



MVA StateStat

January FY 2011

Reporting Period: November 2010

**MVA StateStat
Glossary
January FY 2011
Reporting Period: November 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
January 2011
Reporting Period: November 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: 14.47% # Waivers requested: # Waivers granted: **Goal Achieved: 30.20%** # 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	\$1,983,008.14	\$282,390.32 14.24%	\$399,531.61 20.15%	\$152,223.41 7.68%	\$834,145.34	42.06%	\$25,183,477.38	\$1,251,722.25 4.97%	\$3,345,440.75 13.28%	\$845,308.88 3.36%	\$5,442,471.88	21.61%
Awards Totals	\$1,056,747.36	\$6,882.00 0.65%	\$139,810.00 13.23%	\$6,217.00 0.59%	\$152,909.00	14.47%	\$4,812,137.69	\$182,251.00 3.79%	\$743,782.99 15.46%	\$527,450.00 10.96%	\$1,453,483.99	30.20%
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	\$38,424.00	\$0.00	\$38,424.00	
Construction Related	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Maintenance	\$398,485.00	\$0.00	\$38,424.00	\$0.00	\$38,424.00	9.64%	\$2,233,026.10	\$22,803.00	\$64,003.69	\$484,783.00	\$571,589.69	25.60%
Services	\$31,620.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$194,530.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
Supplies and Equipment	\$149,537.36	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$509,600.45	\$0.00	\$184.00	\$0.00	\$184.00	0.04%
IT Services	\$7,938.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$128,334.00	\$30,236.00	\$0.00	\$0.00	\$30,236.00	23.56%
IT Supplies and Equipment	\$415,004.00	\$0.00	\$98,589.00	\$0.00	\$98,589.00	23.76%	\$1,419,869.00	\$113,461.00	\$625,298.00	\$0.00	\$738,759.00	52.03%
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	\$47,446.00	\$165.00	\$2,797.00	\$6,217.00	\$9,179.00	19.35%	\$291,601.00	\$7,126.00	\$7,603.00	\$42,667.00	\$57,396.00	19.68%
Direct Vouchers	\$6,717.00	\$6,717.00	\$0.00	\$0.00	\$6,717.00	100.00%	\$35,177.14	\$8,625.00	\$8,270.30	\$0.00	\$16,895.30	48.03%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%		Agency Total	Total SBR	# Designated Procurements	%
	Payment Totals	\$2,352,750	\$425,955	6		18.10%		\$25,698,770	\$2,612,549

**MVA StateStat
Budget and Finance
January FY 2011
Reporting Period: November 2010**

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 11		
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max
Revenue								
Total	\$103,930,099	\$108,270,969	\$106,000,240	\$95,535,119	-9.9%	\$100,075,103	\$86,639,088	\$108,270,969
Excise Tax	\$50,978,807	\$51,623,881	\$47,194,084	\$45,314,339	-4.0%	\$44,683,470	\$28,306,241	\$51,623,881
Registration & Rel Fees	\$38,553,201	\$35,372,058	\$38,000,519	\$31,162,123	-18.0%	\$36,917,179	\$31,162,123	\$41,497,996
Drivers License	\$3,733,683	\$3,279,501	\$3,283,573	\$2,991,575	-8.9%	\$3,373,226	\$2,991,575	\$3,733,683
Title & Related Services	\$4,706,630	\$4,594,550	\$4,246,100	\$4,013,130	-5.5%	\$4,411,222	\$4,013,130	\$4,706,630
Uninsured Motorist Penalties	\$1,446,187	\$6,137,453	\$5,222,633	\$5,994,431	14.8%	\$4,888,425	\$1,446,187	\$6,137,453
All Other	\$4,511,591	\$7,263,526	\$8,053,331	\$6,059,521	-24.8%	\$5,801,580	\$3,119,931	\$8,053,331
Internal Use of Funds								
Total	\$16,639,588	\$13,176,780	\$12,215,425	\$15,952,223	30.6%	\$14,811,682	\$12,215,425	\$16,639,588
Salaries & Wages	\$7,847,062	\$7,510,745	\$8,179,029	\$11,181,850	36.7%	\$8,311,492	\$6,838,775	\$11,181,850
Contractuals & NEC Temps	\$293,987	\$232,436	\$247,613	\$290,898	17.5%	\$251,588	\$193,008	\$293,987
Contracted Services	\$7,194,558	\$2,568,828	\$2,273,147	\$2,512,139	10.5%	\$4,450,371	\$2,273,147	\$7,703,184
Fuel & Utilities	\$229,565	\$228,981	\$187,182	\$182,359	-2.6%	\$196,441	(\$42,322)	\$229,565
Communications	\$365,674	\$472,568	\$346,702	\$330,775	-4.6%	\$411,511	\$330,775	\$541,834
All Other	\$708,742	\$2,163,222	\$981,752	\$1,454,202	48.1%	\$1,229,566	\$708,742	\$2,163,222
External Use of Funds								
Total	\$13,977,103	\$11,628,583	\$12,181,061	\$9,737,313	-20.1%	\$12,300,233	\$9,737,313	\$13,977,103
MAIF/General Fund	\$1,011,294	\$4,292,667	\$3,654,139	\$4,195,959	14.8%	\$3,420,337	\$1,011,294	\$4,292,667
Emergency Medical System/Trauma	\$6,124,625	\$5,574,102	\$5,428,269	\$4,709,114	-13.2%	\$5,529,028	\$4,709,114	\$6,124,625
Refunds	\$1,363,874	\$1,255,621	\$1,262,012	\$1,208,636	-4.2%	\$1,333,776	\$1,208,636	\$1,578,737
All Other	(\$374,337)	\$506,193	\$1,836,641	(\$376,396)	-120.5%	\$1,411,270	(\$376,396)	\$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
January FY 2011
Reporting Period: November 2010

Budget & Finance	FY 11 YTD Total	FY 11 Budget	FY10 YTD	FY 2010 Total	FY 2010 Budget
Revenue					
Total	\$500,375,515		\$401,779,656	\$1,235,561,611	
Excise Tax	\$223,417,352		\$211,142,072	\$544,421,457	
Registration & Rel Fees	\$184,585,897		\$185,883,243	\$444,103,882	
Drivers License	\$16,866,130		\$17,103,696	\$39,742,805	
Title & Related Services	\$22,056,110		\$22,442,205	\$52,406,845	
Uninsured Motorist Penalties	\$24,442,126		\$26,269,957	\$95,713,185	
All Other	\$29,007,900		\$18,905,437	\$59,173,437	
Internal Use of Funds					
Total	\$74,058,409	\$153,701,950	\$70,984,211	\$149,885,049	\$161,517,719
Salaries & Wages	\$41,557,461	\$91,700,574	\$38,990,201	\$97,750,408	\$101,520,386
Contractuals & NEC Temps	\$1,257,942	\$4,013,320	\$1,573,327	\$3,861,769	\$5,144,760
Contracted Services	\$22,251,856	\$44,920,112	\$22,075,508	\$31,376,388	\$35,985,149
Fuel & Utilities	\$785,765	\$2,339,670	\$790,961	\$2,319,766	\$3,309,654
Communications	\$2,057,553	\$5,473,289	\$3,542,160	\$5,882,121	\$6,381,796
All Other	\$6,147,832	\$5,254,985	\$4,012,054	\$8,694,596	\$9,175,974
External Use of Funds					
Total	\$55,649,516		\$56,783,108	\$156,061,141	
MAIF	\$17,101,684		\$18,394,429	\$67,007,972	
Emergency Medical System	\$27,645,142		\$28,013,721	\$65,409,794	
Refunds	\$6,668,880		\$6,504,027	\$14,339,765	
All Other	\$4,233,810		\$3,870,932	\$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
January FY 2011
Reporting Period: November 2010**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 11	
	Aug '10	Sep '10	Oct '10	Nov '10			Min	Max
Overtime (Payments)								
Total	\$186,216	\$142,637	\$112,614	\$147,761	31.2%	\$148,285	\$112,614	\$186,216
Administrator's Office	\$18,083	\$15,520	\$10,339	\$5,788	-44.0%	\$12,924	\$5,788	\$18,083
DVPP	\$1,294	\$76	\$591	\$1,320	123.4%	\$750	\$76	\$1,320
Operations	\$166,839	\$127,041	\$101,684	\$140,653	38.3%	\$134,611	\$101,684	\$166,839
Support Services	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Overtime (Hours)								
Total	6,660	5,372	4,239	5,673	33.8%	5,521	4,239	6,660
Administrator's Office	467	439	300	176	-41.3%	360	176	467
DVPP	40	2	22	42	90.9%	24	2	42
Operations	6,154	4,931	3,917	5,455	39.3%	5,137	3,917	6,154
Support Services	0	0	0	0	0.0%	0	0	0
Sick leave (Days)								
Total	1,875	1,706	1,859	1,432	-23.0%	1,691	1,432	1,875
Administrator's Office	383	276	292	181	-37.8%	278	181	383
DVPP	500	534	515	390	-24.3%	467	390	534
Operations	991	896	1,052	860	-18.3%	946	860	1,052
Support Services	0	0	0	0	0.0%	0	0	0
Planned Leave (Days)								
Total	5,230	7,083	6,998	9,867	41.0%	7,252	5,230	9,867
Administrator's Office	857	1,168	1,194	1,720	44.1%	1,223	857	1,720
DVPP	1,099	1,541	1,613	2,253	39.7%	1,610	1,099	2,253
Operations	3,274	4,374	4,192	5,895	40.6%	4,419	3,274	5,895
Support Services	0	0	0	0	0.0%	0	0	0
Total Leave (Days)								
Total	7,105	8,790	8,857	11,299	27.6%	8,943	7,105	11,299
Administrator's Office	1,240	1,445	1,485	1,901	28.0%	1,501	1,240	1,901
DVPP	1,600	2,076	2,128	2,643	24.2%	2,076	1,600	2,643
Operations	4,265	5,270	5,244	6,755	28.8%	5,365	4,265	6,755
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	\$741,423	\$1,104,226	\$522,737	\$1,228,221	\$1,437,145
Administrator's Office	\$64,618	\$83,642	\$7,477	\$38,847	\$78,784
DVPP	\$3,752	\$70,377	\$5,466	\$30,397	\$54,000
Operations	\$673,053	\$950,207	\$482,826	\$1,084,476	\$1,091,817
Support Services	\$0	\$0	\$26,968	\$74,501	\$212,544
Overtime (Hours)					
Total	27,607			47,080	
Administrator's Office	1,800			1,307	
DVPP	121			1,040	
Operations	25,686			42,530	
Support Services	0			1,872	
Sick leave (Days)					
Total	8,455			20,223	
Administrator's Office	1,392			1,783	
DVPP	2,334			4,810	
Operations	4,730			11,771	
Support Services	0			1,860	
Planned Leave (Days)					
Total	36,259			80,026	
Administrator's Office	6,114			7,809	
DVPP	8,048			16,136	
Operations	22,097			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	
	Jul '10	Aug '10	Oct '10	Nov '10			Min	Max
Filled PINS								
Total	1,509.0	1,507.5	1,521.0	1,520.5				
Administrator's Office	264.0	264.0	264.0	264.0				
DVPP	359.0	359.0	360.0	361.0				
Operations	886.0	884.5	897.0	895.5				
Support Services	0.0	0.0	0.0	0.0				
Vacant PINS								
Total	85.0	87.0	73.0	73.0	0.0%			
Administrator's Office	32.0	33.0	30.0	30.0	0.0%			
DVPP	12.0	12.0	14.0	13.0	-7.1%			
Operations	41.0	42.0	29.0	30.0	3.4%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Filled Contractuals								
Total	53.0	57.0	55.0	55.5				
Administrator's Office	13.0	13.0	12.0	10.5				
DVPP	16.0	17.0	17.5	15.5				
Operations	24.0	27.0	25.5	29.5				
Support Services	0.0	0.0	0.0	0.0				
Vacant Contractuals								
Total	39.3	36.4	38.0	38.0	0.0%			
Administrator's Office	5.3	5.4	6.0	7.0	16.7%			
DVPP	5.0	4.0	4.0	6.0	50.0%			
Operations	29.0	27.0	28.0	25.0	-10.7%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Temporary Employees								
Total - State	53.0	56.0	45.0	47.0				
Administrator's Office	3.0	3.0	3.0	3.0				
DVPP	6.0	6.0	5.0	5.0				
Operations	44.0	47.0	37.0	39.0				
Support Services	0.0	0.0	0.0	0.0				
Total - Agency								
Total - Agency	65.0	69.0	59.0	60.0				
Administrator's Office	10.0	9.0	7.0	9.0				
DVPP	34.0	36.0	34.0	33.0				
Operations	21.0	24.0	18.0	18.0				
Support Services	0.0	0.0	0.0	0.0				

MVA StateStat
Overtime By District / Branch
January FY 2011
Reporting Period: November 2010

