



MVA StateStat

October FY 2011

Reporting Period: August 2010

**MVA StateStat
Glossary
October FY 2011
Reporting Period: August 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: August 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: 36.65% # Waivers requested: # Waivers granted: **Goal Achieved: 44.10%** # 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	\$14,280,213.72	\$115,635.01 0.81%	\$527,496.79 3.69%	\$169,524.29 1.19%	\$812,656.09	5.69%	\$17,577,444.56	\$437,075.08 2.49%	\$1,303,348.22 7.41%	\$343,956.75 1.96%	\$2,084,380.05	11.86%
Awards Totals	\$671,761.53	\$13,200.00 1.96%	\$96,098.00 14.31%	\$136,917.00 20.38%	\$246,215.00	36.65%	\$1,350,601.24	\$55,170.00 4.08%	\$145,343.69 10.76%	\$395,049.00 29.25%	\$595,562.69	44.10%
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	\$211,286.53	\$12,975.00	\$0.00	\$127,810.00	\$140,785.00	66.63%	\$626,066.41	\$12,975.00	\$49,003.69	\$380,586.00	\$442,564.69	70.69%
Services	\$13,366.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$78,366.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
Supplies and Equipment	\$227,230.00	\$0.00	\$184.00	\$0.00	\$184.00	0.08%	\$309,840.09	\$0.00	\$184.00	\$0.00	\$184.00	0.06%
IT Services	\$62,822.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$93,058.00	\$30,236.00	\$0.00	\$0.00	\$30,236.00	32.49%
IT Supplies and Equipment	\$101,284.00	\$0.00	\$93,434.00	\$0.00	\$93,434.00	92.25%	\$101,284.00	\$0.00	\$93,434.00	\$0.00	\$93,434.00	92.25%
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	\$54,910.00	\$225.00	\$2,480.00	\$9,107.00	\$11,812.00	21.51%	\$119,729.00	\$3,334.00	\$2,722.00	\$14,463.00	\$20,519.00	17.14%
Direct Vouchers	\$863.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$22,257.74	\$8,625.00	\$0.00	\$0.00	\$8,625.00	38.75%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%		Agency Total	Total SBR	# Designated Procurements	%
	Payment Totals	\$14,856,650	\$326,580	9		2.20%		\$17,849,702	\$1,041,848

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

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 11		
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max
Revenue								
Total	\$102,125,993	\$153,236,596	\$86,639,088	\$103,930,099	20.0%	\$99,613,385	\$86,639,088	\$108,270,969
Excise Tax	\$47,547,765	\$76,459,656	\$28,306,241	\$50,978,807	80.1%	\$43,636,310	\$28,306,241	\$51,623,881
Registration & Rel Fees	\$34,764,791	\$46,133,906	\$41,497,996	\$38,553,201	-7.1%	\$38,474,418	\$35,372,058	\$41,497,996
Drivers License	\$2,986,741	\$3,700,820	\$3,577,798	\$3,733,683	4.4%	\$3,530,327	\$3,279,501	\$3,733,683
Title & Related Services	\$4,461,440	\$5,070,260	\$4,495,700	\$4,706,630	4.7%	\$4,598,960	\$4,495,700	\$4,706,630
Uninsured Motorist Penalties	\$9,599,990	\$11,458,162	\$5,641,422	\$1,446,187	-74.4%	\$4,408,354	\$1,446,187	\$6,137,453
All Other	\$2,765,266	\$10,413,792	\$3,119,931	\$4,511,591	44.6%	\$4,965,016	\$3,119,931	\$7,263,526
Internal Use of Funds								
Total	\$9,963,214	\$16,490,430	\$16,074,393	\$16,639,588	3.5%	\$16,356,991	\$16,074,393	\$16,639,588
Salaries & Wages	\$7,442,614	\$10,931,958	\$6,838,775	\$7,847,062	14.7%	\$7,342,919	\$6,838,775	\$7,847,062
Contractuals & NEC Temps	\$299,098	\$430,255	\$193,008	\$293,987	52.3%	\$243,498	\$193,008	\$293,987
Contracted Services	\$975,568	\$3,353,500	\$7,703,184	\$7,194,558	-6.6%	\$7,448,871	\$7,194,558	\$7,703,184
Fuel & Utilities	\$209,542	\$398,702	(\$42,322)	\$229,565	-642.4%	\$187,243	(\$42,322)	\$229,565
Communications	\$479,906	\$559,533	\$541,834	\$365,674	-32.5%	\$453,754	\$365,674	\$541,834
All Other	\$556,486	\$816,482	\$839,914	\$708,742	-15.6%	\$774,328	\$708,742	\$839,914
External Use of Funds								
Total	\$14,327,877	\$11,577,922	\$13,977,103	\$13,977,103	0.0%	\$13,977,103	\$13,977,103	\$13,977,103
MAIF/General Fund	\$6,722,152	\$8,020,321	\$3,947,625	\$1,011,294	-74.4%	\$2,479,460	\$1,011,294	\$3,947,625
Emergency Medical System/Trauma	\$5,535,846	\$6,001,817	\$5,809,032	\$6,124,625	5.4%	\$5,966,829	\$5,809,032	\$6,124,625
Refunds	\$1,133,864	\$1,025,957	\$1,578,737	\$1,363,874	-13.6%	\$1,471,306	\$1,363,874	\$1,578,737
All Other	\$936,015	(\$3,470,173)	\$2,641,709	(\$374,337)	-114.2%	\$2,267,372	(\$374,337)	\$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
October FY 2011
Reporting Period: August 2010

Budget & Finance	FY 11 YTD Total	FY 11 Budget	FY10 YTD	FY 2010 Total	FY 2010 Budget
Revenue					
Total	\$298,840,156		\$189,384,734	\$1,235,561,611	
Excise Tax	\$130,908,929		\$77,052,376	\$544,421,457	
Registration & Rel Fees	\$115,423,255		\$81,220,584	\$444,103,882	
Drivers License	\$10,590,982		\$7,489,081	\$39,742,805	
Title & Related Services	\$13,796,880		\$9,266,782	\$52,406,845	
Uninsured Motorist Penalties	\$13,225,062		\$8,349,640	\$95,713,185	
All Other	\$14,895,048		\$6,006,271	\$59,173,437	
Internal Use of Funds					
Total	\$32,713,981	\$153,701,950	\$37,114,269	\$149,885,049	\$161,517,719
Salaries & Wages	\$14,685,837	\$91,700,574	\$15,299,658	\$97,750,408	\$101,520,386
Contractuals & NEC Temps	\$486,995	\$4,013,320	\$644,278	\$3,861,769	\$5,144,760
Contracted Services	\$14,897,742	\$44,920,112	\$17,020,543	\$31,376,388	\$35,985,149
Fuel & Utilities	\$187,243	\$2,339,670	\$243,025	\$2,319,766	\$3,309,654
Communications	\$907,508	\$5,473,289	\$2,128,206	\$5,882,121	\$6,381,796
All Other	\$1,548,656	\$5,254,985	\$1,778,558	\$8,694,596	\$9,175,974
External Use of Funds					
Total	\$22,102,559		\$22,885,935	\$156,061,141	
MAIF	\$4,958,919		\$5,846,002	\$67,007,972	
Emergency Medical System	\$11,933,657		\$11,953,794	\$65,409,794	
Refunds	\$2,942,611		\$3,174,219	\$14,339,765	
All Other	\$2,267,372		\$1,911,921	\$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
October FY 2011
Reporting Period: August 2010**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 11	
	May '10	Jun '10	Jul '10	Aug '10			Min	Max
Overtime (Payments)								
Total	\$100,573	\$162,703	\$152,195	\$186,216	22.4%	\$169,206	\$152,195	\$186,216
Administrator's Office	\$11,284	\$7,940	\$14,888	\$18,083	21.5%	\$16,486	\$14,888	\$18,083
DVPP	\$2,979	\$15,725	\$471	\$1,294	174.7%	\$883	\$471	\$1,294
Operations	\$86,310	\$139,038	\$136,836	\$166,839	21.9%	\$151,838	\$136,836	\$166,839
Support Services	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Overtime (Hours)								
Total	3,920	6,214	5,663	6,660	17.6%	6,162	5,663	6,660
Administrator's Office	422	259	419	467	11.4%	443	419	467
DVPP	103	553	15	40	164.7%	27	15	40
Operations	3,395	5,402	5,229	6,154	17.7%	5,692	5,229	6,154
Support Services	0	0	0	0	0.0%	0	0	0
Sick leave (Days)								
Total	1,467	1,541	1,584	1,875	18.3%	1,729	1,584	1,875
Administrator's Office	258	224	259	383	47.6%	321	259	383
DVPP	390	370	394	500	27.1%	447	394	500
Operations	819	947	931	991	6.5%	961	931	991
Support Services	0	0	0	0	0.0%	0	0	0
Planned Leave (Days)								
Total	7,143	4,883	7,081	5,230	-26.1%	6,155	5,230	7,081
Administrator's Office	1,329	915	1,176	857	-27.1%	1,016	857	1,176
DVPP	1,572	1,049	1,542	1,099	-28.7%	1,321	1,099	1,542
Operations	4,242	2,920	4,363	3,274	-25.0%	3,818	3,274	4,363
Support Services	0	0	0	0	0.0%	0	0	0
Total Leave (Days)								
Total	8,610	6,424	8,664	7,105	-18.0%	7,885	7,105	8,664
Administrator's Office	1,587	1,139	1,435	1,240	-13.6%	1,337	1,240	1,435
DVPP	1,962	1,419	1,936	1,600	-17.4%	1,768	1,600	1,936
Operations	5,062	3,867	5,294	4,265	-19.4%	4,779	4,265	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	\$338,411	\$1,104,226	\$260,216	\$1,228,221	\$1,437,145
Administrator's Office	\$32,971	\$83,642	\$3,218	\$38,847	\$78,784
DVPP	\$1,765	\$70,377	\$1,300	\$30,397	\$54,000
Operations	\$303,675	\$950,207	\$236,211	\$1,084,476	\$1,091,817
Support Services	\$0	\$0	\$19,487	\$74,501	\$212,544
Overtime (Hours)					
Total	12,323			47,080	
Administrator's Office	886			1,307	
DVPP	55			1,040	
Operations	11,383			42,530	
Support Services	0			1,872	
Sick leave (Days)					
Total	3,458			20,223	
Administrator's Office	642			1,783	
DVPP	894			4,810	
Operations	1,922			11,771	
Support Services	0			1,860	
Planned Leave (Days)					
Total	12,311			80,026	
Administrator's Office	2,033			7,809	
DVPP	2,642			16,136	
Operations	7,637			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	
	May '10	Jun '10	Jul '10	Aug '10			Min	Max
Filled PINS								
Total	1,524.0	1,504.0	1,509.0	1,507.5				
Administrator's Office	274.5	262.0	264.0	264.0				
DVPP	355.0	355.0	359.0	359.0				
Operations	894.5	887.0	886.0	884.5				
Support Services	0.0	0.0	0.0	0.0				
Vacant PINS								
Total	69.5	89.5	85.0	87.0	2.4%			
Administrator's Office	26.5	34.0	32.0	33.0	3.1%			
DVPP	12.0	16.0	12.0	12.0	0.0%			
Operations	31.0	39.5	41.0	42.0	2.4%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Filled Contractuals								
Total	61.0	58.0	53.0	57.0				
Administrator's Office	16.0	16.0	13.0	13.0				
DVPP	15.0	15.0	16.0	17.0				
Operations	30.0	27.0	24.0	27.0				
Support Services	0.0	0.0	0.0	0.0				
Vacant Contractuals								
Total	57.0	59.0	39.3	36.4	-7.4%			
Administrator's Office	11.0	11.0	5.3	5.4	1.9%			
DVPP	9.0	9.0	5.0	4.0	-20.0%			
Operations	37.0	39.0	29.0	27.0	-6.9%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Temporary Employees								
Total - State	57.0	54.0	53.0	56.0				
Administrator's Office	3.0	3.0	3.0	3.0				
DVPP	5.0	5.0	6.0	6.0				
Operations	49.0	46.0	44.0	47.0				
Support Services	0.0	0.0	0.0	0.0				
Total - Agency								
Total	67.0	66.0	65.0	69.0				
Administrator's Office	9.0	9.0	10.0	9.0				
DVPP	36.0	36.0	34.0	36.0				
Operations	22.0	21.0	21.0	24.0				
Support Services	0.0	0.0	0.0	0.0				

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

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 11		
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max
Total Overtime	\$85,654	\$137,349	\$136,504	\$166,005	21.6%	\$151,255	\$136,504	\$166,005
District 1 Total	\$22,664	\$32,988	\$31,382	\$37,862	20.6%	\$34,622	\$31,382	\$37,862
Baltimore City	\$8,230	\$10,124	\$10,841	\$15,820	45.9%	\$13,331	\$10,841	\$15,820
Cumberland	\$167	\$458	\$1,732	\$2,465	42.3%	\$2,099	\$1,732	\$2,465
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$4,222	\$6,012	\$5,385	\$4,768	-11.5%	\$5,077	\$4,768	\$5,385
Hagerstown	\$193	\$496	\$356	\$479	34.6%	\$418	\$356	\$479
Westminster	\$3,392	\$3,711	\$4,271	\$5,999	40.5%	\$5,135	\$4,271	\$5,999
White Oak	\$6,460	\$12,187	\$8,797	\$8,331	-5.3%	\$8,564	\$8,331	\$8,797
District 2								
District 2 Total	\$16,365	\$27,105	\$24,256	\$33,844	39.5%	\$29,050	\$24,256	\$33,844
Bel Air	\$4,025	\$7,574	\$7,426	\$10,972	47.8%	\$9,199	\$7,426	\$10,972
Elkton	\$1,744	\$2,393	\$3,036	\$2,507	-17.4%	\$2,772	\$2,507	\$3,036
Essex	\$5,133	\$8,860	\$7,717	\$11,582	50.1%	\$9,650	\$7,717	\$11,582
Loveville	\$1,181	\$1,635	\$440	\$1,006	128.6%	\$723	\$440	\$1,006
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$16	\$0	\$100	\$247	147.0%	\$174	\$100	\$247
Waldorf	\$4,266	\$6,643	\$5,537	\$7,530	36.0%	\$6,534	\$5,537	\$7,530
District 3								
District 3 Total	\$16,362	\$32,024	\$37,069	\$42,335	14.2%	\$39,702	\$37,069	\$42,335
Beltsville	\$5,777	\$12,982	\$12,407	\$16,205	30.6%	\$14,306	\$12,407	\$16,205
Columbia Express	\$1,295	\$2,736	\$3,515	\$3,634	3.4%	\$3,575	\$3,515	\$3,634
Gaithersburg	\$7,342	\$11,721	\$16,868	\$16,280	-3.5%	\$16,574	\$16,280	\$16,868
Glenmont Express	\$697	\$1,482	\$2,113	\$2,133	0.9%	\$2,123	\$2,113	\$2,133
Walnut Hill Express	\$1,251	\$3,103	\$2,166	\$4,083	88.5%	\$3,125	\$2,166	\$4,083
District 4								
District 4 Total	\$30,263	\$45,232	\$43,797	\$51,964	18.6%	\$47,881	\$43,797	\$51,964
Annapolis	\$7,213	\$10,236	\$12,010	\$12,498	4.1%	\$12,254	\$12,010	\$12,498
Easton	\$1,783	\$1,960	\$813	\$3,343	311.2%	\$2,078	\$813	\$3,343
Glen Burnie	\$4,854	\$9,849	\$8,990	\$13,607	51.4%	\$11,299	\$8,990	\$13,607
Largo	\$14,776	\$19,840	\$19,799	\$20,758	4.8%	\$20,279	\$19,799	\$20,758
Salisbury	\$1,637	\$3,347	\$2,185	\$1,758	-19.5%	\$1,972	\$1,758	\$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	\$302,509	\$888,716	\$231,310	\$1,064,926	\$1,023,960
District 1 Total					
District 1 Total	\$69,244	\$202,944	\$52,480	\$258,236	\$233,755
Baltimore City	\$26,661	\$78,583	\$19,851	\$95,470	\$90,514
Cumberland	\$4,197	\$3,656	\$631	\$4,226	\$4,210
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$10,153	\$22,610	\$7,501	\$30,092	\$26,043
Hagerstown	\$835	\$1,382	\$592	\$2,637	\$1,591
Westminster	\$10,270	\$23,715	\$10,699	\$42,693	\$27,316
White Oak	\$17,128	\$72,998	\$13,207	\$83,119	\$84,081
District 2					
District 2 Total	\$58,100	\$187,516	\$39,322	\$201,775	\$215,984
Bel Air	\$18,398	\$61,246	\$13,347	\$62,209	\$70,544
Elkton	\$5,543	\$24,145	\$3,074	\$17,652	\$27,811
Essex	\$19,299	\$53,454	\$10,670	\$61,038	\$61,569
Loveville	\$1,446	\$3,404	\$1,267	\$8,616	\$3,921
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$0
Lock Raven / Parkville Express	\$347	\$284	\$360	\$871	\$327
Waldorf	\$13,067	\$44,983	\$10,604	\$51,389	\$51,812
District 3					
District 3 Total	\$79,404	\$109,038	\$45,053	\$201,524	\$125,591
Beltsville	\$28,612	\$47,461	\$10,160	\$59,309	\$54,666
Columbia Express	\$7,149	\$8,562	\$7,945	\$24,061	\$9,862
Gaithersburg	\$33,148	\$48,681	\$23,728	\$98,042	\$56,072
Glenmont Express	\$4,246	\$3,113	\$3,034	\$11,096	\$3,585
Walnut Hill Express	\$6,249	\$1,221	\$184	\$9,014	\$1,406
District 4					
District 4 Total	\$95,761	\$389,218	\$94,454	\$403,390	\$448,630
Annapolis	\$24,508	\$57,894	\$21,194	\$86,468	\$66,683
Easton	\$4,156	\$18,804	\$4,247	\$24,310	\$21,658
Glen Burnie	\$22,597	\$130,044	\$21,291	\$92,172	\$149,788
Largo	\$40,557	\$166,040	\$45,212	\$178,616	\$191,488
Salisbury	\$3,943	\$16,436	\$2,512	\$21,826	\$19,013
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

