
Wholesale	3	4	1	0	-100.0%	5	1	9	24	34	71
Title Services	0	0	1	0	-100.0%	1	1	1	1	4	8
Other	1	3	0	0	0.0%	2	1	3	5	7	19
School Bus Inspections											
Inspections	604	1,947	1,763	600	-66.0%	1,088	600	1,947	6,528	7,897	16,935
Scheduled	394	1,655	1,328	313	-76.4%	616	2	1,655	3,698	3,967	9,072
Re-inspections	49	194	194	106	-45.4%	110	37	194	659	927	1,692
Random/Audit	161	98	241	181	-24.9%	362	98	829	2,171	3,003	6,171
Total Defects	463	1,083	1,654	618	-62.6%	697	160	1,654	4,183	5,203	10,080
Public Owned	14	490	1,248	72	-94.2%	314	14	1,248	1,886	2,545	5,019
BOE Contractor	14	554	295	537	82.0%	271	14	554	1,626	1,628	3,260
Privately Owned	435	39	111	9	-91.9%	112	9	435	671	1,030	1,801
Repair Orders	173	548	690	158	-77.1%	279	5	690	1,673	2,374	4,796
Repair Orders Closed	69	333	488	593	21.5%	335	69	593	2,009	2,310	4,643
Suspensions	56	201	293	107	-63.5%	127	27	293	759	907	1660
Insurance Compliance											
Total Notices Sent	51,739	54,545	64,573	53,283	-17.5%	49,787	35,392	64,573	298,719	351,849	
First Notice	33,703	37,064	47,416	30,157	-36.4%	31,846	19,689	47,416	191,078	138,011	
Suspensions	18,036	17,481	17,157	23,126	34.8%	17,940	15,703	23,126	107,641	213,838	
Cases Created	33,610	35,891	45,751	29,216	-36.1%	35,145	29,216	45,751	210,868	229,623	
Cases Closed	19,411	17,226	16,477	18,700	13.5%	17,748	16,477	19,411	106,488	153,654	
Cases Referred to Central Collections	10,292	11,498	12,110	12,870	6.3%	11,218	10,074	12,870	67,308	75,881	