



MVA StateStat

August FY 2011

Reporting Period: June 2010

**MVA StateStat
Glossary
August FY 2011
Reporting Period: June 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



Maryland Department of Transportation
Motor Vehicle Administration - MBE/SBR
StateStat
August 2010
Reporting Period: June 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: 9.48% # Waivers requested: # Waivers granted: **Goal Achieved: 24.80%** # 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	\$2,652,893.87	\$49,117.83 1.85%	\$710,772.15 26.79%	\$165,107.48 6.22%	\$924,997.46	34.87%	\$36,800,615.79	\$4,897,454.74 13.31%	\$5,032,872.02 13.68%	\$1,759,021.99 4.78%	\$11,689,348.75	31.76%
Awards Totals	\$1,488,437.18	\$78,289.00 5.26%	\$55,000.00 3.70%	\$7,868.50 0.53%	\$141,157.50	9.48%	\$13,513,243.39	\$1,903,656.44 14.09%	\$1,331,870.00 9.86%	\$115,661.00 0.86%	\$3,351,187.44	24.80%
Architectural and Engineering	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Construction	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$3,903,227.00	\$619,439.00	\$190,220.00	\$0.00	\$809,659.00	20.74%
Construction Related	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$5,691.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
Maintenance	\$78,000.00	\$78,000.00	\$0.00	\$0.00	\$78,000.00	100.00%	\$1,346,240.48	\$147,934.74	\$50,600.00	\$45,529.00	\$244,063.74	18.13%
Services	\$8,476.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$1,005,965.60	\$362,525.10	\$502,494.00	\$0.00	\$865,019.10	85.99%
Supplies and Equipment	\$1,259,225.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$2,092,424.86	\$1,028.00	\$7,447.00	\$0.00	\$8,475.00	0.41%
IT Services	\$5,038.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$1,983,727.10	\$628,171.60	\$0.00	\$0.00	\$628,171.60	31.67%
IT Supplies and Equipment	\$77,901.00	\$0.00	\$55,000.00	\$0.00	\$55,000.00	70.60%	\$2,423,238.00	\$130,061.00	\$559,141.00	\$0.00	\$689,202.00	28.44%
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	\$50,036.00	\$289.00	\$0.00	\$6,402.00	\$6,691.00	13.37%	\$602,645.00	\$14,497.00	\$21,968.00	\$66,154.00	\$102,619.00	17.03%
Direct Vouchers	\$9,761.18	\$0.00	\$0.00	\$1,466.50	\$1,466.50	15.02%	\$150,084.35	\$0.00	\$0.00	\$3,978.00	\$3,978.00	2.65%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%	Agency Total	Total SBR	# Designated Procurements	%
Payment Totals	\$2,981,835	\$734,061	1	24.62%	\$37,652,607	\$7,188,619	36	19.09%

**MVA StateStat
Budget and Finance
August FY 2011
Reporting Period: June 2010**

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 10		
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max
Revenue								
Total	\$122,441,938	\$130,738,257	\$102,125,993	\$153,236,596	50.0%	\$102,963,468	\$72,077,551	\$153,236,596
Excise Tax	\$45,707,713	\$53,022,802	\$47,547,765	\$76,459,656	60.8%	\$45,368,455	\$26,663,530	\$76,459,656
Registration & Rel Fees	\$42,486,283	\$47,905,256	\$34,764,791	\$46,133,906	32.7%	\$37,008,657	\$25,898,760	\$47,905,256
Drivers License	\$3,875,942	\$3,380,905	\$2,986,741	\$3,700,820	23.9%	\$3,311,900	\$2,565,809	\$3,875,942
Title & Related Services	\$4,978,440	\$5,049,070	\$4,461,440	\$5,070,260	13.6%	\$4,367,237	\$3,127,750	\$5,070,260
Uninsured Motorist Penalties	\$20,768,110	\$12,066,633	\$9,599,990	\$11,458,162	19.4%	\$7,976,099	\$1,589,745	\$20,768,110
All Other	\$4,625,450	\$9,313,591	\$2,765,266	\$10,413,792	276.6%	\$4,931,120	\$1,771,378	\$10,413,792
Internal Use of Funds								
Total	\$10,377,348	\$9,693,858	\$9,963,214	\$16,490,430	65.5%	\$12,490,421	\$9,666,430	\$23,100,571
Salaries & Wages	\$7,427,415	\$7,417,276	\$7,442,614	\$10,931,958	46.9%	\$8,145,867	\$7,417,276	\$10,931,958
Contractuals & NEC Temps	\$305,329	\$314,378	\$299,098	\$430,255	43.9%	\$321,814	\$272,605	\$430,255
Contracted Services	\$1,490,930	\$150,193	\$975,568	\$3,353,500	243.7%	\$2,614,699	\$150,193	\$12,455,983
Fuel & Utilities	\$219,583	\$178,447	\$209,542	\$398,702	90.3%	\$193,314	\$84,272	\$398,702
Communications	\$348,020	\$344,749	\$479,906	\$559,533	16.6%	\$534,738	(\$205,915)	\$1,783,166
All Other	\$586,071	\$1,288,815	\$556,486	\$816,482	46.7%	\$724,550	\$389,605	\$1,288,815
External Use of Funds								
Total	\$22,756,267	\$19,521,032	\$14,327,877	\$11,577,922	-19.2%	\$13,005,095	\$9,149,410	\$22,756,267
MAIF/General Fund	\$14,537,579	\$8,447,441	\$6,722,152	\$8,020,321	19.3%	\$5,583,998	\$1,114,167	\$14,537,579
Emergency Medical System/Trauma	\$6,283,534	\$6,238,760	\$5,535,846	\$6,001,817	8.4%	\$5,450,816	\$4,141,570	\$6,283,534
Refunds	\$1,378,373	\$1,305,479	\$1,133,864	\$1,025,957	-9.5%	\$1,194,980	\$848,549	\$1,699,942
All Other	\$556,781	\$3,529,352	\$936,015	(\$3,470,173)	-470.7%	\$1,033,735	(\$3,470,173)	\$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
August FY 2011
Reporting Period: June 2010

Budget & Finance	FY 10 YTD Total	FY 10 Budget	FY09 YTD	FY 2009 Total	FY 2009 Budget
Revenue					
Total	\$1,235,561,611		\$1,204,140,372	\$1,204,120,205	
Excise Tax	\$544,421,457		\$515,444,164	\$515,444,164	
Registration & Rel Fees	\$444,103,882		\$447,204,877	\$447,189,800	
Drivers License	\$39,742,805		\$43,289,317	\$43,289,317	
Title & Related Services	\$52,406,845		\$50,969,702	\$50,964,612	
Uninsured Motorist Penalties	\$95,713,185		\$99,398,889	\$99,398,889	
All Other	\$59,173,437		\$47,833,423	\$47,833,423	
Internal Use of Funds					
Total	\$149,885,049	\$161,517,719	\$148,105,879	\$148,105,879	\$164,191,870
Salaries & Wages	\$97,750,408	\$101,520,386	\$97,283,505	\$97,283,505	\$100,663,833
Contractuals & NEC Temps	\$3,861,769	\$5,144,760	\$4,460,930	\$4,460,930	\$5,064,045
Contracted Services	\$31,376,388	\$35,985,149	\$30,798,174	\$30,798,174	\$39,122,267
Fuel & Utilities	\$2,319,766	\$3,309,654	\$2,593,480	\$2,593,480	\$2,540,106
Communications	\$5,882,121	\$6,381,796	\$5,562,227	\$5,562,227	\$6,180,876
All Other	\$8,694,596	\$9,175,974	\$7,407,563	\$7,407,563	\$10,620,743
External Use of Funds					
Total	\$156,061,141		\$155,824,214	\$155,824,214	
MAIF	\$67,007,972		\$69,546,778	\$69,546,778	
Emergency Medical System	\$65,409,794		\$64,268,514	\$64,268,514	
Refunds	\$14,339,765		\$14,340,799	\$14,340,799	
All Other	\$9,303,611		\$7,668,123	\$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
August FY 2011
Reporting Period: June 2010**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 10	
	Mar '10	Apr '10	May '10	Jun '10			Min	Max
Overtime (Payments)								
Total	\$102,949	\$91,315	\$100,573	\$162,703	61.8%	\$102,352	\$66,848	\$162,703
Administrator's Office	\$4,098	\$2,410	\$11,284	\$7,940	-29.6%	\$3,237	\$730	\$11,284
DVPP	\$57	\$1,699	\$2,979	\$15,725	427.9%	\$2,533	\$57	\$15,725
Operations	\$98,794	\$87,206	\$86,310	\$139,038	61.1%	\$90,373	\$55,467	\$139,038
Support Services	\$0	\$0	\$0	\$0	0.0%	\$9,313	\$1,444	\$34,324
Overtime (Hours)								
Total	4,130	3,579	3,920	6,214	58.5%	3,923	2,569	6,214
Administrator's Office	124	80	422	259	-38.6%	109	24	422
DVPP	3	54	103	553	436.9%	87	3	553
Operations	4,003	3,445	3,395	5,402	59.1%	3,544	2,167	5,402
Support Services	0	0	0	0	0.0%	275	46	1,044
Sick leave (Days)								
Total	1,992	1,795	1,467	1,541	5.0%	1,685	1,326	2,089
Administrator's Office	331	294	258	224	-13.4%	149	56	331
DVPP	461	458	390	370	-5.0%	401	309	481
Operations	1,199	1,043	819	947	15.6%	981	692	1,250
Support Services	0	0	0	0	0.0%	232	194	270
Planned Leave (Days)								
Total	4,257	4,463	7,143	4,883	-31.6%	6,669	4,257	10,044
Administrator's Office	632	787	1,329	915	-31.1%	651	381	1,329
DVPP	1,024	1,099	1,572	1,049	-33.3%	1,345	1,024	1,814
Operations	2,601	2,577	4,242	2,920	-31.2%	3,997	2,577	5,968
Support Services	0	0	0	0	0.0%	1,015	669	1,503
Total Leave (Days)								
Total	6,249	6,257	8,610	6,424	-25.4%	8,354	6,249	11,653
Administrator's Office	964	1,081	1,587	1,139	-28.2%	799	457	1,587
DVPP	1,485	1,557	1,962	1,419	-27.7%	1,745	1,419	2,191
Operations	3,800	3,619	5,062	3,867	-23.6%	4,978	3,619	6,930
Support Services	0	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	\$1,228,221	\$1,437,145	\$1,477,716	\$1,477,716	\$1,488,420
Administrator's Office	\$38,847	\$78,784	\$164,680	\$164,680	\$79,171
DVPP	\$30,397	\$54,000	\$66,109	\$66,109	\$135,023
Operations	\$1,084,476	\$1,091,817	\$1,182,425	\$1,182,425	\$1,053,499
Support Services	\$74,501	\$212,544	\$64,502	\$64,502	\$220,727
Overtime (Hours)					
Total	47,080			55,494	
Administrator's Office	1,307			5,251	
DVPP	1,040			2,387	
Operations	42,530			45,984	
Support Services	2,204			1,872	
Sick leave (Days)					
Total	20,223			19,431	
Administrator's Office	1,783			899	
DVPP	4,810			4,787	
Operations	11,771			11,006	
Support Services	1,860			2,739	
Planned Leave (Days)					
Total	80,026			77,805	
Administrator's Office	7,809			4,355	
DVPP	16,136			15,575	
Operations	47,962			47,112	
Support Services	8,120			10,763	
Total Leave (Days)					
Total	100,249			97,237	
Administrator's Office	9,592			5,254	
DVPP	20,946			20,363	
Operations	59,732			58,118	
Support Services	9,980			13,502	

Performance Metrics								
Staffing	Reporting Period				% Change	Avg	For All of FY 10	
	Mar '10	Apr '10	May '10	Jun '10			Min	Max
Filled PINS								
Total	1,529.5	1,526.5	1,524.0	1,504.0				
Administrator's Office	279.5	276.5	274.5	262.0				
DVPP	354.0	354.0	355.0	355.0				
Operations	896.0	896.0	894.5	887.0				
Support Services	0.0	0.0	0.0	0.0				
Vacant PINS	65.0	68.5	69.5	89.5	28.8%			
Administrator's Office	22.5	25.5	26.5	34.0	28.3%			
DVPP	12.0	12.0	12.0	16.0	33.3%			
Operations	30.5	31.0	31.0	39.5	27.4%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Filled Contractuals								
Total	64.0	64.0	61.0	58.0				
Administrator's Office	18.0	18.0	16.0	16.0				
DVPP	14.0	14.0	15.0	15.0				
Operations	32.0	32.0	30.0	27.0				
Support Services	0.0	0.0	0.0	0.0				
Vacant Contractuals	54.0	54.0	57.0	59.0	3.5%			
Administrator's Office	9.0	9.0	11.0	11.0	0.0%			
DVPP	10.0	10.0	9.0	9.0	0.0%			
Operations	35.0	35.0	37.0	39.0	5.4%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Temporary Employees								
Total - State	58.0	57.0	57.0	54.0				
Administrator's Office	3.0	3.0	3.0	3.0				
DVPP	6.0	5.0	5.0	5.0				
Operations	49.0	49.0	49.0	46.0				
Support Services	0.0	0.0	0.0	0.0				
Total - Agency	70.0	67.0	67.0	66.0				
Administrator's Office	9.0	9.0	9.0	9.0				
DVPP	33.0	37.0	36.0	36.0				
Operations	28.0	21.0	22.0	21.0				
Support Services	0.0	0.0	0.0	0.0				

MVA StateStat
Overtime By District / Branch
August FY 2011
Reporting Period: June 2010

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 10		
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max
Total Overtime	\$97,618	\$86,381	\$85,654	\$137,349	60.4%	\$88,744	\$54,817	\$137,349
District 1 Total	\$24,366	\$20,060	\$22,664	\$32,988	45.6%	\$21,520	\$12,241	\$32,988
Baltimore City	\$8,059	\$7,031	\$8,230	\$10,124	23.0%	\$7,956	\$4,492	\$11,647
Cumberland	\$929	\$94	\$167	\$458	174.3%	\$352	\$48	\$929
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$2,584	\$1,491	\$4,222	\$6,012	42.4%	\$2,508	\$632	\$6,012
Hagerstown	\$46	\$480	\$193	\$496	157.0%	\$240	\$46	\$496
Westminster	\$3,595	\$2,749	\$3,392	\$3,711	9.4%	\$3,558	\$1,425	\$6,112
White Oak	\$9,153	\$8,215	\$6,460	\$12,187	88.7%	\$6,927	\$4,697	\$12,187
District 2								
District 2 Total	\$19,452	\$17,931	\$16,365	\$27,105	65.6%	\$16,815	\$9,872	\$27,105
Bel Air	\$5,162	\$4,917	\$4,025	\$7,574	88.2%	\$5,184	\$3,138	\$7,866
Elkton	\$1,360	\$708	\$1,744	\$2,393	37.2%	\$1,471	\$581	\$2,393
Essex	\$7,007	\$7,003	\$5,133	\$8,860	72.6%	\$5,086	\$3,122	\$8,860
Loveville	\$802	\$592	\$1,181	\$1,635	38.4%	\$718	\$220	\$1,635
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$168	\$214	\$16	\$0	-100.0%	\$124	\$4	\$356
Waldorf	\$4,953	\$4,497	\$4,266	\$6,643	55.7%	\$4,282	\$1,668	\$6,643
District 3								
District 3 Total	\$16,935	\$15,077	\$16,362	\$32,024	95.7%	\$16,794	\$8,349	\$32,024
Beltsville	\$6,615	\$6,004	\$5,777	\$12,982	124.7%	\$4,942	\$1,349	\$12,982
Columbia Express	\$1,745	\$1,361	\$1,295	\$2,736	111.3%	\$2,005	\$649	\$4,010
Gaithersburg	\$6,284	\$6,466	\$7,342	\$11,721	59.6%	\$8,170	\$4,802	\$12,203
Glenmont Express	\$1,224	\$274	\$697	\$1,482	112.6%	\$925	\$163	\$1,575
Walnut Hill Express	\$1,067	\$972	\$1,251	\$3,103	148.0%	\$819	\$172	\$3,103
District 4								
District 4 Total	\$36,865	\$33,313	\$30,263	\$45,232	49.5%	\$33,616	\$21,785	\$52,204
Annapolis	\$6,567	\$5,577	\$7,213	\$10,236	41.9%	\$7,206	\$4,128	\$11,757
Easton	\$2,257	\$1,572	\$1,783	\$1,960	9.9%	\$2,026	\$1,373	\$3,105
Glen Burnie	\$8,923	\$8,232	\$4,854	\$9,849	102.9%	\$7,681	\$4,338	\$11,826
Largo	\$16,497	\$15,941	\$14,776	\$19,840	34.3%	\$14,885	\$8,050	\$24,857
Salisbury	\$2,621	\$1,991	\$1,637	\$3,347	104.5%	\$1,819	\$1,062	\$3,347
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	\$1,064,926	\$1,023,960	\$1,113,589	\$1,113,589	\$897,919
District 1 Total					
District 1 Total	\$258,236	\$233,755	\$251,339	\$251,339	\$246,948
Baltimore City	\$95,470	\$90,514	\$100,209	\$100,209	\$82,624
Cumberland	\$4,226	\$4,210	\$5,376	\$5,376	\$17,968
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$30,092	\$26,043	\$29,024	\$29,024	\$39,642
Hagerstown	\$2,637	\$1,591	\$1,875	\$1,875	\$4,591
Westminster	\$42,693	\$27,316	\$27,980	\$27,980	\$36,199
White Oak	\$83,119	\$84,081	\$86,875	\$86,875	\$65,924
District 2					
District 2 Total	\$201,775	\$215,984	\$224,037	\$224,037	\$185,656
Bel Air	\$62,209	\$70,544	\$71,161	\$71,161	\$62,714
Elkton	\$17,652	\$27,811	\$29,558	\$29,558	\$13,737
Essex	\$61,038	\$61,569	\$63,816	\$63,816	\$41,447
Loveville	\$8,616	\$3,921	\$6,876	\$6,876	\$7,088
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$590
Lock Raven / Parkville Express	\$871	\$327	\$702	\$702	\$1,188
Waldorf	\$51,389	\$51,812	\$51,924	\$51,924	\$58,892
District 3					
District 3 Total	\$201,524	\$125,591	\$155,199	\$155,199	\$141,707
Beltsville	\$59,309	\$54,666	\$59,513	\$59,513	\$43,070
Columbia Express	\$24,061	\$9,862	\$12,296	\$12,296	\$8,150
Gaithersburg	\$98,042	\$56,072	\$75,521	\$75,521	\$78,183
Glenmont Express	\$11,096	\$3,585	\$4,595	\$4,595	\$6,152
Walnut Hill Express	\$9,014	\$1,406	\$3,274	\$3,274	\$6,152
District 4					
District 4 Total	\$403,390	\$448,630	\$483,013	\$483,013	\$323,608
Annapolis	\$86,468	\$66,683	\$70,306	\$70,306	\$55,482
Easton	\$24,310	\$21,658	\$22,961	\$22,961	\$24,203
Glen Burnie	\$92,172	\$149,788	\$163,858	\$163,858	\$140,005
Largo	\$178,616	\$191,488	\$204,468	\$204,468	\$78,625
Salisbury	\$21,826	\$19,013	\$21,420	\$21,420	\$25,293
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
August FY 2011
Reporting Period: June 2010