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

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Transaction Total	668,179	784,792	765,087	795,380	4.0%	780,233	765,087	795,380	1,560,467	1,603,673	8,484,573
Driver Licensing											
Transaction Subtotal	229,379	280,252	284,414	296,139	4.1%	290,276	284,414	296,139	580,553	585,024	3,015,389
Full Service	185,809	229,111	224,511	240,706	7.2%	232,609	224,511	240,706	465,217	475,277	2,434,541
Express	32,669	40,036	40,569	40,789	0.5%	40,679	40,569	40,789	81,357	80,203	428,461
Satellite	2,173	2,650	7,323	2,875	-60.7%	5,099	2,875	7,323	10,198	5,640	29,181
Alternate	8,728	8,454	12,012	11,769	-2.0%	11,890	11,769	12,012	23,781	23,904	123,206
Titling / Registration											
Transaction Subtotal	392,277	444,612	427,259	440,460	3.1%	433,860	427,259	440,460	867,719	913,998	4,826,338
Full Service	155,661	195,240	173,995	180,058	3.5%	177,027	173,995	180,058	354,053	390,922	2,044,871
Express	7,977	10,441	10,220	9,395	-8.1%	9,808	9,395	10,220	19,615	26,178	121,716
Satellite	1,065	1,093	1,113	1,163	4.5%	1,138	1,113	1,163	2,276	2,469	11,620
Alternate	227,574	237,838	241,931	249,844	3.3%	245,888	241,931	249,844	491,775	494,429	2,648,131
Other											
Transaction Subtotal	46,523	59,928	53,414	58,781	10.0%	56,098	53,414	58,781	112,195	104,651	642,846
Full Service	34,803	42,801	38,367	41,218	7.4%	39,793	38,367	41,218	79,585	78,903	469,485
Express	1,063	1,351	1,174	1,273	8.4%	1,224	1,174	1,273	2,447	1,973	12,581
Satellite	37	67	58	45	-22.4%	52	45	58	103	52	390
Alternate	10,620	15,709	13,815	16,245	17.6%	15,030	13,815	16,245	30,060	23,723	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
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Transaction Total	668,179	784,792	765,088	795,380	4.0%	780,234	765,088	795,380	1,560,468	1,603,673	8,484,573
Driver Licensing											
Transaction Subtotal	229,379	280,252	284,414	296,139	4.1%	290,276	284,414	296,139	580,553	585,024	3,015,389
Law Tests Given	22,094	28,641	28,306	28,450	0.5%	28,378	28,306	28,450	56,756	62,687	294,628
Vision Tests Given	64,884	79,472	79,668	81,403	2.2%	80,536	79,668	81,403	161,071	158,934	858,410
Skills Tests Given	11,727	13,466	12,569	14,858	18.2%	13,714	12,569	14,858	27,427	34,511	144,104
New Licenses	32,594	39,920	41,733	45,543	9.1%	43,638	41,733	45,543	87,275	86,545	415,909
Renewal Licenses	57,285	68,474	71,882	70,723	-1.6%	71,302	70,723	71,882	142,605	134,642	767,221
License Duplications	12,107	15,337	14,071	14,158	0.6%	14,115	14,071	14,158	28,229	28,885	157,517
License Corrections	2,551	3,282	5,442	5,094	-6.4%	5,268	5,094	5,442	10,536	10,817	39,525
Photo I.D. Cards - New / Corr / Dup	11,204	14,874	15,687	19,534	24.5%	17,611	15,687	19,534	35,221	36,022	156,447
Certified Copies	14,933	16,786	15,057	16,376	8.8%	15,717	15,057	16,376	31,433	31,981	181,628
Titling / Registration											
Transaction Subtotal	392,277	444,612	427,259	440,460	3.1%	433,860	427,259	440,460	867,719	913,998	4,826,338
New Titles	83,124	93,264	85,008	88,319	3.9%	86,664	85,008	88,319	173,327	174,130	965,423
Corrected Titles	8,447	10,410	10,107	10,686	5.7%	10,397	10,107	10,686	20,793	21,051	114,527
Duplicated Titles	11,769	14,361	12,914	13,656	5.7%	13,285	12,914	13,656	26,570	23,196	134,062
Lien Maintenance	8,989	11,058	10,329	11,017	6.7%	10,673	10,329	11,017	21,346	20,074	111,254
Salvage Application	5,958	6,624	6,428	6,654	3.5%	6,541	6,428	6,654	13,082	15,927	96,411
Salvage Corr. / Dupl.	321	442	256	219	-14.5%	238	219	256	475	513	3,337
Renewal -Std.	172,760	185,204	186,784	190,545	2.0%	188,665	186,784	190,545	377,329	402,729	2,086,908
Renewal -Replac. Tag.	3,309	4,099	4,705	5,062	7.6%	4,884	4,705	5,062	9,767	6,278	37,538
Substitute Tags	5,173	6,512	6,280	6,237	-0.7%	6,259	6,237	6,280	12,517	11,599	63,250
Substitute Stickers	3,951	4,532	3,857	3,962	2.7%	3,910	3,857	3,962	7,819	8,187	48,084
Duplicate Regist.	8,394	9,014	8,855	9,424	6.4%	9,140	8,855	9,424	18,279	18,228	95,155
Corrected Regist.	1,653	2,069	1,780	1,891	6.2%	1,836	1,780	1,891	3,671	4,154	23,658
New Tag Regist.	3,330	3,714	3,138	3,074	-2.0%	3,106	3,074	3,138	6,212	7,268	37,317
Transfer Tags With Renewal	197	247	191	206	7.9%	199	191	206	397	421	2,365
Tags Returned	54,823	68,719	62,066	64,348	3.7%	63,207	62,066	64,348	126,414	152,046	750,834
Change Of Address	20,079	24,343	24,561	25,160	2.4%	24,861	24,561	25,160	49,721	23,276	256,215
Other											
Transaction Subtotal	46,523	59,928	53,415	58,781	10.0%	56,098	53,415	58,781	112,196	104,651	642,846
Fr / Investigation	20,736	24,963	23,007	24,076	4.6%	23,542	23,007	24,076	47,083	49,497	289,592
Disability Placards - Temporary	2,407	3,049	2,927	2,905	-0.8%	2,916	2,905	2,927	5,832	5,281	32,069
Disability Placards - Permanent	10,087	15,989	13,343	15,400	15.4%	14,372	13,343	15,400	28,743	23,064	147,349
County Stickers	17	21	25	28	12.0%	27	25	28	53	48	242
Administrative Parking Flags Removed	13,276	15,906	14,113	16,372	16.0%	15,243	14,113	16,372	30,485	26,761	173,594

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

Performance Metrics											
Alternate Transactions	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Change	Avg	Min			
Total Transactions	246,922	262,001	267,758	277,858	3.8%	272,808	267,758	277,858	545,616	542,056	2,931,727
Driver Licensing											
Transaction Subtotal	8,728	8,454	12,012	11,769	-2.0%	11,890	11,769	12,012	23,781	23,904	123,206
Vinnet											
CVR											
Kiosks	17	17	5	0	-100.0%	5	5	5	5	55	234
Mobile Bus	860	923	778	1,425	83.2%	1,102	778	1,425	2,203	2,150	11,222
Internet	2,040	2,251	2,132	2,123	-0.4%	2,128	2,123	2,132	4,255	4,153	24,604
Telephone											
Central Operations	5,685	5,169	8,970	8,002	-10.8%	8,486	8,002	8,970	16,972	17,162	85,425
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing	0	0	0	0	0.0%	0	0	0	0	2	2
Employee Testing	126	94	127	219	72.4%	173	127	219	346	382	1,720
Titling / Registration											
Transaction Subtotal	227,574	237,838	241,931	249,844	3.3%	245,888	241,931	249,844	491,775	494,429	2,648,131
Vinnet	21,259	24,583	20,600	23,065	12.0%	21,833	20,600	23,065	43,665	36,930	227,237
CVR	35,296	38,343	36,161	37,178	2.8%	36,670	36,161	37,178	73,339	73,198	415,587
Kiosks	5,483	8,188	7,464	16,616	122.6%	12,040	7,464	16,616	24,080	5,572	46,275
Mobile Bus	354	294	331	325	-1.8%	328	325	331	656	709	3,844
Internet	81,149	84,987	89,754	81,507	-9.2%	85,631	81,507	89,754	171,261	177,582	943,367
Telephone	682	718	757	788	4.1%	773	757	788	1,545	1,404	7,936
Central Operations	80,363	77,298	83,545	86,755	3.8%	85,150	83,545	86,755	170,300	191,914	967,689
Cumberland - Customer Service Ctr.	548	531	834	894	7.2%	864	834	894	1,728	932	5,829
County Treasurers	2,440	2,896	2,485	2,716	9.3%	2,601	2,485	2,716	5,201	6,188	30,367
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	10,620	15,709	13,815	16,245	17.6%	15,030	13,815	16,245	30,060	23,723	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	44	46	17	9	-47.1%	13	9	17	26	157	774
Mobile Bus	75	48	80	77	-3.8%	79	77	80	157	129	757
Internet	2,744	2,967	3,256	2,934	-9.9%	3,095	2,934	3,256	6,190	5,540	35,225
Telephone	2,029	2,022	2,228	2,661	19.4%	2,445	2,228	2,661	4,889	3,440	24,566
Central Operations	5,728	10,626	8,234	10,564	28.3%	9,399	8,234	10,564	18,798	14,457	99,068
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing											
Employee Testing											

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Transaction Total	246,922	262,001	267,758	277,858	3.8%	272,808	267,758	277,858	545,616	542,056	2,931,727
Driver Licensing											
Transaction Subtotal	8,728	8,454	12,012	11,769	-2.0%	11,890	11,769	12,012	23,781	23,904	123,206
Law Tests Given											
Vision Tests Given	340	303	300	362	20.7%	331	300	362	662	665	3,883
Skills Tests Given	126	94	127	219	72.4%	173	127	219	346	384	1,722
New Licenses	60	64	71	60	-16.2%	65	60	71	131	136	865
Renewal Licenses	5,046	4,628	8,446	7,495	-11.3%	7,971	7,495	8,446	15,941	15,941	78,227
License Duplications	90	76	82	87	6.1%	85	82	87	169	169	1,158
License Corrections	8	15	14	15	7.1%	15	14	15	29	29	131
Photo I.D. Cards - New / Corr / Dup	273	283	380	371	-2.4%	376	371	380	751	751	3,893
Copies - Driver/Vehicle Records	2,785	2,991	2,592	3,160	21.9%	2,876	2,592	3,160	5,752	5,829	33,327
Titling / Registration											
Transaction Subtotal	227,574	237,838	241,931	249,844	3.3%	245,888	241,931	249,844	491,775	494,429	2,648,131
New Titles	43,341	46,250	42,549	44,866	5.4%	43,708	42,549	44,866	87,415	82,498	474,890
Corrected Titles	5,089	6,342	6,135	6,650	8.4%	6,393	6,135	6,650	12,785	10,600	64,144
Duplicated Titles	3,615	4,264	3,982	4,257	6.9%	4,120	3,982	4,257	8,239	7,384	42,545
Lien Maintenance	4,660	5,756	5,210	6,015	15.5%	5,613	5,210	6,015	11,225	9,720	56,553
Salvage Application	5,958	6,624	6,428	6,654	3.5%	6,541	6,428	6,654	13,082	15,927	96,411
Salvage Corr. / Dupl.	321	442	256	219	-14.5%	238	219	256	475	513	3,337
Renewal -Std.	130,209	128,331	138,511	140,687	1.6%	139,599	138,511	140,687	279,198	287,589	1,490,856
Renewal -Replac. Tag.	1,018	999	1,110	1,338	20.5%	1,224	1,110	1,338	2,448	1,676	9,344
Substitute Tags	2,273	2,673	2,290	2,588	13.0%	2,439	2,290	2,588	4,878	5,089	26,408
Substitute Stickers	1,386	1,403	1,234	1,322	7.1%	1,278	1,234	1,322	2,556	2,566	15,347
Duplicate Regist.	5,459	5,755	5,772	6,167	6.8%	5,970	5,772	6,167	11,939	11,118	58,208
Corrected Regist.	152	137	115	102	-11.3%	109	102	115	217	459	2,341
New Tag Regist.	456	531	376	435	15.7%	406	376	435	811	743	4,688
Transfer Tags With Renewal	1	7	1	4	300.0%	3	1	4	5	2	28
Tags Returned	10,242	11,937	10,242	11,922	16.4%	11,082	10,242	11,922	22,164	27,295	136,571
Change Of Address	13,394	16,387	17,720	16,618	-6.2%	17,169	16,618	17,720	34,338	31,250	166,460
Other											
Transaction Subtotal	10,620	15,709	13,815	16,245	17.6%	15,030	13,815	16,245	30,060	23,723	160,390
Fr / Payments & Investigation											
Disability Placards - Temporary	395	502	408	470	15.2%	439	408	470	878	968	5,893
Disability Placards - Permanent	3,953	8,517	6,436	7,854	22.0%	7,145	6,436	7,854	14,290	10,233	73,110
County Stickers	17	21	25	28	12.0%	27	25	28	53	48	242
Administrative Parking Flags Removed	6,255	6,669	6,946	7,893	13.6%	7,420	6,946	7,893	14,839	12,474	81,145

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

PerformanceMetrics											
All Branches	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		89.4%				0.0%	0.0%	0.0%			88.2%
Branch Visit Time	27.23	32.85	36.06	38.87	8%	37.47	36.06	38.87			27.64
Branch Waiting Time	20.94	26.52	29.76	32.39	9%	31.08	29.76	32.39			21.29
Branch Processing Time	6.28	6.33	6.30	6.48	3%	6.39	6.30	6.48			6.35
Branch Customers Served	426,539	356,934	448,514	363,454	-19%	405,984	363,454	448,514	811,968	847,474	4,366,197
Drivers License Visit Time	31.45	41.15	48.32	52.73	9%	50.53	48.32	52.73			34.01
DLS Waiting Time	23.62	33.47	40.53	44.83	11%	42.68	40.53	44.83			26.07
DLS Processing Time	7.84	7.68	7.79	7.91	1%	7.85	7.79	7.91			7.93
DLS Customers Served	169,281	154,892	193,985	167,942	-13%	180,964	167,942	193,985	361,927	363,098	1,817,681
Vehicle Services Visit Time	26.17	28.65	28.65	29.09	2%	28.87	28.65	29.09			24.13
VS Wait Time	20.88	23.34	23.51	23.82	1%	23.67	23.51	23.82			18.93
VS Processing Time	5.28	5.32	5.14	5.27	3%	5.20	5.14	5.27			5.20
VS Customers Served	194,665	152,119	194,677	145,988	-25%	170,333	145,988	194,677	340,665	371,194	1,905,107
ICD/Misc Visit Time	17.88	19.65	18.68	19.79	6%	19.24	18.68	19.79			18.87
ICD/Misc Wait Time	12.67	14.38	13.41	14.55	9%	13.98	13.41	14.55			13.58
ICD/Misc Processing Time	5.22	5.26	5.27	5.24	-1%	5.26	5.24	5.27			5.30
ICD/Misc Customers Served	62,593	49,923	59,852	49,524	-17%	54,688	49,524	59,852	109,376	113,182	643,409
Total Transactions	422,546	514,748	498,519	519,349	4%	508,934	498,519	519,349	1,017,868	1,064,605	5,559,360
DLS Transactions	221,511	263,413	273,180	285,795	5%	279,488	273,180	285,795	558,975	563,270	2,894,096
Title & Registration Transactions	165,057	207,068	185,659	190,941	3%	188,300	185,659	190,941	376,600	420,278	2,182,051
Other	35,978	44,267	39,680	42,613	7%	41,147	39,680	42,613	82,293	81,057	483,213
Personnel											
Filled PINS	697	690	690	690	0%	690	690	690			690
Filled Contract Employees	24	20	20	20	0%	20	20	20			20
State Temporary Employees	49	46	44	47	7%	46	44	47			46
Agency Temporary Employees	18	18	18	21	17%	20	18	21			18
# Vacancies (PIN & Contract)	32	38	40	45	13%	43	40	45			38
% Vacant Positions	4.1%	4.8%	5.2%	5.8%	12%	5.5%	5.2%	5.8%			4.8%
Total Leave Days	3,987	2,923	4,111	3,324	-19%	7,434	3,324	4,111	7,434	7,427	47,252
Sick Leave Days (Unplanned)	590	710	704	743	6%	1,448	704	743	1,448	1,523	9,020
Other Leave Days (Planned)	3,397	2,315	3,406	2,580	-24%	5,987	2,580	3,406	5,987	5,903	38,020
Overtime Hrs.	3,372	5,342	5,214	6,123	17%	11,337	5,214	6,123	11,337	8,749	41,620
OT Annual Budget									\$971,069	\$1,023,960	1,023,960
OT Spent	\$85,654	\$137,349	\$136,504	\$166,005	22%	\$302,509	\$136,504	\$166,005	\$302,509	\$231,310	1,064,926
% of Budget Spent	90.6%	104.0%	14.1%	31.2%	122%				31.2%	22.6%	104.0%

