



MVA StateStat

Jul FY 2011

Reporting Period: May 2010

**MVA StateStat
Glossary
Jul FY 2011
Reporting Period: May 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



**Junyland Department of Transportation
Motor Vehicle Administration - MBE/SBR
StateStat
June FY 2010
Reporting Period: April 2010**



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



Administrator: John Kuo
Appointed: Jun 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: 18.89% # Waivers requested: # Waivers granted: **Goal Achieved: 26.70%** # Waivers requested: # Waivers granted:

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (Month, Year)						YEAR-TO-DATE					
	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered	Total MBE/WBE	%	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered	Total MBE/WBE	%
Payment Totals	\$2,652,902.68	\$151,365.93 5.71%	\$486,278.17 18.33%	\$165,688.81 6.25%	\$803,332.91	30.28%	\$34,147,721.92	\$4,848,336.91 14.20%	\$4,322,099.87 12.66%	\$1,592,448.01 4.66%	\$10,762,884.79	31.52%
Awards Totals	\$381,151.96	\$1,650.00 0.43%	\$14,594.00 3.83%	\$55,771.00 14.63%	\$72,015.00	18.89%	\$12,024,806.21	\$1,825,367.44 15.18%	\$1,276,870.00 10.62%	\$107,792.50 0.90%	\$3,210,029.94	26.70%
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	\$5,691.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$5,691.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
Maintenance	\$172,743.20	\$0.00	\$5,000.00	\$45,529.00	\$50,529.00	29.25%	\$1,268,240.48	\$69,934.74	\$50,600.00	\$45,529.00	\$166,063.74	13.09%
Services	\$24,671.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$997,489.60	\$362,525.10	\$502,494.00	\$0.00	\$865,019.10	86.72%
Supplies and Equipment	\$20,077.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$833,199.86	\$1,028.00	\$7,447.00	\$0.00	\$8,475.00	1.02%
IT Services	\$58,505.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$1,978,689.10	\$628,171.60	\$0.00	\$0.00	\$628,171.60	31.75%
IT Supplies and Equipment	\$13,841.00	\$0.00	\$8,103.00	\$0.00	\$8,103.00	58.54%	\$2,345,337.00	\$130,061.00	\$504,141.00	\$0.00	\$634,202.00	27.04%
Human, Cultural, Social & Education	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Corporate Credit Card	\$72,606.00	\$1,650.00	\$1,491.00	\$9,362.00	\$12,503.00	17.22%	\$552,609.00	\$14,208.00	\$21,968.00	\$59,752.00	\$95,928.00	17.36%
Direct Vouchers	\$13,017.76	\$0.00	\$0.00	\$880.00	\$880.00	6.76%	\$140,323.17	\$0.00	\$0.00	\$2,511.50	\$2,511.50	1.79%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%		Agency Total	Total SBR	# Designated Procurements	%
	Payment Totals	\$3,274,078	\$1,359,129	5		41.51%		\$34,670,772	\$6,454,559

**MVA StateStat
Budget and Finance
Jul FY 2011
Reporting Period: May 2010**

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 10		
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max
Revenue								
Total	\$72,077,551	\$122,441,938	\$130,738,257	\$102,125,993	-21.9%	\$98,393,183	\$72,077,551	\$130,738,257
Excise Tax	\$30,870,122	\$45,707,713	\$53,022,802	\$47,547,765	-10.3%	\$42,541,982	\$26,663,530	\$55,030,352
Registration & Rel Fees	\$25,898,760	\$42,486,283	\$47,905,256	\$34,764,791	-27.4%	\$36,179,089	\$25,898,760	\$47,905,256
Drivers License	\$2,565,809	\$3,875,942	\$3,380,905	\$2,986,741	-11.7%	\$3,276,544	\$2,565,809	\$3,875,942
Title & Related Services	\$3,127,750	\$4,978,440	\$5,049,070	\$4,461,440	-11.6%	\$4,303,326	\$3,127,750	\$5,049,070
Uninsured Motorist Penalties	\$5,287,812	\$20,768,110	\$12,066,633	\$9,599,990	-20.4%	\$7,659,548	\$1,589,745	\$20,768,110
All Other	\$4,327,298	\$4,625,450	\$9,313,591	\$2,765,266	-70.3%	\$4,432,695	\$1,771,378	\$9,313,591
Internal Use of Funds								
Total	\$9,666,430	\$10,377,348	\$9,693,858	\$9,963,214	2.8%	\$12,126,784	\$9,666,430	\$23,100,571
Salaries & Wages	\$7,507,485	\$7,427,415	\$7,417,276	\$7,442,614	0.3%	\$7,892,586	\$7,417,276	\$10,529,093
Contractuals & NEC Temps	\$300,314	\$305,329	\$314,378	\$299,098	-4.9%	\$311,956	\$272,605	\$355,267
Contracted Services	\$671,730	\$1,490,930	\$150,193	\$975,568	549.5%	\$2,547,535	\$150,193	\$12,455,983
Fuel & Utilities	\$184,623	\$219,583	\$178,447	\$209,542	17.4%	\$174,642	\$84,272	\$219,583
Communications	\$490,240	\$348,020	\$344,749	\$479,906	39.2%	\$532,259	(\$205,915)	\$1,783,166
All Other	\$512,038	\$586,071	\$1,288,815	\$556,486	-56.8%	\$716,192	\$389,605	\$1,288,815
External Use of Funds								
Total	\$9,333,428	\$22,756,267	\$19,521,032	\$14,327,877	-26.6%	\$13,134,838	\$9,149,410	\$22,756,267
MAIF/General Fund	\$3,702,180	\$14,537,579	\$8,447,441	\$6,722,152	-20.4%	\$5,362,514	\$1,114,167	\$14,537,579
Emergency Medical System/Trauma	\$4,141,570	\$6,283,534	\$6,238,760	\$5,535,846	-11.3%	\$5,400,725	\$4,141,570	\$6,283,534
Refunds	\$848,549	\$1,378,373	\$1,305,479	\$1,133,864	-13.1%	\$1,210,346	\$848,549	\$1,699,942
All Other	\$641,129	\$556,781	\$3,529,352	\$936,015	-73.5%	\$1,419,309	(\$546,344)	\$3,529,352
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
Jul FY 2011
Reporting Period: May 2010

Budget & Finance	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget
Revenue					
Total	\$1,082,325,015		\$1,065,261,590	\$1,182,722,074	
Excise Tax	\$467,961,801		\$445,508,933	\$494,046,033	
Registration & Rel Fees	\$397,969,976		\$396,605,718	\$447,189,800	
Drivers License	\$36,041,985		\$39,609,851	\$43,289,317	
Title & Related Services	\$47,336,585		\$46,062,059	\$50,964,612	
Uninsured Motorist Penalties	\$84,255,023		\$86,641,425	\$99,398,889	
All Other	\$48,759,645		\$50,833,604	\$47,833,423	
			\$0		
Internal Use of Funds					
Total	\$133,394,619	\$161,517,719	\$138,213,308	\$148,105,879	\$164,191,870
Salaries & Wages	\$86,818,450	\$101,520,386	\$87,242,979	\$97,283,505	\$100,663,833
Contractuals & NEC Temps	\$3,431,514	\$5,144,760	\$3,985,186	\$4,460,930	\$5,064,045
Contracted Services	\$28,022,888	\$35,985,149	\$31,533,003	\$30,798,174	\$39,122,267
Fuel & Utilities	\$1,921,064	\$3,309,654	\$2,372,883	\$2,593,480	\$2,540,106
Communications	\$5,322,588	\$6,381,796	\$5,684,677	\$5,562,227	\$6,180,876
All Other	\$7,878,114	\$9,175,974	\$7,394,580	\$7,407,563	\$10,620,743
External Use of Funds					
Total	\$144,483,219		\$144,985,074	\$155,824,214	
MAIF	\$58,987,651		\$60,617,130	\$69,546,778	
Emergency Medical System	\$59,407,977		\$57,792,634	\$64,268,514	
Refunds	\$13,313,808		\$13,447,329	\$14,340,799	
All Other	\$12,773,784		\$13,127,981	\$7,668,123	
Transportation Trust Fund					

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
Jul FY 2011
Reporting Period: May 2010**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 10	
	Feb '10	Mar '10	Apr '10	May '10			Min	Max
Overtime (Payments)								
Total	\$92,471	\$102,949	\$91,315	\$100,573	10.1%	\$96,865	\$66,848	\$135,117
Administrator's Office	\$1,734	\$4,098	\$2,410	\$11,284	368.2%	\$2,810	\$730	\$11,284
DVPP	\$946	\$57	\$1,699	\$2,979	75.3%	\$1,334	\$57	\$3,283
Operations	\$55,467	\$98,794	\$87,206	\$86,310	-1.0%	\$85,949	\$55,467	\$125,955
Support Services	\$34,324	\$0	\$0	\$0	0.0%	\$9,313	\$1,444	\$34,324
Overtime (Hours)								
Total	3,295	4,130	3,579	3,920	9.5%	3,715	2,569	5,103
Administrator's Office	52	124	80	422	427.5%	95	24	422
DVPP	32	3	54	103	90.7%	44	3	112
Operations	2,167	4,003	3,445	3,395	-1.5%	3,375	2,167	4,833
Support Services	1,044	0	0	0	0.0%	275	46	1,044
Sick leave (Days)								
Total	1,385	1,992	1,795	1,467	-18.2%	1,698	1,326	2,089
Administrator's Office	64	331	294	258	-12.3%	142	56	331
DVPP	311	461	458	390	-14.8%	404	309	481
Operations	787	1,199	1,043	819	-21.4%	984	692	1,250
Support Services	224	0	0	0	0.0%	232	194	270
Planned Leave (Days)								
Total	8,452	4,257	4,463	7,143	60.1%	6,831	4,257	10,044
Administrator's Office	485	632	787	1,329	68.9%	627	381	1,329
DVPP	1,730	1,024	1,099	1,572	43.0%	1,372	1,024	1,814
Operations	5,206	2,601	2,577	4,242	64.6%	4,095	2,577	5,968
Support Services	1,031	0	0	0	0.0%	1,015	669	1,503
Total Leave (Days)								
Total	9,836	6,249	6,257	8,610	37.6%	8,529	6,249	11,653
Administrator's Office	549	964	1,081	1,587	46.8%	768	457	1,587
DVPP	2,040	1,485	1,557	1,962	26.0%	1,775	1,485	2,191
Operations	5,992	3,800	3,619	5,062	39.9%	5,079	3,619	6,930
Support Services	1,255	0	0	0	0.0%	1,247	862	1,718

Personnel	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget
Overtime (Payments)					
Total	\$1,065,518	\$1,437,145	\$1,322,743	\$1,477,716	\$1,488,420
Administrator's Office	\$30,907	\$78,784	\$162,612	\$164,680	\$79,171
DVPP	\$14,672	\$54,000	\$46,347	\$66,109	\$135,023
Operations	\$945,438	\$1,091,817	\$1,050,388	\$1,182,425	\$1,053,499
Support Services	\$74,501	\$212,544	\$63,396	\$64,502	\$220,727
Overtime (Hours)					
Total	40,866			55,494	
Administrator's Office	1,048			5,251	
DVPP	487			2,387	
Operations	37,128			45,984	
Support Services	2,204			1,872	
Sick leave (Days)					
Total	18,682			19,431	
Administrator's Office	1,559			899	
DVPP	4,440			4,787	
Operations	10,823			11,006	
Support Services	1,860			2,739	
Planned Leave (Days)					
Total	75,143			77,805	
Administrator's Office	6,894			4,355	
DVPP	15,087			15,575	
Operations	45,042			47,112	
Support Services	8,120			10,763	
Total Leave (Days)					
Total	93,824			97,237	
Administrator's Office	8,453			5,254	
DVPP	19,527			20,363	
Operations	55,865			58,118	
Support Services	9,980			13,502	

Performance Metrics								
Staffing	Reporting Period				% Change	Avg	For All of FY 10	
	Feb '10	Mar '10	Apr '10	May '10			Min	Max
Filled PINS								
Total	1,526.5	1,529.5	1,526.5	1,524.0				
Administrator's Office	98.0	279.5	276.5	274.5				
DVPP	317.0	354.0	354.0	355.0				
Operations	896.5	896.0	896.0	894.5				
Support Services	215.0	0.0	0.0	0.0				
Vacant PINS	68.0	65.0	68.5	69.5	1.5%			
Administrator's Office	8.0	22.5	25.5	26.5	3.9%			
DVPP	11.0	12.0	12.0	12.0	0.0%			
Operations	32.0	30.5	31.0	31.0	0.0%			
Support Services	17.0	0.0	0.0	0.0	0.0%			
Filled Contractuals								
Total	67.0	64.0	64.0	61.0				
Administrator's Office	9.0	18.0	18.0	16.0				
DVPP	15.0	14.0	14.0	15.0				
Operations	33.0	32.0	32.0	30.0				
Support Services	10.0	0.0	0.0	0.0				
Vacant Contractuals	50.0	54.0	54.0	57.0	5.6%			
Administrator's Office	1.0	9.0	9.0	11.0	22.2%			
DVPP	9.0	10.0	10.0	9.0	-10.0%			
Operations	33.0	35.0	35.0	37.0	5.7%			
Support Services	7.0	0.0	0.0	0.0	0.0%			
Temporary Employees								
Total - State	55.0	58.0	57.0	57.0				
Administrator's Office	2.0	3.0	3.0	3.0				
DVPP	6.0	6.0	5.0	5.0				
Operations	46.0	49.0	49.0	49.0				
Support Services	1.0	0.0	0.0	0.0				
Total - Agency	66.0	70.0	67.0	67.0				
Administrator's Office	5.0	9.0	9.0	9.0				
DVPP	18.0	33.0	37.0	36.0				
Operations	26.0	28.0	21.0	22.0				
Support Services	17.0	0.0	0.0	0.0				

MVA StateStat
Overtime By District / Branch
Jul FY 2011
Reporting Period: May 2010

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 10		
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max
Total Overtime	\$54,817	\$97,618	\$86,381	\$85,654	-0.8%	\$84,325	\$54,817	\$123,168
District 1 Total	\$12,241	\$24,366	\$20,060	\$22,664	13.0%	\$20,477	\$12,241	\$28,017
Baltimore City	\$4,492	\$8,059	\$7,031	\$8,230	17.1%	\$7,759	\$4,492	\$11,647
Cumberland	\$154	\$929	\$94	\$167	77.7%	\$343	\$48	\$929
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$976	\$2,584	\$1,491	\$4,222	183.2%	\$2,189	\$632	\$4,437
Hagerstown	\$123	\$46	\$480	\$193	-59.8%	\$214	\$46	\$480
Westminster	\$1,799	\$3,595	\$2,749	\$3,392	23.4%	\$3,544	\$1,425	\$6,112
White Oak	\$4,697	\$9,153	\$8,215	\$6,460	-21.4%	\$6,448	\$4,697	\$9,153
District 2								
District 2 Total	\$12,049	\$19,452	\$17,931	\$16,365	-8.7%	\$15,879	\$9,872	\$21,159
Bel Air	\$3,138	\$5,162	\$4,917	\$4,025	-18.1%	\$4,967	\$3,138	\$7,866
Elkton	\$581	\$1,360	\$708	\$1,744	146.3%	\$1,387	\$581	\$2,146
Essex	\$4,085	\$7,007	\$7,003	\$5,133	-26.7%	\$4,743	\$3,122	\$7,007
Loveville	\$654	\$802	\$592	\$1,181	99.5%	\$635	\$220	\$1,181
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$0	\$168	\$214	\$16	-92.5%	\$124	\$4	\$356
Waldorf	\$3,591	\$4,953	\$4,497	\$4,266	-5.1%	\$4,068	\$1,668	\$6,494
District 3								
District 3 Total	\$8,742	\$16,935	\$15,077	\$16,362	8.5%	\$15,409	\$8,349	\$23,265
Beltsville	\$2,654	\$6,615	\$6,004	\$5,777	-3.8%	\$4,212	\$1,349	\$6,615
Columbia Express	\$649	\$1,745	\$1,361	\$1,295	-4.8%	\$1,939	\$649	\$4,010
Gaithersburg	\$4,991	\$6,284	\$6,466	\$7,342	13.5%	\$7,847	\$4,802	\$12,203
Glennmont Express	\$163	\$1,224	\$274	\$697	154.4%	\$874	\$163	\$1,575
Walnut Hill Express	\$285	\$1,067	\$972	\$1,251	28.7%	\$591	\$172	\$1,251
District 4								
District 4 Total	\$21,785	\$36,865	\$33,313	\$30,263	-9.2%	\$32,560	\$21,785	\$52,204
Annapolis	\$4,128	\$6,567	\$5,577	\$7,213	29.3%	\$6,930	\$4,128	\$11,757
Easton	\$1,721	\$2,257	\$1,572	\$1,783	13.4%	\$2,032	\$1,373	\$3,105
Glen Burnie	\$5,683	\$8,923	\$8,232	\$4,854	-41.0%	\$7,484	\$4,338	\$11,826
Largo	\$8,050	\$16,497	\$15,941	\$14,776	-7.3%	\$14,434	\$8,050	\$24,857
Salisbury	\$2,203	\$2,621	\$1,991	\$1,637	-17.8%	\$1,680	\$1,062	\$2,621
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	\$927,577	\$1,023,960	\$985,632	\$1,113,589	\$897,919
District 1 Total	\$225,248	\$233,755	\$226,240	\$251,339	\$246,948
Baltimore City	\$85,346	\$90,514	\$90,470	\$100,209	\$82,624
Cumberland	\$3,768	\$4,210	\$3,990	\$5,376	\$17,968
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$24,080	\$26,043	\$25,340	\$29,024	\$39,642
Hagerstown	\$2,141	\$1,591	\$1,603	\$1,875	\$4,591
Westminster	\$38,982	\$27,316	\$25,307	\$27,980	\$36,199
White Oak	\$70,932	\$84,081	\$79,530	\$86,875	\$65,924
District 2					
District 2 Total	\$174,670	\$215,984	\$202,332	\$224,037	\$185,656
Bel Air	\$54,635	\$70,544	\$65,641	\$71,161	\$62,714
Elkton	\$15,259	\$27,811	\$26,611	\$29,558	\$13,737
Essex	\$52,178	\$61,569	\$57,402	\$63,816	\$41,447
Loveville	\$6,981	\$3,921	\$5,823	\$6,876	\$7,088
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$590
Lock Raven / Parkville Express	\$871	\$327	\$695	\$702	\$1,188
Waldorf	\$44,746	\$51,812	\$46,160	\$51,924	\$58,892
District 3					
District 3 Total	\$169,500	\$125,591	\$129,197	\$155,199	\$141,707
Beltsville	\$46,327	\$54,666	\$50,912	\$59,513	\$43,070
Columbia Express	\$21,325	\$9,862	\$10,246	\$12,296	\$8,150
Gaithersburg	\$86,321	\$56,072	\$62,836	\$75,521	\$78,183
Glenmont Express	\$9,614	\$3,585	\$3,497	\$4,595	\$6,152
Walnut Hill Express	\$5,911	\$1,406	\$1,706	\$3,274	\$6,152
District 4					
District 4 Total	\$358,158	\$448,630	\$427,862	\$483,013	\$323,608
Annapolis	\$76,232	\$66,683	\$61,851	\$70,306	\$55,482
Easton	\$22,350	\$21,658	\$20,251	\$22,961	\$24,203
Glen Burnie	\$82,323	\$149,788	\$146,860	\$163,858	\$140,005
Largo	\$158,776	\$191,488	\$180,289	\$204,468	\$78,625
Salisbury	\$18,479	\$19,013	\$18,611	\$21,420	\$25,293
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
Jul FY 2011
Reporting Period: May 2010