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 11		
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max
Total Overtime	\$166,005	\$124,988	\$101,147	\$139,686	38.1%	\$133,666	\$101,147	\$166,005
District 1 Total	\$37,862	\$30,250	\$25,072	\$33,498	33.6%	\$31,613	\$25,072	\$37,862
Baltimore City	\$15,820	\$10,999	\$9,612	\$12,852	33.7%	\$12,025	\$9,612	\$15,820
Cumberland	\$2,465	\$500	\$607	\$537	-11.5%	\$1,168	\$500	\$2,465
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$4,768	\$3,659	\$3,553	\$4,030	13.4%	\$4,279	\$3,553	\$5,385
Hagerstown	\$479	\$416	\$534	\$766	43.4%	\$510	\$356	\$766
Westminster	\$5,999	\$3,742	\$3,308	\$5,037	52.3%	\$4,471	\$3,308	\$5,999
White Oak	\$8,331	\$10,934	\$7,458	\$10,276	37.8%	\$9,159	\$7,458	\$10,934
District 2								
District 2 Total	\$33,844	\$25,127	\$21,384	\$34,212	60.0%	\$27,765	\$21,384	\$34,212
Bel Air	\$10,972	\$9,076	\$8,844	\$11,815	33.6%	\$9,627	\$7,426	\$11,815
Elkton	\$2,507	\$1,907	\$1,960	\$3,559	81.6%	\$2,594	\$1,907	\$3,559
Essex	\$11,582	\$7,011	\$5,652	\$9,574	69.4%	\$8,307	\$5,652	\$11,582
Loveville	\$1,006	\$1,466	\$827	\$1,070	29.4%	\$962	\$440	\$1,466
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$247	\$114	\$488	\$2,457	403.5%	\$681	\$100	\$2,457
Waldorf	\$7,530	\$5,553	\$3,613	\$5,737	58.8%	\$5,594	\$3,613	\$7,530
District 3								
District 3 Total	\$42,335	\$31,903	\$21,032	\$29,142	38.6%	\$32,296	\$21,032	\$42,335
Beltsville	\$16,205	\$15,584	\$8,098	\$10,986	35.7%	\$12,656	\$8,098	\$16,205
Columbia Express	\$3,634	\$2,607	\$1,783	\$2,498	40.1%	\$2,807	\$1,783	\$3,634
Gaithersburg	\$16,280	\$9,277	\$9,260	\$12,441	34.4%	\$12,825	\$9,260	\$16,868
Glenmont Express	\$2,133	\$1,652	\$731	\$920	25.9%	\$1,510	\$731	\$2,133
Walnut Hill Express	\$4,083	\$2,783	\$1,160	\$2,297	98.0%	\$2,498	\$1,160	\$4,083
District 4								
District 4 Total	\$51,964	\$37,708	\$33,659	\$42,834	27.3%	\$41,992	\$33,659	\$51,964
Annapolis	\$12,498	\$8,979	\$7,227	\$9,723	34.5%	\$10,087	\$7,227	\$12,498
Easton	\$3,343	\$1,911	\$2,520	\$2,713	7.7%	\$2,260	\$813	\$3,343
Glen Burnie	\$13,607	\$9,147	\$7,413	\$10,832	46.1%	\$9,998	\$7,413	\$13,607
Largo	\$20,758	\$16,775	\$14,425	\$18,110	25.5%	\$17,973	\$14,425	\$20,758
Salisbury	\$1,758	\$896	\$2,074	\$1,456	-29.8%	\$1,674	\$896	\$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	\$668,330	\$888,716	\$471,804	\$1,064,926	\$1,023,960
District 1 Total					
District 1 Total	\$158,064	\$202,944	\$110,961	\$258,236	\$233,755
Baltimore City	\$60,124	\$78,583	\$44,279	\$95,470	\$90,514
Cumberland	\$5,841	\$3,656	\$1,767	\$4,226	\$4,210
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$21,395	\$22,610	\$11,283	\$30,092	\$26,043
Hagerstown	\$2,551	\$1,382	\$1,156	\$2,637	\$1,591
Westminster	\$22,357	\$23,715	\$22,589	\$42,693	\$27,316
White Oak	\$45,796	\$72,998	\$29,888	\$83,119	\$84,081
District 2					
District 2 Total	\$138,823	\$187,516	\$86,680	\$201,775	\$215,984
Bel Air	\$48,133	\$61,246	\$30,126	\$62,209	\$70,544
Elkton	\$12,969	\$24,145	\$8,043	\$17,652	\$27,811
Essex	\$41,536	\$53,454	\$22,285	\$61,038	\$61,569
Loveville	\$4,809	\$3,404	\$2,874	\$8,616	\$3,921
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$0
Lock Raven / Parkville Express	\$3,406	\$284	\$433	\$871	\$327
Waldorf	\$27,970	\$44,983	\$22,919	\$51,389	\$51,812
District 3					
District 3 Total	\$161,481	\$109,038	\$84,453	\$201,524	\$125,591
Beltsville	\$63,280	\$47,461	\$20,978	\$59,309	\$54,666
Columbia Express	\$14,037	\$8,562	\$13,153	\$24,061	\$9,862
Gaithersburg	\$64,126	\$48,681	\$43,705	\$98,042	\$56,072
Glenmont Express	\$7,549	\$3,113	\$5,562	\$11,096	\$3,585
Walnut Hill Express	\$12,489	\$1,221	\$1,053	\$9,014	\$1,406
District 4					
District 4 Total	\$209,962	\$389,218	\$189,709	\$403,390	\$448,630
Annapolis	\$50,437	\$57,894	\$42,209	\$86,468	\$66,683
Easton	\$11,300	\$18,804	\$11,721	\$24,310	\$21,658
Glen Burnie	\$49,989	\$130,044	\$43,667	\$92,172	\$149,788
Largo	\$89,867	\$166,040	\$84,435	\$178,616	\$191,488
Salisbury	\$8,369	\$16,436	\$7,679	\$21,826	\$19,013
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
January FY 2011
Reporting Period: November 2010

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Transaction Total	814,385	733,537	717,019	655,401	-8.6%	740,168	655,401	814,385	3,700,840	3,660,801	8,484,573
Driver Licensing											
Transaction Subtotal	296,139	253,155	253,650	220,080	-13.2%	261,487	220,080	296,139	1,307,437	1,312,160	3,015,389
Full Service	240,706	203,693	203,146	174,916	-13.9%	209,394	174,916	240,706	1,046,972	1,059,022	2,434,541
Express	40,789	35,287	36,303	32,333	-10.9%	37,056	32,333	40,789	185,281	182,666	428,461
Satellite	2,875	2,643	2,129	2,345	10.1%	3,463	2,129	7,323	17,313	12,580	29,181
Alternate	11,769	11,533	12,072	10,486	-13.1%	11,574	10,486	12,072	57,871	57,892	123,206
Titling / Registration											
Transaction Subtotal	449,188	414,458	397,275	366,985	-7.6%	412,249	366,985	449,188	2,061,247	2,093,358	4,826,338
Full Service	192,330	171,727	160,239	148,813	-7.1%	171,378	148,813	192,330	856,892	887,599	2,044,871
Express	10,736	9,967	9,229	9,367	1.5%	9,916	9,229	10,736	49,582	57,653	121,716
Satellite	1,147	1,040	937	887	-5.3%	1,047	887	1,222	5,233	5,379	11,620
Alternate	244,975	231,724	226,870	207,918	-8.4%	229,908	207,918	244,975	1,149,540	1,142,727	2,648,131
Other											
Transaction Subtotal	69,058	65,924	66,094	68,336	3.4%	66,431	62,744	69,058	332,156	255,283	642,846
Full Service	41,218	38,822	38,362	38,113	-0.6%	38,976	38,113	41,218	194,882	188,824	469,485
Express	1,273	1,294	1,217	1,153	-5.3%	1,222	1,153	1,294	6,111	4,906	12,581
Satellite	45	9	14	21	50.0%	29	9	58	147	134	390
Alternate	26,522	25,799	26,501	29,049	9.6%	26,203	23,145	29,049	131,016	61,419	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Transaction Total	814,385	733,537	717,019	655,401	-8.6%	740,168	655,401	814,385	3,700,841	3,660,801	8,484,573
Driver Licensing											
Transaction Subtotal	296,139	253,155	253,650	220,080	-13.2%	261,487	220,080	296,139	1,307,437	1,312,160	3,015,389
Law Tests Given	28,450	21,790	21,196	19,262	-9.1%	23,801	19,262	28,450	119,004	130,668	294,628
Vision Tests Given	81,403	74,322	73,496	64,920	-11.7%	74,762	64,920	81,403	373,809	367,746	858,410
Skills Tests Given	14,858	12,206	12,264	10,811	-11.8%	12,542	10,811	14,858	62,708	67,832	144,104
New Licenses	45,543	37,700	35,831	27,939	-22.0%	37,749	27,939	45,543	188,744	188,014	415,909
Renewal Licenses	70,723	63,865	68,386	58,890	-13.9%	66,749	58,890	71,882	333,745	325,782	767,221
License Duplications	14,158	12,542	13,103	11,769	-10.2%	13,129	11,769	14,158	65,643	66,299	157,517
License Corrections	5,094	3,600	2,988	2,516	-15.8%	3,928	2,516	5,442	19,640	19,921	39,525
Photo I.D. Cards - New / Corr / Dup	19,534	11,740	12,055	10,041	-16.7%	13,811	10,041	19,534	69,057	69,858	156,447
Certified Copies	16,376	15,391	14,331	13,932	-2.8%	15,017	13,932	16,376	75,087	76,040	181,628
Titling / Registration											
Transaction Subtotal	449,188	414,458	397,275	366,985	-7.6%	412,249	366,985	449,188	2,061,247	2,093,358	4,826,338
New Titles	88,319	85,488	78,916	74,859	-5.1%	82,518	74,859	88,319	412,590	408,495	965,423
Corrected Titles	10,686	9,989	8,744	8,554	-2.2%	9,616	8,554	10,686	48,080	51,480	114,527
Duplicated Titles	13,656	12,759	12,365	11,724	-5.2%	12,684	11,724	13,656	63,418	52,124	134,062
Lien Maintenance	11,017	10,486	9,066	8,960	-1.2%	9,972	8,960	11,017	49,858	46,318	111,254
Salvage Application	6,654	6,177	6,404	6,405	0.0%	6,414	6,177	6,654	32,068	48,148	96,411
Salvage Corr. / Dupl.	219	224	280	234	-16.4%	243	219	280	1,213	1,328	3,337
Renewal -Std.	190,545	174,660	171,940	147,002	-14.5%	174,186	147,002	190,545	870,931	908,955	2,086,908
Renewal -Replac. Tag.	5,062	4,365	4,128	3,305	-19.9%	4,313	3,305	5,062	21,565	15,099	37,538
Substitute Tags	6,237	5,511	5,309	5,091	-4.1%	5,686	5,091	6,280	28,428	26,217	63,250
Substitute Stickers	3,962	3,694	3,461	3,670	6.0%	3,729	3,461	3,962	18,644	19,336	48,084
Duplicate Regist.	9,424	8,375	6,995	6,503	-7.0%	8,030	6,503	9,424	40,152	40,270	95,155
Corrected Regist.	1,891	1,700	1,656	1,688	1.9%	1,743	1,656	1,891	8,715	10,227	23,658
New Tag Regist.	3,074	3,007	3,031	2,695	-11.1%	2,989	2,695	3,138	14,945	15,413	37,317
Transfer Tags With Renewal	206	202	156	170	9.0%	185	156	206	925	1,040	2,365
Tags Returned	73,190	66,465	65,655	64,587	-1.6%	67,609	64,587	73,190	338,045	336,647	750,834
Change Of Address	25,046	21,356	19,169	21,538	12.4%	22,334	19,169	25,046	111,670	23,276	256,215
Other											
Transaction Subtotal	69,058	65,924	66,094	68,336	3.4%	66,431	62,745	69,058	332,157	255,283	642,846
Icd	37,012	34,141	35,895	32,541	-9.3%	34,830	32,541	37,012	174,151	116,532	289,592
Disability Placards - Temporary	2,905	2,931	2,856	2,704	-5.3%	2,865	2,704	2,931	14,323	12,976	32,069
Disability Placards - Permanent	15,400	14,197	12,133	15,374	26.7%	14,089	12,133	15,400	70,447	58,492	147,349
County Stickers	28	30	15	15	0.0%	23	15	30	113	128	242
Administrative Parking Flags Removed	13,713	14,625	0	0	0.0%	13,409	11,888	14,625	40,226	67,155	173,594

**MVA StateStat
Alternate Transactions
January FY 2011
Reporting Period: November 2010**

Performance Metrics											
Alternate Transactions	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Change	Avg	Min			
Total Transactions	283,266	269,056	265,443	247,453	-6.8%	267,685	247,453	283,266	1,338,427	1,262,038	2,931,727
Driver Licensing											
Transaction Subtotal	11,769	11,533	12,072	10,486	-13.1%	11,574	10,486	12,072	57,871	57,892	123,206
Vinnet											
CVR											
Kiosks	0	112	171	159	-7.0%	112	5	171	447	104	234
Mobile Bus	1,425	1,600	816	712	-12.7%	1,066	712	1,600	5,331	5,884	11,222
Internet	2,123	2,121	1,868	2,284	22.3%	2,106	1,868	2,284	10,528	9,935	24,604
Telephone											
Central Operations	8,002	7,548	9,074	7,136	-21.4%	8,146	7,136	9,074	40,729	41,118	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	219	152	144	195	35.4%	167	127	219	837	850	1,720
Titling / Registration											
Transaction Subtotal	244,975	231,724	226,870	207,918	-8.4%	229,908	207,918	244,975	1,149,540	1,142,727	2,648,131
Vinnet	24,041	21,673	21,729	21,922	0.9%	22,112	21,193	24,041	110,558	90,257	227,237
CVR	37,520	37,906	34,452	33,868	-1.7%	36,026	33,868	37,906	180,130	175,379	415,587
Kiosks	16,616	13,971	15,552	15,593	0.3%	13,839	7,464	16,616	69,196	11,818	46,275
Mobile Bus	474	360	391	528	35.0%	417	334	528	2,087	1,840	3,844
Internet	81,507	79,617	77,084	70,126	-9.0%	79,618	70,126	89,754	398,088	406,388	943,367
Telephone	788	886	798	900	12.8%	826	757	900	4,129	3,241	7,936
Central Operations	80,419	73,913	73,593	62,157	-15.5%	73,786	62,157	80,419	368,930	438,063	967,689
Cumberland - Customer Service Ctr.	894	867	841	764	-9.2%	840	764	894	4,200	2,220	5,829
County Treasurers	2,716	2,531	2,430	2,060	-15.2%	2,444	2,060	2,716	12,222	13,521	30,367
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	26,522	25,799	26,501	29,049	9.6%	26,203	23,145	29,049	131,016	61,419	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	9	412	669	814	21.7%	384	9	814	1,921	358	774
Mobile Bus	77	83	74	54	-27.0%	74	54	83	368	345	757
Internet	2,934	3,591	3,385	4,556	34.6%	3,544	2,934	4,556	17,722	13,629	35,225
Telephone	12,938	12,090	14,104	10,731	-23.9%	12,284	10,731	14,104	61,421	8,974	24,566
Central Operations	10,564	9,623	8,269	12,894	55.9%	9,917	8,234	12,894	49,584	38,113	99,068
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing											
Employee Testing											

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Aug '10	Sep '10	Oct '10	Nov '10		Change	Avg	Min			
Transaction Total	283,266	269,056	265,443	247,453	-6.8%	267,685	247,453	283,266	1,338,427	1,262,038	2,931,727
Driver Licensing											
Transaction Subtotal	11,769	11,533	12,072	10,486	-13.1%	11,574	10,486	12,072	57,871	57,892	123,206
Law Tests Given											
Vision Tests Given	362	453	306	232	-24.2%	331	232	453	1,653	1,887	3,883
Skills Tests Given	219	152	144	195	35.4%	167	127	219	837	852	1,722
New Licenses	60	70	82	97	18.3%	76	60	97	379	384	865
Renewal Licenses	7,495	7,219	8,443	6,637	-21.4%	7,648	6,637	8,446	38,240	38,240	78,227
License Duplications	87	119	119	93	-21.8%	100	82	119	500	500	1,158
License Corrections	15	12	12	7	-41.7%	12	7	15	60	60	131
Photo I.D. Cards - New / Corr / Dup	371	315	434	282	-35.0%	356	282	434	1,782	1,782	3,893
Copies - Driver/Vehicle Records	3,160	3,193	2,532	2,943	16.2%	2,884	2,532	3,193	14,420	14,187	33,327
Titling / Registration											
Transaction Subtotal	244,975	231,724	226,870	207,918	-8.4%	229,908	207,918	244,975	1,149,540	1,142,727	2,648,131
New Titles	44,866	44,364	41,297	40,688	-1.5%	42,753	40,688	44,866	213,764	197,444	474,890
Corrected Titles	6,650	6,488	5,376	5,307	-1.3%	5,991	5,307	6,650	29,956	27,253	64,144
Duplicated Titles	4,257	3,839	3,866	3,588	-7.2%	3,906	3,588	4,257	19,532	17,024	42,545
Lien Maintenance	6,015	5,859	4,913	4,799	-2.3%	5,359	4,799	6,015	26,796	23,030	56,553
Salvage Application	6,654	6,177	6,404	6,405	0.0%	6,414	6,177	6,654	32,068	48,148	96,411
Salvage Corr. / Dupl.	219	224	280	234	-16.4%	243	219	280	1,213	1,328	3,337
Renewal -Std.	140,687	133,124	135,206	115,206	-14.8%	132,547	115,206	140,687	662,734	646,494	1,490,856
Renewal -Replac. Tag.	1,338	1,068	1,214	971	-20.0%	1,140	971	1,338	5,701	3,695	9,344
Substitute Tags	2,588	2,332	2,339	2,352	0.6%	2,380	2,290	2,588	11,901	11,375	26,408
Substitute Stickers	1,322	1,280	1,159	1,203	3.8%	1,240	1,159	1,322	6,198	6,161	15,347
Duplicate Regist.	6,167	5,552	4,393	4,105	-6.6%	5,198	4,105	6,167	25,989	24,223	58,208
Corrected Regist.	102	155	92	128	39.1%	118	92	155	592	1,118	2,341
New Tag Regist.	435	409	392	396	1.0%	402	376	435	2,008	1,740	4,688
Transfer Tags With Renewal	4	1	1	1	0.0%	2	1	4	8	8	28
Tags Returned	7,053	6,320	6,521	6,749	3.5%	6,601	6,320	7,053	33,007	60,738	136,571
Change Of Address	16,618	14,532	13,417	15,786	17.7%	15,615	13,417	17,720	78,073	72,948	166,460
Other											
Transaction Subtotal	26,522	25,799	26,501	29,049	9.6%	26,203	23,145	29,049	131,016	61,419	160,390
ICD											
Disability Placards - Temporary	470	493	493	442	-10.3%	461	408	493	2,306	2,418	5,893
Disability Placards - Permanent	7,854	6,873	5,351	9,130	70.6%	7,129	5,351	9,130	35,644	27,698	73,110
County Stickers	28	30	15	15	0.0%	23	15	30	113	128	242
Administrative Parking Flags Removed	5,234	6,313	6,538	8,732	33.6%	6,308	4,721	8,732	31,538	31,175	81,145