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

PerformanceMetrics											
District 1	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		88.2%				0.0%	0.0%	0.0%			86.2%
Branch Visit Time	27.66	32.49	34.18	37.48	10%	35.83	34.18	37.48			27.75
Branch Waiting Time	21.94	26.72	28.49	31.55	11%	30.02	28.49	31.55			21.91
Branch Processing Time	5.71	5.78	5.70	5.94	4%	5.82	5.70	5.94			5.84
Branch Customers Served	111,921	93,285	115,645	94,670	-18%	105,158	94,670	115,645	210,315	221,544	1,130,808
Drivers License Visit Time	33.44	41.71	46.88	51.02	9%	48.95	46.88	51.02			34.69
DLS Waiting Time	26.12	34.54	39.62	43.58	10%	41.60	39.62	43.58			27.25
DLS Processing Time	7.32	7.17	7.26	7.44	3%	7.35	7.26	7.44			7.44
DLS Customers Served	43,229	39,989	49,347	43,599	-12%	46,473	43,599	49,347	92,946	95,235	466,473
Vehicle Services Visit Time	24.98	26.83	25.93	27.28	5%	26.60	25.93	27.28			23.27
VS Wait Time	20.28	22.11	21.46	22.64	5%	22.05	21.46	22.64			18.60
VS Processing Time	4.70	4.71	4.46	4.64	4%	4.55	4.46	4.64			4.67
VS Customers Served	54,201	41,772	52,729	39,599	-25%	46,164	39,599	52,729	92,328	100,381	516,082
ICD/Misc Visit Time	19.04	20.60	19.04	20.43	7%	19.73	19.04	20.43			20.04
ICD/Misc Wait Time	14.20	15.75	14.17	15.66	10%	14.92	14.17	15.66			15.13
ICD/Misc Processing Time	4.84	4.85	4.86	4.77	-2%	4.82	4.77	4.86			4.90
ICD/Misc Customers Served	14,491	11,524	13,569	11,472	-15%	12,521	11,472	13,569	25,041	25,928	148,253
Total Transactions	101,320	124,304	126,185	127,037	1%	126,611	126,185	127,037	253,222	260,021	1,324,898
DLS Transactions	54,325	66,587	75,492	73,048	-3%	74,270	73,048	75,492	148,540	139,827	709,919
Title & Registration Transactions	38,419	47,124	41,856	43,770	5%	42,813	41,856	43,770	85,626	101,393	501,672
Other	8,576	10,593	8,837	10,219	16%	9,528	8,837	10,219	19,056	18,801	113,307
Personnel											
Filled PINS	170	166	167	170	1%	168	167	170			166
Filled Contract Employees	6	5	4	4	0%	4	4	4			5
State Temporary Employees	14	13	13	12	-8%	13	12	13			13
Agency Temporary Employees	5	5	3	5	67%	4	3	5			5
# Vacancies (PIN & Contract)	5	9	9	8	-11%	9	8	9			9
% Vacant Positions	2.6%	4.8%	4.8%	4.2%	-13%	4.5%	4.2%	4.8%			4.8%
Total Leave Days	1,052	791	1,031	775	-25%	1,806	775	1,031	1,806	2,018	11,805
Sick Leave Days (Unplanned)	147	168	161	148	-8%	309	148	161	309	361	2,280
Other Leave Days (Planned)	906	623	871	626	-28%	1,497	626	871	1,497	1,657	9,525
Overtime Hrs.	895	1,305	1,172	1,399	19%	2,571	1,172	1,399	2,571	1,851	10,130
OT Annual Budget									\$202,944	\$233,755	233,755
OT Spent	\$22,664	\$32,988	\$31,382	\$37,862	21%	\$69,244	\$31,382	\$37,862	\$69,244	\$52,480	258,236
% of Budget Spent	96.4%	110.5%	15.5%	34.1%	121%				34.1%	22.5%	110.5%

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PerformanceMetrics											
District 2	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		91.4%				0.0%	0.0%	0.0%			90.3%
Branch Visit Time	24.01	27.29	31.57	34.31	9%	32.94	31.57	34.31			23.19
Branch Waiting Time	17.75	21.03	25.27	27.91	10%	26.59	25.27	27.91			16.90
Branch Processing Time	6.27	6.25	6.31	6.40	2%	6.36	6.31	6.40			6.29
Branch Customers Served	94,421	80,295	102,187	81,507	-20%	91,847	81,507	102,187	183,694	188,501	972,444
Drivers License Visit Time	25.46	33.01	41.90	45.39	8%	43.64	41.90	45.39			27.65
DLS Waiting Time	17.65	25.22	33.89	37.46	11%	35.67	33.89	37.46			19.71
DLS Processing Time	7.81	7.80	8.01	7.93	-1%	7.97	7.93	8.01			7.93
DLS Customers Served	39,020	35,684	44,848	38,627	-14%	41,738	38,627	44,848	83,475	82,527	419,726
Vehicle Services Visit Time	25.62	25.40	25.45	27.47	8%	26.46	25.45	27.47			21.28
VS Wait Time	20.51	20.49	20.60	22.52	9%	21.56	20.60	22.52			16.33
VS Processing Time	5.11	4.91	4.86	4.95	2%	4.90	4.86	4.95			4.94
VS Customers Served	42,578	34,259	44,812	32,361	-28%	38,587	32,361	44,812	77,173	82,667	421,297
ICD/Misc Visit Time	13.15	13.58	13.76	14.54	6%	14.15	13.76	14.54			13.87
ICD/Misc Wait Time	7.76	8.23	8.38	9.22	10%	8.80	8.38	9.22			8.48
ICD/Misc Processing Time	5.39	5.36	5.38	5.33	-1%	5.35	5.33	5.38			5.39
ICD/Misc Customers Served	12,823	10,352	12,527	10,519	-16%	11,523	10,519	12,527	23,046	23,307	131,421
Total Transactions	105,894	134,940	121,548	130,261	7%	125,905	121,548	130,261	251,809	273,844	1,420,316
DLS Transactions	54,107	68,109	62,255	70,283	13%	66,269	62,255	70,283	132,538	140,430	722,196
Title & Registration Transactions	43,781	57,213	50,254	50,744	1%	50,499	50,254	50,744	100,998	114,636	590,469
Other	8,006	9,618	9,039	9,234	2%	9,137	9,039	9,234	18,273	18,778	107,651
Personnel											
Filled PINS	158	159	156	151	-3%	153	151	156			159
Filled Contract Employees	8	7	8	8	0%	8	8	8			7
State Temporary Employees	15	13	13	14	8%	14	13	14			13
Agency Temporary Employees	7	7	7	7	0%	7	7	7			7
# Vacancies (PIN & Contract)	4	3	6	13	117%	10	6	13			3
% Vacant Positions	1.9%	1.6%	3.3%	7.2%	121%	5.3%	3.3%	7.2%			1.6%
Total Leave Days	902	688	958	824	-14%	1,782	824	958	1,782	1,739	10,744
Sick Leave Days (Unplanned)	129	155	159	179	13%	338	159	179	338	337	1,984
Other Leave Days (Planned)	774	532	799	646	-19%	1,444	646	799	1,444	1,402	8,760
Overtime Hrs.	610	1,002	878	1,188	35%	2,066	878	1,188	2,066	1,443	7,603
OT Annual Budget									\$202,693	\$215,984	215,984
OT Spent	\$16,365	\$27,105	\$24,256	\$33,844	40%	\$58,100	\$24,256	\$33,844	\$58,100	\$39,322	201,775
% of Budget Spent	80.9%	93.4%	12.0%	28.7%	140%				28.7%	18.2%	93.4%

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PerformanceMetrics											
District 3	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		87.6%				0.0%	0.0%	0.0%			87.0%
Branch Visit Time	30.29	39.45	45.11	47.79	6%	46.45	45.11	47.79			30.29
Branch Waiting Time	23.90	32.92	38.53	41.01	6%	39.77	38.53	41.01			23.81
Branch Processing Time	6.39	6.54	6.58	6.78	3%	6.68	6.58	6.78			6.48
Branch Customers Served	85,486	72,089	87,977	73,529	-16%	80,753	73,529	87,977	161,506	174,411	885,064
Drivers License Visit Time	32.00	44.57	53.18	57.11	7%	55.15	53.18	57.11			34.11
DLS Waiting Time	24.46	37.19	45.59	49.39	8%	47.49	45.59	49.39			26.34
DLS Processing Time	7.54	7.38	7.59	7.72	2%	7.65	7.59	7.72			7.76
DLS Customers Served	42,300	38,921	48,044	42,323	-12%	45,184	42,323	48,044	90,367	88,153	444,672
Vehicle Services Visit Time	30.53	36.90	39.25	38.63	-2%	38.94	38.63	39.25			27.46
VS Wait Time	25.24	31.15	33.78	32.93	-3%	33.36	32.93	33.78			22.22
VS Processing Time	5.29	5.75	5.47	5.70	4%	5.59	5.47	5.70			5.23
VS Customers Served	31,988	24,241	29,981	22,933	-24%	26,457	22,933	29,981	52,914	65,575	326,086
ICD/Misc Visit Time	22.05	24.19	23.26	24.28	4%	23.77	23.26	24.28			22.57
ICD/Misc Wait Time	16.86	19.14	18.16	19.37	7%	18.76	18.16	19.37			17.44
ICD/Misc Processing Time	5.19	5.05	5.10	4.91	-4%	5.01	4.91	5.10			5.13
ICD/Misc Customers Served	11,198	8,927	9,952	8,273	-17%	9,113	8,273	9,952	18,225	20,683	114,306
Total Transactions	82,886	101,643	100,909	102,500	2%	101,705	100,909	102,500	203,410	211,509	1,093,284
DLS Transactions	52,580	64,242	66,331	66,830	1%	66,581	66,331	66,830	133,162	133,453	683,440
Title & Registration Transactions	26,572	32,634	30,676	31,204	2%	30,940	30,676	31,204	61,880	69,374	358,995
Other	3,734	4,767	3,902	4,466	14%	4,184	3,902	4,466	8,368	8,682	50,849
Personnel											
Filled PINS	133	129	132	133	1%	132	132	133			129
Filled Contract Employees	5	4	4	6	50%	5	4	6			4
State Temporary Employees	5	5	4	8	100%	6	4	8			5
Agency Temporary Employees	2	2	5	5	0%	5	5	5			2
# Vacancies (PIN & Contract)	8	12	9	8	-11%	9	8	9			12
% Vacant Positions	5.5%	8.6%	6.2%	5.3%	-15%	5.7%	5.3%	6.2%			8.6%
Total Leave Days	732	597	783	605	-23%	1,389	605	783	1,389	1,273	8,625
Sick Leave Days (Unplanned)	125	141	168	120	-29%	287	120	168	287	240	1,570
Other Leave Days (Planned)	607	456	616	486	-21%	1,101	486	616	1,101	1,033	7,055
Overtime Hrs.	661	1,278	1,494	1,651	11%	3,145	1,494	1,651	3,145	1,798	8,188
OT Annual Budget									\$125,591	\$125,591	125,591
OT Spent	\$16,362	\$32,024	\$37,069	\$42,335	14%	\$79,404	\$37,069	\$42,335	\$79,404	\$45,053	201,524
% of Budget Spent	135.0%	160.5%	29.5%	63.2%	114%				63.2%	35.9%	160.5%

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PerformanceMetrics											
District 4	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		89.2%				0.0%	0.0%	0.0%			88.9%
Branch Visit Time	27.10	32.71	34.87	37.28	7%	36.07	34.87	37.28			28.94
Branch Waiting Time	20.40	26.00	28.25	30.47	8%	29.36	28.25	30.47			22.22
Branch Processing Time	6.70	6.72	6.61	6.81	3%	6.71	6.61	6.81			6.73
Branch Customers Served	134,711	111,265	142,705	113,748	-20%	128,227	113,748	142,705	256,453	263,018	1,377,881
Drivers License Visit Time	34.25	44.32	50.46	56.36	12%	53.41	50.46	56.36			38.62
DLS Waiting Time	25.60	35.96	42.16	47.81	13%	44.98	42.16	47.81			30.05
DLS Processing Time	8.65	8.36	8.30	8.55	3%	8.42	8.30	8.55			8.57
DLS Customers Served	44,732	40,298	51,746	43,393	-16%	47,570	43,393	51,746	95,139	97,183	486,810
Vehicle Services Visit Time	25.36	28.30	27.93	27.12	-3%	27.52	27.12	27.93			25.01
VS Wait Time	19.47	22.44	22.23	21.35	-4%	21.79	21.35	22.23			19.22
VS Processing Time	5.88	5.87	5.70	5.77	1%	5.73	5.70	5.77			5.78
VS Customers Served	65,898	51,847	67,155	51,095	-24%	59,125	51,095	67,155	118,250	122,571	641,642
ICD/Misc Visit Time	17.62	20.03	18.97	20.22	7%	19.59	18.97	20.22			19.00
ICD/Misc Wait Time	12.26	14.46	13.44	14.60	9%	14.02	13.44	14.60			13.44
ICD/Misc Processing Time	5.37	5.56	5.53	5.62	2%	5.58	5.53	5.62			5.55
ICD/Misc Customers Served	24,081	19,120	23,804	19,260	-19%	21,532	19,260	23,804	43,064	43,264	249,429
Total Transactions	131,157	152,596	148,687	157,724	6%	153,205	148,687	157,724	306,411	316,244	1,705,040
DLS Transactions	59,639	63,552	68,323	74,209	9%	71,266	68,323	74,209	142,532	147,411	767,320
Title & Registration Transactions	55,931	69,803	62,542	64,898	4%	63,720	62,542	64,898	127,440	134,166	727,071
Other	15,587	19,241	17,822	18,617	4%	18,220	17,822	18,617	36,439	17,357	210,649
Personnel											
Filled PINS	234	235	234	235	0%	234	234	235			235
Filled Contract Employees	5	4	4	2	-50%	3	2	4			4
State Temporary Employees	15	15	14	13	-7%	14	13	14			15
Agency Temporary Employees	4	4	3	4	33%	2	3	4			4
# Vacancies (PIN & Contract)	16	14	16	16	0%	16	16	16			14
% Vacant Positions	6.0%	5.2%	6.3%	6.3%	1%	6.3%	6.3%	6.3%			5.2%
Total Leave Days	1,292	844	1,321	1,117	-15%	2,438	1,117	1,321	2,438	2,388	15,975
Sick Leave Days (Unplanned)	190	246	217	297	36%	514	217	297	514	586	3,186
Other Leave Days (Planned)	1,102	700	1,104	820	-26%	1,924	820	1,104	1,924	1,802	12,577
Overtime Hrs.	1,206	1,757	1,670	1,885	13%	3,555	1,670	1,885	3,555	3,659	15,701
OT Annual Budget									\$439,841	\$448,630	448,630
OT Spent	\$30,263	\$45,232	\$43,797	\$51,964	19%	\$95,761	\$43,797	\$51,964	\$95,761	\$94,454	403,390
% of Budget Spent	79.8%	89.9%	10.0%	21.8%	119%				21.8%	21.1%	89.9%

**MVA StateStat
Operations - District 1
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PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		87.2%				0.0%	0.0%	0.0%			85.8%
Branch Visit Time	33.63	41.42	36.56	46.43	27%	41.49	36.56	46.43			33.41
Branch Waiting Time	28.22	35.63	30.66	40.46	32%	35.56	30.66	40.46			27.75
Branch Processing Time	5.41	5.79	5.90	5.97	1%	5.93	5.90	5.97			5.67
Branch Customers Served	31,498	26,062	32,320	26,849	-17%	29,585	26,849	32,320	59,169	63,030	324,997
Drivers License Visit Time	46.77	61.11	57.05	66.24	16%	61.64	57.05	66.24			43.93
DLS Waiting Time	39.40	53.53	49.06	58.43	19%	53.74	49.06	58.43			36.37
DLS Processing Time	7.37	7.58	7.99	7.81	-2%	7.90	7.81	7.99			7.56
DLS Customers Served	12,779	11,748	14,287	13,075	-8%	13,681	13,075	14,287	27,362	29,149	141,232
Vehicle Services Visit Time	25.38	25.90	20.58	29.33	42%	24.95	20.58	29.33			25.05
VS Wait Time	21.16	21.46	16.41	25.01	52%	20.71	16.41	25.01			20.82
VS Processing Time	4.22	4.43	4.18	4.32	3%	4.25	4.18	4.32			4.23
VS Customers Served	13,369	10,162	13,027	9,375	-28%	11,201	9,375	13,027	22,402	24,419	128,392
ICD/Misc Visit Time	19.31	22.18	19.31	23.07	19%	21.19	19.31	23.07			23.98
ICD/Misc Wait Time	15.57	18.15	14.88	18.97	27%	16.92	14.88	18.97			19.79
ICD/Misc Processing Time	3.74	4.02	4.44	4.10	-8%	4.27	4.10	4.44			4.19
ICD/Misc Customers Served	5,350	4,152	5,006	4,399	-12%	4,703	4,399	5,006	9,405	9,462	55,373
Total Transactions	26,727	33,325	32,135	34,091	6%	33,113	32,135	34,091	66,226	68,853	363,785
DLS Transactions	15,032	18,408	18,931	20,080	6%	19,506	18,931	20,080	39,011	39,672	203,125
Title & Registration Transactions	8,131	10,351	9,390	9,502	1%	9,446	9,390	9,502	18,892	20,778	109,519
Other	3,564	4,566	3,814	4,509	18%	4,162	3,814	4,509	8,323	8,403	51,141
Personnel											
Filled PINS	44	44	45	45	0%	45	45	45			44
Filled Contract Employees	3	2	2	2	0%	2	2	2			2
State Temporary Employees	5	4	4	4	0%	4	4	4			4
Agency Temporary Employees	4	4	3	4	33%	4	3	4			4
# Vacancies (PIN & Contract)	1	1	0	2	0%	2	2	2			1
% Vacant Positions	2.1%	2.2%	0.0%	4.3%	0%	4.3%	4.3%	4.3%			2.2%
Total Leave Days	314	206	236	214	-9%	450	214	236	450	545	3,143
Sick Leave Days (Unplanned)	60	54	39	36	-6%	75	36	39	75	98	655
Other Leave Days (Planned)	254	153	198	178	-10%	375	178	198	375	447	2,488
Overtime Hrs.	315	376	388	582	50%	970	388	582	970	744	3,635
OT Annual Budget									\$78,583	\$0	90,514
OT Spent	\$8,230	\$10,124	\$10,841	\$15,820	46%	\$26,661	\$10,841	\$15,820	\$26,661	\$19,851	95,470
% of Budget Spent	94.3%	105.5%	13.8%	33.9%	146%				33.9%	31.0%	105.5%