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Transaction Total	531,815	818,465	774,587	656,842	-15.2%	700,066	531,815	818,465	7,700,723	8,088,864	8,888,572
Driver Licensing											
Transaction Subtotal	187,578	291,919	261,463	228,663	-12.5%	249,698	187,578	300,593	2,746,679	3,119,171	3,402,436
Full Service	150,755	235,578	212,635	185,809	-12.6%	200,494	150,755	241,951	2,205,429	2,577,772	2,807,125
Express	26,735	41,609	36,195	32,669	-9.7%	35,311	26,735	41,609	388,425	372,036	409,362
Satellite	1,814	3,074	2,291	2,173	-5.1%	2,412	1,814	3,074	26,531	26,298	29,125
Alternate	8,275	11,659	10,343	8,012	-22.5%	11,481	7,401	24,304	126,294	143,065	156,825
Titling / Registration											
Transaction Subtotal	293,872	455,002	452,681	381,656	-15.7%	397,375	293,872	461,654	4,371,126	4,454,299	4,916,980
Full Service	123,310	195,978	191,411	155,661	-18.7%	168,148	123,310	201,231	1,849,631	1,973,673	2,170,491
Express	6,809	9,881	9,644	7,977	-17.3%	10,116	6,809	13,815	111,275	106,560	118,012
Satellite	528	996	1,134	1,065	-6.1%	957	528	1,256	10,527	11,843	13,166
Alternate	163,225	248,147	250,492	216,953	-13.4%	218,154	163,225	250,492	2,399,693	2,362,223	2,615,311
Other											
Transaction Subtotal	50,365	71,544	60,443	46,523	-23.0%	52,993	46,136	71,544	582,918	515,394	569,156
Full Service	35,746	51,407	43,454	34,803	-19.9%	38,789	32,924	51,407	426,684	415,592	455,105
Express	729	1,208	1,293	1,063	-17.8%	1,021	729	1,293	11,230	4,259	5,245
Satellite	35	35	52	37	-28.8%	29	10	52	323	247	250
Alternate	13,855	18,894	15,644	10,620	-32.1%	13,153	10,620	18,894	144,681	95,296	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
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Transaction Total	531,815	818,465	774,587	656,842	-15.2%	700,066	531,815	818,465	7,700,723	8,088,864	8,888,572
Driver Licensing											
Transaction Subtotal	187,578	291,919	261,463	228,663	-12.5%	249,698	187,578	300,593	2,746,679	3,119,171	3,402,436
Law Tests Given	16,138	29,682	29,072	22,094	-24.0%	24,181	16,138	31,436	265,987	411,207	441,242
Vision Tests Given	55,641	83,448	72,517	64,884	-10.5%	70,815	55,641	83,448	778,966	816,778	894,346
Skills Tests Given	6,891	13,320	13,531	11,727	-13.3%	11,876	6,891	17,457	130,638	181,327	198,029
New Licenses	23,002	39,171	36,728	32,594	-11.3%	34,181	23,002	45,543	375,989	470,574	510,663
Renewal Licenses	52,431	74,986	63,696	57,285	-10.1%	64,634	52,431	80,144	710,977	693,746	761,041
License Duplications	10,000	14,576	13,075	12,107	-7.4%	12,925	10,000	14,576	142,180	154,321	168,950
License Corrections	2,109	3,492	2,890	2,551	-11.7%	3,295	2,109	5,605	36,243	51,624	57,671
Photo I.D. Cards - New / Corr / Dup	9,610	15,888	12,967	11,204	-13.6%	12,870	9,610	19,942	141,573	163,211	176,988
Certified Copies	11,756	17,356	16,988	14,217	-16.3%	14,921	11,709	17,356	164,126	176,383	193,506
Titling / Registration											
Transaction Subtotal	293,872	455,002	452,681	381,656	-15.7%	397,375	293,872	461,654	4,371,126	4,454,299	4,916,980
New Titles	59,228	92,156	94,688	83,124	-12.2%	79,287	59,228	94,688	872,159	861,071	950,543
Corrected Titles	6,288	8,559	9,843	8,447	-14.2%	9,465	6,288	10,935	104,117	103,325	113,537
Duplicated Titles	9,024	14,284	13,497	11,769	-12.8%	10,882	8,637	14,284	119,701	110,784	122,010
Lien Maintenance	6,495	9,233	10,593	8,989	-15.1%	9,109	6,495	10,593	100,196	102,702	112,443
Salvage Application	6,162	8,377	6,770	5,958	-12.0%	8,162	5,958	13,814	89,787	74,002	81,135
Salvage Corr. / Dupl.	239	271	295	321	8.8%	263	199	321	2,895	3,067	3,345
Renewal -Std.	131,388	201,482	203,748	172,760	-15.2%	172,882	131,388	206,330	1,901,704	1,936,672	2,149,116
Renewal -Replac. Tag.	2,181	3,981	3,805	3,309	-13.0%	3,040	2,181	3,981	33,439	30,434	33,870
Substitute Tags	3,876	6,503	5,899	5,173	-12.3%	5,158	3,876	6,503	56,738	59,348	65,126
Substitute Stickers	2,968	4,619	4,331	3,951	-8.8%	3,959	2,968	4,619	43,552	39,531	43,623
Duplicate Regist.	5,368	9,634	8,839	8,394	-5.0%	7,831	5,368	9,634	86,141	81,760	90,022
Corrected Regist.	1,404	2,313	2,124	1,653	-22.2%	1,963	1,404	2,313	21,589	26,121	28,132
New Tag Regist.	2,139	3,912	4,099	3,330	-18.8%	3,055	2,139	4,099	33,603	40,300	44,129
Transfer Tags With Renewal	118	233	222	197	-11.3%	193	118	233	2,118	2,345	2,578
Tags Returned	40,944	66,968	63,449	44,680	-29.6%	61,090	40,944	76,242	671,993	765,174	838,230
Change Of Address	16,050	22,477	20,479	19,601	-4.3%	21,036	16,050	24,921	231,394	217,663	239,141
Other											
Transaction Subtotal	50,365	71,544	60,443	46,523	-23.0%	52,993	46,136	71,544	582,918	515,394	569,156
Fr / Investigation	22,969	32,514	26,735	20,736	-22.4%	24,057	20,374	32,514	264,629	262,722	287,047
Disability Placards - Temporary	2,125	3,156	2,903	2,407	-17.1%	2,638	2,125	3,156	29,020	27,026	29,677
Disability Placards - Permanent	10,227	16,440	14,411	10,087	-30.0%	11,942	10,087	16,440	131,360	86,709	99,365
County Stickers	10	30	20	17	-15.0%	20	7	30	221	301	337
Administrative Parking Flags Removed	15,034	19,404	16,374	13,276	-18.9%	14,335	12,229	19,404	157,688	138,636	152,730

MVA StateStat
Alternate Transactions
Jul FY 2011
Reporting Period: May 2010

Performance Metrics											
Alternate Transactions	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Change	Avg	Min			
Total Transactions	185,355	278,700	276,479	235,585	-14.8%	242,788	185,355	283,203	2,670,668	2,600,584	2,880,692
Driver Licensing											
Transaction Subtotal	8,275	11,659	10,343	8,012	-22.5%	11,481	7,401	24,304	126,294	143,065	156,825
Vinnet											
CVR											
Kiosks	11	20	14	17	21.4%	20	11	37	217	228	250
Mobile Bus	350	971	913	860	-5.9%	936	350	2,039	10,299	8,601	8,684
Internet	1,789	2,426	2,304	2,040	-11.5%	2,032	1,602	2,426	22,353	21,075	23,070
Telephone											
Central Operations	6,031	8,066	6,990	4,969	-28.9%	8,345	4,969	21,262	91,797	111,171	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	94	177	122	126	3.3%	148	94	208	1,626	1,969	2,133
Titling / Registration											
Transaction Subtotal	163,225	248,147	250,492	216,953	-13.4%	218,154	163,225	250,492	2,399,693	2,362,223	2,615,311
Vinnet	14,639	21,787	23,990	21,259	-11.4%	18,423	14,639	23,990	202,654	172,887	192,341
CVR	26,693	39,219	38,641	35,296	-8.7%	34,295	26,693	39,219	377,244	343,217	380,601
Kiosks	2,231	6,880	7,940	5,483	-30.9%	3,462	1,718	7,940	38,087	25,232	27,967
Mobile Bus	133	373	334	354	6.0%	323	133	428	3,550	3,179	3,184
Internet	61,364	90,776	84,490	81,156	-3.9%	78,037	61,364	90,776	858,408	793,577	879,636
Telephone	583	772	775	682	-12.0%	656	544	775	7,218	8,402	9,133
Central Operations	55,415	85,041	90,614	69,735	-23.0%	79,978	55,415	99,422	879,763	980,573	1,083,521
Cumberland - Customer Service Ctr.	439	565	573	548	-4.4%	482	374	573	5,298	5,092	5,550
County Treasurers	1,728	2,734	3,135	2,440	-22.2%	2,497	1,728	3,475	27,471	30,064	33,378
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	13,855	18,894	15,644	10,620	-32.1%	13,153	10,620	18,894	144,681	95,296	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	60	84	56	44	-21.4%	66	44	84	728	786	863
Mobile Bus	30	86	53	75	41.5%	64	30	96	709	691	693
Internet	3,192	3,907	3,158	2,744	-13.1%	2,933	2,514	3,907	32,258	25,908	28,442
Telephone	2,421	3,025	2,330	2,029	-12.9%	2,049	1,609	3,025	22,544	17,093	18,905
Central Operations	8,152	11,792	10,047	5,728	-43.0%	8,040	5,728	11,792	88,442	50,818	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
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Transaction Total	185,355	278,700	276,479	235,585	-14.8%	242,788	185,355	283,203	2,670,668	2,600,584	2,880,692
Driver Licensing											
Transaction Subtotal	8,275	11,659	10,343	8,012	-22.5%	11,481	7,401	24,304	126,294	143,065	156,825
Law Tests Given											
Vision Tests Given	113	374	355	340	-4.2%	328	113	514	3,608	3,343	3,349
Skills Tests Given	94	177	122	126	3.3%	148	94	208	1,628	1,990	2,154
New Licenses	71	83	80	60	-25.6%	73	59	97	801	1,333	1,390
Renewal Licenses	5,271	7,385	6,414	5,046	-21.3%	7,803	4,564	20,676	85,829	103,010	113,466
License Duplications	90	131	108	90	-16.7%	98	73	131	1,082	926	993
License Corrections	5	11	12	8	-33.3%	11	5	15	116	278	282
Photo I.D. Cards - New / Corr / Dup	274	385	343	273	-20.4%	328	226	434	3,610	3,047	3,381
Copies - Driver/Vehicle Records	2,357	3,113	2,909	2,069	-28.9%	2,693	2,069	3,650	29,620	29,138	31,810
Titling / Registration											
Transaction Subtotal	163,225	248,147	250,492	216,953	-13.4%	218,154	163,225	250,492	2,399,693	2,362,223	2,615,311
New Titles	29,815	44,354	46,470	43,341	-6.7%	38,967	29,815	46,470	428,640	399,194	442,493
Corrected Titles	3,854	4,699	5,922	5,089	-14.1%	5,255	3,854	6,249	57,802	54,547	59,827
Duplicated Titles	2,991	4,352	4,035	3,615	-10.4%	3,480	2,861	4,352	38,281	36,620	40,396
Lien Maintenance	3,369	4,047	5,410	4,660	-13.9%	4,618	3,369	6,046	50,797	53,270	58,166
Salvage Application	6,162	8,377	6,770	5,958	-12.0%	8,162	5,958	13,814	89,787	74,002	81,135
Salvage Corr. / Dupl.	239	271	295	321	8.8%	263	199	321	2,895	3,067	3,345
Renewal -Std.	93,042	145,232	147,948	130,209	-12.0%	123,866	93,042	147,948	1,362,525	1,368,196	1,519,344
Renewal -Replac. Tag.	536	1,119	984	1,018	3.5%	759	464	1,119	8,345	7,853	8,715
Substitute Tags	1,509	2,574	2,415	2,273	-5.9%	2,158	1,509	2,597	23,735	23,935	26,309
Substitute Stickers	1,019	1,415	1,304	1,386	6.3%	1,268	1,019	1,415	13,944	12,256	13,478
Duplicate Regist.	3,196	6,237	5,481	5,459	-0.4%	4,768	3,196	6,237	52,453	47,246	52,160
Corrected Regist.	118	195	194	152	-21.6%	200	118	355	2,204	3,087	3,307
New Tag Regist.	276	518	553	456	-17.5%	378	261	553	4,157	3,728	4,125
Transfer Tags With Renewal	1	0	6	1	-83.3%	2	1	6	21	34	35
Tags Returned	6,703	10,734	10,015	99	-99.0%	10,410	99	14,142	114,512	140,625	153,625
Change Of Address	10,395	14,023	12,690	12,916	1.8%	13,600	10,395	16,304	149,595	134,563	148,851
Other											
Transaction Subtotal	13,855	18,894	15,644	10,620	-32.1%	13,153	10,620	18,894	144,681	95,296	108,556
Fr / Payments & Investigation											
Disability Placards - Temporary	404	635	525	395	-24.8%	490	394	635	5,391	5,246	5,755
Disability Placards - Permanent	5,840	9,132	7,538	3,953	-47.6%	5,872	3,953	9,132	64,593	31,943	38,470
County Stickers	10	30	20	17	-15.0%	20	7	30	221	301	337
Administrative Parking Flags Removed	7,601	9,097	7,561	6,255	-17.3%	6,771	5,790	9,097	74,476	57,806	63,994

MVA StateStat
Operations - All Branches
Jul FY 2011
Reporting Period: May 2010

Performance Metrics											
All Branches	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		89.8%				89.1%	86.1%	91.4%			89.1%
Branch Visit Time	22.99	29.66	28.66	27.23	-5.0%	27.17	19.51	35.22			
Branch Waiting Time	16.70	23.39	22.31	20.94	-6.1%	20.82	13.13	28.77			
Branch Processing Time	6.29	6.27	6.35	6.28	-1.0%	6.35	6.16	6.52			
Branch Customers Served	279,328	373,457	363,710	426,539	17.3%	4,009,263	273,074	488,465	4,009,263		
Drivers License Visit Time	28.10	35.38	31.98	31.45	-1.6%	33.36	22.53	47.04			
DLS Waiting Time	20.29	27.75	24.20	23.62	-2.4%	25.40	14.57	38.79			
DLS Processing Time	7.80	7.63	7.78	7.84	0.8%	7.96	7.63	8.25			
DLS Customers Served	114,952	158,629	149,332	169,281	13.4%	1,662,789	110,413	208,884	1,662,789		
Vehicle Services Visit Time	19.76	26.81	28.62	26.17	-8.6%	23.72	17.79	28.62			
VS Wait Time	14.58	21.58	23.25	20.88	-10.2%	18.53	12.56	23.25			
VS Processing Time	5.18	5.24	5.37	5.28	-1.6%	5.19	5.01	5.37			
VS Customers Served	118,509	156,013	160,495	194,665	21.3%	1,752,988	118,509	214,702	1,752,988		
ICD/Misc Visit Time	17.86	21.55	19.38	17.88	-7.7%	18.80	15.60	21.55			
ICD/Misc Wait Time	12.62	16.22	14.05	12.67	-9.8%	13.50	10.19	16.22			
ICD/Misc Processing Time	5.24	5.33	5.33	5.22	-2.0%	5.30	5.18	5.42			
ICD/Misc Customers Served	45,867	58,815	53,883	62,593	16.2%	593,486	42,612	64,879	593,486		
Total Transactions	346,973	541,195	499,408	422,546	-15.4%	445,944	306,710	541,195	5,351,323	5,500,745	6,020,434
DLS Transactions	179,653	281,231	252,033	221,511	-12.1%	226,521	87,567	286,203	2,718,251	2,984,707	3,254,296
Title & Registration Transactions	130,780	207,228	202,523	165,057	-18.5%	180,576	130,780	215,159	2,166,909	2,095,255	2,304,853
Other	36,540	52,736	44,852	35,978	-19.8%	38,847	27,217	52,736	466,163	420,783	461,285
Personnel											
Filled PINS	690	695	698	697	-0.1%	692	685	698			700
Filled Contract Employees	30	31	31	30	-3.2%	34	30	30			42
State Temporary Employees	46	49	50	49	-2.0%	51	46	58			63
Agency Temporary Employees	23	26	18	18	0.0%	25	18	33			24
# Vacancies (PIN & Contract)	36	33	33	32	-3.0%	34	28	41			23
% Vacant Positions	4.6%	4.1%	4.1%	4.0%	-2.7%	5.4%	3.4%	16.9%			10.1%
Total Leave Days	4,709	2,948	2,776	3,987	43.6%	4,030	2,776	5,503	44,329	38,298	42,971
Sick Leave Days (Unplanned)	557	1,040	741	590	-20.4%	755	557	1,040	8,310	6,636	7,769
Other Leave Days (Planned)	4,153	1,593	2,035	3,397	66.9%	3,246	1,593	4,805	35,705	31,663	34,886
Overtime Hrs.	2,140	3,957	3,417	3,372	-1.3%	3,298	2,140	4,569	36,278	38,468	43,597
OT Annual Budget									\$1,023,960	\$875,687	\$875,687
OT Spent	\$54,817	\$97,618	\$86,381	\$85,654	-0.8%	\$84,325	\$54,817	\$123,168	\$927,577	\$985,632	\$1,113,589
% of Budget Spent	64.3%	73.8%	82.2%	90.6%	10.2%				90.6%	112.6%	127.2%