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total
	Mar '10	Apr '10	May '10	May '10		Avg	Min	Max			
Transaction Total	818,465	774,587	668,186	776,861	16.3%	707,411	531,815	818,465	8,488,927	8,888,572	8,888,572
Driver Licensing											
Transaction Subtotal	291,919	261,463	229,379	279,302	21.8%	252,225	187,578	300,593	3,026,696	3,402,436	3,402,436
Full Service	235,578	212,635	185,809	228,146	22.8%	202,798	150,755	241,951	2,433,576	2,807,125	2,807,125
Express	41,609	36,195	32,669	40,036	22.6%	35,705	26,735	41,609	428,461	409,362	409,362
Satellite	3,074	2,291	2,173	2,650	22.0%	2,432	1,814	3,074	29,181	29,125	29,125
Alternate	11,659	10,343	8,728	8,469	-3.0%	11,290	7,401	24,304	135,479	156,825	156,825
Titling / Registration											
Transaction Subtotal	455,002	452,681	392,284	438,601	11.8%	401,696	293,872	461,654	4,820,355	4,916,980	4,916,980
Full Service	195,978	191,411	155,661	189,221	21.6%	169,904	123,310	201,231	2,038,852	2,170,491	2,170,491
Express	9,881	9,644	7,977	10,441	30.9%	10,143	6,809	13,815	121,716	118,012	118,012
Satellite	996	1,134	1,065	1,093	2.6%	968	528	1,256	11,620	13,166	13,166
Alternate	248,147	250,492	227,581	237,846	4.5%	220,681	163,225	250,492	2,648,167	2,615,311	2,615,311
Other											
Transaction Subtotal	71,544	60,443	46,523	58,958	26.7%	53,490	46,136	71,544	641,876	569,156	569,156
Full Service	51,407	43,454	34,803	41,831	20.2%	39,043	32,924	51,407	468,515	455,105	455,105
Express	1,208	1,293	1,063	1,351	27.1%	1,048	729	1,351	12,581	5,245	5,245
Satellite	35	52	37	67	81.1%	33	10	67	390	250	250
Alternate	18,894	15,644	10,620	15,709	47.9%	13,366	10,620	18,894	160,390	108,556	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
	Mar '10	Apr '10	May '10	May '10		Avg	Min	Max			
Transaction Total	818,465	774,587	668,186	776,861	16.3%	707,411	531,815	818,465	8,488,927	8,888,572	8,888,572
Driver Licensing											
Transaction Subtotal	291,919	261,463	229,379	279,302	21.8%	252,225	187,578	300,593	3,026,696	3,402,436	3,402,436
Law Tests Given	29,682	29,072	22,094	28,641	29.6%	24,552	16,138	31,436	294,628	441,242	441,242
Vision Tests Given	83,448	72,517	64,884	79,487	22.5%	71,538	55,641	83,448	858,453	894,346	894,346
Skills Tests Given	13,320	13,531	11,727	13,466	14.8%	12,009	6,891	17,457	144,104	198,029	198,029
New Licenses	39,171	36,728	32,594	39,920	22.5%	34,659	23,002	45,543	415,909	510,663	510,663
Renewal Licenses	74,986	63,696	57,285	68,474	19.5%	64,954	52,431	80,144	779,451	761,041	761,041
License Duplications	14,576	13,075	12,107	15,337	26.7%	13,126	10,000	15,337	157,517	168,950	168,950
License Corrections	3,492	2,890	2,551	3,282	28.7%	3,294	2,109	5,605	39,525	57,671	57,671
Photo I.D. Cards - New / Corr / Dup	15,888	12,967	11,204	14,874	32.8%	13,037	9,610	19,942	156,447	176,988	176,988
Certified Copies	17,356	16,988	14,933	15,821	5.9%	15,055	11,709	17,356	180,663	193,506	193,506
Titling / Registration											
Transaction Subtotal	455,002	452,681	392,284	438,601	11.8%	401,696	293,872	461,654	4,820,355	4,916,980	4,916,980
New Titles	92,156	94,688	83,124	93,264	12.2%	80,452	59,228	94,688	965,423	950,543	950,543
Corrected Titles	8,559	9,843	8,447	10,410	23.2%	9,544	6,288	10,935	114,527	113,537	113,537
Duplicated Titles	14,284	13,497	11,769	14,361	22.0%	11,172	8,637	14,361	134,062	122,010	122,010
Lien Maintenance	9,233	10,593	8,989	11,058	23.0%	9,271	6,495	11,058	111,254	112,443	112,443
Salvage Application	8,377	6,770	5,958	6,624	11.2%	8,034	5,958	13,814	96,411	81,135	81,135
Salvage Corr. / Dupl.	271	295	321	442	37.7%	278	199	442	3,337	3,345	3,345
Renewal -Std.	201,482	203,748	172,760	185,204	7.2%	173,909	131,388	206,330	2,086,908	2,149,116	2,149,116
Renewal -Replac. Tag.	3,981	3,805	3,309	4,099	23.9%	3,128	2,181	4,099	37,538	33,870	33,870
Substitute Tags	6,503	5,899	5,173	6,512	25.9%	5,271	3,876	6,512	63,250	65,126	65,126
Substitute Stickers	4,619	4,331	3,951	4,532	14.7%	4,007	2,968	4,619	48,084	43,623	43,623
Duplicate Regist.	9,634	8,839	8,394	9,014	7.4%	7,930	5,368	9,634	95,155	90,022	90,022
Corrected Regist.	2,313	2,124	1,653	2,069	25.2%	1,972	1,404	2,313	23,658	28,132	28,132
New Tag Regist.	3,912	4,099	3,330	3,714	11.5%	3,110	2,139	4,099	37,317	44,129	44,129
Transfer Tags With Renewal	233	222	197	247	25.4%	197	118	247	2,365	2,578	2,578
Tags Returned	66,968	63,449	54,830	63,129	15.1%	62,106	40,944	76,242	745,272	838,230	838,230
Change Of Address	22,477	20,479	20,079	23,922	19.1%	21,316	16,050	24,921	255,794	239,141	239,141
Other											
Transaction Subtotal	71,544	60,443	46,523	58,958	26.7%	53,490	46,136	71,544	641,876	569,156	569,156
Fr / Investigation	32,514	26,735	20,736	23,993	15.7%	24,052	20,374	32,514	288,622	287,047	287,047
Disability Placards - Temporary	3,156	2,903	2,407	3,049	26.7%	2,672	2,125	3,156	32,069	29,677	29,677
Disability Placards - Permanent	16,440	14,411	10,087	15,989	58.5%	12,279	10,087	16,440	147,349	99,365	99,365
County Stickers	30	20	17	21	23.5%	20	7	30	242	337	337
Administrative Parking Flags Removed	19,404	16,374	13,276	15,906	19.8%	14,466	12,229	19,404	173,594	152,730	152,730

MVA StateStat
Alternate Transactions
August FY 2011
Reporting Period: June 2010

Performance Metrics											
Alternate Transactions	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Change	Avg	Min			
Total Transactions	278,700	276,479	246,929	262,024	6.1%	245,336	185,355	283,203	2,944,036	2,880,692	2,880,692
Driver Licensing											
Transaction Subtotal	11,659	10,343	8,728	8,469	-3.0%	11,290	7,401	24,304	135,479	156,825	156,825
Vinnet											
CVR											
Kiosks	20	14	17	17	0.0%	20	11	37	234	250	250
Mobile Bus	971	913	860	923	7.4%	935	350	2,039	11,222	8,684	8,684
Internet	2,426	2,304	2,040	2,251	10.3%	2,050	1,602	2,426	24,604	23,070	23,070
Telephone											
Central Operations	8,066	6,990	5,685	5,184	-8.8%	8,141	5,097	21,262	97,697	122,667	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	177	122	126	94	-25.4%	143	94	208	1,720	2,133	2,133
Titling / Registration											
Transaction Subtotal	248,147	250,492	227,581	237,846	4.5%	220,681	163,225	250,492	2,648,167	2,615,311	2,615,311
Vinnet	21,787	23,990	21,259	24,583	15.6%	18,936	14,639	24,583	227,237	192,341	192,341
CVR	39,219	38,641	35,296	38,343	8.6%	34,632	26,693	39,219	415,587	380,601	380,601
Kiosks	6,880	7,940	5,483	8,188	49.3%	3,856	1,718	8,188	46,275	27,967	27,967
Mobile Bus	373	334	354	294	-16.9%	320	133	428	3,844	3,184	3,184
Internet	90,776	84,490	81,156	84,995	4.7%	78,617	61,364	90,776	943,403	879,636	879,636
Telephone	772	775	682	718	5.3%	661	544	775	7,936	9,133	9,133
Central Operations	85,041	90,614	80,363	77,298	-3.8%	80,641	55,415	99,422	967,689	1,083,521	1,083,521
Cumberland - Customer Service Ctr.	565	573	548	531	-3.1%	486	374	573	5,829	5,550	5,550
County Treasurers	2,734	3,135	2,440	2,896	18.7%	2,531	1,728	3,475	30,367	33,378	33,378
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	18,894	15,644	10,620	15,709	47.9%	13,366	10,620	18,894	160,390	108,556	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	84	56	44	46	4.5%	65	44	84	774	863	863
Mobile Bus	86	53	75	48	-36.0%	63	30	96	757	693	693
Internet	3,907	3,158	2,744	2,967	8.1%	2,935	2,514	3,907	35,225	28,442	28,442
Telephone	3,025	2,330	2,029	2,022	-0.3%	2,047	1,609	3,025	24,566	18,905	18,905
Central Operations	11,792	10,047	5,728	10,626	85.5%	8,256	5,728	11,792	99,068	59,653	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
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Transaction Total	278,700	276,479	246,929	262,024	6.1%	245,336	185,355	283,203	2,944,036	2,880,692	2,880,692
Driver Licensing											
Transaction Subtotal	11,659	10,343	8,728	8,469	-3.0%	11,290	7,401	24,304	135,479	156,825	156,825
Law Tests Given											
Vision Tests Given	374	355	340	318	-6.5%	327	113	514	3,926	3,349	3,349
Skills Tests Given	177	122	126	94	-25.4%	144	94	208	1,722	2,154	2,154
New Licenses	83	80	60	64	7.6%	72	59	97	865	1,390	1,390
Renewal Licenses	7,385	6,414	5,046	4,628	-8.3%	7,538	4,564	20,676	90,457	113,466	113,466
License Duplications	131	108	90	76	-15.6%	97	73	131	1,158	993	993
License Corrections	11	12	8	15	87.5%	11	5	15	131	282	282
Photo I.D. Cards - New / Corr / Dup	385	343	273	283	3.7%	324	226	434	3,893	3,381	3,381
Copies - Driver/Vehicle Records	3,113	2,909	2,785	2,991	7.4%	2,777	2,091	3,650	33,327	31,810	31,810
Titling / Registration											
Transaction Subtotal	248,147	250,492	227,581	237,846	4.5%	220,681	163,225	250,492	2,648,167	2,615,311	2,615,311
New Titles	44,354	46,470	43,341	46,250	6.7%	39,574	29,815	46,470	474,890	442,493	442,493
Corrected Titles	4,699	5,922	5,089	6,342	24.6%	5,345	3,854	6,342	64,144	59,827	59,827
Duplicated Titles	4,352	4,035	3,615	4,264	18.0%	3,545	2,861	4,352	42,545	40,396	40,396
Lien Maintenance	4,047	5,410	4,660	5,756	23.5%	4,713	3,369	6,046	56,553	58,166	58,166
Salvage Application	8,377	6,770	5,958	6,624	11.2%	8,034	5,958	13,814	96,411	81,135	81,135
Salvage Corr. / Dupl.	271	295	321	442	37.7%	278	199	442	3,337	3,345	3,345
Renewal -Std.	145,232	147,948	130,209	128,331	-1.4%	124,238	93,042	147,948	1,490,856	1,519,344	1,519,344
Renewal -Replac. Tag.	1,119	984	1,018	999	-1.9%	779	464	1,119	9,344	8,715	8,715
Substitute Tags	2,574	2,415	2,273	2,673	17.6%	2,201	1,509	2,673	26,408	26,309	26,309
Substitute Stickers	1,415	1,304	1,386	1,403	1.2%	1,279	1,019	1,415	15,347	13,478	13,478
Duplicate Regist.	6,237	5,481	5,459	5,755	5.4%	4,851	3,196	6,237	58,208	52,160	52,160
Corrected Regist.	195	194	152	137	-9.9%	195	118	355	2,341	3,307	3,307
New Tag Regist.	518	553	456	531	16.4%	391	261	553	4,688	4,125	4,125
Transfer Tags With Renewal	0	6	1	7	600.0%	3	1	7	28	35	35
Tags Returned	10,734	10,015	10,249	11,945	16.5%	11,384	6,703	14,142	136,607	153,625	153,625
Change Of Address	14,023	12,690	13,394	16,387	22.3%	13,872	10,395	16,387	166,460	148,851	148,851
Other											
Transaction Subtotal	18,894	15,644	10,620	15,709	47.9%	13,366	10,620	18,894	160,390	108,556	108,556
Fr / Payments & Investigation											
Disability Placards - Temporary	635	525	395	502	27.1%	491	394	635	5,893	5,755	5,755
Disability Placards - Permanent	9,132	7,538	3,953	8,517	115.5%	6,093	3,953	9,132	73,110	38,470	38,470
County Stickers	30	20	17	21	23.5%	20	7	30	242	337	337
Administrative Parking Flags Removed	9,097	7,561	6,255	6,669	6.6%	6,762	5,790	9,097	81,145	63,994	63,994

MVA StateStat
Operations - All Branches
August FY 2011
Reporting Period: June 2010

All Branches	PerformanceMetrics										
	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	86.9%			89.4%		88.2%	86.1%	90.2%			89.1%
Branch Visit Time	29.66	28.66	27.23	32.85	20.7%	27.64	19.51	35.22			
Branch Waiting Time	23.39	22.31	20.94	26.52	26.6%	21.29	13.13	28.77			
Branch Processing Time	6.27	6.35	6.28	6.33	0.7%	6.35	6.16	6.52			
Branch Customers Served	373,457	363,710	426,539	356,934	-16.3%	4,366,197	273,074	488,465	4,366,197		
Drivers License Visit Time	35.38	31.98	31.45	41.15	30.8%	34.01	22.53	47.04			
DLS Waiting Time	27.75	24.20	23.62	33.47	41.7%	26.07	14.57	38.79			
DLS Processing Time	7.63	7.78	7.84	7.68	-2.0%	7.93	7.63	8.25			
DLS Customers Served	158,629	149,332	169,281	154,892	-8.5%	1,817,681	110,413	208,884	1,817,681		
Vehicle Services Visit Time	26.81	28.62	26.17	28.65	9.5%	24.13	17.79	28.65			
VS Wait Time	21.58	23.25	20.88	23.34	11.8%	18.93	12.56	23.34			
VS Processing Time	5.24	5.37	5.28	5.32	0.6%	5.20	5.01	5.37			
VS Customers Served	156,013	160,495	194,665	152,119	-21.9%	1,905,107	118,509	214,702	1,905,107		
ICD/Misc Visit Time	21.55	19.38	17.88	19.65	9.9%	18.87	15.60	21.55			
ICD/Misc Wait Time	16.22	14.05	12.67	14.38	13.6%	13.58	10.19	16.22			
ICD/Misc Processing Time	5.33	5.33	5.22	5.26	0.9%	5.30	5.18	5.42			
ICD/Misc Customers Served	58,815	53,883	62,593	49,923	-20.2%	643,409	42,612	64,879	643,409		
Total Transactions	541,195	499,408	422,546	514,748	21.8%	463,280	346,973	541,195	5,559,360	6,020,434	6,020,434
DLS Transactions	281,231	252,033	221,511	263,413	18.9%	241,175	179,653	286,203	2,894,096	3,254,296	3,254,296
Title & Registration Transactions	207,228	202,523	165,057	207,068	25.5%	181,838	130,780	215,159	2,182,051	2,304,853	2,304,853
Other	52,736	44,852	35,978	44,267	23.0%	40,268	33,868	52,736	483,213	461,285	461,285
Personnel											
Filled PINS	694	697	697	690	-0.9%	692	685	697			700
Filled Contract Employees	31	31	30	32	6.7%	34	30	39			42
State Temporary Employees	49	50	49	46	-6.1%	50	46	58			63
Agency Temporary Employees	26	18	18	18	0.0%	24	18	33			24
# Vacancies (PIN & Contract)	33	33	32	38	17.2%	35	28	41			23
% Vacant Positions	4.1%	4.1%	4.0%	4.8%	18.3%	5.4%	3.4%	16.9%			10.1%
Total Leave Days	2,948	2,776	3,987	2,923	-26.7%	3,938	2,776	5,503	47,252	42,654	42,971
Sick Leave Days (Unplanned)	1,040	741	590	710	20.4%	752	557	1,040	9,020	7,769	7,769
Other Leave Days (Planned)	1,593	2,035	3,397	2,315	-31.8%	3,168	1,593	4,805	38,020	34,886	34,886
Overtime Hrs.	3,957	3,417	3,372	5,342	58.4%	3,468	2,140	5,342	41,620	43,597	43,597
OT Annual Budget									\$1,023,960	\$875,687	\$875,687
OT Spent	\$97,618	\$86,381	\$85,654	\$137,349	60.4%	\$88,744	\$54,817	\$137,349	\$1,064,926	\$1,113,589	\$1,113,589
% of Budget Spent	73.8%	82.2%	90.6%	104.0%	14.8%				104.0%	127.2%	127.2%