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PerformanceMetrics											
Cumberland 9911	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		98.7%				0.0%	0.0%	0.0%			98.9%
Branch Visit Time	13.79	12.62	14.59	15.75	8%	15.17	14.59	15.75			12.08
Branch Waiting Time	7.80	7.09	8.99	10.15	13%	9.57	8.99	10.15			6.26
Branch Processing Time	5.99	5.53	5.60	5.60	0%	5.60	5.60	5.60			5.82
Branch Customers Served	8,391	6,647	8,485	6,237	-26%	7,361	6,237	8,485	14,722	15,269	77,867
Drivers License Visit Time	12.54	14.54	16.03	20.66	29%	18.35	16.03	20.66			14.35
DLS Waiting Time	5.40	8.01	9.16	13.30	45%	11.23	9.16	13.30			7.24
DLS Processing Time	7.14	6.53	6.87	7.36	7%	7.12	6.87	7.36			7.11
DLS Customers Served	2,431	2,165	2,482	2,138	-14%	2,310	2,138	2,482	4,620	4,684	25,045
Vehicle Services Visit Time	15.62	11.10	13.77	13.47	-2%	13.62	13.47	13.77			10.33
VS Wait Time	10.69	6.82	9.20	9.01	-2%	9.11	9.01	9.20			5.74
VS Processing Time	4.93	4.28	4.57	4.45	-2%	4.51	4.45	4.57			4.59
VS Customers Served	5,268	3,885	5,310	3,559	-33%	4,435	3,559	5,310	8,869	9,312	45,637
ICD/Misc Visit Time	11.47	10.86	12.59	11.22	-11%	11.90	11.22	12.59			10.63
ICD/Misc Wait Time	5.37	4.77	6.24	4.91	-21%	5.58	4.91	6.24			4.64
ICD/Misc Processing Time	6.10	6.09	6.34	6.31	-1%	6.33	6.31	6.34			5.99
ICD/Misc Customers Served	692	597	693	540	-22%	617	540	693	1,233	1,273	7,185
Total Transactions	8,529	10,342	9,550	9,792	3%	9,671	9,550	9,792	19,342	19,202	103,397
DLS Transactions	3,213	3,899	3,543	3,783	7%	3,663	3,543	3,783	7,326	7,218	40,192
Title & Registration Transactions	4,870	5,835	5,463	5,414	-1%	5,439	5,414	5,463	10,877	10,867	56,921
Other	446	608	544	595	9%	570	544	595	1,139	1,117	6,284
Personnel											
Filled PINS	20	17	18	18	3%	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	4	3	3	0%	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	109	107	156	116	-25%	272	116	156	272	239	1,328
Sick Leave Days (Unplanned)	9	23	25	26	4%	50	25	26	50	56	242
Other Leave Days (Planned)	100	84	131	91	-31%	222	91	131	222	183	1,086
Overtime Hrs.	6	17	58	82	41%	140	58	82	140	23	155
OT Annual Budget									\$3,656	\$0	4,210
OT Spent	\$167	\$458	\$1,732	\$2,465	42%	\$4,197	\$1,732	\$2,465	\$4,197	\$631	4,226
% of Budget Spent	89.5%	100.4%	47.4%	114.8%	142%				114.8%	28.8%	100.4%

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PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		81.6%				0.0%	0.0%	0.0%			82.5%
Branch Visit Time	31.25	35.43	41.10	36.29	-12%	38.69	36.29	41.10			28.13
Branch Waiting Time	25.66	30.17	36.21	30.92	-15%	33.56	30.92	36.21			22.37
Branch Processing Time	5.59	5.26	4.89	5.37	10%	5.13	4.89	5.37			5.77
Branch Customers Served	19,458	16,994	22,422	18,101	-19%	20,262	18,101	22,422	40,523	37,639	194,876
Drivers License Visit Time	35.01	39.00	50.75	42.13	-17%	46.44	42.13	50.75			32.78
DLS Waiting Time	28.05	32.78	44.81	35.73	-20%	40.27	35.73	44.81			25.54
DLS Processing Time	6.97	6.22	5.94	6.40	8%	6.17	5.94	6.40			7.24
DLS Customers Served	7,769	7,427	10,290	8,732	-15%	9,511	8,732	10,290	19,022	16,350	81,440
Vehicle Services Visit Time	31.05	36.03	35.74	32.85	-8%	34.30	32.85	35.74			25.81
VS Wait Time	26.46	31.60	31.89	28.62	-10%	30.26	28.62	31.89			21.29
VS Processing Time	4.59	4.43	3.85	4.24	10%	4.04	3.85	4.24			4.52
VS Customers Served	9,665	7,923	10,081	7,770	-23%	8,926	7,770	10,081	17,851	17,795	92,909
ICD/Misc Visit Time	16.09	18.39	17.12	19.90	16%	18.51	17.12	19.90			18.68
ICD/Misc Wait Time	11.00	13.25	12.21	14.43	18%	13.32	12.21	14.43			13.08
ICD/Misc Processing Time	5.09	5.14	4.91	5.47	11%	5.19	4.91	5.47			5.60
ICD/Misc Customers Served	2,024	1,644	2,051	1,599	-22%	1,825	1,599	2,051	3,650	3,494	20,527
Total Transactions	15,191	18,447	17,764	18,457	4%	18,110	17,764	18,457	36,220	40,430	196,178
DLS Transactions	9,111	10,843	11,094	11,516	4%	11,305	11,094	11,516	22,609	23,195	116,472
Title & Registration Transactions	5,065	6,419	5,548	5,807	5%	5,678	5,548	5,807	11,355	15,120	66,656
Other	1,015	1,185	1,122	1,134	1%	1,128	1,122	1,134	2,256	2,115	13,050
Personnel											
Filled PINS	24	25	24	24	0%	24	24	24			25
Filled Contract Employees	1	1	0	0	0%	0	0	0			1
State Temporary Employees	4	4	4	3	-25%	4	3	4			4
Agency Temporary Employees	1	1	0	0	0%	0	0	0			1
# Vacancies (PIN & Contract)	1	0	1	2	100%	2	1	2			0
% Vacant Positions	4.0%	0.0%	4.2%	8.3%	100%	6.3%	4.2%	8.3%			0.0%
Total Leave Days	170	106	135	81	-40%	216	81	135	216	328	1,684
Sick Leave Days (Unplanned)	8	14	7	9	35%	16	7	9	16	53	263
Other Leave Days (Planned)	163	92	128	72	-44%	200	72	128	200	274	1,422
Overtime Hrs.	164	223	193	167	-13%	360	167	193	360	284	1,159
OT Annual Budget									\$22,610	\$0	26,043
OT Spent	\$4,222	\$6,012	\$5,385	\$4,768	-11%	\$10,153	\$4,768	\$5,385	\$10,153	\$7,501	30,092
% of Budget Spent	92.5%	115.5%	23.8%	44.9%	89%				44.9%	45.8%	115.5%

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PerformanceMetrics											
Hagerstown 9913	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		99.3%				0.0%	0.0%	0.0%			98.9%
Branch Visit Time	15.21	21.81	16.63	18.05	9%	17.34	16.63	18.05			15.61
Branch Waiting Time	9.75	16.15	11.20	12.35	10%	11.77	11.20	12.35			10.10
Branch Processing Time	5.46	5.66	5.43	5.71	5%	5.57	5.43	5.71			5.52
Branch Customers Served	14,472	11,667	15,267	11,866	-22%	13,567	11,866	15,267	27,133	27,508	140,269
Drivers License Visit Time	14.68	22.31	17.80	21.67	22%	19.73	17.80	21.67			17.27
DLS Waiting Time	7.97	15.46	10.96	14.56	33%	12.76	10.96	14.56			10.24
DLS Processing Time	6.71	6.85	6.84	7.10	4%	6.97	6.84	7.10			7.02
DLS Customers Served	4,725	4,170	5,056	4,248	-16%	4,652	4,248	5,056	9,304	9,371	48,380
Vehicle Services Visit Time	15.66	22.28	16.31	16.47	1%	16.39	16.31	16.47			14.88
VS Wait Time	10.98	17.41	11.71	11.63	-1%	11.67	11.63	11.71			10.31
VS Processing Time	4.68	4.87	4.60	4.84	5%	4.72	4.60	4.84			4.57
VS Customers Served	8,125	6,174	8,515	6,200	-27%	7,358	6,200	8,515	14,715	15,205	75,594
ICD/Misc Visit Time	14.17	18.18	14.88	14.30	-4%	14.59	14.30	14.88			13.48
ICD/Misc Wait Time	8.27	12.45	9.36	8.83	-6%	9.10	8.83	9.36			7.95
ICD/Misc Processing Time	5.90	5.72	5.52	5.47	-1%	5.50	5.47	5.52			5.54
ICD/Misc Customers Served	1,622	1,323	1,696	1,418	-16%	1,557	1,418	1,696	3,114	2,932	16,295
Total Transactions	15,335	19,138	17,637	18,709	6%	18,173	17,637	18,709	36,345	37,235	196,730
DLS Transactions	6,944	8,614	7,891	8,408	7%	8,149	7,891	8,408	16,298	16,621	88,913
Title & Registration Transactions	7,426	9,302	8,620	8,926	4%	8,773	8,620	8,926	17,546	18,075	94,058
Other	965	1,222	1,126	1,375	22%	1,251	1,126	1,375	2,501	2,539	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	107	102	132	101	-23%	232	101	132	232	282	1,559
Sick Leave Days (Unplanned)	9	15	19	16	-16%	34	16	19	34	87	286
Other Leave Days (Planned)	98	86	113	85	-25%	198	85	113	198	195	1,273
Overtime Hrs.	8	20	13	19	46%	32	13	19	32	24	116
OT Annual Budget									\$1,382	\$0	1,591
OT Spent	\$193	\$496	\$356	\$479	35%	\$835	\$356	\$479	\$835	\$592	2,637
% of Budget Spent	134.6%	165.7%	25.8%	60.4%	135%				60.4%	58.6%	165.7%

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PerformanceMetrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		95.1%				0.0%	0.0%	0.0%			95.7%
Branch Visit Time	16.85	17.10	18.48	29.80	61%	24.14	18.48	29.80			16.05
Branch Waiting Time	13.22	12.97	14.51	25.33	75%	19.92	14.51	25.33			11.41
Branch Processing Time	3.63	4.13	3.98	4.47	12%	4.22	3.98	4.47			4.64
Branch Customers Served	1,839	1,288	1,830	1,351	-26%	1,591	1,351	1,830	3,181	2,058	13,923
Drivers License Visit Time	21.39	23.79	25.38	42.80	69%	34.09	25.38	42.80			22.30
DLS Waiting Time	15.85	17.71	19.58	36.72	88%	28.15	19.58	36.72			15.32
DLS Processing Time	5.54	6.08	5.80	6.08	5%	5.94	5.80	6.08			6.98
DLS Customers Served	589	453	633	512	-19%	573	512	633	1,145	702	5,154
Vehicle Services Visit Time	14.05	13.22	14.15	21.65	53%	17.90	14.15	21.65			12.01
VS Wait Time	11.36	10.12	11.23	18.16	62%	14.70	11.23	18.16			8.74
VS Processing Time	2.69	3.10	2.92	3.49	20%	3.20	2.92	3.49			3.26
VS Customers Served	1,250	835	1,197	839	-30%	1,018	839	1,197	2,036	1,356	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	1,422	1,478	6,376	1,628	-74%	4,002	1,628	6,376	8,004	3,075	16,222
DLS Transactions	514	558	5,389	624	-88%	3,006	624	5,389	6,013	1,216	6,766
Title & Registration Transactions	908	920	987	1,004	2%	996	987	1,004	1,991	1,859	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!	0.0%	#DIV/0!

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PerformanceMetrics											
Westminister 9914	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		91.6%				0.0%	0.0%	0.0%			84.1%
Branch Visit Time	27.45	27.99	36.39	40.93	12%	38.66	36.39	40.93			27.07
Branch Waiting Time	20.84	21.46	29.92	34.38	15%	32.15	29.92	34.38			20.79
Branch Processing Time	6.60	6.53	6.47	6.55	1%	6.51	6.47	6.55			6.28
Branch Customers Served	13,882	11,718	15,173	11,855	-22%	13,514	11,855	15,173	27,028	29,072	141,365
Drivers License Visit Time	29.71	32.04	43.50	48.53	12%	46.01	43.50	48.53			31.09
DLS Waiting Time	22.82	25.50	36.61	41.41	13%	39.01	36.61	41.41			24.42
DLS Processing Time	6.89	6.55	6.89	7.12	3%	7.00	6.89	7.12			6.68
DLS Customers Served	6,799	6,327	8,182	6,707	-18%	7,445	6,707	8,182	14,889	15,523	72,871
Vehicle Services Visit Time	25.68	24.12	29.46	32.74	11%	31.10	29.46	32.74			22.78
VS Wait Time	19.51	17.70	23.59	27.06	15%	25.33	23.59	27.06			17.16
VS Processing Time	6.17	6.42	5.87	5.68	-3%	5.77	5.68	5.87			5.62
VS Customers Served	5,521	4,215	5,591	4,052	-28%	4,822	4,052	5,591	9,643	10,807	53,284
ICD/Misc Visit Time	22.45	20.94	21.67	24.33	12%	23.00	21.67	24.33			21.33
ICD/Misc Wait Time	15.38	14.06	15.11	17.82	18%	16.46	15.11	17.82			14.59
ICD/Misc Processing Time	7.06	6.88	6.56	6.50	-1%	6.53	6.50	6.56			6.73
ICD/Misc Customers Served	1,562	1,176	1,400	1,096	-22%	1,248	1,096	1,400	2,496	2,742	15,210
Total Transactions	14,293	17,980	23,343	20,969	-10%	22,156	20,969	23,343	44,311	36,703	185,297
DLS Transactions	8,962	11,486	17,359	14,917	-14%	16,138	14,917	17,359	32,275	23,550	117,152
Title & Registration Transactions	4,534	5,559	5,146	5,237	2%	5,192	5,146	5,237	10,383	11,443	57,985
Other	797	935	838	815	-3%	827	815	838	1,653	1,710	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	1	0%	1	1	1			0
# Vacancies (PIN & Contract)	0	0	1	0	-100%	1	1	1			0
% Vacant Positions	0.0%	0.0%	4.0%	0.0%	-100%	4.0%	4.0%	4.0%			0.0%
Total Leave Days	121	84	134	109	-18%	243	109	134	243	259	1,648
Sick Leave Days (Unplanned)	23	25	24	17	-30%	40	17	24	40	27	443
Other Leave Days (Planned)	97	58	110	93	-15%	203	93	110	203	232	1,205
Overtime Hrs.	142	145	172	230	34%	402	172	230	402	271	1,516
OT Annual Budget									\$23,715	\$0	27,316
OT Spent	\$3,392	\$3,711	\$4,271	\$5,999	40%	\$10,270	\$4,271	\$5,999	\$10,270	\$10,699	42,693
% of Budget Spent	142.7%	156.3%	18.0%	43.3%	140%				43.3%	56.0%	156.3%