MVA StateStat
Operations - District Summary
Jul FY 2011
Reporting Period: May 2010

PerformanceMetrics											
District 1	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		87.3%				86.4%	83.6%	88.4%			90.7%
Branch Visit Time	25.08	30.55	28.10	27.66	-1.6%	27.32	21.45	33.42			
Branch Waiting Time	19.30	24.75	22.25	21.94	-1.4%	21.48	15.50	27.58			
Branch Processing Time	5.78	5.80	5.85	5.71	-2.4%	5.84	5.71	6.05			
Branch Customers Served	71,734	95,814	93,661	111,921	19.5%	1,037,523	69,854	128,986	1,037,523		
Drivers License Visit Time	32.08	38.05	32.33	33.44	3.4%	34.05	24.65	45.33			
DLS Waiting Time	24.72	30.81	24.94	26.12	4.7%	26.59	17.10	37.84			
DLS Processing Time	7.36	7.24	7.40	7.32	-1.1%	7.46	7.24	7.75			
DLS Customers Served	29,401	41,028	37,378	43,229	15.7%	426,484	27,895	55,449	426,484		
Vehicle Services Visit Time	19.98	25.36	26.65	24.98	-6.3%	22.95	19.42	26.65			
VS Wait Time	15.36	20.70	21.81	20.28	-7.0%	18.28	14.65	21.81			
VS Processing Time	4.62	4.67	4.84	4.70	-2.9%	4.66	4.51	4.84			
VS Customers Served	31,736	41,651	44,302	54,201	22.3%	474,310	31,736	58,716	474,310		
ICD/Misc Visit Time	20.16	22.93	19.96	19.04	-4.6%	19.98	17.77	22.93			
ICD/Misc Wait Time	15.38	18.04	15.10	14.20	-5.9%	15.07	12.65	18.04			
ICD/Misc Processing Time	4.79	4.88	4.87	4.84	-0.6%	4.91	4.78	5.12			
ICD/Misc Customers Served	10,597	13,135	11,981	14,491	20.9%	136,729	9,998	14,821	136,729		
Total Transactions	82,743	127,660	119,465	101,320	-15.2%	106,091	72,498	130,872	1,273,091	1,342,652	1,469,568
DLS Transactions	44,298	67,842	61,798	54,325	-12.1%	55,352	20,891	70,932	664,222	747,687	814,702
Title & Registration Transactions	29,412	47,182	47,102	38,419	-18.4%	41,579	29,412	52,433	498,952	492,938	542,691
Other	9,033	12,636	10,565	8,576	-18.8%	9,160	7,203	12,636	109,917	102,027	112,175
Personnel											
Filled PINS	166	168	171	170	-0.6%	165	159	171			170
Filled Contract Employees	5	6	6	6	0.0%	7	5	10			10
State Temporary Employees	12	14	14	14	0.0%	14	12	15			17
Agency Temporary Employees	6	9	4	5	25.0%	6	4	9			8
# Vacancies (PIN & Contract)	9	6	6	5	-16.7%	8	5	13			8
% Vacant Positions	4.8%	3.1%	3.1%	2.6%	-16.7%	4.3%	2.6%	7.0%			3.9%
Total Leave Days	1,148	745	686	1,052	53.4%	1,001	686	1,429	11,014	9,753	10,886
Sick Leave Days (Unplanned)	139	240	163	147	-10.1%	192	139	277	2,113	1,777	2,059
Other Leave Days (Planned)	1,009	505	523	906	73.3%	809	505	1,229	8,902	7,976	8,827
Overtime Hrs.	492	1,078	827	895	8.2%	802	492	1,078	8,825	8,838	9,847
OT Annual Budget									\$233,755	\$246,948	\$246,948
OT Spent	\$12,241	\$24,366	\$20,060	\$22,664	13.0%	\$20,477	\$12,241	\$28,017	\$225,248	\$226,240	\$251,339
% of Budget Spent	67.7%	78.1%	86.7%	96.4%	11.2%				96.4%	91.6%	101.8%

MVA StateStat
Operations - District Summary
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District Summary

PerformanceMetrics											
District 2	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		87.9%				89.9%	87.9%	92.4%			92.6%
Branch Visit Time	19.31	25.96	27.71	24.01	-13.3%	22.82	16.13	27.71			
Branch Waiting Time	13.13	19.75	21.40	17.75	-17.1%	16.52	9.84	21.40			
Branch Processing Time	6.18	6.21	6.31	6.27	-0.7%	6.30	6.06	6.41			
Branch Customers Served	63,872	84,147	80,754	94,421	16.9%	892,149	59,665	107,802	892,149		
Drivers License Visit Time	23.52	28.88	28.10	25.46	-9.4%	27.16	19.00	36.03			
DLS Waiting Time	15.71	21.27	20.39	17.65	-13.4%	19.21	11.05	27.68			
DLS Processing Time	7.81	7.62	7.71	7.81	1.3%	7.94	7.62	8.39			
DLS Customers Served	27,454	37,203	34,398	39,020	13.4%	384,042	25,172	46,854	384,042		
Vehicle Services Visit Time	16.96	26.10	31.75	25.62	-19.3%	20.90	14.55	31.75			
VS Wait Time	12.21	21.12	26.49	20.51	-22.6%	15.96	9.61	26.49			
VS Processing Time	4.75	4.98	5.27	5.11	-2.9%	4.95	4.65	5.27			
VS Customers Served	27,054	34,591	35,293	42,578	20.6%	387,038	25,938	47,593	387,038		
ICD/Misc Visit Time	13.11	16.43	12.95	13.15	1.5%	13.90	12.00	16.43			
ICD/Misc Wait Time	7.69	10.97	7.62	7.76	1.9%	8.50	6.53	10.97			
ICD/Misc Processing Time	5.43	5.46	5.34	5.39	0.9%	5.40	5.23	5.48			
ICD/Misc Customers Served	9,364	12,353	11,063	12,823	15.9%	121,069	8,414	13,355	121,069		
Total Transactions	89,659	138,030	125,718	105,894	-15.8%	114,542	89,123	138,030	1,374,499	1,205,614	1,320,858
DLS Transactions	45,824	70,863	62,419	54,107	-13.3%	56,478	23,648	70,863	677,735	587,133	642,015
Title & Registration Transactions	36,273	55,784	53,544	43,781	-18.2%	49,206	36,273	58,606	590,469	512,061	563,018
Other	7,562	11,383	9,755	8,006	-17.9%	8,858	7,562	11,383	106,295	106,420	115,825
Personnel											
Filled PINS	156	158	158	158	0.0%	157	156	158			146
Filled Contract Employees	10	10	10	10	0.0%	11	10	12			11
State Temporary Employees	15	15	15	15	0.0%	15	14	17			18
Agency Temporary Employees	8	8	7	7	0.0%	10	7	14			7
# Vacancies (PIN & Contract)	6	4	4	4	0.0%	4	3	6			3
% Vacant Positions	3.2%	1.8%	1.8%	1.8%	0.0%	2.2%	1.3%	3.2%			1.7%
Total Leave Days	1,060	624	701	902	28.7%	914	624	1,211	10,057	8,503	9,447
Sick Leave Days (Unplanned)	110	259	210	129	-38.8%	166	110	259	1,829	1,388	1,611
Other Leave Days (Planned)	949	366	491	774	57.6%	748	366	1,087	8,228	7,115	7,836
Overtime Hrs.	458	735	686	610	-11.1%	600	377	772	6,601	7,552	8,334
OT Annual Budget									\$215,984	\$183,878	\$183,878
OT Spent	\$12,049	\$19,452	\$17,931	\$16,365	-8.7%	\$15,879	\$9,872	\$21,159	\$174,670	\$201,637	\$223,335
% of Budget Spent	56.0%	65.0%	73.3%	80.9%	10.3%				80.9%	109.7%	121.5%

MVA StateStat
Operations - District Summary
Jul FY 2011
Reporting Period: May 2010

PerformanceMetrics											
District 3	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		88.4%				88.0%	84.9%	90.7%			87.2%
Branch Visit Time	22.70	32.14	28.42	30.29	6.6%	29.46	21.57	37.82			
Branch Waiting Time	16.33	25.86	22.02	23.90	8.5%	22.98	15.11	31.08			
Branch Processing Time	6.36	6.28	6.40	6.39	-0.2%	6.48	6.26	6.74			
Branch Customers Served	53,713	74,783	73,300	85,486	16.6%	812,975	53,713	100,423	812,975		
Drivers License Visit Time	26.68	35.41	30.86	32.00	3.7%	33.15	23.96	43.68			
DLS Waiting Time	19.20	28.08	23.35	24.46	4.7%	25.36	16.19	35.37			
DLS Processing Time	7.48	7.33	7.50	7.54	0.5%	7.80	7.29	8.31			
DLS Customers Served	26,736	38,060	37,372	42,300	13.2%	405,751	26,736	51,066	405,751		
Vehicle Services Visit Time	18.30	30.00	27.31	30.53	11.8%	26.60	18.30	33.70			
VS Wait Time	13.14	24.85	21.99	25.24	14.8%	21.41	13.14	28.43			
VS Processing Time	5.16	5.15	5.33	5.29	-0.7%	5.19	4.94	5.33			
VS Customers Served	19,715	27,010	26,347	31,988	21.4%	301,845	19,715	37,617	301,845		
ICD/Misc Visit Time	18.90	25.28	21.89	22.05	0.7%	22.42	18.64	25.79			
ICD/Misc Wait Time	13.51	20.00	16.82	16.86	0.2%	17.28	13.49	20.70			
ICD/Misc Processing Time	5.39	5.28	5.07	5.19	2.4%	5.14	4.90	5.39			
ICD/Misc Customers Served	7,262	9,713	9,581	11,198	16.9%	105,379	7,262	11,740	105,379		
Total Transactions	64,299	104,236	95,035	82,886	-12.8%	86,886	50,990	106,647	1,042,631	740,815	807,192
DLS Transactions	39,678	65,803	58,311	52,580	-9.8%	53,449	22,194	68,149	641,392	420,603	456,495
Title & Registration Transactions	21,005	33,144	31,934	26,572	-16.8%	29,415	21,005	35,068	352,976	277,584	304,381
Other	3,616	5,289	4,790	3,734	-22.0%	4,022	2,181	5,289	48,263	42,628	46,316
Personnel											
Filled PINS	128	129	131	133	1.5%	130	127	134			107
Filled Contract Employees	8	8	8	7	-12.5%	8	7	11			6
State Temporary Employees	5	5	6	5	-16.7%	6	5	7			6
Agency Temporary Employees	6	5	3	2	-33.3%	5	2	7			3
# Vacancies (PIN & Contract)	11	8	8	8	0.0%	9	6	14			1
% Vacant Positions	7.5%	5.4%	5.4%	5.5%	0.7%	5.9%	3.8%	9.3%			0.8%
Total Leave Days	890	526	461	732	58.7%	730	461	1,021	8,028	5,285	5,935
Sick Leave Days (Unplanned)	103	142	120	125	4.2%	130	103	161	1,429	850	1,007
Other Leave Days (Planned)	787	385	342	607	77.7%	600	342	893	6,599	4,321	4,814
Overtime Hrs.	348	688	592	661	11.7%	628	340	926	6,910	4,739	5,650
OT Annual Budget									\$125,591	\$121,253	\$121,253
OT Spent	\$8,742	\$16,935	\$15,077	\$16,362	8.5%	\$15,409	\$8,349	\$23,265	\$169,500	\$113,748	\$135,034
% of Budget Spent	140.6%	174.0%	198.8%	231.8%	16.6%				135.0%	93.8%	111.4%

**MVA StateStat
Operations - District Summary
Jul FY 2011
Reporting Period: May 2010**

PerformanceMetrics											
District 4	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		87.8%				89.1%	87.8%	91.6%			89.1%
Branch Visit Time	24.21	30.03	29.90	27.10	-9.4%	28.60	18.89	40.81			
Branch Waiting Time	17.48	23.33	23.17	20.40	-12.0%	21.88	12.16	34.01			
Branch Processing Time	6.73	6.70	6.73	6.70	-0.4%	6.73	6.50	6.85			
Branch Customers Served	90,009	118,713	115,995	134,711	16.1%	1,266,616	87,288	151,254	1,266,616		
Drivers License Visit Time	29.72	38.56	36.03	34.25	-4.9%	38.10	22.03	60.87			
DLS Waiting Time	21.22	30.23	27.60	25.60	-7.2%	29.51	13.46	51.96			
DLS Processing Time	8.50	8.33	8.43	8.65	2.6%	8.59	8.30	8.91			
DLS Customers Served	31,361	42,338	40,184	44,732	11.3%	446,512	29,981	55,515	446,512		
Vehicle Services Visit Time	22.28	26.79	28.75	25.36	-11.8%	24.71	18.15	30.96			
VS Wait Time	16.33	20.88	22.87	19.47	-14.9%	18.93	12.39	25.42			
VS Processing Time	5.94	5.91	5.88	5.88	0.0%	5.78	5.53	5.94			
VS Customers Served	40,004	52,761	54,553	65,898	20.8%	589,795	40,004	70,776	589,795		
ICD/Misc Visit Time	18.57	21.84	21.12	17.62	-16.5%	18.90	14.68	21.84			
ICD/Misc Wait Time	13.22	16.30	15.43	12.26	-20.6%	13.35	8.98	16.30			
ICD/Misc Processing Time	5.35	5.54	5.68	5.37	-5.6%	5.55	5.35	5.69			
ICD/Misc Customers Served	18,644	23,614	21,258	24,081	13.3%	230,309	16,126	24,963	230,309		
Total Transactions	109,760	169,839	157,890	131,157	-16.9%	137,148	93,326	169,839	1,645,770	1,677,956	1,835,103
DLS Transactions	49,504	75,752	68,592	59,639	-13.1%	60,347	20,401	75,752	724,169	822,349	893,913
Title & Registration Transactions	43,957	70,745	69,609	55,931	-19.6%	60,056	43,957	70,745	720,668	691,090	760,401
Other	16,299	23,342	19,689	15,587	-20.8%	16,744	9,525	23,342	200,933	164,517	180,789
Personnel											
Filled PINS	239	239	236	234	-0.8%	237	233	241			241
Filled Contract Employees	7	7	7	7	0.0%	7	5	8			6
State Temporary Employees	14	15	15	15	0.0%	16	14	19			20
Agency Temporary Employees	3	4	4	4	0.0%	4	3	5			4
# Vacancies (PIN & Contract)	10	16	16	16	0.0%	13	9	16			9
% Vacant Positions	3.8%	5.9%	5.9%	6.0%	0.8%	5.0%	3.4%	6.1%			3.1%
Total Leave Days	1,602	1,040	920	1,292	40.5%	1,376	920	1,828	15,132	13,026	14,508
Sick Leave Days (Unplanned)	204	399	248	190	-23.4%	267	179	399	2,940	2,319	2,766
Other Leave Days (Planned)	1,398	325	672	1,102	64.1%	1,080	325	1,582	11,877	10,512	11,547
Overtime Hrs.	842	1,456	1,312	1,206	-8.1%	1,268	842	2,013	13,944	16,697	18,931
OT Annual Budget									\$448,630	\$323,608	\$323,608
OT Spent	\$21,785	\$36,865	\$33,313	\$30,263	-9.2%	\$32,560	\$21,785	\$52,204	\$358,158	\$427,862	\$483,013
% of Budget Spent	57.4%	65.7%	73.1%	79.8%	9.2%				79.8%	132.2%	149.3%

**MVA StateStat
Operations - District 1
Jul FY 2011
Reporting Period: May 2010**

PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		84.2%				85.3%	81.1%	90.7%			88.3%
Branch Visit Time	33.57	40.61	32.23	33.63	4%	32.69	24.43	40.61			
Branch Waiting Time	28.21	35.21	26.80	28.22	5%	27.03	18.49	35.21			
Branch Processing Time	5.36	5.40	5.43	5.41	0%	5.65	5.36	6.01			
Branch Customers Served	21,711	28,090	26,771	31,498	18%	298,935	20,579	36,429	298,935		
Drivers License Visit Time	43.26	52.83	36.46	46.77	28%	42.36	27.94	55.99			
DLS Waiting Time	36.05	45.81	29.32	39.40	34%	34.81	20.11	48.47			
DLS Processing Time	7.21	7.02	7.14	7.37	3%	7.55	7.02	7.93			
DLS Customers Served	9,023	12,366	10,978	12,779	16%	129,484	8,758	17,102	129,484		
Vehicle Services Visit Time	25.81	31.77	32.28	25.38	-21%	24.98	18.68	32.28			
VS Wait Time	21.81	27.59	27.92	21.16	-24%	20.76	14.30	27.92			
VS Processing Time	4.00	4.18	4.35	4.22	-3%	4.22	3.96	4.56			
VS Customers Served	8,488	10,716	11,223	13,369	19%	118,230	7,722	14,018	118,230		
ICD/Misc Visit Time	27.55	29.10	21.32	19.31	-9%	24.14	19.31	29.74			
ICD/Misc Wait Time	23.48	25.05	17.31	15.57	-10%	19.93	15.39	25.54			
ICD/Misc Processing Time	4.07	4.05	4.00	3.74	-7%	4.21	3.74	4.66			
ICD/Misc Customers Served	4,200	5,008	4,570	5,350	17%	51,221	3,612	5,638	51,221		
Total Transactions	23,903	36,278	32,685	26,727	-18%	29,048	18,119	36,278	348,578	369,587	404,235
DLS Transactions	12,901	19,626	17,486	15,032	-14%	15,797	4,849	20,202	189,565	188,309	238,146
Title & Registration Transactions	6,723	10,770	10,346	8,131	-21%	9,127	6,723	10,770	109,519	105,181	115,651
Other	4,279	5,882	4,853	3,564	-27%	4,125	2,919	5,882	49,494	45,687	50,438
Personnel											
Filled PINS	46	45	45	44	-2%	44	41	46			47
Filled Contract Employees	2	3	3	3	0%	3	2	5			4
State Temporary Employees	2	5	5	5	0%	4	2	5			4
Agency Temporary Employees	4	7	4	4	0%	4	2	7			6
# Vacancies (PIN & Contract)	1	2	2	1	-50%	3	1	5			2
% Vacant Positions	2.1%	4.2%	4.2%	2.1%	-49%	6.0%	2.1%	11.1%			3.3%
Total Leave Days	254	203	201	314	56%	267	119	402	2,937	2,906	3,258
Sick Leave Days (Unplanned)	33	60	33	60	80%	55	32	99	601	493	555
Other Leave Days (Planned)	221	143	167	254	52%	212	21	353	2,336	2,413	2,703
Overtime Hrs.	169	320	287	315	10%	296	169	436	3,259	3,427	3,800
OT Annual Budget									\$90,514	\$82,624	\$82,624
OT Spent	\$4,492	\$8,059	\$7,031	\$8,230	17%	\$7,759	\$4,492	\$11,647	\$85,346	\$83,754	\$100,209
% of Budget Spent	68.5%	77.4%	85.2%	94.3%	11%				94.3%	101.4%	121.3%

