



MVA StateStat

September FY 2011

Reporting Period: July 2010

**MVA StateStat
Glossary
September FY 2011
Reporting Period: July 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
September 2010
Reporting Period: July 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: 51.46% # Waivers requested: # Waivers granted: **Goal Achieved: 51.46%** # 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	\$3,297,230.84	\$321,440.07 9.75%	\$775,851.43 23.53%	\$174,432.46 5.29%	\$1,271,723.96	38.57%	\$3,297,230.84	\$321,440.07 9.75%	\$775,851.43 23.53%	\$174,432.46 5.29%	\$1,271,723.96	38.57%
Awards Totals	\$678,839.70	\$41,970.49 6.18%	\$49,245.69 7.25%	\$258,132.00 38.03%	\$349,348.18	51.46%	\$678,839.71	\$41,970.00 6.18%	\$49,245.69 7.25%	\$258,132.00 38.03%	\$349,347.69	51.46%
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		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Construction Related	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Maintenance	\$414,779.88	\$0.00	\$49,003.69	\$252,776.00	\$301,779.69	72.76%	\$414,779.88	\$0.00	\$49,003.69	\$252,776.00	\$301,779.69	72.76%
Services	\$65,000.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$65,000.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
Supplies and Equipment	\$82,609.59	\$30,236.49	\$0.00	\$0.00	\$30,236.49	36.60%	\$82,610.09	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
IT Services	\$30,236.49	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$30,236.00	\$30,236.00	\$0.00	\$0.00	\$30,236.00	100.00%
IT Supplies and Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
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	\$64,819.00	\$3,109.00	\$242.00	\$5,356.00	\$8,707.00	13.43%	\$64,819.00	\$3,109.00	\$242.00	\$5,356.00	\$8,707.00	13.43%
Direct Vouchers	\$21,394.74	\$8,625.00	\$0.00	\$0.00	\$8,625.00	40.31%	\$21,394.74	\$8,625.00	\$0.00	\$0.00	\$8,625.00	40.31%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%		Agency Total	Total SBR	# Designated Procurements	%
Payment Totals	\$2,993,052	\$715,269	3	23.90%		\$2,993,052	\$715,269	3	23.90%

**MVA StateStat
Budget and Finance
September FY 2011
Reporting Period: July 2010**

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 11		
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max
Revenue								
Total	\$130,738,257	\$102,125,993	\$153,236,596	\$86,639,088	-43.5%	\$86,639,088	\$86,639,088	\$86,639,088
Excise Tax	\$53,022,802	\$47,547,765	\$76,459,656	\$28,306,241	-63.0%	\$28,306,241	\$28,306,241	\$28,306,241
Registration & Rel Fees	\$47,905,256	\$34,764,791	\$46,133,906	\$41,497,996	-10.0%	\$41,497,996	\$41,497,996	\$41,497,996
Drivers License	\$3,380,905	\$2,986,741	\$3,700,820	\$3,577,798	-3.3%	\$3,577,798	\$3,577,798	\$3,577,798
Title & Related Services	\$5,049,070	\$4,461,440	\$5,070,260	\$4,495,700	-11.3%	\$4,495,700	\$4,495,700	\$4,495,700
Uninsured Motorist Penalties	\$12,066,633	\$9,599,990	\$11,458,162	\$5,641,422	-50.8%	\$5,641,422	\$5,641,422	\$5,641,422
All Other	\$9,313,591	\$2,765,266	\$10,413,792	\$3,119,931	-70.0%	\$3,119,931	\$3,119,931	\$3,119,931
Internal Use of Funds								
Total	\$9,693,858	\$9,963,214	\$16,490,430	\$16,074,393	-2.5%	\$16,074,393	\$16,074,393	\$16,074,393
Salaries & Wages	\$7,417,276	\$7,442,614	\$10,931,958	\$6,838,775	-37.4%	\$6,838,775	\$6,838,775	\$6,838,775
Contractuals & NEC Temps	\$314,378	\$299,098	\$430,255	\$193,008	-55.1%	\$193,008	\$193,008	\$193,008
Contracted Services	\$150,193	\$975,568	\$3,353,500	\$7,703,184	129.7%	\$7,703,184	\$7,703,184	\$7,703,184
Fuel & Utilities	\$178,447	\$209,542	\$398,702	(\$42,322)	-110.6%	(\$42,322)	(\$42,322)	(\$42,322)
Communications	\$344,749	\$479,906	\$559,533	\$541,834	-3.2%	\$541,834	\$541,834	\$541,834
All Other	\$1,288,815	\$556,486	\$816,482	\$839,914	2.9%	\$839,914	\$839,914	\$839,914
External Use of Funds								
Total	\$19,521,032	\$14,327,877	\$11,577,922	\$13,977,103	20.7%	\$13,977,103	\$13,977,103	\$13,977,103
MAIF/General Fund	\$8,447,441	\$6,722,152	\$8,020,321	\$3,947,625	-50.8%	\$3,947,625	\$3,947,625	\$3,947,625
Emergency Medical System/Trauma	\$6,238,760	\$5,535,846	\$6,001,817	\$5,809,032	-3.2%	\$5,809,032	\$5,809,032	\$5,809,032
Refunds	\$1,305,479	\$1,133,864	\$1,025,957	\$1,578,737	53.9%	\$1,578,737	\$1,578,737	\$1,578,737
All Other	\$3,529,352	\$936,015	(\$3,470,173)	\$2,641,709	-176.1%	\$2,641,709	\$2,641,709	\$2,641,709
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
September FY 2011
Reporting Period: July 2010

Budget & Finance	FY 11 YTD Total	FY 11 Budget	FY10 YTD	FY 2010 Total	FY 2010 Budget
Revenue					
Total	\$86,639,088		\$81,728,184	\$1,235,561,611	
Excise Tax	\$28,306,241		\$26,663,530	\$544,421,457	
Registration & Rel Fees	\$41,497,996		\$42,755,257	\$444,103,882	
Drivers License	\$3,577,798		\$3,687,838	\$39,742,805	
Title & Related Services	\$4,495,700		\$4,633,219	\$52,406,845	
Uninsured Motorist Penalties	\$5,641,422		\$1,589,745	\$95,713,185	
All Other	\$3,119,931		\$2,398,595	\$59,173,437	
Internal Use of Funds					
Total	\$16,074,393	\$153,701,950	\$23,100,571	\$149,885,049	\$161,517,719
Salaries & Wages	\$6,838,775	\$91,700,574	\$7,539,552	\$97,750,408	\$101,520,386
Contractuals & NEC Temps	\$193,008	\$4,013,320	\$289,011	\$3,861,769	\$5,144,760
Contracted Services	\$7,703,184	\$44,920,112	\$12,455,983	\$31,376,388	\$35,985,149
Fuel & Utilities	(\$42,322)	\$2,339,670	\$84,272	\$2,319,766	\$3,309,654
Communications	\$541,834	\$5,473,289	\$1,783,166	\$5,882,121	\$6,381,796
All Other	\$839,914	\$5,254,985	\$948,587	\$8,694,596	\$9,175,974
External Use of Funds					
Total	\$13,977,103		\$11,214,985	\$156,061,141	
MAIF	\$3,947,625		\$1,114,167	\$67,007,972	
Emergency Medical System	\$5,809,032		\$5,942,612	\$65,409,794	
Refunds	\$1,578,737		\$1,699,942	\$14,339,765	
All Other	\$2,641,709		\$2,458,265	\$9,303,611	
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
September FY 2011
Reporting Period: July 2010**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 11	
	Apr '10	May '10	Jun '10	Jul '10			Min	Max
Overtime (Payments)								
Total	\$91,315	\$100,573	\$162,703	\$152,195	-6.5%	\$152,195	\$152,195	\$152,195
Administrator's Office	\$2,410	\$11,284	\$7,940	\$14,888	87.5%	\$14,888	\$14,888	\$14,888
DVPP	\$1,699	\$2,979	\$15,725	\$471	-97.0%	\$471	\$471	\$471
Operations	\$87,206	\$86,310	\$139,038	\$136,836	-1.6%	\$136,836	\$136,836	\$136,836
Support Services	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Overtime (Hours)								
Total	3,579	3,920	6,214	5,663	-8.9%	5,663	5,663	5,663
Administrator's Office	80	422	259	419	61.8%	419	419	419
DVPP	54	103	553	15	-97.3%	15	15	15
Operations	3,445	3,395	5,402	5,229	-3.2%	5,229	5,229	5,229
Support Services	0	0	0	0	0.0%	0	0	0
Sick leave (Days)								
Total	1,795	1,467	1,541	3,215	108.6%	3,215	3,215	3,215
Administrator's Office	294	258	224	437	95.6%	437	437	437
DVPP	458	390	370	632	70.6%	632	632	632
Operations	1,043	819	947	2,146	126.6%	2,146	2,146	2,146
Support Services	0	0	0	0	0.0%	0	0	0
Planned Leave (Days)								
Total	4,463	7,143	4,883	5,449	11.6%	5,449	5,449	5,449
Administrator's Office	787	1,329	915	998	9.0%	998	998	998
DVPP	1,099	1,572	1,049	1,304	24.4%	1,304	1,304	1,304
Operations	2,577	4,242	2,920	3,147	7.8%	3,147	3,147	3,147
Support Services	0	0	0	0	0.0%	0	0	0
Total Leave (Days)								
Total	6,257	8,610	6,424	8,664	34.9%	8,664	8,664	8,664
Administrator's Office	1,081	1,587	1,139	1,435	26.0%	1,435	1,435	1,435
DVPP	1,557	1,962	1,419	1,936	36.5%	1,936	1,936	1,936
Operations	3,619	5,062	3,867	5,294	36.9%	5,294	5,294	5,294
Support Services	0	0	0	0	0.0%	0	0	0

Personnel	FY 11 YTD Total	FY 11 Budget	FY10 YTD	FY 2010 Total	FY 2010 Budget
Overtime (Payments)					
Total	\$152,195	\$1,104,226	\$125,099	\$1,228,221	\$1,437,145
Administrator's Office	\$14,888	\$83,642	\$730	\$38,847	\$78,784
DVPP	\$471	\$70,377	\$997	\$30,397	\$54,000
Operations	\$136,836	\$950,207	\$110,256	\$1,084,476	\$1,091,817
Support Services	\$0	\$0	\$13,116	\$74,501	\$212,544
Overtime (Hours)					
Total	5,663			47,080	
Administrator's Office	419			1,307	
DVPP	15			1,040	
Operations	5,229			42,530	
Support Services	0			1,872	
Sick leave (Days)					
Total	3,215			20,223	
Administrator's Office	437			1,783	
DVPP	632			4,810	
Operations	2,146			11,771	
Support Services	0			1,860	
Planned Leave (Days)					
Total	5,449			80,026	
Administrator's Office	998			7,809	
DVPP	1,304			16,136	
Operations	3,147			47,962	
Support Services	0			8,120	
Total Leave (Days)					
Total	100,249			100,249	
Administrator's Office	9,592			9,592	
DVPP	20,946			20,946	
Operations	59,732			59,732	
Support Services	9,980			9,980	

Performance Metrics								
Staffing	Reporting Period				% Change	Avg	For All of FY 10	
	Apr '10	May '10	Jun '10	Jul '10			Min	Max
Filled PINS								
Total	1,526.5	1,524.0	1,504.0	1,509.0				
Administrator's Office	276.5	274.5	262.0	264.0				
DVPP	354.0	355.0	355.0	359.0				
Operations	896.0	894.5	887.0	886.0				
Support Services	0.0	0.0	0.0	0.0				
Vacant PINS	68.5	69.5	89.5	85.0	-5.0%			
Administrator's Office	25.5	26.5	34.0	32.0	-5.9%			
DVPP	12.0	12.0	16.0	12.0	-25.0%			
Operations	31.0	31.0	39.5	41.0	3.8%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Filled Contractuals								
Total	64.0	61.0	58.0	53.0				
Administrator's Office	18.0	16.0	16.0	13.0				
DVPP	14.0	15.0	15.0	16.0				
Operations	32.0	30.0	27.0	24.0				
Support Services	0.0	0.0	0.0	0.0				
Vacant Contractuals	54.0	57.0	59.0	39.3	-33.4%			
Administrator's Office	9.0	11.0	11.0	5.3	-51.8%			
DVPP	10.0	9.0	9.0	5.0	-44.4%			
Operations	35.0	37.0	39.0	29.0	-25.6%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Temporary Employees								
Total - State	57.0	57.0	54.0	53.0				
Administrator's Office	3.0	3.0	3.0	3.0				
DVPP	5.0	5.0	5.0	6.0				
Operations	49.0	49.0	46.0	44.0				
Support Services	0.0	0.0	0.0	0.0				
Total - Agency	67.0	67.0	66.0	65.0				
Administrator's Office	9.0	9.0	9.0	10.0				
DVPP	37.0	36.0	36.0	34.0				
Operations	21.0	22.0	21.0	21.0				
Support Services	0.0	0.0	0.0	0.0				

MVA StateStat
Overtime By District / Branch
September FY 2011
Reporting Period: July 2010

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 11		
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max
Total Overtime	\$86,381	\$85,654	\$137,349	\$136,504	-0.6%	\$136,504	\$136,504	\$136,504
District 1 Total	\$20,060	\$22,664	\$32,988	\$31,382	-4.9%	\$31,382	\$31,382	\$31,382
Baltimore City	\$7,031	\$8,230	\$10,124	\$10,841	7.1%	\$10,841	\$10,841	\$10,841
Cumberland	\$94	\$167	\$458	\$1,732	278.2%	\$1,732	\$1,732	\$1,732
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$1,491	\$4,222	\$6,012	\$5,385	-10.4%	\$5,385	\$5,385	\$5,385
Hagerstown	\$480	\$193	\$496	\$356	-28.2%	\$356	\$356	\$356
Westminster	\$2,749	\$3,392	\$3,711	\$4,271	15.1%	\$4,271	\$4,271	\$4,271
White Oak	\$8,215	\$6,460	\$12,187	\$8,797	-27.8%	\$8,797	\$8,797	\$8,797
District 2								
District 2 Total	\$17,931	\$16,365	\$27,105	\$24,256	-10.5%	\$24,256	\$24,256	\$24,256
Bel Air	\$4,917	\$4,025	\$7,574	\$7,426	-2.0%	\$7,426	\$7,426	\$7,426
Elkton	\$708	\$1,744	\$2,393	\$3,036	26.9%	\$3,036	\$3,036	\$3,036
Essex	\$7,003	\$5,133	\$8,860	\$7,717	-12.9%	\$7,717	\$7,717	\$7,717
Loveville	\$592	\$1,181	\$1,635	\$440	-73.1%	\$440	\$440	\$440
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$214	\$16	\$0	\$100	0.0%	\$100	\$100	\$100
Waldorf	\$4,497	\$4,266	\$6,643	\$5,537	-16.6%	\$5,537	\$5,537	\$5,537
District 3								
District 3 Total	\$15,077	\$16,362	\$32,024	\$37,069	15.8%	\$37,069	\$37,069	\$37,069
Beltsville	\$6,004	\$5,777	\$12,982	\$12,407	-4.4%	\$12,407	\$12,407	\$12,407
Columbia Express	\$1,361	\$1,295	\$2,736	\$3,515	28.5%	\$3,515	\$3,515	\$3,515
Gaithersburg	\$6,466	\$7,342	\$11,721	\$16,868	43.9%	\$16,868	\$16,868	\$16,868
Glenmont Express	\$274	\$697	\$1,482	\$2,113	42.6%	\$2,113	\$2,113	\$2,113
Walnut Hill Express	\$972	\$1,251	\$3,103	\$2,166	-30.2%	\$2,166	\$2,166	\$2,166
District 4								
District 4 Total	\$33,313	\$30,263	\$45,232	\$43,797	-3.2%	\$43,797	\$43,797	\$43,797
Annapolis	\$5,577	\$7,213	\$10,236	\$12,010	17.3%	\$12,010	\$12,010	\$12,010
Easton	\$1,572	\$1,783	\$1,960	\$813	-58.5%	\$813	\$813	\$813
Glen Burnie	\$8,232	\$4,854	\$9,849	\$8,990	-8.7%	\$8,990	\$8,990	\$8,990
Largo	\$15,941	\$14,776	\$19,840	\$19,799	-0.2%	\$19,799	\$19,799	\$19,799
Salisbury	\$1,991	\$1,637	\$3,347	\$2,185	-34.7%	\$2,185	\$2,185	\$2,185
Mobile								
Mobile	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0

Branch Overtime	FY 11 YTD Total	FY 11 Budget	FY10 YTD	FY 2010 Total	FY 2010 Budget
Total Overtime	\$136,504	\$888,716	\$108,142	\$1,064,926	\$1,023,960
District 1 Total					
District 1 Total	\$31,382	\$202,944	\$24,463	\$258,236	\$233,755
Baltimore City	\$10,841	\$78,583	\$8,204	\$95,470	\$90,514
Cumberland	\$1,732	\$3,656	\$583	\$4,226	\$4,210
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$5,385	\$22,610	\$4,437	\$30,092	\$26,043
Hagerstown	\$356	\$1,382	\$341	\$2,637	\$1,591
Westminster	\$4,271	\$23,715	\$4,587	\$42,693	\$27,316
White Oak	\$8,797	\$72,998	\$6,312	\$83,119	\$84,081
District 2					
District 2 Total	\$24,256	\$187,516	\$18,163	\$201,775	\$215,984
Bel Air	\$7,426	\$61,246	\$7,262	\$62,209	\$70,544
Elkton	\$3,036	\$24,145	\$1,741	\$17,652	\$27,811
Essex	\$7,717	\$53,454	\$4,585	\$61,038	\$61,569
Loveville	\$440	\$3,404	\$461	\$8,616	\$3,921
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$0
Lock Raven / Parkville Express	\$100	\$284	\$4	\$871	\$327
Waldorf	\$5,537	\$44,983	\$4,110	\$51,389	\$51,812
District 3					
District 3 Total	\$37,069	\$109,038	\$23,265	\$201,524	\$125,591
Beltsville	\$12,407	\$47,461	\$6,153	\$59,309	\$54,666
Columbia Express	\$3,515	\$8,562	\$4,010	\$24,061	\$9,862
Gaithersburg	\$16,868	\$48,681	\$11,525	\$98,042	\$56,072
Glenmont Express	\$2,113	\$3,113	\$1,575	\$11,096	\$3,585
Walnut Hill Express	\$2,166	\$1,221	\$0	\$9,014	\$1,406
District 4					
District 4 Total	\$43,797	\$389,218	\$42,250	\$403,390	\$448,630
Annapolis	\$12,010	\$57,894	\$9,437	\$86,468	\$66,683
Easton	\$813	\$18,804	\$1,933	\$24,310	\$21,658
Glen Burnie	\$8,990	\$130,044	\$9,465	\$92,172	\$149,788
Largo	\$19,799	\$166,040	\$20,355	\$178,616	\$191,488
Salisbury	\$2,185	\$16,436	\$1,062	\$21,826	\$19,013
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
September FY 2011
Reporting Period: July 2010