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PerformanceMetrics											
White Oak 9936	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		78.6%				0.0%	0.0%	0.0%			75.0%
Branch Visit Time	31.04	34.99	43.28	43.15	0%	43.22	43.15	43.28			33.07
Branch Waiting Time	24.81	28.87	37.02	36.78	-1%	36.90	36.78	37.02			26.82
Branch Processing Time	6.23	6.12	6.25	6.38	2%	6.31	6.25	6.38			6.26
Branch Customers Served	22,381	18,909	20,148	18,411	-9%	19,280	18,411	20,148	38,559	46,968	237,511
Drivers License Visit Time	32.02	41.82	53.87	61.58	14%	57.72	53.87	61.58			40.08
DLS Waiting Time	23.61	33.65	45.51	53.05	17%	49.28	45.51	53.05			31.84
DLS Processing Time	8.41	8.17	8.36	8.53	2%	8.44	8.36	8.53			8.24
DLS Customers Served	8,137	7,699	8,417	8,187	-3%	8,302	8,187	8,417	16,604	19,456	92,351
Vehicle Services Visit Time	32.68	32.45	39.08	31.33	-20%	35.20	31.33	39.08			31.05
VS Wait Time	27.58	27.63	34.19	26.45	-23%	30.32	26.45	34.19			25.85
VS Processing Time	5.11	4.83	4.89	4.88	0%	4.88	4.88	4.89			5.21
VS Customers Served	11,003	8,578	9,008	7,804	-13%	8,406	7,804	9,008	16,812	21,487	111,497
ICD/Misc Visit Time	22.65	22.46	23.16	19.58	-15%	21.37	19.58	23.16			18.90
ICD/Misc Wait Time	18.00	18.11	19.15	15.61	-18%	17.38	15.61	19.15			14.57
ICD/Misc Processing Time	4.65	4.35	4.01	3.97	-1%	3.99	3.97	4.01			4.33
ICD/Misc Customers Served	3,241	2,632	2,723	2,420	-11%	2,572	2,420	2,723	5,143	6,025	33,663
Total Transactions	19,823	23,595	19,382	23,393	21%	21,387	19,382	23,393	42,775	54,523	263,290
DLS Transactions	10,549	12,780	11,287	13,722	22%	12,504	11,287	13,722	25,009	28,355	137,300
Title & Registration Transactions	7,485	8,738	6,702	7,880	18%	7,291	6,702	7,880	14,582	23,251	107,077
Other	1,789	2,077	1,393	1,791	29%	1,592	1,393	1,791	3,184	2,917	18,913
Personnel											
Filled PINS	38	36	36	38	6%	37	36	38			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	4	4	1	-75%	3	1	4			4
% Vacant Positions	5.3%	11.3%	11.3%	2.7%	-76%	7.0%	2.7%	11.3%			11.3%
Total Leave Days	231	187	239	153	-36%	392	153	239	392	366	2,444
Sick Leave Days (Unplanned)	38	36	49	46	-6%	94	46	49	94	40	393
Other Leave Days (Planned)	194	151	190	108	-44%	298	108	190	298	326	2,051
Overtime Hrs.	260	524	348	319	-8%	667	319	348	667	505	3,549
OT Annual Budget									\$72,998	\$0	84,081
OT Spent	\$6,460	\$12,187	\$8,797	\$8,331	-5%	\$17,128	\$8,331	\$8,797	\$17,128	\$13,207	83,119
% of Budget Spent	8.4%	98.9%	12.1%	23.5%	95%				23.5%	23.2%	98.9%

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PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		89.2%				0.0%	0.0%	0.0%			88.5%
Branch Visit Time	24.88	29.88	30.41	36.79	21%	33.60	30.41	36.79			27.71
Branch Waiting Time	18.35	23.28	23.63	29.81	26%	26.72	23.63	29.81			21.15
Branch Processing Time	6.53	6.59	6.78	6.98	3%	6.88	6.78	6.98			6.56
Branch Customers Served	20,514	16,940	21,210	16,752	-21%	18,981	16,752	21,210	37,962	40,046	206,513
Drivers License Visit Time	27.26	34.03	44.12	43.37	-2%	43.75	43.37	44.12			32.52
DLS Waiting Time	18.67	25.46	35.10	34.43	-2%	34.77	34.43	35.10			23.85
DLS Processing Time	8.59	8.58	9.03	8.94	-1%	8.98	8.94	9.03			8.66
DLS Customers Served	8,053	7,176	8,794	7,427	-16%	8,111	7,427	8,794	16,221	17,454	86,146
Vehicle Services Visit Time	25.83	29.63	22.21	35.82	61%	29.01	22.21	35.82			26.33
VS Wait Time	20.54	24.44	16.84	30.30	80%	23.57	16.84	30.30			21.28
VS Processing Time	5.28	5.19	5.37	5.52	3%	5.44	5.37	5.52			5.06
VS Customers Served	10,060	7,829	10,010	7,303	-27%	8,657	7,303	10,010	17,313	18,280	95,810
ICD/Misc Visit Time	14.02	15.88	12.76	16.90	32%	14.83	12.76	16.90			15.80
ICD/Misc Wait Time	9.06	10.90	8.04	11.77	46%	9.91	8.04	11.77			10.72
ICD/Misc Processing Time	4.96	4.99	4.71	5.13	9%	4.92	4.71	5.13			5.08
ICD/Misc Customers Served	2,401	1,935	2,406	2,022	-16%	2,214	2,022	2,406	4,428	4,312	24,557
Total Transactions	23,017	28,461	26,595	26,530	0%	26,562	26,530	26,595	53,125	57,043	296,192
DLS Transactions	11,424	13,899	13,849	13,994	1%	13,921	13,849	13,994	27,843	27,777	143,794
Title & Registration Transactions	9,449	12,135	10,435	10,363	-1%	10,399	10,363	10,435	20,798	24,023	123,916
Other	2,144	2,427	2,311	2,173	-6%	2,242	2,173	2,311	4,484	5,243	28,482
Personnel											
Filled PINS	34	35	34	33	-3%	33	33	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	1	2	3	50%	3	2	3			1
% Vacant Positions	4.4%	2.9%	6.0%	9.2%	55%	7.6%	6.0%	9.2%			2.9%
Total Leave Days	170	146	217	188	-14%	405	188	217	405	356	2,258
Sick Leave Days (Unplanned)	21	23	19	35	81%	54	19	35	54	57	334
Other Leave Days (Planned)	150	122	198	153	-23%	351	153	198	351	299	1,924
Overtime Hrs.	143	271	254	356	40%	610	254	356	610	474	2,317
OT Annual Budget									\$61,246	\$0	70,544
OT Spent	\$4,025	\$7,574	\$7,426	\$10,972	48%	\$18,398	\$7,426	\$10,972	\$18,398	\$13,347	62,209
% of Budget Spent	77.4%	88.2%	12.1%	30.0%	148%				30.0%	29.2%	88.2%

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PerformanceMetrics											
Elkton 9923	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		93.9%				0.0%	0.0%	0.0%			95.8%
Branch Visit Time	17.72	20.66	23.66	20.91	-12%	22.28	20.91	23.66			15.46
Branch Waiting Time	11.15	14.05	17.49	14.40	-18%	15.95	14.40	17.49			8.86
Branch Processing Time	6.57	6.61	6.16	6.51	6%	6.34	6.16	6.51			6.60
Branch Customers Served	10,319	8,680	11,230	8,586	-24%	9,908	8,586	11,230	19,816	19,942	102,687
Drivers License Visit Time	12.61	14.60	24.64	21.53	-13%	23.09	21.53	24.64			13.60
DLS Waiting Time	4.72	6.73	16.83	13.50	-20%	15.17	13.50	16.83			5.43
DLS Processing Time	7.89	7.87	7.81	8.03	3%	7.92	7.81	8.03			8.17
DLS Customers Served	3,195	2,887	3,699	2,956	-20%	3,328	2,956	3,699	6,655	6,821	34,239
Vehicle Services Visit Time	21.61	25.72	25.07	22.04	-12%	23.56	22.04	25.07			17.05
VS Wait Time	15.70	19.89	19.99	16.60	-17%	18.30	16.60	19.99			11.44
VS Processing Time	5.91	5.83	5.09	5.43	7%	5.26	5.09	5.43			5.61
VS Customers Served	5,926	4,784	6,290	4,659	-26%	5,475	4,659	6,290	10,949	11,018	56,257
ICD/Misc Visit Time	11.80	13.76	13.34	13.78	3%	13.56	13.34	13.78			12.83
ICD/Misc Wait Time	5.39	6.95	6.60	6.61	0%	6.61	6.60	6.61			6.06
ICD/Misc Processing Time	6.42	6.81	6.74	7.17	6%	6.95	6.74	7.17			6.77
ICD/Misc Customers Served	1,198	1,009	1,241	971	-22%	1,106	971	1,241	2,212	2,103	12,191
Total Transactions	12,293	15,494	14,128	14,195	0%	14,162	14,128	14,195	28,323	29,171	157,314
DLS Transactions	4,639	5,917	6,091	5,825	-4%	5,958	5,825	6,091	11,916	11,921	61,139
Title & Registration Transactions	6,737	8,472	7,055	7,209	2%	7,132	7,055	7,209	14,264	14,914	83,683
Other	917	1,105	982	1,161	18%	1,072	982	1,161	2,143	2,336	12,492
Personnel											
Filled PINS	21	21	21	20	-5%	21	20	21			21
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	1	0	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	1	0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	5.0%	0%	5.0%	5.0%	5.0%			0.0%
Total Leave Days	124	103	144	92	-36%	236	92	144	236	194	1,353
Sick Leave Days (Unplanned)	11	13	29	12	-57%	41	12	29	41	17	181
Other Leave Days (Planned)	112	90	115	80	-31%	195	80	115	195	178	1,172
Overtime Hrs.	63	87	108	90	-17%	198	90	108	198	106	636
OT Annual Budget									\$24,145	\$0	27,811
OT Spent	\$1,744	\$2,393	\$3,036	\$2,507	-17%	\$5,543	\$2,507	\$3,036	\$5,543	\$3,074	17,652
% of Budget Spent	54.9%	63.5%	12.6%	0.0%	-100%				23.0%	17.3%	63.5%

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PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		82.1%				0.0%	0.0%	0.0%			77.5%
Branch Visit Time	41.09	44.66	54.51	52.51	-4%	53.51	52.51	54.51			36.03
Branch Waiting Time	34.37	37.95	47.53	45.43	-4%	46.48	45.43	47.53			29.30
Branch Processing Time	6.72	6.72	6.97	7.08	1%	7.02	6.97	7.08			6.73
Branch Customers Served	20,137	17,103	21,053	17,191	-18%	19,122	17,191	21,053	38,244	42,534	218,179
Drivers License Visit Time	42.87	57.92	72.78	72.84	0%	72.81	72.78	72.84			44.83
DLS Waiting Time	33.33	48.41	62.63	62.37	0%	62.50	62.37	62.63			35.30
DLS Processing Time	9.54	9.51	10.16	10.48	3%	10.32	10.16	10.48			9.53
DLS Customers Served	8,151	7,582	8,988	7,822	-13%	8,405	7,822	8,988	16,810	18,103	91,562
Vehicle Services Visit Time	47.81	41.58	46.79	44.03	-6%	45.41	44.03	46.79			34.08
VS Wait Time	42.71	36.83	41.99	39.57	-6%	40.78	39.57	41.99			29.09
VS Processing Time	5.11	4.75	4.80	4.47	-7%	4.63	4.47	4.80			4.99
VS Customers Served	8,792	6,912	8,986	6,583	-27%	7,785	6,583	8,986	15,569	17,962	91,261
ICD/Misc Visit Time	13.52	13.41	13.93	14.18	2%	14.05	13.93	14.18			15.33
ICD/Misc Visit Time	9.39	9.61	9.91	10.45	5%	10.18	9.91	10.45			11.32
ICD/Misc Processing Time	4.13	3.80	4.02	3.72	-7%	3.87	3.72	4.02			4.01
ICD/Misc Customers Served	62,593	49,923	59,852	49,524	-17%	54,688	49,524	59,852	109,376	113,182	643,409
Total Transactions	21,024	26,421	25,455	26,266	3%	25,860	25,455	26,266	51,720	55,878	291,837
DLS Transactions	10,882	13,517	13,338	14,038	5%	13,688	13,338	14,038	27,375	28,842	149,418
Title & Registration Transactions	8,108	10,411	9,599	9,759	2%	9,679	9,599	9,759	19,358	21,951	112,240
Other	2,034	2,493	2,518	2,469	-2%	2,494	2,469	2,518	4,987	5,085	30,179
Personnel											
Filled PINS	30	30	29	28	-3%	29	28	29			30
Filled Contract Employees	2	2	2	2	0%	2	2	2			2
State Temporary Employees	2	1	1	2	100%	2	1	2			1
Agency Temporary Employees	3	3	3	3	0%	3	3	3			3
# Vacancies (PIN & Contract)	0	0	1	4	300%	3	1	4			0
% Vacant Positions	0.0%	0.0%	3.2%	13.3%	313%	8.3%	3.2%	13.3%			0.0%
Total Leave Days	163	130	166	172	3%	338	166	172	338	275	1,916
Sick Leave Days (Unplanned)	23	30	31	34	12%	65	31	34	65	78	439
Other Leave Days (Planned)	140	100	136	138	2%	274	136	138	274	198	1,478
Overtime Hrs.	186	319	275	401	46%	676	275	401	676	378	2,190
OT Annual Budget									\$61,569	\$0	61,569
OT Spent	\$5,133	\$8,860	\$7,717	\$11,582	50%	\$19,299	\$7,717	\$11,582	\$19,299	\$10,670	61,038
% of Budget Spent	84.7%	99.1%	12.5%	31.3%	150%				31.3%	24.8%	99.1%

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PerformanceMetrics											
Loveville 9944	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		97.2%				0.0%	0.0%	0.0%			95.0%
Branch Visit Time	12.75	15.01	15.61	19.09	22%	17.35	15.61	19.09			14.45
Branch Waiting Time	8.31	10.55	11.29	14.89	32%	13.09	11.29	14.89			9.72
Branch Processing Time	4.44	4.47	4.32	4.20	-3%	4.26	4.20	4.32			4.74
Branch Customers Served	9,533	7,865	10,536	8,172	-22%	9,354	8,172	10,536	18,708	18,338	93,041
Drivers License Visit Time	12.59	19.25	21.88	25.10	15%	23.49	21.88	25.10			16.73
DLS Waiting Time	7.97	13.99	17.07	20.95	23%	19.01	17.07	20.95			11.13
DLS Processing Time	4.63	5.26	4.82	4.14	-14%	4.48	4.14	4.82			5.60
DLS Customers Served	3,278	2,906	3,868	3,333	-14%	3,601	3,333	3,868	7,201	6,896	34,151
Vehicle Services Visit Time	14.20	13.27	11.21	15.69	40%	13.45	11.21	15.69			14.10
VS Wait Time	10.79	9.85	7.63	11.73	54%	9.68	7.63	11.73			10.16
VS Processing Time	3.41	3.42	3.58	3.96	10%	3.77	3.58	3.96			3.94
VS Customers Served	5,206	4,134	5,626	3,962	-30%	4,794	3,962	5,626	9,588	9,652	48,444
ICD/Misc Visit Time	10.52	10.59	10.02	11.47	15%	10.74	10.02	11.47			9.12
ICD/Misc Wait Time	4.88	5.06	4.87	5.95	22%	5.41	4.87	5.95			4.58
ICD/Misc Processing Time	5.65	5.53	5.15	5.53	7%	5.34	5.15	5.53			4.54
ICD/Misc Customers Served	1,049	825	1,042	877	-16%	960	877	1,042	1,919	1,790	10,446
Total Transactions	9,900	13,115	12,555	12,429	-1%	12,492	12,429	12,555	24,983	24,802	129,301
DLS Transactions	4,622	5,828	6,147	6,143	0%	6,145	6,143	6,147	12,289	11,954	61,408
Title & Registration Transactions	4,761	6,646	5,818	5,713	-2%	5,766	5,713	5,818	11,531	11,839	61,498
Other	517	641	590	573	-3%	582	573	590	1,163	1,009	6,395
Personnel											
Filled PINS	12	12	12	12	0%	12	12	12			12
Filled Contract Employees	4	4	4	4	0%	4	4	4			4
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	78	61	77	59	-23%	137	59	77	137	193	1,085
Sick Leave Days (Unplanned)	11	7	11	21	100%	32	11	21	32	9	112
Other Leave Days (Planned)	67	54	67	38	-43%	105	38	67	105	184	973
Overtime Hrs.	40	54	17	33	94%	50	17	33	50	46	301
OT Annual Budget									\$3,921	\$0	3,921
OT Spent	\$1,181	\$1,635	\$440	\$1,006	129%	\$1,446	\$440	\$1,006	\$1,446	\$1,267	8,616
% of Budget Spent	178.0%	219.7%	11.2%	36.9%	229%				36.9%	44.1%	219.7%

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PerformanceMetrics											
Prince Frederick Satellite 9945	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Change	Avg	Min			
Customer Survey Results		100.0%				0.0%	0.0%	0.0%			98.0%
Branch Visit Time	17.90	22.93	27.87	24.68	-11%	26.27	24.68	27.87			13.28
Branch Waiting Time	13.43	18.10	23.48	22.70	-3%	23.09	22.70	23.48			9.53
Branch Processing Time	4.47	4.84	4.39	1.98	-55%	3.19	1.98	4.39			3.75
Branch Customers Served	1,894	1,501	2,027	1,677	-17%	1,852	1,677	2,027	3,704	0	9,708
Drivers License Visit Time	18.35	23.73	28.81	26.17	-9%	27.49	26.17	28.81			13.66
DLS Waiting Time	13.45	18.31	23.93	23.97	0%	23.95	23.93	23.97			9.66
DLS Processing Time	4.90	5.42	4.88	2.20	-55%	3.54	2.20	4.88			4.00
DLS Customers Served	1,477	1,178	1,622	1,417	-13%	1,520	1,417	1,622	3,039	0	7,704
Vehicle Services Visit Time	16.32	19.41	24.21	13.81	-43%	19.01	13.81	24.21			10.96
VS Wait Time	13.65	17.09	22.23	13.03	-41%	17.63	13.03	22.23			8.69
VS Processing Time	2.67	2.33	1.98	0.79	-60%	1.39	0.79	1.98			2.27
VS Customers Served	167	132	154	111	-28%	133	111	154	265	0	745
ICD/Misc Visit Time	16.15	20.71	23.91	18.24	-24%	21.08	18.24	23.91			11.50
ICD/Misc Wait Time	12.92	17.41	21.28	17.34	-19%	19.31	17.34	21.28			8.39
ICD/Misc Processing Time	3.22	3.30	2.63	0.90	-66%	1.77	0.90	2.63			3.11
ICD/Misc Customers Served	250	191	251	149	-41%	200	149	251	400	0	1,259
Total Transactions	1,854	2,333	2,118	2,456	16%	2,287	2,118	2,456	4,573	5,086	24,969
DLS Transactions	1,660	2,093	1,934	2,252	16%	2,093	1,934	2,252	4,185	4,424	22,415
Title & Registration Transactions	157	173	126	159	26%	143	126	159	285	610	2,164
Other	37	67	58	45	-22%	52	45	58	103	52	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	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!	0.0%	#DIV/0!

