



MVA StateStat

April FY 2010

Reporting Period: February 2010

MVA StateStat
Glossary
April FY 2010
Reporting Period: February 2010

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



Apryland Department of Transportation
Motor Vehicle Administration - MBE/SBR
 StateStat
 April FY 2010
 Reporting Period: February 2010



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: **37.63%** # Waivers requested: # Waivers granted: Goal Achieved: **28.05%** # Waivers requested: # Waivers granted:

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (Month, Year)						YEAR-TO-DATE					
	Agency Total	Ethnic	Women	Profit / Sheltered / Disabled / Non-Workshop	Total MBE/WBE	%	Agency Total	Ethnic	Women	Profit / Sheltered / Disabled / Non-Workshop	Total MBE/WBE	%
Payment Totals	\$1,626,735.75	\$277,613.20 17.07%	\$402,760.03 24.76%	\$140,143.64 8.62%	\$820,516.87	50.44%	\$26,027,742.41	\$4,377,859.35 16.82%	\$2,762,185.38 10.61%	\$1,118,234.94 4.30%	\$8,258,279.67	31.73%
Awards Totals	\$889,421.65	\$322,628.00 36.27%	\$7,721.00 0.87%	\$4,383.01 0.49%	\$334,732.01	37.63%	\$9,552,341.63	\$1,774,836.94 18.58%	\$862,598.00 9.03%	\$42,169.00 0.44%	\$2,679,603.94	28.05%
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		\$3,903,227.00	\$619,439.00	\$190,220.00	\$0.00	\$809,659.00	20.74%
Construction Related	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Maintenance	\$132,144.70	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$723,860.11	\$38,898.74	\$45,600.00	\$0.00	\$84,498.74	11.67%
Services	\$21,270.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$937,119.60	\$352,185.60	\$502,494.00	\$0.00	\$854,679.60	91.20%
Supplies and Equipment	\$8,849.00	\$0.00	\$354.00	\$0.00	\$354.00	4.00%	\$722,772.86	\$1,028.00	\$7,163.00	\$0.00	\$8,191.00	1.13%
IT Services	\$484,041.00	\$321,200.00	\$0.00	\$0.00	\$321,200.00	66.36%	\$1,594,860.10	\$624,089.60	\$0.00	\$0.00	\$624,089.60	39.13%
IT Supplies and Equipment	\$164,663.00	\$0.00	\$600.00	\$0.00	\$600.00	0.36%	\$1,196,373.00	\$130,061.00	\$97,365.00	\$0.00	\$227,426.00	19.01%
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	\$37,803.00	\$1,428.00	\$6,549.00	\$3,853.00	\$11,830.00	31.29%	\$359,162.00	\$9,135.00	\$19,756.00	\$42,169.00	\$71,060.00	19.78%
Direct Vouchers	\$40,650.95	\$0.00	\$218.00	\$530.01	\$748.01	1.84%	\$114,966.96	\$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	\$1,506,945	\$223,526	1	14.83%	\$26,145,085	\$4,347,359	25	16.63%

MVA StateStat
Budget and Finance
April FY 2010
Reporting Period: February 2010

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 10		
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max
Revenue								
Total	\$79,966,954	\$82,798,798	\$90,395,868	\$72,077,551	-20.3%	\$90,877,353	\$72,077,551	\$108,661,413
Excise Tax	\$36,440,469	\$40,026,157	\$39,645,170	\$30,870,122	-22.1%	\$40,210,440	\$26,663,530	\$55,030,352
Registration & Rel Fees	\$28,987,461	\$29,190,271	\$31,841,372	\$25,898,760	-18.7%	\$34,101,706	\$25,898,760	\$42,755,257
Drivers License	\$2,893,454	\$2,877,650	\$3,251,242	\$2,565,809	-21.1%	\$3,224,800	\$2,565,809	\$3,801,243
Title & Related Services	\$4,237,160	\$3,640,350	\$3,637,330	\$3,127,750	-14.0%	\$4,105,954	\$3,127,750	\$4,717,953
Uninsured Motorist Penalties	\$5,637,032	\$4,937,521	\$5,325,000	\$5,287,812	-0.7%	\$5,227,536	\$1,589,745	\$6,759,895
All Other	\$1,771,378	\$2,126,849	\$6,695,754	\$4,327,298	-35.4%	\$4,006,917	\$1,771,378	\$6,917,123
Internal Use of Funds								
Total	\$12,681,543	\$10,028,014	\$9,666,430	\$10,372,713	7.3%	\$11,329,043	\$9,666,430	\$14,013,698
Salaries & Wages	\$10,529,093	\$7,504,366	\$7,507,485	\$7,427,415	-1.1%	\$8,052,376	\$7,427,415	\$10,529,093
Contractuals & NEC Temps	\$340,997	\$298,071	\$300,314	\$298,569	-0.6%	\$315,283	\$272,605	\$355,267
Contracted Services	\$1,477,580	\$1,181,380	\$671,730	\$1,490,973	122.0%	\$1,805,148	\$671,730	\$4,564,560
Fuel & Utilities	\$150,183	\$187,725	\$184,623	\$219,583	18.9%	\$181,100	\$129,399	\$219,583
Communications	(\$205,915)	\$323,428	\$490,240	\$350,101	-28.6%	\$388,121	(\$205,915)	\$600,965
All Other	\$389,605	\$533,044	\$512,038	\$586,072	14.5%	\$635,528	\$389,605	\$966,318
External Use of Funds								
Total	\$9,149,410	\$9,169,576	\$12,591,931	\$9,333,428	-25.9%	\$10,984,755	\$9,149,410	\$13,497,846
MAIF/General Fund	\$3,947,218	\$3,456,769	\$3,727,101	\$3,702,180	-0.7%	\$3,660,060	\$1,114,167	\$4,731,835
Emergency Medical System/Trauma	\$4,540,144	\$4,613,733	\$4,580,813	\$4,141,570	-9.6%	\$5,168,730	\$4,141,570	\$6,011,182
Refunds	\$984,751	\$1,030,579	\$1,112,937	\$848,549	-23.8%	\$1,187,011	\$848,549	\$1,699,942
All Other	(\$322,703)	\$68,495	\$3,171,080	\$641,129	-79.8%	\$1,291,939	(\$546,344)	\$3,171,080
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
April FY 2010
Reporting Period: February 2010**

Budget & Finance	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget
Revenue					
Total	\$727,018,827		\$737,264,948	\$1,204,140,372	
Excise Tax	\$321,683,521		\$321,662,286	\$515,444,164	
Registration & Rel Fees	\$272,813,646		\$273,317,894	\$447,204,877	
Drivers License	\$25,798,397		\$28,673,687	\$43,289,317	
Title & Related Services	\$32,847,635		\$32,864,480	\$50,969,702	
Uninsured Motorist Penalties	\$41,820,290		\$45,612,362	\$99,398,889	
All Other	\$32,055,338		\$35,134,239	\$47,833,423	
Internal Use of Funds					
Total	\$90,632,341	\$161,517,719	\$105,649,076	\$148,105,879	\$164,191,870
Salaries & Wages	\$64,419,008	\$101,520,386	\$65,137,463	\$97,283,505	\$100,663,833
Contractuals & NEC Temps	\$2,522,267	\$5,144,760	\$2,949,561	\$4,460,930	\$5,064,045
Contracted Services	\$14,441,187	\$35,985,149	\$25,883,357	\$30,798,174	\$39,122,267
Fuel & Utilities	\$1,448,803	\$3,309,654	\$1,704,992	\$2,593,480	\$2,540,106
Communications	\$2,716,848	\$6,381,796	\$4,274,729	\$5,562,227	\$6,180,876
All Other	\$5,084,227	\$9,175,974	\$5,698,974	\$7,407,563	\$10,620,743
External Use of Funds					
Total	\$87,878,043		\$92,595,011	\$155,824,214	
MAIF	\$29,280,479		\$31,904,012	\$69,546,778	
Emergency Medical System	\$41,349,837		\$41,125,657	\$64,268,514	
Refunds	\$9,496,092		\$10,046,634	\$14,340,799	
All Other	\$7,751,636		\$9,518,708	\$7,668,123	
Transportation Trust Fund				\$0	

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

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

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

**MVA StateStat
Personnel
April FY 2010
Reporting Period: February 2010**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 10	
	Nov '09	Dec '09	Jan '10	Feb '10			Min	Max
Overtime (Payments)								
Total	\$66,848	\$85,837	\$69,636	\$92,471	32.8%	\$96,335	\$66,848	\$135,117
Administrator's Office	\$1,532	\$2,974	\$930	\$1,734	86.5%	\$1,639	\$730	\$2,974
DVPP	\$2,895	\$3,283	\$242	\$946	290.9%	\$1,242	\$137	\$3,283
Operations	\$60,977	\$68,290	\$66,545	\$55,467	-16.6%	\$84,141	\$55,467	\$125,955
Support Services	\$1,444	\$11,290	\$1,919	\$34,324	1688.6%	\$9,313	\$1,444	\$34,324
Overtime (Hours)								
Total	2,569	3,276	2,763	3,295	19.3%	3,655	2,569	5,103
Administrator's Office	46	91	28	52	85.7%	53	24	91
DVPP	95	112	7	32	357.1%	41	5	112
Operations	2,382	2,736	2,670	2,167	-18.8%	3,286	2,167	4,833
Support Services	46	337	58	1,044	1700.0%	275	46	1,044
Sick leave (Days)								
Total	1,326	1,609	1,550	1,385	-10.6%	1,679	1,326	2,089
Administrator's Office	60	56	76	64	-16.4%	84	56	109
DVPP	309	377	353	311	-12.0%	391	309	481
Operations	692	961	925	787	-14.9%	970	692	1,250
Support Services	265	215	196	224	14.2%	232	194	270
Planned Leave (Days)								
Total	8,372	10,044	6,589	8,452	28.3%	7,410	5,403	10,044
Administrator's Office	642	758	381	485	27.4%	518	381	758
DVPP	1,586	1,814	1,333	1,730	29.8%	1,424	1,074	1,814
Operations	5,043	5,968	4,032	5,206	29.1%	4,453	3,246	5,968
Support Services	1,101	1,503	843	1,031	22.3%	1,015	669	1,503
Total Leave (Days)								
Total	9,698	11,653	8,139	9,836	20.9%	9,089	7,105	11,653
Administrator's Office	702	814	457	549	20.1%	603	457	814
DVPP	1,895	2,191	1,686	2,040	21.0%	1,815	1,487	2,191
Operations	5,735	6,930	4,957	5,992	20.9%	5,423	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	\$770,681	\$1,437,145	\$1,001,437	\$1,477,716	\$1,488,420
Administrator's Office	\$13,115	\$78,784	\$124,863	\$164,680	\$79,171
DVPP	\$9,937	\$54,000	\$28,722	\$66,109	\$135,023
Operations	\$673,128	\$1,091,817	\$787,945	\$1,182,425	\$1,053,499
Support Services	\$74,501	\$212,544	\$59,907	\$64,502	\$220,727
Overtime (Hours)					
Total	29,237			55,494	
Administrator's Office	422			5,251	
DVPP	327			2,387	
Operations	26,285			45,984	
Support Services	2,204			1,872	
Sick leave (Days)					
Total	13,428			19,431	
Administrator's Office	676			899	
DVPP	3,131			4,787	
Operations	7,762			11,006	
Support Services	1,860			2,739	
Planned Leave (Days)					
Total	59,280			77,805	
Administrator's Office	4,146			4,355	
DVPP	11,393			15,575	
Operations	35,622			47,112	
Support Services	8,120			10,763	
Total Leave (Days)					
Total	72,709			97,237	
Administrator's Office	4,822			5,254	
DVPP	14,523			20,363	
Operations	43,384			58,118	
Support Services	9,980			13,502	

Performance Metrics								
Staffing	Reporting Period				% Change	Avg	For All of FY 10	
	Oct '09	Dec '09	Jan '10	Feb '10			Min	Max
PINS								
Total	1,594.5	1,594.5	1,594.5	1,594.5				
Administrator's Office	106.0	106.0	106.0	106.0				
DVPP	328.0	328.0	328.0	328.0				
Operations	928.5	928.5	928.5	928.5				
Support Services	232.0	232.0	232.0	232.0				
Vacant PINS	53.5	62.5	59.5	68.0	14.3%			
Administrator's Office	6.0	6.5	6.5	8.0	23.1%			
DVPP	9.5	10.0	7.0	11.0	57.1%			
Operations	22.0	28.0	30.0	32.0	6.7%			
Support Services	16.0	18.0	16.0	17.0	6.3%			
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	47.0	50.0	51.0	50.0	-2.0%			
Administrator's Office	1.0	2.0	2.0	1.0	-50.0%			
DVPP	13.0	9.0	9.0	9.0	0.0%			
Operations	27.0	33.0	32.0	33.0	3.1%			
Support Services	6.0	6.0	8.0	7.0	-12.5%			
Temporary Employees								
Total - State	64.0	57.0	56.0	55.0				
Administrator's Office	6.0	2.0	2.0	2.0				
DVPP	6.0	6.0	6.0	6.0				
Operations	51.0	48.0	47.0	46.0				
Support Services	1.0	1.0	1.0	1.0				
Total - Agency	74.0	74.0	74.0	66.0				
Administrator's Office	5.0	6.0	6.0	5.0				
DVPP	21.0	21.0	22.0	18.0				
Operations	29.0	28.0	28.0	26.0				
Support Services	19.0	19.0	18.0	17.0				

MVA StateStat
Overtime By District / Branch
April FY 2010
Reporting Period: February 2010