MVA StateStat
Operations - All Branches
January FY 2011
Reporting Period: November 2010

Performance Metrics											
All Branches	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		83.1%				83.1%		83.1%			88.2%
Branch Visit Time	38.87	35.28	28.25	29.89	6%	33.67	28.25	38.87			27.64
Branch Waiting Time	32.39	28.96	21.89	23.61	8%	27.32	21.89	32.39			21.29
Branch Processing Time	6.48	6.32	6.36	6.28	-1%	6.35	6.28	6.48			6.35
Branch Customers Served	363,454	331,488	415,160	278,772	-33%	367,478	278,772	448,514	1,837,388	1,886,752	4,366,197
Drivers License Visit Time	52.73	44.88	35.85	39.07	9%	44.17	35.85	52.73			34.01
DLS Waiting Time	44.83	37.08	28.05	31.50	12%	36.40	28.05	44.83			26.07
DLS Processing Time	7.91	7.79	7.81	7.57	-3%	7.77	7.57	7.91			7.93
DLS Customers Served	167,942	144,589	179,491	125,505	-30%	162,302	125,505	193,985	811,512	788,370	1,817,681
Vehicle Services Visit Time	29.09	29.40	23.36	23.83	2%	26.87	23.36	29.40			24.13
VS Wait Time	23.82	24.20	18.14	18.59	2%	21.65	18.14	24.20			18.93
VS Processing Time	5.27	5.20	5.22	5.24	0%	5.21	5.14	5.27			5.20
VS Customers Served	145,988	140,188	176,111	112,549	-36%	153,903	112,549	194,677	769,513	831,479	1,905,107
ICD/Misc Visit Time	19.79	21.38	18.45	18.31	-1%	19.32	18.31	21.38			18.87
ICD/Misc Wait Time	14.55	16.12	13.08	13.10	0%	14.05	13.08	16.12			13.58
ICD/Misc Processing Time	5.24	5.26	5.37	5.21	-3%	5.27	5.21	5.37			5.30
ICD/Misc Customers Served	49,524	46,711	59,558	40,718	-32%	51,273	40,718	59,852	256,363	266,903	643,409
Total Transactions	533,095	466,525	452,856	409,242	-10%	474,040	409,242	533,095	2,370,200	2,406,832	5,559,360
DLS Transactions	285,795	243,223	242,393	210,306	-13%	250,979	210,306	285,795	1,254,897	1,260,152	2,894,096
Title & Registration Transactions	204,687	183,094	170,796	159,595	-7%	182,759	159,595	204,687	913,794	952,471	2,182,051
Other	42,613	40,208	39,667	39,341	-1%	40,302	39,341	42,613	201,509	194,209	483,213
Personnel											
Filled PINS	690	693	699	696	0%	694	690	699			690
Filled Contract Employees	20	17	19	22	16%	20	17	22			20
State Temporary Employees	47	42	37	39	5%	42	37	47			46
Agency Temporary Employees	21	21	18	18	0%	19	18	21			18
# Vacancies (PIN & Contract)	45	42	34	34	-1%	39	34	45			38
% Vacant Positions	5.8%	5.4%	4.4%	4.3%	-2%	5.0%	4.3%	5.8%			4.8%
Total Leave Days	3,324	4,194	4,126	5,288	28%	21,042	3,324	5,288	21,042	20,584	47,252
Sick Leave Days (Unplanned)	743	721	815	639	-22%	3,613	639	815	3,613	3,989	9,020
Other Leave Days (Planned)	2,580	3,473	3,311	4,649	40%	17,429	2,580	4,649	17,429	16,595	38,335
Overtime Hrs.	6,123	4,849	3,897	5,420	39%	25,503	3,897	6,123	25,503	18,160	41,620
OT Annual Budget									\$971,069	\$1,023,960	1,023,960
OT Spent	\$166,005	\$124,988	\$101,147	\$139,686	38%	\$668,330	\$101,147	\$166,005	\$668,330	\$471,804	1,064,926
% of Budget Spent	31.2%	44.0%	54.4%	68.8%	26%				68.8%	46.1%	104.0%

MVA StateStat
Operations - District Summary
January FY 2011
Reporting Period: November 2010

PerformanceMetrics											
District 1	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		79.6%				79.6%	79.6%	79.6%			86.2%
Branch Visit Time	37.48	35.07	28.16	30.41	8%	33.06	28.16	37.48			27.75
Branch Waiting Time	31.55	29.29	22.29	24.50	10%	27.22	22.29	31.55			21.91
Branch Processing Time	5.94	5.78	5.87	5.90	1%	5.84	5.70	5.94			5.84
Branch Customers Served	94,670	86,120	108,459	71,837	-34%	95,346	71,837	115,645	476,731	492,118	1,130,808
Drivers License Visit Time	51.02	45.25	36.42	39.13	7%	43.74	36.42	51.02			34.69
DLS Waiting Time	43.58	37.91	28.99	31.83	10%	36.39	28.99	43.58			27.25
DLS Processing Time	7.44	7.34	7.43	7.29	-2%	7.35	7.26	7.44			7.44
DLS Customers Served	43,599	36,699	45,915	32,261	-30%	41,564	32,261	49,347	207,821	204,945	466,473
Vehicle Services Visit Time	27.28	28.67	22.53	24.31	8%	25.74	22.53	28.67			23.27
VS Wait Time	22.64	24.02	17.85	19.56	10%	21.11	17.85	24.02			18.60
VS Processing Time	4.64	4.65	4.68	4.75	1%	4.64	4.46	4.75			4.67
VS Customers Served	39,599	38,728	48,365	30,132	-38%	41,911	30,132	52,729	209,553	224,986	516,082
ICD/Misc Visit Time	20.43	20.89	19.21	19.92	4%	19.90	19.04	20.89			20.04
ICD/Misc Wait Time	15.66	16.14	14.26	15.02	5%	15.05	14.17	16.14			15.13
ICD/Misc Processing Time	4.77	4.75	4.96	4.90	-1%	4.85	4.75	4.96			4.90
ICD/Misc Customers Served	11,472	10,693	14,179	9,444	-33%	11,871	9,444	14,179	59,357	62,187	148,253
Total Transactions	130,678	110,518	109,442	96,122	-12%	115,264	96,122	130,678	576,320	577,920	1,324,898
DLS Transactions	73,048	59,229	59,772	50,720	-15%	63,652	50,720	75,492	318,261	309,944	709,919
Title & Registration Transactions	47,411	41,810	39,883	36,136	-9%	42,094	36,136	47,411	210,471	223,196	501,672
Other	10,219	9,479	9,787	9,266	-5%	9,518	8,837	10,219	47,588	44,780	113,307
Personnel											
Filled PINS	170	170	169	166	-2%	168	166	170			166
Filled Contract Employees	4	3	4	5	25%	4	3	5			5
State Temporary Employees	12	11	12	14	17%	12	11	14			13
Agency Temporary Employees	5	6	5	4	-20%	5	3	6			5
# Vacancies (PIN & Contract)	8	7	6	7	17%	7	6	9			9
% Vacant Positions	4.2%	3.7%	3.2%	3.7%	17%	3.9%	3.2%	4.8%			4.8%
Total Leave Days	775	1,044	1,001	1,344	34%	5,195	775	1,344	5,195	5,070	11,805
Sick Leave Days (Unplanned)	148	172	184	149	-19%	814	148	184	814	1,049	2,280
Other Leave Days (Planned)	626	872	817	1,195	46%	4,380	626	1,195	4,380	4,021	9,525
Overtime Hrs.	1,399	1,158	961	1,306	36%	5,996	961	1,399	5,996	4,196	10,130
OT Annual Budget									\$202,944	\$233,755	233,755
OT Spent	\$37,862	\$30,250	\$25,072	\$33,498	34%	\$158,064	\$25,072	\$37,862	\$158,064	\$110,961	258,236
% of Budget Spent	34.1%	49.0%	61.4%	77.9%	27%				77.9%	47.5%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		77.9%				77.9%	77.9%	77.9%			90.3%
Branch Visit Time	34.31	32.76	29.01	29.78	3%	31.49	29.01	34.31			23.19
Branch Waiting Time	27.91	26.53	22.73	23.61	4%	25.21	22.73	27.91			16.90
Branch Processing Time	6.40	6.23	6.28	6.17	-2%	6.28	6.17	6.40			6.29
Branch Customers Served	81,507	75,189	92,486	61,096	-34%	82,493	61,096	102,187	412,465	418,540	972,444
Drivers License Visit Time	45.39	40.82	36.42	38.12	5%	40.53	36.42	45.39			27.65
DLS Waiting Time	37.46	32.98	28.58	30.58	7%	32.70	28.58	37.46			19.71
DLS Processing Time	7.93	7.84	7.85	7.54	-4%	7.83	7.54	8.01			7.93
DLS Customers Served	38,627	33,476	40,722	28,412	-30%	37,217	28,412	44,848	186,085	180,525	419,726
Vehicle Services Visit Time	27.47	28.28	25.02	25.37	1%	26.32	25.02	28.28			21.28
VS Wait Time	22.52	23.43	20.13	20.42	1%	21.42	20.13	23.43			16.33
VS Processing Time	4.95	4.85	4.89	4.95	1%	4.90	4.85	4.95			4.94
VS Customers Served	32,361	31,681	39,904	24,332	-39%	34,618	24,332	44,812	173,090	183,757	421,297
ICD/Misc Visit Time	14.54	15.93	14.54	14.16	-3%	14.59	13.76	15.93			13.87
ICD/Misc Wait Time	9.22	10.67	8.95	9.01	1%	9.24	8.38	10.67			8.48
ICD/Misc Processing Time	5.33	5.26	5.59	5.15	-8%	5.34	5.15	5.59			5.39
ICD/Misc Customers Served	10,519	10,032	11,860	8,352	-30%	10,658	8,352	12,527	53,290	54,258	131,421
Total Transactions	132,587	117,607	112,632	103,498	-8%	117,865	103,498	132,587	589,323	615,470	1,420,316
DLS Transactions	70,283	60,901	59,135	52,432	-11%	61,001	52,432	70,283	305,006	312,716	722,196
Title & Registration Transactions	53,070	47,626	45,057	42,389	-6%	47,969	42,389	53,070	239,847	258,225	590,469
Other	9,234	9,080	8,440	8,677	3%	8,894	8,440	9,234	44,470	44,529	107,651
Personnel											
Filled PINS	151	150	156	157	0%	154	150	157			159
Filled Contract Employees	8	7	7	8	14%	8	7	8			7
State Temporary Employees	14	11	9	9	0%	11	9	14			13
Agency Temporary Employees	7	7	6	7	17%	7	6	7			7
# Vacancies (PIN & Contract)	13	15	9	7	-22%	10	6	15			3
% Vacant Positions	7.2%	8.6%	5.1%	3.9%	-23%	5.6%	3.3%	8.6%			1.6%
Total Leave Days	824	1,047	993	1,206	21%	5,027	824	1,206	5,027	4,691	10,744
Sick Leave Days (Unplanned)	179	154	190	119	-38%	791	119	190	791	841	1,984
Other Leave Days (Planned)	646	893	802	1,087	35%	4,236	646	1,087	4,236	3,849	8,760
Overtime Hrs.	1,188	943	781	1,284	64%	5,074	781	1,284	5,074	3,258	7,603
OT Annual Budget									\$202,693	\$215,984	215,984
OT Spent	\$33,844	\$25,127	\$21,384	\$34,212	60%	\$138,823	\$21,384	\$34,212	\$138,823	\$86,680	201,775
% of Budget Spent	28.7%	41.1%	51.6%	68.5%	33%				68.5%	40.1%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		85.9%				85.9%	85.9%	85.9%			87.0%
Branch Visit Time	47.79	42.12	29.60	33.76	14%	39.68	29.60	47.79			30.29
Branch Waiting Time	41.01	35.52	23.12	27.46	19%	33.13	23.12	41.01			23.81
Branch Processing Time	6.78	6.60	6.48	6.30	-3%	6.55	6.30	6.78			6.48
Branch Customers Served	73,529	64,389	82,977	57,320	-31%	73,238	57,320	87,977	366,192	384,666	885,064
Drivers License Visit Time	57.11	47.04	33.88	39.64	17%	46.17	33.88	57.11			34.11
DLS Waiting Time	49.39	39.57	26.59	32.65	23%	38.76	26.59	49.39			26.34
DLS Processing Time	7.72	7.47	7.29	6.99	-4%	7.41	6.99	7.72			7.76
DLS Customers Served	42,323	36,234	45,676	31,746	-30%	40,805	31,746	48,044	204,023	190,139	444,672
Vehicle Services Visit Time	38.63	38.43	26.11	28.69	10%	34.22	26.11	39.25			27.46
VS Wait Time	32.93	32.89	20.59	23.22	13%	28.68	20.59	33.78			22.22
VS Processing Time	5.70	5.54	5.52	5.47	-1%	5.54	5.47	5.70			5.23
VS Customers Served	22,933	20,632	27,487	19,000	-31%	24,007	19,000	29,981	120,033	145,825	326,086
ICD/Misc Visit Time	24.28	28.64	19.05	20.33	7%	23.11	19.05	28.64			22.57
ICD/Misc Wait Time	19.37	23.14	13.62	14.90	9%	17.84	13.62	23.14			17.44
ICD/Misc Processing Time	4.91	5.50	5.43	5.43	0%	5.27	4.91	5.50			5.13
ICD/Misc Customers Served	8,273	7,523	9,814	6,574	-33%	8,427	6,574	9,952	42,136	48,702	114,306
Total Transactions	102,630	88,006	87,683	79,063	-10%	91,503	79,063	102,630	457,517	476,423	1,093,284
DLS Transactions	66,830	56,195	56,814	50,063	-12%	59,247	50,063	66,830	296,233	297,140	683,440
Title & Registration Transactions	31,334	27,601	26,787	24,951	-7%	28,115	24,951	31,334	140,575	158,726	358,995
Other	4,466	4,210	4,082	4,049	-1%	4,142	3,902	4,466	20,709	20,557	50,849
Personnel											
Filled PINS	133	132	133	132	-1%	132	132	133			129
Filled Contract Employees	6	5	5	6	20%	5	4	6			4
State Temporary Employees	8	8	5	5	0%	6	4	8			5
Agency Temporary Employees	5	5	3	4	33%	4	3	5			2
# Vacancies (PIN & Contract)	8	9	8	10	19%	9	8	10			12
% Vacant Positions	5.3%	6.0%	5.5%	6.5%	18%	5.9%	5.3%	6.5%			8.6%
Total Leave Days	605	732	700	950	36%	3,771	605	950	3,771	3,667	8,625
Sick Leave Days (Unplanned)	120	103	109	106	-3%	604	103	168	604	675	1,570
Other Leave Days (Planned)	486	630	591	844	43%	3,167	486	844	3,167	2,992	7,055
Overtime Hrs.	1,651	1,262	827	1,163	41%	6,397	827	1,651	6,397	3,384	8,188
OT Annual Budget									\$125,591	\$125,591	125,591
OT Spent	\$42,335	\$31,903	\$21,032	\$29,142	39%	\$161,481	\$21,032	\$42,335	\$161,481	\$84,453	201,524
% of Budget Spent	63.2%	88.6%	105.4%	0.0%	-100%				128.6%	67.2%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		88.2%				88.2%	88.2%	88.2%			88.9%
Branch Visit Time	37.28	33.15	26.91	27.02	0%	31.85	26.91	37.28			28.94
Branch Waiting Time	30.47	26.50	20.16	20.38	1%	25.15	20.16	30.47			22.22
Branch Processing Time	6.81	6.66	6.75	6.64	-2%	6.69	6.61	6.81			6.73
Branch Customers Served	113,748	105,790	131,238	88,519	-33%	116,400	88,519	142,705	582,000	591,428	1,377,881
Drivers License Visit Time	56.36	46.14	36.78	39.26	7%	45.80	36.78	56.36			38.62
DLS Waiting Time	47.81	37.65	28.14	30.83	10%	37.32	28.14	47.81			30.05
DLS Processing Time	8.55	8.50	8.64	8.43	-2%	8.48	8.30	8.64			8.57
DLS Customers Served	43,393	38,180	47,178	33,086	-30%	42,717	33,086	51,746	213,583	212,761	486,810
Vehicle Services Visit Time	27.12	26.91	21.69	20.24	-7%	24.78	20.24	27.93			25.01
VS Wait Time	21.35	21.20	15.92	14.55	-9%	19.05	14.55	22.23			19.22
VS Processing Time	5.77	5.71	5.77	5.69	-1%	5.73	5.69	5.77			5.78
VS Customers Served	51,095	49,147	60,355	39,085	-35%	53,367	39,085	67,155	266,837	276,911	641,642
ICD/Misc Visit Time	20.22	21.50	19.70	18.64	-5%	19.81	18.64	21.50			19.00
ICD/Misc Wait Time	14.60	16.04	14.22	13.30	-6%	14.32	13.30	16.04			13.44
ICD/Misc Processing Time	5.62	5.46	5.49	5.33	-3%	5.49	5.33	5.62			5.55
ICD/Misc Customers Served	19,260	18,463	23,705	16,348	-31%	20,316	16,348	23,804	101,580	101,756	249,429
Total Transactions	165,224	148,351	141,819	129,265	-9%	147,851	129,265	165,224	739,254	728,950	1,705,040
DLS Transactions	74,209	65,298	65,857	56,379	-14%	66,013	56,379	74,209	330,066	334,468	767,320
Title & Registration Transactions	72,398	65,697	58,678	55,591	-5%	64,163	55,591	72,398	320,814	310,484	727,071
Other	18,617	17,356	17,284	17,295	0%	17,675	17,284	18,617	88,374	17,357	210,649
Personnel											
Filled PINS	235	239	239	240	0%	237	234	240			235
Filled Contract Employees	2	2	3	3	0%	3	2	4			4
State Temporary Employees	13	12	11	11	0%	12	11	14			15
Agency Temporary Employees	4	3	4	3	-25%	3	3	4			4
# Vacancies (PIN & Contract)	16	11	10	9	-10%	12	9	16			14
% Vacant Positions	6.3%	4.3%	3.9%	3.5%	-10%	4.9%	3.5%	6.3%			5.2%
Total Leave Days	1,117	1,356	1,419	1,775	25%	6,988	1,117	1,775	6,988	7,120	15,975
Sick Leave Days (Unplanned)	297	292	332	265	-20%	1,403	217	332	1,403	1,424	3,186
Other Leave Days (Planned)	820	1,064	1,087	1,510	39%	5,585	820	1,510	5,585	5,696	12,892
Overtime Hrs.	1,885	1,486	1,328	1,667	26%	8,036	1,328	1,885	8,036	7,324	15,701
OT Annual Budget									\$439,841	\$448,630	448,630
OT Spent	\$51,964	\$37,708	\$33,659	\$42,834	27%	\$209,962	\$33,659	\$51,964	\$209,962	\$189,709	403,390
% of Budget Spent	21.8%	30.3%	38.0%	47.7%	26%				47.7%	42.3%	89.9%