**MVA StateStat
Operations - District 1
Jul FY 2011
Reporting Period: May 2010**

20100727_MVA_Template
District 1

PerformanceMetrics											
Cumberland 9911	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		99.0%				98.9%	98.2%	99.6%			88.3%
Branch Visit Time	11.87	11.32	15.28	13.79	-10%	12.03	10.40	15.28			
Branch Waiting Time	6.62	5.61	9.23	7.80	-15%	6.18	4.65	9.23			
Branch Processing Time	5.25	5.72	6.05	5.99	-1%	5.84	5.25	6.67			
Branch Customers Served	4,775	6,490	6,911	8,391	21%	71,220	4,273	8,857	71,220		
Drivers License Visit Time	11.45	12.21	19.91	12.54	-37%	14.33	11.45	19.91			
DLS Waiting Time	5.55	5.51	12.86	5.40	-58%	7.17	5.40	12.86			
DLS Processing Time	5.90	6.69	7.05	7.14	1%	7.16	5.90	8.77			
DLS Customers Served	1,720	2,228	2,081	2,431	17%	22,880	1,421	2,679	22,880		
Vehicle Services Visit Time	13.03	10.89	11.60	15.62	35%	10.27	7.25	15.62			
VS Wait Time	8.68	6.13	6.29	10.69	70%	5.64	2.60	10.69			
VS Processing Time	4.35	4.76	5.31	4.93	-7%	4.62	3.87	5.31			
VS Customers Served	2,556	3,599	4,216	5,268	25%	41,752	2,456	5,437	41,752		
ICD/Misc Visit Time	9.69	10.16	11.73	11.47	-2%	10.61	9.32	11.73			
ICD/Misc Wait Time	3.81	4.38	5.96	5.37	-10%	4.63	3.59	5.96			
ICD/Misc Processing Time	5.88	5.78	5.77	6.10	6%	5.98	5.57	6.50			
ICD/Misc Customers Served	499	663	614	692	13%	6,588	396	741	6,588		
Total Transactions	6,572	10,116	10,144	8,529	-16%	8,403	6,240	10,144	100,830	94,553	104,531
DLS Transactions	2,790	4,078	3,604	3,213	-11%	3,137	1,352	4,078	37,645	37,363	41,077
Title & Registration Transactions	3,379	5,393	6,007	4,870	-19%	4,743	3,315	6,007	56,921	51,424	57,168
Other	403	645	533	446	-16%	522	403	645	6,264	5,766	6,286
Personnel											
Filled PINS	20	20	20	20	0%	20	20	20			20
Filled Contract Employees	0	0	0	0	0%	1	1	1			1
State Temporary Employees	1	1	1	1	0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	1	1	0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	134	79	77	109	42%	111	29	175	1,221	1,130	1,225
Sick Leave Days (Unplanned)	27	20	18	9	-49%	20	2	33	219	287	339
Other Leave Days (Planned)	106	59	59	100	70%	91	27	149	1,002	806	886
Overtime Hrs.	5	35	3	6	100%	13	2	35	138	146	198
OT Annual Budget									\$4,210	\$17,968	\$17,968
OT Spent	\$154	\$929	\$94	\$167	78%	\$343	\$48	\$929	\$3,768	\$3,662	\$5,376
% of Budget Spent	61.2%	83.3%	85.5%	89.5%	5%				89.5%	20.4%	29.9%

**MVA StateStat
Operations - District 1
Jul FY 2011
Reporting Period: May 2010**

20100727_MVA_Template
District 1

PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		87.2%				82.8%	72.7%	88.4%			88.3%
Branch Visit Time	19.38	23.53	25.61	31.25	22%	27.47	19.38	42.11			
Branch Waiting Time	13.40	17.71	19.93	25.66	29%	21.66	13.40	36.11			
Branch Processing Time	5.98	5.82	5.68	5.59	-2%	5.81	5.59	6.03			
Branch Customers Served	12,071	16,696	16,640	19,458	17%	177,882	11,969	21,733	177,882		
Drivers License Visit Time	23.27	28.03	29.23	35.01	20%	32.22	23.27	53.12			
DLS Waiting Time	15.67	20.60	22.02	28.05	27%	24.88	15.67	45.50			
DLS Processing Time	7.60	7.43	7.20	6.97	-3%	7.33	6.95	7.62			
DLS Customers Served	5,126	7,206	6,762	7,769	15%	74,013	4,768	9,348	74,013		
Vehicle Services Visit Time	16.61	20.25	24.26	31.05	28%	24.88	16.61	35.99			
VS Wait Time	12.01	15.91	19.73	26.46	34%	20.35	12.01	31.42			
VS Processing Time	4.60	4.34	4.53	4.59	1%	4.53	4.34	4.67			
VS Customers Served	5,601	7,673	8,182	9,665	18%	84,986	5,601	10,370	84,986		
ICD/Misc Visit Time	15.01	18.91	16.96	16.09	-5%	18.70	15.01	22.45			
ICD/Misc Wait Time	9.54	13.18	11.72	11.00	-6%	13.06	9.54	16.59			
ICD/Misc Processing Time	5.47	5.73	5.25	5.09	-3%	5.64	5.09	6.28			
ICD/Misc Customers Served	1,344	1,817	1,696	2,024	19%	18,883	1,344	2,041	18,883		
Total Transactions	11,707	18,785	17,765	15,191	-14%	15,719	10,897	21,740	188,627	212,133	244,880
DLS Transactions	7,198	11,244	10,366	9,111	-12%	9,095	3,516	11,621	109,144	127,200	138,752
Title & Registration Transactions	3,653	6,091	6,252	5,065	-19%	5,555	3,653	9,078	66,656	83,810	92,120
Other	856	1,450	1,147	1,015	-12%	1,069	856	1,450	12,827	12,922	14,008
Personnel											
Filled PINS	24	25	24	24	0%	24	22	25			23
Filled Contract Employees	1	1	1	1	0%	1	1	1			2
State Temporary Employees	5	4	4	4	0%	5	4	6			6
Agency Temporary Employees	1	1	0	1	0%	1	1	1			2
# Vacancies (PIN & Contract)	0	1	1	1	0%	1	1	2			3
% Vacant Positions	0.0%	3.8%	4.0%	4.0%	0%	4.7%	3.8%	8.7%			9.1%
Total Leave Days	156	78	72	170	137%	144	72	196	1,579	1,388	1,513
Sick Leave Days (Unplanned)	13	18	15	8	-49%	23	6	49	248	190	212
Other Leave Days (Planned)	143	61	57	163	185%	121	57	169	1,330	1,236	1,301
Overtime Hrs.	41	102	56	164	193%	85	24	165	936	964	1,102
OT Annual Budget									\$26,043	\$39,642	\$39,642
OT Spent	\$976	\$2,584	\$1,491	\$4,222	183%	\$2,189	\$632	\$4,437	\$24,080	\$23,767	\$29,024
% of Budget Spent	60.6%	70.5%	76.3%	92.5%	21%				92.5%	60.0%	73.2%

**MVA StateStat
Operations - District 1
Jul FY 2011
Reporting Period: May 2010**

20100727_MVA_Template
District 1

PerformanceMetrics											
Hagerstown 9913	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		99.1%				98.8%	98.0%	99.2%			88.3%
Branch Visit Time	12.43	17.62	20.68	15.21	-26%	15.05	10.74	20.69			
Branch Waiting Time	6.86	12.05	15.01	9.75	-35%	9.55	5.32	15.07			
Branch Processing Time	5.57	5.57	5.67	5.46	-4%	5.50	5.24	5.69			
Branch Customers Served	9,386	11,853	11,855	14,472	22%	128,602	7,902	15,835	128,602		
Drivers License Visit Time	14.26	17.90	17.43	14.68	-16%	16.81	12.90	27.13			
DLS Waiting Time	7.22	11.02	10.42	7.97	-24%	9.77	5.93	19.39			
DLS Processing Time	7.04	6.88	7.01	6.71	-4%	7.04	6.71	7.73			
DLS Customers Served	3,320	4,246	3,858	4,725	22%	44,210	2,726	5,301	44,210		
Vehicle Services Visit Time	11.48	18.04	22.89	15.66	-32%	14.21	9.44	22.89			
VS Wait Time	6.91	13.34	17.94	10.98	-39%	9.67	5.06	17.94			
VS Processing Time	4.56	4.70	4.95	4.68	-6%	4.54	4.30	4.95			
VS Customers Served	4,802	6,100	6,717	8,125	21%	69,420	4,181	8,820	69,420		
ICD/Misc Visit Time	11.01	14.75	17.65	14.17	-20%	13.06	9.55	17.65			
ICD/Misc Wait Time	5.58	9.32	12.16	8.27	-32%	7.54	4.25	12.16			
ICD/Misc Processing Time	5.43	5.43	5.48	5.90	8%	5.52	5.17	6.07			
ICD/Misc Customers Served	1,264	1,507	1,280	1,622	27%	14,972	995	1,714	14,972		
Total Transactions	12,902	19,492	18,474	15,335	-17%	15,603	9,644	19,492	187,237	182,632	200,857
DLS Transactions	5,971	8,780	7,839	6,944	-11%	6,915	2,684	8,780	82,984	86,043	94,056
Title & Registration Transactions	5,797	9,257	9,416	7,426	-21%	7,612	5,797	9,416	91,338	85,308	94,144
Other	1,134	1,455	1,219	965	-21%	1,076	378	1,455	12,915	11,469	12,657
Personnel											
Filled PINS	19	20	20	20	0%	20	19	21			20
Filled Contract Employees	2	2	2	2	0%	2	2	2			2
State Temporary Employees	2	2	2	2	0%	2	2	2			2
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	2	0	0	0	0%	2	1	2			0
% Vacant Positions	9.5%	0.0%	0.0%	0.0%	0%	7.0%	4.5%	9.5%			0.0%
Total Leave Days	155	90	100	107	8%	132	90	195	1,457	1,264	1,412
Sick Leave Days (Unplanned)	11	30	17	9	-45%	25	8	71	270	239	301
Other Leave Days (Planned)	144	60	83	98	18%	108	60	181	1,187	1,062	1,111
Overtime Hrs.	5	2	25	8	-68%	10	2	25	96	63	75
OT Annual Budget									\$1,591	\$4,591	\$4,591
OT Spent	\$123	\$46	\$480	\$193	-60%	\$214	\$46	\$480	\$2,141	\$1,505	\$1,875
% of Budget Spent	89.4%	92.3%	122.4%	134.6%	10%				134.6%	32.8%	40.9%

**MVA StateStat
Operations - District 1
Jul FY 2011
Reporting Period: May 2010**

PerformanceMetrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		89.9%				95.9%	89.9%	100.0%			88.3%
Branch Visit Time	15.19	14.75	19.23	16.85	-12%	15.96	11.54	19.23			
Branch Waiting Time	10.89	10.57	15.20	13.22	-13%	11.27	7.33	15.20			
Branch Processing Time	4.30	4.18	4.03	3.63	-10%	4.69	3.63	5.89			
Branch Customers Served	903	1,289	1,391	1,839	32%	12,635	618	1,839	12,635		
Drivers License Visit Time	23.40	21.53	29.56	21.39	-28%	22.17	13.82	29.56			
DLS Waiting Time	17.65	15.76	23.62	15.85	-33%	15.10	7.75	23.62			
DLS Processing Time	5.75	5.76	5.94	5.54	-7%	7.06	5.54	9.20			
DLS Customers Served	424	521	500	589	18%	4,701	225	589	4,701		
Vehicle Services Visit Time	7.10	9.99	13.36	14.05	5%	11.90	7.10	14.99			
VS Wait Time	4.12	6.85	10.41	11.36	9%	8.62	4.12	11.36			
VS Processing Time	2.98	3.14	2.95	2.69	-9%	3.28	2.69	3.91			
VS Customers Served	479	768	891	1,250	40%	7,934	393	1,250	7,934		
ICD/Misc Visit Time	0.00	0.00	0.00	0.00	0%	0.00	0.00	0.00			
ICD/Misc Wait Time	0.00	0.00	0.00	0.00	0%	0.00	0.00	0.00			
ICD/Misc Processing Time	0.00	0.00	0.00	0.00	0%	0.00	0.00	0.00			
ICD/Misc Customers Served	0	0	0	0	0%	0.0%	0	0	0		
Total Transactions	960	1,486	1,611	1,422	-12%	1,323	960	1,611	15,881	15,403	17,081
DLS Transactions	508	664	606	514	-15%	535	217	664	6,425	6,346	6,935
Title & Registration Transactions	452	822	1,005	908	-10%	788	452	1,005	9,456	9,053	10,142
Other	0	0	0	0	0%	0	0	0	0	4	4
Personnel											
Filled PINS	0	0	0	0	0%	0	0	0			0
Filled 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	0
Sick Leave Days (Unplanned)	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
Overtime Hrs.	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
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0%				0.0%	0.0%	0.0%

**MVA StateStat
Operations - District 1
Jul FY 2011
Reporting Period: May 2010**

20100727_MVA_Template
District 1

PerformanceMetrics											
Westminister 9914	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		85.5%				81.6%	79.4%	85.5%			88.3%
Branch Visit Time	25.10	32.91	30.37	27.45	-10%	26.99	19.98	33.18			
Branch Waiting Time	18.57	26.54	23.71	20.84	-12%	20.73	13.83	27.44			
Branch Processing Time	6.53	6.37	6.65	6.60	-1%	6.25	5.70	6.65			
Branch Customers Served	8,360	11,477	11,629	13,882	19%	129,647	8,360	16,967	129,647		
Drivers License Visit Time	28.48	38.41	32.46	29.71	-8%	31.01	21.59	40.88			
DLS Waiting Time	21.46	31.45	25.43	22.82	-10%	24.32	15.11	34.93			
DLS Processing Time	7.02	6.96	7.03	6.89	-2%	6.69	5.95	7.03			
DLS Customers Served	4,304	6,098	5,881	6,799	16%	66,544	4,194	8,928	66,544		
Vehicle Services Visit Time	21.03	27.65	28.94	25.68	-11%	22.66	18.05	28.94			
VS Wait Time	15.22	22.11	22.78	19.51	-14%	17.11	12.47	22.78			
VS Processing Time	5.81	5.54	6.16	6.17	0%	5.55	4.78	6.17			
VS Customers Served	3,058	4,110	4,483	5,521	23%	49,069	3,058	6,419	49,069		
ICD/Misc Visit Time	20.98	22.88	25.38	22.45	-12%	21.36	18.33	25.38			
ICD/Misc Wait Time	14.33	16.63	18.63	15.38	-17%	14.64	11.86	18.63			
ICD/Misc Processing Time	6.65	6.26	6.75	7.06	5%	6.72	6.26	7.20			
ICD/Misc Customers Served	998	1,269	1,265	1,562	23%	14,034	998	1,620	14,034		
Total Transactions	10,943	17,344	16,498	14,293	-13%	14,813	10,445	18,584	177,762	179,871	202,670
DLS Transactions	6,988	10,843	10,143	8,962	-12%	9,145	4,079	11,999	109,745	114,287	125,529
Title & Registration Transactions	3,269	5,511	5,454	4,534	-17%	4,832	3,269	5,749	57,985	60,615	66,326
Other	686	990	901	797	-12%	836	686	990	10,032	9,951	10,815
Personnel											
Filled PINS	23	23	25	25	0%	23	20	25			25
Filled 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	1	1	0	0	0%	1	1	1			0
# Vacancies (PIN & Contract)	2	0	0	0	0%	3	1	5			3
% Vacant Positions	8.7%	0.0%	0.0%	0.0%	0%	12.7%	4.2%	25.0%			12.0%
Total Leave Days	170	155	92	121	32%	142	92	210	1,565	1,296	1,469
Sick Leave Days (Unplanned)	26	75	49	23	-53%	38	11	75	418	212	242
Other Leave Days (Planned)	144	80	43	97	129%	104	43	159	1,147	1,084	1,227
Overtime Hrs.	81	151	113	142	26%	125	70	202	1,371	986	1,090
OT Annual Budget									\$27,316	\$36,199	\$36,199
OT Spent	\$1,799	\$3,595	\$2,749	\$3,392	23%	\$3,544	\$1,425	\$6,112	\$38,982	\$24,539	\$27,980
% of Budget Spent	107.1%	120.2%	130.3%	142.7%	10%				142.7%	67.8%	77.3%