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 10		
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max
Total Overtime	\$60,183	\$66,611	\$64,692	\$54,817	-15.3%	\$82,240	\$54,817	\$123,168
District 1 Total	\$15,211	\$17,060	\$17,896	\$12,241	-31.6%	\$19,770	\$12,241	\$28,017
Baltimore City	\$5,863	\$5,700	\$7,555	\$4,492	-40.5%	\$7,753	\$4,492	\$11,647
Cumberland	\$451	\$188	\$469	\$154	-67.2%	\$322	\$48	\$583
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$632	\$1,892	\$1,632	\$976	-40.2%	\$1,973	\$632	\$4,437
Hagerstown	\$236	\$143	\$0	\$123	0.0%	\$203	\$84	\$341
Westminster	\$2,779	\$3,433	\$1,425	\$1,799	26.2%	\$3,656	\$1,425	\$6,112
White Oak	\$5,250	\$5,704	\$6,815	\$4,697	-31.1%	\$5,888	\$4,697	\$6,895
District 2								
District 2 Total	\$11,987	\$12,321	\$9,872	\$12,049	22.1%	\$15,115	\$9,872	\$21,159
Bel Air	\$3,315	\$3,592	\$3,675	\$3,138	-14.6%	\$5,066	\$3,138	\$7,866
Elkton	\$1,215	\$1,942	\$881	\$581	-34.1%	\$1,431	\$581	\$2,146
Essex	\$3,122	\$3,277	\$3,388	\$4,085	20.6%	\$4,129	\$3,122	\$6,085
Loveville	\$367	\$658	\$220	\$654	197.3%	\$551	\$220	\$806
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$73	\$0	\$40	\$0	-100.0%	\$118	\$4	\$356
Waldorf	\$3,895	\$2,852	\$1,668	\$3,591	115.3%	\$3,879	\$1,668	\$6,494
District 3								
District 3 Total	\$8,349	\$12,967	\$14,964	\$8,742	-41.6%	\$15,141	\$8,349	\$23,265
Beltsville	\$2,052	\$2,950	\$1,349	\$2,654	96.7%	\$3,491	\$1,349	\$6,153
Columbia Express	\$885	\$1,773	\$1,349	\$649	-51.9%	\$2,116	\$649	\$4,010
Gaithersburg	\$4,802	\$6,928	\$10,605	\$4,991	-52.9%	\$8,279	\$4,802	\$12,203
Glenmont Express	\$438	\$666	\$1,028	\$163	-84.1%	\$927	\$163	\$1,575
Walnut Hill Express	\$172	\$650	\$633	\$285	-55.0%	\$374	\$172	\$650
District 4								
District 4 Total	\$24,636	\$24,263	\$21,960	\$21,785	-0.8%	\$32,215	\$21,785	\$52,204
Annapolis	\$6,289	\$5,495	\$5,043	\$4,128	-18.1%	\$7,109	\$4,128	\$11,757
Easton	\$2,454	\$1,923	\$1,373	\$1,721	25.3%	\$2,092	\$1,373	\$3,105
Glen Burnie	\$5,811	\$6,626	\$4,338	\$5,683	31.0%	\$7,539	\$4,338	\$11,826
Largo	\$8,867	\$9,084	\$9,993	\$8,050	-19.4%	\$13,945	\$8,050	\$24,857
Salisbury	\$1,215	\$1,135	\$1,213	\$2,203	81.6%	\$1,529	\$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	\$657,924	\$1,023,960	\$731,210	\$1,113,589	\$897,919
District 1 Total	\$158,158	\$233,755	\$172,553	\$251,339	\$246,948
Baltimore City	\$62,026	\$90,514	\$69,625	\$100,209	\$82,624
Cumberland	\$2,578	\$4,210	\$1,704	\$5,376	\$17,968
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$15,783	\$26,043	\$18,718	\$29,024	\$39,642
Hagerstown	\$1,422	\$1,591	\$1,108	\$1,875	\$4,591
Westminster	\$29,246	\$27,316	\$19,077	\$27,980	\$36,199
White Oak	\$47,104	\$84,081	\$62,321	\$86,875	\$65,924
District 2					
District 2 Total	\$120,922	\$215,984	\$156,738	\$224,037	\$185,656
Bel Air	\$40,531	\$70,544	\$55,179	\$71,161	\$62,714
Elkton	\$11,447	\$27,811	\$21,513	\$29,558	\$13,737
Essex	\$33,035	\$61,569	\$41,686	\$63,816	\$41,447
Loveville	\$4,406	\$3,921	\$4,620	\$6,876	\$7,088
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$590
Lock Raven / Parkville Express	\$473	\$327	\$442	\$702	\$1,188
Waldorf	\$31,030	\$51,812	\$33,298	\$51,924	\$58,892
Distret 3					
Distrcit 3 Total	\$121,126	\$125,591	\$91,645	\$155,199	\$141,707
Beltsville	\$27,931	\$54,666	\$35,020	\$59,513	\$43,070
Columbia Express	\$16,924	\$9,862	\$7,278	\$12,296	\$8,150
Gaithersburg	\$66,229	\$56,072	\$45,769	\$75,521	\$78,183
Glenmont Express	\$7,419	\$3,585	\$2,738	\$4,595	\$6,152
Walnut Hill Express	\$2,621	\$1,406	\$840	\$3,274	\$6,152
District 4					
District 4 Total	\$257,717	\$448,630	\$310,273	\$483,013	\$323,608
Annapolis	\$56,875	\$66,683	\$45,876	\$70,306	\$55,482
Easton	\$16,738	\$21,658	\$14,003	\$22,961	\$24,203
Glen Burnie	\$60,314	\$149,788	\$111,428	\$163,858	\$140,005
Largo	\$111,562	\$191,488	\$127,278	\$204,468	\$78,625
Salisbury	\$12,230	\$19,013	\$11,688	\$21,420	\$25,293
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
April FY 2010
Reporting Period: February 2010

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Transaction Total	597,142	597,139	648,827	533,941	-17.7%	681,620	533,941	815,098	5,452,956	5,720,310	8,888,572
Driver Licensing											
Transaction Subtotal	212,424	209,483	243,165	187,754	-22.8%	245,601	187,754	300,593	1,964,809	2,250,759	3,402,436
Full Service	168,835	167,694	193,936	150,931	-22.2%	196,448	150,931	241,951	1,571,584	1,861,686	2,807,125
Express	31,730	32,135	36,417	26,735	-26.6%	34,744	26,735	40,210	277,952	266,922	409,362
Satellite	2,174	2,253	2,347	1,814	-22.7%	2,374	1,814	2,886	18,994	18,723	29,125
Alternate	9,685	7,401	10,466	8,275	-20.9%	12,035	7,401	24,304	96,280	103,428	156,825
Titling / Registration											
Transaction Subtotal	338,582	339,812	354,744	295,331	-16.7%	385,406	295,331	461,654	3,083,246	3,113,945	4,916,980
Full Service	144,557	143,514	152,158	124,769	-18.0%	163,505	124,769	201,231	1,308,040	1,397,395	2,170,491
Express	9,121	8,871	10,440	6,809	-34.8%	10,472	6,809	13,815	83,773	78,777	118,012
Satellite	895	725	700	528	-24.6%	917	528	1,256	7,332	8,134	13,166
Alternate	184,009	186,702	191,446	163,225	-14.7%	210,513	163,225	247,625	1,684,101	1,629,639	2,615,311
Other											
Transaction Subtotal	46,136	47,844	50,918	50,856	-0.1%	50,613	46,136	52,851	404,901	355,606	569,156
Full Service	32,924	35,433	37,017	36,238	-2.1%	37,189	32,924	39,693	297,512	286,550	455,105
Express	862	970	1,061	729	-31.3%	958	729	1,061	7,666	1,898	5,245
Satellite	18	10	20	35	75.0%	25	10	35	199	217	250
Alternate	12,332	11,431	12,820	13,854	8.1%	12,441	11,431	13,854	99,524	66,941	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Transaction Total	597,142	597,139	648,827	533,941	-17.7%	681,620	533,941	815,098	5,452,956	5,720,310	8,888,572
Driver Licensing											
Transaction Subtotal	212,424	209,483	243,165	187,754	-22.8%	245,601	187,754	300,593	1,964,809	2,250,759	3,402,436
Law Tests Given	18,970	16,863	21,470	16,138	-24.8%	23,142	16,138	31,436	185,139	292,065	441,242
Vision Tests Given	62,814	62,973	71,740	55,641	-22.4%	69,765	55,641	79,948	558,117	590,906	894,346
Skills Tests Given	7,285	7,323	10,014	6,891	-31.2%	11,508	6,891	17,457	92,060	130,220	198,029
New Licenses	27,939	26,405	30,076	23,002	-23.5%	33,437	23,002	45,543	267,497	341,055	510,663
Renewal Licenses	58,890	58,798	65,768	52,431	-20.3%	64,376	52,431	80,144	515,009	500,537	761,041
License Duplications	11,769	12,888	13,235	10,000	-24.4%	12,803	10,000	14,508	102,422	112,977	168,950
License Corrections	2,516	2,503	2,777	2,109	-24.1%	3,414	2,109	5,605	27,310	35,196	57,671
Photo I.D. Cards - New / Corr / Dup	10,041	10,021	12,025	9,610	-20.1%	12,689	9,610	19,942	101,514	120,556	176,988
Certified Copies	12,200	11,709	16,060	11,932	-25.7%	14,468	11,709	16,407	115,741	127,247	193,506
Titling / Registration											
Transaction Subtotal	338,582	339,812	354,744	295,331	-16.7%	385,406	295,331	461,654	3,083,246	3,113,945	4,916,980
New Titles	68,112	66,963	67,505	59,228	-12.3%	75,274	59,228	88,700	602,191	615,066	950,543
Corrected Titles	10,118	10,695	8,805	6,288	-28.6%	9,659	6,288	10,935	77,268	73,848	113,537
Duplicated Titles	8,637	9,348	9,655	9,024	-6.5%	10,019	8,637	11,916	80,151	79,843	122,010
Lien Maintenance	7,735	10,367	8,201	6,495	-20.8%	8,923	6,495	10,550	71,381	75,176	112,443
Salvage Application	7,121	7,110	7,262	6,162	-15.1%	8,585	6,162	13,814	68,682	53,749	81,135
Salvage Corr. / Dupl.	207	237	204	239	17.2%	251	199	321	2,008	2,203	3,345
Renewal -Std.	140,343	138,321	145,050	131,388	-9.4%	165,464	131,388	206,330	1,323,714	1,301,574	2,149,116
Renewal -Replac. Tag.	2,414	2,331	2,733	2,181	-20.2%	2,793	2,181	3,318	22,344	20,397	33,870
Substitute Tags	4,470	4,291	4,779	3,876	-18.9%	4,895	3,876	5,985	39,163	42,312	65,126
Substitute Stickers	3,601	4,110	4,237	2,968	-30.0%	3,831	2,968	4,269	30,651	27,664	43,623
Duplicate Regist.	6,444	6,620	7,016	5,368	-23.5%	7,409	5,368	9,149	59,274	57,875	90,022
Corrected Regist.	1,834	1,860	2,008	1,404	-30.1%	1,937	1,404	2,307	15,499	19,195	28,132
New Tag Regist.	2,294	2,361	2,349	2,139	-8.9%	2,783	2,139	3,759	22,262	27,426	44,129
Transfer Tags With Renewal	157	144	164	118	-28.0%	183	118	232	1,466	1,700	2,578
Tags Returned	55,694	55,978	63,326	42,233	-33.3%	62,273	42,233	76,242	498,185	555,024	838,230
Change Of Address	19,401	19,076	21,450	16,220	-24.4%	21,126	16,220	24,921	169,007	160,893	239,141
Other											
Transaction Subtotal	46,136	47,844	50,918	50,856	-0.1%	50,613	46,136	52,851	404,901	355,606	569,156
Fr / Investigation	20,374	22,092	23,051	23,461	1.8%	23,142	20,374	24,977	185,136	175,680	287,047
Disability Placards - Temporary	2,212	2,644	2,809	2,125	-24.4%	2,569	2,125	2,809	20,554	19,487	29,677
Disability Placards - Permanent	11,296	10,390	11,313	10,227	-9.6%	11,303	10,227	12,312	90,422	62,351	99,365
County Stickers	25	9	9	9	0.0%	19	9	29	155	211	337
Administrative Parking Flags Removed	0	0	0	0	0.0%	13,579	12,229	15,034	108,634	97,877	152,730

MVA StateStat
Alternate Transactions
April FY 2010
Reporting Period: February 2010