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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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		73.8%				73.8%	73.8%	73.8%			85.8%
Branch Visit Time	46.43	40.03	30.80	35.78	16%	37.92	30.80	46.43			33.41
Branch Waiting Time	40.46	34.27	25.11	30.05	20%	32.11	25.11	40.46			27.75
Branch Processing Time	5.97	5.76	5.69	5.74	1%	5.81	5.69	5.97			5.67
Branch Customers Served	26,849	23,773	30,105	20,675	-31%	26,744	20,675	32,320	133,722	140,331	324,997
Drivers License Visit Time	66.24	55.05	44.67	50.31	13%	54.66	44.67	66.24			43.93
DLS Waiting Time	58.43	47.24	37.00	42.70	15%	46.89	37.00	58.43			36.37
DLS Processing Time	7.81	7.81	7.67	7.61	-1%	7.78	7.61	7.99			7.56
DLS Customers Served	13,075	10,352	12,893	9,290	-28%	11,979	9,290	14,287	59,897	62,792	141,232
Vehicle Services Visit Time	29.33	30.58	19.57	24.37	25%	24.89	19.57	30.58			25.05
VS Wait Time	25.01	26.18	15.48	20.20	30%	20.66	15.48	26.18			20.82
VS Processing Time	4.32	4.40	4.09	4.17	2%	4.23	4.09	4.40			4.23
VS Customers Served	9,375	9,345	11,784	7,824	-34%	10,271	7,824	13,027	51,355	54,430	128,392
ICD/Misc Visit Time	23.07	21.33	21.30	22.98	8%	21.60	19.31	23.07			23.98
ICD/Misc Wait Time	18.97	17.42	16.80	18.61	11%	17.33	14.88	18.97			19.79
ICD/Misc Processing Time	4.10	3.91	4.51	4.37	-3%	4.26	3.91	4.51			4.19
ICD/Misc Customers Served	4,399	4,076	5,428	3,561	-34%	4,494	3,561	5,428	22,470	23,109	55,373
Total Transactions	34,612	29,652	29,681	26,863	-9%	30,661	26,863	34,612	153,303	156,076	363,785
DLS Transactions	20,080	16,742	16,619	14,378	-13%	17,350	14,378	20,080	86,750	89,059	203,125
Title & Registration Transactions	10,023	8,752	8,555	8,101	-5%	9,036	8,101	10,023	45,181	47,132	109,519
Other	4,509	4,158	4,507	4,384	-3%	4,274	3,814	4,509	21,372	19,885	51,141
Personnel											
Filled PINS	45	44	45	45	0%	45	44	45			44
Filled Contract Employees	2	2	2	3	50%	2	2	3			2
State Temporary Employees	4	4	5	5	0%	4	4	5			4
Agency Temporary Employees	4	4	4	2	-50%	3	2	4			4
# Vacancies (PIN & Contract)	2	3	1	1	0%	2	1	3			1
% Vacant Positions	4.3%	6.5%	2.1%	2.1%	-2%	3.7%	2.1%	6.5%			2.2%
Total Leave Days	214	277	264	354	34%	1,345	214	354	1,345	1,317	3,143
Sick Leave Days (Unplanned)	36	42	43	35	-19%	194	35	43	194	334	655
Other Leave Days (Planned)	178	235	222	319	44%	1,151	178	319	1,151	982	2,488
Overtime Hrs.	582	394	352	478	36%	2,194	352	582	2,194	1,667	3,635
OT Annual Budget									\$78,583	\$0	90,514
OT Spent	\$15,820	\$10,999	\$9,612	\$12,852	34%	\$60,124	\$9,612	\$15,820	\$60,124	\$44,279	95,470
% of Budget Spent	33.9%	47.9%	60.2%	76.5%	27%				76.5%	155.3%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		97.9%				97.9%	97.9%	97.9%			98.9%
Branch Visit Time	15.75	13.68	11.17	11.42	2%	13.32	11.17	15.75			12.08
Branch Waiting Time	10.15	8.39	5.97	6.04	1%	7.91	5.97	10.15			6.26
Branch Processing Time	5.60	5.29	5.20	5.38	4%	5.42	5.20	5.60			5.82
Branch Customers Served	6,237	6,047	7,866	4,743	-40%	6,676	4,743	8,485	33,378	34,087	77,867
Drivers License Visit Time	20.66	17.30	14.98	13.83	-8%	16.56	13.83	20.66			14.35
DLS Waiting Time	13.30	10.36	7.75	6.97	-10%	9.51	6.97	13.30			7.24
DLS Processing Time	7.36	6.94	7.23	6.86	-5%	7.05	6.86	7.36			7.11
DLS Customers Served	2,138	1,964	2,478	1,611	-35%	2,135	1,611	2,482	10,673	10,758	25,045
Vehicle Services Visit Time	13.47	11.94	9.14	10.29	13%	11.72	9.14	13.77			10.33
VS Wait Time	9.01	7.60	5.10	5.82	14%	7.35	5.10	9.20			5.74
VS Processing Time	4.45	4.33	4.04	4.47	11%	4.37	4.04	4.57			4.59
VS Customers Served	3,559	3,575	4,706	2,670	-43%	3,964	2,670	5,310	19,820	20,249	45,637
ICD/Misc Visit Time	11.22	11.30	10.54	9.55	-9%	11.04	9.55	12.59			10.63
ICD/Misc Wait Time	4.91	4.94	4.53	3.72	-18%	4.87	3.72	6.24			4.64
ICD/Misc Processing Time	6.31	6.36	6.01	5.83	-3%	6.17	5.83	6.36			5.99
ICD/Misc Customers Served	540	508	682	462	-32%	577	462	693	2,885	3,080	7,185
Total Transactions	9,646	8,891	8,752	7,194	-18%	8,813	7,194	9,646	44,066	44,222	103,397
DLS Transactions	3,783	3,480	3,480	2,950	-15%	3,447	2,950	3,783	17,235	16,941	40,192
Title & Registration Transactions	5,268	4,893	4,748	3,779	-20%	4,837	3,779	5,497	24,185	24,525	56,921
Other	595	518	524	465	-11%	529	465	595	2,646	2,756	6,284
Personnel											
Filled PINS	18	18	18	19	3%	18	18	19			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)	3	2	1	1	0%	2	1	3			4
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	116	99	100	142	42%	614	99	156	614	619	1,328
Sick Leave Days (Unplanned)	26	10	10	4	-59%	75	4	26	75	118	242
Other Leave Days (Planned)	91	90	90	138	54%	539	90	138	539	501	1,086
Overtime Hrs.	82	18	25	23	-8%	206	18	82	206	66	155
OT Annual Budget									\$3,656	\$0	4,210
OT Spent	\$2,465	\$500	\$607	\$537	-12%	\$5,841	\$500	\$2,465	\$5,841	\$1,767	4,226
% of Budget Spent	114.8%	128.5%	145.1%	159.8%	10%				159.8%	122.9%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		87.6%				87.6%	87.6%	87.6%			82.5%
Branch Visit Time	36.29	41.68	31.81	32.87	3%	36.75	31.81	41.68			28.13
Branch Waiting Time	30.92	36.67	26.57	27.70	4%	31.61	26.57	36.67			22.37
Branch Processing Time	5.37	5.01	5.24	5.17	-1%	5.14	4.89	5.37			5.77
Branch Customers Served	18,101	15,884	19,311	12,848	-33%	17,713	12,848	22,422	88,566	83,125	194,876
Drivers License Visit Time	42.13	47.69	37.13	38.14	3%	43.17	37.13	50.75			32.78
DLS Waiting Time	35.73	41.48	30.94	31.94	3%	36.98	30.94	44.81			25.54
DLS Processing Time	6.40	6.20	6.19	6.20	0%	6.19	5.94	6.40			7.24
DLS Customers Served	8,732	7,097	8,980	6,366	-29%	8,293	6,366	10,290	41,465	34,743	81,440
Vehicle Services Visit Time	32.85	39.12	29.12	30.49	5%	33.46	29.12	39.12			25.81
VS Wait Time	28.62	35.29	24.75	26.46	7%	29.40	24.75	35.29			21.29
VS Processing Time	4.24	3.83	4.37	4.03	-8%	4.06	3.83	4.37			4.52
VS Customers Served	7,770	7,271	8,477	5,297	-38%	7,779	5,297	10,081	38,896	39,782	92,909
ICD/Misc Visit Time	19.90	19.68	16.71	15.48	-7%	17.78	15.48	19.90			18.68
ICD/Misc Wait Time	14.43	14.34	11.86	10.59	-11%	12.69	10.59	14.43			13.08
ICD/Misc Processing Time	5.47	5.34	4.85	4.89	1%	5.09	4.85	5.47			5.60
ICD/Misc Customers Served	1,599	1,516	1,854	1,185	-36%	1,641	1,185	2,051	8,205	8,600	20,527
Total Transactions	18,457	17,361	16,895	14,998	-11%	18,109	14,998	21,010	90,545	85,514	196,178
DLS Transactions	11,516	9,356	9,648	8,416	-13%	10,006	8,416	11,516	50,029	50,075	116,472
Title & Registration Transactions	5,807	7,023	6,266	5,664	-10%	7,076	5,664	8,360	35,379	30,161	66,656
Other	1,134	982	981	918	-6%	1,027	918	1,134	5,137	5,278	13,050
Personnel											
Filled PINS	24	25	25	25	0%	25	24	25			25
Filled Contract Employees	0	0	0	0	0%	0	0	0			1
State Temporary Employees	3	2	2	4	100%	3	2	4			4
Agency Temporary Employees	0	1	0	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	2	1	1	1	0%	1	1	2			0
% Vacant Positions	8.3%	4.0%	4.0%	4.0%	0%	4.9%	4.0%	8.3%			0.0%
Total Leave Days	81	153	132	185	40%	685	81	185	685	753	1,684
Sick Leave Days (Unplanned)	9	28	16	12	-29%	72	7	28	72	119	263
Other Leave Days (Planned)	72	125	115	173	50%	614	72	173	614	634	1,422
Overtime Hrs.	167	136	130	145	12%	771	130	193	771	432	1,159
OT Annual Budget									\$22,610	\$0	26,043
OT Spent	\$4,768	\$3,659	\$3,553	\$4,030	13%	\$21,395	\$3,553	\$5,385	\$21,395	\$11,283	30,092
% of Budget Spent	44.9%	61.1%	76.8%	0.0%	-100%				94.6%	165.0%	115.5%