MVA StateStat
Operations - District Summary
August FY 2011
Reporting Period: June 2010

PerformanceMetrics											
District 1	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	85.4%			88.2%		86.2%	83.6%	88.2%			90.7%
Branch Visit Time	30.55	28.10	27.66	32.49	17.5%	27.75	21.45	33.42			
Branch Waiting Time	24.75	22.25	21.94	26.72	21.8%	21.91	15.50	27.58			
Branch Processing Time	5.80	5.85	5.71	5.78	1.1%	5.84	5.71	6.05			
Branch Customers Served	95,814	93,661	111,921	93,285	-16.7%	1,130,808	69,854	128,986	1,130,808		
Drivers License Visit Time	38.05	32.33	33.44	41.71	24.8%	34.69	24.65	45.33			
DLS Waiting Time	30.81	24.94	26.12	34.54	32.2%	27.25	17.10	37.84			
DLS Processing Time	7.24	7.40	7.32	7.17	-2.0%	7.44	7.17	7.75			
DLS Customers Served	41,028	37,378	43,229	39,989	-7.5%	466,473	27,895	55,449	466,473		
Vehicle Services Visit Time	25.36	26.65	24.98	26.83	7.4%	23.27	19.42	26.83			
VS Wait Time	20.70	21.81	20.28	22.11	9.0%	18.60	14.65	22.11			
VS Processing Time	4.67	4.84	4.70	4.71	0.3%	4.67	4.51	4.84			
VS Customers Served	41,651	44,302	54,201	41,772	-22.9%	516,082	31,736	58,716	516,082		
ICD/Misc Visit Time	22.93	19.96	19.04	20.60	8.2%	20.04	17.77	22.93			
ICD/Misc Wait Time	18.04	15.10	14.20	15.75	10.9%	15.13	12.65	18.04			
ICD/Misc Processing Time	4.88	4.87	4.84	4.85	0.2%	4.90	4.78	5.12			
ICD/Misc Customers Served	13,135	11,981	14,491	11,524	-20.5%	148,253	9,998	14,821	148,253		
Total Transactions	127,660	119,465	101,320	124,304	22.7%	110,408	82,743	130,872	1,324,898	1,469,568	1,469,568
DLS Transactions	67,842	61,798	54,325	66,587	22.6%	59,160	44,298	70,932	709,919	814,702	814,702
Title & Registration Transactions	47,182	47,102	38,419	47,124	22.7%	41,806	29,412	52,433	501,672	542,691	542,691
Other	12,636	10,565	8,576	10,593	23.5%	9,442	7,834	12,636	113,307	112,175	112,175
Personnel											
Filled PINS	168	171	170	166	-2.4%	166	159	171			170
Filled Contract Employees	6	6	6	6	0.0%	7	5	10			10
State Temporary Employees	14	14	14	13	-7.1%	14	12	15			17
Agency Temporary Employees	9	4	5	5	0.0%	6	4	9			8
# Vacancies (PIN & Contract)	6	6	5	9	80.0%	8	5	13			8
% Vacant Positions	3.1%	3.1%	2.6%	4.7%	84.7%	4.3%	2.6%	7.0%			3.9%
Total Leave Days	745	686	1,052	791	-24.8%	984	686	1,429	11,805	10,886	10,886
Sick Leave Days (Unplanned)	240	163	147	168	14.4%	190	139	277	2,280	2,059	2,059
Other Leave Days (Planned)	505	523	906	623	-31.2%	794	505	1,229	9,525	8,827	8,827
Overtime Hrs.	1,078	827	895	1,305	45.8%	844	492	1,305	10,130	9,847	9,847
OT Annual Budget									\$233,755	\$246,948	\$246,948
OT Spent	\$24,366	\$20,060	\$22,664	\$32,988	45.6%	\$21,520	\$12,241	\$32,988	\$258,236	\$251,339	\$251,339
% of Budget Spent	78.1%	86.7%	96.4%	110.5%	14.6%				110.5%	101.8%	101.8%

MVA StateStat
Operations - District Summary
August FY 2011
Reporting Period: June 2010

20100824_MVA_Template
 District Summary

PerformanceMetrics											
District 2	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	88.3%			91.4%		90.3%	88.3%	91.9%			92.6%
Branch Visit Time	25.96	27.71	24.01	27.29	13.6%	23.19	16.13	27.71			
Branch Waiting Time	19.75	21.40	17.75	21.03	18.5%	16.90	9.84	21.40			
Branch Processing Time	6.21	6.31	6.27	6.25	-0.2%	6.29	6.06	6.41			
Branch Customers Served	84,147	80,754	94,421	80,295	-15.0%	972,444	59,665	107,802	972,444		
Drivers License Visit Time	28.88	28.10	25.46	33.01	29.6%	27.65	19.00	36.03			
DLS Waiting Time	21.27	20.39	17.65	25.22	42.9%	19.71	11.05	27.68			
DLS Processing Time	7.62	7.71	7.81	7.80	-0.2%	7.93	7.62	8.39			
DLS Customers Served	37,203	34,398	39,020	35,684	-8.5%	419,726	25,172	46,854	419,726		
Vehicle Services Visit Time	26.10	31.75	25.62	25.40	-0.9%	21.28	14.55	31.75			
VS Wait Time	21.12	26.49	20.51	20.49	-0.1%	16.33	9.61	26.49			
VS Processing Time	4.98	5.27	5.11	4.91	-3.9%	4.94	4.65	5.27			
VS Customers Served	34,591	35,293	42,578	34,259	-19.5%	421,297	25,938	47,593	421,297		
ICD/Misc Visit Time	16.43	12.95	13.15	13.58	3.3%	13.87	12.00	16.43			
ICD/Misc Wait Time	10.97	7.62	7.76	8.23	6.0%	8.48	6.53	10.97			
ICD/Misc Processing Time	5.46	5.34	5.39	5.36	-0.5%	5.39	5.23	5.48			
ICD/Misc Customers Served	12,353	11,063	12,823	10,352	-19.3%	131,421	8,414	13,355	131,421		
Total Transactions	138,030	125,718	105,894	134,940	27.4%	118,360	89,659	138,030	1,420,316	1,320,858	1,320,858
DLS Transactions	70,863	62,419	54,107	68,109	25.9%	60,183	45,824	70,863	722,196	642,015	642,015
Title & Registration Transactions	55,784	53,544	43,781	57,213	30.7%	49,206	36,273	58,606	590,469	563,018	563,018
Other	11,383	9,755	8,006	9,618	20.1%	8,971	7,562	11,383	107,651	115,825	115,825
Personnel											
Filled PINS	158	158	158	159	0.3%	157	156	159			146
Filled Contract Employees	10	10	10	11	10.0%	11	10	12			11
State Temporary Employees	15	15	15	13	-13.3%	15	13	17			18
Agency Temporary Employees	8	7	7	7	0.0%	10	7	14			7
# Vacancies (PIN & Contract)	4	4	4	3	-14.3%	4	3	6			3
% Vacant Positions	1.8%	1.8%	1.8%	1.6%	-14.1%	2.2%	1.3%	3.2%			1.7%
Total Leave Days	624	701	902	688	-23.8%	895	624	1,211	10,744	9,447	9,447
Sick Leave Days (Unplanned)	259	210	129	155	20.8%	165	110	259	1,984	1,611	1,611
Other Leave Days (Planned)	366	491	774	532	-31.2%	730	366	1,087	8,760	7,836	7,836
Overtime Hrs.	735	686	610	1,002	64.3%	634	377	1,002	7,603	8,334	8,334
OT Annual Budget									\$215,984	\$183,878	\$183,878
OT Spent	\$19,452	\$17,931	\$16,365	\$27,105	65.6%	\$16,815	\$9,872	\$27,105	\$201,775	\$223,335	\$223,335
% of Budget Spent	65.0%	73.3%	80.9%	93.4%	15.5%				93.4%	121.5%	121.5%

MVA StateStat
Operations - District Summary
August FY 2011
Reporting Period: June 2010

20100824_MVA_Template
 District Summary

PerformanceMetrics											
District 3	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	85.5%			87.6%		87.0%	84.9%	89.8%			87.2%
Branch Visit Time	32.14	28.42	30.29	39.45	30.2%	30.29	21.57	39.45			
Branch Waiting Time	25.86	22.02	23.90	32.92	37.7%	23.81	15.11	32.92			
Branch Processing Time	6.28	6.40	6.39	6.54	2.3%	6.48	6.26	6.74			
Branch Customers Served	74,783	73,300	85,486	72,089	-15.7%	885,064	53,713	100,423	885,064		
Drivers License Visit Time	35.41	30.86	32.00	44.57	39.3%	34.11	23.96	44.57			
DLS Waiting Time	28.08	23.35	24.46	37.19	52.1%	26.34	16.19	37.19			
DLS Processing Time	7.33	7.50	7.54	7.38	-2.1%	7.76	7.29	8.31			
DLS Customers Served	38,060	37,372	42,300	38,921	-8.0%	444,672	26,736	51,066	444,672		
Vehicle Services Visit Time	30.00	27.31	30.53	36.90	20.9%	27.46	18.30	36.90			
VS Wait Time	24.85	21.99	25.24	31.15	23.4%	22.22	13.14	31.15			
VS Processing Time	5.15	5.33	5.29	5.75	8.8%	5.23	4.94	5.75			
VS Customers Served	27,010	26,347	31,988	24,241	-24.2%	326,086	19,715	37,617	326,086		
ICD/Misc Visit Time	25.28	21.89	22.05	24.19	9.7%	22.57	18.64	25.79			
ICD/Misc Wait Time	20.00	16.82	16.86	19.14	13.6%	17.44	13.49	20.70			
ICD/Misc Processing Time	5.28	5.07	5.19	5.05	-2.7%	5.13	4.90	5.39			
ICD/Misc Customers Served	9,713	9,581	11,198	8,927	-20.3%	114,306	7,262	11,740	114,306		
Total Transactions	104,236	95,035	82,886	101,643	22.6%	91,107	64,299	106,647	1,093,284	807,192	807,192
DLS Transactions	65,803	58,311	52,580	64,242	22.2%	56,953	39,678	68,149	683,440	456,495	456,495
Title & Registration Transactions	33,144	31,934	26,572	32,634	22.8%	29,916	21,005	35,068	358,995	304,381	304,381
Other	5,289	4,790	3,734	4,767	27.7%	4,237	3,406	5,289	50,849	46,316	46,316
Personnel											
Filled PINS	128	130	133	129	-3.0%	130	127	134			107
Filled Contract Employees	8	8	7	8	14.3%	8	7	11			6
State Temporary Employees	5	6	5	5	0.0%	6	5	7			6
Agency Temporary Employees	5	3	2	2	0.0%	5	2	7			3
# Vacancies (PIN & Contract)	8	8	8	12	50.0%	9	6	14			1
% Vacant Positions	5.5%	5.5%	5.5%	8.4%	53.1%	6.1%	3.8%	9.3%			0.8%
Total Leave Days	526	461	732	597	-18.5%	719	461	1,021	8,625	5,935	5,935
Sick Leave Days (Unplanned)	142	120	125	141	12.9%	131	103	161	1,570	1,007	1,007
Other Leave Days (Planned)	385	342	607	456	-24.9%	588	342	893	7,055	4,814	4,814
Overtime Hrs.	688	592	661	1,278	93.3%	682	340	1,278	8,188	5,650	5,650
OT Annual Budget									\$125,591	\$121,253	\$121,253
OT Spent	\$16,935	\$15,077	\$16,362	\$32,024	95.7%	\$16,794	\$8,349	\$32,024	\$201,524	\$135,034	\$135,034
% of Budget Spent	174.0%	198.8%	231.8%	308.5%	33.1%				160.5%	111.4%	111.4%

MVA StateStat
Operations - District Summary
August FY 2011
Reporting Period: June 2010

20100824_MVA_Template
 District Summary

PerformanceMetrics											
District 4	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	87.5%			89.2%		88.9%	87.5%	91.2%			89.1%
Branch Visit Time	30.03	29.90	27.10	32.71	20.7%	28.94	18.89	40.81			
Branch Waiting Time	23.33	23.17	20.40	26.00	27.4%	22.22	12.16	34.01			
Branch Processing Time	6.70	6.73	6.70	6.72	0.2%	6.73	6.50	6.85			
Branch Customers Served	118,713	115,995	134,711	111,265	-17.4%	1,377,881	87,288	151,254	1,377,881		
Drivers License Visit Time	38.56	36.03	34.25	44.32	29.4%	38.62	22.03	60.87			
DLS Waiting Time	30.23	27.60	25.60	35.96	40.5%	30.05	13.46	51.96			
DLS Processing Time	8.33	8.43	8.65	8.36	-3.3%	8.57	8.30	8.91			
DLS Customers Served	42,338	40,184	44,732	40,298	-9.9%	486,810	29,981	55,515	486,810		
Vehicle Services Visit Time	26.79	28.75	25.36	28.30	11.6%	25.01	18.15	30.96			
VS Wait Time	20.88	22.87	19.47	22.44	15.2%	19.22	12.39	25.42			
VS Processing Time	5.91	5.88	5.88	5.87	-0.3%	5.78	5.53	5.94			
VS Customers Served	52,761	54,553	65,898	51,847	-21.3%	641,642	40,004	70,776	641,642		
ICD/Misc Visit Time	21.84	21.12	17.62	20.03	13.6%	19.00	14.68	21.84			
ICD/Misc Wait Time	16.30	15.43	12.26	14.46	18.0%	13.44	8.98	16.30			
ICD/Misc Processing Time	5.54	5.68	5.37	5.56	3.6%	5.55	5.35	5.69			
ICD/Misc Customers Served	23,614	21,258	24,081	19,120	-20.6%	249,429	16,126	24,963	249,429		
Total Transactions	169,839	157,890	131,157	152,596	16.3%	142,087	109,760	169,839	1,705,040	1,835,103	1,835,103
DLS Transactions	75,752	68,592	59,639	63,552	6.6%	63,943	49,504	75,752	767,320	893,913	893,913
Title & Registration Transactions	70,745	69,609	55,931	69,803	24.8%	60,589	43,957	70,745	727,071	760,401	760,401
Other	23,342	19,689	15,587	19,241	23.4%	17,554	14,993	23,342	210,649	180,789	180,789
Personnel											
Filled PINS	239	236	234	235	0.4%	237	233	241			241
Filled Contract Employees	7	7	7	7	0.0%	7	5	8			6
State Temporary Employees	15	15	15	15	0.0%	16	14	19			20
Agency Temporary Employees	4	4	4	4	0.0%	4	3	5			4
# Vacancies (PIN & Contract)	16	16	16	14	-12.9%	13	9	16			9
% Vacant Positions	5.9%	5.9%	6.0%	5.2%	-13.2%	5.0%	3.4%	6.1%			3.1%
Total Leave Days	1,040	920	1,292	844	-34.7%	1,331	844	1,828	15,975	14,508	14,508
Sick Leave Days (Unplanned)	399	248	190	246	29.7%	266	179	399	3,186	2,766	2,766
Other Leave Days (Planned)	325	672	1,102	700	-36.5%	1,048	325	1,582	12,577	11,547	11,547
Overtime Hrs.	1,456	1,312	1,206	1,757	45.7%	1,308	842	2,013	15,701	18,931	18,931
OT Annual Budget									\$448,630	\$323,608	\$323,608
OT Spent	\$36,865	\$33,313	\$30,263	\$45,232	49.5%	\$33,616	\$21,785	\$52,204	\$403,390	\$483,013	\$483,013
% of Budget Spent	65.7%	73.1%	79.8%	89.9%	12.6%				89.9%	149.3%	149.3%