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PerformanceMetrics											
Parkville 9926	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Change	Avg	Min			
Customer Survey Results		99.1%				0.0%	0.0%	0.0%			98.8%
Branch Visit Time	13.35	18.85	26.15	35.50	36%	30.82	26.15	35.50			17.22
Branch Waiting Time	7.69	13.19	20.30	29.56	46%	24.93	20.30	29.56			11.51
Branch Processing Time	5.67	5.65	5.86	5.94	1%	5.90	5.86	5.94			5.71
Branch Customers Served	10,129	9,173	11,316	9,819	-13%	10,568	9,819	11,316	21,135	20,490	105,549
Drivers License Visit Time	15.89	22.41	31.81	43.24	36%	37.53	31.81	43.24			20.34
DLS Waiting Time	9.11	15.71	24.83	36.22	46%	30.53	24.83	36.22			13.66
DLS Processing Time	6.78	6.70	6.98	7.02	1%	7.00	6.98	7.02			6.68
DLS Customers Served	6,834	6,330	8,008	7,138	-11%	7,573	7,138	8,008	15,146	14,306	74,417
Vehicle Services Visit Time	6.42	9.37	11.00	13.29	21%	12.14	11.00	13.29			8.08
VS Wait Time	3.94	6.95	8.70	11.10	28%	9.90	8.70	11.10			5.59
VS Processing Time	2.48	2.42	2.30	2.19	-5%	2.25	2.19	2.30			2.49
VS Customers Served	2,140	1,949	2,349	1,851	-21%	2,100	1,851	2,349	4,200	4,340	21,297
ICD/Misc Visit Time	11.18	14.29	16.25	18.77	16%	17.51	16.25	18.77			12.85
ICD/Misc Wait Time	6.17	8.97	11.06	13.65	23%	12.35	11.06	13.65			7.56
ICD/Misc Processing Time	5.01	5.32	5.18	5.12	-1%	5.15	5.12	5.18			5.29
ICD/Misc Customers Served	1,155	894	959	830	-13%	895	830	959	1,789	1,844	9,835
Total Transactions	11,857	14,811	12,056	15,220	26%	13,638	12,056	15,220	27,275	34,290	169,708
DLS Transactions	9,452	11,737	9,167	12,095	32%	10,631	9,167	12,095	21,261	23,855	124,946
Title & Registration Transactions	2,004	2,572	2,418	2,675	11%	2,547	2,418	2,675	5,093	9,742	40,418
Other	401	502	471	450	-4%	461	450	471	921	693	4,344
Personnel											
Filled PINS	12	12	12	10	-17%	11	10	12			12
Filled Contract Employees	1	1	2	1	-50%	2	1	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	3	200%	2	1	3			1
% Vacant Positions	7.7%	7.7%	0.1%	0.4%	246%	0.2%	0.1%	0.4%			7.7%
Total Leave Days	58	41	82	57	-31%	139	57	82	139	109	666
Sick Leave Days (Unplanned)	11	10	16	25	62%	41	16	25	41	17	113
Other Leave Days (Planned)	47	31	67	32	-53%	98	32	67	98	92	552
Overtime Hrs.	1	0	6	12	100%	18	6	12	18	11	35
OT Annual Budget									\$284	\$0	327
OT Spent	\$16	\$0	\$100	\$247	147%	\$347	\$100	\$247	\$347	\$360	871
% of Budget Spent	266.2%	0.0%	35.2%	0.0%	-100%				122.2%	111.0%	266.2%

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PerformanceMetrics											
Waldorf 9942	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Change	Avg	Min			
Customer Survey Results		93.4%				0.0%	0.0%	0.0%			93.8%
Branch Visit Time	19.89	21.40	25.14	27.63	10%	26.38	25.14	27.63			16.82
Branch Waiting Time	13.17	14.95	18.52	20.82	12%	19.67	18.52	20.82			10.39
Branch Processing Time	6.72	6.45	6.61	6.80	3%	6.71	6.61	6.80			6.44
Branch Customers Served	21,895	19,033	24,815	19,310	-22%	22,063	19,310	24,815	44,125	47,151	236,767
Drivers License Visit Time	25.87	29.26	34.27	41.69	22%	37.98	34.27	41.69			21.39
DLS Waiting Time	17.89	21.77	26.45	33.80	28%	30.13	26.45	33.80			13.72
DLS Processing Time	7.98	7.49	7.82	7.89	1%	7.86	7.82	7.89			7.67
DLS Customers Served	8,032	7,625	9,869	8,534	-14%	9,202	8,534	9,869	18,403	18,947	91,507
Vehicle Services Visit Time	17.09	17.45	20.64	17.79	-14%	19.21	17.79	20.64			13.93
VS Wait Time	11.36	11.98	15.13	12.06	-20%	13.59	12.06	15.13			8.66
VS Processing Time	5.73	5.48	5.51	5.73	4%	5.62	5.51	5.73			5.27
VS Customers Served	10,287	8,519	11,397	7,892	-31%	9,645	7,892	11,397	19,289	21,415	107,483
ICD/Misc Visit Time	14.12	12.05	14.15	12.76	-10%	13.45	12.76	14.15			12.92
ICD/Misc Wait Time	7.34	5.44	7.30	6.15	-16%	6.72	6.15	7.30			6.14
ICD/Misc Processing Time	6.78	6.61	6.85	6.61	-3%	6.73	6.61	6.85			6.78
ICD/Misc Customers Served	3,576	2,889	3,549	2,884	-19%	3,217	2,884	3,549	6,433	6,789	37,777
Total Transactions	25,950	34,306	28,643	33,168	16%	30,905	28,643	33,168	61,811	67,574	350,995
DLS Transactions	11,429	15,119	11,731	15,939	36%	13,835	11,731	15,939	27,670	31,657	159,076
Title & Registration Transactions	12,565	16,804	14,803	14,866	0%	14,835	14,803	14,866	29,669	31,557	166,550
Other	1,956	2,383	2,109	2,363	12%	2,236	2,109	2,363	4,472	4,360	25,369
Personnel											
Filled PINS	49	49	48	48	0%	48	48	48			49
Filled Contract Employees	1	0	0	1	0%	1	1	1			0
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	2	2	0%	2	2	2			1
% Vacant Positions	2.0%	2.0%	4.2%	4.1%	-2%	4.1%	4.1%	4.2%			2.0%
Total Leave Days	310	207	271	256	-5%	527	256	271	527	611	3,466
Sick Leave Days (Unplanned)	52	73	54	51	-6%	105	51	54	105	159	805
Other Leave Days (Planned)	257	134	217	205	-5%	422	205	217	422	452	2,661
Overtime Hrs.	177	271	218	296	36%	514	218	296	514	427	2,123
OT Annual Budget									\$51,812	\$0	51,812
OT Spent	\$4,266	\$6,643	\$5,537	\$7,530	36%	\$13,067	\$5,537	\$7,530	\$13,067	\$10,604	51,389
% of Budget Spent	86.4%	99.2%	10.7%	25.2%	136%				25.2%	28.4%	99.2%

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PerformanceMetrics											
Beltville 9931	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		88.0%				0.0%	0.0%	0.0%			86.9%
Branch Visit Time	30.75	43.84	45.50	48.49	7%	46.99	45.50	48.49			28.73
Branch Waiting Time	24.44	37.10	39.12	41.72	7%	40.42	39.12	41.72			22.60
Branch Processing Time	6.31	6.74	6.38	6.78	6%	6.58	6.38	6.78			6.13
Branch Customers Served	29,040	22,928	27,873	23,049	-17%	25,461	23,049	27,873	50,922	61,916	307,854
Drivers License Visit Time	34.09	49.75	54.59	55.72	2%	55.15	54.59	55.72			32.78
DLS Waiting Time	26.38	42.35	47.40	48.05	1%	47.73	47.40	48.05			25.30
DLS Processing Time	7.71	7.40	7.19	7.67	7%	7.43	7.19	7.67			7.48
DLS Customers Served	11,195	10,459	12,453	11,309	-9%	11,881	11,309	12,453	23,762	24,258	118,254
Vehicle Services Visit Time	31.40	47.08	45.86	50.90	11%	48.38	45.86	50.90			28.25
VS Wait Time	25.69	40.00	39.50	44.12	12%	41.81	39.50	44.12			22.69
VS Processing Time	5.71	7.08	6.36	6.78	7%	6.57	6.36	6.78			5.56
VS Customers Served	13,536	9,066	11,634	8,306	-29%	9,970	8,306	11,634	19,940	29,681	145,558
ICD/Misc Visit Time	19.22	18.21	15.94	18.76	18%	17.35	15.94	18.76			18.69
ICD/Misc Wait Time	14.67	14.23	11.83	14.75	25%	13.29	11.83	14.75			14.18
ICD/Misc Processing Time	4.55	3.98	4.11	4.02	-2%	4.07	4.02	4.11			4.51
ICD/Misc Customers Served	4,309	3,403	3,786	3,434	-9%	3,610	3,434	3,786	7,220	7,977	44,042
Total Transactions	28,132	34,383	30,962	34,574	12%	32,768	30,962	34,574	65,536	71,206	367,284
DLS Transactions	13,966	17,960	16,279	18,597	14%	17,438	16,279	18,597	34,876	36,778	183,032
Title & Registration Transactions	12,377	14,203	12,916	13,877	7%	13,397	12,916	13,877	26,793	30,121	159,520
Other	1,789	2,220	1,767	2,100	19%	1,934	1,767	2,100	3,867	4,307	24,732
Personnel											
Filled PINS	57	55	56	56	0%	56	56	56			55
Filled Contract Employees	1	1	1	1	0%	1	1	1			1
State Temporary Employees	2	2	1	4	300%	3	1	4			2
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	2	4	3	4	33%	4	3	4			4
% Vacant Positions	3.4%	7.0%	5.3%	6.7%	27%	6.0%	5.3%	6.7%			7.0%
Total Leave Days	323	291	348	294	-15%	642	294	348	642	464	3,714
Sick Leave Days (Unplanned)	71	93	80	73	-9%	152	73	80	152	92	724
Other Leave Days (Planned)	252	199	268	221	-18%	489	221	268	489	372	2,990
Overtime Hrs.	234	524	503	648	29%	1,151	503	648	1,151	419	2,461
OT Annual Budget									\$54,666	\$0	54,666
OT Spent	\$5,777	\$12,982	\$12,407	\$16,205	31%	\$28,612	\$12,407	\$16,205	\$28,612	\$10,160	\$9,309
% of Budget Spent	84.7%	108.5%	22.7%	52.3%	131%				52.3%	29.8%	108.5%

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PerformanceMetrics											
Columbia Express 9935	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		95.1%				0.0%	0.0%	0.0%			94.1%
Branch Visit Time	27.92	42.98	47.06	53.19	13%	50.13	47.06	53.19			30.76
Branch Waiting Time	21.49	36.51	40.47	46.68	15%	43.57	40.47	46.68			24.51
Branch Processing Time	6.43	6.46	6.59	6.51	-1%	6.55	6.51	6.59			6.25
Branch Customers Served	9,607	8,356	10,857	9,029	-17%	9,943	9,029	10,857	19,886	19,599	103,100
Drivers License Visit Time	31.78	48.75	54.54	61.32	12%	57.93	54.54	61.32			36.15
DLS Waiting Time	24.39	41.53	47.03	53.95	15%	50.49	47.03	53.95			28.85
DLS Processing Time	7.39	7.23	7.51	7.36	-2%	7.44	7.36	7.51			7.30
DLS Customers Served	6,898	6,402	8,384	7,183	-14%	7,784	7,183	8,384	15,567	14,681	75,928
Vehicle Services Visit Time	11.72	15.36	14.69	15.67	7%	15.18	14.69	15.67			7.52
VS Wait Time	8.50	11.93	11.87	13.00	9%	12.44	11.87	13.00			5.15
VS Processing Time	3.22	3.43	2.81	2.67	-5%	2.74	2.67	2.81			2.37
VS Customers Served	1,600	1,216	1,601	1,206	-25%	1,404	1,206	1,601	2,807	3,254	17,176
ICD/Misc Visit Time	26.39	38.70	35.78	35.59	-1%	35.68	35.59	35.78			26.92
ICD/Misc Wait Time	21.30	33.84	31.09	31.30	1%	31.20	31.09	31.30			22.01
ICD/Misc Processing Time	5.09	4.85	4.68	4.29	-8%	4.49	4.29	4.68			4.91
ICD/Misc Customers Served	1,109	738	872	640	-27%	756	640	872	1,512	1,664	9,996
Total Transactions	11,213	14,062	14,440	14,082	-2%	14,261	14,082	14,440	28,522	29,314	152,141
DLS Transactions	8,595	10,968	10,863	10,959	1%	10,911	10,863	10,959	21,822	22,434	116,834
Title & Registration Transactions	2,351	2,787	3,322	2,829	-15%	3,076	2,829	3,322	6,151	6,435	32,346
Other	267	307	255	294	15%	275	255	294	549	445	2,961
Personnel											
Filled PINS	8	7	7	8	14%	8	7	8			7
Filled Contract Employees	2	2	2	3	50%	3	2	3			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	2	2	0	-100%	2	2	2			2
% Vacant Positions	33.3%	66.7%	66.7%	0.0%	-100%	66.7%	66.7%	66.7%			66.7%
Total Leave Days	30	43	51	34	-34%	84	34	51	84	88	432
Sick Leave Days (Unplanned)	1	8	3	6	100%	8	3	6	8	30	92
Other Leave Days (Planned)	29	34	48	28	-42%	76	28	48	76	58	341
Overtime Hrs.	44	92	120	119	-1%	239	119	120	239	288	861
OT Annual Budget									\$9,862	\$0	9,862
OT Spent	\$1,295	\$2,736	\$3,515	\$3,634	3%	\$7,149	\$3,515	\$3,634	\$7,149	\$7,945	24,061
% of Budget Spent	216.2%	244.0%	35.6%	72.5%	103%				72.5%	121.2%	244.0%

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PerformanceMetrics											
Gaithersburg 9932	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jun '10	Aug '10		Avg	Min	Max			
Customer Survey Results		78.8%				0.0%	0.0%	0.0%			76.8%
Branch Visit Time	33.00	37.02	37.02	42.69	15%	44.81	42.69	46.93			33.17
Branch Waiting Time	26.26	30.35	30.35	35.72	18%	37.89	35.72	40.05			26.13
Branch Processing Time	6.74	6.67	6.67	6.97	5%	6.92	6.88	6.97			7.03
Branch Customers Served	28,818	25,461	25,461	25,669	1%	28,141	25,669	30,612	56,281	59,228	293,345
Drivers License Visit Time	27.81	37.04	37.04	46.42	25%	49.04	46.42	51.66			32.34
DLS Waiting Time	20.16	29.56	29.56	38.74	31%	41.34	38.74	43.94			24.06
DLS Processing Time	7.65	7.48	7.48	7.68	3%	7.70	7.68	7.72			8.29
DLS Customers Served	12,710	11,960	11,960	12,911	8%	13,768	12,911	14,625	27,536	27,805	132,304
Vehicle Services Visit Time	39.59	39.58	39.58	42.60	8%	44.87	42.60	47.13			35.90
VS Wait Time	33.45	33.58	33.58	36.21	8%	38.60	36.21	40.98			29.67
VS Processing Time	6.13	6.00	6.00	6.39	6%	6.27	6.15	6.39			6.23
VS Customers Served	12,556	10,530	10,530	10,025	-5%	11,328	10,025	12,630	22,655	23,823	121,768
ICD/Misc Visit Time	24.99	26.78	26.78	25.61	-4%	26.12	25.61	26.63			26.39
ICD/Misc Wait Time	19.25	20.95	20.95	19.77	-6%	20.16	19.77	20.56			20.94
ICD/Misc Processing Time	5.74	5.83	5.83	5.85	0%	5.96	5.85	6.07			5.45
ICD/Misc Customers Served	3,552	2,971	2,971	2,733	-8%	3,045	2,733	3,357	6,090	7,600	39,273
Total Transactions	24,902	30,241	30,241	31,689	5%	30,864	30,039	31,689	61,729	66,239	332,950
DLS Transactions	15,397	17,981	17,981	19,539	9%	19,095	18,650	19,539	38,190	40,327	196,893
Title & Registration Transactions	8,222	10,562	10,562	10,607	0%	10,283	9,958	10,607	20,565	22,817	118,177
Other	1,283	1,698	1,698	1,543	-9%	1,487	1,431	1,543	2,974	3,095	17,880
Personnel											
Filled PINS	51	50	50	53	5%	52	52	53			50
Filled Contract Employees	1	1	1	1	0%	1	1	1			1
State Temporary Employees	0	0	0	1	0%	1	1	1			0
Agency Temporary Employees	1	1	1	2	100%	2	2	2			1
# Vacancies (PIN & Contract)	4	5	5	2	-60%	3	2	3			5
% Vacant Positions	7.7%	9.8%	9.8%	3.7%	-62%	4.7%	3.7%	5.7%			9.8%
Total Leave Days	283	182	182	196	8%	491	196	295	491	499	3,260
Sick Leave Days (Unplanned)	41	22	22	36	63%	95	36	59	95	78	545
Other Leave Days (Planned)	242	160	160	160	0%	396	160	236	396	421	2,715
Overtime Hrs.	296	467	467	630	35%	1,325	630	695	1,325	964	4,009
OT Annual Budget									\$56,072	\$0	56,072
OT Spent	\$7,342	\$11,721	\$11,721	\$16,280	39%	\$33,148	\$16,280	\$16,868	\$33,148	\$23,728	98,042
% of Budget Spent	153.9%	174.9%	174.9%	59.1%	-66%				59.1%	62.9%	174.9%