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District 1

PerformanceMetrics											
Hagerstown 9913	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		96.0%				96.0%	96.0%	96.0%			98.9%
Branch Visit Time	18.05	20.13	15.15	15.42	2%	17.08	15.15	20.13			15.61
Branch Waiting Time	12.35	14.75	9.73	9.55	-2%	11.51	9.55	14.75			10.10
Branch Processing Time	5.71	5.39	5.43	5.87	8%	5.56	5.39	5.87			5.52
Branch Customers Served	11,866	11,129	14,164	9,039	-36%	12,293	9,039	15,267	61,465	60,828	140,269
Drivers License Visit Time	21.67	21.48	17.76	16.59	-7%	19.06	16.59	21.67			17.27
DLS Waiting Time	14.56	14.90	10.83	9.45	-13%	12.14	9.45	14.90			10.24
DLS Processing Time	7.10	6.58	6.93	7.14	3%	6.92	6.58	7.14			7.02
DLS Customers Served	4,248	3,837	4,782	3,338	-30%	4,252	3,338	5,056	21,261	20,928	48,380
Vehicle Services Visit Time	16.47	20.09	13.78	14.90	8%	16.31	13.78	20.09			14.88
VS Wait Time	11.63	15.40	9.24	9.91	7%	11.58	9.24	15.40			10.31
VS Processing Time	4.84	4.68	4.54	5.00	10%	4.73	4.54	5.00			4.57
VS Customers Served	6,200	6,002	7,689	4,596	-40%	6,600	4,596	8,515	33,002	33,238	75,594
ICD/Misc Visit Time	14.30	16.66	13.18	14.25	8%	14.65	13.18	16.66			13.48
ICD/Misc Wait Time	8.83	11.30	7.79	8.40	8%	9.13	7.79	11.30			7.95
ICD/Misc Processing Time	5.47	5.36	5.39	5.85	9%	5.52	5.36	5.85			5.54
ICD/Misc Customers Served	1,418	1,290	1,693	1,105	-35%	1,440	1,105	1,696	7,202	6,662	16,295
Total Transactions	18,728	16,579	16,481	14,244	-14%	16,742	14,244	18,728	83,712	84,467	196,730
DLS Transactions	8,408	7,640	7,685	6,415	-17%	7,607	6,415	8,408	38,037	38,101	88,913
Title & Registration Transactions	8,945	7,730	7,608	6,789	-11%	7,947	6,789	8,945	39,737	40,457	94,058
Other	1,375	1,209	1,188	1,040	-12%	1,188	1,040	1,375	5,938	5,909	13,759
Personnel											
Filled PINS	20	20	20	20	0%	20	20	20			20
Filled Contract Employees	2	1	2	2	0%	2	1	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	101	141	143	169	18%	686	101	169	686	691	1,559
Sick Leave Days (Unplanned)	16	22	42	30	-28%	128	16	42	128	163	286
Other Leave Days (Planned)	85	119	101	140	38%	558	85	140	558	528	1,273
Overtime Hrs.	19	17	23	28	22%	100	13	28	100	48	116
OT Annual Budget									\$1,382	\$0	1,591
OT Spent	\$479	\$416	\$534	\$766	43%	\$2,551	\$356	\$766	\$2,551	\$1,156	2,637
% of Budget Spent	60.4%	90.5%	129.2%	184.6%	43%				184.6%	241.6%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		98.7%				98.7%	98.7%	98.7%			95.7%
Branch Visit Time	29.80	20.67	11.75	17.94	53%	19.73	11.75	29.80			16.05
Branch Waiting Time	25.33	16.65	8.01	13.98	74%	15.70	8.01	25.33			11.41
Branch Processing Time	4.47	4.02	3.73	3.96	6%	4.03	3.73	4.47			4.64
Branch Customers Served	1,351	1,364	1,678	868	-48%	1,418	868	1,830	7,091	5,141	13,923
Drivers License Visit Time	42.80	29.28	17.48	28.55	63%	28.70	17.48	42.80			22.30
DLS Waiting Time	36.72	23.87	12.01	22.77	90%	22.99	12.01	36.72			15.32
DLS Processing Time	6.08	5.40	5.47	5.78	6%	5.71	5.40	6.08			6.98
DLS Customers Served	512	544	629	322	-49%	528	322	633	2,640	1,802	5,154
Vehicle Services Visit Time	21.65	14.93	8.38	11.56	38%	14.13	8.38	21.65			12.01
VS Wait Time	18.16	11.80	5.66	8.69	53%	11.11	5.66	18.16			8.74
VS Processing Time	3.49	3.13	2.72	2.87	6%	3.02	2.72	3.49			3.26
VS Customers Served	839	820	1,049	546	-48%	890	546	1,197	4,451	3,339	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	1,612	1,471	1,347	1,076	-20%	2,376	1,076	6,376	11,881	7,050	16,222
DLS Transactions	624	605	551	433	-21%	1,520	433	5,389	7,601	2,866	6,766
Title & Registration Transactions	988	866	796	641	-19%	856	641	988	4,278	4,184	9,456
Other	0	0	0	2	0%	2	2	2	2	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		85.9%				85.9%	85.9%	85.9%			84.1%
Branch Visit Time	40.93	33.75	31.32	29.62	-5%	34.40	29.62	40.93			27.07
Branch Waiting Time	34.38	27.28	24.55	23.19	-6%	27.86	23.19	34.38			20.79
Branch Processing Time	6.55	6.48	6.77	6.43	-5%	6.54	6.43	6.77			6.28
Branch Customers Served	11,855	10,498	12,791	8,498	-34%	11,763	8,498	15,173	58,815	62,785	141,365
Drivers License Visit Time	48.53	37.97	36.28	35.93	-1%	40.44	35.93	48.53			31.09
DLS Waiting Time	41.41	31.07	29.20	29.37	1%	33.53	29.20	41.41			24.42
DLS Processing Time	7.12	6.90	7.08	6.57	-7%	6.91	6.57	7.12			6.68
DLS Customers Served	6,707	5,483	6,966	4,822	-31%	6,432	4,822	8,182	32,160	32,671	72,871
Vehicle Services Visit Time	32.74	29.95	26.05	21.95	-16%	28.03	21.95	32.74			22.78
VS Wait Time	27.06	24.05	19.66	15.75	-20%	22.02	15.75	27.06			17.16
VS Processing Time	5.68	5.89	6.39	6.20	-3%	6.00	5.68	6.39			5.62
VS Customers Served	4,052	3,962	4,432	2,759	-38%	4,159	2,759	5,591	20,796	23,717	53,284
ICD/Misc Visit Time	24.33	24.93	21.72	19.43	-11%	22.41	19.43	24.93			21.33
ICD/Misc Wait Time	17.82	18.20	15.11	12.90	-15%	15.83	12.90	18.20			14.59
ICD/Misc Processing Time	6.50	6.72	6.62	6.53	-1%	6.59	6.50	6.72			6.73
ICD/Misc Customers Served	1,096	1,053	1,393	917	-34%	1,172	917	1,400	5,859	6,397	15,210
Total Transactions	21,448	15,379	15,021	13,511	-10%	17,843	13,511	23,858	89,216	81,060	185,297
DLS Transactions	14,917	9,722	9,895	8,577	-13%	12,094	8,577	17,359	60,469	51,539	117,152
Title & Registration Transactions	5,716	4,818	4,313	4,127	-4%	4,927	4,127	5,716	24,635	25,332	57,985
Other	815	839	813	807	-1%	822	807	839	4,112	4,189	10,160
Personnel											
Filled PINS	25	25	25	23	-8%	25	23	25			25
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0%	1	1	1			0
# Vacancies (PIN & Contract)	0	0	0	0	0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	4.0%	4.0%	4.0%			0.0%
Total Leave Days	109	141	130	185	43%	699	109	185	699	678	1,648
Sick Leave Days (Unplanned)	17	21	33	16	-50%	110	16	33	110	164	443
Other Leave Days (Planned)	93	120	97	169	73%	589	93	169	589	514	1,205
Overtime Hrs.	230	144	129	192	49%	867	129	230	867	732	1,516
OT Annual Budget									\$23,715	\$0	27,316
OT Spent	\$5,999	\$3,742	\$3,308	\$5,037	52%	\$22,357	\$3,308	\$5,999	\$22,357	\$22,589	42,693
% of Budget Spent	43.3%	59.1%	73.0%	94.3%	29%				94.3%	264.6%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		85.1%				85.1%	85.1%	85.1%			75.0%
Branch Visit Time	43.15	40.55	34.62	36.98	7%	39.72	34.62	43.28			33.07
Branch Waiting Time	36.78	33.93	27.82	30.25	9%	33.16	27.82	37.02			26.82
Branch Processing Time	6.38	6.63	6.80	6.74	-1%	6.56	6.25	6.80			6.26
Branch Customers Served	18,411	17,425	22,544	15,166	-33%	18,739	15,166	22,544	93,694	105,821	237,511
Drivers License Visit Time	61.58	54.83	40.95	44.75	9%	51.19	40.95	61.58			40.08
DLS Waiting Time	53.05	46.10	31.90	36.03	13%	42.52	31.90	53.05			31.84
DLS Processing Time	8.53	8.73	9.05	8.71	-4%	8.68	8.36	9.05			8.24
DLS Customers Served	8,187	7,422	9,187	6,512	-29%	7,945	6,512	9,187	39,725	41,251	92,351
Vehicle Services Visit Time	31.33	31.14	32.72	33.88	4%	33.63	31.14	39.08			31.05
VS Wait Time	26.45	25.73	27.22	28.34	4%	28.39	25.73	34.19			25.85
VS Processing Time	4.88	5.40	5.50	5.54	1%	5.24	4.88	5.54			5.21
VS Customers Served	7,804	7,753	10,228	6,440	-37%	8,247	6,440	10,228	41,233	50,231	111,497
ICD/Misc Visit Time	19.58	23.21	21.10	22.56	7%	21.92	19.58	23.21			18.90
ICD/Misc Wait Time	15.61	18.99	16.52	18.10	10%	17.67	15.61	19.15			14.57
ICD/Misc Processing Time	3.97	4.22	4.58	4.46	-3%	4.25	3.97	4.58			4.33
ICD/Misc Customers Served	2,420	2,250	3,129	2,214	-29%	2,547	2,214	3,129	12,736	14,339	33,663
Total Transactions	23,624	21,187	21,266	18,238	-14%	20,720	18,238	23,624	103,599	119,532	263,290
DLS Transactions	13,722	11,686	11,895	9,553	-20%	11,628	9,553	13,722	58,142	61,364	137,300
Title & Registration Transactions	8,111	7,728	7,597	7,035	-7%	7,415	6,605	8,111	37,076	51,405	107,077
Other	1,791	1,773	1,774	1,650	-7%	1,676	1,393	1,791	8,381	6,763	18,913
Personnel											
Filled PINS	38	38	36	35	-4%	36	35	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)	1	1	3	4	33%	3	1	4			4
% Vacant Positions	2.7%	2.6%	8.3%	11.6%	39%	7.3%	2.6%	11.6%			11.3%
Total Leave Days	153	233	232	309	33%	1,166	153	309	1,166	1,013	2,444
Sick Leave Days (Unplanned)	46	49	40	53	31%	236	40	53	236	151	393
Other Leave Days (Planned)	108	184	192	256	34%	930	108	256	930	861	2,051
Overtime Hrs.	319	449	302	440	46%	1,858	302	449	1,858	1,251	3,549
OT Annual Budget									\$72,998	\$0	84,081
OT Spent	\$8,331	\$10,934	\$7,458	\$10,276	38%	\$45,796	\$7,458	\$10,934	\$45,796	\$29,888	83,119
% of Budget Spent	23.5%	38.4%	48.7%	62.7%	29%				62.7%	109.9%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		98.6%				98.6%	98.6%	98.6%			88.5%
Branch Visit Time	36.79	37.20	32.39	33.22	3%	34.00	30.41	37.20			27.71
Branch Waiting Time	29.81	30.53	25.64	26.53	3%	27.23	23.63	30.53			21.15
Branch Processing Time	6.98	6.67	6.75	6.70	-1%	6.78	6.67	6.98			6.56
Branch Customers Served	16,752	15,580	19,060	12,593	-34%	17,039	12,593	21,210	85,195	89,542	206,513
Drivers License Visit Time	43.37	47.93	37.92	39.58	4%	42.59	37.92	47.93			32.52
DLS Waiting Time	34.43	38.84	29.03	31.45	8%	33.77	29.03	38.84			23.85
DLS Processing Time	8.94	9.09	8.90	8.13	-9%	8.82	8.13	9.09			8.66
DLS Customers Served	7,427	6,466	7,802	5,677	-27%	7,233	5,677	8,794	36,166	37,983	86,146
Vehicle Services Visit Time	35.82	32.41	31.28	31.20	0%	30.58	22.21	35.82			26.33
VS Wait Time	30.30	27.22	26.06	25.64	-2%	25.21	16.84	30.30			21.28
VS Processing Time	5.52	5.19	5.22	5.56	7%	5.37	5.19	5.56			5.06
VS Customers Served	7,303	7,222	9,007	5,378	-40%	7,784	5,378	10,010	38,920	41,351	95,810
ICD/Misc Visit Time	16.90	13.61	16.35	17.33	6%	15.39	12.76	17.33			15.80
ICD/Misc Wait Time	11.77	9.22	10.72	11.83	10%	10.32	8.04	11.83			10.72
ICD/Misc Processing Time	5.13	4.39	5.63	5.50	-2%	5.07	4.39	5.63			5.08
ICD/Misc Customers Served	2,022	1,892	2,251	1,538	-32%	2,022	1,538	2,406	10,109	10,208	24,557
Total Transactions	28,527	25,087	24,018	22,976	-4%	25,782	22,976	28,527	128,912	128,523	296,192
DLS Transactions	13,994	11,924	11,388	10,669	-6%	12,364	10,669	13,994	61,822	61,983	143,794
Title & Registration Transactions	12,360	11,074	10,505	10,177	-3%	11,252	10,177	12,360	56,262	54,228	123,916
Other	2,173	2,089	2,125	2,130	0%	2,166	2,089	2,311	10,828	12,312	28,482
Personnel											
Filled PINS	33	32	34	35	1%	33	32	35			35
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	4	3	2	2	0%	3	2	4			4
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	3	4	2	1	-50%	2	1	4			1
% Vacant Positions	9.2%	12.5%	5.9%	2.9%	-51%	7.3%	2.9%	12.5%			2.9%
Total Leave Days	188	255	215	251	17%	1,126	188	255	1,126	940	2,258
Sick Leave Days (Unplanned)	35	33	29	19	-33%	135	19	35	135	141	334
Other Leave Days (Planned)	153	222	186	232	24%	991	153	232	991	799	1,924
Overtime Hrs.	356	330	318	426	34%	1,684	254	426	1,684	1,130	2,317
OT Annual Budget									\$61,246	\$0	70,544
OT Spent	\$10,972	\$9,076	\$8,844	\$11,815	34%	\$48,133	\$7,426	\$11,815	\$48,133	\$30,126	62,209
% of Budget Spent	30.0%	44.9%	59.3%	78.6%	33%				78.6%	136.8%	88.2%