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Nov '09	Dec '09	Jan '10	Feb '10		Change	Avg	Min			
Transaction Total	206,026	205,534	214,732	185,354	-13.7%	234,988	185,354	283,203	1,879,905	1,800,008	2,880,692
Driver Licensing											
Transaction Subtotal	9,685	7,401	10,466	8,275	-20.9%	12,035	7,401	24,304	96,280	103,428	156,825
Vinnet											
CVR											
Kiosks	12	14	37	11	-70.3%	21	11	37	166	155	250
Mobile Bus	828	558	764	350	-54.2%	944	350	2,039	7,556	6,757	8,684
Internet	1,658	1,602	2,257	1,789	-20.7%	1,948	1,602	2,257	15,583	14,690	23,070
Telephone											
Central Operations	7,065	5,097	7,281	6,031	-17.2%	8,972	5,097	21,262	71,773	80,298	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	122	130	127	94	-26.0%	150	94	208	1,201	1,507	2,133
Titling / Registration											
Transaction Subtotal	184,009	186,702	191,446	163,225	-14.7%	210,513	163,225	247,625	1,684,101	1,629,639	2,615,311
Vinnet	16,339	15,613	15,109	14,639	-3.1%	16,952	14,639	19,521	135,618	120,244	192,341
CVR	30,013	30,415	31,601	26,693	-15.5%	33,011	26,693	38,893	264,088	243,613	380,601
Kiosks	1,718	1,796	1,939	2,231	15.1%	2,223	1,718	2,795	17,784	17,531	27,967
Mobile Bus	286	214	302	133	-56.0%	311	133	428	2,489	2,301	3,184
Internet	64,554	63,760	70,473	61,364	-12.9%	75,248	61,364	90,072	601,986	540,437	879,636
Telephone	544	553	612	583	-4.7%	624	544	710	4,989	5,724	9,133
Central Operations	68,267	71,971	68,924	55,415	-19.6%	79,297	55,415	99,422	634,373	677,070	1,083,521
Cumberland - Customer Service Ctr.	374	431	522	439	-15.9%	452	374	522	3,612	4,010	5,550
County Treasurers	1,914	1,949	1,964	1,728	-12.0%	2,395	1,728	3,475	19,162	18,709	33,378
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	12,332	11,431	12,820	13,854	8.1%	12,441	11,431	13,854	99,524	66,941	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	53	57	69	60	-13.0%	68	53	82	544	564	863
Mobile Bus	64	61	59	30	-49.2%	62	30	96	495	545	693
Internet	2,525	2,514	3,116	3,191	2.4%	2,806	2,514	3,191	22,450	18,446	28,442
Telephone	1,762	1,936	1,829	2,421	32.4%	1,895	1,609	2,421	15,160	11,991	18,905
Central Operations	7,928	6,863	7,747	8,152	5.2%	7,609	6,863	8,152	60,875	35,395	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Transaction Total	206,026	205,534	214,732	185,354	-13.7%	234,988	185,354	283,203	1,879,905	1,800,008	2,880,692
Driver Licensing											
Transaction Subtotal	9,685	7,401	10,466	8,275	-20.9%	12,035	7,401	24,304	96,280	103,428	156,825
Law Tests Given											
Vision Tests Given	356	208	314	113	-64.0%	317	113	514	2,539	2,636	3,349
Skills Tests Given	122	130	127	94	-26.0%	150	94	208	1,203	1,528	2,154
New Licenses	97	65	59	71	21.4%	72	59	97	579	952	1,390
Renewal Licenses	6,637	4,564	6,679	5,271	-21.1%	8,373	4,564	20,676	66,984	74,541	113,466
License Duplications	93	73	90	90	0.0%	94	73	119	753	659	993
License Corrections	7	8	12	5	-58.3%	11	5	15	85	217	282
Photo I.D. Cards - New / Corr / Dup	282	226	327	274	-16.2%	326	226	434	2,609	2,047	3,381
Copies - Driver/Vehicle Records	2,091	2,127	2,858	2,357	-17.5%	2,691	2,091	3,650	21,529	20,848	31,810
Titling / Registration											
Transaction Subtotal	184,009	186,702	191,446	163,225	-14.7%	210,513	163,225	247,625	1,684,101	1,629,639	2,615,311
New Titles	33,817	33,329	33,887	29,815	-12.0%	36,809	29,815	44,034	294,475	287,036	442,493
Corrected Titles	5,917	6,249	4,736	3,854	-18.6%	5,262	3,854	6,249	42,092	39,104	59,827
Duplicated Titles	2,861	3,097	3,167	2,991	-5.6%	3,285	2,861	3,737	26,279	26,425	40,396
Lien Maintenance	3,887	6,046	4,235	3,369	-20.4%	4,585	3,369	6,046	36,680	39,620	58,166
Salvage Application	7,121	7,110	7,262	6,162	-15.1%	8,585	6,162	13,814	68,682	53,749	81,135
Salvage Corr. / Dupl.	207	237	204	239	17.2%	251	199	321	2,008	2,203	3,345
Renewal -Std.	97,951	98,101	101,499	93,042	-8.3%	117,392	93,042	145,492	939,136	915,683	1,519,344
Renewal -Replac. Tag.	508	464	529	536	1.3%	653	464	867	5,224	5,430	8,715
Substitute Tags	1,899	1,735	1,854	1,509	-18.6%	2,059	1,509	2,597	16,473	16,835	26,309
Substitute Stickers	1,133	1,366	1,293	1,019	-21.2%	1,230	1,019	1,366	9,839	8,073	13,478
Duplicate Regist.	3,817	3,884	3,973	3,196	-19.6%	4,410	3,196	5,663	35,276	33,120	52,160
Corrected Regist.	181	184	243	118	-51.4%	208	118	355	1,663	2,293	3,307
New Tag Regist.	261	311	303	276	-8.9%	329	261	393	2,630	2,507	4,125
Transfer Tags With Renewal	3	2	3	1	-66.7%	2	1	3	14	18	35
Tags Returned	11,539	12,080	14,142	6,703	-52.6%	11,708	6,703	14,142	93,664	99,562	153,625
Change Of Address	12,907	12,507	14,116	10,395	-26.4%	13,746	10,395	16,304	109,966	97,981	148,851
Other											
Transaction Subtotal	12,332	11,431	12,820	13,854	8.1%	12,441	11,431	13,854	99,524	66,941	108,556
Fr / Payments & Investigation											
Disability Placards - Temporary	394	449	565	404	-28.5%	480	394	565	3,836	3,891	5,755
Disability Placards - Permanent	6,123	5,103	5,329	5,840	9.6%	5,496	5,097	6,123	43,970	23,075	38,470
County Stickers	25	9	9	9	0.0%	19	9	29	155	211	337
Administrative Parking Flags Removed	5,790	5,870	6,917	7,601	9.9%	6,445	5,790	7,601	51,563	39,764	63,994

MVA StateStat
Operations - All Branches
April FY 2010
Reporting Period: February 2010

Performance Metrics											
All Branches	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Performance											
Customer Survey Results		89.2%				87.3%	85.3%	89.2%			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	399,432	400,290	443,838	356,463	-19.7%	456,780	356,463	544,690	3,654,242	3,896,464	6,020,434
DLS Transactions	206,755	206,209	237,609	183,399	-22.8%	238,491	183,399	290,633	1,907,926	2,141,987	3,254,296
Title & Registration Transactions	158,494	157,099	167,602	135,567	-19.1%	179,624	135,567	220,996	1,436,990	1,473,943	2,304,853
Other	34,183	36,982	38,627	37,497	-2.9%	38,666	34,183	41,252	309,326	280,534	461,285
Personnel											
Budgeted PINS	715	715	715	715	0.0%	714	714	715			700
Contract Employees	50	50	50	50	0.0%	49	44	51			42
State Temporary Employees	48	49	47	46	-2.1%	51	46	58			63
Agency Temporary Employees	26	25	24	23	-4.2%	27	23	33			24
# Vacancies (PIN & Contract)	31	38	36	36	1.4%	35	28	41			23
% Vacant Positions	3.7%	4.5%	4.2%	4.3%	1.7%	4.2%	3.3%	4.8%			2.7%
Total Leave Days	4,440	5,461	3,763	4,601	22.3%	4,259	3,137	5,461	34,075	31,243	42,971
Sick Leave Days (Unplanned)	580	698	696	557	-20.0%	742	557	961	5,939	4,678	7,769
Other Leave Days (Planned)	3,860	4,763	3,067	4,044	31.8%	3,517	2,430	4,763	28,135	26,585	34,886
Overtime Hrs.	2,349	2,574	2,658	2,140	-19.5%	3,192	2,140	4,569	25,532	28,211	43,597
OT Annual Budget									\$1,008,780	\$875,687	\$875,687
OT Spent	\$60,183	\$66,611	\$64,692	\$54,817	-15.3%	\$82,240	\$54,817	\$123,168	\$657,924	\$693,504	\$1,113,589
% of Budget Spent	46.8%	53.4%	59.8%	65.2%	9.1%				65.2%	79.2%	127.2%

Transactions Include Mobile Bus

MVA StateStat
Operations - Full Service Branches
April FY 2010
Reporting Period: February 2010

Performance Metrics											
Full Service Branches	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Performance											
Customer Survey Results		89.2%				87.3%	85.3%	89.2%			89.9%
Total DLS Time	24.32	20.22	30.43	25.27	-17.0%	41.56	20.22	42.64			36.38
DLS Waiting Time	16.33	12.13	22.82	17.56	-23.0%	31.37	12.13	34.37			28.20
DLS Processing Time	7.98	8.09	7.61	7.70	1.2%	8.23	7.61	8.27			8.19
Total Registration Time	19.84	18.28	22.09	20.40	-7.7%	28.32	18.28	29.83			24.52
Registration Waiting Time	15.47	13.91	17.72	16.02	-9.6%	24.17	13.91	25.50			20.05
Registration Processing Time	4.37	4.37	4.37	4.37	0.1%	4.15	4.25	4.37			4.47
Total Title Work Time	27.05	23.00	27.81	25.61	-7.9%	36.41	23.00	39.07			30.34
Title Work Waiting Time	18.36	14.02	18.87	16.86	-10.7%	27.72	14.02	30.24			21.66
Title Work Processing Time	8.69	8.98	8.94	8.75	-2.0%	9.18	8.69	8.98			8.69
Total Transactions	346,316	346,641	383,111	311,938	-18.6%	397,142	311,938	474,250	3,177,136	3,512,196	5,432,721
DLS Transactions	168,835	167,694	193,936	150,931	-22.2%	196,448	150,931	241,951	1,571,584	1,849,585	2,807,125
Title & Registration Transactions	144,557	143,514	152,158	124,769	-18.0%	163,505	124,769	201,231	1,308,040	1,384,731	2,170,491
Other	32,924	35,433	37,017	36,238	-2.1%	37,189	32,924	39,693	297,512	277,880	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	46	47	45	44	-2.2%	49	44	56			61
Agency Temporary Employees	22	21	21	19	-9.5%	23	19	29			22
# Vacancies (PIN & Contract)	28	33	31	32	4.9%	31	25	34			21
% Vacant Positions	3.6%	4.1%	3.9%	4.1%	5.3%	3.9%	3.1%	4.2%			2.6%
Total Leave Days	4,216	5,171	3,562	4,358	22.3%	4,037	2,924	5,171	32,294	29,565	40,775
Sick Leave Days (Unplanned)	498	671	667	539	-19.2%	704	498	936	5,634	4,454	7,443
Other Leave Days (Planned)	3,718	4,500	2,896	3,819	31.9%	3,332	2,259	4,500	26,660	25,131	33,023
Overtime Hrs.	2,292	2,453	2,541	2,100	-17.4%	3,060	2,100	4,355	24,477	27,767	42,762
OT Annual Budget									\$1,008,780	\$875,687	\$875,687
OT Spent	\$58,615	\$63,522	\$61,642	\$53,720	-12.9%	\$78,811	\$53,720	\$117,234	\$630,487	\$682,806	\$1,092,722
% of Budget Spent	44.8%	51.1%	57.2%	62.5%	9.3%				62.5%	78.0%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Performance											
Customer Survey Results		88.4%				86.7%	84.9%	88.4%			90.7%
Total DLS Time	22.95	21.94	31.86	26.66	-16.3%	21.94	21.94	38.72			35.45
DLS Waiting Time	15.62	14.61	24.65	19.54	-20.7%	14.61	14.61	31.09			27.88
DLS Processing Time	7.32	7.33	7.21	7.13	-1.2%	7.13	7.13	7.81			7.57
Total Registration Time	17.90	19.16	19.33	18.60	-3.8%	17.90	17.90	24.74			21.82
Registration Waiting Time	14.47	15.66	15.94	15.32	-3.9%	14.47	14.47	21.35			18.06
Registration Processing Time	3.44	3.50	3.39	3.28	-3.4%	3.28	3.28	3.53			3.76
Total Title Work Time	26.26	24.10	26.25	24.66	-6.0%	24.10	24.10	33.00			27.75
Title Work Waiting Time	18.27	15.57	17.45	16.51	-5.4%	15.57	15.57	24.68			19.47
Title Work Processing Time	8.00	8.53	8.79	8.15	-7.3%	8.00	8.00	8.79			8.28
Total Transactions	90,912	89,901	99,368	81,783	-17.7%	105,240	81,783	129,292	841,922	944,075	1,469,568
DLS Transactions	48,934	48,309	55,764	43,790	-21.5%	56,868	43,790	70,347	454,941	526,583	814,702
Title & Registration Transactions	34,144	33,055	35,017	28,960	-17.3%	39,506	28,960	51,483	316,044	346,460	542,691
Other	7,834	8,537	8,587	9,033	5.2%	8,867	7,834	9,544	70,937	71,032	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	13	12	12	0.0%	14	12	15			17
Agency Temporary Employees	6	6	6	6	0.0%	6	4	8			8
# Vacancies (PIN & Contract)	7	7	8	9	12.5%	9	7	13			8
% Vacant Positions	17.2%	13.2%	19.6%	26.8%	36.3%	25.7%	13.2%	39.3%			3.9%
Total Leave Days	1,017	1,388	824	1,039	26.1%	998	690	1,388	7,987	8,134	10,886
Sick Leave Days (Unplanned)	139	200	175	139	-20.4%	195	139	277	1,563	1,242	2,059
Other Leave Days (Planned)	878	1,188	650	900	38.6%	803	414	1,188	6,424	6,930	8,827
Overtime Hrs.	587	628	709	492	-30.6%	753	492	939	6,025	6,705	9,847
OT Annual Budget									\$233,755	\$246,948	\$246,948
OT Spent	\$15,211	\$17,060	\$17,896	\$12,241	-31.6%	\$19,770	\$12,241	\$28,017	\$158,158	\$159,252	\$251,339
% of Budget Spent	41.0%	47.5%	54.8%	67.7%	23.5%				67.7%	64.5%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		92.4%				90.7%	89.1%	92.4%			92.6%
Total DLS Time	20.92	17.90	25.67	21.50	-16.3%	35.21	17.90	35.21			28.13
DLS Waiting Time	12.90	9.65	18.06	13.79	-23.6%	26.92	9.65	26.92			20.00
DLS Processing Time	8.02	8.26	7.62	7.71	1.2%	8.29	7.62	8.41			8.13
Total Registration Time	15.19	13.06	16.63	16.60	-0.1%	22.11	13.06	22.11			17.99
Registration Waiting Time	11.04	9.07	12.67	12.68	0.1%	18.24	9.07	18.24			14.16
Registration Processing Time	4.15	3.99	3.96	3.92	-1.0%	3.87	3.86	4.15			3.83
Total Title Work Time	21.31	19.39	21.64	21.20	-2.0%	30.68	19.39	30.68			24.10
Title Work Waiting Time	13.04	11.15	13.57	13.40	-1.2%	22.42	11.15	22.42			16.02
Title Work Processing Time	8.27	8.24	8.07	7.80	-3.4%	8.27	7.80	8.45			8.08
Total Transactions	85,030	85,222	94,394	79,564	-15.7%	98,350	79,564	118,506	786,803	856,420	1,320,858
DLS Transactions	39,838	39,246	45,961	36,746	-20.0%	46,411	36,746	56,366	371,290	424,602	642,015
Title & Registration Transactions	37,929	37,956	40,353	35,045	-13.2%	43,616	35,045	53,732	348,929	358,786	563,018
Other	7,263	8,020	8,080	7,773	-3.8%	8,323	7,263	9,044	66,584	73,032	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	13	14	14	14	0.0%	15	13	16			18
Agency Temporary Employees	10	9	9	8	-11.1%	11	8	14			7
# Vacancies (PIN & Contract)	3	3	4	4	0.0%	3	2	4			3
% Vacant Positions	1.6%	1.6%	2.2%	2.2%	0.5%	1.5%	0.8%	2.2%			1.7%
Total Leave Days	993	1,144	820	988	20.5%	921	716	1,144	7,365	6,923	9,447
Sick Leave Days (Unplanned)	105	109	150	107	-28.5%	145	105	219	1,159	965	1,611
Other Leave Days (Planned)	888	1,036	671	881	31.4%	776	591	1,036	6,206	5,957	7,836
Overtime Hrs.	459	477	375	458	22.1%	570	375	761	4,556	5,772	8,334
OT Annual Budget									\$215,657	\$183,878	\$183,878
OT Spent	\$11,914	\$12,321	\$9,832	\$12,049	22.5%	\$15,056	\$9,832	\$20,803	\$120,450	\$149,064	\$223,335
% of Budget Spent	40.0%	45.7%	50.3%	55.9%	11.1%				55.9%	81.1%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		84.6%				82.0%	79.4%	84.6%			87.2%
Total DLS Time	25.89	20.04	33.03	24.45	-26.0%	20.04	20.04	46.47			38.29
DLS Waiting Time	17.90	11.86	25.66	16.93	-34.0%	11.86	11.86	38.28			29.67
DLS Processing Time	7.99	8.18	7.37	7.53	2.1%	7.37	7.37	8.53			8.62
Total Registration Time	27.03	24.51	33.55	23.76	-29.2%	23.76	23.76	43.73			30.42
Registration Waiting Time	22.09	19.26	28.02	18.37	-34.4%	18.37	18.37	38.34			25.21
Registration Processing Time	4.94	5.25	5.53	5.39	-2.5%	4.94	4.94	5.55			5.20
Total Title Work Time	34.46	27.39	38.61	26.93	-30.2%	26.93	26.93	52.01			36.66
Title Work Waiting Time	24.85	16.98	28.49	16.87	-40.8%	16.87	16.87	41.85			27.45
Title Work Processing Time	9.61	10.41	10.12	10.07	-0.5%	9.61	9.61	10.41			9.21
Total Transactions	49,317	50,511	55,509	40,831	-26.4%	56,857	40,831	69,125	454,853	533,986	807,192
DLS Transactions	25,953	26,254	30,284	20,891	-31.0%	30,696	20,891	39,861	245,568	303,237	456,495
Title & Registration Transactions	20,530	20,916	21,833	16,807	-23.0%	22,761	16,807	27,273	182,084	200,239	304,381
Other	2,834	3,341	3,392	3,133	-7.6%	3,400	2,834	3,803	27,201	30,510	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	5	5	5	4	-20.0%	5	4	6			6
Agency Temporary Employees	2	2	2	2	0.0%	2	2	3			3
# Vacancies (PIN & Contract)	8	10	10	9	-5.3%	7	3	10			1
% Vacant Positions	6.0%	7.5%	7.5%	7.2%	-4.5%	5.2%	2.3%	7.5%			0.8%
Total Leave Days	700	811	588	729	23.9%	633	364	811	5,063	4,222	5,935
Sick Leave Days (Unplanned)	76	116	115	89	-22.9%	101	76	137	810	624	1,007
Other Leave Days (Planned)	625	694	473	640	35.3%	532	277	694	4,253	3,598	4,814
Overtime Hrs.	283	406	595	308	-48.2%	491	283	714	3,927	3,292	5,650
OT Annual Budget									\$110,738	\$121,253	\$121,253
OT Spent	\$6,854	\$9,878	\$11,954	\$7,645	-36.0%	\$11,770	\$6,854	\$17,679	\$94,161	\$78,065	\$135,034
% of Budget Spent	52.2%	67.3%	78.1%	85.0%	8.8%				85.0%	64.4%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		91.6%				89.7%	87.8%	91.6%			89.1%
Total DLS Time	27.51	21.00	31.15	28.46	-8.6%	21.00	21.00	54.70			43.66
DLS Waiting Time	18.90	12.42	22.90	20.01	-12.7%	12.42	12.42	45.71			35.24
DLS Processing Time	8.61	8.58	8.25	8.46	2.5%	8.25	8.25	9.00			8.42
Total Registration Time	19.22	16.40	18.85	22.62	20.0%	16.40	16.40	31.19			27.87
Registration Waiting Time	14.26	11.65	14.25	17.71	24.2%	11.65	11.65	26.64			22.78
Registration Processing Time	4.96	4.75	4.60	4.91	6.7%	4.45	4.45	4.96			5.09
Total Title Work Time	26.15	21.13	24.75	29.65	19.8%	21.13	21.13	43.28			32.87
Title Work Waiting Time	17.26	12.39	15.99	20.66	29.2%	12.39	12.39	34.66			23.69
Title Work Processing Time	8.88	8.74	8.76	9.00	2.7%	8.62	8.62	9.00			9.18
Total Transactions	121,057	121,008	133,840	109,760	-18.0%	136,695	109,760	158,133	1,093,558	1,177,715	1,835,103
DLS Transactions	54,110	53,886	61,927	49,504	-20.1%	62,473	49,504	75,378	499,785	595,163	893,913
Title & Registration Transactions	51,954	51,587	54,955	43,957	-20.0%	57,623	43,957	68,743	460,983	479,246	760,401
Other	14,993	15,535	16,958	16,299	-3.9%	16,599	14,993	17,357	132,790	103,306	180,789
Personnel											
Budgeted PINS	247	247	247	247	0.0%	246	246	247			241
Contract Employees	11	11	11	11	0.0%	11	9	11			6
State Temporary Employees	14	15	14	14	0.0%	16	14	19			20
Agency Temporary Employees	4	4	4	3	-25.0%	4	3	5			4
# Vacancies (PIN & Contract)	11	13	9	10	11.1%	12	9	16			9
% Vacant Positions	3.8%	4.7%	3.3%	3.6%	11.5%	4.4%	3.3%	5.8%			3.1%
Total Leave Days	1,506	1,828	1,330	1,602	20.5%	1,485	1,018	1,828	11,880	10,287	14,508
Sick Leave Days (Unplanned)	179	247	228	204	-10.3%	263	179	335	2,102	1,623	2,766
Other Leave Days (Planned)	1,327	1,582	1,102	1,398	26.8%	1,222	735	1,582	9,777	8,647	11,547
Overtime Hrs.	963	942	862	842	-2.3%	1,246	842	2,013	9,970	11,998	18,931
OT Annual Budget									\$448,630	\$323,608	\$323,608
OT Spent	\$24,636	\$24,263	\$21,960	\$21,785	-0.8%	\$32,215	\$21,785	\$52,204	\$257,717	\$296,424	\$483,013
% of Budget Spent	42.3%	47.7%	52.6%	57.4%	9.2%				57.4%	91.6%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		97.5%				96.6%	95.7%	97.5%			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	41,713	41,976	47,918	34,273	-28.5%	46,174	34,273	54,738	369,391	347,591	532,613
DLS Transactions	31,730	32,135	36,417	26,735	-26.6%	34,744	26,735	40,210	277,952	266,922	409,362
Title & Registration Transactions	9,121	8,871	10,440	6,809	-34.8%	10,472	6,809	13,815	83,773	78,777	118,012
Other	862	970	1,061	729	-31.3%	958	729	1,061	7,666	1,892	5,239
Personnel											
Budgeted PINS	35	35	35	35	0.0%	35	35	35			35
Contract Employees	10	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	4	4	3	4	33.3%	4	3	4			2
# Vacancies (PIN & Contract)	3	5	5	4	-20.0%	4	3	7			2
% Vacant Positions	15.5%	16.0%	16.9%	11.6%	-31.4%	15.2%	11.0%	20.3%			4.2%
Total Leave Days	214	278	191	233	21.9%	214	177	278	1,711	1,581	2,084
Sick Leave Days (Unplanned)	82	27	29	18	-39.2%	38	18	82	305	222	323
Other Leave Days (Planned)	132	251	162	215	32.9%	176	132	251	1,405	1,359	1,754
Overtime Hrs.	57	121	117	40	-65.8%	132	40	214	1,055	443	835
OT Annual Budget									\$15,180	\$21,642	\$21,642
OT Spent	\$1,568	\$3,089	\$3,050	\$1,097	-64.0%	\$3,430	\$1,097	\$5,934	\$27,437	\$9,655	\$20,867
% of Budget Spent	133.1%	153.4%	173.5%	180.7%	4.2%				180.7%	44.6%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		100.0%				97.8%	95.6%	100.0%			97.5%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	3,087	2,988	3,067	2,377	-22.5%	3,316	2,377	4,132	26,525	27,074	42,541
DLS Transactions	2,174	2,253	2,347	1,814	-22.7%	2,374	1,814	2,886	18,994	18,723	29,125
Title & Registration Transactions	895	725	700	528	-24.6%	917	528	1,256	7,332	8,134	13,166
Other	18	10	20	35	75.0%	25	10	35	199	217	250
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			
Contract Employees	0	0	0	0	0.0%	0	0	0			
State Temporary Employees	0	0	0	0	0.0%	0	0	0			
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			
# Vacancies (PIN & Contract)	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%			
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%