**MVA StateStat
Operations - District 1
August FY 2011
Reporting Period: June 2010**

PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	84.2%			87.2%		85.8%	81.1%	90.7%			88.3%
Branch Visit Time	40.61	32.23	33.63	41.42	23%	33.41	24.43	41.42			
Branch Waiting Time	35.21	26.80	28.22	35.63	26%	27.75	18.49	35.63			
Branch Processing Time	5.40	5.43	5.41	5.79	7%	5.67	5.36	6.01			
Branch Customers Served	28,090	26,771	31,498	26,062	-17%	27,083	20,579	36,429	324,997		
Drivers License Visit Time	52.83	36.46	46.77	61.11	31%	43.93	27.94	61.11			
DLS Waiting Time	45.81	29.32	39.40	53.53	36%	36.37	20.11	53.53			
DLS Processing Time	7.02	7.14	7.37	7.58	3%	7.56	7.02	7.93			
DLS Customers Served	12,366	10,978	12,779	11,748	-8%	11,769	8,758	17,102	141,232		
Vehicle Services Visit Time	31.77	32.28	25.38	25.90	2%	25.05	18.68	32.28			
VS Wait Time	27.59	27.92	21.16	21.46	1%	20.82	14.30	27.92			
VS Processing Time	4.18	4.35	4.22	4.43	5%	4.23	3.96	4.56			
VS Customers Served	10,716	11,223	13,369	10,162	-24%	10,699	7,722	14,018	128,392		
ICD/Misc Visit Time	29.10	21.32	19.31	22.18	15%	23.98	19.31	29.74			
ICD/Misc Wait Time	25.05	17.31	15.57	18.15	17%	19.79	15.39	25.54			
ICD/Misc Processing Time	4.05	4.00	3.74	4.02	8%	4.19	3.74	4.66			
ICD/Misc Customers Served	5,008	4,570	5,350	4,152	-22%	4,614	3,612	5,638	55,373		
Total Transactions	36,278	32,685	26,727	33,325	25%	30,315	23,903	36,278	363,785	404,235	404,235
DLS Transactions	19,626	17,486	15,032	18,408	22%	16,927	12,901	20,202	203,125	207,736	238,146
Title & Registration Transactions	10,770	10,346	8,131	10,351	27%	9,127	6,723	10,770	109,519	115,651	115,651
Other	5,882	4,853	3,564	4,566	28%	4,262	3,564	5,882	51,141	50,438	50,438
Personnel											
Filled PINS	45	45	44	44	0%	44	41	46			47
Filled Contract Employees	3	3	3	3	0%	3	2	5			4
State Temporary Employees	5	5	5	4	-20%	4	2	5			4
Agency Temporary Employees	7	4	4	4	0%	4	2	7			6
# Vacancies (PIN & Contract)	2	2	1	1	0%	3	1	5			2
% Vacant Positions	4.2%	4.2%	2.1%	2.1%	0%	5.7%	2.1%	11.1%			3.3%
Total Leave Days	203	201	314	206	-34%	262	119	402	3,143	3,258	3,258
Sick Leave Days (Unplanned)	60	33	60	54	-10%	55	32	99	655	555	555
Other Leave Days (Planned)	143	167	254	153	-40%	207	21	353	2,488	2,703	2,703
Overtime Hrs.	320	287	315	376	19%	303	169	436	3,635	3,817	3,800
OT Annual Budget									\$90,514	\$82,624	\$82,624
OT Spent	\$8,059	\$7,031	\$8,230	\$10,124	23%	\$7,956	\$4,492	\$11,647	\$95,470	\$93,493	\$100,209
% of Budget Spent	77.4%	85.2%	94.3%	105.5%	12%				105.5%	113.2%	121.3%

**MVA StateStat
Operations - District 1
August FY 2011
Reporting Period: June 2010**

20100824_MVA_Template
District 1

PerformanceMetrics											
Cumberland 9911	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	99.0%			98.7%		98.9%	98.2%	99.6%			88.3%
Branch Visit Time	11.32	15.28	13.79	12.62	-8%	12.08	10.40	15.28			
Branch Waiting Time	5.61	9.23	7.80	7.09	-9%	6.26	4.65	9.23			
Branch Processing Time	5.72	6.05	5.99	5.53	-8%	5.82	5.25	6.67			
Branch Customers Served	6,490	6,911	8,391	6,647	-21%	6,489	4,273	8,857	77,867		
Drivers License Visit Time	12.21	19.91	12.54	14.54	16%	14.35	11.45	19.91			
DLS Waiting Time	5.51	12.86	5.40	8.01	48%	7.24	5.40	12.86			
DLS Processing Time	6.69	7.05	7.14	6.53	-9%	7.11	5.90	8.77			
DLS Customers Served	2,228	2,081	2,431	2,165	-11%	2,087	1,421	2,679	25,045		
Vehicle Services Visit Time	10.89	11.60	15.62	11.10	-29%	10.33	7.25	15.62			
VS Wait Time	6.13	6.29	10.69	6.82	-36%	5.74	2.60	10.69			
VS Processing Time	4.76	5.31	4.93	4.28	-13%	4.59	3.87	5.31			
VS Customers Served	3,599	4,216	5,268	3,885	-26%	3,803	2,456	5,437	45,637		
ICD/Misc Visit Time	10.16	11.73	11.47	10.86	-5%	10.63	9.32	11.73			
ICD/Misc Wait Time	4.38	5.96	5.37	4.77	-11%	4.64	3.59	5.96			
ICD/Misc Processing Time	5.78	5.77	6.10	6.09	0%	5.99	5.57	6.50			
ICD/Misc Customers Served	663	614	692	597	-14%	599	396	741	7,185		
Total Transactions	10,116	10,144	8,529	10,342	21%	8,616	6,240	10,342	103,397	104,531	104,531
DLS Transactions	4,078	3,604	3,213	3,899	21%	3,349	2,495	4,078	40,192	41,077	41,077
Title & Registration Transactions	5,393	6,007	4,870	5,835	20%	4,743	3,315	6,007	56,921	57,168	57,168
Other	645	533	446	608	36%	524	403	645	6,284	6,286	6,286
Personnel											
Filled PINS	20	20	20	17	-15%	19	17	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	4	300%	1	1	4			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	79	77	109	107	-2%	111	29	175	1,328	1,262	1,225
Sick Leave Days (Unplanned)	20	18	9	23	158%	20	2	33	242	339	339
Other Leave Days (Planned)	59	59	100	84	-16%	90	27	149	1,086	886	886
Overtime Hrs.	35	3	6	17	183%	13	2	35	155	198	198
OT Annual Budget									\$4,210	\$17,968	\$17,968
OT Spent	\$929	\$94	\$167	\$458	174%	\$352	\$48	\$929	\$4,226	\$5,048	\$5,376
% of Budget Spent	83.3%	85.5%	89.5%	100.4%	12%				100.4%	28.1%	29.9%

**MVA StateStat
Operations - District 1
August FY 2011
Reporting Period: June 2010**

20100824_MVA_Template
District 1

PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	87.2%			81.6%		82.5%	72.7%	88.4%			88.3%
Branch Visit Time	23.53	25.61	31.25	35.43	13%	28.13	19.38	42.11			
Branch Waiting Time	17.71	19.93	25.66	30.17	18%	22.37	13.40	36.11			
Branch Processing Time	5.82	5.68	5.59	5.26	-6%	5.77	5.26	6.03			
Branch Customers Served	16,696	16,640	19,458	16,994	-13%	16,240	11,969	21,733	194,876		
Drivers License Visit Time	28.03	29.23	35.01	39.00	11%	32.78	23.27	53.12			
DLS Waiting Time	20.60	22.02	28.05	32.78	17%	25.54	15.67	45.50			
DLS Processing Time	7.43	7.20	6.97	6.22	-11%	7.24	6.22	7.62			
DLS Customers Served	7,206	6,762	7,769	7,427	-4%	6,787	4,768	9,348	81,440		
Vehicle Services Visit Time	20.25	24.26	31.05	36.03	16%	25.81	16.61	36.03			
VS Wait Time	15.91	19.73	26.46	31.60	19%	21.29	12.01	31.60			
VS Processing Time	4.34	4.53	4.59	4.43	-3%	4.52	4.34	4.67			
VS Customers Served	7,673	8,182	9,665	7,923	-18%	7,742	5,601	10,370	92,909		
ICD/Misc Visit Time	18.91	16.96	16.09	18.39	14%	18.68	15.01	22.45			
ICD/Misc Wait Time	13.18	11.72	11.00	13.25	20%	13.08	9.54	16.59			
ICD/Misc Processing Time	5.73	5.25	5.09	5.14	1%	5.60	5.09	6.28			
ICD/Misc Customers Served	1,817	1,696	2,024	1,644	-19%	1,711	1,344	2,041	20,527		
Total Transactions	18,785	17,765	15,191	18,447	21%	16,348	11,707	21,740	196,178	233,080	244,880
DLS Transactions	11,244	10,366	9,111	10,843	19%	9,706	7,198	11,621	116,472	138,751	138,752
Title & Registration Transactions	6,091	6,252	5,065	6,419	27%	5,555	3,653	9,078	66,656	92,120	92,120
Other	1,450	1,147	1,015	1,185	17%	1,088	856	1,450	13,050	14,008	14,008
Personnel											
Filled PINS	25	24	24	25	4%	24	22	25			23
Filled Contract Employees	1	1	1	1	0%	1	1	1			2
State Temporary Employees	4	4	4	4	0%	5	4	6			6
Agency Temporary Employees	1	0	1	1	0%	1	1	1			2
# Vacancies (PIN & Contract)	1	1	1	0	-100%	1	1	2			3
% Vacant Positions	3.8%	4.0%	4.0%	0.0%	-100%	4.7%	3.8%	8.7%			9.1%
Total Leave Days	78	72	170	106	-38%	140	72	196	1,684	1,512	1,513
Sick Leave Days (Unplanned)	18	15	8	14	87%	22	6	49	263	212	212
Other Leave Days (Planned)	61	57	163	92	-44%	118	57	169	1,422	1,338	1,301
Overtime Hrs.	102	56	164	223	36%	97	24	223	1,159	1,102	1,102
OT Annual Budget									\$26,043	\$39,642	\$39,642
OT Spent	\$2,584	\$1,491	\$4,222	\$6,012	42%	\$2,508	\$632	\$6,012	\$30,092	\$27,451	\$29,024
% of Budget Spent	70.5%	76.3%	92.5%	115.5%	25%				115.5%	69.2%	73.2%

**MVA StateStat
Operations - District 1
August FY 2011
Reporting Period: June 2010**

20100824_MVA_Template
District 1

PerformanceMetrics											
Hagerstown 9913	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Change	Avg	Min			
Customer Survey Results	99.1%			99.3%		98.9%	98.0%	99.3%			88.3%
Branch Visit Time	17.62	20.68	15.21	21.81	43%	15.61	10.74	21.81			
Branch Waiting Time	12.05	15.01	9.75	16.15	66%	10.10	5.32	16.15			
Branch Processing Time	5.57	5.67	5.46	5.66	4%	5.52	5.24	5.69			
Branch Customers Served	11,853	11,855	14,472	11,667	-19%	11,689	7,902	15,835	140,269		
Drivers License Visit Time	17.90	17.43	14.68	22.31	52%	17.27	12.90	27.13			
DLS Waiting Time	11.02	10.42	7.97	15.46	94%	10.24	5.93	19.39			
DLS Processing Time	6.88	7.01	6.71	6.85	2%	7.02	6.71	7.73			
DLS Customers Served	4,246	3,858	4,725	4,170	-12%	4,032	2,726	5,301	48,380		
Vehicle Services Visit Time	18.04	22.89	15.66	22.28	42%	14.88	9.44	22.89			
VS Wait Time	13.34	17.94	10.98	17.41	58%	10.31	5.06	17.94			
VS Processing Time	4.70	4.95	4.68	4.87	4%	4.57	4.30	4.95			
VS Customers Served	6,100	6,717	8,125	6,174	-24%	6,300	4,181	8,820	75,594		
ICD/Misc Visit Time	14.75	17.65	14.17	18.18	28%	13.48	9.55	18.18			
ICD/Misc Wait Time	9.32	12.16	8.27	12.45	51%	7.95	4.25	12.45			
ICD/Misc Processing Time	5.43	5.48	5.90	5.72	-3%	5.54	5.17	6.07			
ICD/Misc Customers Served	1,507	1,280	1,622	1,323	-18%	1,358	995	1,714	16,295		
Total Transactions	19,492	18,474	15,335	19,138	25%	16,394	12,525	19,492	196,730	200,705	200,857
DLS Transactions	8,780	7,839	6,944	8,614	24%	7,409	5,791	8,780	88,913	94,055	94,056
Title & Registration Transactions	9,257	9,416	7,426	9,302	25%	7,838	5,797	9,416	94,058	94,181	94,144
Other	1,455	1,219	965	1,222	27%	1,147	814	1,455	13,759	12,657	12,657
Personnel											
Filled PINS	20	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)	0	0	0	0	0%	2	1	2			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	7.0%	4.5%	9.5%			0.0%
Total Leave Days	90	100	107	102	-5%	130	90	195	1,559	1,412	1,412
Sick Leave Days (Unplanned)	30	17	9	15	64%	24	8	71	286	301	301
Other Leave Days (Planned)	60	83	98	86	-12%	106	60	181	1,273	1,148	1,111
Overtime Hrs.	2	25	8	20	150%	11	2	25	116	75	75
OT Annual Budget									\$1,591	\$4,591	\$4,591
OT Spent	\$46	\$480	\$193	\$496	157%	\$240	\$46	\$496	\$2,637	\$1,777	\$1,875
% of Budget Spent	92.3%	122.4%	134.6%	165.7%	23%				165.7%	38.7%	40.9%

**MVA StateStat
Operations - District 1
August FY 2011
Reporting Period: June 2010**

PerformanceMetrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	89.9%			95.1%		95.7%	89.9%	100.0%			88.3%
Branch Visit Time	14.75	19.23	16.85	17.10	1%	16.05	11.54	19.23			
Branch Waiting Time	10.57	15.20	13.22	12.97	-2%	11.41	7.33	15.20			
Branch Processing Time	4.18	4.03	3.63	4.13	14%	4.64	3.63	5.89			
Branch Customers Served	1,289	1,391	1,839	1,288	-30%	1,160	618	1,839	13,923		
Drivers License Visit Time	21.53	29.56	21.39	23.79	11%	22.30	13.82	29.56			
DLS Waiting Time	15.76	23.62	15.85	17.71	12%	15.32	7.75	23.62			
DLS Processing Time	5.76	5.94	5.54	6.08	10%	6.98	5.54	9.20			
DLS Customers Served	521	500	589	453	-23%	430	225	589	5,154		
Vehicle Services Visit Time	9.99	13.36	14.05	13.22	-6%	12.01	7.10	14.99			
VS Wait Time	6.85	10.41	11.36	10.12	-11%	8.74	4.12	11.36			
VS Processing Time	3.14	2.95	2.69	3.10	16%	3.26	2.69	3.91			
VS Customers Served	768	891	1,250	835	-33%	731	393	1,250	8,769		
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	1,486	1,611	1,422	1,478	4%	1,352	960	1,611	16,222	17,081	17,081
DLS Transactions	664	606	514	558	9%	564	441	664	6,766	6,935	6,935
Title & Registration Transactions	822	1,005	908	920	1%	788	452	1,005	9,456	10,142	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
August FY 2011
Reporting Period: June 2010**

20100824_MVA_Template
District 1

PerformanceMetrics											
Westminister 9914	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	85.5%			91.6%		84.1%	79.4%	91.6%			88.3%
Branch Visit Time	32.91	30.37	27.45	27.99	2%	27.07	19.98	33.18			
Branch Waiting Time	26.54	23.71	20.84	21.46	3%	20.79	13.83	27.44			
Branch Processing Time	6.37	6.65	6.60	6.53	-1%	6.28	5.70	6.65			
Branch Customers Served	11,477	11,629	13,882	11,718	-16%	11,780	8,360	16,967	141,365		
Drivers License Visit Time	38.41	32.46	29.71	32.04	8%	31.09	21.59	40.88			
DLS Waiting Time	31.45	25.43	22.82	25.50	12%	24.42	15.11	34.93			
DLS Processing Time	6.96	7.03	6.89	6.55	-5%	6.68	5.95	7.03			
DLS Customers Served	6,098	5,881	6,799	6,327	-7%	6,073	4,194	8,928	72,871		
Vehicle Services Visit Time	27.65	28.94	25.68	24.12	-6%	22.78	18.05	28.94			
VS Wait Time	22.11	22.78	19.51	17.70	-9%	17.16	12.47	22.78			
VS Processing Time	5.54	6.16	6.17	6.42	4%	5.62	4.78	6.42			
VS Customers Served	4,110	4,483	5,521	4,215	-24%	4,440	3,058	6,419	53,284		
ICD/Misc Visit Time	22.88	25.38	22.45	20.94	-7%	21.33	18.33	25.38			
ICD/Misc Wait Time	16.63	18.63	15.38	14.06	-9%	14.59	11.86	18.63			
ICD/Misc Processing Time	6.26	6.75	7.06	6.88	-3%	6.73	6.26	7.20			
ICD/Misc Customers Served	1,269	1,265	1,562	1,176	-25%	1,268	998	1,620	15,210		
Total Transactions	17,344	16,498	14,293	17,980	26%	15,441	10,943	18,584	185,297	197,587	202,670
DLS Transactions	10,843	10,143	8,962	11,486	28%	9,763	6,988	11,999	117,152	125,529	125,529
Title & Registration Transactions	5,511	5,454	4,534	5,559	23%	4,832	3,269	5,749	57,985	66,225	66,326
Other	990	901	797	935	17%	847	686	990	10,160	10,815	10,815
Personnel											
Filled PINS	23	25	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	0	0	0	0%	1	1	1			0
# Vacancies (PIN & Contract)	0	0	0	0	0%	3	1	5			3
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	12.7%	4.2%	25.0%			12.0%
Total Leave Days	155	92	121	84	-31%	137	84	210	1,648	1,469	1,469
Sick Leave Days (Unplanned)	75	49	23	25	8%	37	11	75	443	242	242
Other Leave Days (Planned)	80	43	97	58	-40%	100	43	159	1,205	1,227	1,227
Overtime Hrs.	151	113	142	145	2%	126	70	202	1,516	1,090	1,090
OT Annual Budget									\$27,316	\$36,199	\$36,199
OT Spent	\$3,595	\$2,749	\$3,392	\$3,711	9%	\$3,558	\$1,425	\$6,112	\$42,693	\$27,212	\$27,980
% of Budget Spent	120.2%	130.3%	142.7%	156.3%	10%				156.3%	75.2%	77.3%