**MVA StateStat
Operations - District 1
Jul FY 2011
Reporting Period: May 2010**

20100727_MVA_Template
District 1

PerformanceMetrics											
White Oak 9936	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		68.7%				73.8%	68.7%	79.9%			88.3%
Branch Visit Time	29.59	35.42	34.28	31.04	-9%	32.90	26.80	39.01			
Branch Waiting Time	23.52	29.14	27.78	24.81	-11%	26.63	20.74	33.03			
Branch Processing Time	6.07	6.28	6.51	6.23	-4%	6.27	5.93	6.65			
Branch Customers Served	14,528	19,919	18,464	22,381	21%	218,602	14,528	27,725	218,602		
Drivers License Visit Time	39.26	42.10	41.57	32.02	-23%	39.92	31.40	53.56			
DLS Waiting Time	31.26	34.25	33.09	23.61	-29%	31.68	23.50	45.82			
DLS Processing Time	8.00	7.85	8.48	8.41	-1%	8.24	7.74	8.87			
DLS Customers Served	5,484	8,363	7,318	8,137	11%	84,652	5,484	11,614	84,652		
Vehicle Services Visit Time	26.02	33.11	32.35	32.68	1%	30.93	26.02	33.46			
VS Wait Time	20.93	27.84	27.01	27.58	2%	25.68	20.93	28.43			
VS Processing Time	5.09	5.27	5.33	5.11	-4%	5.24	5.02	5.54			
VS Customers Served	6,752	8,685	8,590	11,003	28%	102,919	6,752	12,689	102,919		
ICD/Misc Visit Time	16.78	21.82	20.25	22.65	12%	18.58	16.78	22.65			
ICD/Misc Wait Time	12.49	17.08	15.46	18.00	16%	14.25	12.48	18.00			
ICD/Misc Processing Time	4.29	4.75	4.78	4.65	-3%	4.33	3.86	4.78			
ICD/Misc Customers Served	2,292	2,871	2,556	3,241	27%	31,031	2,212	3,422	31,031		
Total Transactions	15,757	24,160	22,288	19,823	-11%	21,181	14,481	27,647	254,176	271,641	312,395
DLS Transactions	7,943	12,608	11,754	10,549	-10%	10,726	4,194	14,387	128,714	167,673	177,142
Title & Registration Transactions	6,139	9,338	8,622	7,485	-13%	8,923	6,139	11,788	107,077	106,526	117,282
Other	1,675	2,214	1,912	1,789	-6%	1,532	962	2,214	18,385	14,560	17,971
Personnel											
Filled PINS	34	36	38	38	0%	35	34	38			36
Filled Contract Employees	0	0	0	0	0%	1	1	1			1
State Temporary Employees	2	2	2	2	0%	2	2	2			4
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	3	2	2	2	0%	2	2	3			0
% Vacant Positions	8.8%	5.6%	5.3%	5.3%	0%	5.9%	5.3%	8.8%			0.0%
Total Leave Days	279	139	145	231	59%	205	139	279	2,257	1,805	2,009
Sick Leave Days (Unplanned)	29	37	31	38	21%	32	15	45	356	356	410
Other Leave Days (Planned)	250	102	114	194	69%	173	102	250	1,900	1,449	1,599
Overtime Hrs.	191	468	343	260	-24%	275	191	468	3,025	3,271	3,584
OT Annual Budget									\$84,081	\$65,924	\$65,924
OT Spent	\$4,697	\$9,153	\$8,215	\$6,460	-21%	\$6,448	\$4,697	\$9,153	\$70,932	\$75,540	\$86,875
% of Budget Spent	56.0%	66.9%	76.7%	84.4%	10%				84.4%	114.6%	131.8%

MVA StateStat
Operations - District 2
Jul FY 2011
Reporting Period: May 2010

PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		88.2%				88.3%	87.6%	89.1%			91.3%
Branch Visit Time	19.65	28.25	28.28	24.88	-12.0%	27.51	19.65	36.57			
Branch Waiting Time	13.14	21.56	21.65	18.35	-15.2%	20.96	13.14	30.31			
Branch Processing Time	6.51	6.69	6.63	6.53	-1.6%	6.55	6.26	6.76			
Branch Customers Served	13,312	17,279	17,150	20,514	19.6%	189,573	12,858	22,774	189,573		
Drivers License Visit Time	25.40	28.78	29.43	27.26	-7.4%	32.38	23.93	43.30			
DLS Waiting Time	16.47	20.17	20.82	18.67	-10.3%	23.71	15.36	35.09			
DLS Processing Time	8.93	8.60	8.61	8.59	-0.3%	8.67	8.21	9.11			
DLS Customers Served	5,411	7,318	7,010	8,053	14.9%	78,970	5,251	9,838	78,970		
Vehicle Services Visit Time	16.07	30.25	30.58	25.83	-15.5%	26.03	16.07	35.89			
VS Wait Time	11.39	24.91	25.31	20.54	-18.8%	20.99	11.39	31.28			
VS Processing Time	4.68	5.34	5.27	5.28	0.3%	5.05	4.61	5.38			
VS Customers Served	6,216	7,665	8,108	10,060	24.1%	87,981	5,943	10,468	87,981		
ICD/Misc Visit Time	14.71	19.44	16.26	14.02	-13.8%	15.79	13.45	19.44			
ICD/Misc Wait Time	9.39	14.26	11.07	9.06	-18.2%	10.70	8.42	14.26			
ICD/Misc Processing Time	5.33	5.18	5.19	4.96	-4.4%	5.09	4.89	5.33			
ICD/Misc Customers Served	1,685	2,296	2,032	2,401	18.2%	22,622	1,631	2,468	22,622		
Total Transactions	18,437	28,207	26,386	23,017	-12.8%	23,905	18,437	28,530	286,854	316,181	344,596
DLS Transactions	8,888	13,658	12,534	11,424	-8.9%	11,224	4,788	14,082	134,683	153,268	166,737
Title & Registration Transactions	7,667	11,650	11,295	9,449	-16.3%	10,326	7,667	12,227	123,916	127,231	139,513
Other	1,882	2,899	2,557	2,144	-16.2%	2,355	1,882	2,899	28,255	35,682	38,346
Personnel											
Filled PINS	33	34	34	34	0.0%	34	33	35			35
Filled Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	3	4	4	4	0.0%	3	3	4			4
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	2	2	2	2	0.0%	1	1	2			0
% Vacant Positions	6.1%	4.4%	4.4%	4.4%	0.0%	3.6%	1.4%	6.1%			0.0%
Total Leave Days	217	152	146	170	16.4%	192	116	279	2,113	2,018	2,288
Sick Leave Days (Unplanned)	10	45	42	21	-50.3%	28	10	45	311	370	411
Other Leave Days (Planned)	207	107	105	150	43.0%	164	86	265	1,802	1,647	1,876
Overtime Hrs.	119	196	183	143	-21.9%	186	119	321	2,046	2,298	2,580
OT Annual Budget									\$70,544	\$62,714	\$62,714
OT Spent	\$3,138	\$5,162	\$4,917	\$4,025	-18.1%	\$4,967	\$3,138	\$7,866	\$54,635	\$63,617	\$71,161
% of Budget Spent	57.5%	64.8%	71.7%	77.4%	8.0%				77.4%	101.4%	113.5%

MVA StateStat
Operations - District 2
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District 2

PerformanceMetrics											
Elkton 9923	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		94.5%				96.5%	94.5%	97.7%			91.3%
Branch Visit Time	13.11	15.18	17.34	17.72	2.2%	14.99	12.11	17.72			
Branch Waiting Time	6.65	8.79	10.67	11.15	4.5%	8.39	5.44	11.15			
Branch Processing Time	6.46	6.40	6.67	6.57	-1.5%	6.60	6.24	7.05			
Branch Customers Served	6,690	8,645	8,518	10,319	21.1%	94,007	6,174	11,220	94,007		
Drivers License Visit Time	12.43	13.31	12.32	12.61	2.3%	13.51	12.06	16.45			
DLS Waiting Time	4.45	5.71	4.40	4.72	7.3%	5.31	3.82	7.58			
DLS Processing Time	7.98	7.60	7.93	7.89	-0.4%	8.19	7.60	8.87			
DLS Customers Served	2,220	2,994	2,642	3,195	20.9%	31,352	2,045	3,822	31,352		
Vehicle Services Visit Time	13.56	16.52	20.78	21.61	4.0%	16.26	12.13	21.61			
VS Wait Time	8.15	10.98	14.76	15.70	6.4%	10.67	6.53	15.70			
VS Processing Time	5.41	5.55	6.02	5.91	-1.8%	5.59	4.92	6.02			
VS Customers Served	3,576	4,553	4,905	5,926	20.8%	51,473	3,295	6,254	51,473		
ICD/Misc Visit Time	12.89	14.13	12.92	11.80	-8.6%	12.75	11.40	14.13			
ICD/Misc Wait Time	6.02	7.54	6.30	5.39	-14.6%	5.98	4.63	7.54			
ICD/Misc Processing Time	6.87	6.59	6.61	6.42	-3.0%	6.77	6.42	7.22			
ICD/Misc Customers Served	894	1,098	971	1,198	23.4%	11,182	793	1,210	11,182		
Total Transactions	10,201	14,929	14,701	12,293	-16.4%	12,778	10,201	15,330	153,335	143,536	158,345
DLS Transactions	3,910	6,018	5,310	4,639	-12.6%	4,769	2,000	6,116	57,222	57,276	62,931
Title & Registration Transactions	5,382	7,646	8,271	6,737	-18.5%	6,974	5,382	8,472	83,683	74,501	82,440
Other	909	1,265	1,120	917	-18.1%	1,036	861	1,265	12,430	11,759	12,974
Personnel											
Filled PINS	21	21	21	21	0.0%	21	21	21			20
Filled 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	145	19	90	124	37.6%	114	19	159	1,249	1,038	1,131
Sick Leave Days (Unplanned)	16	19	16	11	-29.5%	15	6	42	168	163	194
Other Leave Days (Planned)	128	0	74	112	52.3%	108	70	153	1,082	875	937
Overtime Hrs.	21	49	25	63	152.0%	50	21	73	549	956	1,066
OT Annual Budget									\$27,811	\$13,737	\$13,737
OT Spent	\$581	\$1,360	\$708	\$1,744	146.3%	\$1,387	\$581	\$2,146	\$15,259	\$25,162	\$29,558
% of Budget Spent	41.2%	46.1%	48.6%	54.9%	12.9%				54.9%	183.2%	215.2%

MVA StateStat
Operations - District 2
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District 2

PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		75.0%				76.0%	73.8%	79.2%			91.3%
Branch Visit Time	30.09	45.91	52.92	41.09	-22.3%	35.25	23.05	52.92			
Branch Waiting Time	23.68	39.33	46.04	34.37	-25.4%	28.52	16.43	46.04			
Branch Processing Time	6.41	6.58	6.88	6.72	-2.3%	6.73	6.41	6.96			
Branch Customers Served	14,939	18,377	17,326	20,137	16.2%	201,076	13,822	24,419	201,076		
Drivers License Visit Time	37.06	52.49	54.53	42.87	-21.4%	43.64	28.67	60.66			
DLS Waiting Time	27.99	43.59	45.11	33.33	-26.1%	34.11	18.87	50.60			
DLS Processing Time	9.07	8.90	9.42	9.54	1.3%	9.53	8.90	10.07			
DLS Customers Served	6,152	8,045	7,202	8,151	13.2%	83,980	5,528	10,316	83,980		
Vehicle Services Visit Time	29.14	50.14	65.00	47.81	-26.4%	33.40	20.84	65.00			
VS Wait Time	24.39	44.98	59.42	42.71	-28.1%	28.39	15.61	59.42			
VS Processing Time	4.75	5.16	5.58	5.11	-8.5%	5.02	4.53	5.58			
VS Customers Served	6,176	7,157	7,297	8,792	20.5%	84,349	5,943	10,415	84,349		
ICD/Misc Visit Time	15.05	18.53	12.97	13.52	4.3%	15.50	12.97	18.60			
ICD/Misc Wait Time	11.07	14.63	9.19	9.39	2.1%	11.48	8.78	14.65			
ICD/Misc Processing Time	3.98	3.91	3.78	4.13	9.5%	4.03	3.78	4.29			
ICD/Misc Customers Served	45,867	58,815	53,883	62,593	16.2%	593,486	42,612	64,879	593,486		
Total Transactions	18,856	28,511	25,686	21,024	-18.1%	23,489	16,454	28,511	281,869	301,982	329,905
DLS Transactions	9,649	14,634	12,900	10,882	-15.6%	11,674	4,182	14,670	140,082	163,672	178,368
Title & Registration Transactions	6,965	10,656	10,167	8,108	-20.3%	9,353	6,965	11,338	112,240	108,211	118,632
Other	2,242	3,221	2,619	2,034	-22.3%	2,462	1,861	3,221	29,547	30,099	32,905
Personnel											
Filled PINS	29	29	30	30	0.0%	30	29	30			30
Filled Contract Employees	3	3	3	3	0.0%	3	3	4			4
State Temporary Employees	2	2	2	2	0.0%	2	1	2			1
Agency Temporary Employees	4	4	3	3	0.0%	4	3	5			5
# Vacancies (PIN & Contract)	1	0	0	0	0.0%	1	1	1			1
% Vacant Positions	3.1%	0.0%	0.0%	0.0%	0.0%	3.1%	3.1%	3.1%			2.5%
Total Leave Days	202	148	126	163	29.9%	162	126	224	1,787	1,438	1,577
Sick Leave Days (Unplanned)	28	74	45	23	-49.7%	37	18	74	409	310	356
Other Leave Days (Planned)	173	74	81	140	74.4%	125	74	198	1,377	1,129	1,222
Overtime Hrs.	147	248	260	186	-28.5%	170	111	260	1,871	2,002	2,237
OT Annual Budget									\$61,569	\$41,447	\$41,447
OT Spent	\$4,085	\$7,007	\$7,003	\$5,133	-26.7%	\$4,743	\$3,122	\$7,007	\$52,178	\$55,310	\$63,816
% of Budget Spent	53.7%	65.0%	76.4%	84.7%	10.9%				84.7%	133.4%	154.0%

MVA StateStat
Operations - District 2
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District 2

PerformanceMetrics											
Loveville 9944	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		91.9%				94.3%	91.9%	98.5%			91.3%
Branch Visit Time	11.67	17.03	12.97	12.75	-1.7%	14.40	9.59	21.26			
Branch Waiting Time	7.31	12.94	8.74	8.31	-4.9%	9.64	4.07	15.90			
Branch Processing Time	4.36	4.09	4.23	4.44	4.9%	4.76	4.05	5.52			
Branch Customers Served	5,931	8,078	8,028	9,533	18.7%	85,176	5,381	10,338	85,176		
Drivers License Visit Time	11.67	15.18	12.48	12.59	0.9%	16.50	11.32	28.81			
DLS Waiting Time	6.76	10.88	8.23	7.97	-3.2%	10.88	4.06	22.10			
DLS Processing Time	4.91	4.30	4.25	4.63	8.9%	5.63	4.25	7.27			
DLS Customers Served	2,163	2,929	2,770	3,278	18.3%	31,245	1,969	3,820	31,245		
Vehicle Services Visit Time	12.28	20.45	15.53	14.20	-8.6%	14.17	8.51	20.45			
VS Wait Time	8.89	17.45	11.93	10.79	-9.6%	10.18	4.31	17.45			
VS Processing Time	3.40	3.01	3.60	3.41	-5.2%	3.99	3.01	4.68			
VS Customers Served	2,921	4,136	4,363	5,206	19.3%	44,310	2,747	5,516	44,310		
ICD/Misc Visit Time	10.37	11.67	10.01	10.52	5.1%	8.99	6.97	11.67			
ICD/Misc Wait Time	5.12	5.87	4.77	4.88	2.3%	4.54	3.38	5.90			
ICD/Misc Processing Time	5.25	5.80	5.25	5.65	7.6%	4.45	3.36	5.80			
ICD/Misc Customers Served	847	1,013	895	1,049	17.2%	9,621	629	1,049	9,621		
Total Transactions	7,876	13,143	11,952	9,900	-17.2%	10,447	7,876	13,143	125,362	115,191	127,279
DLS Transactions	3,920	6,164	5,397	4,622	-14.3%	4,792	1,928	6,164	57,508	56,685	62,564
Title & Registration Transactions	3,461	6,301	5,945	4,761	-19.9%	5,125	3,461	6,646	61,498	52,745	58,446
Other	495	678	610	517	-15.2%	530	379	678	6,356	5,761	6,269
Personnel											
Filled PINS	12	12	12	12	0.0%	12	11	12			11
Filled Contract Employees	4	4	4	4	0.0%	4	4	5			5
State Temporary Employees	1	0	0	0	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%	4.6%	3.0%	6.3%			0.0%
Total Leave Days	83	68	82	78	-4.4%	93	68	119	1,024	934	1,049
Sick Leave Days (Unplanned)	3	19	10	11	7.2%	10	2	22	105	49	56
Other Leave Days (Planned)	80	50	72	67	-6.1%	83	50	112	918	885	993
Overtime Hrs.	22	31	20	40	100.0%	22	8	40	247	213	213
OT Annual Budget									\$3,921	\$7,088	\$7,088
OT Spent	\$654	\$802	\$592	\$1,181	99.5%	\$635	\$220	\$1,181	\$6,981	\$4,156	\$6,876
% of Budget Spent	112.4%	132.8%	147.9%	178.0%	20.4%				178.0%	58.6%	97.0%

MVA StateStat
Operations - District 2
Jul FY 2011
Reporting Period: May 2010

PerformanceMetrics											
Prince Frederick Satellite 9945	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		98.8%				97.4%	93.3%	100.0%			91.3%
Branch Visit Time	9.85	11.90	13.95	17.90	28.4%	11.67	4.64	17.90			
Branch Waiting Time	6.83	7.81	9.87	13.43	36.1%	8.10	2.63	13.43			
Branch Processing Time	3.03	4.09	4.08	4.47	9.7%	3.57	2.01	4.47			
Branch Customers Served	1,107	1,714	1,422	1,894	33.2%	8,207	264	1,894	8,207		
Drivers License Visit Time	10.05	12.18	14.64	18.35	25.4%	11.98	4.29	18.35			
DLS Waiting Time	6.98	7.97	10.21	13.45	31.7%	8.21	2.11	13.45			
DLS Processing Time	3.07	4.21	4.43	4.90	10.6%	3.77	2.18	4.90			
DLS Customers Served	892	1,365	1,138	1,477	29.8%	6,526	214	1,477	6,526		
Vehicle Services Visit Time	9.19	9.93	11.25	16.32	45.1%	9.56	1.94	16.32			
VS Wait Time	6.63	7.27	9.12	13.65	49.7%	7.29	1.05	13.65			
VS Processing Time	2.56	2.66	2.13	2.67	25.5%	2.27	0.89	2.69			
VS Customers Served	65	136	88	167	89.8%	613	24	167	613		
ICD/Misc Visit Time	8.67	11.52	11.00	16.15	46.8%	9.97	2.68	16.15			
ICD/Misc Wait Time	5.74	7.28	8.07	12.92	60.1%	6.89	1.36	12.92			
ICD/Misc Processing Time	2.93	4.23	2.93	3.22	10.2%	3.08	1.33	4.23			
ICD/Misc Customers Served	150	213	196	250	27.6%	1,068	26	250	1,068		
Total Transactions	1,417	2,619	1,866	1,854	-0.7%	1,973	1,036	2,638	23,673	22,985	25,461
DLS Transactions	1,306	2,410	1,685	1,660	-1.5%	1,760	796	2,410	21,119	19,952	22,191
Title & Registration Transactions	76	174	129	157	21.7%	180	76	306	2,164	2,790	3,024
Other	35	35	52	37	-28.8%	33	10	67	390	243	246
Personnel											
Filled PINS	0	0	0	0	0.0%	0	0	0			0
Filled Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0	0.0%	0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	\$0
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

MVA StateStat
Operations - District 2
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District 2