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Transaction Total	774,587	668,186	784,815	764,719	-2.6%	764,719	764,719	764,719	764,719	815,098	8,496,881
Driver Licensing											
Transaction Subtotal	261,463	229,379	280,267	284,415	1.5%	284,415	284,415	284,415	284,415	300,593	3,027,661
Full Service	212,635	185,809	229,111	224,511	-2.0%	224,511	224,511	224,511	224,511	233,326	2,434,541
Express	36,195	32,669	40,036	40,569	1.3%	40,569	40,569	40,569	40,569	40,210	428,461
Satellite	2,291	2,173	2,650	7,323	176.3%	7,323	7,323	7,323	7,323	2,754	29,181
Alternate	10,343	8,728	8,469	12,013	41.8%	12,013	12,013	12,013	12,013	24,304	135,479
Titling / Registration											
Transaction Subtotal	452,681	392,284	444,620	426,890	-4.0%	426,890	426,890	426,890	426,890	461,654	4,826,374
Full Service	191,411	155,661	195,240	173,995	-10.9%	173,995	173,995	173,995	173,995	201,231	2,044,871
Express	9,644	7,977	10,441	10,220	-2.1%	10,220	10,220	10,220	10,220	12,363	121,716
Satellite	1,134	1,065	1,093	1,113	1.8%	1,113	1,113	1,113	1,113	1,256	11,620
Alternate	250,492	227,581	237,846	241,562	1.6%	241,562	241,562	241,562	241,562	246,804	2,648,167
Other											
Transaction Subtotal	60,443	46,523	59,928	53,414	-10.9%	53,414	53,414	53,414	53,414	52,851	642,846
Full Service	43,454	34,803	42,801	38,367	-10.4%	38,367	38,367	38,367	38,367	39,693	469,485
Express	1,293	1,063	1,351	1,174	-13.1%	1,174	1,174	1,174	1,174	1,044	12,581
Satellite	52	37	67	58	-13.4%	58	58	58	58	19	390
Alternate	15,644	10,620	15,709	13,815	-12.1%	13,815	13,815	13,815	13,815	12,095	160,390

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Transaction Total	774,587	668,186	784,815	764,720	-2.6%	764,720	764,720	764,720	764,720	815,098	8,496,881
Driver Licensing											
Transaction Subtotal	261,463	229,379	280,267	284,415	1.5%	284,415	284,415	284,415	284,415	300,593	3,027,661
Law Tests Given	29,072	22,094	28,641	28,306	-1.2%	28,306	28,306	28,306	28,306	31,436	294,628
Vision Tests Given	72,517	64,884	79,487	79,669	0.2%	79,669	79,669	79,669	79,669	78,993	858,453
Skills Tests Given	13,531	11,727	13,466	12,569	-6.7%	12,569	12,569	12,569	12,569	17,054	144,104
New Licenses	36,728	32,594	39,920	41,733	4.5%	41,733	41,733	41,733	41,733	41,003	415,909
Renewal Licenses	63,696	57,285	68,474	71,882	5.0%	71,882	71,882	71,882	71,882	80,144	779,451
License Duplications	13,075	12,107	15,337	14,071	-8.3%	14,071	14,071	14,071	14,071	14,508	157,517
License Corrections	2,890	2,551	3,282	5,442	65.8%	5,442	5,442	5,442	5,442	5,605	39,525
Photo I.D. Cards - New / Corr / Dup	12,967	11,204	14,874	15,687	5.5%	15,687	15,687	15,687	15,687	16,080	156,447
Certified Copies	16,988	14,933	16,786	15,057	-10.3%	15,057	15,057	15,057	15,057	15,770	181,628
Titling / Registration											
Transaction Subtotal	452,681	392,284	444,620	426,890	-4.0%	426,890	426,890	426,890	426,890	461,654	4,826,374
New Titles	94,688	83,124	93,264	85,008	-8.9%	85,008	85,008	85,008	85,008	88,700	965,423
Corrected Titles	9,843	8,447	10,410	10,107	-2.9%	10,107	10,107	10,107	10,107	10,116	114,527
Duplicated Titles	13,497	11,769	14,361	12,914	-10.1%	12,914	12,914	12,914	12,914	11,280	134,062
Lien Maintenance	10,593	8,989	11,058	10,329	-6.6%	10,329	10,329	10,329	10,329	9,524	111,254
Salvage Application	6,770	5,958	6,624	6,428	-3.0%	6,428	6,428	6,428	6,428	7,055	96,411
Salvage Corr. / Dupl.	295	321	442	256	-42.1%	256	256	256	256	199	3,337
Renewal -Std.	203,748	172,760	185,204	186,784	0.9%	186,784	186,784	186,784	186,784	206,330	2,086,908
Renewal -Replac. Tag.	3,805	3,309	4,099	4,705	14.8%	4,705	4,705	4,705	4,705	3,318	37,538
Substitute Tags	5,899	5,173	6,512	6,280	-3.6%	6,280	6,280	6,280	6,280	5,985	63,250
Substitute Stickers	4,331	3,951	4,532	3,857	-14.9%	3,857	3,857	3,857	3,857	4,269	48,084
Duplicate Regist.	8,839	8,394	9,014	8,855	-1.8%	8,855	8,855	8,855	8,855	9,079	95,155
Corrected Regist.	2,124	1,653	2,069	1,780	-14.0%	1,780	1,780	1,780	1,780	2,307	23,658
New Tag Regist.	4,099	3,330	3,714	3,138	-15.5%	3,138	3,138	3,138	3,138	3,759	37,317
Transfer Tags With Renewal	222	197	247	191	-22.7%	191	191	191	191	215	2,365
Tags Returned	63,449	54,830	68,727	62,066	-9.7%	62,066	62,066	62,066	62,066	76,242	750,870
Change Of Address	20,479	20,079	24,343	24,192	-0.6%	24,192	24,192	24,192	24,192	23,276	256,215
Other											
Transaction Subtotal	60,443	46,523	59,928	53,415	-10.9%	53,415	53,415	53,415	53,415	52,851	642,846
Fr / Investigation	26,735	20,736	24,963	23,007	-7.8%	23,007	23,007	23,007	23,007	24,977	289,592
Disability Placards - Temporary	2,903	2,407	3,049	2,927	-4.0%	2,927	2,927	2,927	2,927	2,731	32,069
Disability Placards - Permanent	14,411	10,087	15,989	13,343	-16.5%	13,343	13,343	13,343	13,343	11,680	147,349
County Stickers	20	17	21	25	19.0%	25	25	25	25	25	242
Administrative Parking Flags Removed	16,374	13,276	15,906	14,113	-11.3%	14,113	14,113	14,113	14,113	13,438	173,594

MVA StateStat
Alternate Transactions
September FY 2011
Reporting Period: July 2010

Performance Metrics											
Alternate Transactions	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Change	Avg	Min			
Total Transactions	276,479	246,929	262,024	267,390	2.0%	267,390	267,390	267,390	267,390	283,203	2,944,036
Driver Licensing											
Transaction Subtotal	10,343	8,728	8,469	12,013	41.8%	12,013	12,013	12,013	12,013	24,304	135,479
Vinnet											
CVR											
Kiosks	14	17	17	5	-70.6%	5	5	5	5	34	234
Mobile Bus	913	860	923	778	-15.7%	778	778	778	778	778	11,222
Internet	2,304	2,040	2,251	2,132	-5.3%	2,132	2,132	2,132	2,132	2,054	24,604
Telephone											
Central Operations	6,990	5,685	5,184	8,971	73.1%	8,971	8,971	8,971	8,971	21,262	97,697
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing	0	0	0	0	0.0%	0	0	0	0	2	2
Employee Testing	122	126	94	127	35.1%	127	127	127	127	174	1,720
Titling / Registration											
Transaction Subtotal	250,492	227,581	237,846	241,562	1.6%	241,562	241,562	241,562	241,562	246,804	2,648,167
Vinnet	23,990	21,259	24,583	20,600	-16.2%	20,600	20,600	20,600	20,600	18,178	227,237
CVR	38,641	35,296	38,343	36,161	-5.7%	36,161	36,161	36,161	36,161	37,222	415,587
Kiosks	7,940	5,483	8,188	7,464	-8.8%	7,464	7,464	7,464	7,464	2,777	46,275
Mobile Bus	334	354	294	331	12.6%	331	331	331	331	309	3,844
Internet	84,490	81,156	84,995	89,754	5.6%	89,754	89,754	89,754	89,754	90,072	943,403
Telephone	775	682	718	757	5.4%	757	757	757	757	710	7,936
Central Operations	90,614	80,363	77,298	83,545	8.1%	83,545	83,545	83,545	83,545	93,558	967,689
Cumberland - Customer Service Ctr.	573	548	531	465	-12.4%	465	465	465	465	503	5,829
County Treasurers	3,135	2,440	2,896	2,485	-14.2%	2,485	2,485	2,485	2,485	3,475	30,367
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	15,644	10,620	15,709	13,815	-12.1%	13,815	13,815	13,815	13,815	12,095	160,390
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	56	44	46	17	-63.0%	17	17	17	17	75	774
Mobile Bus	53	75	48	80	66.7%	80	80	80	80	52	757
Internet	3,158	2,744	2,967	3,256	9.7%	3,256	3,256	3,256	3,256	2,859	35,225
Telephone	2,330	2,029	2,022	2,228	10.2%	2,228	2,228	2,228	2,228	1,831	24,566
Central Operations	10,047	5,728	10,626	8,234	-22.5%	8,234	8,234	8,234	8,234	7,278	99,068
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing											
Employee Testing											

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Apr '10	May '10	Jun '10	Jul '10		Change	Avg	Min			
Transaction Total	276,479	246,929	262,024	267,390	2.0%	267,390	267,390	267,390	267,390	283,203	2,944,036
Driver Licensing											
Transaction Subtotal	10,343	8,728	8,469	12,013	41.8%	12,013	12,013	12,013	12,013	24,304	135,479
Law Tests Given											
Vision Tests Given	355	340	318	301	-5.3%	301	301	301	301	305	3,926
Skills Tests Given	122	126	94	127	35.1%	127	127	127	127	176	1,722
New Licenses	80	60	64	71	10.9%	71	71	71	71	76	865
Renewal Licenses	6,414	5,046	4,628	8,446	82.5%	8,446	8,446	8,446	8,446	20,676	90,457
License Duplications	108	90	76	82	7.9%	82	82	82	82	82	1,158
License Corrections	12	8	15	14	-6.7%	14	14	14	14	14	131
Photo I.D. Cards - New / Corr / Dup	343	273	283	380	34.3%	380	380	380	380	380	3,893
Copies - Driver/Vehicle Records	2,909	2,785	2,991	2,592	-13.3%	2,592	2,592	2,592	2,592	2,595	33,327
Titling / Registration											
Transaction Subtotal	250,492	227,581	237,846	241,562	1.6%	241,562	241,562	241,562	241,562	246,804	2,648,167
New Titles	46,470	43,341	46,250	42,549	-8.0%	42,549	42,549	42,549	42,549	41,115	474,890
Corrected Titles	5,922	5,089	6,342	6,135	-3.3%	6,135	6,135	6,135	6,135	4,877	64,144
Duplicated Titles	4,035	3,615	4,264	3,982	-6.6%	3,982	3,982	3,982	3,982	3,647	42,545
Lien Maintenance	5,410	4,660	5,756	5,210	-9.5%	5,210	5,210	5,210	5,210	4,426	56,553
Salvage Application	6,770	5,958	6,624	6,428	-3.0%	6,428	6,428	6,428	6,428	7,055	96,411
Salvage Corr. / Dupl.	295	321	442	256	-42.1%	256	256	256	256	199	3,337
Renewal -Std.	147,948	130,209	128,331	138,511	7.9%	138,511	138,511	138,511	138,511	145,492	1,490,856
Renewal -Replac. Tag.	984	1,018	999	1,110	11.1%	1,110	1,110	1,110	1,110	867	9,344
Substitute Tags	2,415	2,273	2,673	2,290	-14.3%	2,290	2,290	2,290	2,290	2,597	26,408
Substitute Stickers	1,304	1,386	1,403	1,234	-12.0%	1,234	1,234	1,234	1,234	1,331	15,347
Duplicate Regist.	5,481	5,459	5,755	5,772	0.3%	5,772	5,772	5,772	5,772	5,663	58,208
Corrected Regist.	194	152	137	115	-16.1%	115	115	115	115	298	2,341
New Tag Regist.	553	456	531	376	-29.2%	376	376	376	376	393	4,688
Transfer Tags With Renewal	6	1	7	1	-85.7%	1	1	1	1	1	28
Tags Returned	10,015	10,249	11,945	10,242	-14.3%	10,242	10,242	10,242	10,242	13,897	136,607
Change Of Address	12,690	13,394	16,387	17,351	5.9%	17,351	17,351	17,351	17,351	14,946	166,460
Other											
Transaction Subtotal	15,644	10,620	15,709	13,815	-12.1%	13,815	13,815	13,815	13,815	12,095	160,390
Fr / Payments & Investigation											
Disability Placards - Temporary	525	395	502	408	-18.7%	408	408	408	408	485	5,893
Disability Placards - Permanent	7,538	3,953	8,517	6,436	-24.4%	6,436	6,436	6,436	6,436	5,136	73,110
County Stickers	20	17	21	25	19.0%	25	25	25	25	25	242
Administrative Parking Flags Removed	7,561	6,255	6,669	6,946	4.2%	6,946	6,946	6,946	6,946	6,449	81,145

MVA StateStat
Operations - All Branches
September FY 2011
Reporting Period: July 2010

PerformanceMetrics											
All Branches	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			89.4%			0.0%	0.0%	0.0%			88.2%
Branch Visit Time	28.66	27.23	32.85	36.06	10%	36.06	36.06	36.06			27.64
Branch Waiting Time	22.31	20.94	26.52	29.76	12%	29.76	29.76	29.76			21.29
Branch Processing Time	6.35	6.28	6.33	6.30	0%	6.30	6.30	6.30			6.35
Branch Customers Served	363,710	426,539	356,934	448,514	26%	448,514	448,514	448,514	448,514	359,009	4,366,197
Drivers License Visit Time	31.98	31.45	41.15	48.32	17%	48.32	48.32	48.32			34.01
DLS Waiting Time	24.20	23.62	33.47	40.53	21%	40.53	40.53	40.53			26.07
DLS Processing Time	7.78	7.84	7.68	7.79	1%	7.79	7.79	7.79			7.93
DLS Customers Served	149,332	169,281	154,892	193,985	25%	193,985	193,985	193,985	193,985	154,214	1,817,681
Vehicle Services Visit Time	28.62	26.17	28.65	28.65	0%	28.65	28.65	28.65			24.13
VS Wait Time	23.25	20.88	23.34	23.51	1%	23.51	23.51	23.51			18.93
VS Processing Time	5.37	5.28	5.32	5.14	-3%	5.14	5.14	5.14			5.20
VS Customers Served	160,495	194,665	152,119	194,677	28%	194,677	194,677	194,677	194,677	156,492	1,905,107
ICD/Misc Visit Time	19.38	17.88	19.65	18.68	-5%	18.68	18.68	18.68			18.87
ICD/Misc Wait Time	14.05	12.67	14.38	13.41	-7%	13.41	13.41	13.41			13.58
ICD/Misc Processing Time	5.33	5.22	5.26	5.27	0%	5.27	5.27	5.27			5.30
ICD/Misc Customers Served	53,883	62,593	49,923	59,852	20%	59,852	59,852	59,852	59,852	48,303	643,409
Total Transactions	499,408	422,546	514,748	498,519	-3%	498,519	498,519	498,519	498,519	533,034	5,559,360
DLS Transactions	252,033	221,511	263,413	273,180	4%	273,180	273,180	273,180	273,180	277,067	2,894,096
Title & Registration Transactions	202,523	165,057	207,068	185,659	-10%	185,659	185,659	185,659	185,659	215,159	2,182,051
Other	44,852	35,978	44,267	39,680	-10%	39,680	39,680	39,680	39,680	40,808	483,213
Personnel											
Filled PINS	697	697	690	690	0%	690	690	690			690
Filled Contract Employees	31	30	32	32	0%	32	32	32			32
State Temporary Employees	50	49	46	44	-4%	44	44	44			46
Agency Temporary Employees	18	18	18	18	0%	18	18	18			18
# Vacancies (PIN & Contract)	33	32	38	40	7%	40	40	40			38
% Vacant Positions	4.1%	4.0%	4.8%	5.1%	7%	5.1%	5.1%	5.1%			4.8%
Total Leave Days	2,776	3,987	2,923	4,111	41%	4,111	4,111	4,111	4,111	4,213	47,252
Sick Leave Days (Unplanned)	741	590	710	1,694	139%	1,694	1,694	1,694	1,694	817	9,020
Other Leave Days (Planned)	2,035	3,397	2,315	2,417	4%	2,417	2,417	2,417	2,417	3,396	38,020
Overtime Hrs.	3,417	3,372	5,342	5,208	-3%	5,208	5,208	5,208	5,208	4,180	41,620
OT Annual Budget									\$914,371	\$1,023,960	1,023,960
OT Spent	\$86,381	\$85,654	\$137,349	\$136,504	-1%	\$136,504	\$136,504	\$136,504	\$136,504	\$108,142	1,064,926
% of Budget Spent	82.2%	90.6%	104.0%	14.9%	-86%				14.9%	10.6%	104.0%