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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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Performance											
Customer Survey Results		90.7%				85.9%	81.1%	90.7%			88.3%
Total DLS Time	30.26	27.94	48.21	43.26	-10.3%	51.54	27.94	55.99			52.92
DLS Waiting Time	22.33	20.11	40.59	36.05	-11.2%	43.61	20.11	48.47			45.15
DLS Processing Time	7.93	7.83	7.62	7.21	-5.4%	7.93	7.21	7.93			7.77
Total Registration Time	19.41	23.80	18.02	24.73	37.2%	19.34	18.02	32.45			30.94
Registration Waiting Time	15.48	19.75	14.38	21.56	49.9%	15.03	14.38	28.46			26.00
Registration Processing Time	3.94	4.05	3.64	3.16	-13.1%	4.30	3.16	4.30			4.94
Total Title Work Time	25.31	23.30	24.51	36.17	47.6%	24.29	23.30	36.17			32.24
Title Work Waiting Time	17.95	15.65	17.40	29.30	68.4%	16.40	15.65	29.30			23.29
Title Work Processing Time	7.36	7.65	7.11	6.87	-3.4%	7.90	6.47	7.90			8.95
Total Transactions	25,796	25,926	28,865	23,903	-17.2%	29,346	23,903	34,793	234,769	248,254	404,235
DLS Transactions	14,277	14,059	16,554	12,901	-22.1%	16,572	12,901	20,202	132,572	141,419	238,146
Title & Registration Transactions	7,880	7,857	8,209	6,723	-18.1%	8,740	6,723	10,463	69,921	75,246	115,651
Other	3,639	4,010	4,102	4,279	4.3%	4,035	3,639	4,279	32,276	31,589	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	3	2	2	0.0%	3	2	4			4
Agency Temporary Employees	4	4	4	4	0.0%	4	2	6			6
# Vacancies (PIN & Contract)	4	4	3	1	-66.7%	3	1	5			2
% Vacant Positions	7.8%	7.8%	5.9%	2.0%	-66.7%	6.4%	2.0%	10.0%			3.3%
Total Leave Days	304	402	247	254	3.0%	277	119	402	2,219	2,400	3,258
Sick Leave Days (Unplanned)	44	49	32	33	3.5%	56	32	99	448	346	555
Other Leave Days (Planned)	260	353	215	221	2.9%	221	21	353	1,771	2,054	2,703
Overtime Hrs.	216	214	287	169	-41.1%	292	169	436	2,337	2,594	3,800
OT Annual Budget									\$90,514	\$82,624	\$82,624
OT Spent	\$5,863	\$5,700	\$7,555	\$4,492	-40.5%	\$7,753	\$4,492	\$11,647	\$62,026	\$63,067	\$100,209
% of Budget Spent	48.9%	55.2%	63.6%	68.5%	7.8%				68.5%	76.3%	121.3%

Note - One budgeted FTE vacancy denied by DBM

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PerformanceMetrics											
Cumberland 9911	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		99.6%				98.9%	98.2%	99.6%			99.1%
Total DLS Time	14.23	13.48	12.76	11.45	-10.2%	16.24	11.45	16.72			17.29
DLS Waiting Time	6.87	6.75	5.89	5.55	-5.7%	7.39	5.55	9.49			10.20
DLS Processing Time	7.36	6.73	6.87	5.90	-14.1%	8.85	5.90	8.85			7.08
Total Registration Time	5.43	5.48	5.77	5.82	0.8%	7.74	5.43	7.76			5.92
Registration Waiting Time	2.83	2.90	3.17	3.35	5.4%	5.10	2.83	5.12			3.43
Registration Processing Time	2.60	2.58	2.60	2.48	-4.8%	2.64	2.33	2.64			2.49
Total Title Work Time	10.80	10.33	11.10	11.19	0.9%	13.65	10.33	13.65			10.86
Title Work Waiting Time	3.17	2.57	2.99	3.67	22.6%	5.44	2.57	5.44			3.40
Title Work Processing Time	7.64	7.76	8.11	7.53	-7.2%	8.21	7.46	8.21			7.46
Total Transactions	7,114	6,240	7,234	6,572	-9.2%	8,033	6,240	9,735	64,266	65,388	104,531
DLS Transactions	2,776	2,495	3,174	2,790	-12.1%	3,175	2,495	3,644	25,398	26,532	41,077
Title & Registration Transactions	3,853	3,315	3,597	3,379	-6.1%	4,352	3,315	5,621	34,816	34,881	57,168
Other	485	430	463	403	-13.0%	507	403	612	4,052	3,975	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	1	1	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	124	175	29	134	366.4%	120	29	175	956	946	1,225
Sick Leave Days (Unplanned)	12	26	2	27	1576.9%	22	2	33	172	189	339
Other Leave Days (Planned)	112	149	27	106	293.5%	98	27	149	784	720	886
Overtime Hrs.	17	6	17	5	-70.6%	12	2	21	94	63	198
OT Annual Budget									\$4,210	\$17,968	\$17,968
OT Spent	\$451	\$188	\$469	\$154	-67.2%	\$322	\$48	\$583	\$2,578	\$1,376	\$5,376
% of Budget Spent	42.0%	46.4%	57.6%	61.2%	6.4%				61.2%	7.7%	29.9%