PerformanceMetrics											
Parkville 9926	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		98.7%				98.7%	98.6%	98.9%			91.3%
Branch Visit Time	15.62	22.45	17.02	13.35	-21.5%	17.07	12.54	22.45			
Branch Waiting Time	9.68	16.60	11.23	7.69	-31.5%	11.35	6.91	16.60			
Branch Processing Time	5.94	5.84	5.79	5.67	-2.2%	5.72	5.54	5.94			
Branch Customers Served	6,511	9,312	8,580	10,129	18.1%	96,376	6,489	11,969	96,376		
Drivers License Visit Time	18.37	26.94	20.23	15.89	-21.4%	20.15	14.58	26.94			
DLS Waiting Time	11.57	20.10	13.48	9.11	-32.4%	13.48	8.10	20.10			
DLS Processing Time	6.80	6.84	6.75	6.78	0.5%	6.67	6.44	6.90			
DLS Customers Served	4,722	6,688	5,981	6,834	14.3%	68,087	4,694	8,271	68,087		
Vehicle Services Visit Time	6.57	9.36	7.84	6.42	-18.0%	7.96	5.58	9.99			
VS Wait Time	4.03	6.93	5.13	3.94	-23.1%	5.47	3.10	7.49			
VS Processing Time	2.54	2.43	2.71	2.48	-8.4%	2.49	2.37	2.71			
VS Customers Served	1,183	1,767	1,765	2,140	21.2%	19,348	1,183	2,604	19,348		
ICD/Misc Visit Time	11.27	13.92	13.42	11.18	-16.7%	12.72	10.57	14.52			
ICD/Misc Wait Time	6.01	8.88	7.91	6.17	-22.0%	7.43	5.21	9.13			
ICD/Misc Processing Time	5.26	5.04	5.51	5.01	-9.0%	5.29	5.01	5.68			
ICD/Misc Customers Served	606	857	834	1,155	38.5%	8,941	511	1,155	8,941		
Total Transactions	10,805	15,185	13,096	11,857	-9.5%	13,576	3	7	5	146,115	161,251
DLS Transactions	7,948	12,356	10,386	9,452	-9.0%	9,846	2	3	2	105,434	116,202
Title & Registration Transactions	2,611	2,422	2,274	2,004	-11.9%	3,368	1,183	2,604	19,348	39,155	43,215
Other	246	407	436	401	-8.0%	362	11	15	13	1,526	1,834
Personnel											
Filled PINS	11	12	12	12	0.0%	11	10	12			12
Filled Contract Employees	1	1	1	1	0.0%	1	1	2			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	1	1	1	0.0%	2	1	3			1
% Vacant Positions	16.7%	7.7%	7.7%	7.7%	0.0%	13.7%	7.7%	27.3%			6.7%
Total Leave Days	72	62	41	58	39.8%	57	0	0	0	572	617
Sick Leave Days (Unplanned)	4	12	9	11	15.1%	9	10	12	104	69	81
Other Leave Days (Planned)	68	50	32	47	46.9%	47	1	2	521	502	535
Overtime Hrs.	0	9	12	1	-91.7%	6	1	1	35	36	36
OT Annual Budget									\$0	\$1,188	\$1,188
OT Spent	\$0	\$168	\$214	\$16	-92.5%	\$124	\$1	\$3	\$871	\$319	\$702
% of Budget Spent	0.0%	195.9%	261.3%	266.2%	1.9%				0.0%	26.9%	59.1%

MVA StateStat
Operations - District 2
Jul FY 2011
Reporting Period: May 2010

PerformanceMetrics											
Waldorf 9942	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		90.0%				93.9%	90.0%	97.3%			91.3%
Branch Visit Time	22.99	29.66	28.66	27.23	-5.0%	27.17	19.51	35.22			
Branch Waiting Time	16.70	23.39	22.31	20.94	-6.1%	20.82	13.13	28.77			
Branch Processing Time	6.29	6.27	6.35	6.28	-1.0%	6.35	6.16	6.52			
Branch Customers Served	279,328	373,457	363,710	426,539	17.3%	4,009,263	273,074	488,465	4,009,263		
Drivers License Visit Time	28.10	35.38	31.98	31.45	-1.6%	33.36	22.53	47.04			
DLS Waiting Time	20.29	27.75	24.20	23.62	-2.4%	25.40	14.57	38.79			
DLS Processing Time	7.80	7.63	7.78	7.84	0.8%	7.96	7.63	8.25			
DLS Customers Served	114,952	158,629	149,332	169,281	13.4%	1,662,789	110,413	208,884	1,662,789		
Vehicle Services Visit Time	19.76	26.81	28.62	26.17	-8.6%	23.72	17.79	28.62			
VS Wait Time	14.58	21.58	23.25	20.88	-10.2%	18.53	12.56	23.25			
VS Processing Time	5.18	5.24	5.37	5.28	-1.6%	5.19	5.01	5.37			
VS Customers Served	118,509	156,013	160,495	194,665	21.3%	1,752,988	118,509	214,702	1,752,988		
ICD/Misc Visit Time	17.86	21.55	19.38	17.88	-7.7%	18.80	15.60	21.55			
ICD/Misc Wait Time	12.62	16.22	14.05	12.67	-9.8%	13.50	10.19	16.22			
ICD/Misc Processing Time	5.24	5.33	5.33	5.22	-2.0%	5.30	5.18	5.42			
ICD/Misc Customers Served	45,867	58,815	53,883	62,593	16.2%	593,486	42,612	64,879	593,486		
Total Transactions	22,068	35,436	32,032	25,950	-19.0%	28,374	22,068	35,436	340,493	328,724	360,733
DLS Transactions	10,204	15,623	14,208	11,429	-19.6%	12,414	5,012	16,009	148,970	156,232	171,415
Title & Registration Transactions	10,111	16,935	15,463	12,565	-18.7%	13,879	10,111	16,935	166,550	149,373	163,987
Other	1,753	2,878	2,361	1,956	-17.2%	2,081	1,753	2,878	24,973	23,119	25,331
Personnel											
Filled PINS	50	50	49	49	0.0%	50	49	50			50
Filled 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	1	1	1	1	0.0%	2	1	5			1
# Vacancies (PIN & Contract)	1	1	1	1	0.0%	1	1	2			1
% Vacant Positions	1.9%	1.9%	2.0%	2.0%	0.0%	2.5%	1.9%	3.9%			1.6%
Total Leave Days	342	176	216	310	43.2%	296	176	374	3,259	3,074	3,401
Sick Leave Days (Unplanned)	50	91	88	52	-40.5%	67	34	114	732	496	594
Other Leave Days (Planned)	292	85	129	257	100.3%	230	85	313	2,527	2,579	2,808
Overtime Hrs.	149	202	186	177	-4.8%	168	76	256	1,852	2,003	2,239
OT Annual Budget									\$51,812	\$58,892	\$58,892
OT Spent	\$3,591	\$4,953	\$4,497	\$4,266	-5.1%	\$4,068	\$1,668	\$6,494	\$44,746	\$46,160	\$51,924
% of Budget Spent	59.9%	69.5%	78.1%	86.4%	10.5%				86.4%	78.4%	88.2%

MVA StateStat
Operations - District 3
Jul FY 2011
Reporting Period: May 2010

PerformanceMetrics											
Beltsville 9931	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		83.8%				86.6%	83.8%	89.1%			89.4%
Branch Visit Time	20.91	33.93	31.03	30.75	-0.9%	27.35	17.20	38.89			
Branch Waiting Time	15.14	27.86	24.59	24.44	-0.6%	21.28	11.23	32.61			
Branch Processing Time	5.77	6.07	6.45	6.31	-2.1%	6.07	5.73	6.45			
Branch Customers Served	18,724	25,403	24,601	29,040	18.0%	284,926	18,724	35,356	284,926		
Drivers License Visit Time	25.48	36.71	34.78	34.09	-2.0%	31.24	17.26	49.88			
DLS Waiting Time	18.96	29.71	27.11	26.38	-2.7%	23.75	9.93	41.57			
DLS Processing Time	6.53	7.00	7.67	7.71	0.5%	7.49	6.53	8.31			
DLS Customers Served	6,831	9,812	9,959	11,195	12.4%	107,795	6,831	14,224	107,795		
Vehicle Services Visit Time	18.53	35.40	31.62	31.40	-0.7%	26.54	17.37	35.40			
VS Wait Time	13.01	29.72	25.59	25.69	0.4%	21.12	12.03	29.72			
VS Processing Time	5.53	5.68	6.03	5.71	-5.2%	5.42	5.02	6.03			
VS Customers Served	8,953	11,765	10,931	13,536	23.8%	136,492	8,953	16,663	136,492		
ICD/Misc Visit Time	16.25	22.40	18.50	19.22	3.9%	18.74	14.58	23.28			
ICD/Misc Wait Time	11.48	17.50	14.11	14.67	3.9%	14.18	9.80	18.72			
ICD/Misc Processing Time	4.76	4.90	4.39	4.55	3.7%	4.56	4.08	4.90			
ICD/Misc Customers Served	2,940	3,826	3,711	4,309	16.1%	40,639	2,928	4,469	40,639		
Total Transactions	21,409	34,917	32,601	28,132	-13.7%	28,851	13,315	35,610	346,216	378,262	35,529
DLS Transactions	9,848	17,647	15,847	13,966	-11.9%	14,137	4,568	19,285	169,640	196,593	35,529
Title & Registration Transactions	9,775	14,464	14,422	12,377	-14.2%	12,792	8,184	15,799	153,501	157,074	35,529
Other	1,786	2,806	2,332	1,789	-23.3%	1,923	563	2,806	23,075	24,595	35,529
Personnel											
Filled PINS	56	56	57	57	0.0%	57	56	59			57
Filled Contract Employees	2	2	2	2	0.0%	3	2	3			3
State Temporary Employees	3	3	3	2	-33.3%	4	2	5			5
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	4	2	2	2	0.0%	2	1	4			0
% Vacant Positions	6.8%	3.4%	3.3%	3.4%	1.7%	4.1%	1.6%	6.8%			0.0%
Total Leave Days	417	276	189	323	71.1%	311	173	417	3,423	2,639	0
Sick Leave Days (Unplanned)	33	85	72	71	-1.6%	57	33	85	632	514	35,529
Other Leave Days (Planned)	384	191	117	252	115.9%	254	117	384	2,791	2,125	35,529
Overtime Hrs.	99	271	242	234	-3.3%	176	86	271	1,937	2,121	35,529
OT Annual Budget									\$54,666	\$413,791	\$413,791
OT Spent	\$2,654	\$6,615	\$6,004	\$5,777	-3.8%	\$4,212	\$1,349	\$6,615	\$46,327	\$50,912	\$35,529
% of Budget Spent	51.1%	63.2%	74.2%	84.7%	14.2%				84.7%	12.3%	0.0%

MVA StateStat
Operations - District 3
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District 3

PerformanceMetrics											
Columbia Express 9935	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Change	Avg	Min			
Customer Survey Results		91.4%				93.7%	91.4%	97.9%			89.4%
Branch Visit Time	29.06	31.10	29.16	27.92	-4.2%	29.65	18.88	39.94			
Branch Waiting Time	22.79	25.20	23.12	21.49	-7.0%	23.42	12.80	33.30			
Branch Processing Time	6.27	5.90	6.04	6.43	6.4%	6.23	5.86	6.85			
Branch Customers Served	6,149	8,908	8,449	9,607	13.7%	94,744	6,149	11,640	94,744		
Drivers License Visit Time	34.62	37.37	34.35	31.78	-7.5%	35.00	22.58	47.50			
DLS Waiting Time	27.46	30.35	27.22	24.39	-10.4%	27.69	15.26	39.71			
DLS Processing Time	7.16	7.03	7.14	7.39	3.6%	7.31	6.88	8.08			
DLS Customers Served	4,705	6,492	6,042	6,898	14.2%	69,526	4,705	8,604	69,526		
Vehicle Services Visit Time	4.17	4.95	6.42	11.72	82.6%	6.81	3.45	11.72			
VS Wait Time	2.10	3.13	4.22	8.50	101.7%	4.54	1.68	8.50			
VS Processing Time	2.07	1.81	2.20	3.22	46.2%	2.27	1.68	3.22			
VS Customers Served	889	1,613	1,467	1,600	9.1%	15,960	889	2,062	15,960		
ICD/Misc Visit Time	20.40	30.80	28.95	26.39	-8.8%	25.85	17.57	30.80			
ICD/Misc Wait Time	15.20	25.73	23.96	21.30	-11.1%	20.94	12.88	25.73			
ICD/Misc Processing Time	5.19	5.06	5.00	5.09	1.9%	4.91	4.32	5.68			
ICD/Misc Customers Served	555	803	940	1,109	18.0%	9,258	555	1,109	9,258		
Total Transactions	8,945	14,432	12,920	11,213	-13.2%	12,167	7,924	14,902	146,003	131,289	13,364
DLS Transactions	7,117	11,091	9,700	8,595	-11.4%	9,225	4,830	11,546	110,696	103,199	10,141
Title & Registration Transactions	1,655	3,057	2,924	2,351	-19.6%	2,696	1,655	3,318	32,346	27,148	3,006
Other	173	284	296	267	-9.8%	247	173	307	2,961	942	217
Personnel											
Filled PINS	7	7	8	8	0.0%	7	7	8			7
Filled Contract Employees	2	2	2	2	0.0%	2	1	3			3
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	2	2	1	1	0.0%	2	1	2			0
# Vacancies (PIN & Contract)	0	1	1	1	0.0%	1	1	2			0
% Vacant Positions	0.0%	25.0%	33.3%	33.3%	0.0%	42.0%	20.0%	100.0%			0.0%
Total Leave Days	44	21	29	30	2.2%	35	21	53	390	388	25
Sick Leave Days (Unplanned)	9	5	7	1	-85.5%	8	1	15	83	87	4
Other Leave Days (Planned)	35	16	22	29	29.5%	28	16	52	306	310	21
Overtime Hrs.	22	61	46	44	-4.3%	70	22	147	769	403	81
OT Annual Budget									\$9,862	\$8,150	\$8,150
OT Spent	\$649	\$1,745	\$1,361	\$1,295	-4.8%	\$1,939	\$649	\$4,010	\$21,325	\$9,440	\$2,050
% of Budget Spent	171.6%	189.3%	203.1%	216.2%	6.5%				216.2%	115.8%	150.9%

MVA StateStat
Operations - District 3
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District 3

PerformanceMetrics											
Gaithersburg 9932	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Change	Avg	Min			
Customer Survey Results		76.5%				76.1%	71.9%	80.0%			89.4%
Branch Visit Time	22.91	32.50	29.17	33.00	13.1%	32.82	22.91	45.28			
Branch Waiting Time	15.95	25.57	22.47	26.26	16.9%	25.75	15.95	38.28			
Branch Processing Time	6.97	6.93	6.70	6.74	0.6%	7.07	6.70	7.53			
Branch Customers Served	17,721	24,518	25,150	28,818	14.6%	267,884	17,721	33,541	267,884		
Drivers License Visit Time	23.42	30.89	27.39	27.81	1.5%	31.92	22.83	45.25			
DLS Waiting Time	14.89	22.71	19.70	20.16	2.3%	23.56	13.79	37.18			
DLS Processing Time	8.53	8.18	7.69	7.65	-0.4%	8.36	7.65	9.19			
DLS Customers Served	7,543	10,923	11,359	12,710	11.9%	120,344	7,536	15,874	120,344		
Vehicle Services Visit Time	22.35	35.05	32.04	39.59	23.6%	35.57	22.35	49.61			
VS Wait Time	16.65	29.10	26.11	33.45	28.1%	29.32	16.65	43.24			
VS Processing Time	5.70	5.95	5.93	6.13	3.4%	6.25	5.70	6.62			
VS Customers Served	7,702	10,293	10,613	12,556	18.3%	111,238	7,461	13,370	111,238		
ICD/Misc Visit Time	22.63	29.38	25.30	24.99	-1.2%	26.35	22.24	32.13			
ICD/Misc Wait Time	16.55	23.55	19.53	19.25	-1.5%	20.94	16.55	27.07			
ICD/Misc Processing Time	6.07	5.83	5.77	5.74	-0.5%	5.41	4.75	6.07			
ICD/Misc Customers Served	2,476	3,302	3,178	3,552	11.8%	36,302	2,476	4,297	36,302		
Total Transactions	19,422	31,806	28,398	24,902	-12.3%	26,614	16,659	33,515	319,367	362,553	30,848
DLS Transactions	11,043	18,903	16,655	15,397	-7.6%	15,353	5,328	20,576	184,239	224,010	18,666
Title & Registration Transactions	7,032	11,221	10,142	8,222	-18.9%	9,848	7,032	11,474	118,177	120,510	10,829
Other	1,347	1,682	1,601	1,283	-19.9%	1,413	769	1,682	16,951	18,033	1,353
Personnel											
Filled PINS	49	50	49	51	4.1%	50	48	52			50
Filled Contract Employees	2	2	2	1	-50.0%	2	1	2			3
State Temporary Employees	1	0	0	0	0.0%	1	1	1			1
Agency Temporary Employees	2	1	2	1	-50.0%	2	1	3			3
# Vacancies (PIN & Contract)	5	4	4	4	0.0%	4	2	6			1
% Vacant Positions	9.8%	7.7%	7.8%	7.7%	-1.9%	7.8%	3.7%	12.0%			1.7%
Total Leave Days	312	171	196	283	44.1%	280	171	393	3,078	2,532	355
Sick Leave Days (Unplanned)	56	44	31	41	34.8%	48	31	72	523	336	83
Other Leave Days (Planned)	256	126	166	242	45.9%	232	126	321	2,555	2,196	272
Overtime Hrs.	209	252	257	296	15.2%	322	197	501	3,542	2,601	540
OT Annual Budget									\$56,072	\$78,183	\$78,183
OT Spent	\$4,991	\$6,284	\$6,466	\$7,342	13.5%	\$7,847	\$4,802	\$12,203	\$86,321	\$60,112	\$12,685
% of Budget Spent	118.1%	129.3%	140.9%	153.9%	9.3%				153.9%	76.9%	96.6%

MVA StateStat
Operations - District 3
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District 3