MVA StateStat
Operations - District Summary
September FY 2011
Reporting Period: July 2010

PerformanceMetrics											
District 1	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			88.2%			0.0%	0.0%	0.0%			86.2%
Branch Visit Time	28.10	27.66	32.49	34.18	5%	34.18	34.18	34.18			27.75
Branch Waiting Time	22.25	21.94	26.72	28.49	7%	28.49	28.49	28.49			21.91
Branch Processing Time	5.85	5.71	5.78	5.70	-1%	5.70	5.70	5.70			5.84
Branch Customers Served	93,661	111,921	93,285	115,645	24%	115,645	115,645	115,645	115,645	92,558	1,130,808
Drivers License Visit Time	32.33	33.44	41.71	46.88	12%	46.88	46.88	46.88			34.69
DLS Waiting Time	24.94	26.12	34.54	39.62	15%	39.62	39.62	39.62			27.25
DLS Processing Time	7.40	7.32	7.17	7.26	1%	7.26	7.26	7.26			7.44
DLS Customers Served	37,378	43,229	39,989	49,347	23%	49,347	49,347	49,347	49,347	39,786	466,473
Vehicle Services Visit Time	26.65	24.98	26.83	25.93	-3%	25.93	25.93	25.93			23.27
VS Wait Time	21.81	20.28	22.11	21.46	-3%	21.46	21.46	21.46			18.60
VS Processing Time	4.84	4.70	4.71	4.46	-5%	4.46	4.46	4.46			4.67
VS Customers Served	44,302	54,201	41,772	52,729	26%	52,729	52,729	52,729	52,729	41,665	516,082
ICD/Misc Visit Time	19.96	19.04	20.60	19.04	-8%	19.04	19.04	19.04			20.04
ICD/Misc Wait Time	15.10	14.20	15.75	14.17	-10%	14.17	14.17	14.17			15.13
ICD/Misc Processing Time	4.87	4.84	4.85	4.86	0%	4.86	4.86	4.86			4.90
ICD/Misc Customers Served	11,981	14,491	11,524	13,569	18%	13,569	13,569	13,569	13,569	11,107	148,253
Total Transactions	119,465	101,320	124,304	126,185	2%	126,185	126,185	126,185	126,185	130,872	1,324,898
DLS Transactions	61,798	54,325	66,587	75,492	13%	75,492	75,492	75,492	75,492	68,895	709,919
Title & Registration Transactions	47,102	38,419	47,124	41,856	-11%	41,856	41,856	41,856	41,856	52,433	501,672
Other	10,565	8,576	10,593	8,837	-17%	8,837	8,837	8,837	8,837	9,544	113,307
Personnel											
Filled PINS	171	170	166	167	1%	167	167	167			166
Filled Contract Employees	6	6	6	6	0%	6	6	6			6
State Temporary Employees	14	14	13	13	0%	13	13	13			13
Agency Temporary Employees	4	5	5	3	-40%	3	3	3			5
# Vacancies (PIN & Contract)	6	5	9	10	11%	10	10	10			9
% Vacant Positions	3.1%	2.6%	4.7%	5.3%	12%	5.3%	5.3%	5.3%			4.7%
Total Leave Days	686	1,052	791	1,031	30%	1,031	1,031	1,031	1,031	1,114	11,805
Sick Leave Days (Unplanned)	163	147	168	430	156%	430	430	430	430	191	2,280
Other Leave Days (Planned)	523	906	623	602	-3%	602	602	602	602	924	9,525
Overtime Hrs.	827	895	1,305	1,172	-10%	1,172	1,172	1,172	1,172	939	10,130
OT Annual Budget									\$233,755	\$233,755	233,755
OT Spent	\$20,060	\$22,664	\$32,988	\$31,382	-5%	\$31,382	\$31,382	\$31,382	\$31,382	\$24,463	258,236
% of Budget Spent	86.7%	96.4%	110.5%	13.4%	-88%				13.4%	10.5%	110.5%

MVA StateStat
Operations - District Summary
September FY 2011
Reporting Period: July 2010

PerformanceMetrics											
District 2	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			91.4%			0.0%	0.0%	0.0%			90.3%
Branch Visit Time	27.71	24.01	27.29	31.57	16%	31.57	31.57	31.57			23.19
Branch Waiting Time	21.40	17.75	21.03	25.27	20%	25.27	25.27	25.27			16.90
Branch Processing Time	6.31	6.27	6.25	6.31	1%	6.31	6.31	6.31			6.29
Branch Customers Served	80,754	94,421	80,295	102,187	27%	102,187	102,187	102,187	102,187	80,699	972,444
Drivers License Visit Time	28.10	25.46	33.01	41.90	27%	41.90	41.90	41.90			27.65
DLS Waiting Time	20.39	17.65	25.22	33.89	34%	33.89	33.89	33.89			19.71
DLS Processing Time	7.71	7.81	7.80	8.01	3%	8.01	8.01	8.01			7.93
DLS Customers Served	34,398	39,020	35,684	44,848	26%	44,848	44,848	44,848	44,848	35,673	419,726
Vehicle Services Visit Time	31.75	25.62	25.40	25.45	0%	25.45	25.45	25.45			21.28
VS Wait Time	26.49	20.51	20.49	20.60	1%	20.60	20.60	20.60			16.33
VS Processing Time	5.27	5.11	4.91	4.86	-1%	4.86	4.86	4.86			4.94
VS Customers Served	35,293	42,578	34,259	44,812	31%	44,812	44,812	44,812	44,812	35,074	421,297
ICD/Misc Visit Time	12.95	13.15	13.58	13.76	1%	13.76	13.76	13.76			13.87
ICD/Misc Wait Time	7.62	7.76	8.23	8.38	2%	8.38	8.38	8.38			8.48
ICD/Misc Processing Time	5.34	5.39	5.36	5.38	0%	5.38	5.38	5.38			5.39
ICD/Misc Customers Served	11,063	12,823	10,352	12,527	21%	12,527	12,527	12,527	12,527	9,952	131,421
Total Transactions	125,718	105,894	134,940	121,548	-10%	121,548	121,548	121,548	121,548	138,028	1,420,316
DLS Transactions	62,419	54,107	68,109	62,255	-9%	62,255	62,255	62,255	62,255	70,057	722,196
Title & Registration Transactions	53,544	43,781	57,213	50,254	-12%	50,254	50,254	50,254	50,254	58,606	590,469
Other	9,755	8,006	9,618	9,039	-6%	9,039	9,039	9,039	9,039	9,365	107,651
Personnel											
Filled PINS	158	158	159	156	-2%	156	156	156			159
Filled Contract Employees	10	10	11	11	0%	11	11	11			11
State Temporary Employees	15	15	13	13	0%	13	13	13			13
Agency Temporary Employees	7	7	7	7	0%	7	7	7			7
# Vacancies (PIN & Contract)	4	4	3	6	100%	6	6	6			3
% Vacant Positions	1.8%	1.8%	1.6%	3.2%	103%	3.2%	3.2%	3.2%			1.6%
Total Leave Days	701	902	688	958	39%	958	958	958	958	955	10,744
Sick Leave Days (Unplanned)	210	129	155	340	119%	340	340	340	340	199	1,984
Other Leave Days (Planned)	491	774	532	617	16%	617	617	617	617	756	8,760
Overtime Hrs.	686	610	1,002	872	-13%	872	872	872	872	671	7,603
OT Annual Budget									\$215,657	\$215,984	215,984
OT Spent	\$17,931	\$16,365	\$27,105	\$24,256	-11%	\$24,256	\$24,256	\$24,256	\$24,256	\$18,163	201,775
% of Budget Spent	73.3%	80.9%	93.4%	11.2%	-88%				11.2%	8.4%	93.4%

MVA StateStat
Operations - District Summary
September FY 2011
Reporting Period: July 2010

PerformanceMetrics											
District 3	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			87.6%			0.0%	0.0%	0.0%			87.0%
Branch Visit Time	28.42	30.29	39.45	45.11	14%	45.11	45.11	45.11			30.29
Branch Waiting Time	22.02	23.90	32.92	38.53	17%	38.53	38.53	38.53			23.81
Branch Processing Time	6.40	6.39	6.54	6.58	1%	6.58	6.58	6.58			6.48
Branch Customers Served	73,300	85,486	72,089	87,977	22%	87,977	87,977	87,977	87,977	73,988	885,064
Drivers License Visit Time	30.86	32.00	44.57	53.18	19%	53.18	53.18	53.18			34.11
DLS Waiting Time	23.35	24.46	37.19	45.59	23%	45.59	45.59	45.59			26.34
DLS Processing Time	7.50	7.54	7.38	7.59	3%	7.59	7.59	7.59			7.76
DLS Customers Served	37,372	42,300	38,921	48,044	23%	48,044	48,044	48,044	48,044	37,087	444,672
Vehicle Services Visit Time	27.31	30.53	36.90	39.25	6%	39.25	39.25	39.25			27.46
VS Wait Time	21.99	25.24	31.15	33.78	8%	33.78	33.78	33.78			22.22
VS Processing Time	5.33	5.29	5.75	5.47	-5%	5.47	5.47	5.47			5.23
VS Customers Served	26,347	31,988	24,241	29,981	24%	29,981	29,981	29,981	29,981	27,958	326,086
ICD/Misc Visit Time	21.89	22.05	24.19	23.26	-4%	23.26	23.26	23.26			22.57
ICD/Misc Wait Time	16.82	16.86	19.14	18.16	-5%	18.16	18.16	18.16			17.44
ICD/Misc Processing Time	5.07	5.19	5.05	5.10	1%	5.10	5.10	5.10			5.13
ICD/Misc Customers Served	9,581	11,198	8,927	9,952	11%	9,952	9,952	9,952	9,952	8,943	114,306
Total Transactions	95,035	82,886	101,643	100,909	-1%	100,909	100,909	100,909	100,909	104,862	1,093,284
DLS Transactions	58,311	52,580	64,242	66,331	3%	66,331	66,331	66,331	66,331	65,304	683,440
Title & Registration Transactions	31,934	26,572	32,634	30,676	-6%	30,676	30,676	30,676	30,676	35,068	358,995
Other	4,790	3,734	4,767	3,902	-18%	3,902	3,902	3,902	3,902	4,490	50,849
Personnel											
Filled PINS	130	133	129	132	2%	132	132	132			129
Filled Contract Employees	8	7	8	8	0%	8	8	8			8
State Temporary Employees	6	5	5	4	-20%	4	4	4			5
Agency Temporary Employees	3	2	2	5	150%	5	5	5			2
# Vacancies (PIN & Contract)	8	8	12	8	-33%	8	8	8			12
% Vacant Positions	5.5%	5.5%	8.4%	5.4%	-36%	5.4%	5.4%	5.4%			8.4%
Total Leave Days	461	732	597	783	31%	783	783	783	783	769	8,625
Sick Leave Days (Unplanned)	120	125	141	374	166%	374	374	374	374	125	1,570
Other Leave Days (Planned)	342	607	456	410	-10%	410	410	410	410	645	7,055
Overtime Hrs.	592	661	1,278	1,494	17%	1,494	1,494	1,494	1,494	926	8,188
OT Annual Budget									\$25,118	\$125,591	125,591
OT Spent	\$15,077	\$16,362	\$32,024	\$37,069	16%	\$37,069	\$37,069	\$37,069	\$37,069	\$23,265	201,524
% of Budget Spent	121.9%	135.0%	160.5%	147.6%	-8%				147.6%	18.5%	160.5%

MVA StateStat
Operations - District Summary
September FY 2011
Reporting Period: July 2010

PerformanceMetrics											
District 4	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			89.2%			0.0%	0.0%	0.0%			88.9%
Branch Visit Time	29.90	27.10	32.71	34.87	7%	34.87	34.87	34.87			28.94
Branch Waiting Time	23.17	20.40	26.00	28.25	9%	28.25	28.25	28.25			22.22
Branch Processing Time	6.73	6.70	6.72	6.61	-2%	6.61	6.61	6.61			6.73
Branch Customers Served	115,995	134,711	111,265	142,705	28%	142,705	142,705	142,705	142,705	111,764	1,377,881
Drivers License Visit Time	36.03	34.25	44.32	50.46	14%	50.46	50.46	50.46			38.62
DLS Waiting Time	27.60	25.60	35.96	42.16	17%	42.16	42.16	42.16			30.05
DLS Processing Time	8.43	8.65	8.36	8.30	-1%	8.30	8.30	8.30			8.57
DLS Customers Served	40,184	44,732	40,298	51,746	28%	51,746	51,746	51,746	51,746	41,668	486,810
Vehicle Services Visit Time	28.75	25.36	28.30	27.93	-1%	27.93	27.93	27.93			25.01
VS Wait Time	22.87	19.47	22.44	22.23	-1%	22.23	22.23	22.23			19.22
VS Processing Time	5.88	5.88	5.87	5.70	-3%	5.70	5.70	5.70			5.78
VS Customers Served	54,553	65,898	51,847	67,155	30%	67,155	67,155	67,155	67,155	51,795	641,642
ICD/Misc Visit Time	21.12	17.62	20.03	18.97	-5%	18.97	18.97	18.97			19.00
ICD/Misc Wait Time	15.43	12.26	14.46	13.44	-7%	13.44	13.44	13.44			13.44
ICD/Misc Processing Time	5.68	5.37	5.56	5.53	-1%	5.53	5.53	5.53			5.55
ICD/Misc Customers Served	21,258	24,081	19,120	23,804	24%	23,804	23,804	23,804	23,804	18,301	249,429
Total Transactions	157,890	131,157	152,596	148,687	-3%	148,687	148,687	148,687	148,687	158,133	1,705,040
DLS Transactions	68,592	59,639	63,552	68,323	8%	68,323	68,323	68,323	68,323	72,033	767,320
Title & Registration Transactions	69,609	55,931	69,803	62,542	-10%	62,542	62,542	62,542	62,542	68,743	727,071
Other	19,689	15,587	19,241	17,822	-7%	17,822	17,822	17,822	17,822	17,357	210,649
Personnel											
Filled PINS	236	234	235	234	0%	234	234	234			235
Filled Contract Employees	7	7	7	7	0%	7	7	7			7
State Temporary Employees	15	15	15	14	-7%	14	14	14			15
Agency Temporary Employees	4	4	4	3	-25%	0	3	3			4
# Vacancies (PIN & Contract)	16	16	14	16	19%	16	16	16			14
% Vacant Positions	5.9%	6.0%	5.2%	6.2%	20%	6.2%	6.2%	6.2%			5.2%
Total Leave Days	920	1,292	844	1,321	57%	1,321	1,321	1,321	1,321	1,370	15,975
Sick Leave Days (Unplanned)	248	190	246	550	123%	550	550	550	550	303	3,186
Other Leave Days (Planned)	672	1,102	700	771	10%	771	771	771	771	1,068	12,577
Overtime Hrs.	1,312	1,206	1,757	1,670	-5%	1,670	1,670	1,670	1,670	1,646	15,701
OT Annual Budget									\$439,841	\$448,630	448,630
OT Spent	\$33,313	\$30,263	\$45,232	\$43,797	-3%	\$43,797	\$43,797	\$43,797	\$43,797	\$42,250	403,390
% of Budget Spent	73.1%	79.8%	89.9%	189.6%	111%				10.0%	9.4%	89.9%

**MVA StateStat
Operations - District 1
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			87.2%			0.0%	0.0%	0.0%			85.8%
Branch Visit Time	32.23	33.63	41.42	36.56	-12%	36.56	36.56	36.56			33.41
Branch Waiting Time	26.80	28.22	35.63	30.66	-14%	30.66	30.66	30.66			27.75
Branch Processing Time	5.43	5.41	5.79	5.90	2%	5.90	5.90	5.90			5.67
Branch Customers Served	26,771	31,498	26,062	32,320	24%	32,320	32,320	32,320	32,320	26,601	324,997
Drivers License Visit Time	36.46	46.77	61.11	57.05	-7%	57.05	57.05	57.05			43.93
DLS Waiting Time	29.32	39.40	53.53	49.06	-8%	49.06	49.06	49.06			36.37
DLS Processing Time	7.14	7.37	7.58	7.99	5%	7.99	7.99	7.99			7.56
DLS Customers Served	10,978	12,779	11,748	14,287	22%	14,287	14,287	14,287	14,287	12,047	141,232
Vehicle Services Visit Time	32.28	25.38	25.90	20.58	-21%	20.58	20.58	20.58			25.05
VS Wait Time	27.92	21.16	21.46	16.41	-24%	16.41	16.41	16.41			20.82
VS Processing Time	4.35	4.22	4.43	4.18	-6%	4.18	4.18	4.18			4.23
VS Customers Served	11,223	13,369	10,162	13,027	28%	13,027	13,027	13,027	13,027	10,401	128,392
ICD/Misc Visit Time	21.32	19.31	22.18	19.31	-13%	19.31	19.31	19.31			23.98
ICD/Misc Wait Time	17.31	15.57	18.15	14.88	-18%	14.88	14.88	14.88			19.79
ICD/Misc Processing Time	4.00	3.74	4.02	4.44	10%	4.44	4.44	4.44			4.19
ICD/Misc Customers Served	4,570	5,350	4,152	5,006	21%	5,006	5,006	5,006	5,006	4,153	55,373
Total Transactions	32,685	26,727	33,325	32,135	-4%	32,135	32,135	32,135	32,135	34,060	363,785
DLS Transactions	17,486	15,032	18,408	18,931	3%	18,931	18,931	18,931	18,931	19,470	203,125
Title & Registration Transactions	10,346	8,131	10,351	9,390	-9%	9,390	9,390	9,390	9,390	10,315	109,519
Other	4,853	3,564	4,566	3,814	-16%	3,814	3,814	3,814	3,814	4,275	51,141
Personnel											
Filled PINS	45	44	44	45	2%	45	45	45			44
Filled Contract Employees	3	3	3	3	0%	3	3	3			3
State Temporary Employees	5	5	4	4	0%	4	4	4			4
Agency Temporary Employees	4	4	4	3	-25%	3	3	3			4
# Vacancies (PIN & Contract)	2	1	1	0	-100%	0	0	0			1
% Vacant Positions	4.2%	2.1%	2.1%	0.0%	-100%	0.0%	0.0%	0.0%			2.1%
Total Leave Days	201	314	206	236	15%	236	236	236	236	287	3,143
Sick Leave Days (Unplanned)	33	60	54	116	117%	116	116	116	116	46	655
Other Leave Days (Planned)	167	254	153	120	-21%	120	120	120	120	241	2,488
Overtime Hrs.	287	315	376	388	3%	388	388	388	388	308	3,635
OT Annual Budget									\$90,514	\$90,514	90,514
OT Spent	\$7,031	\$8,230	\$10,124	\$10,841	7%	\$10,841	\$10,841	\$10,841	\$10,841	\$8,204	95,470
% of Budget Spent	85.2%	94.3%	105.5%	12.0%	-89%				12.0%	9.1%	105.5%