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PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		88.4%				80.6%	72.7%	88.4%			84.1%
Total DLS Time	25.76	23.31	28.12	23.27	-17.3%	53.12	23.27	53.12			35.79
DLS Waiting Time	18.38	15.75	20.55	15.67	-23.7%	45.50	15.67	45.50			27.78
DLS Processing Time	7.38	7.56	7.57	7.60	0.4%	7.62	6.95	7.62			8.01
Total Registration Time	23.95	24.30	23.74	18.88	-20.5%	42.12	18.88	42.12			25.28
Registration Waiting Time	20.31	20.65	20.30	15.46	-23.8%	38.51	15.46	38.51			21.15
Registration Processing Time	3.64	3.65	3.45	3.42	-0.9%	3.61	3.42	3.65			4.13
Total Title Work Time	38.75	31.45	32.81	25.14	-23.4%	55.77	25.14	55.77			35.56
Title Work Waiting Time	29.51	21.76	23.62	15.92	-32.6%	46.87	15.92	46.87			26.88
Title Work Processing Time	9.24	9.69	9.20	9.22	0.2%	8.90	8.90	9.81			8.68
Total Transactions	13,550	13,839	14,930	11,707	-21.6%	15,749	11,707	21,740	125,990	160,958	244,880
DLS Transactions	8,037	8,488	9,147	7,198	-21.3%	9,363	7,198	11,621	74,908	92,339	138,752
Title & Registration Transactions	4,544	4,312	4,703	3,653	-22.3%	5,354	3,653	9,078	42,829	58,999	92,120
Other	969	1,039	1,080	856	-20.7%	1,032	856	1,129	8,253	9,620	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)	0	0	0	0	0.0%	1	1	2			3
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	4.0%	8.0%			9.1%
Total Leave Days	145	196	153	156	2.0%	157	118	196	1,258	1,189	1,513
Sick Leave Days (Unplanned)	9	27	49	13	-72.8%	26	6	49	208	145	212
Other Leave Days (Planned)	136	169	104	143	36.9%	131	101	169	1,050	1,081	1,301
Overtime Hrs.	24	76	65	41	-36.9%	77	24	165	614	707	1,102
OT Annual Budget									\$26,043	\$39,642	\$39,642
OT Spent	\$632	\$1,892	\$1,632	\$976	-40.2%	\$1,973	\$632	\$4,437	\$15,783	\$17,145	\$29,024
% of Budget Spent	43.3%	50.6%	56.9%	60.6%	6.6%				60.6%	43.2%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Change	Avg	Min			
Customer Survey Results		99.2%				98.6%	98.0%	99.2%			98.7%
Total DLS Time	13.03	12.90	14.23	14.26	0.2%	22.23	12.90	27.13			22.63
DLS Waiting Time	6.20	5.93	7.49	7.22	-3.6%	14.56	5.93	19.39			15.41
DLS Processing Time	6.82	6.97	6.74	7.04	4.5%	7.67	6.74	7.73			7.21
Total Registration Time	8.05	8.87	8.84	10.34	17.0%	12.83	8.05	16.27			9.30
Registration Waiting Time	5.81	6.42	6.63	8.00	20.5%	10.58	5.81	13.88			6.89
Registration Processing Time	2.23	2.45	2.20	2.34	6.3%	2.25	2.20	2.45			2.41
Total Title Work Time	9.08	12.68	14.46	12.13	-16.1%	18.89	9.08	24.91			15.51
Title Work Waiting Time	4.05	6.88	5.76	6.63	15.1%	11.72	4.05	17.59			8.27
Title Work Processing Time	5.03	5.79	8.70	5.50	-36.8%	7.17	5.03	8.70			7.24
Total Transactions	13,518	12,525	14,399	12,902	-10.4%	15,537	12,525	18,762	124,293	127,919	200,857
DLS Transactions	6,006	5,791	6,875	5,971	-13.1%	7,092	5,791	8,495	56,738	61,954	94,056
Title & Registration Transactions	6,519	5,920	6,483	5,797	-10.6%	7,332	5,797	9,312	58,657	58,090	94,144
Other	993	814	1,041	1,134	8.9%	1,112	814	1,323	8,898	7,875	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	1	2	100.0%	2	1	2			0
% Vacant Positions	0.0%	0.0%	4.3%	8.7%	100.0%	6.5%	4.3%	8.7%			0.0%
Total Leave Days	143	195	119	155	30.6%	145	96	195	1,160	1,041	1,412
Sick Leave Days (Unplanned)	8	15	25	11	-55.6%	27	8	71	214	132	301
Other Leave Days (Planned)	135	181	94	144	53.2%	118	77	181	947	947	1,111
Overtime Hrs.	10	8	0	5	0.0%	9	4	13	61	41	75
OT Annual Budget									\$1,591	\$4,591	\$4,591
OT Spent	\$236	\$143	\$0	\$123	0.0%	\$203	\$84	\$341	\$1,422	\$1,010	\$1,875
% of Budget Spent	72.6%	81.6%	81.6%	89.4%	9.5%				89.4%	22.0%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Change	Avg	Min			
Customer Survey Results		79.8%				79.6%	79.4%	79.8%			88.7%
Total DLS Time	21.59	22.58	34.30	28.48	-17.0%	40.88	21.59	40.88			33.39
DLS Waiting Time	15.11	15.59	27.57	21.46	-22.2%	34.93	15.11	34.93			27.15
DLS Processing Time	6.48	6.99	6.73	7.02	4.2%	5.95	5.95	7.02			6.24
Total Registration Time	15.32	21.64	20.20	20.69	2.4%	26.06	15.32	26.06			17.83
Registration Waiting Time	11.45	17.80	16.11	16.94	0.0%	22.19	11.45	22.19			13.67
Registration Processing Time	3.88	3.84	4.09	3.75	0.0%	3.87	3.63	4.09			4.16
Total Title Work Time	29.51	30.47	28.68	29.18	1.7%	35.33	28.65	35.33			24.28
Title Work Waiting Time	19.32	19.26	17.57	18.01	0.0%	25.24	17.57	25.24			14.98
Title Work Processing Time	10.19	11.20	11.11	11.17	0.0%	10.09	9.63	11.20			9.30
Total Transactions	13,000	12,934	14,244	10,943	-23.2%	14,898	10,943	18,584	119,181	132,075	202,670
DLS Transactions	8,246	7,970	9,220	6,988	-24.2%	9,465	6,988	11,999	75,717	82,620	125,529
Title & Registration Transactions	3,968	4,128	4,198	3,269	-22.1%	4,616	3,269	5,749	36,927	42,419	66,326
Other	786	836	826	686	-16.9%	817	686	874	6,537	7,036	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)	1	0	1	2	100.0%	3	1	5			3
% Vacant Positions	4.0%	0.0%	4.0%	8.0%	100.0%	10.9%	4.0%	20.0%			12.0%
Total Leave Days	150	210	139	170	22.8%	150	100	210	1,197	1,077	1,469
Sick Leave Days (Unplanned)	32	51	30	26	-13.0%	34	11	53	271	158	242
Other Leave Days (Planned)	118	159	109	144	32.6%	116	63	159	926	919	1,227
Overtime Hrs.	106	82	70	81	15.7%	121	70	202	965	740	1,090
OT Annual Budget									\$27,316	\$36,199	\$36,199
OT Spent	\$2,779	\$3,433	\$1,425	\$1,799	26.2%	\$3,656	\$1,425	\$6,112	\$29,246	\$18,309	\$27,980
% of Budget Spent	72.5%	95.3%	100.5%	107.1%	6.6%				107.1%	50.6%	77.3%

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PerformanceMetrics											
White Oak 9936	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		72.9%				76.4%	72.9%	79.9%			85.1%
Total DLS Time	32.82	31.40	53.56	39.26	-26.7%	44.48	31.40	53.56			50.69
DLS Waiting Time	24.85	23.50	45.82	31.26	-31.8%	35.61	23.50	45.82			41.60
DLS Processing Time	7.96	7.89	7.74	8.00	3.3%	8.87	7.74	8.87			9.08
Total Registration Time	35.25	30.86	39.42	31.13	-21.0%	28.75	28.75	39.42			41.66
Registration Waiting Time	30.92	26.43	35.05	26.63	-24.0%	24.26	24.26	35.05			37.22
Registration Processing Time	4.33	4.43	4.36	4.51	3.3%	4.50	4.33	4.51			4.44
Total Title Work Time	44.14	36.35	45.92	34.15	-25.6%	38.35	34.15	47.84			48.04
Title Work Waiting Time	35.62	27.27	37.39	25.51	-31.8%	29.68	25.51	38.53			39.98
Title Work Processing Time	8.52	9.08	8.54	8.64	1.2%	8.67	8.52	9.39			8.06
Total Transactions	17,936	18,438	19,697	15,757	-20.0%	21,678	15,757	27,647	173,424	209,481	312,395
DLS Transactions	9,594	9,507	10,795	7,943	-26.4%	11,201	7,943	14,387	89,609	121,719	177,142
Title & Registration Transactions	7,380	7,523	7,827	6,139	-21.6%	9,112	6,139	11,788	72,894	76,825	117,282
Other	962	1,408	1,075	1,675		1,365	962	1,675	10,921	10,937	17,971
Personnel											
Budgeted PINS	36	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	3	50.0%	2	2	3			0
% Vacant Positions	5.4%	5.4%	5.4%	8.1%	50.0%	5.7%	5.3%	8.1%			0.0%
Total Leave Days	150	210	139	170	22.8%	150	100	210	1,197	1,481	2,009
Sick Leave Days (Unplanned)	34	33	38	29	-24.3%	31	15	45	251	272	410
Other Leave Days (Planned)	116	177	101	142	40.6%	118	70	177	946	1,209	1,599
Overtime Hrs.	214	242	270	191	-29.3%	244	191	294	1,954	2,562	3,584
OT Annual Budget									\$84,081	\$65,924	\$65,924
OT Spent	\$5,250	\$5,704	\$6,815	\$4,697	-31.1%	\$5,888	\$4,697	\$6,895	\$47,104	\$58,345	\$86,875
% of Budget Spent	35.5%	42.3%	50.4%	56.0%	11.1%				56.0%	88.5%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Performance											
Customer Survey Results		89.1%				88.4%	87.6%	89.1%			91.3%
Total DLS Time	30.91	23.93	35.72	25.40	-28.9%	43.30	23.93	43.30			41.21
DLS Waiting Time	22.23	15.36	27.08	16.47	-39.2%	35.09	15.36	35.09			32.51
DLS Processing Time	8.69	8.57	8.63	8.93	3.4%	8.21	8.21	9.11			8.70
Total Registration Time	21.09	16.55	19.90	16.16	-18.8%	35.68	16.16	37.39			18.54
Registration Waiting Time	16.99	12.61	15.82	12.00	-24.1%	32.01	12.00	33.95			14.98
Registration Processing Time	4.10	3.94	4.08	4.15	1.8%	3.67	3.45	4.24			3.56
Total Title Work Time	30.94	27.90	25.82	22.11	-14.4%	49.78	22.11	50.05			27.45
Title Work Waiting Time	22.45	19.25	17.41	14.05	-19.3%	42.83	14.05	42.83			19.74
Title Work Processing Time	8.49	8.64	8.42	8.06	-4.2%	6.95	6.95	8.64			7.71
Total Transactions	20,765	20,901	22,261	18,437	-17.2%	23,765	18,437	28,530	190,122	223,978	344,596
DLS Transactions	10,121	10,050	11,359	8,888	-21.7%	11,535	8,888	14,082	92,280	110,631	166,737
Title & Registration Transactions	8,704	8,836	8,656	7,667	-11.4%	9,923	7,667	12,227	79,387	90,014	139,513
Other	1,940	2,015	2,246	1,882	-16.2%	2,307	1,882	2,652	18,455	23,333	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	1	2	2	0.0%	1	1	2			0
% Vacant Positions	2.9%	2.9%	5.7%	5.7%	0.0%	3.1%	1.4%	5.7%			0.0%
Total Leave Days	248	279	210	217	3.1%	206	116	279	1,645	1,700	2,288
Sick Leave Days (Unplanned)	30	14	39	10	-75.6%	25	10	39	203	261	411
Other Leave Days (Planned)	218	265	171	207	21.2%	180	86	265	1,441	1,439	1,876
Overtime Hrs.	126	135	140	119	-15.0%	191	119	321	1,524	1,907	2,580
OT Annual Budget									\$70,544	\$62,714	\$62,714
OT Spent	\$3,315	\$3,592	\$3,675	\$3,138	-14.6%	\$5,066	\$3,138	\$7,866	\$40,531	\$53,155	\$71,161
% of Budget Spent	42.7%	47.8%	53.0%	57.5%	8.4%				57.5%	84.8%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Performance											
Customer Survey Results		97.7%				97.5%	97.2%	97.7%			92.6%
Total DLS Time	13.23	12.06	13.11	12.43	-5.2%	16.45	12.06	16.45			16.75
DLS Waiting Time	4.75	3.82	5.10	4.45	-12.7%	7.58	3.82	7.58			8.70
DLS Processing Time	8.48	8.25	8.01	7.98	-0.4%	8.87	7.98	8.87			8.05
Total Registration Time	13.02	10.14	11.80	10.73	-9.1%	17.66	10.14	17.66			17.52
Registration Waiting Time	9.20	5.91	8.01	6.69	-16.5%	13.57	5.91	13.57			14.24
Registration Processing Time	3.82	4.23	3.79	4.04	6.5%	4.09	3.45	4.23			3.28
Total Title Work Time	19.79	17.35	18.37	18.32	-0.3%	23.87	17.35	23.87			23.71
Title Work Waiting Time	11.26	8.16	10.33	10.10	-2.3%	14.19	8.16	14.19			15.53
Title Work Processing Time	8.53	9.19	8.04	8.23	2.3%	9.68	8.04	9.74			8.18
Total Transactions	10,770	10,677	11,983	10,201	-14.9%	12,487	10,201	15,330	99,898	100,386	158,345
DLS Transactions	3,992	4,078	4,870	3,910	-19.7%	4,907	3,910	6,116	39,256	40,857	62,931
Title & Registration Transactions	5,867	5,738	6,237	5,382	-13.7%	6,570	5,382	7,956	52,557	51,571	82,440
Other	911	861	876	909	3.8%	1,011	861	1,258	8,085	7,958	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	2	2	2	2	0.0%	2	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	155	159	117	145	24.0%	127	80	159	1,017	896	1,131
Sick Leave Days (Unplanned)	14	7	8	16	103.1%	15	6	42	121	122	194
Other Leave Days (Planned)	141	153	109	128	18.2%	112	70	153	896	774	937
Overtime Hrs.	47	71	32	21	-34.4%	51	21	73	412	767	1,066
OT Annual Budget									\$27,811	\$13,737	\$13,737
OT Spent	\$1,215	\$1,942	\$881	\$581	-34.1%	\$1,431	\$581	\$2,146	\$11,447	\$20,064	\$29,558
% of Budget Spent	28.9%	35.9%	39.1%	41.2%	5.3%				41.2%	146.1%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Performance											
Customer Survey Results		79.2%				76.5%	73.8%	79.2%			89.4%
Total DLS Time	33.47	28.67	41.88	37.06	-11.5%	58.94	28.67	60.66			41.95
DLS Waiting Time	23.93	18.87	32.40	27.99	-13.6%	49.29	18.87	50.60			33.01
DLS Processing Time	9.54	9.80	9.48	9.07	-4.3%	9.65	9.07	10.07			8.94
Total Registration Time	23.70	20.18	26.14	31.73	21.4%	23.26	18.28	31.73			29.64
Registration Waiting Time	19.01	16.47	22.16	28.05	26.6%	19.49	14.14	28.05			25.56
Registration Processing Time	4.69	3.71	3.98	3.68	-7.7%	3.77	3.63	4.69			4.08
Total Title Work Time	30.55	26.69	32.54	34.88	7.2%	36.45	26.69	42.33			36.31
Title Work Waiting Time	22.45	19.77	25.10	27.36	9.0%	28.52	19.77	33.85			28.42
Title Work Processing Time	8.10	6.92	7.44	7.52	1.0%	7.93	6.92	8.50			7.89
Total Transactions	21,330	20,754	23,024	20,983	-8.9%	24,040	20,754	27,942	192,320	216,209	329,905
DLS Transactions	10,872	10,106	12,039	9,825	-18.4%	12,207	9,825	14,670	97,659	119,171	178,368
Title & Registration Transactions	8,180	7,983	8,570	8,424	-1.7%	9,295	7,983	11,338	74,357	75,446	118,632
Other	2,278	2,665	2,415	2,734	13.2%	2,538	2,278	2,734	20,304	21,592	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	2	2	2	0.0%	1	1	2			1
Agency Temporary Employees	5	4	4	4	0.0%	5	4	5			5
# Vacancies (PIN & Contract)	0	0	1	1	0.0%	1	1	1			1
% Vacant Positions	0.0%	0.0%	2.9%	2.9%	0.0%	2.9%	2.9%	2.9%			2.5%
Total Leave Days	185	224	156	202	29.3%	169	126	224	1,350	1,109	1,577
Sick Leave Days (Unplanned)	18	26	35	28	-18.6%	33	18	50	268	212	356
Other Leave Days (Planned)	167	198	121	173	43.1%	135	88	198	1,082	898	1,222
Overtime Hrs.	111	124	119	147	23.5%	147	111	215	1,177	1,448	2,237
OT Annual Budget									\$61,569	\$41,447	\$41,447
OT Spent	\$3,122	\$3,277	\$3,388	\$4,085	20.6%	\$4,129	\$3,122	\$6,085	\$33,035	\$39,594	\$63,816
% of Budget Spent	36.2%	41.5%	47.0%	53.7%	14.1%				53.7%	95.5%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Performance											
Customer Survey Results		98.5%				95.5%	92.4%	98.5%			93.1%
Total DLS Time	11.84	11.32	15.60	11.67	-25.1%	28.81	11.32	28.81			16.53
DLS Waiting Time	5.89	4.06	10.95	6.76	-38.2%	22.10	4.06	22.10			9.76
DLS Processing Time	5.95	7.27	4.65	4.91	5.7%	6.71	4.65	7.27			6.77
Total Registration Time	9.31	9.33	11.77	10.65	-9.5%	19.75	9.31	19.75			12.12
Registration Waiting Time	5.53	5.72	8.16	7.43	-8.9%	15.96	5.53	15.96			8.22
Registration Processing Time	3.78	3.62	3.61	3.22	-10.7%	3.78	3.22	4.02			3.90
Total Title Work Time	12.20	12.09	14.24	13.99	-1.8%	24.09	12.09	24.09			16.35
Title Work Waiting Time	5.12	5.00	6.96	7.75	11.2%	16.24	5.00	16.24			8.35
Title Work Processing Time	7.08	7.08	7.27	6.24	-14.2%	7.85	6.24	7.85			8.01
Total Transactions	8,317	8,685	9,742	7,876	-19.2%	10,149	7,876	12,795	81,191	80,406	127,279
DLS Transactions	4,017	4,127	4,909	3,920	-20.1%	4,925	3,920	6,153	39,397	40,301	62,564
Title & Registration Transactions	3,921	3,989	4,304	3,461	-19.6%	4,731	3,461	6,146	37,845	36,097	58,446
Other	379	569	529	495	-6.4%	494	379	569	3,949	4,008	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	1	1	1	1	0.0%	1	1	2			3
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	4.4%	2.9%	5.9%			0.0%
Total Leave Days	112	114	75	83	10.7%	99	74	119	795	720	1,049
Sick Leave Days (Unplanned)	10	7	4	3	-36.4%	8	2	22	65	27	56
Other Leave Days (Planned)	102	107	71	80	13.4%	91	71	112	730	693	993
Overtime Hrs.	12	22	8	22	175.0%	20	8	30	156	167	213
OT Annual Budget									\$3,921	\$7,088	\$7,088
OT Spent	\$367	\$658	\$220	\$654	197.3%	\$551	\$220	\$806	\$4,406	\$2,953	\$6,876
% of Budget Spent	73.3%	90.1%	95.7%	112.4%	17.4%				112.4%	41.7%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Performance											
Customer Survey Results		97.3%				95.8%	94.3%	97.3%			96.5%
Total DLS Time	15.15	13.54	22.06	20.92	-5.2%	28.57	13.54	28.57			24.22
DLS Waiting Time	7.73	6.14	14.75	13.26	-10.1%	20.54	6.14	20.54			16.02
DLS Processing Time	7.43	7.40	7.31	7.65	4.7%	8.03	7.31	8.31			8.19
Total Registration Time	8.85	9.10	13.52	13.74	1.6%	14.20	8.85	14.20			12.13
Registration Waiting Time	4.49	4.66	9.18	9.24	0.6%	10.17	4.49	10.17			7.81
Registration Processing Time	4.37	4.45	4.34	4.50	3.8%	4.03	4.03	4.50			4.32
Total Title Work Time	13.07	12.91	17.21	16.69	-3.0%	19.22	12.91	19.22			16.67
Title Work Waiting Time	3.93	3.55	8.02	7.73	-3.6%	10.30	3.55	10.30			8.06
Title Work Processing Time	9.14	9.36	9.18	8.95	-2.5%	8.92	8.92	9.36			8.61
Total Transactions	23,848	24,206	27,385	22,068	-19.4%	27,909	22,068	33,932	223,272	235,441	360,733
DLS Transactions	10,836	10,886	12,785	10,204	-20.2%	12,837	10,204	16,009	102,698	113,642	171,415
Title & Registration Transactions	11,257	11,410	12,586	10,111	-19.7%	13,098	10,111	16,065	104,783	105,658	163,987
Other	1,755	1,910	2,014	1,753	-13.0%	1,974	1,753	2,218	15,791	16,141	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	7	7	7	7	0.0%	8	7	9			9
Agency Temporary Employees	2	2	2	1	-50.0%	3	1	5			1
# Vacancies (PIN & Contract)	2	2	1	1	0.0%	1	1	2			1
% Vacant Positions	3.8%	3.8%	1.9%	1.9%	0.0%	2.6%	1.9%	3.8%			1.6%
Total Leave Days	294	369	263	342	30.3%	320	263	374	2,558	2,497	3,401
Sick Leave Days (Unplanned)	34	55	63	50	-20.8%	63	34	114	501	344	594
Other Leave Days (Planned)	260	313	199	292	46.5%	257	199	313	2,056	2,153	2,808
Overtime Hrs.	163	125	76	149	96.1%	161	76	256	1,287	1,483	2,239
OT Annual Budget									\$51,812	\$58,892	\$58,892
OT Spent	\$3,895	\$2,852	\$1,668	\$3,591	115.3%	\$3,879	\$1,668	\$6,494	\$31,030	\$33,298	\$51,924
% of Budget Spent	44.2%	49.7%	53.0%	59.9%	13.1%				59.9%	56.5%	88.2%