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PerformanceMetrics											
Elkton 9923	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Change	Avg	Min			
Customer Survey Results		74.8%				74.8%	74.8%	74.8%			95.8%
Branch Visit Time	20.91	24.28	20.47	19.29	-6%	21.72	19.29	24.28			15.46
Branch Waiting Time	14.40	17.96	14.30	12.87	-10%	15.41	12.87	17.96			8.86
Branch Processing Time	6.51	6.32	6.17	6.42	4%	6.32	6.16	6.51			6.60
Branch Customers Served	8,586	8,015	10,118	6,343	-37%	8,858	6,343	11,230	44,292	44,396	102,687
Drivers License Visit Time	21.53	17.31	17.17	13.54	-21%	18.84	13.54	24.64			13.60
DLS Waiting Time	13.50	9.81	9.58	6.28	-34%	11.20	6.28	16.83			5.43
DLS Processing Time	8.03	7.50	7.60	7.26	-4%	7.64	7.26	8.03			8.17
DLS Customers Served	2,956	2,690	3,380	2,299	-32%	3,005	2,299	3,699	15,024	15,021	34,239
Vehicle Services Visit Time	22.04	30.61	24.39	24.47	0%	25.32	22.04	30.61			17.05
VS Wait Time	16.60	25.02	19.18	18.75	-2%	19.91	16.60	25.02			11.44
VS Processing Time	5.43	5.59	5.21	5.73	10%	5.41	5.09	5.73			5.61
VS Customers Served	4,659	4,378	5,504	3,292	-40%	4,825	3,292	6,290	24,123	24,398	56,257
ICD/Misc Visit Time	13.78	14.05	12.32	12.98	5%	13.29	12.32	14.05			12.83
ICD/Misc Visit Time	6.61	7.38	5.71	6.03	6%	6.47	5.71	7.38			6.06
ICD/Misc Processing Time	7.17	6.67	6.61	6.95	5%	6.83	6.61	7.17			6.77
ICD/Misc Customers Served	971	947	1,234	752	-39%	1,029	752	1,241	5,145	4,977	12,191
Total Transactions	13,836	12,465	12,341	10,678	-13%	12,586	10,678	13,836	62,932	67,038	157,314
DLS Transactions	5,825	5,431	5,315	4,459	-16%	5,424	4,459	6,091	27,121	26,399	61,139
Title & Registration Transactions	6,850	6,019	6,055	5,270	-13%	6,147	5,270	6,850	30,733	35,200	83,683
Other	1,161	1,015	971	949	-2%	1,016	949	1,161	5,078	5,439	12,492
Personnel											
Filled PINS	20	20	21	21	0%	21	20	21			21
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	2	2	2	2	0%	2	2	2			2
# Vacancies (PIN & Contract)	1	1	0	0	0%	1	1	1			0
% Vacant Positions	5.0%	5.0%	0.0%	0.0%	0%	5.0%	5.0%	5.0%			0.0%
Total Leave Days	92	155	119	149	26%	659	92	155	659	596	1,353
Sick Leave Days (Unplanned)	12	23	12	16	38%	92	12	29	92	90	181
Other Leave Days (Planned)	80	133	107	133	24%	567	80	133	567	506	1,172
Overtime Hrs.	90	66	66	135	105%	465	66	135	465	288	636
OT Annual Budget									\$24,145	\$0	27,811
OT Spent	\$2,507	\$1,907	\$1,960	\$3,559	82%	\$12,969	\$1,907	\$3,559	\$12,969	\$8,043	17,652
% of Budget Spent	23.0%	30.9%	0.0%	0.0%	0%				53.7%	87.6%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		77.9%				77.9%	77.9%	77.9%			77.5%
Branch Visit Time	52.51	46.33	42.44	49.36	16%	49.03	42.44	54.51			36.03
Branch Waiting Time	45.43	39.61	35.44	42.47	20%	42.10	35.44	47.53			29.30
Branch Processing Time	7.08	6.72	7.00	6.89	-2%	6.93	6.72	7.08			6.73
Branch Customers Served	17,191	15,819	19,958	12,683	-36%	17,341	12,683	21,053	86,704	95,910	218,179
Drivers License Visit Time	72.84	57.31	56.39	66.59	18%	65.18	56.39	72.84			44.83
DLS Waiting Time	62.37	47.28	46.09	56.34	22%	54.94	46.09	62.63			35.30
DLS Processing Time	10.48	10.03	10.30	10.25	0%	10.24	10.03	10.48			9.53
DLS Customers Served	7,822	6,754	8,565	5,590	-35%	7,544	5,590	8,988	37,719	40,316	91,562
Vehicle Services Visit Time	44.03	41.90	36.08	44.08	22%	42.58	36.08	46.79			34.08
VS Wait Time	39.57	37.43	31.37	39.55	26%	37.98	31.37	41.99			29.09
VS Processing Time	4.47	4.47	4.71	4.52	-4%	4.59	4.47	4.80			4.99
VS Customers Served	6,583	6,510	8,317	4,878	-41%	7,055	4,878	8,986	35,274	40,480	91,261
ICD/Misc Visit Time	14.18	20.00	17.08	17.12	0%	16.46	13.93	20.00			15.33
ICD/Misc Wait Time	10.45	16.13	13.09	13.35	2%	12.59	9.91	16.13			11.32
ICD/Misc Processing Time	3.72	3.88	3.99	3.77	-6%	3.87	3.72	4.02			4.01
ICD/Misc Customers Served	49,524	46,711	59,558	40,718	-32%	51,273	40,718	59,852	256,363	266,903	643,409
Total Transactions	26,694	24,098	23,258	20,786	-11%	24,066	20,786	26,694	120,332	127,560	291,837
DLS Transactions	14,038	12,307	12,457	10,606	-15%	12,549	10,606	14,038	62,746	65,690	149,418
Title & Registration Transactions	10,187	9,059	8,429	7,728	-8%	9,009	7,728	10,187	45,043	49,380	112,240
Other	2,469	2,732	2,372	2,452	3%	2,509	2,372	2,732	12,543	12,490	30,179
Personnel											
Filled PINS	28	27	28	28	0%	28	27	29			30
Filled Contract Employees	2	2	2	2	0%	2	2	2			2
State Temporary Employees	2	1	1	1	0%	1	1	2			1
Agency Temporary Employees	3	3	2	3	50%	3	2	3			3
# Vacancies (PIN & Contract)	4	5	4	4	0%	4	1	5			0
% Vacant Positions	13.3%	17.2%	13.3%	13.3%	0%	12.1%	3.2%	17.2%			0.0%
Total Leave Days	172	175	160	211	32%	884	160	211	884	769	1,916
Sick Leave Days (Unplanned)	34	39	45	24	-47%	172	24	45	172	179	439
Other Leave Days (Planned)	138	136	116	187	62%	712	116	187	712	590	1,478
Overtime Hrs.	401	251	195	338	73%	1,460	195	401	1,460	787	2,190
OT Annual Budget									\$61,569	\$0	61,569
OT Spent	\$11,582	\$7,011	\$5,652	\$9,574	69%	\$41,536	\$5,652	\$11,582	\$41,536	\$22,285	61,038
% of Budget Spent	31.3%	42.7%	51.9%	67.5%	30%				67.5%	116.1%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		85.9%				85.9%	85.9%	85.9%			95.0%
Branch Visit Time	19.09	21.86	16.76	16.26	-3%	17.92	15.61	21.86			14.45
Branch Waiting Time	14.89	17.78	12.82	12.56	-2%	13.87	11.29	17.78			9.72
Branch Processing Time	4.20	4.08	3.94	3.70	-6%	4.05	3.70	4.32			4.74
Branch Customers Served	8,172	7,574	8,767	6,001	-32%	8,210	6,001	10,536	41,050	39,879	93,041
Drivers License Visit Time	25.10	29.43	19.37	18.40	-5%	22.84	18.40	29.43			16.73
DLS Waiting Time	20.95	25.72	16.23	15.26	-6%	19.05	15.26	25.72			11.13
DLS Processing Time	4.14	3.70	3.14	3.14	0%	3.79	3.14	4.82			5.60
DLS Customers Served	3,333	2,878	3,271	2,345	-28%	3,139	2,345	3,868	15,695	14,927	34,151
Vehicle Services Visit Time	15.69	18.72	16.15	16.24	1%	15.60	11.21	18.72			14.10
VS Wait Time	11.73	14.60	11.91	12.18	2%	11.61	7.63	14.60			10.16
VS Processing Time	3.96	4.12	4.25	4.06	-4%	3.99	3.58	4.25			3.94
VS Customers Served	3,962	3,870	4,528	2,982	-34%	4,194	2,982	5,626	20,968	20,791	48,444
ICD/Misc Visit Time	11.47	10.98	10.52	9.57	-9%	10.51	9.57	11.47			9.12
ICD/Misc Wait Time	5.95	5.73	5.00	5.23	5%	5.36	4.87	5.95			4.58
ICD/Misc Processing Time	5.53	5.25	5.52	4.34	-21%	5.16	4.34	5.53			4.54
ICD/Misc Customers Served	877	826	968	674	-30%	877	674	1,042	4,387	4,161	10,446
Total Transactions	12,433	10,719	9,917	9,093	-8%	10,944	9,093	12,558	54,719	54,888	129,301
DLS Transactions	6,143	5,160	5,036	4,254	-16%	5,348	4,254	6,147	26,739	26,441	61,408
Title & Registration Transactions	5,717	4,939	4,343	4,277	-2%	5,019	4,277	5,821	25,097	26,091	61,498
Other	573	620	538	562	4%	577	538	620	2,883	2,356	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	59	89	107	119	11%	451	59	119	451	524	1,085
Sick Leave Days (Unplanned)	21	7	30	19	-37%	86	7	30	86	52	112
Other Leave Days (Planned)	38	82	77	100	29%	364	38	100	364	472	973
Overtime Hrs.	33	55	28	37	32%	170	17	55	170	104	301
OT Annual Budget									\$3,921	\$0	3,921
OT Spent	\$1,006	\$1,466	\$827	\$1,070	29%	\$4,809	\$440	\$1,466	\$4,809	\$2,874	8,616
% of Budget Spent	36.9%	74.3%	95.4%	122.6%	29%				122.6%	231.8%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Change	Avg	Min			
Customer Survey Results		0.0%				0.0%	0.0%	0.0%			98.0%
Branch Visit Time	24.68	27.75	13.50	16.39	21%	22.04	13.50	27.87			13.28
Branch Waiting Time	22.70	23.85	10.62	14.38	35%	19.00	10.62	23.85			9.53
Branch Processing Time	1.98	3.90	2.89	2.00	-31%	3.03	1.98	4.39			3.75
Branch Customers Served	1,677	1,538	1,757	1,476	-16%	1,695	1,476	2,027	8,475	0	9,708
Drivers License Visit Time	26.17	29.11	13.76	16.91	23%	22.95	13.76	29.11			13.66
DLS Waiting Time	23.97	24.88	10.80	14.81	37%	19.68	10.80	24.88			9.66
DLS Processing Time	2.20	4.24	2.96	2.10	-29%	3.27	2.10	4.88			4.00
DLS Customers Served	1,417	1,271	1,636	1,361	-17%	1,461	1,271	1,636	7,307	0	7,704
Vehicle Services Visit Time	13.81	22.25	9.29	9.79	5%	15.87	9.29	24.21			10.96
VS Wait Time	13.03	20.41	7.52	8.73	16%	14.38	7.52	22.23			8.69
VS Processing Time	0.79	1.84	1.77	1.06	-40%	1.49	0.79	1.98			2.27
VS Customers Served	111	105	75	76	1%	104	75	154	521	0	745
ICD/Misc Visit Time	18.24	22.09	10.99	12.35	12%	17.52	10.99	23.91			11.50
ICD/Misc Wait Time	17.34	19.29	8.20	11.28	38%	15.48	8.20	21.28			8.39
ICD/Misc Processing Time	0.90	2.80	2.79	1.07	-62%	2.04	0.90	2.80			3.11
ICD/Misc Customers Served	149	162	46	39	-15%	129	39	251	647	0	1,259
Total Transactions	2,456	2,221	1,733	2,177	26%	2,163	1,733	2,456	10,813	11,044	24,969
DLS Transactions	2,252	2,038	1,578	1,912	21%	1,943	1,578	2,252	9,713	9,715	22,415
Title & Registration Transactions	159	174	141	246	74%	191	141	246	955	1,195	2,164
Other	45	9	14	19	36%	29	9	58	145	134	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				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		0.0%				0.0%	0.0%	0.0%			98.8%
Branch Visit Time	35.50	36.86	36.02	32.74	-9%	33.45	26.15	36.86			17.22
Branch Waiting Time	29.56	31.28	30.37	27.06	-11%	27.71	20.30	31.28			11.51
Branch Processing Time	5.94	5.58	5.65	5.68	0%	5.74	5.58	5.94			5.71
Branch Customers Served	9,819	8,774	10,762	7,638	-29%	9,662	7,638	11,316	48,309	45,274	105,549
Drivers License Visit Time	43.24	46.08	45.80	41.88	-9%	41.76	31.81	46.08			20.34
DLS Waiting Time	36.22	39.50	39.12	35.14	-10%	34.96	24.83	39.50			13.66
DLS Processing Time	7.02	6.58	6.69	6.74	1%	6.80	6.58	7.02			6.68
DLS Customers Served	7,138	6,157	7,737	5,372	-31%	6,882	5,372	8,008	34,412	31,866	74,417
Vehicle Services Visit Time	13.29	13.88	9.79	9.99	2%	11.59	9.79	13.88			8.08
VS Wait Time	11.10	11.58	7.62	7.77	2%	9.35	7.62	11.58			5.59
VS Processing Time	2.19	2.30	2.17	2.22	2%	2.24	2.17	2.30			2.49
VS Customers Served	1,851	1,762	2,130	1,553	-27%	1,929	1,553	2,349	9,645	9,297	21,297
ICD/Misc Visit Time	18.77	19.99	13.51	14.06	4%	16.51	13.51	19.99			12.85
ICD/Misc Wait Time	13.65	14.68	8.40	8.67	3%	11.29	8.40	14.68			7.56
ICD/Misc Processing Time	5.12	5.31	5.10	5.39	6%	5.22	5.10	5.39			5.29
ICD/Misc Customers Served	830	855	895	713	-20%	850	713	959	4,252	4,111	9,835
Total Transactions	15,462	13,414	13,440	12,258	-9%	13,355	12,204	15,462	66,776	76,804	169,708
DLS Transactions	12,095	10,538	10,649	9,347	-12%	10,359	9,167	12,095	51,794	53,665	124,946
Title & Registration Transactions	2,917	2,376	2,360	2,450	4%	2,534	2,360	2,917	12,669	21,455	40,418
Other	450	500	431	461	7%	463	431	500	2,313	1,684	4,344
Personnel											
Filled PINS	10	12	12	12	0%	12	10	12			12
Filled Contract Employees	1	1	1	1	0%	1	1	2			1
State Temporary Employees	1	1	0	0	0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	3	2	2	1	-50%	2	1	3			1
% Vacant Positions	0.4%	0.2%	0.2%	0.1%	-37%	0.2%	0.1%	0.4%			7.7%
Total Leave Days	57	81	79	96	21%	395	57	96	395	278	666
Sick Leave Days (Unplanned)	25	30	28	16	-45%	106	6	30	106	47	113
Other Leave Days (Planned)	32	51	51	80	58%	289	32	80	289	231	552
Overtime Hrs.	12	6	19	99	421%	142	6	99	142	11	35
OT Annual Budget									\$284	\$0	327
OT Spent	\$247	\$114	\$488	\$2,457	403%	\$3,406	\$100	\$2,457	\$3,406	\$433	871
% of Budget Spent	122.2%	162.3%	334.2%	1199.3%	259%				1199.3%	243.3%	266.2%