**MVA StateStat
Operations - District 1
August FY 2011
Reporting Period: June 2010**

20100824_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
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	68.7%			78.6%		75.0%	68.7%	79.9%			88.3%
Branch Visit Time	35.42	34.28	31.04	34.99	13%	33.07	26.80	39.01			
Branch Waiting Time	29.14	27.78	24.81	28.87	16%	26.82	20.74	33.03			
Branch Processing Time	6.28	6.51	6.23	6.12	-2%	6.26	5.93	6.65			
Branch Customers Served	19,919	18,464	22,381	18,909	-16%	19,793	14,528	27,725	237,511		
Drivers License Visit Time	42.10	41.57	32.02	41.82	31%	40.08	31.40	53.56			
DLS Waiting Time	34.25	33.09	23.61	33.65	43%	31.84	23.50	45.82			
DLS Processing Time	7.85	8.48	8.41	8.17	-3%	8.24	7.74	8.87			
DLS Customers Served	8,363	7,318	8,137	7,699	-5%	7,696	5,484	11,614	92,351		
Vehicle Services Visit Time	33.11	32.35	32.68	32.45	-1%	31.05	26.02	33.46			
VS Wait Time	27.84	27.01	27.58	27.63	0%	25.85	20.93	28.43			
VS Processing Time	5.27	5.33	5.11	4.83	-5%	5.21	4.83	5.54			
VS Customers Served	8,685	8,590	11,003	8,578	-22%	9,291	6,752	12,689	111,497		
ICD/Misc Visit Time	21.82	20.25	22.65	22.46	-1%	18.90	16.78	22.65			
ICD/Misc Wait Time	17.08	15.46	18.00	18.11	1%	14.57	12.48	18.11			
ICD/Misc Processing Time	4.75	4.78	4.65	4.35	-6%	4.33	3.86	4.78			
ICD/Misc Customers Served	2,871	2,556	3,241	2,632	-19%	2,805	2,212	3,422	33,663		
Total Transactions	24,160	22,288	19,823	23,595	19%	21,941	15,757	27,647	263,290	297,195	312,395
DLS Transactions	12,608	11,754	10,549	12,780	21%	11,442	7,943	14,387	137,300	180,742	177,142
Title & Registration Transactions	9,338	8,622	7,485	8,738	17%	8,923	6,139	11,788	107,077	117,272	117,282
Other	2,214	1,912	1,789	2,077	16%	1,576	962	2,214	18,913	16,299	17,971
Personnel											
Filled PINS	36	38	38	36	-5%	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)	2	2	2	4	100%	2	2	4			0
% Vacant Positions	5.6%	5.3%	5.3%	11.3%	111%	6.3%	5.3%	11.3%			0.0%
Total Leave Days	139	145	231	187	-19%	204	139	279	2,444	2,009	2,009
Sick Leave Days (Unplanned)	37	31	38	36	-4%	33	15	45	393	410	410
Other Leave Days (Planned)	102	114	194	151	-22%	171	102	250	2,051	1,599	1,599
Overtime Hrs.	468	343	260	524	102%	296	191	524	3,549	3,584	3,584
OT Annual Budget									\$84,081	\$65,924	\$65,924
OT Spent	\$9,153	\$8,215	\$6,460	\$12,187	89%	\$6,927	\$4,697	\$12,187	\$83,119	\$82,885	\$86,875
% of Budget Spent	66.9%	76.7%	84.4%	98.9%	17%				98.9%	125.7%	131.8%

MVA StateStat
Operations - District 2
August FY 2011
Reporting Period: June 2010

PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	88.2%			89.2%		88.5%	87.6%	89.2%			91.3%
Branch Visit Time	28.25	28.28	24.88	29.88	20.1%	27.71	19.65	36.57			
Branch Waiting Time	21.56	21.65	18.35	23.28	26.9%	21.15	13.14	30.31			
Branch Processing Time	6.69	6.63	6.53	6.59	0.9%	6.56	6.26	6.76			
Branch Customers Served	17,279	17,150	20,514	16,940	-17.4%	17,209	12,858	22,774	206,513		
Drivers License Visit Time	28.78	29.43	27.26	34.03	24.9%	32.52	23.93	43.30			
DLS Waiting Time	20.17	20.82	18.67	25.46	36.4%	23.85	15.36	35.09			
DLS Processing Time	8.60	8.61	8.59	8.58	-0.1%	8.66	8.21	9.11			
DLS Customers Served	7,318	7,010	8,053	7,176	-10.9%	7,179	5,251	9,838	86,146		
Vehicle Services Visit Time	30.25	30.58	25.83	29.63	14.7%	26.33	16.07	35.89			
VS Wait Time	24.91	25.31	20.54	24.44	19.0%	21.28	11.39	31.28			
VS Processing Time	5.34	5.27	5.28	5.19	-1.8%	5.06	4.61	5.38			
VS Customers Served	7,665	8,108	10,060	7,829	-22.2%	7,984	5,943	10,468	95,810		
ICD/Misc Visit Time	19.44	16.26	14.02	15.88	13.3%	15.80	13.45	19.44			
ICD/Misc Wait Time	14.26	11.07	9.06	10.90	20.3%	10.72	8.42	14.26			
ICD/Misc Processing Time	5.18	5.19	4.96	4.99	0.5%	5.08	4.89	5.33			
ICD/Misc Customers Served	2,296	2,032	2,401	1,935	-19.4%	2,046	1,631	2,468	24,557		
Total Transactions	28,207	26,386	23,017	28,461	23.7%	24,683	18,437	28,530	296,192	344,596	344,596
DLS Transactions	13,658	12,534	11,424	13,899	21.7%	11,983	8,888	14,082	143,794	166,737	166,737
Title & Registration Transactions	11,650	11,295	9,449	12,135	28.4%	10,326	7,667	12,227	123,916	139,513	139,513
Other	2,899	2,557	2,144	2,427	13.2%	2,374	1,882	2,899	28,482	38,346	38,346
Personnel											
Filled PINS	34	34	34	35	1.5%	34	33	35			35
Filled Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	4	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	1	-33.3%	1	1	2			0
% Vacant Positions	4.4%	4.4%	4.4%	2.9%	-34.3%	3.5%	1.4%	6.1%			0.0%
Total Leave Days	152	146	170	146	-14.6%	188	116	279	2,258	2,288	2,288
Sick Leave Days (Unplanned)	45	42	21	23	12.7%	28	10	45	334	411	411
Other Leave Days (Planned)	107	105	150	122	-18.4%	160	86	265	1,924	1,876	1,876
Overtime Hrs.	196	183	143	271	89.5%	193	119	321	2,317	2,499	2,580
OT Annual Budget									\$70,544	\$62,714	\$62,714
OT Spent	\$5,162	\$4,917	\$4,025	\$7,574	88.2%	\$5,184	\$3,138	\$7,866	\$62,209	\$69,137	\$71,161
% of Budget Spent	64.8%	71.7%	77.4%	88.2%	13.9%				88.2%	110.2%	113.5%

MVA StateStat
Operations - District 2
August FY 2011
Reporting Period: June 2010

PerformanceMetrics											
Elkton 9923	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	94.5%			93.9%		95.8%	93.9%	97.7%			91.3%
Branch Visit Time	15.18	17.34	17.72	20.66	16.6%	15.46	12.11	20.66			
Branch Waiting Time	8.79	10.67	11.15	14.05	25.9%	8.86	5.44	14.05			
Branch Processing Time	6.40	6.67	6.57	6.61	0.6%	6.60	6.24	7.05			
Branch Customers Served	8,645	8,518	10,319	8,680	-15.9%	8,557	6,174	11,220	102,687		
Drivers License Visit Time	13.31	12.32	12.61	14.60	15.8%	13.60	12.06	16.45			
DLS Waiting Time	5.71	4.40	4.72	6.73	42.7%	5.43	3.82	7.58			
DLS Processing Time	7.60	7.93	7.89	7.87	-0.2%	8.17	7.60	8.87			
DLS Customers Served	2,994	2,642	3,195	2,887	-9.6%	2,853	2,045	3,822	34,239		
Vehicle Services Visit Time	16.52	20.78	21.61	25.72	19.0%	17.05	12.13	25.72			
VS Wait Time	10.98	14.76	15.70	19.89	26.6%	11.44	6.53	19.89			
VS Processing Time	5.55	6.02	5.91	5.83	-1.4%	5.61	4.92	6.02			
VS Customers Served	4,553	4,905	5,926	4,784	-19.3%	4,688	3,295	6,254	56,257		
ICD/Misc Visit Time	14.13	12.92	11.80	13.76	16.6%	12.83	11.40	14.13			
ICD/Misc Wait Time	7.54	6.30	5.39	6.95	29.0%	6.06	4.63	7.54			
ICD/Misc Processing Time	6.59	6.61	6.42	6.81	6.2%	6.77	6.42	7.22			
ICD/Misc Customers Served	1,098	971	1,198	1,009	-15.8%	1,016	793	1,210	12,191		
Total Transactions	14,929	14,701	12,293	15,494	26.0%	13,110	10,201	15,494	157,314	158,345	158,345
DLS Transactions	6,018	5,310	4,639	5,917	27.6%	5,095	3,910	6,116	61,139	62,931	62,931
Title & Registration Transactions	7,646	8,271	6,737	8,472	25.8%	6,974	5,382	8,472	83,683	82,440	82,440
Other	1,265	1,120	917	1,105	20.5%	1,041	861	1,265	12,492	12,974	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	0	-100.0%	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	19	90	124	103	-16.3%	113	19	159	1,353	1,131	1,131
Sick Leave Days (Unplanned)	19	16	11	13	14.3%	15	6	42	181	194	194
Other Leave Days (Planned)	0	74	112	90	-19.4%	107	70	153	1,172	937	937
Overtime Hrs.	49	25	63	87	38.1%	53	21	87	636	1,066	1,066
OT Annual Budget									\$27,811	\$13,737	\$13,737
OT Spent	\$1,360	\$708	\$1,744	\$2,393	37.2%	\$1,471	\$581	\$2,393	\$17,652	\$28,109	\$29,558
% of Budget Spent	46.1%	48.6%	54.9%	63.5%	15.7%				63.5%	204.6%	215.2%

MVA StateStat
Operations - District 2
August FY 2011
Reporting Period: June 2010

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 District 2

PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	75.0%			82.1%		77.5%	73.8%	82.1%			91.3%
Branch Visit Time	45.91	52.92	41.09	44.66	8.7%	36.03	23.05	52.92			
Branch Waiting Time	39.33	46.04	34.37	37.95	10.4%	29.30	16.43	46.04			
Branch Processing Time	6.58	6.88	6.72	6.72	0.0%	6.73	6.41	6.96			
Branch Customers Served	18,377	17,326	20,137	17,103	-15.1%	18,182	13,822	24,419	218,179		
Drivers License Visit Time	52.49	54.53	42.87	57.92	35.1%	44.83	28.67	60.66			
DLS Waiting Time	43.59	45.11	33.33	48.41	45.2%	35.30	18.87	50.60			
DLS Processing Time	8.90	9.42	9.54	9.51	-0.4%	9.53	8.90	10.07			
DLS Customers Served	8,045	7,202	8,151	7,582	-7.0%	7,630	5,528	10,316	91,562		
Vehicle Services Visit Time	50.14	65.00	47.81	41.58	-13.0%	34.08	20.84	65.00			
VS Wait Time	44.98	59.42	42.71	36.83	-13.8%	29.09	15.61	59.42			
VS Processing Time	5.16	5.58	5.11	4.75	-6.9%	4.99	4.53	5.58			
VS Customers Served	7,157	7,297	8,792	6,912	-21.4%	7,605	5,943	10,415	91,261		
ICD/Misc Visit Time	18.53	12.97	13.52	13.41	-0.8%	15.33	12.97	18.60			
ICD/Misc Wait Time	14.63	9.19	9.39	9.61	2.4%	11.32	8.78	14.65			
ICD/Misc Processing Time	3.91	3.78	4.13	3.80	-8.1%	4.01	3.78	4.29			
ICD/Misc Customers Served	58,815	53,883	62,593	49,923	-20.2%	53,617	42,612	64,879	643,409		
Total Transactions	28,511	25,686	21,024	26,421	25.7%	24,320	18,856	28,511	291,837	329,905	329,905
DLS Transactions	14,634	12,900	10,882	13,517	24.2%	12,451	9,649	14,670	149,418	178,368	178,368
Title & Registration Transactions	10,656	10,167	8,108	10,411	28.4%	9,353	6,965	11,338	112,240	118,632	118,632
Other	3,221	2,619	2,034	2,493	22.6%	2,515	2,034	3,221	30,179	32,905	32,905
Personnel											
Filled PINS	29	30	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	1	-50.0%	2	1	2			1
Agency Temporary Employees	4	3	3	3	0.0%	4	3	5			5
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	1	1	1			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	3.1%	3.1%			2.5%
Total Leave Days	148	126	163	130	-20.3%	160	126	224	1,916	1,577	1,577
Sick Leave Days (Unplanned)	74	45	23	30	30.4%	37	18	74	439	356	356
Other Leave Days (Planned)	74	81	140	100	-28.5%	123	74	198	1,478	1,222	1,222
Overtime Hrs.	248	260	186	319	71.5%	182	111	319	2,190	2,237	2,237
OT Annual Budget									\$61,569	\$41,447	\$41,447
OT Spent	\$7,007	\$7,003	\$5,133	\$8,860	72.6%	\$5,086	\$3,122	\$8,860	\$61,038	\$61,724	\$63,816
% of Budget Spent	53.7%	65.0%	76.4%	99.1%	29.7%				99.1%	148.9%	154.0%

MVA StateStat
Operations - District 2
August FY 2011
Reporting Period: June 2010

PerformanceMetrics											
Loveville 9944	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	91.9%			97.2%		95.0%	91.9%	98.5%			91.3%
Branch Visit Time	17.03	12.97	12.75	15.01	17.7%	14.45	9.59	21.26			
Branch Waiting Time	12.94	8.74	8.31	10.55	26.9%	9.72	4.07	15.90			
Branch Processing Time	4.09	4.23	4.44	4.47	0.6%	4.74	4.05	5.52			
Branch Customers Served	8,078	8,028	9,533	7,865	-17.5%	7,753	5,381	10,338	93,041		
Drivers License Visit Time	15.18	12.48	12.59	19.25	52.9%	16.73	11.32	28.81			
DLS Waiting Time	10.88	8.23	7.97	13.99	75.6%	11.13	4.06	22.10			
DLS Processing Time	4.30	4.25	4.63	5.26	13.8%	5.60	4.25	7.27			
DLS Customers Served	2,929	2,770	3,278	2,906	-11.3%	2,846	1,969	3,820	34,151		
Vehicle Services Visit Time	20.45	15.53	14.20	13.27	-6.6%	14.10	8.51	20.45			
VS Wait Time	17.45	11.93	10.79	9.85	-8.7%	10.16	4.31	17.45			
VS Processing Time	3.01	3.60	3.41	3.42	0.3%	3.94	3.01	4.68			
VS Customers Served	4,136	4,363	5,206	4,134	-20.6%	4,037	2,747	5,516	48,444		
ICD/Misc Visit Time	11.67	10.01	10.52	10.59	0.6%	9.12	6.97	11.67			
ICD/Misc Wait Time	5.87	4.77	4.88	5.06	3.8%	4.58	3.38	5.90			
ICD/Misc Processing Time	5.80	5.25	5.65	5.53	-2.1%	4.54	3.36	5.80			
ICD/Misc Customers Served	1,013	895	1,049	825	-21.4%	871	629	1,049	10,446		
Total Transactions	13,143	11,952	9,900	13,115	32.5%	10,775	7,876	13,143	129,301	127,279	127,279
DLS Transactions	6,164	5,397	4,622	5,828	26.1%	5,117	3,920	6,164	61,408	62,564	62,564
Title & Registration Transactions	6,301	5,945	4,761	6,646	39.6%	5,125	3,461	6,646	61,498	58,446	58,446
Other	678	610	517	641	24.0%	533	379	678	6,395	6,269	6,269
Personnel											
Filled PINS	12	12	12	12	0.0%	12	11	12			11
Filled Contract Employees	4	4	4	5	25.0%	4	4	5			5
State Temporary Employees	0	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	68	82	78	61	-21.7%	90	61	119	1,085	1,049	1,049
Sick Leave Days (Unplanned)	19	10	11	7	-37.1%	9	2	22	112	56	56
Other Leave Days (Planned)	50	72	67	54	-19.2%	81	50	112	973	993	993
Overtime Hrs.	31	20	40	54	35.0%	25	8	54	301	213	213
OT Annual Budget									\$3,921	\$7,088	\$7,088
OT Spent	\$802	\$592	\$1,181	\$1,635	38.4%	\$718	\$220	\$1,635	\$8,616	\$5,209	\$6,876
% of Budget Spent	132.8%	147.9%	178.0%	219.7%	23.4%				219.7%	73.5%	97.0%

MVA StateStat
Operations - District 2
August FY 2011
Reporting Period: June 2010

PerformanceMetrics											
Prince Frederick Satellite 9945	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	98.8%			100.0%		98.0%	93.3%	100.0%			91.3%
Branch Visit Time	11.90	13.95	17.90	22.93	28.1%	13.28	4.64	22.93			
Branch Waiting Time	7.81	9.87	13.43	18.10	34.7%	9.53	2.63	18.10			
Branch Processing Time	4.09	4.08	4.47	4.84	8.1%	3.75	2.01	4.84			
Branch Customers Served	1,714	1,422	1,894	1,501	-20.7%	1,387	264	1,894	9,708		
Drivers License Visit Time	12.18	14.64	18.35	23.73	29.3%	13.66	4.29	23.73			
DLS Waiting Time	7.97	10.21	13.45	18.31	36.1%	9.66	2.11	18.31			
DLS Processing Time	4.21	4.43	4.90	5.42	10.5%	4.00	2.18	5.42			
DLS Customers Served	1,365	1,138	1,477	1,178	-20.2%	1,101	214	1,477	7,704		
Vehicle Services Visit Time	9.93	11.25	16.32	19.41	18.9%	10.96	1.94	19.41			
VS Wait Time	7.27	9.12	13.65	17.09	25.2%	8.69	1.05	17.09			
VS Processing Time	2.66	2.13	2.67	2.33	-12.8%	2.27	0.89	2.69			
VS Customers Served	136	88	167	132	-21.0%	106	24	167	745		
ICD/Misc Visit Time	11.52	11.00	16.15	20.71	28.3%	11.50	2.68	20.71			
ICD/Misc Wait Time	7.28	8.07	12.92	17.41	34.7%	8.39	1.36	17.41			
ICD/Misc Processing Time	4.23	2.93	3.22	3.30	2.4%	3.11	1.33	4.23			
ICD/Misc Customers Served	213	196	250	191	-23.6%	180	26	250	1,259		
Total Transactions	2,619	1,866	1,854	2,333	25.9%	2,081	1,417	2,638	24,969	25,461	25,461
DLS Transactions	2,410	1,685	1,660	2,093	26.1%	1,868	1,306	2,410	22,415	22,191	22,191
Title & Registration Transactions	174	129	157	173	10.2%	180	76	306	2,164	3,024	3,024
Other	35	52	37	67	81.1%	33	10	67	390	246	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
August FY 2011
Reporting Period: June 2010