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PerformanceMetrics											
Beltville 9931	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		89.1%				88.0%	86.8%	89.1%			90.3%
Total DLS Time	21.62	17.26	31.12	25.48	-18.1%	43.30	17.26	49.88			43.28
DLS Waiting Time	14.43	9.93	24.43	18.96	-22.4%	35.09	9.93	41.57			34.33
DLS Processing Time	7.19	7.33	6.69	6.53	-2.5%	8.21	6.53	8.31			8.95
Total Registration Time	25.63	21.82	26.37	22.21	-15.8%	43.90	21.82	43.90			29.80
Registration Waiting Time	20.36	16.16	20.73	16.44	-20.7%	38.57	16.16	38.57			24.41
Registration Processing Time	5.27	5.66	5.65	5.77	2.2%	5.33	5.10	5.85			5.39
Total Title Work Time	30.71	22.31	29.40	24.60	-16.4%	48.65	22.31	48.65			36.86
Title Work Waiting Time	21.07	11.89	19.26	14.96	-22.3%	38.07	11.89	38.07			27.02
Title Work Processing Time	9.64	10.42	10.15	9.64	-5.0%	10.59	9.34	10.59			9.84
Total Transactions	24,119	26,517	30,278	21,409	-29.3%	29,656	21,409	35,610	237,251	271,495	413,791
DLS Transactions	12,167	12,127	15,060	9,848	-34.6%	14,701	9,848	19,285	117,612	141,070	213,819
Title & Registration Transactions	10,353	12,411	13,233	9,775	-26.1%	13,007	9,775	15,799	104,054	112,751	173,042
Other	1,599	1,979	1,985	1,786	-10.0%	1,948	1,599	2,304	15,585	17,674	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	4	4	4	3	-25.0%	4	3	5			5
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	4	4	4	4	14.3%	3	1	4			0
% Vacant Positions	6.3%	5.6%	5.6%	6.5%	16.1%	4.2%	1.6%	6.5%			0.0%
Total Leave Days	367	417	290	417	43.4%	329	173	417	2,635	2,225	3,048
Sick Leave Days (Unplanned)	42	44	54	33	-39.9%	50	33	72	404	383	588
Other Leave Days (Planned)	326	373	236	384	62.6%	279	131	384	2,231	1,842	2,346
Overtime Hrs.	86	120	125	99	-20.8%	149	86	251	1,190	1,450	2,492
OT Annual Budget									\$54,666	\$43,070	\$43,070
OT Spent	\$2,052	\$2,950	\$1,349	\$2,654	96.7%	\$3,491	\$1,349	\$6,153	\$27,931	\$35,020	\$59,513
% of Budget Spent	34.6%	38.4%	43.8%	51.1%	16.7%				51.1%	81.3%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		80.0%				76.0%	71.9%	80.0%			84.1%
Total DLS Time	30.16	22.83	34.95	23.42	-33.0%	43.07	22.83	45.25			33.29
DLS Waiting Time	21.36	13.79	26.90	14.89	-44.6%	35.00	13.79	37.18			25.01
DLS Processing Time	8.80	9.03	8.05	8.53	6.0%	8.08	8.05	9.19			8.29
Total Registration Time	28.44	27.20	40.73	25.32	-37.8%	43.57	25.32	50.55			31.04
Registration Waiting Time	23.82	22.37	35.32	20.30	-42.5%	38.10	20.30	45.30			26.02
Registration Processing Time	4.62	4.83	5.41	5.02	-7.3%	5.46	4.62	5.46			5.02
Total Title Work Time	38.22	32.48	47.81	29.27	-38.8%	55.38	29.27	65.49			36.46
Title Work Waiting Time	28.64	22.07	37.72	18.78	-50.2%	45.63	18.78	55.49			27.88
Title Work Processing Time	9.58	10.41	10.09	10.50	4.0%	9.75	9.58	10.50			8.58
Total Transactions	25,199	23,994	25,231	19,422	-23.0%	27,200	19,422	33,515	217,603	262,491	393,401
DLS Transactions	13,787	14,127	15,224	11,043	-27.5%	15,995	11,043	20,576	127,957	162,167	242,676
Title & Registration Transactions	10,177	8,505	8,600	7,032	-18.2%	9,754	7,032	11,474	78,030	87,488	131,339
Other	1,235	1,362	1,407	1,347	-4.3%	1,452	1,235	1,676	11,616	12,836	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	2	2	2	2	0.0%	2	2	3			3
# Vacancies (PIN & Contract)	4	6	6	5	-16.7%	4	2	6			1
% Vacant Positions	6.3%	10.7%	10.7%	8.9%	-16.7%	7.1%	3.6%	10.7%			1.7%
Total Leave Days	333	393	298	312	4.9%	303	192	393	2,428	1,997	2,887
Sick Leave Days (Unplanned)	34	72	61	56	-7.6%	51	31	72	407	241	419
Other Leave Days (Planned)	299	321	237	256	8.1%	253	145	321	2,021	1,756	2,468
Overtime Hrs.	197	286	470	209	-55.5%	342	197	501	2,737	1,843	3,158
OT Annual Budget									\$56,072	\$78,183	\$78,183
OT Spent	\$4,802	\$6,928	\$10,605	\$4,991	-52.9%	\$8,279	\$4,802	\$12,203	\$66,229	\$43,045	\$75,521
% of Budget Spent	77.9%	90.3%	109.2%	118.1%	8.2%				118.1%	55.1%	96.6%

Note - Two budgeted FTE vacancy denied by DBM

**MVA StateStat
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Performance Metrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		92.0%				88.4%	84.8%	92.0%			89.6%
Total DLS Time	37.36	22.95	40.30	27.49	-31.8%	97.84	22.95	61.84			52.92
DLS Waiting Time	28.97	14.75	33.15	20.12	-39.3%	49.67	14.75	53.73			45.15
DLS Processing Time	8.39	8.20	7.15	7.38	3.1%	9.03	7.15	9.06			7.77
Total Registration Time	15.02	12.56	18.61	20.02	7.6%	22.02	12.56	38.58			30.94
Registration Waiting Time	10.80	8.55	14.97	15.85	5.9%	17.12	8.55	34.58			26.00
Registration Processing Time	4.21	4.01	3.64	4.17	14.6%	4.90	3.64	4.21			4.94
Total Title Work Time	24.31	21.35	31.40	35.04	11.6%	18.67	21.35	66.57			32.24
Title Work Waiting Time	16.08	12.32	23.28	26.10	12.1%	18.67	12.32	57.88			23.29
Title Work Processing Time	8.23	9.04	8.11	8.93	10.1%	0.00	8.11	9.04			8.95
Total Transactions	21,835	21,366	24,273	17,910	-26.2%	24,911	17,910	30,694	199,290	214,806	326,181
DLS Transactions	12,016	11,576	13,724	10,262	-25.2%	13,954	10,262	17,672	111,630	123,698	183,472
Title & Registration Transactions	8,541	8,287	8,958	6,288	-29.8%	9,411	6,288	11,414	75,285	78,523	123,850
Other	1,278	1,503	1,591	1,360	-14.5%	1,547	1,278	1,733	12,375	12,585	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)	1	1	1	1	0.0%	2	1	4			2
% Vacant Positions	2.6%	2.6%	2.6%	2.6%	0.0%	5.4%	2.6%	10.3%			4.7%
Total Leave Days	220	277	206	248	20.0%	206	155	277	1,645	1,692	2,271
Sick Leave Days (Unplanned)	21	41	30	22	-26.0%	31	21	43	250	258	419
Other Leave Days (Planned)	199	236	176	225	27.9%	174	113	236	1,395	1,414	1,852
Overtime Hrs.	249	216	198	159	-19.7%	277	159	454	2,213	1,794	2,794
OT Annual Budget									\$66,683	\$55,482	\$55,482
OT Spent	\$6,289	\$5,495	\$5,043	\$4,128	-18.1%	\$7,109	\$4,128	\$11,757	\$56,875	\$43,927	\$70,306
% of Budget Spent	63.3%	71.5%	79.1%	85.3%	7.8%				85.3%	79.2%	126.7%