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PerformanceMetrics											
Glenmont Express 9933	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Change	Avg	Min			
Customer Survey Results		97.1%				0.0%	0.0%	0.0%			96.0%
Branch Visit Time	28.96	38.15	44.88	51.50	15%	48.19	44.88	51.50			32.32
Branch Waiting Time	22.51	31.63	37.93	44.48	17%	41.20	37.93	44.48			25.54
Branch Processing Time	6.45	6.52	6.94	7.03	1%	6.99	6.94	7.03			6.78
Branch Customers Served	8,367	7,185	8,357	7,485	-10%	7,921	7,485	8,357	15,842	15,173	84,998
Drivers License Visit Time	35.31	47.40	55.51	63.78	15%	59.64	55.51	63.78			39.91
DLS Waiting Time	27.71	39.74	47.29	55.50	17%	51.39	47.29	55.50			31.83
DLS Processing Time	7.61	7.66	8.22	8.28	1%	8.25	8.22	8.28			8.08
DLS Customers Served	5,731	4,934	5,966	5,430	-9%	5,698	5,430	5,966	11,396	9,924	57,310
Vehicle Services Visit Time	12.31	13.97	14.52	14.44	-1%	14.48	14.44	14.52			13.42
VS Wait Time	9.28	11.13	11.86	11.63	-2%	11.74	11.63	11.86			10.45
VS Processing Time	3.02	2.83	2.66	2.82	6%	2.74	2.66	2.82			2.97
VS Customers Served	1,481	1,302	1,434	1,272	-11%	1,353	1,272	1,434	2,706	3,474	16,602
ICD/Misc Visit Time	18.09	21.97	22.34	24.68	10%	23.51	22.34	24.68			20.78
ICD/Misc Wait Time	12.93	16.32	16.84	19.37	15%	18.10	16.84	19.37			14.97
ICD/Misc Processing Time	5.16	5.65	5.51	5.31	-4%	5.41	5.31	5.51			5.82
ICD/Misc Customers Served	1,155	949	957	783	-18%	870	783	957	1,740	1,775	11,086
Total Transactions	8,240	10,003	11,713	10,510	-10%	11,111	10,510	11,713	22,223	19,465	108,520
DLS Transactions	6,575	7,756	9,791	8,086	-17%	8,938	8,086	9,791	17,877	15,196	84,849
Title & Registration Transactions	1,486	2,034	1,763	2,197	25%	1,980	1,763	2,197	3,960	3,940	21,601
Other	179	213	159	227	43%	193	159	227	386	329	2,070
Personnel											
Filled PINS	9	9	9	9	0%	9	9	9			9
Filled Contract Employees	0	0	0	1	0%	1	1	1			0
State Temporary Employees	1	1	1	1	0%	1	1	1			1
Agency Temporary Employees	0	0	1	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	46	41	46	35	-24%	80	35	46	80	143	696
Sick Leave Days (Unplanned)	5	4	16	5	-72%	21	5	16	21	37	152
Other Leave Days (Planned)	42	37	30	30	2%	60	30	30	60	107	544
Overtime Hrs.	34	69	97	102	5%	199	97	102	199	127	489
OT Annual Budget									\$3,585	\$0	3,585
OT Spent	\$697	\$1,482	\$2,113	\$2,133	1%	\$4,246	\$2,113	\$2,133	\$4,246	\$3,034	11,096
% of Budget Spent	268.2%	309.5%	58.9%	118.4%	101%				118.4%	128.6%	309.5%

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PerformanceMetrics											
Walnut Hill Express 9934	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Change	Avg	Min			
Customer Survey Results		91.6%				0.0%	0.0%	0.0%			95.9%
Branch Visit Time	24.21	31.91	36.04	51.10	42%	43.57	36.04	51.10			23.89
Branch Waiting Time	18.75	26.20	30.12	44.92	49%	37.52	30.12	44.92			17.85
Branch Processing Time	5.46	5.71	5.92	6.19	4%	6.06	5.92	6.19			6.04
Branch Customers Served	9,654	8,159	10,278	8,297	-19%	9,288	8,297	10,278	18,575	18,495	95,767
Drivers License Visit Time	33.67	43.40	49.34	69.65	41%	59.49	49.34	69.65			31.52
DLS Waiting Time	26.56	36.32	41.75	61.78	48%	51.76	41.75	61.78			23.97
DLS Processing Time	7.11	7.08	7.59	7.87	4%	7.73	7.59	7.87			7.55
DLS Customers Served	5,766	5,166	6,616	5,490	-17%	6,053	5,490	6,616	12,106	11,485	60,876
Vehicle Services Visit Time	4.69	5.87	5.48	4.27	-22%	4.87	4.27	5.48			5.30
VS Wait Time	2.75	3.67	3.53	2.31	-34%	2.92	2.31	3.53			3.02
VS Processing Time	1.94	2.20	1.95	1.95	0%	1.95	1.95	1.95			2.28
VS Customers Served	2,815	2,127	2,682	2,124	-21%	2,403	2,124	2,682	4,806	5,343	24,982
ICD/Misc Visit Time	21.00	22.58	21.65	27.10	25%	24.38	21.65	27.10			20.11
ICD/Misc Wait Time	14.96	16.44	16.08	21.24	32%	18.66	16.08	21.24			13.92
ICD/Misc Processing Time	6.04	6.14	5.57	5.86	5%	5.71	5.57	5.86			6.19
ICD/Misc Customers Served	1,073	866	980	683	-30%	832	683	980	1,663	1,667	9,909
Total Transactions	10,400	12,953	13,755	11,646	-15%	12,700	11,646	13,755	25,401	25,286	132,390
DLS Transactions	8,048	9,576	10,748	9,650	-10%	10,199	9,650	10,748	20,398	18,719	101,833
Title & Registration Transactions	2,136	3,048	2,717	1,694	-38%	2,206	1,694	2,717	4,411	6,061	27,351
Other	216	329	290	302	4%	296	290	302	592	506	3,206
Personnel											
Filled PINS	8	8	8	8	0%	8	8	8			8
Filled Contract Employees	1	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	1	1	0%	1	1	1			0
# Vacancies (PIN & Contract)	1	1	1	2	100%	2	1	2			1
% Vacant Positions	11.1%	12.5%	12.5%	25.0%	100%	18.8%	12.5%	25.0%			12.5%
Total Leave Days	50	40	44	47	6%	92	44	47	92	79	523
Sick Leave Days (Unplanned)	7	13	11	1	-90%	12	1	11	12	4	57
Other Leave Days (Planned)	43	27	34	46	37%	80	34	46	80	75	466
Overtime Hrs.	53	126	79	152	92%	231	79	152	231	0	368
OT Annual Budget									\$1,406	\$0	1,406
OT Spent	\$1,251	\$3,103	\$2,166	\$4,083	89%	\$6,249	\$2,166	\$4,083	\$6,249	\$184	9,014
% of Budget Spent	420.4%	641.1%	154.1%	444.5%	189%				444.5%	13.1%	641.1%

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Performance Metrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		93.0%				0.0%	0.0%	0.0%			91.5%
Branch Visit Time	28.47	39.62	42.93	41.69	-3%	42.31	41.69	42.93			30.59
Branch Waiting Time	22.39	33.62	37.05	35.52	-4%	36.29	35.52	37.05			24.34
Branch Processing Time	6.08	6.00	5.88	6.17	5%	6.02	5.88	6.17			6.26
Branch Customers Served	24,437	20,988	26,166	21,462	-18%	23,814	21,462	26,166	47,628	49,777	248,840
Drivers License Visit Time	38.06	61.86	67.79	64.16	-5%	65.98	64.16	67.79			42.80
DLS Waiting Time	30.15	54.20	60.33	56.13	-7%	58.23	56.13	60.33			34.86
DLS Processing Time	7.91	7.66	7.46	8.04	8%	7.75	7.46	8.04			7.94
DLS Customers Served	9,256	8,381	10,597	9,157	-14%	9,877	9,157	10,597	19,754	21,439	100,459
Vehicle Services Visit Time	24.75	25.80	27.29	26.32	-4%	26.81	26.32	27.29			23.76
VS Wait Time	19.60	20.98	22.42	21.50	-4%	21.96	21.50	22.42			18.57
VS Processing Time	5.15	4.82	4.87	4.82	-1%	4.84	4.82	4.87			5.19
VS Customers Served	12,204	10,172	12,624	9,654	-24%	11,139	9,654	12,624	22,278	22,437	117,167
ICD/Misc Visit Time	11.60	17.41	14.41	16.43	14%	15.42	14.41	16.43			15.05
ICD/Misc Wait Time	7.30	12.18	9.91	11.77	19%	10.84	9.91	11.77			10.15
ICD/Misc Processing Time	4.31	5.23	4.51	4.66	3%	4.58	4.51	4.66			4.90
ICD/Misc Customers Served	2,977	2,435	2,945	2,651	-10%	2,798	2,651	2,945	5,596	5,901	31,214
Total Transactions	24,062	30,428	29,050	30,074	4%	29,562	29,050	30,074	59,124	60,118	313,368
DLS Transactions	13,521	16,377	16,479	17,064	4%	16,771	16,479	17,064	33,543	34,565	173,122
Title & Registration Transactions	9,013	12,310	10,918	11,231	3%	11,075	10,918	11,231	22,149	22,323	120,719
Other	1,528	1,741	1,653	1,779	8%	1,716	1,653	1,779	3,432	3,230	19,527
Personnel											
Filled PINS	38	38	38	40	5%	39	38	40			38
Filled Contract Employees	1	1	1	0	-100%	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	2	3	1	-67%	2	1	3			2
% Vacant Positions	7.9%	5.3%	7.9%	2.5%	-68%	5.2%	2.5%	7.9%			5.3%
Total Leave Days	202	158	212	163	-23%	374	163	212	374	339	2,355
Sick Leave Days (Unplanned)	35	29	58	44	-25%	102	44	58	102	54	453
Other Leave Days (Planned)	167	129	153	119	-23%	272	119	153	272	285	1,902
Overtime Hrs.	277	384	436	428	-2%	864	428	436	864	823	3,352
OT Annual Budget									\$57,894	\$0	66,683
OT Spent	\$7,213	\$10,236	\$12,010	\$12,498	4%	\$24,508	\$12,010	\$12,498	\$24,508	\$21,194	86,468
% of Budget Spent	114.3%	129.7%	20.7%	42.3%	104%				42.3%	45.9%	129.7%

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PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		95.0%				0.0%	0.0%	0.0%			88.7%
Branch Visit Time	21.27	22.51	21.69	34.56	59%	28.12	21.69	34.56			21.97
Branch Waiting Time	14.44	15.66	15.01	27.47	83%	21.24	15.01	27.47			15.17
Branch Processing Time	6.83	6.85	6.68	7.10	6%	6.89	6.68	7.10			6.79
Branch Customers Served	12,246	9,850	12,887	9,685	-25%	11,286	9,685	12,887	22,572	22,792	119,472
Drivers License Visit Time	26.78	28.57	30.49	45.61	50%	38.05	30.49	45.61			29.54
DLS Waiting Time	17.61	19.59	21.70	36.63	69%	29.17	21.70	36.63			20.61
DLS Processing Time	9.17	8.98	8.79	8.98	2%	8.89	8.79	8.98			8.93
DLS Customers Served	4,627	3,962	4,928	3,993	-19%	4,461	3,993	4,928	8,921	9,087	48,300
Vehicle Services Visit Time	18.06	19.01	15.90	26.88	69%	21.39	15.90	26.88			16.90
VS Wait Time	12.78	13.70	10.74	21.31	98%	16.02	10.74	21.31			11.76
VS Processing Time	5.27	5.31	5.16	5.57	8%	5.36	5.16	5.57			5.14
VS Customers Served	6,754	5,197	7,041	4,977	-29%	6,009	4,977	7,041	12,018	12,062	62,054
ICD/Misc Visit Time	13.64	13.20	15.83	17.83	13%	16.83	15.83	17.83			14.62
ICD/Misc Wait Time	7.20	6.95	8.70	10.37	19%	9.54	8.70	10.37			7.87
ICD/Misc Processing Time	6.45	6.25	7.13	7.47	5%	7.30	7.13	7.47			6.75
ICD/Misc Customers Served	865	691	918	715	-22%	817	715	918	1,633	1,643	9,118
Total Transactions	10,797	13,405	12,592	12,731	1%	12,661	12,592	12,731	25,322	25,374	138,523
DLS Transactions	5,264	6,487	6,214	6,220	0%	6,217	6,214	6,220	12,433	11,837	67,045
Title & Registration Transactions	5,042	6,295	5,770	5,819	1%	5,795	5,770	5,819	11,589	12,666	65,242
Other	491	623	608	692	14%	650	608	692	1,300	871	6,236
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	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	87	78	91	101	11%	192	91	101	192	180	1,413
Sick Leave Days (Unplanned)	15	30	13	27	111%	40	13	27	40	33	249
Other Leave Days (Planned)	71	48	79	74	-6%	153	74	79	153	148	1,164
Overtime Hrs.	64	65	27	107	296%	134	27	107	134	148	865
OT Annual Budget									\$21,658	\$0	21,658
OT Spent	\$1,783	\$1,960	\$813	\$3,343	311%	\$4,156	\$813	\$3,343	\$4,156	\$4,247	24,310
% of Budget Spent	103.2%	112.2%	3.8%	19.2%	411%				19.2%	28.5%	112.2%

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PerformanceMetrics											
Glen Burnie 9953	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		90.8%				0.0%	0.0%	0.0%			89.6%
Branch Visit Time	25.89	32.39	31.08	35.42	14%	33.25	31.08	35.42			26.90
Branch Waiting Time	18.87	25.12	23.78	27.87	17%	25.83	23.78	27.87			19.66
Branch Processing Time	7.02	7.28	7.30	7.55	3%	7.42	7.30	7.55			7.24
Branch Customers Served	46,407	37,936	48,495	38,635	-20%	43,565	38,635	48,495	87,130	90,774	474,249
Drivers License Visit Time	37.75	47.58	50.12	62.83	25%	56.48	50.12	62.83			38.57
DLS Waiting Time	28.43	38.25	40.65	52.95	30%	46.80	40.65	52.95			29.10
DLS Processing Time	9.32	9.33	9.47	9.88	4%	9.68	9.47	9.88			9.47
DLS Customers Served	13,824	12,125	15,869	12,856	-19%	14,363	12,856	15,869	28,725	29,805	148,060
Vehicle Services Visit Time	23.19	28.77	23.66	22.98	-3%	23.32	22.98	23.66			23.04
VS Wait Time	17.03	22.35	17.44	16.58	-5%	17.01	16.58	17.44			16.70
VS Processing Time	6.16	6.42	6.22	6.40	3%	6.31	6.22	6.40			6.34
VS Customers Served	22,636	17,822	22,997	17,972	-22%	20,485	17,972	22,997	40,969	43,390	222,291
ICD/Misc Visit Time	14.81	17.38	17.46	18.10	4%	17.78	17.46	18.10			17.52
ICD/Misc Wait Time	9.00	11.31	11.14	11.73	5%	11.43	11.14	11.73			11.53
ICD/Misc Processing Time	5.81	6.07	6.32	6.38	1%	6.35	6.32	6.38			5.99
ICD/Misc Customers Served	9,947	7,989	9,629	7,807	-19%	8,718	7,807	9,629	17,436	17,579	103,898
Total Transactions	50,054	60,254	56,204	58,689	4%	57,446	56,204	58,689	114,893	116,476	644,129
DLS Transactions	19,550	23,472	23,069	23,546	2%	23,307	23,069	23,546	46,615	46,062	249,543
Title & Registration Transactions	23,133	27,728	25,266	26,407	5%	25,837	25,266	26,407	51,673	54,426	294,741
Other	7,371	9,054	7,869	8,736	11%	8,303	7,869	8,736	16,605	15,988	99,845
Personnel											
Filled PINS	89	90	88	87	-1%	88	87	88			90
Filled Contract Employees	3	2	3	2	-33%	3	2	3			2
State Temporary Employees	9	9	9	8	-11%	9	8	9			9
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	6	5	7	9	29%	8	7	9			5
% Vacant Positions	6.5%	5.4%	7.7%	10.1%	31%	8.9%	7.7%	10.1%			5.4%
Total Leave Days	521	396	546	482	-12%	1,027	482	546	1,027	1,038	6,507
Sick Leave Days (Unplanned)	64	78	78	119	51%	197	78	119	197	245	1,242
Other Leave Days (Planned)	457	318	467	363	-22%	831	363	467	831	792	4,950
Overtime Hrs.	190	376	331	493	49%	824	331	493	824	792	3,490
OT Annual Budget									\$149,788	\$0	149,788
OT Spent	\$4,854	\$9,849	\$8,990	\$13,607	51%	\$22,597	\$8,990	\$13,607	\$22,597	\$21,291	92,172
% of Budget Spent	55.0%	61.5%	6.0%	15.1%	151%				15.1%	20.5%	61.5%