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 District 2

PerformanceMetrics											
Waldorf 9942	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		95.2%				95.2%	95.2%	95.2%			93.8%
Branch Visit Time	27.63	23.37	19.71	18.65	-5%	22.90	18.65	27.63			16.82
Branch Waiting Time	20.82	16.59	12.97	11.95	-8%	16.17	11.95	20.82			10.39
Branch Processing Time	6.80	6.78	6.74	6.70	-1%	6.73	6.61	6.80			6.44
Branch Customers Served	19,310	17,889	22,064	14,362	-35%	19,688	14,362	24,815	98,440	103,539	236,767
Drivers License Visit Time	41.69	28.78	23.74	26.78	13%	31.05	23.74	41.69			21.39
DLS Waiting Time	33.80	20.55	15.41	18.45	20%	22.93	15.41	33.80			13.72
DLS Processing Time	7.89	8.23	8.34	8.32	0%	8.12	7.82	8.34			7.67
DLS Customers Served	8,534	7,260	8,331	5,768	-31%	7,952	5,768	9,869	39,762	40,412	91,507
Vehicle Services Visit Time	17.79	20.05	17.73	13.90	-22%	18.02	13.90	20.64			13.93
VS Wait Time	12.06	14.59	12.25	8.37	-32%	12.48	8.37	15.13			8.66
VS Processing Time	5.73	5.46	5.47	5.53	1%	5.54	5.46	5.73			5.27
VS Customers Served	7,892	7,834	10,343	6,173	-40%	8,728	6,173	11,397	43,639	47,440	107,483
ICD/Misc Visit Time	12.76	14.29	13.04	10.95	-16%	13.04	10.95	14.29			12.92
ICD/Misc Wait Time	6.15	7.52	6.19	5.08	-18%	6.45	5.08	7.52			6.14
ICD/Misc Processing Time	6.61	6.78	6.84	5.88	-14%	6.59	5.88	6.85			6.78
ICD/Misc Customers Served	2,884	2,795	3,390	2,421	-29%	3,008	2,421	3,549	15,039	15,687	37,777
Total Transactions	33,182	29,604	27,925	25,531	-9%	28,968	25,531	33,182	144,839	149,614	350,995
DLS Transactions	15,939	13,504	12,712	11,186	-12%	13,014	11,186	15,939	65,071	68,824	159,076
Title & Registration Transactions	14,880	13,985	13,224	12,241	-7%	13,818	12,241	14,880	69,088	70,676	166,550
Other	2,363	2,115	1,989	2,104	6%	2,136	1,989	2,363	10,680	10,114	25,369
Personnel											
Filled PINS	48	47	49	49	0%	48	47	49			49
Filled Contract Employees	1	0	0	1	0%	1	1	1			0
State Temporary Employees	7	6	6	6	0%	6	6	7			7
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	2	3	1	1	0%	2	1	3			1
% Vacant Positions	4.1%	6.4%	2.0%	2.0%	-2%	3.7%	2.0%	6.4%			2.0%
Total Leave Days	256	292	313	381	22%	1,513	256	381	1,513	1,585	3,466
Sick Leave Days (Unplanned)	51	23	47	25	-46%	201	23	54	201	333	805
Other Leave Days (Planned)	205	269	266	356	34%	1,312	205	356	1,312	1,252	2,661
Overtime Hrs.	296	235	155	249	61%	1,153	155	296	1,153	937	2,123
OT Annual Budget									\$51,812	\$0	51,812
OT Spent	\$7,530	\$5,553	\$3,613	\$5,737	59%	\$27,970	\$3,613	\$7,530	\$27,970	\$22,919	51,389
% of Budget Spent	25.2%	35.9%	42.9%	54.0%	26%				54.0%	137.6%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		67.9%				67.9%	67.9%	67.9%			86.9%
Branch Visit Time	48.49	46.71	30.42	34.41	13%	41.11	30.42	48.49			28.73
Branch Waiting Time	41.72	40.09	24.17	28.42	18%	34.70	24.17	41.72			22.60
Branch Processing Time	6.78	6.62	6.25	5.99	-4%	6.40	5.99	6.78			6.13
Branch Customers Served	23,049	19,709	27,940	19,769	-29%	23,668	19,709	27,940	118,340	137,665	307,854
Drivers License Visit Time	55.72	45.69	28.19	37.05	31%	44.25	28.19	55.72			32.78
DLS Waiting Time	48.05	38.62	21.60	30.87	43%	37.31	21.60	48.05			25.30
DLS Processing Time	7.67	7.07	6.58	6.19	-6%	6.94	6.19	7.67			7.48
DLS Customers Served	11,309	10,040	13,495	9,346	-31%	11,329	9,346	13,495	56,643	51,878	118,254
Vehicle Services Visit Time	50.90	56.37	36.80	36.12	-2%	45.21	36.12	56.37			28.25
VS Wait Time	44.12	49.50	30.38	29.91	-2%	38.68	29.91	49.50			22.69
VS Processing Time	6.78	6.87	6.42	6.20	-3%	6.53	6.20	6.87			5.56
VS Customers Served	8,306	6,816	10,841	7,884	-27%	9,096	6,816	11,634	45,481	67,165	145,558
ICD/Misc Visit Time	18.76	25.49	19.78	19.09	-3%	19.81	15.94	25.49			18.69
ICD/Misc Wait Time	14.75	20.55	15.10	14.42	-5%	15.33	11.83	20.55			14.18
ICD/Misc Processing Time	4.02	4.94	4.67	4.68	0%	4.48	4.02	4.94			4.51
ICD/Misc Customers Served	3,434	2,853	3,604	2,539	-30%	3,243	2,539	3,786	16,216	18,622	44,042
Total Transactions	31,903	26,991	26,844	23,908	-11%	27,663	23,908	31,903	138,317	159,047	367,284
DLS Transactions	18,597	15,479	15,099	12,909	-15%	15,672	12,909	18,597	78,362	80,577	183,032
Title & Registration Transactions	11,206	9,491	9,651	8,900	-8%	9,975	8,900	11,206	49,874	68,635	159,520
Other	2,100	2,021	2,094	2,099	0%	2,016	1,767	2,100	10,081	9,835	24,732
Personnel											
Filled PINS	56	55	57	57	0%	56	55	57			55
Filled Contract Employees	1	1	1	0	-100%	1	1	1			1
State Temporary Employees	4	4	2	2	0%	3	1	4			2
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	4	4	3	3	0%	3	3	4			4
% Vacant Positions	6.7%	6.8%	5.1%	5.1%	0%	5.8%	5.1%	6.8%			7.0%
Total Leave Days	294	341	329	427	30%	1,739	294	427	1,739	1,511	3,714
Sick Leave Days (Unplanned)	73	48	60	50	-16%	310	48	80	310	272	724
Other Leave Days (Planned)	221	294	269	377	40%	1,429	221	377	1,429	1,238	2,990
Overtime Hrs.	648	614	322	432	34%	2,519	322	648	2,519	846	2,461
OT Annual Budget									\$54,666	\$0	54,666
OT Spent	\$16,205	\$15,584	\$8,098	\$10,986	36%	\$63,280	\$8,098	\$16,205	\$63,280	\$20,978	59,309
% of Budget Spent	52.3%	80.8%	95.7%	115.8%	21%				115.8%	129.7%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		97.4%				97.4%	97.4%	97.4%			94.1%
Branch Visit Time	53.19	49.43	45.57	50.95	12%	49.24	45.57	53.19			30.76
Branch Waiting Time	46.68	43.25	39.17	44.79	14%	42.87	39.17	46.68			24.51
Branch Processing Time	6.51	6.18	6.40	6.17	-4%	6.37	6.17	6.59			6.25
Branch Customers Served	9,029	7,837	9,732	6,529	-33%	8,797	6,529	10,857	43,984	44,505	103,100
Drivers License Visit Time	61.32	57.44	54.84	61.44	12%	57.91	54.54	61.44			36.15
DLS Waiting Time	53.95	50.46	47.61	54.54	15%	50.72	47.03	54.54			28.85
DLS Processing Time	7.36	6.98	7.22	6.90	-5%	7.20	6.90	7.51			7.30
DLS Customers Served	7,183	6,043	7,398	5,112	-31%	6,824	5,112	8,384	34,120	32,759	75,928
Vehicle Services Visit Time	15.67	16.14	13.32	11.49	-14%	14.26	11.49	16.14			7.52
VS Wait Time	13.00	13.15	10.12	8.43	-17%	11.31	8.43	13.15			5.15
VS Processing Time	2.67	2.98	3.20	3.07	-4%	2.95	2.67	3.20			2.37
VS Customers Served	1,206	1,169	1,362	916	-33%	1,251	916	1,601	6,254	7,563	17,176
ICD/Misc Visit Time	35.59	38.13	19.91	19.60	-2%	29.80	19.60	38.13			26.92
ICD/Misc Wait Time	31.30	33.53	15.20	15.09	-1%	25.24	15.09	33.53			22.01
ICD/Misc Processing Time	4.29	4.60	4.71	4.51	-4%	4.56	4.29	4.71			4.91
ICD/Misc Customers Served	640	625	972	501	-48%	722	501	972	3,610	4,183	9,996
Total Transactions	14,056	12,817	12,554	11,366	-9%	13,038	11,366	14,395	65,188	66,027	152,141
DLS Transactions	10,959	9,579	9,716	8,572	-12%	9,938	8,572	10,959	49,689	50,503	116,834
Title & Registration Transactions	2,803	3,004	2,564	2,554	0%	2,840	2,554	3,277	14,202	14,369	32,346
Other	294	234	274	240	-12%	259	234	294	1,297	1,155	2,961
Personnel											
Filled PINS	8	7	6	6	0%	7	6	8			7
Filled Contract Employees	3	3	3	3	0%	3	2	3			2
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	0	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	0	1	1	2	100%	2	1	2			2
% Vacant Positions	0.0%	0.0%	25.0%	50.0%	100%	47.2%	25.0%	66.7%			66.7%
Total Leave Days	34	33	32	42	29%	191	32	51	191	181	432
Sick Leave Days (Unplanned)	6	6	4	3	-36%	21	3	6	21	50	92
Other Leave Days (Planned)	28	27	28	39	39%	170	27	48	170	132	341
Overtime Hrs.	119	92	60	87	45%	478	60	120	478	486	861
OT Annual Budget									\$9,862	\$0	9,862
OT Spent	\$3,634	\$2,607	\$1,783	\$2,498	40%	\$14,037	\$1,783	\$3,634	\$14,037	\$13,153	24,061
% of Budget Spent	72.5%	98.9%	117.0%	142.3%	22%				142.3%	486.0%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		93.0%				93.0%	93.0%	93.0%			76.8%
Branch Visit Time	42.69	36.63	26.54	31.20	18%	36.80	26.54	46.93			33.17
Branch Waiting Time	35.72	29.60	19.38	24.14	25%	29.78	19.38	40.05			26.13
Branch Processing Time	6.97	7.03	7.17	7.07	-1%	7.02	6.88	7.17			7.03
Branch Customers Served	25,669	22,308	27,215	18,265	-33%	24,814	18,265	30,612	124,069	127,332	293,345
Drivers License Visit Time	46.42	35.80	28.68	31.57	10%	38.82	28.68	51.66			32.34
DLS Waiting Time	38.74	27.75	20.37	23.62	16%	30.88	20.37	43.94			24.06
DLS Processing Time	7.68	8.04	8.31	7.95	-4%	7.94	7.68	8.31			8.29
DLS Customers Served	12,911	10,404	12,601	8,721	-31%	11,852	8,721	14,625	59,262	57,720	132,304
Vehicle Services Visit Time	42.60	40.06	25.49	32.09	26%	37.47	25.49	47.13			35.90
VS Wait Time	36.21	33.83	19.28	25.84	34%	31.23	19.28	40.98			29.67
VS Processing Time	6.39	6.24	6.21	6.25	1%	6.25	6.15	6.39			6.23
VS Customers Served	10,025	9,296	11,357	7,370	-35%	10,136	7,370	12,630	50,678	52,304	121,768
ICD/Misc Visit Time	25.61	28.83	22.18	27.02	22%	26.05	22.18	28.83			26.39
ICD/Misc Wait Time	19.77	22.73	16.02	20.60	29%	19.93	16.02	22.73			20.94
ICD/Misc Processing Time	5.85	6.10	6.16	6.42	4%	6.12	5.85	6.42			5.45
ICD/Misc Customers Served	2,733	2,608	3,257	2,174	-33%	2,826	2,174	3,357	14,129	17,308	39,273
Total Transactions	33,391	27,880	27,530	24,560	-11%	29,000	24,560	33,391	145,002	148,956	332,950
DLS Transactions	19,539	15,966	16,061	14,168	-12%	16,877	14,168	19,539	84,385	87,563	196,893
Title & Registration Transactions	12,309	10,519	10,267	9,134	-11%	10,758	9,134	12,309	53,788	53,893	118,177
Other	1,543	1,395	1,202	1,258	5%	1,366	1,202	1,543	6,829	7,500	17,880
Personnel											
Filled PINS	53	53	53	53	-1%	53	52	53			50
Filled Contract Employees	1	0	0	1	0%	1	1	1			1
State Temporary Employees	1	1	1	1	0%	1	1	1			0
Agency Temporary Employees	2	2	1	1	0%	2	1	2			1
# Vacancies (PIN & Contract)	2	2	3	3	-17%	3	2	3			5
% Vacant Positions	3.7%	3.8%	5.7%	4.7%	-17%	4.7%	3.7%	5.7%			9.8%
Total Leave Days	196	249	256	349	36%	1,345	196	349	1,345	1,425	3,260
Sick Leave Days (Unplanned)	36	39	38	46	22%	217	36	59	217	218	545
Other Leave Days (Planned)	160	210	219	303	39%	1,128	160	303	1,128	1,207	2,715
Overtime Hrs.	630	366	366	512	40%	2,569	366	695	2,569	1,772	4,009
OT Annual Budget									\$56,072	\$0	56,072
OT Spent	\$16,280	\$9,277	\$9,260	\$12,441	34%	\$64,126	\$9,260	\$16,868	\$64,126	\$43,705	98,042
% of Budget Spent	59.1%	75.7%	92.2%	114.4%	24%				114.4%	265.5%	174.9%

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PerformanceMetrics											
Glenmont Express 9933	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		92.2%				92.2%	92.2%	92.2%			96.0%
Branch Visit Time	51.50	45.59	23.13	26.84	16%	38.39	23.13	51.50			32.32
Branch Waiting Time	44.48	39.04	17.10	20.92	22%	31.89	17.10	44.48			25.54
Branch Processing Time	7.03	6.55	6.03	5.92	-2%	6.49	5.92	7.03			6.78
Branch Customers Served	7,485	6,700	8,691	6,175	-29%	7,482	6,175	8,691	37,408	34,480	84,998
Drivers License Visit Time	63.78	56.49	28.82	34.80	21%	47.88	28.82	63.78			39.91
DLS Waiting Time	55.50	48.82	22.00	27.92	27%	40.30	22.00	55.50			31.83
DLS Processing Time	8.28	7.68	6.83	6.88	1%	7.58	6.83	8.28			8.08
DLS Customers Served	5,430	4,829	6,165	4,302	-30%	5,338	4,302	6,165	26,692	22,349	57,310
Vehicle Services Visit Time	14.44	14.93	6.70	6.45	-4%	11.41	6.45	14.93			13.42
VS Wait Time	11.63	12.33	3.77	3.85	2%	8.69	3.77	12.33			10.45
VS Processing Time	2.82	2.60	2.93	2.60	-11%	2.72	2.60	2.93			2.97
VS Customers Served	1,272	1,158	1,504	1,116	-26%	1,297	1,116	1,504	6,484	7,644	16,602
ICD/Misc Visit Time	24.68	24.13	12.89	11.99	-7%	19.21	11.99	24.68			20.78
ICD/Misc Wait Time	19.37	18.65	7.03	6.53	-7%	13.68	6.53	19.37			14.97
ICD/Misc Processing Time	5.31	5.48	5.85	5.46	-7%	5.52	5.31	5.85			5.82
ICD/Misc Customers Served	783	713	1,022	757	-26%	846	713	1,022	4,232	4,487	11,086
Total Transactions	10,550	9,018	9,405	8,698	-8%	9,885	8,698	11,755	49,426	45,829	108,520
DLS Transactions	8,086	6,895	7,422	6,655	-10%	7,770	6,655	9,791	38,849	35,660	84,849
Title & Registration Transactions	2,237	1,912	1,768	1,829	3%	1,910	1,768	2,237	9,551	9,325	21,601
Other	227	211	215	214	0%	205	159	227	1,026	844	2,070
Personnel											
Filled PINS	9	9	9	9	-6%	9	9	9			9
Filled Contract Employees	1	1	1	1	0%	1	1	1			0
State Temporary Employees	1	1	1	1	0%	1	1	1			1
Agency Temporary Employees	1	1	0	1	0%	1	1	1			0
# Vacancies (PIN & Contract)	0	0	0	0	0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	35	61	35	58	63%	235	35	61	235	339	696
Sick Leave Days (Unplanned)	5	10	1	3	420%	34	1	16	34	116	152
Other Leave Days (Planned)	30	52	35	54	56%	201	30	54	201	223	544
Overtime Hrs.	102	81	36	42	17%	358	36	102	358	236	489
OT Annual Budget									\$3,585	\$0	3,585
OT Spent	\$2,133	\$1,652	\$731	\$920	26%	\$7,549	\$731	\$2,133	\$7,549	\$5,562	11,096
% of Budget Spent	118.4%	164.5%	184.9%	210.6%	14%				210.6%	545.3%	309.5%