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PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		92.5%				87.8%	83.1%	92.5%			89.2%
Total DLS Time	22.25	18.99	22.67	24.48	8.0%	18.50	18.99	43.98			29.04
DLS Waiting Time	13.57	9.93	14.33	15.40	7.4%	8.42	9.93	34.67			20.31
DLS Processing Time	8.68	9.06	8.33	9.08	8.9%	10.08	8.33	9.47			8.73
Total Registration Time	18.64	8.08	10.57	15.50	46.7%	8.82	8.08	29.90			14.94
Registration Waiting Time	14.74	4.53	6.78	11.53	70.1%	5.81	4.53	26.13			11.27
Registration Processing Time	3.90	3.55	3.79	3.97	4.8%	3.01	3.12	3.97			3.67
Total Title Work Time	23.69	11.96	14.93	20.71	38.8%	15.55	11.96	33.82			19.46
Title Work Waiting Time	15.40	4.13	6.28	11.90	89.5%	6.19	4.13	25.22			11.14
Title Work Processing Time	8.28	7.83	8.65	8.81	1.9%	9.35	7.76	8.81			8.31
Total Transactions	9,693	9,739	10,841	8,850	-18.4%	10,969	8,850	13,098	87,753	96,813	149,742
DLS Transactions	4,598	4,750	5,462	4,526	-17.1%	5,324	4,526	6,453	42,594	47,872	72,691
Title & Registration Transactions	4,553	4,379	4,762	3,824	-19.7%	5,173	3,824	6,455	41,383	43,385	69,160
Other	542	610	617	500	-19.0%	472	281	617	3,776	5,556	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	0	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)	1	0	0	0	0.0%	2	1	2			1
% Vacant Positions	4.8%	0.0%	0.0%	0.0%	0.0%	7.4%	4.8%	9.1%			4.8%
Total Leave Days	110	136	97	109	12.1%	140	80	358	1,122	809	1,161
Sick Leave Days (Unplanned)	13	13	20	19	-8.6%	19	5	29	150	100	244
Other Leave Days (Planned)	97	123	77	90	17.6%	121	72	334	971	709	917
Overtime Hrs.	90	73	51	59	15.7%	75	51	113	603	476	802
OT Annual Budget									\$21,658	\$24,203	\$24,203
OT Spent	\$2,454	\$1,923	\$1,373	\$1,721	25.3%	\$2,092	\$1,373	\$3,105	\$16,738	\$13,471	\$22,961
% of Budget Spent	54.1%	63.0%	69.3%	77.3%	11.5%				77.3%	55.7%	94.9%

MVA StateStat
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 District 4

PerformanceMetrics											
Glen Burnie 9953	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		92.3%				89.4%	86.5%	92.3%			87.6%
Total DLS Time	29.35	19.77	32.27	29.25	-9.4%	60.50	19.77	60.11			53.09
DLS Waiting Time	20.11	10.10	22.78	19.86	-12.8%	51.82	10.10	50.43			43.70
DLS Processing Time	9.24	9.67	9.48	9.38	-1.1%	8.68	9.24	9.77			9.39
Total Registration Time	19.19	17.25	21.30	27.64	29.8%	47.97	17.25	27.64			29.00
Registration Waiting Time	12.65	10.64	14.54	20.65	42.0%	43.86	10.64	20.65			22.43
Registration Processing Time	6.54	6.60	6.75	6.99	3.5%	4.11	5.92	6.99			6.57
Total Title Work Time	29.20	24.13	25.13	32.85	30.7%	63.52	24.13	39.25			38.33
Title Work Waiting Time	20.01	14.93	15.83	23.13	46.1%	53.38	14.93	29.53			27.93
Title Work Processing Time	9.19	9.20	9.30	9.71	4.4%	10.14	9.19	10.04			10.41
Total Transactions	45,780	45,295	50,957	42,149	-17.3%	51,123	42,149	58,701	408,988	440,247	671,473
DLS Transactions	17,372	17,285	20,143	16,078	-20.2%	19,880	16,078	23,428	159,042	185,860	276,384
Title & Registration Transactions	21,372	20,765	22,759	18,127	-20.4%	23,445	18,127	28,123	187,562	203,414	311,395
Other	7,036	7,245	8,055	7,944	-1.4%	7,798	7,036	8,106	62,384	50,973	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	9	10	9	9	0.0%	11	9	12			13
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	0	0	1	0.0%	3	1	5			2
% Vacant Positions	1.0%	0.0%	0.0%	1.0%	0.0%	2.7%	1.0%	5.1%			1.8%
Total Leave Days	620	706	517	684	32.3%	601	440	706	4,807	4,148	5,866
Sick Leave Days (Unplanned)	76	89	97	74	-23.3%	111	74	171	890	626	1,044
Other Leave Days (Planned)	544	617	421	610	45.1%	490	341	617	3,917	3,523	4,822
Overtime Hrs.	222	250	164	219	33.5%	282	164	440	2,254	4,255	6,365
OT Annual Budget									\$149,788	\$140,005	\$140,005
OT Spent	\$5,811	\$6,626	\$4,338	\$5,683	31.0%	\$7,539	\$4,338	\$11,826	\$60,314	\$105,338	\$163,858
% of Budget Spent	29.2%	33.6%	36.5%	40.3%	10.4%				40.3%	75.2%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		86.3%				88.2%	86.3%	90.0%			83.7%
Total DLS Time	28.47	27.17	38.41	36.16	-5.9%	25.31	27.17	79.34			55.47
DLS Waiting Time	20.38	19.63	30.65	27.90	-9.0%	16.58	19.63	70.97			47.79
DLS Processing Time	8.09	7.54	7.76	8.26	6.5%	8.73	7.54	8.37			7.67
Total Registration Time	32.61	35.42	33.45	29.40	-12.1%	14.61	29.40	57.08			47.96
Registration Waiting Time	26.44	29.42	28.38	23.78	-16.2%	12.05	23.78	51.02			41.22
Registration Processing Time	6.18	6.00	5.07	5.62	10.9%	2.56	5.07	6.63			6.74
Total Title Work Time	38.00	35.41	37.54	31.36	-16.5%	21.51	31.36	67.71			54.44
Title Work Waiting Time	26.56	24.81	27.34	21.69	-20.7%	13.35	21.69	57.85			43.38
Title Work Processing Time	11.44	10.60	10.20	9.67	-5.2%	8.16	9.67	11.44			11.06
Total Transactions	29,251	30,261	31,966	26,595	-16.8%	33,126	26,595	38,472	265,010	283,900	466,936
DLS Transactions	13,632	13,847	15,048	12,024	-20.1%	15,865	12,024	19,325	126,923	166,307	253,332
Title & Registration Transactions	11,023	11,611	11,803	9,732	-17.5%	12,255	9,732	14,370	98,041	94,069	161,049
Other	4,596	4,803	5,115	4,839	-5.4%	5,006	4,596	5,329	40,046	23,524	52,555
Personnel											
Budgeted PINS	65	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	2	2	2	1	-50.0%	2	1	2			2
# Vacancies (PIN & Contract)	8	11	7	7	0.0%	7	3	11			4
% Vacant Positions	10.8%	15.8%	10.1%	10.1%	0.0%	9.6%	4.4%	15.8%			5.0%
Total Leave Days	396	513	369	403	9.2%	385	249	513	3,082	2,588	3,717
Sick Leave Days (Unplanned)	45	89	56	68	23.2%	69	45	89	553	455	721
Other Leave Days (Planned)	351	424	314	335	6.8%	316	197	424	2,530	2,134	2,802
Overtime Hrs.	359	361	406	324	-20.2%	558	324	990	4,460	5,058	8,189
OT Annual Budget									\$191,488	\$78,625	\$78,625
OT Spent	\$8,867	\$9,084	\$9,993	\$8,050	-19.4%	\$13,945	\$8,050	\$24,857	\$111,562	\$123,531	\$204,468
% of Budget Spent	44.1%	48.8%	54.1%	58.3%	7.8%				58.3%	157.1%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		95.1%				95.0%	94.8%	95.1%			95.1%
Total DLS Time	20.10	16.10	22.13	24.93	12.6%	46.56	16.10	29.79			27.77
DLS Waiting Time	11.48	7.69	13.61	16.75	23.1%	39.79	7.69	20.29			19.22
DLS Processing Time	8.63	8.42	8.52	8.18	-4.0%	6.78	8.18	9.50			8.55
Total Registration Time	10.65	8.70	10.34	20.52	98.5%	29.68	8.70	23.15			16.50
Registration Waiting Time	6.69	5.10	6.59	16.73	153.9%	25.27	5.10	19.65			12.97
Registration Processing Time	3.97	3.60	3.75	3.79	1.2%	4.41	3.20	3.97			3.54
Total Title Work Time	15.54	12.82	14.74	28.30	92.0%	40.24	12.82	28.30			19.85
Title Work Waiting Time	8.27	5.77	7.22	20.45	183.3%	28.75	5.77	20.45			12.70
Title Work Processing Time	7.27	7.05	7.52	7.85	4.3%	11.49	6.86	7.85			7.15
Total Transactions	14,499	14,349	15,804	14,255	-9.8%	16,565	14,255	19,260	132,516	141,949	220,771
DLS Transactions	6,493	6,430	7,551	6,613	-12.4%	7,449	6,430	8,500	59,595	71,426	108,034
Title & Registration Transactions	6,465	6,545	6,673	5,986	-10.3%	7,339	5,986	8,886	58,712	59,855	94,947
Other	1,541	1,374	1,580	1,656	4.8%	1,776	1,374	2,090	14,209	10,668	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	1	1	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	3.7%	3.7%	3.7%	0.0%	3.7%	3.7%	3.7%			0.0%
Total Leave Days	160	196	140	158	12.8%	153	94	197	1,225	1,050	1,493
Sick Leave Days (Unplanned)	24	15	25	21	-16.5%	33	15	98	260	184	339
Other Leave Days (Planned)	136	181	115	137	19.2%	138	-4	181	964	866	1,154
Overtime Hrs.	43	42	43	81	88.4%	55	36	81	440	415	781
OT Annual Budget									\$19,013	\$25,293	\$25,293
OT Spent	\$1,215	\$1,135	\$1,213	\$2,203	81.6%	\$1,529	\$1,062	\$2,257	\$12,230	\$10,157	\$21,420
% of Budget Spent	40.4%	46.4%	52.7%	64.3%	22.0%				64.3%	40.2%	84.7%

MVA StateStat
Operations - Express / Satellite / Mobile
April FY 2010
Reporting Period: February 2010

PerformanceMetrics											
Columbia Express 9935	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		97.9%				94.9%	91.9%	97.9%			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	11,185	11,567	12,975	8,945	-31.1%	12,439	8,945	14,902	99,515	94,717	144,653
DLS Transactions	8,635	8,822	10,038	7,117	-29.1%	9,560	7,117	11,546	76,481	74,663	113,340
Title & Registration Transactions	2,323	2,498	2,705	1,655	-38.8%	2,653	1,655	3,318	21,227	19,632	30,154
Other	227	247	232	173	-25.4%	226	173	247	1,807	422	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	2	2	1	2	100.0%	2	1	2			0
# Vacancies (PIN & Contract)	1	1	2	0	-100.0%	1	1	2			0
% Vacant Positions	16.7%	16.7%	40.0%	0.0%	-100.0%	25.7%	16.7%	40.0%			0.0%
Total Leave Days	35	53	32	44	36.0%	39	27	53	310	326	413
Sick Leave Days (Unplanned)	3	1	11	9	-20.9%	9	1	15	71	59	91
Other Leave Days (Planned)	31	52	21	35	67.1%	30	18	52	240	266	331
Overtime Hrs.	31	63	47	22	-53.2%	77	22	147	618	285	484
OT Annual Budget									\$9,862	\$8,150	\$8,150
OT Spent	\$885	\$1,773	\$1,349	\$649	-51.9%	\$2,116	\$649	\$4,010	\$16,924	\$6,472	\$12,296
% of Budget Spent	133.4%	151.4%	165.0%	171.6%	4.0%				171.6%	79.4%	150.9%

Performance Metrics											
Glenmont Express 9933	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		96.3%				96.0%	95.6%	96.3%			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	8,330	8,437	9,331	6,824	-26.9%	8,803	6,824	9,929	70,422	69,714	107,710
DLS Transactions	6,519	6,699	7,293	5,442	-25.4%	6,887	5,442	7,773	55,095	55,504	85,344
Title & Registration Transactions	1,668	1,599	1,873	1,273	-32.0%	1,759	1,273	1,994	14,070	13,847	21,380
Other	143	139	165	109	-33.9%	157	109	203	1,257	363	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)	0	0	1	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	10.5%	10.5%	0.0%	10.5%	10.5%	10.5%			0.0%
Total Leave Days	68	91	70	65	-6.8%	71	54	91	565	431	602
Sick Leave Days (Unplanned)	68	7	6	4	-26.7%	17	4	68	133	76	97
Other Leave Days (Planned)	0	84	65	61	-5.0%	62	42	84	432	355	505
Overtime Hrs.	17	28	43	7	-83.7%	39	7	65	314	103	186
OT Annual Budget									\$3,585	\$6,152	\$6,152
OT Spent	\$438	\$666	\$1,028	\$163	-84.1%	\$927	\$163	\$1,575	\$7,419	\$2,630	\$4,595
% of Budget Spent	155.2%	173.7%	202.4%	207.0%	2.2%				207.0%	42.8%	74.7%