PerformanceMetrics											
Parkville 9926	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	98.7%			99.1%		98.8%	98.6%	99.1%			91.3%
Branch Visit Time	22.45	17.02	13.35	18.85	41.1%	17.22	12.54	22.45			
Branch Waiting Time	16.60	11.23	7.69	13.19	71.6%	11.51	6.91	16.60			
Branch Processing Time	5.84	5.79	5.67	5.65	-0.2%	5.71	5.54	5.94			
Branch Customers Served	9,312	8,580	10,129	9,173	-9.4%	8,796	6,489	11,969	105,549		
Drivers License Visit Time	26.94	20.23	15.89	22.41	41.0%	20.34	14.58	26.94			
DLS Waiting Time	20.10	13.48	9.11	15.71	72.5%	13.66	8.10	20.10			
DLS Processing Time	6.84	6.75	6.78	6.70	-1.2%	6.68	6.44	6.90			
DLS Customers Served	6,688	5,981	6,834	6,330	-7.4%	6,201	4,694	8,271	74,417		
Vehicle Services Visit Time	9.36	7.84	6.42	9.37	45.8%	8.08	5.58	9.99			
VS Wait Time	6.93	5.13	3.94	6.95	76.2%	5.59	3.10	7.49			
VS Processing Time	2.43	2.71	2.48	2.42	-2.6%	2.49	2.37	2.71			
VS Customers Served	1,767	1,765	2,140	1,949	-8.9%	1,775	1,183	2,604	21,297		
ICD/Misc Visit Time	13.92	13.42	11.18	14.29	27.8%	12.85	10.57	14.52			
ICD/Misc Wait Time	8.88	7.91	6.17	8.97	45.4%	7.56	5.21	9.13			
ICD/Misc Processing Time	5.04	5.51	5.01	5.32	6.1%	5.29	5.01	5.68			
ICD/Misc Customers Served	857	834	1,155	894	-22.6%	820	511	1,155	9,835		
Total Transactions	15,185	13,096	11,857	14,811	24.9%	14,142	3	7	6	161,251	161,251
DLS Transactions	12,356	10,386	9,452	11,737	24.2%	10,412	2	3	2	116,202	116,202
Title & Registration Transactions	2,422	2,274	2,004	2,572	28.3%	3,368	1,183	2,604	21,297	43,215	43,215
Other	407	436	401	502	25.2%	362	11	15	13	1,834	1,834
Personnel											
Filled PINS	12	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)	1	1	1	1	0.0%	2	1	3			1
% Vacant Positions	7.7%	7.7%	7.7%	7.7%	0.0%	13.2%	7.7%	27.3%			6.7%
Total Leave Days	62	41	58	41	-29.1%	55	0	0	0	617	617
Sick Leave Days (Unplanned)	12	9	11	10	-9.5%	9	10	12	104	81	81
Other Leave Days (Planned)	50	32	47	31	-33.5%	46	1	2	521	535	535
Overtime Hrs.	9	12	1	0	-100.0%	6	1	1	35	36	36
OT Annual Budget									\$0	\$1,188	\$1,188
OT Spent	\$168	\$214	\$16	\$0	-100.0%	\$124	\$1	\$3	\$871	\$326	\$702
% of Budget Spent	195.9%	261.3%	266.2%	0.0%	-100.0%				0.0%	27.5%	59.1%

MVA StateStat
Operations - District 2
August FY 2011
Reporting Period: June 2010

PerformanceMetrics											
Waldorf 9942	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	90.0%			93.4%		93.8%	90.0%	97.3%			91.3%
Branch Visit Time	16.84	19.03	19.89	21.40	7.6%	16.82	11.48	21.40			
Branch Waiting Time	10.50	12.50	13.17	14.95	13.5%	10.39	5.15	14.95			
Branch Processing Time	6.33	6.53	6.72	6.45	-4.1%	6.44	6.21	6.72			
Branch Customers Served	20,742	19,730	21,895	19,033	-13.1%	19,731	14,677	27,082	236,767		
Drivers License Visit Time	19.51	19.69	25.87	29.26	13.1%	21.39	13.54	29.26			
DLS Waiting Time	12.00	12.25	17.89	21.77	21.7%	13.72	6.14	21.77			
DLS Processing Time	7.51	7.44	7.98	7.49	-6.1%	7.67	7.31	8.31			
DLS Customers Served	7,864	7,655	8,032	7,625	-5.1%	7,626	5,471	10,787	91,507		
Vehicle Services Visit Time	15.05	21.10	17.09	17.45	2.1%	13.93	9.65	21.10			
VS Wait Time	9.88	15.35	11.36	11.98	5.4%	8.66	4.46	15.35			
VS Processing Time	5.16	5.75	5.73	5.48	-4.4%	5.27	5.07	5.75			
VS Customers Served	9,177	8,767	10,287	8,519	-17.2%	8,957	6,624	12,336	107,483		
ICD/Misc Visit Time	15.36	11.48	14.12	12.05	-14.6%	12.92	10.71	15.47			
ICD/Misc Wait Time	8.62	4.94	7.34	5.44	-25.9%	6.14	4.27	8.62			
ICD/Misc Processing Time	6.74	6.53	6.78	6.61	-2.5%	6.78	6.45	7.10			
ICD/Misc Customers Served	3,701	3,308	3,576	2,889	-19.2%	3,148	2,432	3,959	37,777		
Total Transactions	35,436	32,032	25,950	34,306	32.2%	29,250	22,068	35,436	350,995	360,733	360,733
DLS Transactions	15,623	14,208	11,429	15,119	32.3%	13,256	10,204	16,009	159,076	171,415	171,415
Title & Registration Transactions	16,935	15,463	12,565	16,804	33.7%	13,879	10,111	16,935	166,550	163,987	163,987
Other	2,878	2,361	1,956	2,383	21.8%	2,114	1,753	2,878	25,369	25,331	25,331
Personnel											
Filled PINS	50	49	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%	2.0%	2.0%	2.0%	0.0%	2.4%	1.9%	3.9%			1.6%
Total Leave Days	176	216	310	207	-33.2%	289	176	374	3,466	3,401	3,401
Sick Leave Days (Unplanned)	91	88	52	73	39.7%	67	34	114	805	594	594
Other Leave Days (Planned)	85	129	257	134	-48.0%	222	85	313	2,661	2,808	2,808
Overtime Hrs.	202	186	177	271	53.1%	177	76	271	2,123	2,239	2,239
OT Annual Budget									\$51,812	\$58,892	\$58,892
OT Spent	\$4,953	\$4,497	\$4,266	\$6,643	55.7%	\$4,282	\$1,668	\$6,643	\$51,389	\$51,924	\$51,924
% of Budget Spent	59.9%	69.5%	78.1%	99.2%	26.9%				99.2%	88.2%	88.2%

MVA StateStat
Operations - District 2
August FY 2011
Reporting Period: June 2010

20100824_MVA_Template
District 2

**MVA StateStat
Operations - District 3
August FY 2011
Reporting Period: June 2010**

PerformanceMetrics											
Beltsville 9931	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	83.8%			88.0%		86.9%	83.8%	89.1%			89.4%
Branch Visit Time	33.93	31.03	30.75	43.84	42.5%	28.73	17.20	43.84			
Branch Waiting Time	27.86	24.59	24.44	37.10	51.8%	22.60	11.23	37.10			
Branch Processing Time	6.07	6.45	6.31	6.74	6.8%	6.13	5.73	6.74			
Branch Customers Served	25,403	24,601	29,040	22,928	-21.0%	25,655	18,724	35,356	307,854		
Drivers License Visit Time	36.71	34.78	34.09	49.75	46.0%	32.78	17.26	49.88			
DLS Waiting Time	29.71	27.11	26.38	42.35	60.6%	25.30	9.93	42.35			
DLS Processing Time	7.00	7.67	7.71	7.40	-4.0%	7.48	6.53	8.31			
DLS Customers Served	9,812	9,959	11,195	10,459	-6.6%	9,855	6,831	14,224	118,254		
Vehicle Services Visit Time	35.40	31.62	31.40	47.08	49.9%	28.25	17.37	47.08			
VS Wait Time	29.72	25.59	25.69	40.00	55.7%	22.69	12.03	40.00			
VS Processing Time	5.68	6.03	5.71	7.08	23.9%	5.56	5.02	7.08			
VS Customers Served	11,765	10,931	13,536	9,066	-33.0%	12,130	8,953	16,663	145,558		
ICD/Misc Visit Time	22.40	18.50	19.22	18.21	-5.2%	18.69	14.58	23.28			
ICD/Misc Wait Time	17.50	14.11	14.67	14.23	-3.0%	14.18	9.80	18.72			
ICD/Misc Processing Time	4.90	4.39	4.55	3.98	-12.5%	4.51	3.98	4.90			
ICD/Misc Customers Served	3,826	3,711	4,309	3,403	-21.0%	3,670	2,928	4,469	44,042		
Total Transactions	34,917	32,601	28,132	34,383	22.2%	30,607	21,409	35,610	367,284	413,791	35,529
DLS Transactions	17,647	15,847	13,966	17,960	28.6%	15,253	9,848	19,285	183,032	213,819	35,529
Title & Registration Transactions	14,464	14,422	12,377	14,203	14.8%	13,293	9,775	15,799	159,520	173,042	35,529
Other	2,806	2,332	1,789	2,220	24.1%	2,061	1,599	2,806	24,732	26,930	35,529
Personnel											
Filled PINS	56	57	57	55	-3.5%	57	55	59			57
Filled Contract Employees	2	2	2	2	0.0%	3	2	3			3
State Temporary Employees	3	3	2	2	0.0%	4	2	5			5
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	2	2	2	4	100.0%	3	1	4			0
% Vacant Positions	3.4%	3.3%	3.4%	7.0%	107.0%	4.3%	1.6%	7.0%			0.0%
Total Leave Days	276	189	323	291	-9.9%	310	173	417	3,714	2,934	0
Sick Leave Days (Unplanned)	85	72	71	93	30.5%	60	33	93	724	588	35,529
Other Leave Days (Planned)	191	117	252	199	-21.2%	249	117	384	2,990	2,346	35,529
Overtime Hrs.	271	242	234	524	123.9%	205	86	524	2,461	2,492	35,529
OT Annual Budget									\$54,666	\$413,791	\$413,791
OT Spent	\$6,615	\$6,004	\$5,777	\$12,982	124.7%	\$4,942	\$1,349	\$12,982	\$59,309	\$59,513	\$35,529
% of Budget Spent	63.2%	74.2%	84.7%	108.5%	28.0%				108.5%	14.4%	0.0%

**MVA StateStat
Operations - District 3
August FY 2011
Reporting Period: June 2010**

20100824_MVA_Template
District 3

PerformanceMetrics											
Columbia Express 9935	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	91.4%			95.1%		94.1%	91.4%	97.9%			89.4%
Branch Visit Time	31.10	29.16	27.92	42.98	53.9%	30.76	18.88	42.98			
Branch Waiting Time	25.20	23.12	21.49	36.51	69.9%	24.51	12.80	36.51			
Branch Processing Time	5.90	6.04	6.43	6.46	0.5%	6.25	5.86	6.85			
Branch Customers Served	8,908	8,449	9,607	8,356	-13.0%	8,592	6,149	11,640	103,100		
Drivers License Visit Time	37.37	34.35	31.78	48.75	53.4%	36.15	22.58	48.75			
DLS Waiting Time	30.35	27.22	24.39	41.53	70.3%	28.85	15.26	41.53			
DLS Processing Time	7.03	7.14	7.39	7.23	-2.3%	7.30	6.88	8.08			
DLS Customers Served	6,492	6,042	6,898	6,402	-7.2%	6,327	4,705	8,604	75,928		
Vehicle Services Visit Time	4.95	6.42	11.72	15.36	31.1%	7.52	3.45	15.36			
VS Wait Time	3.13	4.22	8.50	11.93	40.3%	5.15	1.68	11.93			
VS Processing Time	1.81	2.20	3.22	3.43	6.6%	2.37	1.68	3.43			
VS Customers Served	1,613	1,467	1,600	1,216	-24.0%	1,431	889	2,062	17,176		
ICD/Misc Visit Time	30.80	28.95	26.39	38.70	46.6%	26.92	17.57	38.70			
ICD/Misc Wait Time	25.73	23.96	21.30	33.84	58.9%	22.01	12.88	33.84			
ICD/Misc Processing Time	5.06	5.00	5.09	4.85	-4.6%	4.91	4.32	5.68			
ICD/Misc Customers Served	803	940	1,109	738	-33.5%	833	555	1,109	9,996		
Total Transactions	14,432	12,920	11,213	14,062	25.4%	12,678	8,945	14,902	152,141	144,653	13,364
DLS Transactions	11,091	9,700	8,595	10,968	27.6%	9,736	7,117	11,546	116,834	113,340	10,141
Title & Registration Transactions	3,057	2,924	2,351	2,787	18.5%	2,696	1,655	3,318	32,346	30,154	3,006
Other	284	296	267	307	15.0%	247	173	307	2,961	1,159	217
Personnel											
Filled PINS	7	8	8	7	-12.5%	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	1	1	1	0.0%	2	1	2			0
# Vacancies (PIN & Contract)	1	1	1	2	100.0%	1	1	2			0
% Vacant Positions	25.0%	33.3%	33.3%	66.7%	100.0%	44.2%	20.0%	100.0%			0.0%
Total Leave Days	21	29	30	43	44.1%	36	21	53	432	413	25
Sick Leave Days (Unplanned)	5	7	1	8	725.0%	8	1	15	92	91	4
Other Leave Days (Planned)	16	22	29	34	20.2%	28	16	52	341	331	21
Overtime Hrs.	61	46	44	92	109.1%	72	22	147	861	484	81
OT Annual Budget									\$9,862	\$8,150	\$8,150
OT Spent	\$1,745	\$1,361	\$1,295	\$2,736	111.3%	\$2,005	\$649	\$4,010	\$24,061	\$11,490	\$2,050
% of Budget Spent	189.3%	203.1%	216.2%	244.0%	12.8%				244.0%	141.0%	150.9%

MVA StateStat
Operations - District 3
August FY 2011
Reporting Period: June 2010

20100824_MVA_Template
 District 3

PerformanceMetrics											
Gaithersburg 9932	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Change	Avg	Min			
Customer Survey Results	76.5%			78.8%		76.8%	71.9%	80.0%			89.4%
Branch Visit Time	32.50	29.17	33.00	37.02	12.2%	33.17	22.91	45.28			
Branch Waiting Time	25.57	22.47	26.26	30.35	15.6%	26.13	15.95	38.28			
Branch Processing Time	6.93	6.70	6.74	6.67	-1.1%	7.03	6.67	7.53			
Branch Customers Served	24,518	25,150	28,818	25,461	-11.6%	24,445	17,721	33,541	293,345		
Drivers License Visit Time	30.89	27.39	27.81	37.04	33.2%	32.34	22.83	45.25			
DLS Waiting Time	22.71	19.70	20.16	29.56	46.7%	24.06	13.79	37.18			
DLS Processing Time	8.18	7.69	7.65	7.48	-2.3%	8.29	7.48	9.19			
DLS Customers Served	10,923	11,359	12,710	11,960	-5.9%	11,025	7,536	15,874	132,304		
Vehicle Services Visit Time	35.05	32.04	39.59	39.58	0.0%	35.90	22.35	49.61			
VS Wait Time	29.10	26.11	33.45	33.58	0.4%	29.67	16.65	43.24			
VS Processing Time	5.95	5.93	6.13	6.00	-2.2%	6.23	5.70	6.62			
VS Customers Served	10,293	10,613	12,556	10,530	-16.1%	10,147	7,461	13,370	121,768		
ICD/Misc Visit Time	29.38	25.30	24.99	26.78	7.1%	26.39	22.24	32.13			
ICD/Misc Wait Time	23.55	19.53	19.25	20.95	8.9%	20.94	16.55	27.07			
ICD/Misc Processing Time	5.83	5.77	5.74	5.83	1.4%	5.45	4.75	6.07			
ICD/Misc Customers Served	3,302	3,178	3,552	2,971	-16.4%	3,273	2,476	4,297	39,273		
Total Transactions	31,806	28,398	24,902	30,241	21.4%	27,746	19,422	33,515	332,950	393,401	30,848
DLS Transactions	18,903	16,655	15,397	17,981	16.8%	16,408	11,043	20,576	196,893	242,676	18,666
Title & Registration Transactions	11,221	10,142	8,222	10,562	28.5%	9,848	7,032	11,474	118,177	131,339	10,829
Other	1,682	1,601	1,283	1,698	32.3%	1,490	1,235	1,698	17,880	19,386	1,353
Personnel											
Filled PINS	49	48	51	50	-2.0%	50	48	52			50
Filled Contract Employees	2	2	1	2	100.0%	2	1	2			3
State Temporary Employees	0	0	0	0	0.0%	1	1	1			1
Agency Temporary Employees	1	2	1	1	0.0%	2	1	3			3
# Vacancies (PIN & Contract)	4	4	4	5	25.0%	4	2	6			1
% Vacant Positions	7.8%	8.0%	7.7%	9.6%	25.0%	7.9%	3.7%	12.0%			1.7%
Total Leave Days	171	196	283	182	-35.7%	272	171	393	3,260	2,887	355
Sick Leave Days (Unplanned)	44	31	41	22	-46.2%	45	22	72	545	419	83
Other Leave Days (Planned)	126	166	242	160	-33.9%	226	126	321	2,715	2,468	272
Overtime Hrs.	252	257	296	467	57.8%	334	197	501	4,009	3,141	540
OT Annual Budget									\$56,072	\$78,183	\$78,183
OT Spent	\$6,284	\$6,466	\$7,342	\$11,721	59.6%	\$8,170	\$4,802	\$12,203	\$98,042	\$72,797	\$12,685
% of Budget Spent	129.3%	140.9%	153.9%	174.9%	13.6%				174.9%	93.1%	96.6%