**MVA StateStat
Operations - District 1
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Cumberland 9911	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Change	Avg	Min			
Customer Survey Results			98.7%			0.0%	0.0%	0.0%			98.9%
Branch Visit Time	15.28	13.79	12.62	14.59	16%	14.59	14.59	14.59			12.08
Branch Waiting Time	9.23	7.80	7.09	8.99	27%	8.99	8.99	8.99			6.26
Branch Processing Time	6.05	5.99	5.53	5.60	1%	5.60	5.60	5.60			5.82
Branch Customers Served	6,911	8,391	6,647	8,485	28%	8,485	8,485	8,485	8,485	6,412	77,867
Drivers License Visit Time	19.91	12.54	14.54	16.03	10%	16.03	16.03	16.03			14.35
DLS Waiting Time	12.86	5.40	8.01	9.16	14%	9.16	9.16	9.16			7.24
DLS Processing Time	7.05	7.14	6.53	6.87	5%	6.87	6.87	6.87			7.11
DLS Customers Served	2,081	2,431	2,165	2,482	15%	2,482	2,482	2,482	2,482	2,005	25,045
Vehicle Services Visit Time	11.60	15.62	11.10	13.77	24%	13.77	13.77	13.77			10.33
VS Wait Time	6.29	10.69	6.82	9.20	35%	9.20	9.20	9.20			5.74
VS Processing Time	5.31	4.93	4.28	4.57	7%	4.57	4.57	4.57			4.59
VS Customers Served	4,216	5,268	3,885	5,310	37%	5,310	5,310	5,310	5,310	3,875	45,637
ICD/Misc Visit Time	11.73	11.47	10.86	12.59	16%	12.59	12.59	12.59			10.63
ICD/Misc Wait Time	5.96	5.37	4.77	6.24	31%	6.24	6.24	6.24			4.64
ICD/Misc Processing Time	5.77	6.10	6.09	6.34	4%	6.34	6.34	6.34			5.99
ICD/Misc Customers Served	614	692	597	693	16%	693	693	693	693	532	7,185
Total Transactions	10,144	8,529	10,342	9,550	-8%	9,550	9,550	9,550	9,550	9,735	103,397
DLS Transactions	3,604	3,213	3,899	3,543	-9%	3,543	3,543	3,543	3,543	3,574	40,192
Title & Registration Transactions	6,007	4,870	5,835	5,463	-6%	5,463	5,463	5,463	5,463	5,621	56,921
Other	533	446	608	544	-11%	544	544	544	544	540	6,284
Personnel											
Filled PINS	20	20	17	18	6%	18	18	18			17
Filled Contract Employees	0	0	0	0	0%	0	0	0			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)	1	1	4	3	-25%	3	3	3			4
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	77	109	107	156	46%	156	156	156	156	132	1,328
Sick Leave Days (Unplanned)	18	9	23	81	248%	81	81	81	81	33	242
Other Leave Days (Planned)	59	100	84	75	-10%	75	75	75	75	99	1,086
Overtime Hrs.	3	6	17	58	241%	58	58	58	58	21	155
OT Annual Budget									\$4,210	\$4,210	4,210
OT Spent	\$94	\$167	\$458	\$1,732	278%	\$1,732	\$1,732	\$1,732	\$1,732	\$583	4,226
% of Budget Spent	85.5%	89.5%	100.4%	41.1%	-59%				41.1%	13.8%	100.4%

**MVA StateStat
Operations - District 1
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			81.6%			0.0%	0.0%	0.0%			82.5%
Branch Visit Time	25.61	31.25	35.43	41.10	16%	41.10	41.10	41.10			28.13
Branch Waiting Time	19.93	25.66	30.17	36.21	20%	36.21	36.21	36.21			22.37
Branch Processing Time	5.68	5.59	5.26	4.89	-7%	4.89	4.89	4.89			5.77
Branch Customers Served	16,640	19,458	16,994	22,422	32%	22,422	22,422	22,422	22,422	15,906	194,876
Drivers License Visit Time	29.23	35.01	39.00	50.75	30%	50.75	50.75	50.75			32.78
DLS Waiting Time	22.02	28.05	32.78	44.81	37%	44.81	44.81	44.81			25.54
DLS Processing Time	7.20	6.97	6.22	5.94	-5%	5.94	5.94	5.94			7.24
DLS Customers Served	6,762	7,769	7,427	10,290	39%	10,290	10,290	10,290	10,290	7,002	81,440
Vehicle Services Visit Time	24.26	31.05	36.03	35.74	-1%	35.74	35.74	35.74			25.81
VS Wait Time	19.73	26.46	31.60	31.89	1%	31.89	31.89	31.89			21.29
VS Processing Time	4.53	4.59	4.43	3.85	-13%	3.85	3.85	3.85			4.52
VS Customers Served	8,182	9,665	7,923	10,081	27%	10,081	10,081	10,081	10,081	7,425	92,909
ICD/Misc Visit Time	16.96	16.09	18.39	17.12	-7%	17.12	17.12	17.12			18.68
ICD/Misc Wait Time	11.72	11.00	13.25	12.21	-8%	12.21	12.21	12.21			13.08
ICD/Misc Processing Time	5.25	5.09	5.14	4.91	-4%	4.91	4.91	4.91			5.60
ICD/Misc Customers Served	1,696	2,024	1,644	2,051	25%	2,051	2,051	2,051	2,051	1,479	20,527
Total Transactions	17,765	15,191	18,447	17,764	-4%	17,764	17,764	17,764	17,764	21,740	196,178
DLS Transactions	10,366	9,111	10,843	11,094	2%	11,094	11,094	11,094	11,094	11,575	116,472
Title & Registration Transactions	6,252	5,065	6,419	5,548	-14%	5,548	5,548	5,548	5,548	9,078	66,656
Other	1,147	1,015	1,185	1,122	-5%	1,122	1,122	1,122	1,122	1,087	13,050
Personnel											
Filled PINS	24	24	25	24	-4%	24	24	24			25
Filled Contract Employees	1	1	1	1	0%	1	1	1			1
State Temporary Employees	4	4	4	4	0%	4	4	4			4
Agency Temporary Employees	0	1	1	0	-100%	0	0	0			1
# Vacancies (PIN & Contract)	1	1	0	2	0%	2	2	2			0
% Vacant Positions	4.0%	4.0%	0.0%	8.0%	0%	8.0%	8.0%	8.0%			0.0%
Total Leave Days	72	170	106	135	28%	135	135	135	135	162	1,684
Sick Leave Days (Unplanned)	15	8	14	44	205%	44	44	44	44	6	263
Other Leave Days (Planned)	57	163	92	92	0%	92	92	92	92	156	1,422
Overtime Hrs.	56	164	223	193	-13%	193	193	193	193	165	1,159
OT Annual Budget									\$26,043	\$26,043	26,043
OT Spent	\$1,491	\$4,222	\$6,012	\$5,385	-10%	\$5,385	\$5,385	\$5,385	\$5,385	\$4,437	30,092
% of Budget Spent	76.3%	92.5%	115.5%	20.7%	-82%				20.7%	17.0%	115.5%

**MVA StateStat
Operations - District 1
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Hagerstown 9913	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			99.3%			0.0%	0.0%	0.0%			98.9%
Branch Visit Time	20.68	15.21	21.81	16.63	-24%	16.63	16.63	16.63			15.61
Branch Waiting Time	15.01	9.75	16.15	11.20	-31%	11.20	11.20	11.20			10.10
Branch Processing Time	5.67	5.46	5.66	5.43	-4%	5.43	5.43	5.43			5.52
Branch Customers Served	11,855	14,472	11,667	15,267	31%	15,267	15,267	15,267	15,267	11,673	140,269
Drivers License Visit Time	17.43	14.68	22.31	17.80	-20%	17.80	17.80	17.80			17.27
DLS Waiting Time	10.42	7.97	15.46	10.96	-29%	10.96	10.96	10.96			10.24
DLS Processing Time	7.01	6.71	6.85	6.84	0%	6.84	6.84	6.84			7.02
DLS Customers Served	3,858	4,725	4,170	5,056	21%	5,056	5,056	5,056	5,056	4,070	48,380
Vehicle Services Visit Time	22.89	15.66	22.28	16.31	-27%	16.31	16.31	16.31			14.88
VS Wait Time	17.94	10.98	17.41	11.71	-33%	11.71	11.71	11.71			10.31
VS Processing Time	4.95	4.68	4.87	4.60	-5%	4.60	4.60	4.60			4.57
VS Customers Served	6,717	8,125	6,174	8,515	38%	8,515	8,515	8,515	8,515	6,385	75,594
ICD/Misc Visit Time	17.65	14.17	18.18	14.88	-18%	14.88	14.88	14.88			13.48
ICD/Misc Wait Time	12.16	8.27	12.45	9.36	-25%	9.36	9.36	9.36			7.95
ICD/Misc Processing Time	5.48	5.90	5.72	5.52	-3%	5.52	5.52	5.52			5.54
ICD/Misc Customers Served	1,280	1,622	1,323	1,696	28%	1,696	1,696	1,696	1,696	1,218	16,295
Total Transactions	18,474	15,335	19,138	17,637	-8%	17,637	17,637	17,637	17,637	18,762	196,730
DLS Transactions	7,839	6,944	8,614	7,891	-8%	7,891	7,891	7,891	7,891	8,127	88,913
Title & Registration Transactions	9,416	7,426	9,302	8,620	-7%	8,620	8,620	8,620	8,620	9,312	94,058
Other	1,219	965	1,222	1,126	-8%	1,126	1,126	1,126	1,126	1,323	13,759
Personnel											
Filled PINS	20	20	20	20	0%	20	20	20			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%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	100	107	102	132	29%	132	132	132	132	186	1,559
Sick Leave Days (Unplanned)	17	9	15	39	150%	39	39	39	39	71	286
Other Leave Days (Planned)	83	98	86	93	8%	93	93	93	93	115	1,273
Overtime Hrs.	25	8	20	13	-35%	13	13	13	13	13	116
OT Annual Budget									\$1,591	\$1,591	1,591
OT Spent	\$480	\$193	\$496	\$356	-28%	\$356	\$356	\$356	\$356	\$341	2,637
% of Budget Spent	122.4%	134.6%	165.7%	22.4%	-86%				22.4%	21.4%	165.7%

**MVA StateStat
Operations - District 1
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			95.1%			0.0%	0.0%	0.0%			95.7%
Branch Visit Time	19.23	16.85	17.10	18.48	8%	18.48	18.48	18.48			16.05
Branch Waiting Time	15.20	13.22	12.97	14.51	12%	14.51	14.51	14.51			11.41
Branch Processing Time	4.03	3.63	4.13	3.98	-4%	3.98	3.98	3.98			4.64
Branch Customers Served	1,391	1,839	1,288	1,830	42%	1,830	1,830	1,830	1,830	618	13,923
Drivers License Visit Time	29.56	21.39	23.79	25.38	7%	25.38	25.38	25.38			22.30
DLS Waiting Time	23.62	15.85	17.71	19.58	11%	19.58	19.58	19.58			15.32
DLS Processing Time	5.94	5.54	6.08	5.80	-4%	5.80	5.80	5.80			6.98
DLS Customers Served	500	589	453	633	40%	633	633	633	633	225	5,154
Vehicle Services Visit Time	13.36	14.05	13.22	14.15	7%	14.15	14.15	14.15			12.01
VS Wait Time	10.41	11.36	10.12	11.23	11%	11.23	11.23	11.23			8.74
VS Processing Time	2.95	2.69	3.10	2.92	-6%	2.92	2.92	2.92			3.26
VS Customers Served	891	1,250	835	1,197	43%	1,197	1,197	1,197	1,197	393	8,769
ICD/Misc Visit Time	0.00	0.00	0.00	0.00	0%	0.00	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			0.00
ICD/Misc Processing Time	0.00	0.00	0.00	0.00	0%	0.00	0.00	0.00			0.00
ICD/Misc Customers Served	0	0	0	0	0%	0	0	0	0	0	0
Total Transactions	1,611	1,422	1,478	6,376	332%	6,376	6,376	6,376	6,376	1,580	16,222
DLS Transactions	606	514	558	5,389	867%	5,389	5,389	5,389	5,389	630	6,766
Title & Registration Transactions	1,005	908	920	987	7%	987	987	987	987	950	9,456
Other	0	0	0	0	0%	0	0	0	0	0	0
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%			0.0%
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%				#DIV/0!	#DIV/0!	#DIV/0!

**MVA StateStat
Operations - District 1
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Westminister 9914	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			91.6%			0.0%	0.0%	0.0%			84.1%
Branch Visit Time	30.37	27.45	27.99	36.39	30%	36.39	36.39	36.39			27.07
Branch Waiting Time	23.71	20.84	21.46	29.92	39%	29.92	29.92	29.92			20.79
Branch Processing Time	6.65	6.60	6.53	6.47	-1%	6.47	6.47	6.47			6.28
Branch Customers Served	11,629	13,882	11,718	15,173	29%	15,173	15,173	15,173	15,173	12,105	141,365
Drivers License Visit Time	32.46	29.71	32.04	43.50	36%	43.50	43.50	43.50			31.09
DLS Waiting Time	25.43	22.82	25.50	36.61	44%	36.61	36.61	36.61			24.42
DLS Processing Time	7.03	6.89	6.55	6.89	5%	6.89	6.89	6.89			6.68
DLS Customers Served	5,881	6,799	6,327	8,182	29%	8,182	8,182	8,182	8,182	6,595	72,871
Vehicle Services Visit Time	28.94	25.68	24.12	29.46	22%	29.46	29.46	29.46			22.78
VS Wait Time	22.78	19.51	17.70	23.59	33%	23.59	23.59	23.59			17.16
VS Processing Time	6.16	6.17	6.42	5.87	-9%	5.87	5.87	5.87			5.62
VS Customers Served	4,483	5,521	4,215	5,591	33%	5,591	5,591	5,591	5,591	4,388	53,284
ICD/Misc Visit Time	25.38	22.45	20.94	21.67	3%	21.67	21.67	21.67			21.33
ICD/Misc Wait Time	18.63	15.38	14.06	15.11	7%	15.11	15.11	15.11			14.59
ICD/Misc Processing Time	6.75	7.06	6.88	6.56	-5%	6.56	6.56	6.56			6.73
ICD/Misc Customers Served	1,265	1,562	1,176	1,400	19%	1,400	1,400	1,400	1,400	1,122	15,210
Total Transactions	16,498	14,293	17,980	23,343	30%	23,343	23,343	23,343	23,343	18,120	185,297
DLS Transactions	10,143	8,962	11,486	17,359	51%	17,359	17,359	17,359	17,359	11,552	117,152
Title & Registration Transactions	5,454	4,534	5,559	5,146	-7%	5,146	5,146	5,146	5,146	5,694	57,985
Other	901	797	935	838	-10%	838	838	838	838	874	10,160
Personnel											
Filled PINS	25	25	25	25	0%	25	25	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	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	1	0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	4.0%	0%	4.0%	4.0%	4.0%			0.0%
Total Leave Days	92	121	84	134	60%	134	134	134	134	159	1,648
Sick Leave Days (Unplanned)	49	23	25	46	82%	46	46	46	46	11	443
Other Leave Days (Planned)	43	97	58	88	50%	88	88	88	88	148	1,205
Overtime Hrs.	113	142	145	172	19%	172	172	172	172	187	1,516
OT Annual Budget									\$27,316	\$27,316	27,316
OT Spent	\$2,749	\$3,392	\$3,711	\$4,271	15%	\$4,271	\$4,271	\$4,271	\$4,271	\$4,587	42,693
% of Budget Spent	130.3%	142.7%	156.3%	15.6%	-90%				15.6%	16.8%	156.3%

**MVA StateStat
Operations - District 1
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
White Oak 9936	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			78.6%			0.0%	0.0%	0.0%			75.0%
Branch Visit Time	34.28	31.04	34.99	43.28	24%	43.28	43.28	43.28			33.07
Branch Waiting Time	27.78	24.81	28.87	37.02	28%	37.02	37.02	37.02			26.82
Branch Processing Time	6.51	6.23	6.12	6.25	2%	6.25	6.25	6.25			6.26
Branch Customers Served	18,464	22,381	18,909	20,148	7%	20,148	20,148	20,148	20,148	19,243	237,511
Drivers License Visit Time	41.57	32.02	41.82	53.87	29%	53.87	53.87	53.87			40.08
DLS Waiting Time	33.09	23.61	33.65	45.51	35%	45.51	45.51	45.51			31.84
DLS Processing Time	8.48	8.41	8.17	8.36	2%	8.36	8.36	8.36			8.24
DLS Customers Served	7,318	8,137	7,699	8,417	9%	8,417	8,417	8,417	8,417	7,842	92,351
Vehicle Services Visit Time	32.35	32.68	32.45	39.08	20%	39.08	39.08	39.08			31.05
VS Wait Time	27.01	27.58	27.63	34.19	24%	34.19	34.19	34.19			25.85
VS Processing Time	5.33	5.11	4.83	4.89	1%	4.89	4.89	4.89			5.21
VS Customers Served	8,590	11,003	8,578	9,008	5%	9,008	9,008	9,008	9,008	8,798	111,497
ICD/Misc Visit Time	20.25	22.65	22.46	23.16	3%	23.16	23.16	23.16			18.90
ICD/Misc Wait Time	15.46	18.00	18.11	19.15	6%	19.15	19.15	19.15			14.57
ICD/Misc Processing Time	4.78	4.65	4.35	4.01	-8%	4.01	4.01	4.01			4.33
ICD/Misc Customers Served	2,556	3,241	2,632	2,723	3%	2,723	2,723	2,723	2,723	2,603	33,663
Total Transactions	22,288	19,823	23,595	19,382	-18%	19,382	19,382	19,382	19,382	26,876	263,290
DLS Transactions	11,754	10,549	12,780	11,287	-12%	11,287	11,287	11,287	11,287	13,968	137,300
Title & Registration Transactions	8,622	7,485	8,738	6,702	-23%	6,702	6,702	6,702	6,702	11,463	107,077
Other	1,912	1,789	2,077	1,393	-33%	1,393	1,393	1,393	1,393	1,445	18,913
Personnel											
Filled PINS	38	38	36	36	0%	36	36	36			36
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	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	2	2	4	4	0%	4	4	4			4
% Vacant Positions	5.3%	5.3%	11.3%	11.3%	0%	11.3%	11.3%	11.3%			11.3%
Total Leave Days	145	231	187	239	28%	239	239	239	239	189	2,444
Sick Leave Days (Unplanned)	31	38	36	105	190%	105	105	105	105	24	393
Other Leave Days (Planned)	114	194	151	134	-11%	134	134	134	134	164	2,051
Overtime Hrs.	343	260	524	348	-34%	348	348	348	348	245	3,549
OT Annual Budget									\$84,081	\$84,081	84,081
OT Spent	\$8,215	\$6,460	\$12,187	\$8,797	-28%	\$8,797	\$8,797	\$8,797	\$8,797	\$6,312	83,119
% of Budget Spent	76.7%	84.4%	98.9%	10.5%	-89%				10.5%	7.5%	98.9%