Performance Metrics											
Parkville 9926	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		98.6%				98.8%	98.6%	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	12,791	12,632	14,519	10,805	-25.6%	14,345	10,805	17,216	114,760	106,793	161,251
DLS Transactions	9,121	9,014	10,389	7,948	-23.5%	10,127	7,948	12,149	81,016	75,795	116,202
Title & Registration Transactions	3,380	3,325	3,755	2,611	-30.5%	3,893	2,611	5,174	31,146	30,344	43,215
Other	290	293	375	246	-34.4%	325	246	375	2,598	654	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)	2	3	1	2	100.0%	2	1	3			1
% Vacant Positions	14.3%	21.4%	7.1%	14.3%	100.0%	13.5%	7.1%	21.4%			6.7%
Total Leave Days	58	67	48	72	50.1%	58	41	72	465	481	617
Sick Leave Days (Unplanned)	9	16	6	4	-44.0%	9	4	16	72	51	81
Other Leave Days (Planned)	49	52	42	68	64.3%	49	37	68	392	429	535
Overtime Hrs.	0	0	2	0	-100.0%	4	0	11	13	26	36
OT Annual Budget									\$327	\$1,188	\$1,188
OT Spent	\$73	\$0	\$40	\$0	-100.0%	\$118	\$4	\$356	\$473	\$66	\$702
% of Budget Spent	132.3%	132.3%	144.5%	144.5%	0.0%				144.5%	5.6%	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		97.2%				96.8%	96.3%	97.2%			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	9,407	9,340	11,093	7,698	-30.6%	10,587	7,698	13,182	84,695	76,367	119,000
DLS Transactions	7,455	7,600	8,697	6,227	-28.4%	8,170	6,227	9,628	65,361	60,960	94,477
Title & Registration Transactions	1,750	1,449	2,107	1,270	-39.7%	2,166	1,270	3,329	17,330	14,954	23,263
Other	202	291	289	201	-30.4%	251	201	291	2,004	453	1,260
Personnel											
Budgeted PINS	8	8	8	8	0.0%	8	8	8			8
Contract Employees	2	2	2	2	0.0%	2	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)	0	1	1	1	0.0%	1	1	1			1
% Vacant Positions	0.0%	10.0%	10.0%	10.0%	0.0%	9.5%	9.1%	10.0%			8.3%
Total Leave Days	53	67	41	52	27.1%	46	38	67	370	344	452
Sick Leave Days (Unplanned)	1	4	6	1	-82.6%	4	1	10	29	36	53
Other Leave Days (Planned)	52	63	35	51	45.2%	43	28	63	341	308	383
Overtime Hrs.	9	30	25	11	-56.0%	18	9	30	110	30	130
OT Annual Budget									\$1,406	\$6,152	\$6,152
OT Spent	\$172	\$650	\$633	\$285	-55.0%	\$374	\$172	\$650	\$2,621	\$487	\$3,274
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				186.4%	7.9%	53.2%

Performance Metrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		100.0%				99.0%	97.9%	100.0%			96.9%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	1,060	1,042	1,175	960	-18.3%	1,278	960	1,580	10,226	10,691	17,081
DLS Transactions	441	452	600	508	-15.3%	553	441	630	4,425	4,586	6,935
Title & Registration Transactions	619	590	575	452	-21.4%	725	452	950	5,801	6,102	10,142
Other	0	0	0	0	0.0%	0	0	0	0	3	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		100.0%				96.7%	93.3%	100.0%			98.1%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	2,027	1,947	1,892	1,417	-25.1%	2,037	1,417	2,638	16,299	16,383	25,461
DLS Transactions	1,733	1,802	1,747	1,306	-25.3%	1,821	1,306	2,301	14,569	14,137	22,191
Title & Registration Transactions	276	135	125	76	-39.2%	191	76	306	1,531	2,032	3,024
Other	18	10	20	35	75.0%	25	10	35	199	214	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
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Customer Survey Results		0.0%				0.0%	0.0%	0.0%			99.7%
Total DLS Time											
DLS Waiting Time											
DLS Processing Time											
Total Registration Time											
Registration Waiting Time											
Registration Processing Time											
Total Title Work Time											
Title Work Waiting Time											
Title Work Processing Time											
Total Transactions	8,317	8,685	9,742	7,876	-19.2%	10,149	7,876	12,795	81,191	9,603	12,559
DLS Transactions	4,017	4,127	4,909	3,920	-20.1%	4,925	3,920	6,153	39,397	6,757	8,684
Title & Registration Transactions	3,921	3,989	4,304	3,461	-19.6%	4,731	3,461	6,146	37,845	2,301	3,184
Other	379	569	529	495	-6.4%	494	379	569	3,949	545	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	10	13	10	10	0.0%	9	4	13	70	97	111
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	2	3
Other Leave Days (Planned)	10	13	10	10	0.0%	9	4	13	70	95	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
April FY 2010
Reporting Period: February 2010**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Calls - General Information Line	80,118	84,878	90,928	69,082	-24.0%	85,134	69,082	91,105	681,071	746,463	1,106,475
Avg Time to Pick Up Call	5:36	5:11	5:31	4:58	-10.0%	5:50	4:58	7:31	5:50	3:55	4:46
Avg Call Duration	2:44	2:44	2:46	2:54	4.8%	2:46	2:43	2:54	2:46	2:51	2:52
Calls - VEIP Information	12,719	17,318	18,704	17,192	-8.1%	16,186	12,719	20,799	129,484	153,046	231,002
Avg Time to Pick Up Call	1:32	2:54	3:29	3:01	-13.4%	2:44	1:32	3:29	2:44	6:16	5:28
Avg Call Duration	2:19	2:14	2:19	2:24	3.6%	2:13	2:00	2:24	2:13	2:20	2:19
Calls - Drivers Skill Line	7,167	5,444	5,803	4,218	-27.3%	8,471	4,218	15,452	67,765	71,438	129,587
Avg Time to Pick Up Call	1:51	1:01	2:31	1:22	-45.7%	4:19	1:01	10:30	4:19	6:34	6:07
Avg Call Duration	2:43	2:32	2:36	2:39	1.9%	2:43	2:32	3:01	2:43	2:23	2:35
Calls - Hazmat	772	1,092	1,250	910	-27.2%	930	729	1,250	7,440	10,067	13,770
Avg Time to Pick Up Call	2:00	2:35	1:21	2:35	91.4%	3:39	1:21	5:57	3:39	5:27	5:22
Avg Call Duration	2:53	2:57	2:41	2:50	5.6%	2:55	2:41	3:16	2:55	3:03	3:08
Calls - Out-of-Country	0	0	0	0	0.0%	0	0	0	0	45,024	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	5:09	0:00
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:15	0:00
Total Calls	100,776	108,732	116,685	91,402	-21.7%	110,720	91,402	125,846	885,760	1,026,038	1,532,511
Appointments Scheduled											
Total Appointments	5,210	4,788	5,067	3,708	-26.8%	6,929	3,708	10,286	55,430	116,631	169,421
Drivers Skill	4,832	4,420	4,650	3,369	-27.5%	6,547	3,369	9,934	52,374	62,714	100,510
Hazmat	378	368	417	339	-18.7%	382	339	428	3,056	2,789	4,493
OOB Phone (Made by Agent)	0	0	0	0	0.0%	0	0	0	0		
OOB - Online (Made by Customer)	0	0	0	0	0.0%	0	0	0	0		

MVA StateStat
VEIP
April FY 2010
Reporting Period: February 2010

Performance Metrics											
VEIP	Reporting Period				% Change	Avg	For All of FY 10		FY 10 YTD Total	FY 09 YTD Total	FY 2009 Total
	Nov '09	Dec '09	Jan '10	Feb '10			Min	Max			
VEIP Mailings											
Total	147,282	210,175	230,311	182,075	-20.9%	145,332	43,567	230,311	1,162,654	1,704,590	2,392,627
Notices	136,451	147,544	180,278	145,818	-19.1%	113,277	13,547	193,081	906,214	1,307,382	1,797,952
Warnings	10,831	62,631	50,033	36,257	-27.5%	32,055	9,728	62,631	256,440	397,208	594,675
Vehicle Tests											
Total	60,591	112,109	126,591	101,780	-19.6%	75,590	25,571	126,591	604,720	1,056,502	1,606,708
Paid	55,787	108,951	122,344	98,577	-19.4%	70,592	19,467	122,344	564,734	994,149	1,510,229
Gratis	4,804	3,158	4,247	3,203	-24.6%	4,998	3,158	8,071	39,986	62,353	96,479
Test Fees											
Total	\$976,393	\$1,827,474	\$2,349,791	\$1,867,083	-20.5%	\$1,402,771	\$574,458	\$2,349,791	\$11,222,166	\$19,214,795	\$29,194,395
Inspection	\$781,018	\$1,525,314	\$1,712,816	\$1,380,078	-19.4%	\$988,285	\$272,538	\$1,712,816	\$7,906,276	\$13,918,100	\$21,143,220
Late	\$195,375	\$302,160	\$636,975	\$487,005	-23.5%	\$414,486	\$195,375	\$721,650	\$3,315,890	\$5,296,695	\$8,051,175
Public Contact											
Total	24,989	38,956	44,698	40,377	-9.7%	35,014	23,954	54,185	280,110	385,620	584,605
Walk-In	10,170	14,840	17,721	13,346	-24.7%	13,979	9,425	25,974	111,828	173,606	263,332
Internet	1,967	6,626	8,055	9,638	19.7%	4,650	966	9,638	37,201	56,325	86,264
Phone	12,719	17,318	18,704	17,192	-8.1%	16,186	12,719	20,799	129,484	153,046	231,002
Direct Mail	0	0	2	0	-100.0%	2	1	5	12	35	41
Email	133	172	216	201	-6.9%	198	133	303	1,585	2,608	3,966

MVA StateStat
Safety and Other Functions
April FY 2010
Reporting Period: February 2010

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	111,513	111,483	128,982	98,919	-23.3%	129,869	98,919	171,124	1,038,951	900,235	1,355,829
Lerner's Permit	11,587	10,807	14,623	10,135	-30.7%	15,704	10,135	27,419	125,630	106,797	168,420
License age less than 21	6,023	6,600	8,609	5,835	-32.2%	10,445	5,835	21,043	83,559	55,836	86,642
License age 21 or over	93,903	94,076	105,750	82,949	-21.6%	103,720	82,949	123,585	829,762	737,602	1,100,767
Minor Notification Letters Sent	761	411	684	261	-61.8%	566	261	763	4,528		
Disability Placards											
Temporary	2,212	2,644	2,809	2,125	-24.4%	2,569	2,125	2,809	20,554		
Permanent	11,296	10,390	11,313	10,227	-9.6%	11,303	10,227	12,312	90,422		
Arrest Data											
Out of State Convictions on MD DL	2,553	13,982	7,883	5,979	-24.2%	6,389	777	13,982	51,114		
Federal Convictions on MD DL	370	578	413	530	28.3%	505	284	799	4,040		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	746	630	1,085	732	-32.5%	824	630	1,085	6,593	7,513	11,438
Reinstatement Requests Approved	257	319	245	234	-4.5%	307	234	393	2,458	1,775	3,167
Administrative Adjudication											
Number of Cases Total	32,436	26,884	27,748	24,940	-10.1%	29,185	24,940	35,113	233,482		
Number of Hearings	1,588	1,354	1,568	1,365	-12.9%	1,455	1,005	1,741	11,637		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	16,186	15,415	26,663	3,618	-86.4%	17,411	3,618	26,663	139,286	130,985	188,750
Deleted Flags	10,114	7,577	13,227	2,210	-83.3%	11,259	2,210	26,576	90,073	65,267	102,963
Suspensions	19	29	44	63	43.2%	45	19	75	360	311	454
Ignition Interlock Program											
Currently in Program**	8,025	8,025	8,224	8,160	-0.8%	7,919	7,381	8,224			
Drivers Starting Program	551	444	524	419	-20.0%	456	371	551	3,644	4,509	5,741
Restrictions Removed (Compliance)	338	207	259	250	-3.5%	249	207	338	1,990	1,576	2,298
Restrictions Removed (Non-Compliance)	211	280	221	247	11.8%	237	203	280	1,895	1,065	2,411
Warning Letters Mailed	2,483	2,211	2,617	2,044	-21.9%	2,481	2,044	2,940	19,850	12,276	22,694
RIID											
IDs Given Out	65	96	90	107	18.9%	154	65	110	770		
IDs Processed in the Branches	159	143	135	110	-18.5%	258	100	159	1031		
Outstanding Warrant Program											
Notices	1,080	8,687	1,011	844	-16.5%	2,431	844	8,687	19,450	7,506	12,969
Suspensions	1,134	598	562	637	13.3%	1,026	562	2,388	8,211	5,503	9,219
Satisfied	731	623	792	914	15.4%	837	623	981	6,698	4,980	7,971
Denied license or registration at branch	81	48	107	96	-10.3%	83	48	107	665	656	976

Performance Metrics											
Business Licenses	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Nov '09	Dec '09	Jan '10	Feb '10		Avg	Min	Max			
New Businesses	16	20	25	14	-44.0%	19	14	27	154	200	322
New Dealerships	0	3	3	0	-100.0%	2	1	3	9	5	11
Used Dealerships	6	10	8	5	-37.5%	7	4	10	54	42	74
Wholesale	4	5	5	5	0.0%	6	4	8	45	101	159
Title Services	6	2	5	4	-20.0%	4	2	8	31	30	41
Other	0	0	4	0	-100.0%	3	1	4	15	22	37
Out of Business	7	2	9	2	-77.8%	11	2	21	84	109	183
New Dealerships	0	1	0	0	0.0%	2	1	4	6	11	20
Used Dealerships	5	1	5	0	-100.0%	6	1	10	42	41	65
Wholesale	1	0	3	2	-33.3%	4	1	9	29	41	71
Title Services	1	0	1	0	-100.0%	1	1	1	2	5	8
Other	0	0	0	0	0.0%	2	1	3	5	11	19
School Bus Inspections											
Inspections	1,763	600	746	674	-9.7%	994	600	1,947	7,948	9,467	16,935
Scheduled	1,328	313	9	105	1066.7%	477	2	1,655	3,812	4,276	9,072
Re-inspections	194	106	54	25	-53.7%	92	25	194	738	1,046	1,692
Random/Audit	241	181	683	544	-20.4%	425	98	829	3,398	4,145	6,171
Total Defects	1,654	618	252	241	-4.4%	585	160	1,654	4,676	6,256	10,080
Public Owned	1,248	72	92	11	-88.0%	249	11	1,248	1,989	2,652	5,019
BOE Contractor	295	537	139	75	-46.0%	230	14	554	1,840	1,987	3,260
Privately Owned	111	9	21	155	638.1%	106	9	435	847	1,617	1,801
Repair Orders	690	158	119	107	-10.1%	237	5	690	1,899	2,820	4,796
Repair Orders Closed	488	593	278	85	-69.4%	297	69	593	2,372	2,843	4,643
Suspensions	293	107	46	36	-21.7%	105	27	293	841	1,009	1660
Insurance Compliance											
Total Notices Sent	64,573	53,283	51,681	57,189	10.7%	50,949	35,392	64,573	407,589	460,672	
First Notice	47,416	30,157	35,298	40,748	15.4%	33,391	19,689	47,416	267,124	194,067	
Suspensions	17,157	23,126	16,383	16,441	0.4%	17,558	15,703	23,126	140,465	266,605	
Cases Created	45,751	29,216	34,266	40,669	18.7%	35,725	29,216	45,751	285,803	314,323	
Cases Closed	16,477	18,700	19,024	14,346	-24.6%	17,482	14,346	19,411	139,858	191,037	
Cases Referred to Central Collections	12,110	12,870	12,824	12,380	-3.5%	11,564	10,074	12,870	92,512	99,501	