MVA StateStat
Operations - District 3
August FY 2011
Reporting Period: June 2010

20100824_MVA_Template
 District 3

PerformanceMetrics											
Glenmont Express 9933	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Change	Avg	Min			
Customer Survey Results	94.9%			97.1%		96.0%	94.9%	97.1%			89.4%
Branch Visit Time	36.88	25.57	28.96	38.15	31.8%	32.32	21.41	43.12			
Branch Waiting Time	30.72	18.85	22.51	31.63	40.6%	25.54	14.81	35.57			
Branch Processing Time	6.16	6.71	6.45	6.52	1.1%	6.78	6.16	7.77			
Branch Customers Served	7,539	7,184	8,367	7,185	-14.1%	7,083	5,359	8,949	84,998		
Drivers License Visit Time	45.37	30.54	35.31	47.40	34.2%	39.91	25.17	55.67			
DLS Waiting Time	38.21	22.64	27.71	39.74	43.4%	31.83	17.45	46.38			
DLS Processing Time	7.16	7.90	7.61	7.66	0.7%	8.08	7.16	9.29			
DLS Customers Served	5,313	4,978	5,731	4,934	-13.9%	4,776	3,706	6,178	57,310		
Vehicle Services Visit Time	12.12	11.69	12.31	13.97	13.5%	13.42	10.80	17.60			
VS Wait Time	9.41	8.68	9.28	11.13	19.9%	10.45	7.88	14.29			
VS Processing Time	2.71	3.00	3.02	2.83	-6.3%	2.97	2.59	3.49			
VS Customers Served	1,307	1,300	1,481	1,302	-12.1%	1,384	906	2,192	16,602		
ICD/Misc Visit Time	22.81	18.21	18.09	21.97	21.4%	20.78	16.90	25.20			
ICD/Misc Wait Time	17.50	12.72	12.93	16.32	26.2%	14.97	11.12	18.46			
ICD/Misc Processing Time	5.31	5.49	5.16	5.65	9.5%	5.82	4.89	8.00			
ICD/Misc Customers Served	919	906	1,155	949	-17.8%	924	661	1,208	11,086		
Total Transactions	10,522	9,333	8,240	10,003	21.4%	9,043	6,824	10,522	108,520	107,710	9,849
DLS Transactions	8,209	7,214	6,575	7,756	18.0%	7,071	5,442	8,209	84,849	85,344	7,676
Title & Registration Transactions	2,106	1,905	1,486	2,034	36.9%	1,800	1,273	2,106	21,601	21,380	1,964
Other	207	214	179	213	19.0%	173	109	214	2,070	986	209
Personnel											
Filled PINS	8	9	9	9	0.0%	8	8	9			8
Filled Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	1	0	0	0	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%	11.8%	11.8%	11.8%			0.0%
Total Leave Days	23	21	46	41	-11.1%	58	21	91	696	602	51
Sick Leave Days (Unplanned)	4	5	5	4	-2.8%	13	4	68	152	97	6
Other Leave Days (Planned)	19	16	42	37	-12.0%	49	16	84	544	505	45
Overtime Hrs.	60	12	34	69	102.9%	41	7	69	489	186	50
OT Annual Budget									\$3,585	\$6,152	\$6,152
OT Spent	\$1,224	\$274	\$697	\$1,482	112.6%	\$925	\$163	\$1,575	\$11,096	\$4,487	\$1,098
% of Budget Spent	241.1%	248.7%	268.2%	309.5%	15.4%				309.5%	72.9%	74.7%

MVA StateStat
Operations - District 3
August FY 2011
Reporting Period: June 2010

20100824_MVA_Template
 District 3

PerformanceMetrics											
Walnut Hill Express 9934	Reporting Period				%	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Change	Avg	Min			
Customer Survey Results	98.5%			91.6%		95.9%	91.6%	98.5%			89.4%
Branch Visit Time	22.45	20.23	24.21	31.91	31.8%	23.89	17.11	34.64			
Branch Waiting Time	16.97	14.80	18.75	26.20	39.7%	17.85	10.90	28.62			
Branch Processing Time	5.48	5.43	5.46	5.71	4.5%	6.04	5.43	6.90			
Branch Customers Served	8,415	7,916	9,654	8,159	-15.5%	7,981	5,760	10,992	95,767		
Drivers License Visit Time	29.03	26.48	33.67	43.40	28.9%	31.52	20.84	45.14			
DLS Waiting Time	22.28	19.67	26.56	36.32	36.8%	23.97	13.53	38.00			
DLS Processing Time	6.75	6.81	7.11	7.08	-0.5%	7.55	6.75	8.88			
DLS Customers Served	5,520	5,034	5,766	5,166	-10.4%	5,073	3,865	6,678	60,876		
Vehicle Services Visit Time	4.90	4.54	4.69	5.87	25.2%	5.30	4.48	7.11			
VS Wait Time	2.68	2.39	2.75	3.67	33.6%	3.02	2.39	4.27			
VS Processing Time	2.23	2.15	1.94	2.20	13.2%	2.28	1.94	2.85			
VS Customers Served	2,032	2,036	2,815	2,127	-24.4%	2,082	1,265	3,330	24,982		
ICD/Misc Visit Time	18.47	17.81	21.00	22.58	7.5%	20.11	15.61	26.30			
ICD/Misc Wait Time	13.45	12.78	14.96	16.44	9.9%	13.92	9.89	19.21			
ICD/Misc Processing Time	5.03	5.03	6.04	6.14	1.7%	6.19	5.03	7.83			
ICD/Misc Customers Served	863	846	1,073	866	-19.3%	826	606	1,073	9,909		
Total Transactions	12,558	11,784	10,400	12,953	24.5%	11,032	7,698	13,182	132,390	119,000	119,000
DLS Transactions	9,952	8,896	8,048	9,576	19.0%	8,486	6,227	9,952	101,833	94,477	94,477
Title & Registration Transactions	2,296	2,541	2,136	3,048	42.7%	2,279	1,270	3,329	27,351	23,263	23,263
Other	310	347	216	329	52.3%	267	201	347	3,206	1,260	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	2	2	2	0.0%	1	1	2			1
Agency Temporary Employees	1	0	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%	10.8%	10.0%	11.1%			8.3%
Total Leave Days	36	26	50	40	-20.1%	44	26	67	523	452	452
Sick Leave Days (Unplanned)	3	5	7	13	91.1%	5	1	13	57	53	53
Other Leave Days (Planned)	33	22	43	27	-38.2%	39	22	63	466	383	383
Overtime Hrs.	44	35	53	126	137.7%	37	9	126	368	130	130
OT Annual Budget									\$1,406	\$6,152	\$6,152
OT Spent	\$1,067	\$972	\$1,251	\$3,103	148.0%	\$819	\$172	\$3,103	\$9,014	\$2,921	\$3,274
% of Budget Spent	262.3%	331.4%	420.4%	641.1%	52.5%				641.1%	47.5%	53.2%

**MVA StateStat
Operations - District 4
August FY 2011
Reporting Period: June 2010**

PerformanceMetrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	96.2%			93.0%		91.5%	84.8%	96.2%			89.6%
Branch Visit Time	24.05	27.82	28.47	39.62	39%	30.59	17.76	47.76			
Branch Waiting Time	17.97	21.55	22.39	33.62	50%	24.34	11.28	41.33			
Branch Processing Time	6.08	6.27	6.08	6.00	-1%	6.26	5.71	6.59			
Branch Customers Served	21,009	20,906	24,437	20,988	-14%	20,737	14,672	28,713	248,840		
Drivers License Visit Time	28.63	35.73	38.06	61.86	63%	42.80	22.95	61.86			
DLS Waiting Time	21.33	28.08	30.15	54.20	80%	34.86	14.75	54.20			
DLS Processing Time	7.30	7.65	7.91	7.66	-3%	7.94	7.15	9.06			
DLS Customers Served	8,745	8,228	9,256	8,381	-9%	8,372	5,855	12,211	100,459		
Vehicle Services Visit Time	21.92	25.03	24.75	25.80	4%	23.76	14.63	39.44			
VS Wait Time	16.63	19.56	19.60	20.98	7%	18.57	9.22	34.36			
VS Processing Time	5.29	5.47	5.15	4.82	-6%	5.19	4.75	5.47			
VS Customers Served	9,503	10,231	12,204	10,172	-17%	9,764	6,619	13,063	117,167		
ICD/Misc Visit Time	16.10	12.99	11.60	17.41	50%	15.05	11.23	22.26			
ICD/Misc Wait Time	11.13	8.07	7.30	12.18	67%	10.15	6.73	16.71			
ICD/Misc Processing Time	4.97	4.93	4.31	5.23	22%	4.90	4.31	5.55			
ICD/Misc Customers Served	2,761	2,447	2,977	2,435	-18%	2,601	1,945	3,439	31,214		
Total Transactions	31,018	28,571	24,062	30,428	26%	26,114	17,910	31,018	313,368	326,181	326,181
DLS Transactions	16,679	14,916	13,521	16,377	21%	14,427	10,262	17,672	173,122	187,474	183,472
Title & Registration Transactions	12,214	11,897	9,013	12,310	37%	10,060	6,288	12,310	120,719	123,850	123,850
Other	2,125	1,758	1,528	1,741	14%	1,627	1,278	2,125	19,527	18,861	18,859
Personnel											
Filled PINS	39	38	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)	3	3	3	2	-33%	2	1	4			2
% Vacant Positions	7.7%	7.9%	7.9%	5.3%	-33%	6.2%	2.6%	11.1%			4.7%
Total Leave Days	161	190	202	158	-22%	196	155	277	2,355	2,271	2,271
Sick Leave Days (Unplanned)	101	39	35	29	-18%	38	21	101	453	419	419
Other Leave Days (Planned)	60	151	167	129	-23%	159	60	236	1,902	1,852	1,852
Overtime Hrs.	258	220	277	384	39%	279	159	454	3,352	2,794	2,794
OT Annual Budget									\$66,683	\$55,482	\$55,482
OT Spent	\$6,567	\$5,577	\$7,213	\$10,236	42%	\$7,206	\$4,128	\$11,757	\$86,468	\$68,357	\$70,306
% of Budget Spent	95.1%	103.5%	114.3%	129.7%	13%				129.7%	123.2%	126.7%

**MVA StateStat
Operations - District 4
August FY 2011
Reporting Period: June 2010**

20100824_MVA_Template
District 4

PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	84.3%			95.0%		88.7%	83.1%	95.0%			89.6%
Branch Visit Time	27.09	21.11	21.27	22.51	6%	21.97	13.46	28.81			
Branch Waiting Time	19.85	14.20	14.44	15.66	8%	15.17	6.76	22.12			
Branch Processing Time	7.24	6.92	6.83	6.85	0%	6.79	6.43	7.24			
Branch Customers Served	9,911	9,991	12,246	9,850	-20%	9,956	7,523	13,033	119,472		
Drivers License Visit Time	38.24	25.25	26.78	28.57	7%	29.54	18.99	43.98			
DLS Waiting Time	29.11	16.36	17.61	19.59	11%	20.61	9.93	34.67			
DLS Processing Time	9.13	8.89	9.17	8.98	-2%	8.93	8.33	9.47			
DLS Customers Served	4,224	3,940	4,627	3,962	-14%	4,025	3,090	5,115	48,300		
Vehicle Services Visit Time	19.29	18.85	18.06	19.01	5%	16.90	9.20	24.88			
VS Wait Time	13.60	13.40	12.78	13.70	7%	11.76	4.41	19.68			
VS Processing Time	5.69	5.45	5.27	5.31	1%	5.14	4.60	5.69			
VS Customers Served	4,830	5,374	6,754	5,197	-23%	5,171	3,734	6,920	62,054		
ICD/Misc Visit Time	15.90	13.98	13.64	13.20	-3%	14.62	11.21	18.62			
ICD/Misc Wait Time	9.20	7.02	7.20	6.95	-3%	7.87	4.79	11.63			
ICD/Misc Processing Time	6.69	6.95	6.45	6.25	-3%	6.75	6.25	7.50			
ICD/Misc Customers Served	857	677	865	691	-20%	760	605	998	9,118		
Total Transactions	13,552	13,015	10,797	13,405	24%	11,544	8,850	13,552	138,523	149,742	149,742
DLS Transactions	6,653	6,046	5,264	6,487	23%	5,587	4,526	6,653	67,045	72,691	72,691
Title & Registration Transactions	6,144	6,378	5,042	6,295	25%	5,437	3,824	6,455	65,242	69,160	69,160
Other	755	591	491	623	27%	520	281	755	6,236	7,891	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	1	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	67	60	87	78	-10%	118	60	358	1,413	1,161	1,161
Sick Leave Days (Unplanned)	32	22	15	30	93%	21	5	32	249	246	244
Other Leave Days (Planned)	35	39	71	48	-33%	97	35	334	1,164	917	917
Overtime Hrs.	79	54	64	65	2%	72	51	113	865	789	802
OT Annual Budget									\$21,658	\$24,203	\$24,203
OT Spent	\$2,257	\$1,572	\$1,783	\$1,960	10%	\$2,026	\$1,373	\$3,105	\$24,310	\$22,164	\$22,961
% of Budget Spent	87.7%	95.0%	103.2%	112.2%	9%				112.2%	91.6%	94.9%

**MVA StateStat
Operations - District 4
August FY 2011
Reporting Period: June 2010**

20100824_MVA_Template
District 4

PerformanceMetrics											
Glen Burnie 9953	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	88.6%			90.8%		89.6%	86.5%	92.3%			89.6%
Branch Visit Time	28.89	28.58	25.89	32.39	25%	26.90	17.08	34.61			
Branch Waiting Time	21.68	21.34	18.87	25.12	33%	19.66	9.69	27.42			
Branch Processing Time	7.21	7.24	7.02	7.28	4%	7.24	7.02	7.39			
Branch Customers Served	41,766	40,193	46,407	37,936	-18%	39,521	29,654	52,365	474,249		
Drivers License Visit Time	39.19	39.48	37.75	47.58	26%	38.57	19.77	60.11			
DLS Waiting Time	30.08	30.00	28.43	38.25	35%	29.10	10.10	50.43			
DLS Processing Time	9.11	9.47	9.32	9.33	0%	9.47	9.11	9.77			
DLS Customers Served	12,990	12,400	13,824	12,125	-12%	12,338	8,957	17,088	148,060		
Vehicle Services Visit Time	25.86	25.51	23.19	28.77	24%	23.04	16.92	28.77			
VS Wait Time	19.33	19.23	17.03	22.35	31%	16.70	10.48	22.35			
VS Processing Time	6.53	6.28	6.16	6.42	4%	6.34	6.03	6.78			
VS Customers Served	18,460	18,638	22,636	17,822	-21%	18,524	13,634	25,146	222,291		
ICD/Misc Visit Time	21.27	19.74	14.81	17.38	17%	17.52	13.22	22.10			
ICD/Misc Wait Time	15.25	13.57	9.00	11.31	26%	11.53	6.96	16.23			
ICD/Misc Processing Time	6.02	6.17	5.81	6.07	4%	5.99	5.75	6.26			
ICD/Misc Customers Served	10,316	9,155	9,947	7,989	-20%	8,658	6,504	10,316	103,898		
Total Transactions	64,786	60,047	50,054	60,254	20%	53,677	42,149	64,786	644,129	671,475	671,473
DLS Transactions	24,747	22,732	19,550	23,472	20%	20,795	16,078	24,747	249,543	276,384	276,384
Title & Registration Transactions	28,494	27,824	23,133	27,728	20%	24,562	18,127	28,494	294,741	311,395	311,395
Other	11,545	9,491	7,371	9,054	23%	8,320	7,036	11,545	99,845	83,694	83,694
Personnel											
Filled PINS	94	91	89	90	1%	92	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)	6	6	6	5	-17%	4	1	6			2
% Vacant Positions	0.0%	6.4%	6.5%	5.4%	-18%	3.9%	1.0%	6.5%			1.8%
Total Leave Days	431	352	521	396	-24%	542	352	706	6,507	5,866	5,866
Sick Leave Days (Unplanned)	116	94	64	78	23%	104	64	171	1,242	1,044	1,044
Other Leave Days (Planned)	0	258	457	318	-30%	450	258	617	4,950	4,822	4,822
Overtime Hrs.	347	323	190	376	98%	291	164	440	3,490	6,363	6,365
OT Annual Budget									\$149,788	\$140,005	\$140,005
OT Spent	\$8,923	\$8,232	\$4,854	\$9,849	103%	\$7,681	\$4,338	\$11,826	\$92,172	\$159,715	\$163,858
% of Budget Spent	46.2%	51.7%	55.0%	61.5%	12%				61.5%	114.1%	117.0%