**MVA StateStat
Operations - District 2
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			89.2%			0.0%	0.0%	0.0%			88.5%
Branch Visit Time	28.28	24.88	29.88	30.41	2%	30.41	30.41	30.41			27.71
Branch Waiting Time	21.65	18.35	23.28	23.63	2%	23.63	23.63	23.63			21.15
Branch Processing Time	6.63	6.53	6.59	6.78	3%	6.78	6.78	6.78			6.56
Branch Customers Served	17,150	20,514	16,940	21,210	25%	21,210	21,210	21,210	21,210	17,272	206,513
Drivers License Visit Time	29.43	27.26	34.03	44.12	30%	44.12	44.12	44.12			32.52
DLS Waiting Time	20.82	18.67	25.46	35.10	38%	35.10	35.10	35.10			23.85
DLS Processing Time	8.61	8.59	8.58	9.03	5%	9.03	9.03	9.03			8.66
DLS Customers Served	7,010	8,053	7,176	8,794	23%	8,794	8,794	8,794	8,794	7,616	86,146
Vehicle Services Visit Time	30.58	25.83	29.63	22.21	-25%	22.21	22.21	22.21			26.33
VS Wait Time	25.31	20.54	24.44	16.84	-31%	16.84	16.84	16.84			21.28
VS Processing Time	5.27	5.28	5.19	5.37	3%	5.37	5.37	5.37			5.06
VS Customers Served	8,108	10,060	7,829	10,010	28%	10,010	10,010	10,010	10,010	7,812	95,810
ICD/Misc Visit Time	16.26	14.02	15.88	12.76	-20%	12.76	12.76	12.76			15.80
ICD/Misc Wait Time	11.07	9.06	10.90	8.04	-26%	8.04	8.04	8.04			10.72
ICD/Misc Processing Time	5.19	4.96	4.99	4.71	-5%	4.71	4.71	4.71			5.08
ICD/Misc Customers Served	2,032	2,401	1,935	2,406	24%	2,406	2,406	2,406	2,406	1,844	24,557
Total Transactions	26,386	23,017	28,461	26,595	-7%	26,595	26,595	26,595	26,595	28,513	296,192
DLS Transactions	12,534	11,424	13,899	13,849	0%	13,849	13,849	13,849	13,849	13,695	143,794
Title & Registration Transactions	11,295	9,449	12,135	10,435	-14%	10,435	10,435	10,435	10,435	12,227	123,916
Other	2,557	2,144	2,427	2,311	-5%	2,311	2,311	2,311	2,311	2,591	28,482
Personnel											
Filled PINS	34	34	35	34	-3%	34	34	34			35
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	4	4	4	4	0%	4	4	4			4
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	2	2	1	2	100%	2	2	2			1
% Vacant Positions	4.4%	4.4%	2.9%	6.0%	106%	6.0%	6.0%	6.0%			2.9%
Total Leave Days	146	170	146	217	49%	217	217	217	217	211	2,258
Sick Leave Days (Unplanned)	42	21	23	84	257%	84	84	84	84	27	334
Other Leave Days (Planned)	105	150	122	134	10%	134	134	134	134	184	1,924
Overtime Hrs.	183	143	271	254	-6%	254	254	254	254	260	2,317
OT Annual Budget									\$70,544	\$70,544	70,544
OT Spent	\$4,917	\$4,025	\$7,574	\$7,426	-2%	\$7,426	\$7,426	\$7,426	\$7,426	\$7,262	62,209
% of Budget Spent	71.7%	77.4%	88.2%	10.5%	-88%				10.5%	10.3%	88.2%

MVA StateStat
Operations - District 2
September FY 2011
Reporting Period: July 2010

20100928_MVA_Template
 District 2

PerformanceMetrics											
Elkton 9923	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			93.9%			0.0%	0.0%	0.0%			95.8%
Branch Visit Time	17.34	17.72	20.66	23.66	15%	23.66	23.66	23.66			15.46
Branch Waiting Time	10.67	11.15	14.05	17.49	25%	17.49	17.49	17.49			8.86
Branch Processing Time	6.67	6.57	6.61	6.16	-7%	6.16	6.16	6.16			6.60
Branch Customers Served	8,518	10,319	8,680	11,230	29%	11,230	11,230	11,230	11,230	8,722	102,687
Drivers License Visit Time	12.32	12.61	14.60	24.64	69%	24.64	24.64	24.64			13.60
DLS Waiting Time	4.40	4.72	6.73	16.83	150%	16.83	16.83	16.83			5.43
DLS Processing Time	7.93	7.89	7.87	7.81	-1%	7.81	7.81	7.81			8.17
DLS Customers Served	2,642	3,195	2,887	3,699	28%	3,699	3,699	3,699	3,699	2,999	34,239
Vehicle Services Visit Time	20.78	21.61	25.72	25.07	-3%	25.07	25.07	25.07			17.05
VS Wait Time	14.76	15.70	19.89	19.99	0%	19.99	19.99	19.99			11.44
VS Processing Time	6.02	5.91	5.83	5.09	-13%	5.09	5.09	5.09			5.61
VS Customers Served	4,905	5,926	4,784	6,290	31%	6,290	6,290	6,290	6,290	4,764	56,257
ICD/Misc Visit Time	12.92	11.80	13.76	13.34	-3%	13.34	13.34	13.34			12.83
ICD/Misc Wait Time	6.30	5.39	6.95	6.60	-5%	6.60	6.60	6.60			6.06
ICD/Misc Processing Time	6.61	6.42	6.81	6.74	-1%	6.74	6.74	6.74			6.77
ICD/Misc Customers Served	971	1,198	1,009	1,241	23%	1,241	1,241	1,241	1,241	959	12,191
Total Transactions	14,701	12,293	15,494	14,128	-9%	14,128	14,128	14,128	14,128	15,330	157,314
DLS Transactions	5,310	4,639	5,917	6,091	3%	6,091	6,091	6,091	6,091	6,116	61,139
Title & Registration Transactions	8,271	6,737	8,472	7,055	-17%	7,055	7,055	7,055	7,055	7,956	83,683
Other	1,120	917	1,105	982	-11%	982	982	982	982	1,258	12,492
Personnel											
Filled PINS	21	21	21	21	0%	21	21	21			21
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	1	1	0	0	0%	0	0	0			0
Agency Temporary Employees	2	2	2	2	0%	2	2	2			2
# 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%			0.0%
Total Leave Days	90	124	103	144	39%	144	144	144	144	114	1,353
Sick Leave Days (Unplanned)	16	11	13	74	472%	74	74	74	74	6	181
Other Leave Days (Planned)	74	112	90	69	-23%	69	69	69	69	108	1,172
Overtime Hrs.	25	63	87	108	24%	108	108	108	108	60	636
OT Annual Budget									\$27,811	\$27,811	27,811
OT Spent	\$708	\$1,744	\$2,393	\$3,036	27%	\$3,036	\$3,036	\$3,036	\$3,036	\$1,741	17,652
% of Budget Spent	48.6%	54.9%	63.5%	10.9%	-83%				10.9%	6.3%	63.5%

MVA StateStat
Operations - District 2
September FY 2011
Reporting Period: July 2010

20100928_MVA_Template
 District 2

PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			82.1%			0.0%	0.0%	0.0%			77.5%
Branch Visit Time	52.92	41.09	44.66	54.51	22%	54.51	54.51	54.51			36.03
Branch Waiting Time	46.04	34.37	37.95	47.53	25%	47.53	47.53	47.53			29.30
Branch Processing Time	6.88	6.72	6.72	6.97	4%	6.97	6.97	6.97			6.73
Branch Customers Served	17,326	20,137	17,103	21,053	23%	21,053	21,053	21,053	21,053	18,115	218,179
Drivers License Visit Time	54.53	42.87	57.92	72.78	26%	72.78	72.78	72.78			44.83
DLS Waiting Time	45.11	33.33	48.41	62.63	29%	62.63	62.63	62.63			35.30
DLS Processing Time	9.42	9.54	9.51	10.16	7%	10.16	10.16	10.16			9.53
DLS Customers Served	7,202	8,151	7,582	8,988	19%	8,988	8,988	8,988	8,988	7,787	91,562
Vehicle Services Visit Time	65.00	47.81	41.58	46.79	13%	46.79	46.79	46.79			34.08
VS Wait Time	59.42	42.71	36.83	41.99	14%	41.99	41.99	41.99			29.09
VS Processing Time	5.58	5.11	4.75	4.80	1%	4.80	4.80	4.80			4.99
VS Customers Served	7,297	8,792	6,912	8,986	30%	8,986	8,986	8,986	8,986	7,547	91,261
ICD/Misc Visit Time	12.97	13.52	13.41	13.93	4%	13.93	13.93	13.93			15.33
ICD/Misc Wait Time	9.19	9.39	9.61	9.91	3%	9.91	9.91	9.91			11.32
ICD/Misc Processing Time	3.78	4.13	3.80	4.02	6%	4.02	4.02	4.02			4.01
ICD/Misc Customers Served	53,883	62,593	49,923	59,852	20%	59,852	59,852	59,852	59,852	48,303	643,409
Total Transactions	25,686	21,024	26,421	25,455	-4%	25,455	25,455	25,455	25,455	27,937	291,837
DLS Transactions	12,900	10,882	13,517	13,338	-1%	13,338	13,338	13,338	13,338	14,173	149,418
Title & Registration Transactions	10,167	8,108	10,411	9,599	-8%	9,599	9,599	9,599	9,599	11,338	112,240
Other	2,619	2,034	2,493	2,518	1%	2,518	2,518	2,518	2,518	2,426	30,179
Personnel											
Filled PINS	30	30	30	29	-3%	29	29	29			30
Filled Contract Employees	3	3	3	3	0%	3	3	3			3
State Temporary Employees	2	2	1	1	0%	1	1	1			1
Agency Temporary Employees	3	3	3	3	0%	3	3	3			3
# Vacancies (PIN & Contract)	0	0	0	1	0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	3.1%	0%	3.1%	3.1%	3.1%			0.0%
Total Leave Days	126	163	130	166	28%	166	166	166	166	150	1,916
Sick Leave Days (Unplanned)	45	23	30	61	108%	61	61	61	61	40	439
Other Leave Days (Planned)	81	140	100	105	4%	105	105	105	105	110	1,478
Overtime Hrs.	260	186	319	275	-14%	275	275	275	275	163	2,190
OT Annual Budget									\$61,569	\$61,569	61,569
OT Spent	\$7,003	\$5,133	\$8,860	\$7,717	-13%	\$7,717	\$7,717	\$7,717	\$7,717	\$4,585	61,038
% of Budget Spent	76.4%	84.7%	99.1%	12.5%	-87%				12.5%	7.4%	99.1%

MVA StateStat
Operations - District 2
September FY 2011
Reporting Period: July 2010

20100928_MVA_Template
 District 2

PerformanceMetrics											
Loveville 9944	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			97.2%			0.0%	0.0%	0.0%			95.0%
Branch Visit Time	12.97	12.75	15.01	15.61	4%	15.61	15.61	15.61			14.45
Branch Waiting Time	8.74	8.31	10.55	11.29	7%	11.29	11.29	11.29			9.72
Branch Processing Time	4.23	4.44	4.47	4.32	-3%	4.32	4.32	4.32			4.74
Branch Customers Served	8,028	9,533	7,865	10,536	34%	10,536	10,536	10,536	10,536	8,000	93,041
Drivers License Visit Time	12.48	12.59	19.25	21.88	14%	21.88	21.88	21.88			16.73
DLS Waiting Time	8.23	7.97	13.99	17.07	22%	17.07	17.07	17.07			11.13
DLS Processing Time	4.25	4.63	5.26	4.82	-9%	4.82	4.82	4.82			5.60
DLS Customers Served	2,770	3,278	2,906	3,868	33%	3,868	3,868	3,868	3,868	3,076	34,151
Vehicle Services Visit Time	15.53	14.20	13.27	11.21	-15%	11.21	11.21	11.21			14.10
VS Wait Time	11.93	10.79	9.85	7.63	-23%	7.63	7.63	7.63			10.16
VS Processing Time	3.60	3.41	3.42	3.58	5%	3.58	3.58	3.58			3.94
VS Customers Served	4,363	5,206	4,134	5,626	36%	5,626	5,626	5,626	5,626	4,136	48,444
ICD/Misc Visit Time	10.01	10.52	10.59	10.02	-5%	10.02	10.02	10.02			9.12
ICD/Misc Wait Time	4.77	4.88	5.06	4.87	-4%	4.87	4.87	4.87			4.58
ICD/Misc Processing Time	5.25	5.65	5.53	5.15	-7%	5.15	5.15	5.15			4.54
ICD/Misc Customers Served	895	1,049	825	1,042	26%	1,042	1,042	1,042	1,042	788	10,446
Total Transactions	11,952	9,900	13,115	12,555	-4%	12,555	12,555	12,555	12,555	12,795	129,301
DLS Transactions	5,397	4,622	5,828	6,147	5%	6,147	6,147	6,147	6,147	6,153	61,408
Title & Registration Transactions	5,945	4,761	6,646	5,818	-12%	5,818	5,818	5,818	5,818	6,146	61,498
Other	610	517	641	590	-8%	590	590	590	590	496	6,395
Personnel											
Filled PINS	12	12	12	12	0%	12	12	12			12
Filled Contract Employees	4	4	5	4	-20%	4	4	4			5
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# 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%			0.0%
Total Leave Days	82	78	61	77	26%	77	77	77	77	119	1,085
Sick Leave Days (Unplanned)	10	11	7	30	327%	30	30	30	30	7	112
Other Leave Days (Planned)	72	67	54	48	-12%	48	48	48	48	112	973
Overtime Hrs.	20	40	54	17	-69%	17	17	17	17	16	301
OT Annual Budget									\$3,921	\$3,921	3,921
OT Spent	\$592	\$1,181	\$1,635	\$440	-73%	\$440	\$440	\$440	\$440	\$461	8,616
% of Budget Spent	147.9%	178.0%	219.7%	11.2%	-95%				11.2%	11.8%	219.7%

MVA StateStat
Operations - District 2
September FY 2011
Reporting Period: July 2010

PerformanceMetrics											
Prince Frederick Satellite 9945	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Change	Avg	Min			
Customer Survey Results			100.0%			0.0%	0.0%	0.0%			98.0%
Branch Visit Time	13.95	17.90	22.93	27.87	22%	27.87	27.87	27.87			13.28
Branch Waiting Time	9.87	13.43	18.10	23.48	30%	23.48	23.48	23.48			9.53
Branch Processing Time	4.08	4.47	4.84	4.39	-9%	4.39	4.39	4.39			3.75
Branch Customers Served	1,422	1,894	1,501	2,027	35%	2,027	2,027	2,027	2,027	0	9,708
Drivers License Visit Time	14.64	18.35	23.73	28.81	21%	28.81	28.81	28.81			13.66
DLS Waiting Time	10.21	13.45	18.31	23.93	31%	23.93	23.93	23.93			9.66
DLS Processing Time	4.43	4.90	5.42	4.88	-10%	4.88	4.88	4.88			4.00
DLS Customers Served	1,138	1,477	1,178	1,622	38%	1,622	1,622	1,622	1,622	0	7,704
Vehicle Services Visit Time	11.25	16.32	19.41	24.21	25%	24.21	24.21	24.21			10.96
VS Wait Time	9.12	13.65	17.09	22.23	30%	22.23	22.23	22.23			8.69
VS Processing Time	2.13	2.67	2.33	1.98	-15%	1.98	1.98	1.98			2.27
VS Customers Served	88	167	132	154	17%	154	154	154	154	0	745
ICD/Misc Visit Time	11.00	16.15	20.71	23.91	15%	23.91	23.91	23.91			11.50
ICD/Misc Wait Time	8.07	12.92	17.41	21.28	22%	21.28	21.28	21.28			8.39
ICD/Misc Processing Time	2.93	3.22	3.30	2.63	-20%	2.63	2.63	2.63			3.11
ICD/Misc Customers Served	196	250	191	251	31%	251	251	251	251	0	1,259
Total Transactions	1,866	1,854	2,333	2,118	-9%	2,118	2,118	2,118	2,118	2,449	24,969
DLS Transactions	1,685	1,660	2,093	1,934	-8%	1,934	1,934	1,934	1,934	2,124	22,415
Title & Registration Transactions	129	157	173	126	-27%	126	126	126	126	306	2,164
Other	52	37	67	58	-13%	58	58	58	58	19	390
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%			0.0%
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
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%				#DIV/0!	#DIV/0!	#DIV/0!