PerformanceMetrics											
Glenmont Express 9933	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Change	Avg	Min			
Customer Survey Results		94.9%				95.6%	94.9%	96.3%			89.4%
Branch Visit Time	25.75	36.88	25.57	28.96	13.3%	31.79	21.41	43.12			
Branch Waiting Time	19.17	30.72	18.85	22.51	19.4%	24.99	14.81	35.57			
Branch Processing Time	6.58	6.16	6.71	6.45	-3.9%	6.80	6.16	7.77			
Branch Customers Served	5,359	7,539	7,184	8,367	16.5%	77,813	5,359	8,949	77,813		
Drivers License Visit Time	30.58	45.37	30.54	35.31	15.6%	39.23	25.17	55.67			
DLS Waiting Time	22.99	38.21	22.64	27.71	22.4%	31.12	17.45	46.38			
DLS Processing Time	7.60	7.16	7.90	7.61	-3.7%	8.12	7.16	9.29			
DLS Customers Served	3,792	5,313	4,978	5,731	15.1%	52,376	3,706	6,178	52,376		
Vehicle Services Visit Time	11.14	12.12	11.69	12.31	5.3%	13.37	10.80	17.60			
VS Wait Time	8.06	9.41	8.68	9.28	6.9%	10.39	7.88	14.29			
VS Processing Time	3.08	2.71	3.00	3.02	0.6%	2.98	2.59	3.49			
VS Customers Served	906	1,307	1,300	1,481	13.9%	15,300	906	2,192	15,300		
ICD/Misc Visit Time	17.83	22.81	18.21	18.09	-0.7%	20.68	16.90	25.20			
ICD/Misc Wait Time	12.48	17.50	12.72	12.93	1.7%	14.85	11.12	18.46			
ICD/Misc Processing Time	5.35	5.31	5.49	5.16	-6.0%	5.83	4.89	8.00			
ICD/Misc Customers Served	661	919	906	1,155	27.5%	10,137	661	1,208	10,137		
Total Transactions	6,824	10,522	9,333	8,240	-11.7%	8,665	5,466	10,522	103,983	97,861	9,849
DLS Transactions	5,442	8,209	7,214	6,575	-8.9%	6,693	3,219	8,209	80,312	77,668	7,676
Title & Registration Transactions	1,273	2,106	1,905	1,486	-22.0%	1,800	1,273	2,106	21,601	19,416	1,964
Other	109	207	214	179	-16.4%	173	109	214	2,070	777	209
Personnel											
Filled PINS	8	8	9	9	0.0%	8	8	9			8
Filled Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	0	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	1	1	0	0	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	1	0	0	0	0.0%	1	1	1			0
% Vacant Positions	11.8%	0.0%	0.0%	0.0%	0.0%	11.8%	11.8%	11.8%			0.0%
Total Leave Days	65	23	21	46	120.4%	60	21	91	655	551	51
Sick Leave Days (Unplanned)	4	4	5	5	-16.3%	13	4	68	147	91	6
Other Leave Days (Planned)	61	19	16	42	167.7%	51	16	84	508	460	45
Overtime Hrs.	7	60	12	34	183.3%	38	7	65	420	136	50
OT Annual Budget									\$3,585	\$6,152	\$6,152
OT Spent	\$163	\$1,224	\$274	\$697	154.4%	\$874	\$163	\$1,575	\$9,614	\$3,389	\$1,098
% of Budget Spent	207.0%	241.1%	248.7%	268.2%	7.8%				268.2%	55.1%	74.7%

**MVA StateStat
Operations - District 3
Jul FY 2011
Reporting Period: May 2010**

20100727_MVA_Template
District 3

PerformanceMetrics											
Walnut Hill Express 9934	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		98.5%				97.3%	96.3%	98.5%			89.4%
Branch Visit Time	17.11	22.45	20.23	24.21	19.7%	23.16	17.11	34.64			
Branch Waiting Time	10.90	16.97	14.80	18.75	26.7%	17.10	10.90	28.62			
Branch Processing Time	6.21	5.48	5.43	5.46	0.6%	6.07	5.43	6.90			
Branch Customers Served	5,760	8,415	7,916	9,654	22.0%	87,608	5,760	10,992	87,608		
Drivers License Visit Time	20.84	29.03	26.48	33.67	27.1%	30.44	20.84	45.14			
DLS Waiting Time	13.53	22.28	19.67	26.56	35.0%	22.85	13.53	38.00			
DLS Processing Time	7.31	6.75	6.81	7.11	4.4%	7.59	6.75	8.88			
DLS Customers Served	3,865	5,520	5,034	5,766	14.5%	55,710	3,865	6,678	55,710		
Vehicle Services Visit Time	5.30	4.90	4.54	4.69	3.3%	5.25	4.48	7.11			
VS Wait Time	2.45	2.68	2.39	2.75	15.0%	2.96	2.39	4.27			
VS Processing Time	2.85	2.23	2.15	1.94	-9.8%	2.28	1.94	2.85			
VS Customers Served	1,265	2,032	2,036	2,815	38.3%	22,855	1,265	3,330	22,855		
ICD/Misc Visit Time	15.61	18.47	17.81	21.00	17.9%	19.89	15.61	26.30			
ICD/Misc Wait Time	9.89	13.45	12.78	14.96	17.1%	13.70	9.89	19.21			
ICD/Misc Processing Time	5.72	5.03	5.03	6.04	20.1%	6.19	5.03	7.83			
ICD/Misc Customers Served	630	863	846	1,073	26.8%	9,043	606	1,073	9,043		
Total Transactions	7,698	12,558	11,784	10,400	-11.7%	10,589	7,626	13,182	127,063	107,584	119,000
DLS Transactions	6,227	9,952	8,896	8,048	-9.5%	8,042	4,249	9,952	96,506	85,735	94,477
Title & Registration Transactions	1,270	2,296	2,541	2,136	-15.9%	2,279	1,270	3,329	27,351	20,841	23,263
Other	201	310	347	216	-37.8%	267	201	347	3,206	1,008	1,260
Personnel											
Filled PINS	8	8	8	8	0.0%	8	8	8			8
Filled Contract Employees	1	1	1	1	0.0%	1	1	2			2
State Temporary Employees	1	1	2	2	0.0%	1	1	2			1
Agency Temporary Employees	1	1	0	0	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	1	1	1	1	0.0%	1	1	1			1
% Vacant Positions	11.1%	11.1%	11.1%	11.1%	0.0%	10.7%	10.0%	11.1%			8.3%
Total Leave Days	52	36	26	50	90.5%	44	26	67	483	426	452
Sick Leave Days (Unplanned)	1	3	5	7	47.4%	4	1	10	44	51	53
Other Leave Days (Planned)	51	33	22	43	100.0%	40	22	63	439	359	383
Overtime Hrs.	11	44	35	53	51.4%	27	9	53	242	68	130
OT Annual Budget									\$1,406	\$6,152	\$6,152
OT Spent	\$285	\$1,067	\$972	\$1,251	28.7%	\$591	\$172	\$1,251	\$5,911	\$1,353	\$3,274
% of Budget Spent	186.4%	262.3%	331.4%	420.4%	26.8%				420.4%	22.0%	53.2%

MVA StateStat
Operations - District 4
Jul FY 2011
Reporting Period: May 2010

PerformanceMetrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		96.2%				91.0%	84.8%	96.2%			89.6%
Branch Visit Time	22.50	24.05	27.82	28.47	2%	29.77	17.76	47.76			
Branch Waiting Time	16.35	17.97	21.55	22.39	4%	23.49	11.28	41.33			
Branch Processing Time	6.16	6.08	6.27	6.08	-3%	6.28	5.71	6.59			
Branch Customers Served	14,672	21,009	20,906	24,437	17%	227,852	14,672	28,713	227,852		
Drivers License Visit Time	27.49	28.63	35.73	38.06	7%	41.06	22.95	61.84			
DLS Waiting Time	20.12	21.33	28.08	30.15	7%	33.10	14.75	53.73			
DLS Processing Time	7.38	7.30	7.65	7.91	3%	7.96	7.15	9.06			
DLS Customers Served	6,107	8,745	8,228	9,256	12%	92,078	5,855	12,211	92,078		
Vehicle Services Visit Time	20.26	21.92	25.03	24.75	-1%	23.57	14.63	39.44			
VS Wait Time	14.92	16.63	19.56	19.60	0%	18.35	9.22	34.36			
VS Processing Time	5.34	5.29	5.47	5.15	-6%	5.22	4.75	5.47			
VS Customers Served	6,619	9,503	10,231	12,204	19%	106,995	6,619	13,063	106,995		
ICD/Misc Visit Time	13.47	16.10	12.99	11.60	-11%	14.84	11.23	22.26			
ICD/Misc Wait Time	8.41	11.13	8.07	7.30	-10%	9.97	6.73	16.71			
ICD/Misc Processing Time	5.06	4.97	4.93	4.31	-13%	4.87	4.31	5.55			
ICD/Misc Customers Served	1,946	2,761	2,447	2,977	22%	28,779	1,945	3,439	28,779		
Total Transactions	17,910	31,018	28,571	24,062	-16%	25,206	17,910	31,018	302,468	296,972	326,181
DLS Transactions	10,262	16,679	14,916	13,521	-9%	13,541	5,742	17,672	162,487	171,128	183,472
Title & Registration Transactions	6,288	12,214	11,897	9,013	-24%	10,060	6,288	12,310	120,719	111,830	123,850
Other	1,360	2,125	1,758	1,528	-13%	1,605	1,278	2,125	19,262	18,018	18,859
Personnel											
Filled PINS	39	39	38	38	0%	38	36	39			39
Filled Contract Employees	1	1	1	1	0%	1	1	1			1
State Temporary Employees	0	0	0	0	0%	1	1	1			1
Agency Temporary Employees	1	1	1	1	0%	1	1	2			2
# Vacancies (PIN & Contract)	1	3	3	3	0%	2	1	4			2
% Vacant Positions	2.6%	7.7%	7.9%	7.9%	0%	6.3%	2.6%	11.1%			4.7%
Total Leave Days	248	161	190	202	6%	200	155	277	2,198	2,045	2,271
Sick Leave Days (Unplanned)	22	101	39	35	-9%	39	21	101	425	359	419
Other Leave Days (Planned)	225	60	151	167	10%	161	60	236	1,773	1,686	1,852
Overtime Hrs.	159	258	220	277	26%	270	159	454	2,968	2,452	2,794
OT Annual Budget									\$66,683	\$55,482	\$55,482
OT Spent	\$4,128	\$6,567	\$5,577	\$7,213	29%	\$6,930	\$4,128	\$11,757	\$76,232	\$59,902	\$70,306
% of Budget Spent	85.3%	95.1%	103.5%	114.3%	10%				114.3%	108.0%	126.7%

MVA StateStat
Operations - District 4
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District 4

PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		84.3%				86.6%	83.1%	92.5%			89.6%
Branch Visit Time	19.05	27.09	21.11	21.27	1%	21.92	13.46	28.81			
Branch Waiting Time	11.88	19.85	14.20	14.44	2%	15.13	6.76	22.12			
Branch Processing Time	7.18	7.24	6.92	6.83	-1%	6.79	6.43	7.24			
Branch Customers Served	7,773	9,911	9,991	12,246	23%	109,622	7,523	13,033	109,622		
Drivers License Visit Time	24.48	38.24	25.25	26.78	6%	29.63	18.99	43.98			
DLS Waiting Time	15.40	29.11	16.36	17.61	8%	20.70	9.93	34.67			
DLS Processing Time	9.08	9.13	8.89	9.17	3%	8.93	8.33	9.47			
DLS Customers Served	3,236	4,224	3,940	4,627	17%	44,338	3,090	5,115	44,338		
Vehicle Services Visit Time	15.04	19.29	18.85	18.06	-4%	16.71	9.20	24.88			
VS Wait Time	9.55	13.60	13.40	12.78	-5%	11.58	4.41	19.68			
VS Processing Time	5.49	5.69	5.45	5.27	-3%	5.13	4.60	5.69			
VS Customers Served	3,853	4,830	5,374	6,754	26%	56,857	3,734	6,920	56,857		
ICD/Misc Visit Time	14.98	15.90	13.98	13.64	-2%	14.75	11.21	18.62			
ICD/Misc Wait Time	7.48	9.20	7.02	7.20	3%	7.96	4.79	11.63			
ICD/Misc Processing Time	7.50	6.69	6.95	6.45	-7%	6.79	6.39	7.50			
ICD/Misc Customers Served	684	857	677	865	28%	8,427	605	998	8,427		
Total Transactions	8,850	13,552	13,015	10,797	-17%	11,192	8,850	13,552	134,309	136,463	149,742
DLS Transactions	4,526	6,653	6,046	5,264	-13%	5,239	2,306	6,653	62,863	66,479	72,691
Title & Registration Transactions	3,824	6,144	6,378	5,042	-21%	5,437	3,824	6,455	65,242	62,721	69,160
Other	500	755	591	491	-17%	517	281	755	6,204	7,263	7,891
Personnel											
Filled PINS	21	21	21	21	0%	20	19	21			20
Filled Contract Employees	1	1	1	1	0%	1	1	1			0
State Temporary Employees	0	1	1	1	0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0%	2	1	2			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	8.0%	5.0%	10.0%			4.8%
Total Leave Days	109	67	60	87	44%	121	60	358	1,335	1,053	1,161
Sick Leave Days (Unplanned)	19	32	22	15	-28%	20	5	32	219	179	244
Other Leave Days (Planned)	90	35	39	71	85%	101	35	334	1,116	876	917
Overtime Hrs.	59	79	54	64	19%	73	51	113	800	689	802
OT Annual Budget									\$21,658	\$24,203	\$24,203
OT Spent	\$1,721	\$2,257	\$1,572	\$1,783	13%	\$2,032	\$1,373	\$3,105	\$22,350	\$19,454	\$22,961
% of Budget Spent	77.3%	87.7%	95.0%	103.2%	9%				103.2%	80.4%	94.9%

MVA StateStat
Operations - District 4
Jul FY 2011
Reporting Period: May 2010

PerformanceMetrics											
Glen Burnie 9953	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		88.6%				89.1%	86.5%	92.3%			89.6%
Branch Visit Time	23.97	28.89	28.58	25.89	-9%	26.40	17.08	34.61			
Branch Waiting Time	16.65	21.68	21.34	18.87	-12%	19.16	9.69	27.42			
Branch Processing Time	7.33	7.21	7.24	7.02	-3%	7.24	7.02	7.39			
Branch Customers Served	31,294	41,766	40,193	46,407	15%	436,313	29,654	52,365	436,313		
Drivers License Visit Time	29.25	39.19	39.48	37.75	-4%	37.76	19.77	60.11			
DLS Waiting Time	19.86	30.08	30.00	28.43	-5%	28.27	10.10	50.43			
DLS Processing Time	9.38	9.11	9.47	9.32	-2%	9.49	9.11	9.77			
DLS Customers Served	9,486	12,990	12,400	13,824	11%	135,935	8,957	17,088	135,935		
Vehicle Services Visit Time	23.95	25.86	25.51	23.19	-9%	22.52	16.92	25.86			
VS Wait Time	17.17	19.33	19.23	17.03	-11%	16.19	10.48	19.33			
VS Processing Time	6.78	6.53	6.28	6.16	-2%	6.33	6.03	6.78			
VS Customers Served	13,832	18,460	18,638	22,636	21%	204,469	13,634	25,146	204,469		
ICD/Misc Visit Time	17.58	21.27	19.74	14.81	-25%	17.53	13.22	22.10			
ICD/Misc Wait Time	11.82	15.25	13.57	9.00	-34%	11.55	6.96	16.23			
ICD/Misc Processing Time	5.77	6.02	6.17	5.81	-6%	5.98	5.75	6.26			
ICD/Misc Customers Served	7,976	10,316	9,155	9,947	9%	95,909	6,504	10,316	95,909		
Total Transactions	42,149	64,786	60,047	50,054	-17%	51,038	28,585	64,786	612,459	613,779	671,473
DLS Transactions	16,078	24,747	22,732	19,550	-14%	19,370	6,366	24,747	232,436	254,189	276,384
Title & Registration Transactions	18,127	28,494	27,824	23,133	-17%	24,028	18,127	28,494	288,338	283,750	311,395
Other	7,944	11,545	9,491	7,371	-22%	7,640	894	11,545	91,685	75,838	83,694
Personnel											
Filled PINS	94	94	91	89	-2%	93	89	95			93
Filled Contract Employees	3	3	3	3	0%	3	3	3			3
State Temporary Employees	9	9	9	9	0%	10	9	12			13
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	1	6	6	6	0%	4	1	6			2
% Vacant Positions	1.0%	0.0%	6.4%	6.5%	2%	3.7%	1.0%	6.5%			1.8%
Total Leave Days	684	431	352	521	48%	556	352	706	6,111	5,241	5,866
Sick Leave Days (Unplanned)	74	116	94	64	-32%	106	64	171	1,164	890	1,044
Other Leave Days (Planned)	610	0	258	457	77%	463	258	617	4,632	4,351	4,822
Overtime Hrs.	219	347	323	190	-41%	283	164	440	3,114	5,670	6,365
OT Annual Budget									\$149,788	\$140,005	\$140,005
OT Spent	\$5,683	\$8,923	\$8,232	\$4,854	-41%	\$7,484	\$4,338	\$11,826	\$82,323	\$142,717	\$163,858
% of Budget Spent	40.3%	46.2%	51.7%	55.0%	6%				55.0%	101.9%	117.0%

MVA StateStat
Operations - District 4
Jul FY 2011
Reporting Period: May 2010

PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		78.2%				84.8%	78.2%	90.0%			89.6%
Branch Visit Time	28.75	39.88	39.53	34.24	-13%	37.22	26.18	56.97			
Branch Waiting Time	22.24	33.30	32.81	27.11	-17%	30.51	19.38	50.06			
Branch Processing Time	6.51	6.57	6.72	7.13	6%	6.71	6.24	7.13			
Branch Customers Served	24,580	31,773	30,897	34,928	13%	341,521	24,269	39,972	341,521		
Drivers License Visit Time	36.16	50.78	42.02	36.29	-14%	45.38	27.17	79.34			
DLS Waiting Time	27.90	42.80	34.23	27.82	-19%	37.40	19.63	70.97			
DLS Processing Time	8.26	7.98	7.79	8.47	9%	7.98	7.54	8.47			
DLS Customers Served	8,429	11,283	10,877	11,431	5%	122,100	8,428	15,329	122,100		
Vehicle Services Visit Time	24.78	36.34	41.84	36.24	-13%	35.34	24.78	48.01			
VS Wait Time	18.83	30.30	35.48	29.27	-18%	29.08	18.83	41.95			
VS Processing Time	5.94	6.04	6.36	6.98	10%	6.26	5.64	6.98			
VS Customers Served	10,381	13,423	13,374	15,784	18%	147,544	10,381	16,963	147,544		
ICD/Misc Visit Time	24.28	29.08	30.37	26.19	-14%	25.50	19.37	30.37			
ICD/Misc Wait Time	19.31	23.74	24.65	20.71	-16%	20.00	13.98	24.65			
ICD/Misc Processing Time	4.97	5.34	5.71	5.48	-4%	5.50	4.97	5.88			
ICD/Misc Customers Served	5,770	7,067	6,646	7,713	16%	71,877	5,028	7,713	71,877		
Total Transactions	26,595	40,153	36,640	30,489	-17%	32,874	22,190	40,153	394,482	401,440	466,936
DLS Transactions	12,024	18,378	16,628	14,051	-15%	14,889	2,684	19,325	178,664	230,365	253,332
Title & Registration Transactions	9,732	14,994	14,068	11,656	-17%	12,780	9,732	14,994	153,361	134,109	161,049
Other	4,839	6,781	5,944	4,782	-20%	5,205	4,596	6,781	62,457	38,946	52,555
Personnel											
Filled PINS	59	59	60	60	0%	60	57	64			63
Filled Contract Employees	2	2	2	2	0%	2	1	3			2
State Temporary Employees	3	3	3	3	0%	3	3	3			3
Agency Temporary Employees	1	2	2	2	0%	2	1	2			2
# Vacancies (PIN & Contract)	7	6	6	6	0%	6	3	11			4
% Vacant Positions	11.6%	9.1%	8.9%	8.9%	0%	10.3%	4.7%	18.8%			5.0%
Total Leave Days	403	268	215	336	57%	355	215	513	3,901	3,333	3,717
Sick Leave Days (Unplanned)	68	100	55	58	6%	70	45	100	766	613	721
Other Leave Days (Planned)	335	169	159	278	74%	285	159	424	3,135	2,548	2,802
Overtime Hrs.	324	673	641	614	-4%	581	324	990	6,388	7,197	8,189
OT Annual Budget									\$191,488	\$78,625	\$78,625
OT Spent	\$8,050	\$16,497	\$15,941	\$14,776	-7%	\$14,434	\$8,050	\$24,857	\$158,776	\$176,542	\$204,468
% of Budget Spent	58.3%	66.9%	75.2%	82.9%	10%				82.9%	224.5%	260.1%