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PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		79.4%				0.0%	0.0%	0.0%			83.5%
Branch Visit Time	34.24	36.80	44.45	44.73	1%	44.59	44.45	44.73			37.18
Branch Waiting Time	27.11	29.97	37.89	38.10	1%	38.00	37.89	38.10			30.47
Branch Processing Time	7.13	6.84	6.56	6.63	1%	6.59	6.56	6.63			6.72
Branch Customers Served	34,928	29,178	38,202	30,251	-21%	34,227	30,251	38,202	68,453	69,845	370,699
Drivers License Visit Time	36.29	39.52	52.68	58.47	11%	55.58	52.68	58.47			44.89
DLS Waiting Time	27.82	31.87	45.27	50.93	13%	48.10	45.27	50.93			36.94
DLS Processing Time	8.47	7.65	7.41	7.54	2%	7.48	7.41	7.54			7.95
DLS Customers Served	11,431	11,025	14,341	12,105	-16%	13,223	12,105	14,341	26,446	26,898	133,125
Vehicle Services Visit Time	36.24	38.32	45.03	39.08	-13%	42.06	39.08	45.03			35.59
VS Wait Time	29.27	31.52	38.57	32.70	-15%	35.63	32.70	38.57			29.28
VS Processing Time	6.98	6.80	6.46	6.39	-1%	6.42	6.39	6.46			6.31
VS Customers Served	15,784	12,169	16,099	12,120	-25%	14,110	12,120	16,099	28,219	29,564	159,713
ICD/Misc Visit Time	26.19	28.68	25.68	28.24	10%	26.96	25.68	28.24			25.76
ICD/Misc Wait Time	20.71	23.22	20.43	22.90	12%	21.67	20.43	22.90			20.26
ICD/Misc Processing Time	5.48	5.46	5.25	5.34	2%	5.29	5.25	5.34			5.50
ICD/Misc Customers Served	7,713	5,984	7,762	6,026	-22%	6,894	6,026	7,762	13,788	13,383	77,861
Total Transactions	30,489	29,254	36,883	37,765	2%	37,324	36,883	37,765	74,648	76,256	401,546
DLS Transactions	14,051	8,614	17,757	18,665	5%	18,211	17,757	18,665	36,422	38,098	184,594
Title & Registration Transactions	11,656	14,602	12,998	13,478	4%	13,238	12,998	13,478	26,476	27,695	153,361
Other	4,782	6,038	6,128	5,622	-8%	5,875	5,622	6,128	11,750	10,463	63,591
Personnel											
Filled PINS	60	60	60	60	-1%	60	60	60			60
Filled Contract Employees	1	1	0	0	0%	0	0	0			1
State Temporary Employees	3	3	3	3	0%	3	3	3			3
Agency Temporary Employees	2	2	1	2	100%	2	1	2			2
# Vacancies (PIN & Contract)	6	6	6	6	0%	6	6	6			6
% Vacant Positions	9.0%	9.0%	10.0%	10.1%	1%	10.0%	10.0%	10.1%			9.0%
Total Leave Days	336	212	338	267	-21%	605	267	338	605	590	4,113
Sick Leave Days (Unplanned)	58	93	61	76	26%	137	61	76	137	136	859
Other Leave Days (Planned)	278	120	278	191	-31%	469	191	278	469	454	3,254
Overtime Hrs.	614	806	799	799	0%	1,598	799	799	1,598	1,809	7,194
OT Annual Budget									\$191,488	\$0	191,488
OT Spent	\$14,776	\$19,840	\$19,799	\$20,758	5%	\$40,557	\$19,799	\$20,758	\$40,557	\$45,212	178,616
% of Budget Spent	82.9%	93.3%	10.3%	21.2%	105%				21.2%	34.2%	93.3%

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PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Customer Survey Results		94.7%				0.0%	0.0%	0.0%			94.0%
Branch Visit Time	17.43	21.15	21.08	20.63	-2%	20.85	20.63	21.08			18.25
Branch Waiting Time	11.66	15.25	15.24	14.80	-3%	15.02	14.80	15.24			12.32
Branch Processing Time	5.77	5.90	5.84	5.83	0%	5.83	5.83	5.84			5.93
Branch Customers Served	16,693	13,313	16,955	13,715	-19%	15,335	13,715	16,955	30,670	29,830	164,621
Drivers License Visit Time	21.29	28.76	30.92	29.42	-5%	30.17	29.42	30.92			23.63
DLS Waiting Time	13.06	20.48	22.49	21.24	-6%	21.87	21.24	22.49			15.08
DLS Processing Time	8.23	8.29	8.42	8.18	-3%	8.30	8.18	8.42			8.55
DLS Customers Served	5,594	4,805	6,011	5,282	-12%	5,647	5,282	6,011	11,293	9,954	56,866
Vehicle Services Visit Time	17.09	19.33	17.16	17.05	-1%	17.11	17.05	17.16			17.02
VS Wait Time	12.44	14.66	12.62	12.61	0%	12.62	12.61	12.62			12.41
VS Processing Time	4.65	4.67	4.54	4.44	-2%	4.49	4.44	4.54			4.60
VS Customers Served	8,520	6,487	8,394	6,372	-24%	7,383	6,372	8,394	14,766	15,118	80,417
ICD/Misc Visit Time	8.87	9.08	9.03	9.44	5%	9.23	9.03	9.44			10.15
ICD/Misc Wait Time	4.68	4.95	5.02	5.31	6%	5.16	5.02	5.31			5.73
ICD/Misc Processing Time	4.19	4.13	4.01	4.13	3%	4.07	4.01	4.13			4.42
ICD/Misc Customers Served	2,579	2,021	2,550	2,061	-19%	2,306	2,061	2,550	4,611	4,758	27,338
Total Transactions	15,756	19,255	13,959	18,465	32%	16,212	13,959	18,465	32,424	38,020	207,476
DLS Transactions	7,254	8,602	4,805	8,714	81%	6,760	4,805	8,714	13,519	16,849	93,018
Title & Registration Transactions	7,087	8,868	7,590	7,963	5%	7,777	7,590	7,963	15,553	17,056	93,008
Other	1,415	1,785	1,564	1,788	14%	1,676	1,564	1,788	3,352	4,115	21,450
Personnel											
Filled PINS	26	26	27	27	0%	27	27	27			26
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	2	2	1	1	0%	1	1	1			2
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	1	1	0	0	0%	0	0	0			1
% Vacant Positions	3.8%	3.8%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			3.8%
Total Leave Days	147	103	135	105	-22%	239	105	135	239	241	1,690
Sick Leave Days (Unplanned)	17	17	7	31	320%	38	7	31	38	117	383
Other Leave Days (Planned)	130	86	127	74	-42%	201	74	127	201	123	1,307
Overtime Hrs.	61	126	77	58	-25%	135	58	77	135	87	800
OT Annual Budget									\$19,013	\$0	19,013
OT Spent	\$1,637	\$3,347	\$2,185	\$1,758	-20%	\$3,943	\$1,758	\$2,185	\$3,943	\$2,512	21,826
% of Budget Spent	97.2%	114.8%	11.5%	20.7%	80%				20.7%	18.8%	114.8%

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

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Apr '10	May '10	Jun '10	Jun '10		Avg	Min	Max			
Customer Survey Results		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	1,300	1,289	1,265	1,265	0.0%	1,508	1,189	1,827	3,016	2,988	15,823
DLS Transactions	913	860	923	923	0.0%	1,102	778	1,425	2,203	2,150	11,222
Title & Registration Transactions	334	354	294	294	0.0%	328	325	331	656	709	3,844
Other	53	75	48	48	0.0%	79	77	80	157	129	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	8	8	4	4	0.0%	20	3	17	20	9	103
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	8	8	4	4	0.0%	20	3	17	20	9	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
October FY 2011
Reporting Period: August 2010**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Calls - General Information Line	79,324	87,024	73,166	73,779	0.8%	73,473	73,166	73,779	146,945	175,910	1,031,408
Avg Time to Pick Up Call	4:43	6:38	7:05	6:56	-2.1%	7:00	6:56	7:05	7:00	7:15	5:50
Avg Call Duration	3:02	3:08	3:08	3:08	0.0%	3:08	3:08	3:08	3:08	2:44	2:52
Calls - VEIP Information	18,039	21,899	21,107	20,788	-1.5%	20,948	20,788	21,107	41,895	35,802	209,818
Avg Time to Pick Up Call	1:31	2:29	2:51	3:12	12.3%	3:01	2:51	3:12	3:01	2:46	2:33
Avg Call Duration	2:20	2:45	2:29	2:29	0.0%	2:29	2:29	2:29	2:29	2:05	2:19
Calls - Drivers Skill Line	6,363	8,026	8,136	10,551	29.7%	9,344	8,136	10,551	18,687	26,433	96,169
Avg Time to Pick Up Call	3:10	3:38	4:28	6:07	36.9%	5:17	4:28	6:07	5:17	7:08	3:54
Avg Call Duration	2:32	2:32	2:37	2:46	5.7%	2:41	2:37	2:46	2:41	2:45	2:39
Calls - Hazmat	948	1,027	706	624	-11.6%	665	624	706	1,330	1,883	11,642
Avg Time to Pick Up Call	2:42	3:33	4:15	6:04	42.7%	5:09	4:15	6:04	5:09	4:48	3:25
Avg Call Duration	2:33	2:41	3:16	3:06	-5.1%	3:11	3:06	3:16	3:11	2:52	2:50
Calls - Out-of-Country	0	0	0	0	0.0%	0	0	0	0	1,233	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	4:08	0:00
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:40	0:00
Total Calls	104,674	117,976	103,115	105,742	2.5%	104,429	103,115	105,742	208,857	241,261	1,352,009
Appointments Scheduled											
Total Appointments	4,386	5,090	5,177	5,873	13.4%	5,525	5,177	5,873	11,050	20,556	74,764
Drivers Skill	4,049	4,745	4,840	5,582	15.3%	5,211	4,840	5,582	10,422	19,789	70,247
Hazmat	337	345	337	291	-13.6%	314	291	337	628	767	4,517
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
October FY 2011
Reporting Period: August 2010

Performance Metrics											
VEIP	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD Total	FY10 Total
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
VEIP Mailings											
Total	245,544	198,382	249,933	217,120	-13.1%	233,527	217,120	249,933	467,053	110,658	1,982,507
Notices	191,390	153,310	191,986	167,747	-12.6%	179,867	167,747	191,986	359,733	37,602	1,546,976
Warnings	54,154	45,072	57,947	49,373	-14.8%	53,660	49,373	57,947	107,320	73,056	435,531
Vehicle Tests											
Total	119,487	148,221	134,017	130,205	-2.8%	132,111	130,205	134,017	264,222	141,060	1,162,799
Paid	113,000	140,237	127,005	123,165	-3.0%	125,085	123,165	127,005	250,170	126,636	1,094,555
Gratis	6,487	7,984	7,012	7,040	0.4%	7,026	7,012	7,040	14,052	14,424	68,244
Test Fees											
Total	\$2,175,280	\$2,750,998	\$2,517,030	\$2,474,010	-1.7%	\$2,495,520	\$2,474,010	\$2,517,030	\$4,991,040	\$2,891,124	\$21,588,795
Inspection	\$1,582,000	\$1,963,318	\$1,778,070	\$1,724,310	-3.0%	\$1,751,190	\$1,724,310	\$1,778,070	\$3,502,380	\$1,772,904	\$15,323,770
Late	\$593,280	\$787,680	\$738,960	\$749,700	1.5%	\$744,330	\$738,960	\$749,700	\$1,488,660	\$1,118,220	\$6,265,025
Public Contact											
Total	41,151	50,346	50,718	48,574	-4.2%	49,646	48,574	50,718	99,292	81,798	467,795
Walk-In	16,228	20,612	21,192	19,227	-9.3%	20,210	19,227	21,192	40,419	36,608	186,942
Internet	6,706	7,552	8,189	8,357	2.1%	8,273	8,189	8,357	16,546	8,865	66,473
Phone	18,039	21,899	21,107	20,788	-1.5%	20,948	20,788	21,107	41,895	35,802	211,811
Direct Mail	0	3	2	0	-100.0%	2	2	2	2	7	17
Email	178	280	228	202	-11.4%	215	202	228	430	516	2,552

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

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	105,345	128,587	126,596	132,226	4.4%	129,411	126,596	132,226	258,822	281,761	1,392,907
Lerner's Permit	8,909	12,563	12,631	12,275	-2.8%	12,453	12,275	12,631	24,906	42,742	134,098
License age less than 21	9,428	12,900	14,134	18,127	28.3%	16,131	14,134	18,127	32,261	36,987	127,818
License age 21 or over	87,008	103,124	99,831	101,824	2.0%	100,828	99,831	101,824	201,655	202,032	1,130,991
Minor Notification Letters Sent	248	424	293	524	78.8%	409	293	524	817		
Disability Placards											
Temporary	2,407	3,049	2,927	2,905	-0.8%	2,916	2,905	2,927	5,832		
Permanent	10,087	15,989	13,343	15,400	15.4%	14,372	13,343	15,400	28,743		
Arrest Data											
Out of State Convictions on MD DL	7,637	8,874	13,286	13,241	-0.3%	13,264	13,241	13,286	26,527		
Federal Convictions on MD DL	488	447	583	421	-27.8%	502	421	583	1,004		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	818	870	781	825	5.6%	803	781	825	1,606	1,668	10,309
Reinstatement Requests Approved	367	407	358	363	1.4%	361	358	363	721	724	4,026
Administrative Adjudication											
Number of Cases Total	27,309	29,169	25,442	32,825	29.0%	29,134	25,442	32,825	58,267		
Number of Hearings	1,853	2,472	1,775	1,983	11.7%	1,879	1,775	1,983	3,758		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	15,399	10,454	26,819	28,457	6.1%	27,638	26,819	28,457	55,276	36,930	213,358
Deleted Flags	11,728	3,395	12,408	12,511	0.8%	12,460	12,408	12,511	24,919	36,568	144,882
Suspensions	124	21	0	0	0.0%	0	0	0	0	121	805
Ignition Interlock Program											
Currently in Program**	8,386	8,293	8,293	8,185	-1.3%	8,239	8,185	8,293			
Drivers Starting Program	348	448	462	393	-14.9%	428	393	462	855	933	5,529
Restrictions Removed (Compliance)	308	313	282	284	0.7%	283	282	284	566	463	3,244
Restrictions Removed (Non-Compliance)	208	295	288	260	-9.7%	274	260	288	548	501	2,997
Warning Letters Mailed	2,063	2,507	2,344	2,118	-9.6%	2,231	2,118	2,344	4,462	5,123	29,209
RIID											
IDs Given Out	92	118	109	122	11.9%	116	109	122	231		
IDs Processed in the Branches	127	155	135	138	2.2%	137	135	138	273		
Outstanding Warrant Program											
Notices	1,106	868	1,142	994	-13.0%	1,068	994	1,142	2,136	5,083	23,885
Suspensions	599	650	474	603	27.2%	539	474	603	1,077	3,424	11,114
Satisfied	960	1,010	954	928	-2.7%	941	928	954	1,882	1,836	11,135
Denied license or registration at branch	99	106	93	115	23.7%	104	93	115	208	173	1,059

Performance Metrics											
Business Licenses	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	May '10	Jun '10	Jul '10	Aug '10		Avg	Min	Max			
New Businesses	8	36	26	41	57.7%	34	26	41	67	37	234
New Dealerships	0	3	3	2	-33.3%	3	2	3	5	0	12
Used Dealerships	1	5	3	5	66.7%	4	3	5	8	13	69
Wholesale	7	13	14	18	28.6%	16	14	18	32	11	81
Title Services	0	9	3	11	266.7%	7	3	11	14	6	45
Other	0	6	3	5	66.7%	4	3	5	8	7	27
Out of Business	8	22	5	6	20.0%	6	5	6	11	38	132
New Dealerships	0	2	0	2	0.0%	2	2	2	2	4	8
Used Dealerships	4	9	2	0	-100.0%	2	2	2	2	17	57
Wholesale	3	5	3	2	-33.3%	3	2	3	5	16	49
Title Services	0	2	0	0	0.0%	0	0	0	0	0	5
Other	1	4	0	2	0.0%	2	2	2	2	1	13
School Bus Inspections											
Inspections	1,994	1,078	1,344	1,065	-20.8%	1,205	1,065	1,344	2,409	1,614	14,671
Scheduled	1,472	707	2	4	100.0%	3	2	4	6	8	8,966
Re-inspections	297	96	65	51	-21.5%	58	51	65	116	116	1,404
Random/Audit	225	275	1,277	1,010	-20.9%	1,144	1,010	1,277	2,287	1,490	4,301
Total Defects	1,095	698	307	168	-45.3%	238	168	307	475	365	8,436
Public Owned	930	561	136	17	-87.5%	77	17	136	153	62	3,999
BOE Contractor	153	94	84	111	32.1%	98	84	111	195	226	2,870
Privately Owned	12	43	87	40	-54.0%	64	40	87	127	77	1,567
Repair Orders	528	111	140	116	-17.1%	128	116	140	256	104	2,702
Repair Orders Closed	697	235	366	72	-80.3%	219	72	366	438	526	4,016
Suspensions	302	89	70	51	-27.1%	61	51	70	121	102	1522
Insurance Compliance											
Total Notices Sent	49,523	44,207	48,344	62,343	29.0%	55,344	48,344	62,343	110,687	74,579	
First Notice	36,534	28,924	34,298	44,708	30.4%	39,503	34,298	44,708	79,006	42,738	
Suspensions	12,989	15,283	14,046	17,635	25.6%	15,841	14,046	17,635	31,681	31,841	
Cases Created	35,869	28,754	32,835	43,891	33.7%	38,363	32,835	43,891	76,726	66,400	
Cases Closed	15,381	19,584	15,052	18,018	19.7%	16,535	15,052	18,018	33,070	34,674	
Cases Referred to Central Collections	12,441	10,986	11,000	11,671	6.1%	11,336	11,000	11,671	22,671	20,538	