MVA StateStat
Operations - District 2
September FY 2011
Reporting Period: July 2010

20100928_MVA_Template
 District 2

PerformanceMetrics											
Parkville 9926	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			99.1%			0.0%	0.0%	0.0%			98.8%
Branch Visit Time	17.02	13.35	18.85	26.15	39%	26.15	26.15	26.15			17.22
Branch Waiting Time	11.23	7.69	13.19	20.30	54%	20.30	20.30	20.30			11.51
Branch Processing Time	5.79	5.67	5.65	5.86	4%	5.86	5.86	5.86			5.71
Branch Customers Served	8,580	10,129	9,173	11,316	23%	11,316	11,316	11,316	11,316	8,521	105,549
Drivers License Visit Time	20.23	15.89	22.41	31.81	42%	31.81	31.81	31.81			20.34
DLS Waiting Time	13.48	9.11	15.71	24.83	58%	24.83	24.83	24.83			13.66
DLS Processing Time	6.75	6.78	6.70	6.98	4%	6.98	6.98	6.98			6.68
DLS Customers Served	5,981	6,834	6,330	8,008	27%	8,008	8,008	8,008	8,008	6,035	74,417
Vehicle Services Visit Time	7.84	6.42	9.37	11.00	17%	11.00	11.00	11.00			8.08
VS Wait Time	5.13	3.94	6.95	8.70	25%	8.70	8.70	8.70			5.59
VS Processing Time	2.71	2.48	2.42	2.30	-5%	2.30	2.30	2.30			2.49
VS Customers Served	1,765	2,140	1,949	2,349	21%	2,349	2,349	2,349	2,349	1,736	21,297
ICD/Misc Visit Time	13.42	11.18	14.29	16.25	14%	16.25	16.25	16.25			12.85
ICD/Misc Wait Time	7.91	6.17	8.97	11.06	23%	11.06	11.06	11.06			7.56
ICD/Misc Processing Time	5.51	5.01	5.32	5.18	-3%	5.18	5.18	5.18			5.29
ICD/Misc Customers Served	834	1,155	894	959	7%	959	959	959	959	750	9,835
Total Transactions	13,096	11,857	14,811	12,056	-19%	12,056	12,056	12,056	12,056	17,074	169,708
DLS Transactions	10,386	9,452	11,737	9,167	-22%	9,167	9,167	9,167	9,167	12,149	124,946
Title & Registration Transactions	2,274	2,004	2,572	2,418	-6%	2,418	2,418	2,418	2,418	4,568	40,418
Other	436	401	502	471	-6%	471	471	471	471	357	4,344
Personnel											
Filled PINS	12	12	12	12	0%	12	12	12			12
Filled Contract Employees	1	1	1	2	100%	2	2	2			1
State Temporary Employees	1	1	1	1	0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	1	1	0%	1	1	1			1
% Vacant Positions	7.7%	7.7%	7.7%	0.1%	-99%	0.1%	0.1%	0.1%			7.7%
Total Leave Days	41	58	41	82	102%	82	82	82	82	41	666
Sick Leave Days (Unplanned)	9	11	10	16	64%	16	16	16	16	5	113
Other Leave Days (Planned)	32	47	31	67	113%	67	67	67	67	37	552
Overtime Hrs.	12	1	0	0	0%	0	0	0	0	0	35
OT Annual Budget									\$284	\$327	327
OT Spent	\$214	\$16	\$0	\$100	0%	\$100	\$100	\$100	\$100	\$4	871
% of Budget Spent	261.3%	266.2%	0.0%	35.2%	0%				35.2%	1.1%	266.2%

MVA StateStat
Operations - District 2
September FY 2011
Reporting Period: July 2010

20100928_MVA_Template
 District 2

PerformanceMetrics											
Waldorf 9942	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Change	Avg	Min			
Customer Survey Results			93.4%			0.0%	0.0%	0.0%			93.8%
Branch Visit Time	19.03	19.89	21.40	25.14	17%	25.14	25.14	25.14			16.82
Branch Waiting Time	12.50	13.17	14.95	18.52	24%	18.52	18.52	18.52			10.39
Branch Processing Time	6.53	6.72	6.45	6.61	3%	6.61	6.61	6.61			6.44
Branch Customers Served	19,730	21,895	19,033	24,815	30%	24,815	24,815	24,815	24,815	20,069	236,767
Drivers License Visit Time	19.69	25.87	29.26	34.27	17%	34.27	34.27	34.27			21.39
DLS Waiting Time	12.25	17.89	21.77	26.45	22%	26.45	26.45	26.45			13.72
DLS Processing Time	7.44	7.98	7.49	7.82	4%	7.82	7.82	7.82			7.67
DLS Customers Served	7,655	8,032	7,625	9,869	29%	9,869	9,869	9,869	9,869	8,160	91,507
Vehicle Services Visit Time	21.10	17.09	17.45	20.64	18%	20.64	20.64	20.64			13.93
VS Wait Time	15.35	11.36	11.98	15.13	26%	15.13	15.13	15.13			8.66
VS Processing Time	5.75	5.73	5.48	5.51	1%	5.51	5.51	5.51			5.27
VS Customers Served	8,767	10,287	8,519	11,397	34%	11,397	11,397	11,397	11,397	9,079	107,483
ICD/Misc Visit Time	11.48	14.12	12.05	14.15	17%	14.15	14.15	14.15			12.92
ICD/Misc Wait Time	4.94	7.34	5.44	7.30	34%	7.30	7.30	7.30			6.14
ICD/Misc Processing Time	6.53	6.78	6.61	6.85	4%	6.85	6.85	6.85			6.78
ICD/Misc Customers Served	3,308	3,576	2,889	3,549	23%	3,549	3,549	3,549	3,549	2,830	37,777
Total Transactions	32,032	25,950	34,306	28,643	-17%	28,643	28,643	28,643	28,643	33,932	350,995
DLS Transactions	14,208	11,429	15,119	11,731	-22%	11,731	11,731	11,731	11,731	15,649	159,076
Title & Registration Transactions	15,463	12,565	16,804	14,803	-12%	14,803	14,803	14,803	14,803	16,065	166,550
Other	2,361	1,956	2,383	2,109	-11%	2,109	2,109	2,109	2,109	2,218	25,369
Personnel											
Filled PINS	49	49	49	48	-2%	48	48	48			49
Filled Contract Employees	2	2	2	2	0%	2	2	2			2
State Temporary Employees	7	7	7	7	0%	7	7	7			7
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	1	1	1	2	100%	2	2	2			1
% Vacant Positions	2.0%	2.0%	2.0%	4.0%	104%	4.0%	4.0%	4.0%			2.0%
Total Leave Days	216	310	207	271	31%	271	271	271	271	320	3,466
Sick Leave Days (Unplanned)	88	52	73	76	3%	76	76	76	76	114	805
Other Leave Days (Planned)	129	257	134	195	46%	195	195	195	195	206	2,661
Overtime Hrs.	186	177	271	218	-20%	218	218	218	218	171	2,123
OT Annual Budget									\$51,812	\$51,812	51,812
OT Spent	\$4,497	\$4,266	\$6,643	\$5,537	-17%	\$5,537	\$5,537	\$5,537	\$5,537	\$4,110	51,389
% of Budget Spent	78.1%	86.4%	99.2%	10.7%	-89%				10.7%	7.9%	99.2%

**MVA StateStat
Operations - District 3
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Beltville 9931	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			88.0%			0.0%	0.0%	0.0%			86.9%
Branch Visit Time	31.03	30.75	43.84	45.50	4%	45.50	45.50	45.50			28.73
Branch Waiting Time	24.59	24.44	37.10	39.12	5%	39.12	39.12	39.12			22.60
Branch Processing Time	6.45	6.31	6.74	6.38	-5%	6.38	6.38	6.38			6.13
Branch Customers Served	24,601	29,040	22,928	27,873	22%	27,873	27,873	27,873	27,873	26,560	307,854
Drivers License Visit Time	34.78	34.09	49.75	54.59	10%	54.59	54.59	54.59			32.78
DLS Waiting Time	27.11	26.38	42.35	47.40	12%	47.40	47.40	47.40			25.30
DLS Processing Time	7.67	7.71	7.40	7.19	-3%	7.19	7.19	7.19			7.48
DLS Customers Served	9,959	11,195	10,459	12,453	19%	12,453	12,453	12,453	12,453	10,034	118,254
Vehicle Services Visit Time	31.62	31.40	47.08	45.86	-3%	45.86	45.86	45.86			28.25
VS Wait Time	25.59	25.69	40.00	39.50	-1%	39.50	39.50	39.50			22.69
VS Processing Time	6.03	5.71	7.08	6.36	-10%	6.36	6.36	6.36			5.56
VS Customers Served	10,931	13,536	9,066	11,634	28%	11,634	11,634	11,634	11,634	13,018	145,558
ICD/Misc Visit Time	18.50	19.22	18.21	15.94	-12%	15.94	15.94	15.94			18.69
ICD/Misc Wait Time	14.11	14.67	14.23	11.83	-17%	11.83	11.83	11.83			14.18
ICD/Misc Processing Time	4.39	4.55	3.98	4.11	3%	4.11	4.11	4.11			4.51
ICD/Misc Customers Served	3,711	4,309	3,403	3,786	11%	3,786	3,786	3,786	3,786	3,508	44,042
Total Transactions	32,601	28,132	34,383	30,962	-10%	30,962	30,962	30,962	30,962	35,596	367,284
DLS Transactions	15,847	13,966	17,960	16,279	-9%	16,279	16,279	16,279	16,279	17,493	183,032
Title & Registration Transactions	14,422	12,377	14,203	12,916	-9%	12,916	12,916	12,916	12,916	15,799	159,520
Other	2,332	1,789	2,220	1,767	-20%	1,767	1,767	1,767	1,767	2,304	24,732
Personnel											
Filled PINS	57	57	55	56	2%	56	56	56			55
Filled Contract Employees	2	2	2	2	0%	2	2	2			2
State Temporary Employees	3	2	2	1	-50%	1	1	1			2
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	2	2	4	3	-25%	3	3	3			4
% Vacant Positions	3.3%	3.4%	7.0%	5.3%	-25%	5.3%	5.3%	5.3%			7.0%
Total Leave Days	189	323	291	348	19%	348	348	348	348	292	3,714
Sick Leave Days (Unplanned)	72	71	93	154	66%	154	154	154	154	51	724
Other Leave Days (Planned)	117	252	199	194	-2%	194	194	194	194	241	2,990
Overtime Hrs.	242	234	524	503	-4%	503	503	503	503	251	2,461
OT Annual Budget									\$54,666	\$54,666	54,666
OT Spent	\$6,004	\$5,777	\$12,982	\$12,407	-4%	\$12,407	\$12,407	\$12,407	\$12,407	\$6,153	59,309
% of Budget Spent	74.2%	84.7%	108.5%	22.7%	-79%				22.7%	11.3%	108.5%

**MVA StateStat
Operations - District 3
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Columbia Express 9935	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Change	Avg	Min			
Customer Survey Results			95.1%			0.0%	0.0%	0.0%			94.1%
Branch Visit Time	29.16	27.92	42.98	47.06	10%	47.06	47.06	47.06			30.76
Branch Waiting Time	23.12	21.49	36.51	40.47	11%	40.47	40.47	40.47			24.51
Branch Processing Time	6.04	6.43	6.46	6.59	2%	6.59	6.59	6.59			6.25
Branch Customers Served	8,449	9,607	8,356	10,857	30%	10,857	10,857	10,857	10,857	7,959	103,100
Drivers License Visit Time	34.35	31.78	48.75	54.54	12%	54.54	54.54	54.54			36.15
DLS Waiting Time	27.22	24.39	41.53	47.03	13%	47.03	47.03	47.03			28.85
DLS Processing Time	7.14	7.39	7.23	7.51	4%	7.51	7.51	7.51			7.30
DLS Customers Served	6,042	6,898	6,402	8,384	31%	8,384	8,384	8,384	8,384	6,077	75,928
Vehicle Services Visit Time	6.42	11.72	15.36	14.69	-4%	14.69	14.69	14.69			7.52
VS Wait Time	4.22	8.50	11.93	11.87	-1%	11.87	11.87	11.87			5.15
VS Processing Time	2.20	3.22	3.43	2.81	-18%	2.81	2.81	2.81			2.37
VS Customers Served	1,467	1,600	1,216	1,601	32%	1,601	1,601	1,601	1,601	1,192	17,176
ICD/Misc Visit Time	28.95	26.39	38.70	35.78	-8%	35.78	35.78	35.78			26.92
ICD/Misc Wait Time	23.96	21.30	33.84	31.09	-8%	31.09	31.09	31.09			22.01
ICD/Misc Processing Time	5.00	5.09	4.85	4.68	-4%	4.68	4.68	4.68			4.91
ICD/Misc Customers Served	940	1,109	738	872	18%	872	872	872	872	690	9,996
Total Transactions	12,920	11,213	14,062	14,440	3%	14,440	14,440	14,440	14,440	14,902	152,141
DLS Transactions	9,700	8,595	10,968	10,863	-1%	10,863	10,863	10,863	10,863	11,546	116,834
Title & Registration Transactions	2,924	2,351	2,787	3,322	19%	3,322	3,322	3,322	3,322	3,117	32,346
Other	296	267	307	255	-17%	255	255	255	255	239	2,961
Personnel											
Filled PINS	8	8	7	7	0%	7	7	7			7
Filled Contract Employees	2	2	2	2	0%	2	2	2			2
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	1	1	2	2	0%	2	2	2			2
% Vacant Positions	33.3%	33.3%	66.7%	66.7%	0%	66.7%	66.7%	66.7%			66.7%
Total Leave Days	29	30	43	51	19%	51	51	51	51	40	432
Sick Leave Days (Unplanned)	7	1	8	25	200%	25	25	25	25	15	92
Other Leave Days (Planned)	22	29	34	26	-24%	26	26	26	26	25	341
Overtime Hrs.	46	44	92	120	30%	120	120	120	120	147	861
OT Annual Budget									\$9,862	\$9,862	9,862
OT Spent	\$1,361	\$1,295	\$2,736	\$3,515	28%	\$3,515	\$3,515	\$3,515	\$3,515	\$4,010	24,061
% of Budget Spent	203.1%	216.2%	244.0%	35.6%	-85%				35.6%	40.7%	244.0%

**MVA StateStat
Operations - District 3
September FY 2011
Reporting Period: July 2010**

20100928_MVA_Template
District 3

PerformanceMetrics											
Gaithersburg 9932	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			78.8%			0.0%	0.0%	0.0%			76.8%
Branch Visit Time	29.17	33.00	37.02	46.93	27%	46.93	46.93	46.93			33.17
Branch Waiting Time	22.47	26.26	30.35	40.05	32%	40.05	40.05	40.05			26.13
Branch Processing Time	6.70	6.74	6.67	6.88	3%	6.88	6.88	6.88			7.03
Branch Customers Served	25,150	28,818	25,461	30,612	20%	30,612	30,612	30,612	30,612	25,687	293,345
Drivers License Visit Time	27.39	27.81	37.04	51.66	39%	51.66	51.66	51.66			32.34
DLS Waiting Time	19.70	20.16	29.56	43.94	49%	43.94	43.94	43.94			24.06
DLS Processing Time	7.69	7.65	7.48	7.72	3%	7.72	7.72	7.72			8.29
DLS Customers Served	11,359	12,710	11,960	14,625	22%	14,625	14,625	14,625	14,625	11,931	132,304
Vehicle Services Visit Time	32.04	39.59	39.58	47.13	19%	47.13	47.13	47.13			35.90
VS Wait Time	26.11	33.45	33.58	40.98	22%	40.98	40.98	40.98			29.67
VS Processing Time	5.93	6.13	6.00	6.15	2%	6.15	6.15	6.15			6.23
VS Customers Served	10,613	12,556	10,530	12,630	20%	12,630	12,630	12,630	12,630	10,453	121,768
ICD/Misc Visit Time	25.30	24.99	26.78	26.63	-1%	26.63	26.63	26.63			26.39
ICD/Misc Wait Time	19.53	19.25	20.95	20.56	-2%	20.56	20.56	20.56			20.94
ICD/Misc Processing Time	5.77	5.74	5.83	6.07	4%	6.07	6.07	6.07			5.45
ICD/Misc Customers Served	3,178	3,552	2,971	3,357	13%	3,357	3,357	3,357	3,357	3,303	39,273
Total Transactions	28,398	24,902	30,241	30,039	-1%	30,039	30,039	30,039	30,039	32,723	332,950
DLS Transactions	16,655	15,397	17,981	18,650	4%	18,650	18,650	18,650	18,650	19,750	196,893
Title & Registration Transactions	10,142	8,222	10,562	9,958	-6%	9,958	9,958	9,958	9,958	11,474	118,177
Other	1,601	1,283	1,698	1,431	-16%	1,431	1,431	1,431	1,431	1,499	17,880
Personnel											
Filled PINS	48	51	50	52	4%	52	52	52			50
Filled Contract Employees	2	1	2	2	0%	2	2	2			2
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	2	1	1	2	100%	2	2	2			1
# Vacancies (PIN & Contract)	4	4	5	2	-60%	2	2	2			5
% Vacant Positions	8.0%	7.7%	9.6%	3.7%	-61%	3.7%	3.7%	3.7%			9.6%
Total Leave Days	196	283	182	295	62%	295	295	295	295	307	3,260
Sick Leave Days (Unplanned)	31	41	22	150	576%	150	150	150	150	31	545
Other Leave Days (Planned)	166	242	160	145	-9%	145	145	145	145	276	2,715
Overtime Hrs.	257	296	467	695	49%	695	695	695	695	463	4,009
OT Annual Budget									\$56,072	\$56,072	56,072
OT Spent	\$6,466	\$7,342	\$11,721	\$16,868	44%	\$16,868	\$16,868	\$16,868	\$16,868	\$11,525	98,042
% of Budget Spent	140.9%	153.9%	174.9%	30.1%	-83%				30.1%	20.6%	174.9%