MVA StateStat
Operations - District 4
Jul FY 2011
Reporting Period: May 2010

20100727_MVA_Template
 District 4

PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		91.5%				93.8%	91.5%	95.1%			89.6%
Branch Visit Time	20.97	21.88	21.31	17.43	-18%	17.99	11.92	21.88			
Branch Waiting Time	14.98	15.87	15.45	11.66	-25%	12.05	5.96	15.87			
Branch Processing Time	5.99	6.02	5.85	5.77	-1%	5.94	5.76	6.12			
Branch Customers Served	11,690	14,254	14,008	16,693	19%	151,308	10,385	17,171	151,308		
Drivers License Visit Time	24.93	26.74	22.40	21.29	-5%	23.17	16.10	29.79			
DLS Waiting Time	16.75	18.53	14.27	13.06	-8%	14.59	7.69	20.29			
DLS Processing Time	8.18	8.21	8.13	8.23	1%	8.58	8.13	9.50			
DLS Customers Served	4,103	5,096	4,739	5,594	18%	52,061	3,651	5,772	52,061		
Vehicle Services Visit Time	21.23	22.16	24.47	17.09	-30%	16.81	9.83	24.47			
VS Wait Time	16.32	17.21	19.59	12.44	-37%	12.21	5.34	19.59			
VS Processing Time	4.91	4.95	4.88	4.65	-5%	4.60	4.27	4.95			
VS Customers Served	5,319	6,545	6,936	8,520	23%	73,930	4,967	8,684	73,930		
ICD/Misc Visit Time	12.53	11.57	9.54	8.87	-7%	10.25	8.87	12.53			
ICD/Misc Wait Time	8.00	7.16	5.40	4.68	-13%	5.80	4.29	8.00			
ICD/Misc Processing Time	4.53	4.40	4.14	4.19	1%	4.44	4.14	4.99			
ICD/Misc Customers Served	2,268	2,613	2,333	2,579	11%	25,317	1,714	2,715	25,317		
Total Transactions	14,255	20,330	19,618	15,756	-20%	16,838	13,831	20,330	202,052	203,626	220,771
DLS Transactions	6,613	9,295	8,271	7,254	-12%	7,310	3,303	9,295	87,719	99,601	108,034
Title & Registration Transactions	5,986	8,899	9,442	7,087	-25%	7,751	5,986	9,442	93,008	86,089	94,947
Other	1,656	2,136	1,905	1,415	-26%	1,777	1,374	2,136	21,325	15,934	17,790
Personnel											
Filled PINS	26	26	26	26	0%	26	26	27			26
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	2	2	2	2	0%	2	2	2			2
Agency Temporary Employees	1	1	1	1	0%	1	1	1			0
# Vacancies (PIN & Contract)	1	1	1	1	0%	1	1	1			0
% Vacant Positions	3.8%	3.8%	3.8%	3.8%	0%	3.8%	3.8%	3.8%			0.0%
Total Leave Days	158	112	103	147	42%	144	94	197	1,587	1,354	1,493
Sick Leave Days (Unplanned)	21	50	39	17	-56%	33	15	98	366	281	339
Other Leave Days (Planned)	137	62	65	130	101%	122	-4	181	1,221	1,073	1,154
Overtime Hrs.	81	99	74	61	-18%	61	36	99	674	674	781
OT Annual Budget									\$19,013	\$25,293	\$25,293
OT Spent	\$2,203	\$2,621	\$1,991	\$1,637	-18%	\$1,680	\$1,062	\$2,621	\$18,479	\$17,080	\$21,420
% of Budget Spent	64.3%	78.1%	88.6%	97.2%	10%				97.2%	67.5%	84.7%

**MVA StateStat
Operations - mobile
Jul FY 2011
Reporting Period: May 2010**

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Customer Survey Results		100.0%				100.0%	100.0%	100.0%			89.6%
Branch Visit Time											
Branch Waiting Time											
Branch Processing Time											
Branch Customers Served											
Drivers License Visit Time											
DLS Waiting Time											
DLS Processing Time											
DLS Customers Served											
Vehicle Services Visit Time											
VS Wait Time											
VS Processing Time											
VS Customers Served											
ICD/Misc Visit Time											
ICD/Misc Wait Time											
ICD/Misc Processing Time											
ICD/Misc Customers Served											
Total Transactions	513	1,430	1,300	1,289	-0.9%	1,278	513	2,552	15,331	300,976	326,181
DLS Transactions	350	971	913	860	-5.9%	894	350	2,039	10,732	171,128	326,181
Title & Registration Transactions	133	373	334	354	6.0%	320	133	428	3,844	111,830	326,181
Other	30	86	53	75	41.5%	63	30	96	755	18,018	326,181
Personnel											
Filled PINS	2	2	2	2	0.0%	2	2	2			39
Filled Contract Employees	0	0	0	0	0.0%	0	0	0			1
State Temporary Employees	0	0	0	0	0.0%	0	0	0			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			2
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			2
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%			4.7%
Total Leave Days	10	13	8	8	0.0%	9	4	13	99	2,045	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	359	326,181
Other Leave Days (Planned)	10	13	8	8	0.0%	9	4	13	99	1,686	326,181
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	2,452	326,181
OT Annual Budget									\$66,683	\$326,181	\$326,181
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$59,902	\$326,181
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	18.4%	0.0%

**MVA StateStat
Call Centers
Jul FY 2011
Reporting Period: May 2010**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Calls - General Information Line	69,082	94,207	89,782	79,324	-11.6%	85,853	69,082	94,207	944,384	987,457	1,078,042
Avg Time to Pick Up Call	4:58	6:38	5:28	4:43	-13.7%	5:46	4:43	7:31	5:46	2:50	4:46
Avg Call Duration	2:54	3:07	3:02	3:02	0.0%	2:51	2:43	3:07	2:51	7:38	2:52
Calls - VEIP Information	17,192	20,839	19,557	18,039	-7.8%	17,084	12,719	20,839	187,919	210,639	231,002
Avg Time to Pick Up Call	3:01	3:10	2:07	1:31	-28.3%	2:33	1:31	3:29	2:33	13:27	5:28
Avg Call Duration	2:24	2:38	2:25	2:20	-3.4%	2:17	2:00	2:38	2:17	1:13	2:16
Calls - Drivers Skill Line	4,218	7,200	6,915	6,363	-8.0%	8,013	4,218	15,452	88,143	113,974	129,587
Avg Time to Pick Up Call	1:22	2:45	2:52	3:10	10.5%	3:56	1:01	10:30	3:56	19:55	6:07
Avg Call Duration	2:39	2:35	2:32	2:32	0.0%	2:40	2:32	3:01	2:40	4:07	2:35
Calls - Hazmat	910	1,186	1,041	948	-8.9%	965	729	1,250	10,615	12,815	13,770
Avg Time to Pick Up Call	2:35	2:56	2:38	2:42	2.5%	3:24	1:21	5:57	3:24	11:39	5:22
Avg Call Duration	2:50	2:45	2:41	2:33	-5.0%	2:51	2:33	3:16	2:51	10:35	3:08
Calls - Out-of-Country	0	0	0	0	0.0%	0	0	0	0	57,207	57,207
Avg Time to Pick Up Call	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	6:33	5:27
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	5:07	2:54
Total Calls	91,402	123,432	117,295	104,674	-10.8%	112,184	91,402	126,490	1,234,024	1,382,092	1,452,401
Appointments Scheduled											
Total Appointments	3,708	4,494	5,364	4,386	-18.2%	6,334	3,708	10,286	69,674	163,100	169,421
Drivers Skill	3,369	4,061	5,018	4,049	-19.3%	5,955	3,369	9,934	65,502	163,100	169,421
Hazmat	339	433	346	337	-2.6%	379	337	433	4,172	94,620	100,510
OOO Phone (Made by Agent)	3,308	3,433	3,791	0	-100.0%	0	3,308	6,856	0		
OOO - Online (Made by Customer)	2,726	2,860	3,206	0	-100.0%	0	2,726	3,401	0		

MVA StateStat
VEIP
Jul FY 2011
Reporting Period: May 2010

Performance Metrics											
VEIP	Reporting Period				% Change	Avg	For All of FY 10		FY 10 YTD Total	FY 09 YTD Total	FY 2009 Total
	Feb '10	Mar '10	Apr '10	May '10			Min	Max			
VEIP Mailings											
Total	182,075	185,799	190,128	245,544	29.1%	162,193	43,567	245,544	1,784,125	2,304,940	2,392,627
Notices	145,818	144,915	151,147	191,390	26.6%	126,697	13,547	193,081	1,393,666	1,769,505	1,797,952
Warnings	36,257	40,884	38,981	54,154	38.9%	35,496	9,728	62,631	390,459	535,435	594,675
Vehicle Tests											
Total	101,780	161,096	129,275	119,487	-7.6%	92,234	25,571	161,096	1,014,578	1,476,468	1,606,708
Paid	98,577	154,278	122,306	113,000	-7.6%	86,756	19,467	154,278	954,318	1,388,451	1,510,229
Gratis	3,203	6,818	6,969	6,487	-6.9%	5,478	3,158	8,071	60,260	88,017	96,479
Test Fees											
Total	\$1,867,083	\$2,995,212	\$2,445,139	\$2,175,280	-11.0%	\$1,712,527	\$574,458	\$2,995,212	\$18,837,797	\$26,813,603	\$29,194,395
Inspection	\$1,380,078	\$2,159,892	\$1,712,284	\$1,582,000	-7.6%	\$1,214,587	\$272,538	\$2,159,892	\$13,360,452	\$19,438,328	\$21,143,220
Late	\$487,005	\$835,320	\$732,855	\$593,280	-19.0%	\$497,940	\$195,375	\$835,320	\$5,477,345	\$7,375,275	\$8,051,175
Public Contact											
Total	40,377	50,163	46,025	41,151	-10.6%	37,950	23,954	54,185	417,449	534,587	584,605
Walk-In	13,346	20,534	17,740	16,228	-8.5%	15,121	9,425	25,974	166,330	241,211	263,332
Internet	9,638	8,506	6,508	6,706	3.0%	5,356	966	9,638	58,921	78,959	86,264
Phone	17,192	20,839	21,550	18,039	-16.3%	17,265	12,719	21,550	189,912	210,639	231,002
Direct Mail	0	2	0	0	0.0%	2	1	5	14	39	41
Email	201	282	227	178	-21.6%	207	133	303	2,272	3,739	3,966

MVA StateStat
Safety and Other Functions
Jul FY 2011
Reporting Period: May 2010

Safety & Other Functions	Reporting Period				% Change	Avg	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Feb '10	Mar '10	Apr '10	May '10			Min	Max				
Graduated License Program												
Total Licenses Issued	98,919	154,344	137,472	120,585	-12.3%	131,941	98,919	171,124	1,451,352	1,241,600	1,355,829	
Lerner's Permit	10,135	19,201	18,559	14,721	-20.7%	16,192	10,135	27,419	178,111	152,641	168,420	
License age less than 21	5,835	11,732	10,192	9,428	-7.5%	10,446	5,835	21,043	114,911	77,103	86,642	
License age 21 or over	82,949	123,411	108,721	96,436	-11.3%	105,303	82,949	123,585	1,158,330	1,011,856	1,100,767	
Minor Notification Letters Sent	261	194	362	248	-31.5%	485	194	763	5,332			
Disability Placards												
Temporary	2,125	3,156	2,903	2,407	-17.1%	2,638	2,125	3,156	29,020			
Permanent	10,227	16,440	14,411	10,087	-30.0%	11,942	10,087	16,440	131,360			
Arrest Data												
Out of State Convictions on MD DL	5,979	10,234	10,650	7,637	-28.3%	7,240	777	13,982	79,635			
Federal Convictions on MD DL	530	305	263	488	85.6%	463	263	799	5,096			
Driver Review and Reinstatement Program												
Reinstatement Requests Received	732	1,145	883	818	-7.4%	858	630	1,145	9,439	10,501	11,438	
Reinstatement Requests Approved	234	408	386	367	-4.9%	329	234	408	3,619	2,794	3,167	
Administrative Adjudication												
Number of Cases Total	24,940	32,660	35,113	27,309	-22.2%	29,869	24,940	35,113	328,564			
Number of Hearings	1,363	2,180	1,990	1,853	-6.9%	1,605	1,005	2,180	17,660			
Flags - Parking/Red-Light/Toll/Speed Camera												
New Flags	13,272	22,530	16,035	15,399	-4.0%	18,446	13,272	26,663	202,904	173,372	173,372	
Deleted Flags	11,245	16,210	14,441	11,728	-18.8%	12,862	7,577	26,576	141,487	95,263	95,263	
Suspensions	87	131	145	124	-14.5%	71	19	145	784	412	412	
Ignition Interlock Program												
Currently in Program**	8,160	8,232	8,332	8,386	0.6%	8,027	7,381	8,386				
Drivers Starting Program	448	614	426	348	-18.3%	462	348	614	5,081	5,539	5,741	
Restrictions Removed (Compliance)	250	326	307	308	0.3%	266	207	338	2,931	2,056	2,298	
Restrictions Removed (Non-Compliance)	247	321	278	208	-25.2%	246	203	321	2,702	1,980	2,411	
Warning Letters Mailed	2,044	2,404	2,385	2,063	-13.5%	2,427	2,044	2,940	26,702	20,320	22,694	
IID												
IDs Given Out	107	105	125	92	-26.4%	1,092	65	125	1092			
IDs Processed in the Branches	110	133	163	127	-22.1%	1,454	100	163	1454			
Outstanding Warrant Program												
Notices	844	1,382	1,079	1,106	2.5%	2,092	844	8,687	23,017	11,553	11,553	
Suspensions	637	773	881	599	-32.0%	951	562	2,388	10,464	8,191	8,191	
Satisfied	914	1,256	1,211	960	-20.7%	920	623	1,256	10,125	7,363	7,363	
Denied license or registration at branch	96	107	82	99	20.7%	87	48	107	953	893	893	

	Performance Metrics										
	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Feb '10	Mar '10	Apr '10	May '10		Avg	Min	Max			
Business Licenses											
New Businesses	14	18	18	8	-55.6%	18	8	27	198	298	322
New Dealerships	0	0	0	0	0.0%	2	1	3	9	10	11
Used Dealerships	5	2	7	1	-85.7%	6	1	10	64	69	74
Wholesale	5	9	7	7	0.0%	6	4	9	68	148	159
Title Services	4	3	2	0	-100.0%	4	2	8	36	39	41
Other	0	4	2	0	-100.0%	3	1	4	21	32	37
Out of Business	2	8	10	8	-20.0%	10	2	21	110	175	183
New Dealerships	0	0	0	0	0.0%	2	1	4	6	18	20
Used Dealerships	0	0	2	4	100.0%	5	1	10	48	62	65
Wholesale	2	6	6	3	-50.0%	4	1	9	44	69	71
Title Services	0	0	1	0	-100.0%	1	1	1	3	8	8
Other	0	2	1	1	0.0%	2	1	3	9	18	19
School Bus Inspections											
Inspections	674	2,261	1,390	1,994	43.5%	1,236	600	2,261	13,593	15,242	16,935
Scheduled	105	2,041	954	1,472	57.6%	751	2	2,041	8,259	8,190	9,072
Re-inspections	25	130	143	297	107.7%	119	25	297	1,308	1,614	1,692
Random/Audit	544	90	313	225	-28.1%	366	90	829	4,026	5,538	6,171
Total Defects	241	1,111	856	1,093	27.9%	703	160	1,654	7,738	9,129	10,080
Public Owned	11	61	458	930	103.1%	313	11	1,248	3,438	4,334	5,019
BOE Contractor	75	559	224	153	-31.7%	252	14	559	2,776	3,039	3,260
Privately Owned	155	491	174	12	-93.1%	139	9	491	1,524	1,756	1,801
Repair Orders	107	109	55	528	860.0%	236	5	690	2,591	4,302	4,796
Repair Orders Closed	85	242	470	697	48.3%	344	69	697	3,781	4,365	2,642
Suspensions	36	155	135	302	123.7%	130	27	302	1,433	1,573	1,660
Insurance Compliance											
Total Notices Sent	57,189	46,138	42,148	149,523	254.8%	58,673	35,392	149,523	645,398	574,367	
First Notice	40,748	26,993	28,416	36,534	28.6%	32,640	19,689	47,416	359,037	253,096	
Suspensions	16,441	19,145	13,732	112,989	722.8%	26,033	13,732	112,989	286,361	321,271	
Cases Created	40,669	26,198	28,469	35,869	26.0%	34,213	26,198	45,751	376,339	421,572	
Cases Closed	14,346	22,015	16,802	15,381	-8.5%	17,641	14,346	22,015	194,056	252,545	
Cases Referred to Central Collections	12,380	13,277	13,315	12,441	-6.6%	11,959	10,074	13,315	131,545	139,460	