**MVA StateStat
Operations - District 4
August FY 2011
Reporting Period: June 2010**

20100824_MVA_Template
District 4

PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	78.2%			79.4%		83.5%	78.2%	90.0%			89.6%
Branch Visit Time	39.88	39.53	34.24	36.80	7%	37.18	26.18	56.97			
Branch Waiting Time	33.30	32.81	27.11	29.97	11%	30.47	19.38	50.06			
Branch Processing Time	6.57	6.72	7.13	6.84	-4%	6.72	6.24	7.13			
Branch Customers Served	31,773	30,897	34,928	29,178	-16%	30,892	24,269	39,972	370,699		
Drivers License Visit Time	50.78	42.02	36.29	39.52	9%	44.89	27.17	79.34			
DLS Waiting Time	42.80	34.23	27.82	31.87	15%	36.94	19.63	70.97			
DLS Processing Time	7.98	7.79	8.47	7.65	-10%	7.95	7.54	8.47			
DLS Customers Served	11,283	10,877	11,431	11,025	-4%	11,094	8,428	15,329	133,125		
Vehicle Services Visit Time	36.34	41.84	36.24	38.32	6%	35.59	24.78	48.01			
VS Wait Time	30.30	35.48	29.27	31.52	8%	29.28	18.83	41.95			
VS Processing Time	6.04	6.36	6.98	6.80	-3%	6.31	5.64	6.98			
VS Customers Served	13,423	13,374	15,784	12,169	-23%	13,309	10,381	16,963	159,713		
ICD/Misc Visit Time	29.08	30.37	26.19	28.68	10%	25.76	19.37	30.37			
ICD/Misc Wait Time	23.74	24.65	20.71	23.22	12%	20.26	13.98	24.65			
ICD/Misc Processing Time	5.34	5.71	5.48	5.46	0%	5.50	4.97	5.88			
ICD/Misc Customers Served	7,067	6,646	7,713	5,984	-22%	6,488	5,028	7,713	77,861		
Total Transactions	40,153	36,640	30,489	29,254	-4%	33,462	26,595	40,153	401,546	439,256	466,936
DLS Transactions	18,378	16,628	14,051	8,614	-39%	15,383	8,614	19,325	184,594	248,743	253,332
Title & Registration Transactions	14,994	14,068	11,656	14,602	25%	12,780	9,732	14,994	153,361	148,458	161,049
Other	6,781	5,944	4,782	6,038	26%	5,299	4,596	6,781	63,591	44,035	52,555
Personnel											
Filled PINS	59	60	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	2	2	2	2	0%	2	1	2			2
# Vacancies (PIN & Contract)	6	6	6	6	0%	6	3	11			4
% Vacant Positions	9.1%	8.9%	8.9%	8.9%	0%	10.2%	4.7%	18.8%			5.0%
Total Leave Days	268	215	336	212	-37%	343	212	513	4,113	3,717	3,717
Sick Leave Days (Unplanned)	100	55	58	93	59%	72	45	100	859	721	721
Other Leave Days (Planned)	169	159	278	120	-57%	271	120	424	3,254	2,824	2,802
Overtime Hrs.	673	641	614	806	31%	600	324	990	7,194	8,189	8,189
OT Annual Budget									\$191,488	\$78,625	\$78,625
OT Spent	\$16,497	\$15,941	\$14,776	\$19,840	34%	\$14,885	\$8,050	\$24,857	\$178,616	\$200,721	\$204,468
% of Budget Spent	66.9%	75.2%	82.9%	93.3%	12%				93.3%	255.3%	260.1%

MVA StateStat
Operations - District 4
August FY 2011
Reporting Period: June 2010

PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	91.5%			94.7%		94.0%	91.5%	95.1%			89.6%
Branch Visit Time	21.88	21.31	17.43	21.15	21%	18.25	11.92	21.88			
Branch Waiting Time	15.87	15.45	11.66	15.25	31%	12.32	5.96	15.87			
Branch Processing Time	6.02	5.85	5.77	5.90	2%	5.93	5.76	6.12			
Branch Customers Served	14,254	14,008	16,693	13,313	-20%	13,718	10,385	17,171	164,621		
Drivers License Visit Time	26.74	22.40	21.29	28.76	35%	23.63	16.10	29.79			
DLS Waiting Time	18.53	14.27	13.06	20.48	57%	15.08	7.69	20.48			
DLS Processing Time	8.21	8.13	8.23	8.29	1%	8.55	8.13	9.50			
DLS Customers Served	5,096	4,739	5,594	4,805	-14%	4,739	3,651	5,772	56,866		
Vehicle Services Visit Time	22.16	24.47	17.09	19.33	13%	17.02	9.83	24.47			
VS Wait Time	17.21	19.59	12.44	14.66	18%	12.41	5.34	19.59			
VS Processing Time	4.95	4.88	4.65	4.67	0%	4.60	4.27	4.95			
VS Customers Served	6,545	6,936	8,520	6,487	-24%	6,701	4,967	8,684	80,417		
ICD/Misc Visit Time	11.57	9.54	8.87	9.08	2%	10.15	8.87	12.53			
ICD/Misc Wait Time	7.16	5.40	4.68	4.95	6%	5.73	4.29	8.00			
ICD/Misc Processing Time	4.40	4.14	4.19	4.13	-1%	4.42	4.13	4.99			
ICD/Misc Customers Served	2,613	2,333	2,579	2,021	-22%	2,278	1,714	2,715	27,338		
Total Transactions	20,330	19,618	15,756	19,255	22%	17,290	14,255	20,330	207,476	222,773	220,771
DLS Transactions	9,295	8,271	7,254	8,602	19%	7,751	6,430	9,295	93,018	108,034	108,034
Title & Registration Transactions	8,899	9,442	7,087	8,868	25%	7,751	5,986	9,442	93,008	94,947	94,947
Other	2,136	1,905	1,415	1,785	26%	1,788	1,374	2,136	21,450	17,790	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	112	103	147	103	-30%	141	94	197	1,690	1,493	1,493
Sick Leave Days (Unplanned)	50	39	17	17	-2%	32	15	98	383	339	339
Other Leave Days (Planned)	62	65	130	86	-34%	119	-4	181	1,307	1,154	1,154
Overtime Hrs.	99	74	61	126	107%	67	36	126	800	781	781
OT Annual Budget									\$19,013	\$25,293	\$25,293
OT Spent	\$2,621	\$1,991	\$1,637	\$3,347	104%	\$1,819	\$1,062	\$3,347	\$21,826	\$19,889	\$21,420
% of Budget Spent	78.1%	88.6%	97.2%	114.8%	18%				114.8%	78.6%	84.7%

**MVA StateStat
Operations - mobile
August FY 2011
Reporting Period: June 2010**

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY09 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	100.0%			99.4%		99.9%	99.4%	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	1,430	1,300	1,289	1,265	-1.8%	1,319	513	2,552	15,823	330,185	326,181
DLS Transactions	971	913	860	923	7.4%	935	350	2,039	11,222	187,474	326,181
Title & Registration Transactions	373	334	354	294	-16.9%	320	133	428	3,844	123,850	326,181
Other	86	53	75	48	-36.0%	63	30	96	757	18,861	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	13	8	8	4	-50.0%	9	4	13	103	2,271	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	419	326,181
Other Leave Days (Planned)	13	8	8	4	-50.0%	9	4	13	103	1,852	326,181
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	2,794	326,181
OT Annual Budget									\$66,683	\$326,181	\$326,181
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$68,357	\$326,181
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	21.0%	0.0%

**MVA StateStat
Call Centers
August FY 2011
Reporting Period: June 2010**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Calls - General Information Line	94,207	89,782	79,324	87,024	9.7%	85,951	69,082	94,207	1,031,408	1,078,042	1,078,042
Avg Time to Pick Up Call	6:38	5:28	4:43	6:38	40.6%	5:50	4:43	7:31	5:50	9:19	4:46
Avg Call Duration	3:07	3:02	3:02	3:08	3.3%	2:52	2:43	3:08	2:52	10:24	2:52
Calls - VEIP Information	20,839	19,557	18,039	21,899	21.4%	17,485	12,719	21,899	209,818	231,002	231,002
Avg Time to Pick Up Call	3:10	2:07	1:31	2:29	63.7%	2:33	1:31	3:29	2:33	17:38	5:28
Avg Call Duration	2:38	2:25	2:20	2:45	17.9%	2:19	2:00	2:45	2:19	3:59	2:16
Calls - Drivers Skill Line	7,200	6,915	6,363	8,026	26.1%	8,014	4,218	15,452	96,169	129,587	129,587
Avg Time to Pick Up Call	2:45	2:52	3:10	3:38	14.7%	3:54	1:01	10:30	3:54	1:31	6:07
Avg Call Duration	2:35	2:32	2:32	2:32	0.0%	2:39	2:32	3:01	2:39	7:02	2:35
Calls - Hazmat	1,186	1,041	948	1,027	8.3%	970	729	1,250	11,642	13,770	13,770
Avg Time to Pick Up Call	2:56	2:38	2:42	3:33	31.5%	3:25	1:21	5:57	3:25	16:31	5:22
Avg Call Duration	2:45	2:41	2:33	2:41	5.2%	2:50	2:33	3:16	2:50	13:36	3:08
Calls - Out-of-Country	0	0	0	0	0.0%	0	61	644	0	57,207	57,207
Avg Time to Pick Up Call	0:00	0:00	0:00	0:00	0.0%	0:00	0:44	5:03	0:00	6:33	5:27
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	2:44	4:18	0:00	5:07	2:54
Total Calls	123,432	117,295	104,674	117,976	12.7%	112,667	91,402	126,490	1,352,009	1,509,608	1,452,401
Appointments Scheduled											
Total Appointments	4,494	5,364	4,386	5,090	16.1%	6,230	3,708	10,286	74,764	173,678	169,421
Drivers Skill	4,061	5,018	4,049	4,745	17.2%	5,854	3,369	9,934	70,247	173,678	169,421
Hazmat	433	346	337	345	2.4%	376	337	433	4,517	104,767	100,510
OOO Phone (Made by Agent)	0	0	0	0	0.0%	0	0	0	0		
OOO - Online (Made by Customer)	0	0	0	0	0.0%	0	0	0	0		

MVA StateStat
VEIP
August FY 2011
Reporting Period: June 2010

Performance Metrics											
VEIP	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY 09 YTD Total	FY 2009 Total
	Mar '10	Apr '10	May '10	May '10		Avg	Min	Max			
VEIP Mailings											
Total	185,799	190,128	245,544	245,544	0.0%	165,209	43,567	245,544	1,982,507	2,392,627	2,392,627
Notices	144,915	151,147	191,390	191,390	0.0%	128,915	13,547	193,081	1,546,976	1,797,952	1,797,952
Warnings	40,884	38,981	54,154	54,154	0.0%	36,294	9,728	62,631	435,531	594,675	594,675
Vehicle Tests											
Total	161,096	129,275	119,487	119,487	0.0%	96,900	25,571	161,096	1,162,799	1,606,708	1,606,708
Paid	154,278	122,306	113,000	113,000	0.0%	91,213	19,467	154,278	1,094,555	1,510,229	1,510,229
Gratis	6,818	6,969	6,487	6,487	0.0%	5,687	3,158	8,071	68,244	96,479	96,479
Test Fees											
Total	\$2,995,212	\$2,445,139	\$2,175,280	\$2,175,280	0.0%	\$1,799,066	\$574,458	\$2,995,212	\$21,588,795	\$29,194,395	\$29,194,395
Inspection	\$2,159,892	\$1,712,284	\$1,582,000	\$1,582,000	0.0%	\$1,276,981	\$272,538	\$2,159,892	\$15,323,770	\$21,143,220	\$21,143,220
Late	\$835,320	\$732,855	\$593,280	\$593,280	0.0%	\$522,085	\$195,375	\$835,320	\$6,265,025	\$8,051,175	\$8,051,175
Public Contact											
Total	50,163	46,025	41,151	41,151	0.0%	38,983	23,954	54,185	467,795	584,605	584,605
Walk-In	20,534	17,740	16,228	16,228	0.0%	15,579	9,425	25,974	186,942	263,332	263,332
Internet	8,506	6,508	6,706	6,706	0.0%	5,539	966	9,638	66,473	86,264	86,264
Phone	20,839	21,550	18,039	18,039	0.0%	17,651	12,719	21,899	211,811	231,002	231,002
Direct Mail	2	0	0	0	0.0%	2	1	5	17	41	41
Email	282	227	178	178	0.0%	213	133	303	2,552	3,966	3,966

MVA StateStat
Safety and Other Functions
August FY 2011
Reporting Period: June 2010

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Mar '10	Apr '10	May '10	May '10		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	154,344	137,472	120,585	150,580	24.9%	133,494	98,919	171,124	1,601,932	1,355,829	1,355,829
Lerner's Permit	19,201	18,559	14,721	21,656	47.1%	16,647	10,135	27,419	199,767	168,420	168,420
License age less than 21	11,732	10,192	9,428	12,900	36.8%	10,651	5,835	21,043	127,811	86,642	86,642
License age 21 or over	123,411	108,721	96,436	116,024	20.3%	106,196	82,949	123,585	1,274,354	1,100,767	1,100,767
Minor Notification Letters Sent	194	362	248	424	71.0%	480	194	763	5,756		
Disability Placards											
Temporary	3,156	2,903	2,407	3,049	26.7%	2,672	2,125	3,156	32,069		
Permanent	16,440	14,411	10,087	15,989	58.5%	12,279	10,087	16,440	147,349		
Arrest Data											
Out of State Convictions on MD DL	10,234	10,650	7,637	8,874	16.2%	7,376	777	13,982	88,509		
Federal Convictions on MD DL	305	263	488	447	-8.4%	462	263	799	5,543		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	1,145	883	818	870	6.4%	859	630	1,145	10,309	11,438	11,438
Reinstatement Requests Approved	408	386	367	407	10.9%	336	234	408	4,026	3,167	3,167
Administrative Adjudication											
Number of Cases Total	32,660	35,113	27,309	29,169	6.8%	29,811	24,940	35,113	357,733		
Number of Hearings	2,180	1,990	1,853	2,472	33.4%	1,678	1,005	2,472	20,132		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	22,530	16,035	15,399	10,454	-32.1%	17,780	10,454	26,663	213,358	188,750	173,372
Deleted Flags	16,210	14,441	11,728	3,395	-71.1%	12,074	3,395	26,576	144,882	102,963	95,263
Suspensions	131	145	124	21	-83.1%	67	19	145	805	454	412
Ignition Interlock Program											
Currently in Program**	8,232	8,332	8,386	8,293	-1.1%	8,049	7,381	8,386			
Drivers Starting Program	614	426	348	448	28.7%	461	348	614	5,529	5,741	5,741
Restrictions Removed (Compliance)	326	307	308	313	1.6%	270	207	338	3,244	2,298	2,298
Restrictions Removed (Non-Compliance)	321	278	208	295	41.8%	250	203	321	2,997	2,411	2,411
Warning Letters Mailed	2,404	2,385	2,063	2,507	21.5%	2,434	2,044	2,940	29,209	22,694	22,694
RIID											
IDs Given Out	105	125	92	118	28.3%	605	65	125	1210		
IDs Processed in the Branches	133	163	127	155	22.0%	805	100	163	1609		
Outstanding Warrant Program											
Notices	1,382	1,079	1,106	868	-21.5%	1,990	844	8,687	23,885	12,969	11,553
Suspensions	773	881	599	650	8.5%	926	562	2,388	11,114	9,219	8,191
Satisfied	1,256	1,211	960	1,010	5.2%	928	623	1,256	11,135	7,971	7,363
Denied license or registration at branch	107	82	99	106	7.1%	88	48	107	1,059	976	893

Performance Metrics											
	Reporting Period				% Change	For All of FY 10			FY 10 YTD Total	FY09 YTD	FY 2009 Total
	Mar '10	Apr '10	May '10	May '10		Avg	Min	Max			
Business Licenses											
New Businesses	18	18	8	36	350.0%	20	8	36	234	322	322
New Dealerships	0	0	0	3	0.0%	2	1	3	12	11	11
Used Dealerships	2	7	1	5	400.0%	6	1	10	69	74	74
Wholesale	9	7	7	13	85.7%	7	4	13	81	159	159
Title Services	3	2	0	9	0.0%	5	2	9	45	41	41
Other	4	2	0	6	0.0%	3	1	6	27	37	37
Out of Business	8	10	8	22	175.0%	11	2	22	132	183	183
New Dealerships	0	0	0	2	0.0%	2	1	4	8	20	20
Used Dealerships	0	2	4	9	125.0%	6	1	10	57	65	65
Wholesale	6	6	3	5	66.7%	4	1	9	49	71	71
Title Services	0	1	0	2	0.0%	1	1	2	5	8	8
Other	2	1	1	4	300.0%	2	1	4	13	19	19
School Bus Inspections											
Inspections	2,261	1,390	1,994	1,078	-45.9%	1,223	600	2,261	14,671	16,935	16,935
Scheduled	2,041	934	1,472	707	-52.0%	747	2	2,041	8,966	9,072	9,072
Re-inspections	130	143	297	96	-67.7%	117	25	297	1,404	1,692	1,692
Random/Audit	90	313	225	275	22.2%	358	90	829	4,301	6,171	6,171
Total Defects	1,111	856	1,095	698	-36.3%	703	160	1,654	8,436	10,080	10,080
Public Owned	61	458	930	561	-39.7%	333	11	1,248	3,999	5,019	5,019
BOE Contractor	559	224	153	94	-38.6%	239	14	559	2,870	3,260	3,260
Privately Owned	491	174	12	43	258.3%	131	9	491	1,567	1,801	1,801
Repair Orders	109	55	528	111	-79.0%	225	5	690	2,702	4,796	4,796
Repair Orders Closed	242	470	697	235	-66.3%	335	69	697	4,016	4,643	2,642
Suspensions	155	135	302	89	-70.5%	127	27	302	1,522	1,660	1,660
Insurance Compliance											
Total Notices Sent	46,138	42,148	49,523	44,207	-10.7%	49,134	35,392	64,573	589,605	607,209	
First Notice	26,963	28,416	36,534	28,924	-20.8%	32,330	19,689	47,416	387,961	270,799	
Suspensions	19,175	13,732	12,989	15,283	17.7%	16,804	12,989	23,126	201,644	336,410	
Cases Created	26,198	28,469	35,869	28,754	-19.8%	33,758	26,198	45,751	405,093	454,515	
Cases Closed	22,015	16,802	15,381	19,584	27.3%	17,803	14,346	22,015	213,640	270,621	
Cases Referred to Central Collections	13,277	13,315	12,441	10,986	-11.7%	11,878	10,074	13,315	142,531	151,999	