**MVA StateStat
Operations - District 3
September FY 2011
Reporting Period: July 2010**

20100928_MVA_Template
District 3

PerformanceMetrics											
Glenmont Express 9933	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			97.1%			0.0%	0.0%	0.0%			96.0%
Branch Visit Time	25.57	28.96	38.15	44.88	18%	44.88	44.88	44.88			32.32
Branch Waiting Time	18.85	22.51	31.63	37.93	20%	37.93	37.93	37.93			25.54
Branch Processing Time	6.71	6.45	6.52	6.94	6%	6.94	6.94	6.94			6.78
Branch Customers Served	7,184	8,367	7,185	8,357	16%	8,357	8,357	8,357	8,357	6,279	84,998
Drivers License Visit Time	30.54	35.31	47.40	55.51	17%	55.51	55.51	55.51			39.91
DLS Waiting Time	22.64	27.71	39.74	47.29	19%	47.29	47.29	47.29			31.83
DLS Processing Time	7.90	7.61	7.66	8.22	7%	8.22	8.22	8.22			8.08
DLS Customers Served	4,978	5,731	4,934	5,966	21%	5,966	5,966	5,966	5,966	4,238	57,310
Vehicle Services Visit Time	11.69	12.31	13.97	14.52	4%	14.52	14.52	14.52			13.42
VS Wait Time	8.68	9.28	11.13	11.86	6%	11.86	11.86	11.86			10.45
VS Processing Time	3.00	3.02	2.83	2.66	-6%	2.66	2.66	2.66			2.97
VS Customers Served	1,300	1,481	1,302	1,434	10%	1,434	1,434	1,434	1,434	1,282	16,602
ICD/Misc Visit Time	18.21	18.09	21.97	22.34	2%	22.34	22.34	22.34			20.78
ICD/Misc Wait Time	12.72	12.93	16.32	16.84	3%	16.84	16.84	16.84			14.97
ICD/Misc Processing Time	5.49	5.16	5.65	5.51	-3%	5.51	5.51	5.51			5.82
ICD/Misc Customers Served	906	1,155	949	957	1%	957	957	957	957	759	11,086
Total Transactions	9,333	8,240	10,003	11,713	17%	11,713	11,713	11,713	11,713	9,537	108,520
DLS Transactions	7,214	6,575	7,756	9,791	26%	9,791	9,791	9,791	9,791	7,424	84,849
Title & Registration Transactions	1,905	1,486	2,034	1,763	-13%	1,763	1,763	1,763	1,763	1,946	21,601
Other	214	179	213	159	-25%	159	159	159	159	167	2,070
Personnel											
Filled PINS	9	9	9	9	0%	9	9	9			9
Filled Contract Employees	1	1	1	1	0%	1	1	1			1
State Temporary Employees	1	1	1	1	0%	1	1	1			1
Agency Temporary Employees	0	0	0	1	0%	1	1	1			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%			0.0%
Total Leave Days	21	46	41	46	12%	46	46	46	46	89	696
Sick Leave Days (Unplanned)	5	5	4	24	454%	24	24	24	24	25	152
Other Leave Days (Planned)	16	42	37	22	-41%	22	22	22	22	64	544
Overtime Hrs.	12	34	69	97	41%	97	97	97	97	65	489
OT Annual Budget									\$3,585	\$3,585	3,585
OT Spent	\$274	\$697	\$1,482	\$2,113	43%	\$2,113	\$2,113	\$2,113	\$2,113	\$1,575	11,096
% of Budget Spent	248.7%	268.2%	309.5%	58.9%	-81%				58.9%	43.9%	309.5%

**MVA StateStat
Operations - District 3
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Walnut Hill Express 9934	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			91.6%			0.0%	0.0%	0.0%			95.9%
Branch Visit Time	20.23	24.21	31.91	36.04	13%	36.04	36.04	36.04			23.89
Branch Waiting Time	14.80	18.75	26.20	30.12	15%	30.12	30.12	30.12			17.85
Branch Processing Time	5.43	5.46	5.71	5.92	4%	5.92	5.92	5.92			6.04
Branch Customers Served	7,916	9,654	8,159	10,278	26%	10,278	10,278	10,278	10,278	7,503	95,767
Drivers License Visit Time	26.48	33.67	43.40	49.34	14%	49.34	49.34	49.34			31.52
DLS Waiting Time	19.67	26.56	36.32	41.75	15%	41.75	41.75	41.75			23.97
DLS Processing Time	6.81	7.11	7.08	7.59	7%	7.59	7.59	7.59			7.55
DLS Customers Served	5,034	5,766	5,166	6,616	28%	6,616	6,616	6,616	6,616	4,807	60,876
Vehicle Services Visit Time	4.54	4.69	5.87	5.48	-7%	5.48	5.48	5.48			5.30
VS Wait Time	2.39	2.75	3.67	3.53	-4%	3.53	3.53	3.53			3.02
VS Processing Time	2.15	1.94	2.20	1.95	-11%	1.95	1.95	1.95			2.28
VS Customers Served	2,036	2,815	2,127	2,682	26%	2,682	2,682	2,682	2,682	2,013	24,982
ICD/Misc Visit Time	17.81	21.00	22.58	21.65	-4%	21.65	21.65	21.65			20.11
ICD/Misc Wait Time	12.78	14.96	16.44	16.08	-2%	16.08	16.08	16.08			13.92
ICD/Misc Processing Time	5.03	6.04	6.14	5.57	-9%	5.57	5.57	5.57			6.19
ICD/Misc Customers Served	846	1,073	866	980	13%	980	980	980	980	683	9,909
Total Transactions	11,784	10,400	12,953	13,755	6%	13,755	13,755	13,755	13,755	12,104	132,390
DLS Transactions	8,896	8,048	9,576	10,748	12%	10,748	10,748	10,748	10,748	9,091	101,833
Title & Registration Transactions	2,541	2,136	3,048	2,717	-11%	2,717	2,717	2,717	2,717	2,732	27,351
Other	347	216	329	290	-12%	290	290	290	290	281	3,206
Personnel											
Filled PINS	8	8	8	8	0%	8	8	8			8
Filled Contract Employees	1	1	1	1	0%	1	1	1			1
State Temporary Employees	2	2	2	2	0%	2	2	2			2
Agency Temporary Employees	0	0	0	1	0%	1	1	1			0
# Vacancies (PIN & Contract)	1	1	1	1	0%	1	1	1			1
% Vacant Positions	11.1%	11.1%	11.1%	11.1%	0%	11.1%	11.1%	11.1%			11.1%
Total Leave Days	26	50	40	44	11%	44	44	44	44	41	523
Sick Leave Days (Unplanned)	5	7	13	21	60%	21	21	21	21	3	57
Other Leave Days (Planned)	22	43	27	23	-14%	23	23	23	23	39	466
Overtime Hrs.	35	53	126	79	-37%	79	79	79	79	0	368
OT Annual Budget									\$1,406	\$1,406	1,406
OT Spent	\$972	\$1,251	\$3,103	\$2,166	-30%	\$2,166	\$2,166	\$2,166	\$2,166	\$0	9,014
% of Budget Spent	331.4%	420.4%	641.1%	154.1%	-76%				154.1%	0.0%	641.1%

MVA StateStat
Operations - District 4
September FY 2011
Reporting Period: July 2010

Performance Metrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			93.0%			0.0%	0.0%	0.0%			91.5%
Branch Visit Time	27.82	28.47	39.62	42.93	8%	42.93	42.93	42.93			30.59
Branch Waiting Time	21.55	22.39	33.62	37.05	10%	37.05	37.05	37.05			24.34
Branch Processing Time	6.27	6.08	6.00	5.88	-2%	5.88	5.88	5.88			6.26
Branch Customers Served	20,906	24,437	20,988	26,166	25%	26,166	26,166	26,166	26,166	21,064	248,840
Drivers License Visit Time	35.73	38.06	61.86	67.79	10%	67.79	67.79	67.79			42.80
DLS Waiting Time	28.08	30.15	54.20	60.33	11%	60.33	60.33	60.33			34.86
DLS Processing Time	7.65	7.91	7.66	7.46	-3%	7.46	7.46	7.46			7.94
DLS Customers Served	8,228	9,256	8,381	10,597	26%	10,597	10,597	10,597	10,597	9,228	100,459
Vehicle Services Visit Time	25.03	24.75	25.80	27.29	6%	27.29	27.29	27.29			23.76
VS Wait Time	19.56	19.60	20.98	22.42	7%	22.42	22.42	22.42			18.57
VS Processing Time	5.47	5.15	4.82	4.87	1%	4.87	4.87	4.87			5.19
VS Customers Served	10,231	12,204	10,172	12,624	24%	12,624	12,624	12,624	12,624	9,374	117,167
ICD/Misc Visit Time	12.99	11.60	17.41	14.41	-17%	14.41	14.41	14.41			15.05
ICD/Misc Wait Time	8.07	7.30	12.18	9.91	-19%	9.91	9.91	9.91			10.15
ICD/Misc Processing Time	4.93	4.31	5.23	4.51	-14%	4.51	4.51	4.51			4.90
ICD/Misc Customers Served	2,447	2,977	2,435	2,945	21%	2,945	2,945	2,945	2,945	2,462	31,214
Total Transactions	28,571	24,062	30,428	29,050	-5%	29,050	29,050	29,050	29,050	29,424	313,368
DLS Transactions	14,916	13,521	16,377	16,479	1%	16,479	16,479	16,479	16,479	16,893	173,122
Title & Registration Transactions	11,897	9,013	12,310	10,918	-11%	10,918	10,918	10,918	10,918	10,909	120,719
Other	1,758	1,528	1,741	1,653	-5%	1,653	1,653	1,653	1,653	1,622	19,527
Personnel											
Filled PINS	38	38	38	38	0%	38	38	38			38
Filled Contract Employees	1	1	1	1	0%	1	1	1			1
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	3	3	2	3	50%	3	3	3			2
% Vacant Positions	7.9%	7.9%	5.3%	7.9%	50%	7.9%	7.9%	7.9%			5.3%
Total Leave Days	190	202	158	212	34%	212	212	212	212	184	2,355
Sick Leave Days (Unplanned)	39	35	29	107	271%	107	107	107	107	24	453
Other Leave Days (Planned)	151	167	129	105	-19%	105	105	105	105	160	1,902
Overtime Hrs.	220	277	384	436	14%	436	436	436	436	369	3,352
OT Annual Budget									\$57,894	\$66,683	66,683
OT Spent	\$5,577	\$7,213	\$10,236	\$12,010	17%	\$12,010	\$12,010	\$12,010	\$12,010	\$9,437	86,468
% of Budget Spent	103.5%	114.3%	129.7%	20.7%	-84%				20.7%	14.2%	129.7%

MVA StateStat
Operations - District 4
September FY 2011
Reporting Period: July 2010

20100928_MVA_Template
 District 4

PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			95.0%			0.0%	0.0%	0.0%			88.7%
Branch Visit Time	21.11	21.27	22.51	21.69	-4%	21.69	21.69	21.69			21.97
Branch Waiting Time	14.20	14.44	15.66	15.01	-4%	15.01	15.01	15.01			15.17
Branch Processing Time	6.92	6.83	6.85	6.68	-2%	6.68	6.68	6.68			6.79
Branch Customers Served	9,991	12,246	9,850	12,887	31%	12,887	12,887	12,887	12,887	9,759	119,472
Drivers License Visit Time	25.25	26.78	28.57	30.49	7%	30.49	30.49	30.49			29.54
DLS Waiting Time	16.36	17.61	19.59	21.70	11%	21.70	21.70	21.70			20.61
DLS Processing Time	8.89	9.17	8.98	8.79	-2%	8.79	8.79	8.79			8.93
DLS Customers Served	3,940	4,627	3,962	4,928	24%	4,928	4,928	4,928	4,928	3,972	48,300
Vehicle Services Visit Time	18.85	18.06	19.01	15.90	-16%	15.90	15.90	15.90			16.90
VS Wait Time	13.40	12.78	13.70	10.74	-22%	10.74	10.74	10.74			11.76
VS Processing Time	5.45	5.27	5.31	5.16	-3%	5.16	5.16	5.16			5.14
VS Customers Served	5,374	6,754	5,197	7,041	35%	7,041	7,041	7,041	7,041	5,142	62,054
ICD/Misc Visit Time	13.98	13.64	13.20	15.83	20%	15.83	15.83	15.83			14.62
ICD/Misc Wait Time	7.02	7.20	6.95	8.70	25%	8.70	8.70	8.70			7.87
ICD/Misc Processing Time	6.95	6.45	6.25	7.13	14%	7.13	7.13	7.13			6.75
ICD/Misc Customers Served	677	865	691	918	33%	918	918	918	918	645	9,118
Total Transactions	13,015	10,797	13,405	12,592	-6%	12,592	12,592	12,592	12,592	12,277	138,523
DLS Transactions	6,046	5,264	6,487	6,214	-4%	6,214	6,214	6,214	6,214	5,385	67,045
Title & Registration Transactions	6,378	5,042	6,295	5,770	-8%	5,770	5,770	5,770	5,770	6,455	65,242
Other	591	491	623	608	-2%	608	608	608	608	437	6,236
Personnel											
Filled PINS	21	21	21	21	0%	21	21	21			21
Filled Contract Employees	1	1	1	1	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)	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%
Total Leave Days	60	87	78	91	18%	91	91	91	91	100	1,413
Sick Leave Days (Unplanned)	22	15	30	14	-54%	14	14	14	14	28	249
Other Leave Days (Planned)	39	71	48	78	62%	78	78	78	78	72	1,164
Overtime Hrs.	54	64	65	27	-58%	27	27	27	27	70	865
OT Annual Budget									\$21,658	\$21,658	21,658
OT Spent	\$1,572	\$1,783	\$1,960	\$813	-59%	\$813	\$813	\$813	\$813	\$1,933	24,310
% of Budget Spent	95.0%	103.2%	112.2%	3.8%	-97%				3.8%	8.9%	112.2%

MVA StateStat
Operations - District 4
September FY 2011
Reporting Period: July 2010

20100928_MVA_Template
 District 4

PerformanceMetrics											
Glen Burnie 9953	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Change	Avg	Min			
Customer Survey Results			90.8%			0.0%	0.0%	0.0%			89.6%
Branch Visit Time	28.58	25.89	32.39	31.08	-4%	31.08	31.08	31.08			26.90
Branch Waiting Time	21.34	18.87	25.12	23.78	-5%	23.78	23.78	23.78			19.66
Branch Processing Time	7.24	7.02	7.28	7.30	0%	7.30	7.30	7.30			7.24
Branch Customers Served	40,193	46,407	37,936	48,495	28%	48,495	48,495	48,495	48,495	38,409	474,249
Drivers License Visit Time	39.48	37.75	47.58	50.12	5%	50.12	50.12	50.12			38.57
DLS Waiting Time	30.00	28.43	38.25	40.65	6%	40.65	40.65	40.65			29.10
DLS Processing Time	9.47	9.32	9.33	9.47	1%	9.47	9.47	9.47			9.47
DLS Customers Served	12,400	13,824	12,125	15,869	31%	15,869	15,869	15,869	15,869	12,717	148,060
Vehicle Services Visit Time	25.51	23.19	28.77	23.66	-18%	23.66	23.66	23.66			23.04
VS Wait Time	19.23	17.03	22.35	17.44	-22%	17.44	17.44	17.44			16.70
VS Processing Time	6.28	6.16	6.42	6.22	-3%	6.22	6.22	6.22			6.34
VS Customers Served	18,638	22,636	17,822	22,997	29%	22,997	22,997	22,997	22,997	18,244	222,291
ICD/Misc Visit Time	19.74	14.81	17.38	17.46	0%	17.46	17.46	17.46			17.52
ICD/Misc Wait Time	13.57	9.00	11.31	11.14	-1%	11.14	11.14	11.14			11.53
ICD/Misc Processing Time	6.17	5.81	6.07	6.32	4%	6.32	6.32	6.32			5.99
ICD/Misc Customers Served	9,155	9,947	7,989	9,629	21%	9,629	9,629	9,629	9,629	7,448	103,898
Total Transactions	60,047	50,054	60,254	56,204	-7%	56,204	56,204	56,204	56,204	58,701	644,129
DLS Transactions	22,732	19,550	23,472	23,069	-2%	23,069	23,069	23,069	23,069	22,634	249,543
Title & Registration Transactions	27,824	23,133	27,728	25,266	-9%	25,266	25,266	25,266	25,266	28,123	294,741
Other	9,491	7,371	9,054	7,869	-13%	7,869	7,869	7,869	7,869	7,944	99,845
Personnel											
Filled PINS	91	89	90	88	-2%	88	88	88			90
Filled Contract Employees	3	3	3	3	0%	3	3	3			3
State Temporary Employees	9	9	9	9	0%	9	9	9			9
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	6	6	5	7	40%	7	7	7			5
% Vacant Positions	6.4%	6.5%	5.4%	7.7%	43%	7.7%	7.7%	7.7%			5.4%
Total Leave Days	352	521	396	546	38%	546	546	546	546	598	6,507
Sick Leave Days (Unplanned)	94	64	78	251	220%	251	251	251	251	147	1,242
Other Leave Days (Planned)	258	457	318	295	-7%	295	295	295	295	451	4,950
Overtime Hrs.	323	190	376	331	-12%	331	331	331	331	352	3,490
OT Annual Budget									\$149,788	\$149,788	149,788
OT Spent	\$8,232	\$4,854	\$9,849	\$8,990	-9%	\$8,990	\$8,990	\$8,990	\$8,990	\$9,465	92,172
% of Budget Spent	51.7%	55.0%	61.5%	6.0%	-90%				6.0%	6.3%	61.5%

MVA StateStat
Operations - District 4
September FY 2011
Reporting Period: July 2010

20100928_MVA_Template
 District 4

PerformanceMetrics											
Largo 9941	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Change	Avg	Min			
Customer Survey Results			79.4%			0.0%	0.0%	0.0%			83.5%
Branch Visit Time	39.53	34.24	36.80	44.45	21%	44.45	44.45	44.45			37.18
Branch Waiting Time	32.81	27.11	29.97	37.89	26%	37.89	37.89	37.89			30.47
Branch Processing Time	6.72	7.13	6.84	6.56	-4%	6.56	6.56	6.56			6.72
Branch Customers Served	30,897	34,928	29,178	38,202	31%	38,202	38,202	38,202	38,202	29,873	370,699
Drivers License Visit Time	42.02	36.29	39.52	52.68	33%	52.68	52.68	52.68			44.89
DLS Waiting Time	34.23	27.82	31.87	45.27	42%	45.27	45.27	45.27			36.94
DLS Processing Time	7.79	8.47	7.65	7.41	-3%	7.41	7.41	7.41			7.95
DLS Customers Served	10,877	11,431	11,025	14,341	30%	14,341	14,341	14,341	14,341	11,569	133,125
Vehicle Services Visit Time	41.84	36.24	38.32	45.03	18%	45.03	45.03	45.03			35.59
VS Wait Time	35.48	29.27	31.52	38.57	22%	38.57	38.57	38.57			29.28
VS Processing Time	6.36	6.98	6.80	6.46	-5%	6.46	6.46	6.46			6.31
VS Customers Served	13,374	15,784	12,169	16,099	32%	16,099	16,099	16,099	16,099	12,601	159,713
ICD/Misc Visit Time	30.37	26.19	28.68	25.68	-10%	25.68	25.68	25.68			25.76
ICD/Misc Wait Time	24.65	20.71	23.22	20.43	-12%	20.43	20.43	20.43			20.26
ICD/Misc Processing Time	5.71	5.48	5.46	5.25	-4%	5.25	5.25	5.25			5.50
ICD/Misc Customers Served	6,646	7,713	5,984	7,762	30%	7,762	7,762	7,762	7,762	5,703	77,861
Total Transactions	36,640	30,489	29,254	36,883	26%	36,883	36,883	36,883	36,883	38,472	401,546
DLS Transactions	16,628	14,051	8,614	17,757	106%	17,757	17,757	17,757	17,757	18,773	184,594
Title & Registration Transactions	14,068	11,656	14,602	12,998	-11%	12,998	12,998	12,998	12,998	14,370	153,361
Other	5,944	4,782	6,038	6,128	1%	6,128	6,128	6,128	6,128	5,329	63,591
Personnel											
Filled PINS	60	60	60	60	0%	60	60	60			60
Filled Contract Employees	2	2	2	2	0%	2	2	2			2
State Temporary Employees	3	3	3	3	0%	3	3	3			3
Agency Temporary Employees	2	2	2	1	-50%	1	1	1			2
# Vacancies (PIN & Contract)	6	6	6	6	9%	6	6	6			6
% Vacant Positions	8.9%	8.9%	8.9%	9.7%	9%	9.7%	9.7%	9.7%			8.9%
Total Leave Days	215	336	212	338	59%	338	338	338	338	341	4,113
Sick Leave Days (Unplanned)	55	58	93	149	61%	149	149	149	149	85	859
Other Leave Days (Planned)	159	278	120	189	58%	189	189	189	189	257	3,254
Overtime Hrs.	641	614	806	799	-1%	799	799	799	799	819	7,194
OT Annual Budget									\$191,488	\$191,488	191,488
OT Spent	\$15,941	\$14,776	\$19,840	\$19,799	0%	\$19,799	\$19,799	\$19,799	\$19,799	\$20,355	178,616
% of Budget Spent	75.2%	82.9%	93.3%	10.3%	-89%				10.3%	10.6%	93.3%

MVA StateStat
Operations - District 4
September FY 2011
Reporting Period: July 2010

20100928_MVA_Template
 District 4

PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Customer Survey Results			94.7%			0.0%	0.0%	0.0%			94.0%
Branch Visit Time	21.31	17.43	21.15	21.08	0%	21.08	21.08	21.08			18.25
Branch Waiting Time	15.45	11.66	15.25	15.24	0%	15.24	15.24	15.24			12.32
Branch Processing Time	5.85	5.77	5.90	5.84	-1%	5.84	5.84	5.84			5.93
Branch Customers Served	14,008	16,693	13,313	16,955	27%	16,955	16,955	16,955	16,955	12,659	164,621
Drivers License Visit Time	22.40	21.29	28.76	30.92	7%	30.92	30.92	30.92			23.63
DLS Waiting Time	14.27	13.06	20.48	22.49	10%	22.49	22.49	22.49			15.08
DLS Processing Time	8.13	8.23	8.29	8.42	2%	8.42	8.42	8.42			8.55
DLS Customers Served	4,739	5,594	4,805	6,011	25%	6,011	6,011	6,011	6,011	4,182	56,866
Vehicle Services Visit Time	24.47	17.09	19.33	17.16	-11%	17.16	17.16	17.16			17.02
VS Wait Time	19.59	12.44	14.66	12.62	-14%	12.62	12.62	12.62			12.41
VS Processing Time	4.88	4.65	4.67	4.54	-3%	4.54	4.54	4.54			4.60
VS Customers Served	6,936	8,520	6,487	8,394	29%	8,394	8,394	8,394	8,394	6,434	80,417
ICD/Misc Visit Time	9.54	8.87	9.08	9.03	-1%	9.03	9.03	9.03			10.15
ICD/Misc Wait Time	5.40	4.68	4.95	5.02	1%	5.02	5.02	5.02			5.73
ICD/Misc Processing Time	4.14	4.19	4.13	4.01	-3%	4.01	4.01	4.01			4.42
ICD/Misc Customers Served	2,333	2,579	2,021	2,550	26%	2,550	2,550	2,550	2,550	2,043	27,338
Total Transactions	19,618	15,756	19,255	13,959	-28%	13,959	13,959	13,959	13,959	19,260	207,476
DLS Transactions	8,271	7,254	8,602	4,805	-44%	4,805	4,805	4,805	4,805	8,349	93,018
Title & Registration Transactions	9,442	7,087	8,868	7,590	-14%	7,590	7,590	7,590	7,590	8,886	93,008
Other	1,905	1,415	1,785	1,564	-12%	1,564	1,564	1,564	1,564	2,025	21,450
Personnel											
Filled PINS	26	26	26	27	4%	27	27	27			26
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	2	2	2	1	-50%	1	1	1			2
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	1	1	1	0	-100%	0	0	0			1
% Vacant Positions	3.8%	3.8%	3.8%	0.0%	-100%	0.0%	0.0%	0.0%			3.8%
Total Leave Days	103	147	103	135	31%	135	135	135	135	147	1,690
Sick Leave Days (Unplanned)	39	17	17	29	75%	29	29	29	29	19	383
Other Leave Days (Planned)	65	130	86	105	22%	105	105	105	105	128	1,307
Overtime Hrs.	74	61	126	77	-39%	77	77	77	77	36	800
OT Annual Budget									\$19,013	\$19,013	19,013
OT Spent	\$1,991	\$1,637	\$3,347	\$2,185	-35%	\$2,185	\$2,185	\$2,185	\$2,185	\$1,062	21,826
% of Budget Spent	88.6%	97.2%	114.8%	11.5%	-90%				11.5%	5.6%	114.8%

**MVA StateStat
Operations - mobile
September FY 2011
Reporting Period: July 2010**

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Mar '10	Apr '10	May '10	Jun '10		Avg	Min	Max			
Customer Survey Results	100.0%			99.4%		0.0%	0.0%	0.0%			99.9%
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%	1,189	1,189	1,189	1,189	1,139	15,823
DLS Transactions	971	913	860	923	7.4%	778	778	778	778	778	11,222
Title & Registration Transactions	373	334	354	294	-16.9%	331	331	331	331	309	3,844
Other	86	53	75	48	-36.0%	80	80	80	80	52	757
Personnel											
Filled PINS	2	2	2	2	0.0%	2	2	2			2
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	13	8	8	4	-50.0%	17	17	17	17	4	103
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	13	8	8	4	-50.0%	17	17	17	17	4	103
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$66,683	\$66,683
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
Call Centers
September FY 2011
Reporting Period: July 2010**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Calls - General Information Line	89,782	79,324	87,024	73,166	-15.9%	73,166	73,166	73,166	73,166	88,686	1,031,408
Avg Time to Pick Up Call	5:28	4:43	6:38	7:05	6.8%	7:05	7:05	7:05	7:05	7:31	5:50
Avg Call Duration	3:02	3:02	3:08	3:08	0.0%	3:08	3:08	3:08	3:08	2:43	2:52
Calls - VEIP Information	19,557	18,039	21,899	21,107	-3.6%	21,107	21,107	21,107	21,107	20,799	209,818
Avg Time to Pick Up Call	2:07	1:31	2:29	2:51	14.8%	2:51	2:51	2:51	2:51	2:46	2:33
Avg Call Duration	2:25	2:20	2:45	2:29	-9.7%	2:29	2:29	2:29	2:29	2:10	2:19
Calls - Drivers Skill Line	6,915	6,363	8,026	8,136	1.4%	8,136	8,136	8,136	8,136	15,452	96,169
Avg Time to Pick Up Call	2:52	3:10	3:38	4:28	22.9%	4:28	4:28	4:28	4:28	3:47	3:54
Avg Call Duration	2:32	2:32	2:32	2:37	3.3%	2:37	2:37	2:37	2:37	2:42	2:39
Calls - Hazmat	1,041	948	1,027	706	-31.3%	706	706	706	706	909	11,642
Avg Time to Pick Up Call	2:38	2:42	3:33	4:15	19.7%	4:15	4:15	4:15	4:15	4:25	3:25
Avg Call Duration	2:41	2:33	2:41	3:16	21.7%	3:16	3:16	3:16	3:16	3:03	2:50
Calls - Out-of-Country	0	0	0	0	0.0%	0	0	0	0	644	0
Avg Time to Pick Up Call	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:53	0:00
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	4:18	0:00
Total Calls	117,295	104,674	117,976	103,115	-12.6%	103,115	103,115	103,115	103,115	126,490	1,352,009
Appointments Scheduled											
Total Appointments	0	0	0	5,177	0.0%	5,177	5,177	5,177	5,177	0	0
Drivers Skill	5,364	4,386	5,090	4,840	-4.9%	4,840	4,840	4,840	4,840	10,270	74,764
Hazmat	5,018	4,049	4,745	337	-92.9%	337	337	337	337	9,855	70,247
OOB Phone (Made by Agent)	0	0	0	0	0.0%	0	0	0	0		
OOB - Online (Made by Customer)	0	0	0	0	0.0%	0	0	0	0		

MVA StateStat
VEIP
September FY 2011
Reporting Period: July 2010

Performance Metrics											
VEIP	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD Total	FY10 Total
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
VEIP Mailings											
Total	190,128	245,544	198,382	249,933	26.0%	249,933	249,933	249,933	249,933	67,091	1,982,507
Notices	151,147	191,390	153,310	191,986	25.2%	191,986	191,986	191,986	191,986	13,547	1,546,976
Warnings	38,981	54,154	45,072	57,947	28.6%	57,947	57,947	57,947	57,947	53,544	435,531
Vehicle Tests											
Total	129,275	119,487	148,221	134,017	-9.6%	134,017	134,017	134,017	134,017	104,035	1,162,799
Paid	122,306	113,000	140,237	127,005	-9.4%	127,005	127,005	127,005	127,005	95,964	1,094,555
Gratis	6,969	6,487	7,984	7,012	-12.2%	7,012	7,012	7,012	7,012	8,071	68,244
Test Fees											
Total	\$2,445,139	\$2,175,280	\$2,750,998	\$2,517,030	-8.5%	\$2,517,030	\$2,517,030	\$2,517,030	\$2,517,030	\$2,065,146	\$21,588,795
Inspection	\$1,712,284	\$1,582,000	\$1,963,318	\$1,778,070	-9.4%	\$1,778,070	\$1,778,070	\$1,778,070	\$1,778,070	\$1,343,496	\$15,323,770
Late	\$732,855	\$593,280	\$787,680	\$738,960	-6.2%	\$738,960	\$738,960	\$738,960	\$738,960	\$721,650	\$6,265,025
Public Contact											
Total	46,025	41,151	50,346	50,718	0.7%	50,718	50,718	50,718	50,718	54,185	467,795
Walk-In	17,740	16,228	20,612	21,192	2.8%	21,192	21,192	21,192	21,192	25,974	186,942
Internet	6,508	6,706	7,552	8,189	8.4%	8,189	8,189	8,189	8,189	7,107	66,473
Phone	21,550	18,039	21,899	21,107	-3.6%	21,107	21,107	21,107	21,107	20,799	211,811
Direct Mail	0	0	3	2	-33.3%	2	2	2	2	2	17
Email	227	178	280	228	-18.6%	228	228	228	228	303	2,552

MVA StateStat
Safety and Other Functions
September FY 2011
Reporting Period: July 2010

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Apr '10	May '10	Jun '10	Jul '10		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	137,472	120,585	150,580	150,096	-0.3%	150,096	150,096	150,096	150,096	158,797	2,486,379
Lerner's Permit	18,559	14,721	21,656	21,997	1.6%	21,997	21,997	21,997	21,997	27,419	199,752
License age less than 21	10,192	9,428	12,900	14,134	9.6%	14,134	14,134	14,134	14,134	15,944	127,818
License age 21 or over	108,721	96,436	116,024	113,965	-1.8%	113,965	113,965	113,965	113,965	115,434	2,158,809
Minor Notification Letters Sent	362	248	424	293	-30.9%	293	293	293	293		
Disability Placards											
Temporary	2,903	2,407	3,049	2,927	-4.0%	2,927	2,927	2,927	2,927		
Permanent	14,411	10,087	15,989	13,343	-16.5%	13,343	13,343	13,343	13,343		
Arrest Data											
Out of State Convictions on MD DL	10,650	7,637	8,874	13,286	49.7%	13,286	13,286	13,286	13,286		
Federal Convictions on MD DL	263	488	447	583	30.4%	583	583	583	583		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	883	818	870	781	-10.2%	781	781	781	781	913	10,309
Reinstatement Requests Approved	386	367	407	358	-12.0%	358	358	358	358	393	4,026
Administrative Adjudication											
Number of Cases Total	35,113	27,309	29,169	25,442	-12.8%	25,442	25,442	25,442	25,442		
Number of Hearings	1,990	1,853	2,472	1,775	-28.2%	1,775	1,775	1,775	1,775		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	16,035	15,399	10,454	26,819	156.5%	26,819	26,819	26,819	26,819	18,168	213,358
Deleted Flags	14,441	11,728	3,395	12,408	265.5%	12,408	12,408	12,408	12,408	9,992	144,882
Suspensions	145	124	21	0	-100.0%	0	0	0	0	75	805
Ignition Interlock Program											
Currently in Program**	8,332	8,386	8,293	8,293	0.0%	8,293	8,293	8,293	8,293		
Drivers Starting Program	426	348	448	462	3.1%	462	462	462	462	392	5,529
Restrictions Removed (Compliance)	307	308	313	282	-9.9%	282	282	282	282	256	3,244
Restrictions Removed (Non-Compliance)	278	208	295	288	-2.4%	288	288	288	288	279	2,997
Warning Letters Mailed	2,385	2,063	2,507	2,344	-6.5%	2,344	2,344	2,344	2,344	2,940	29,209
RIID											
IDs Given Out	125	92	118	109	-7.6%	109	109	109	109		
IDs Processed in the Branches	163	127	155	135	-12.9%	135	135	135	135		
Outstanding Warrant Program											
Notices	1,079	1,106	868	1,142	31.6%	1,142	1,142	1,142	1,142	3,600	23,885
Suspensions	881	599	650	474	-27.1%	474	474	474	474	1,036	11,114
Satisfied	1,211	960	1,010	954	-5.5%	954	954	954	954	920	11,135
Denied license or registration at branch	82	99	106	93	-12.3%	93	93	93	93	88	1,059

Performance Metrics											
	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Apr '10	May '10	Jun '10	Jul '09		Avg	Min	Max			
Business Licenses											
New Businesses	18	8	36	26	-27.8%	26	26	26	26	19	234
New Dealerships	0	0	3	3	0.0%	3	3	3	3	0	12
Used Dealerships	7	1	5	3	-40.0%	3	3	3	3	7	69
Wholesale	7	7	13	14	7.7%	14	14	14	14	5	81
Title Services	2	0	9	3	-66.7%	3	3	3	3	3	45
Other	2	0	6	3	-50.0%	3	3	3	3	4	27
Out of Business	10	8	22	5	-77.3%	5	5	5	5	21	132
New Dealerships	0	0	2	0	-100.0%	0	0	0	0	4	8
Used Dealerships	2	4	9	2	-77.8%	2	2	2	2	7	57
Wholesale	6	3	5	3	-40.0%	3	3	3	3	9	49
Title Services	1	0	2	0	-100.0%	0	0	0	0	0	5
Other	1	1	4	0	-100.0%	0	0	0	0	1	13
School Bus Inspections											
Inspections	1,390	1,994	1,078	1,344	24.7%	1,344	1,344	1,344	1,344	872	14,671
Scheduled	934	1,472	707	2	-99.7%	2	2	2	2	6	8,966
Re-inspections	143	297	96	65	-32.3%	65	65	65	65	37	1,404
Random/Audit	313	225	275	1,277	364.4%	1,277	1,277	1,277	1,277	829	4,301
Total Defects	856	1,095	698	307	-56.0%	307	307	307	307	205	8,436
Public Owned	458	930	561	136	-75.8%	136	136	136	136	48	3,999
BOE Contractor	224	153	94	84	-10.6%	84	84	84	84	120	2,870
Privately Owned	174	12	43	87	102.3%	87	87	87	87	37	1,567
Repair Orders	55	528	111	140	26.1%	140	140	140	140	5	2,702
Repair Orders Closed	470	697	235	366	55.7%	366	366	366	366	376	4,016
Suspensions	135	302	89	70	-21.3%	70	70	70	70	27	1,522
Insurance Compliance											
Total Notices Sent	42,148	49,523	44,207	48,344	9.4%	48,344	48,344	48,344	48,344	35,392	
First Notice	28,416	36,534	28,924	34,298	18.6%	34,298	34,298	34,298	34,298	19,689	
Suspensions	13,732	12,989	15,283	14,046	-8.1%	14,046	14,046	14,046	14,046	15,703	
Cases Created	28,469	35,869	28,754	32,835	14.2%	32,835	32,835	32,835	32,835	34,391	
Cases Closed	16,802	15,381	19,584	15,052	-23.1%	15,052	15,052	15,052	15,052	17,585	
Cases Referred to Central Collections	13,315	12,441	10,986	11,000	0.1%	11,000	11,000	11,000	11,000	10,464	