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PerformanceMetrics											
Walnut Hill Express 9934	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		88.2%				88.2%	88.2%	88.2%			95.9%
Branch Visit Time	51.10	34.78	24.30	27.01	11%	34.65	24.30	51.10			23.89
Branch Waiting Time	44.92	29.07	18.63	21.43	15%	28.83	18.63	44.92			17.85
Branch Processing Time	6.19	5.71	5.67	5.58	-2%	5.81	5.58	6.19			6.04
Branch Customers Served	8,297	7,835	9,399	6,582	-30%	8,478	6,582	10,278	42,391	40,684	95,767
Drivers License Visit Time	69.65	48.00	33.45	37.08	11%	47.50	33.45	69.65			31.52
DLS Waiting Time	61.78	40.50	26.15	30.04	15%	40.04	26.15	61.78			23.97
DLS Processing Time	7.87	7.50	7.30	7.05	-4%	7.46	7.05	7.87			7.55
DLS Customers Served	5,490	4,918	6,017	4,265	-29%	5,461	4,265	6,616	27,306	25,433	60,876
Vehicle Services Visit Time	4.27	4.68	4.15	4.79	15%	4.67	4.15	5.48			5.30
VS Wait Time	2.31	3.09	2.62	2.90	11%	2.89	2.31	3.53			3.02
VS Processing Time	1.95	1.58	1.53	1.89	23%	1.78	1.53	1.95			2.28
VS Customers Served	2,124	2,193	2,423	1,714	-29%	2,227	1,714	2,682	11,136	11,149	24,982
ICD/Misc Visit Time	27.10	30.32	14.40	14.64	2%	21.62	14.40	30.32			20.11
ICD/Misc Wait Time	21.24	24.10	8.44	8.88	5%	15.75	8.44	24.10			13.92
ICD/Misc Processing Time	5.86	6.22	5.96	5.76	-3%	5.87	5.57	6.22			6.19
ICD/Misc Customers Served	683	724	959	603	-37%	790	603	980	3,949	4,102	9,909
Total Transactions	12,731	11,300	11,350	10,531	-7%	11,917	10,531	13,673	59,585	56,565	132,390
DLS Transactions	9,650	8,276	8,516	7,759	-9%	8,990	7,759	10,748	44,949	42,838	101,833
Title & Registration Transactions	2,779	2,675	2,537	2,534	0%	2,632	2,534	2,779	13,160	12,504	27,351
Other	302	349	297	238	-20%	295	238	349	1,476	1,223	3,206
Personnel											
Filled PINS	8	8	8	8	0%	8	8	8			8
Filled Contract Employees	0	0	0	1	0%	1	1	1			0
State Temporary Employees	2	2	1	1	0%	2	2	2			2
Agency Temporary Employees	1	2	1	1	0%	1	1	2			0
# Vacancies (PIN & Contract)	2	2	1	2	100%	2	1	2			1
% Vacant Positions	25.0%	25.0%	12.5%	22.2%	78%	19.4%	12.5%	25.0%			12.5%
Total Leave Days	47	49	47	74	58%	261	44	74	261	211	523
Sick Leave Days (Unplanned)	1	0	6	4	-43%	22	0	11	22	19	57
Other Leave Days (Planned)	46	48	40	70	74%	239	34	70	239	193	466
Overtime Hrs.	152	109	43	90	109%	473	43	152	473	44	368
OT Annual Budget									\$1,406	\$0	1,406
OT Spent	\$4,083	\$2,783	\$1,160	\$2,297	98%	\$12,489	\$1,160	\$4,083	\$12,489	\$1,053	9,014
% of Budget Spent	444.5%	642.4%	724.9%	888.3%	23%				888.3%	184.3%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		85.9%				85.9%	85.9%	85.9%			91.5%
Branch Visit Time	41.69	36.43	25.82	28.89	12%	35.15	25.82	42.93			30.59
Branch Waiting Time	35.52	30.44	19.63	22.53	15%	29.03	19.63	37.05			24.34
Branch Processing Time	6.17	5.99	6.20	6.36	3%	6.12	5.88	6.36			6.26
Branch Customers Served	21,462	19,829	24,316	16,517	-32%	21,658	16,517	26,166	108,290	108,644	248,840
Drivers License Visit Time	64.16	56.60	41.84	42.05	0%	54.49	41.84	67.79			42.80
DLS Waiting Time	56.13	48.68	33.32	33.40	0%	46.37	33.32	60.33			34.86
DLS Processing Time	8.04	7.91	8.53	8.65	1%	8.12	7.46	8.65			7.94
DLS Customers Served	9,157	8,191	9,897	6,867	-31%	8,942	6,867	10,597	44,709	44,549	100,459
Vehicle Services Visit Time	26.32	22.38	14.53	20.54	41%	22.21	14.53	27.29			23.76
VS Wait Time	21.50	17.66	9.91	15.74	59%	17.45	9.91	22.42			18.57
VS Processing Time	4.82	4.73	4.63	4.80	4%	4.77	4.63	4.87			5.19
VS Customers Served	9,654	9,292	11,378	7,568	-33%	10,103	7,568	12,624	50,516	50,703	117,167
ICD/Misc Visit Time	16.43	15.10	14.08	14.84	5%	14.97	14.08	16.43			15.05
ICD/Misc Wait Time	11.77	10.60	9.53	10.30	8%	10.42	9.53	11.77			10.15
ICD/Misc Processing Time	4.66	4.49	4.56	4.54	0%	4.55	4.49	4.66			4.90
ICD/Misc Customers Served	2,651	2,346	3,041	2,082	-32%	2,613	2,082	3,041	13,065	13,392	31,214
Total Transactions	30,310	26,848	25,762	22,916	-11%	27,041	22,916	30,310	135,207	135,742	313,368
DLS Transactions	17,064	14,961	14,910	12,689	-15%	15,221	12,689	17,064	76,103	76,069	173,122
Title & Registration Transactions	11,467	10,301	9,435	8,804	-7%	10,249	8,804	11,467	51,246	51,752	120,719
Other	1,779	1,586	1,417	1,423	0%	1,572	1,417	1,779	7,858	7,921	19,527
Personnel											
Filled PINS	40	40	39	38	-3%	39	38	40			38
Filled Contract Employees	0	0	0	1	0%	1	1	1			1
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	1	1	1	2	100%	2	1	3			2
% Vacant Positions	2.5%	2.5%	2.6%	5.3%	105%	4.1%	2.5%	7.9%			5.3%
Total Leave Days	163	180	187	248	32%	989	163	248	989	914	2,355
Sick Leave Days (Unplanned)	44	36	32	26	-16%	197	26	58	197	156	453
Other Leave Days (Planned)	119	144	156	222	42%	793	119	222	793	758	1,902
Overtime Hrs.	428	344	263	362	38%	1,833	263	436	1,833	1,640	3,352
OT Annual Budget									\$57,894	\$0	66,683
OT Spent	\$12,498	\$8,979	\$7,227	\$9,723	35%	\$50,437	\$7,227	\$12,498	\$50,437	\$42,209	86,468
% of Budget Spent	42.3%	57.8%	70.3%	87.1%	24%				87.1%	205.2%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		85.1%				85.1%	85.1%	85.1%			88.7%
Branch Visit Time	34.56	32.01	24.89	21.45	-14%	26.92	21.45	34.56			21.97
Branch Waiting Time	27.47	25.07	17.57	14.65	-17%	19.95	14.65	27.47			15.17
Branch Processing Time	7.10	6.94	7.32	6.80	-7%	6.97	6.68	7.32			6.79
Branch Customers Served	9,685	9,135	10,698	6,920	-35%	9,865	6,920	12,887	49,325	51,402	119,472
Drivers License Visit Time	45.61	40.85	34.17	32.50	-5%	36.73	30.49	45.61			29.54
DLS Waiting Time	36.63	32.14	25.15	23.87	-5%	27.90	21.70	36.63			20.61
DLS Processing Time	8.98	8.72	9.02	8.64	-4%	8.83	8.64	9.02			8.93
DLS Customers Served	3,993	3,498	4,441	3,065	-31%	3,985	3,065	4,928	19,925	20,741	48,300
Vehicle Services Visit Time	26.88	28.08	18.22	12.50	-31%	20.31	12.50	28.08			16.90
VS Wait Time	21.31	22.32	12.31	7.44	-40%	14.82	7.44	22.32			11.76
VS Processing Time	5.57	5.75	5.91	5.05	-14%	5.49	5.05	5.91			5.14
VS Customers Served	4,977	4,876	5,366	3,253	-39%	5,103	3,253	7,041	25,513	26,874	62,054
ICD/Misc Visit Time	17.83	17.57	15.46	13.63	-12%	16.06	13.63	17.83			14.62
ICD/Misc Wait Time	10.37	10.63	8.04	6.47	-20%	8.84	6.47	10.63			7.87
ICD/Misc Processing Time	7.47	6.93	7.42	7.17	-3%	7.22	6.93	7.47			6.75
ICD/Misc Customers Served	715	761	891	602	-32%	777	602	918	3,887	3,787	9,118
Total Transactions	12,746	11,562	10,490	9,325	-11%	11,368	9,325	12,746	56,841	58,324	138,523
DLS Transactions	6,220	5,682	5,610	4,781	-15%	5,701	4,781	6,220	28,505	27,857	67,045
Title & Registration Transactions	5,834	5,225	4,267	3,967	-7%	5,038	3,967	5,898	25,191	28,418	65,242
Other	692	655	613	577	-6%	629	577	692	3,145	2,049	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	101	120	124	165	33%	601	91	165	601	779	1,413
Sick Leave Days (Unplanned)	27	35	27	26	-4%	128	13	35	128	98	249
Other Leave Days (Planned)	74	85	97	138	43%	473	74	138	473	681	1,164
Overtime Hrs.	107	64	88	108	23%	394	27	108	394	420	865
OT Annual Budget									\$21,658	\$0	21,658
OT Spent	\$3,343	\$1,911	\$2,520	\$2,713	8%	\$11,300	\$813	\$3,343	\$11,300	\$11,721	24,310
% of Budget Spent	19.2%	28.0%	39.6%	52.2%	32%				52.2%	153.9%	112.2%

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PerformanceMetrics											
Glen Burnie 9953	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Change	Avg	Min			
Customer Survey Results		86.6%				86.6%	86.6%	86.6%			89.6%
Branch Visit Time	35.42	30.57	26.83	29.44	10%	30.67	26.83	35.42			26.90
Branch Waiting Time	27.87	23.21	19.56	22.10	13%	23.30	19.56	27.87			19.66
Branch Processing Time	7.55	7.36	7.26	7.35	1%	7.36	7.26	7.55			7.24
Branch Customers Served	38,635	35,561	45,239	29,741	-34%	39,534	29,741	48,495	197,671	202,181	474,249
Drivers License Visit Time	62.83	50.23	41.14	50.20	22%	50.91	41.14	62.83			38.57
DLS Waiting Time	52.95	40.42	31.26	40.45	29%	41.15	31.26	52.95			29.10
DLS Processing Time	9.88	9.81	9.88	9.75	-1%	9.76	9.47	9.88			9.47
DLS Customers Served	12,856	11,163	14,128	9,590	-32%	12,721	9,590	15,869	63,606	64,634	148,060
Vehicle Services Visit Time	22.98	22.12	20.63	20.21	-2%	21.92	20.21	23.66			23.04
VS Wait Time	16.58	15.85	14.52	13.92	-4%	15.66	13.92	17.44			16.70
VS Processing Time	6.40	6.27	6.12	6.30	3%	6.26	6.12	6.40			6.34
VS Customers Served	17,972	16,898	21,636	13,672	-37%	18,635	13,672	22,997	93,175	96,207	222,291
ICD/Misc Visit Time	18.10	19.03	18.93	18.63	-2%	18.43	17.46	19.03			17.52
ICD/Misc Wait Time	11.73	12.78	12.92	12.58	-3%	12.23	11.14	12.92			11.53
ICD/Misc Processing Time	6.38	6.26	6.00	6.04	1%	6.20	6.00	6.38			5.99
ICD/Misc Customers Served	7,807	7,500	9,475	6,479	-32%	8,178	6,479	9,629	40,890	41,340	103,898
Total Transactions	65,460	58,396	55,795	50,919	-9%	58,315	50,919	65,460	291,573	270,587	644,129
DLS Transactions	23,546	20,537	21,214	17,978	-15%	21,269	17,978	23,546	106,344	105,536	249,543
Title & Registration Transactions	33,178	29,823	26,288	24,789	-6%	28,829	24,789	33,178	144,143	125,911	294,741
Other	8,736	8,036	8,293	8,152	-2%	8,217	7,869	8,736	41,086	39,140	99,845
Personnel											
Filled PINS	87	91	89	92	3%	89	87	92			90
Filled Contract Employees	2	2	2	2	0%	2	2	3			2
State Temporary Employees	8	7	7	7	0%	8	7	9			9
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	9	5	7	4	-43%	6	4	9			5
% Vacant Positions	10.1%	5.4%	7.7%	4.3%	-45%	7.0%	4.3%	10.1%			5.4%
Total Leave Days	482	569	598	738	23%	2,933	482	738	2,933	2,899	6,507
Sick Leave Days (Unplanned)	119	118	158	134	-15%	607	78	158	607	630	1,242
Other Leave Days (Planned)	363	451	440	604	37%	2,326	363	604	2,326	2,269	5,265
Overtime Hrs.	493	342	279	408	46%	1,853	279	493	1,853	1,621	3,490
OT Annual Budget									\$149,788	\$0	149,788
OT Spent	\$13,607	\$9,147	\$7,413	\$10,832	46%	\$49,989	\$7,413	\$13,607	\$49,989	\$43,667	92,172
% of Budget Spent	15.1%	21.2%	26.1%	33.4%	28%				33.4%	95.8%	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
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		88.4%				88.4%	88.4%	88.4%			83.5%
Branch Visit Time	44.73	40.86	33.29	28.88	-13%	38.44	28.88	44.73			37.18
Branch Waiting Time	38.10	34.31	26.56	22.60	-15%	31.89	22.60	38.10			30.47
Branch Processing Time	6.63	6.55	6.73	6.27	-7%	6.55	6.27	6.73			6.72
Branch Customers Served	30,251	28,249	35,000	25,031	-28%	31,347	25,031	38,202	156,733	159,849	370,699
Drivers License Visit Time	58.47	44.35	35.48	35.26	-1%	45.25	35.26	58.47			44.89
DLS Waiting Time	50.93	36.75	28.03	28.21	1%	37.84	28.03	50.93			36.94
DLS Processing Time	7.54	7.60	7.45	7.05	-5%	7.41	7.05	7.60			7.95
DLS Customers Served	12,105	10,619	13,090	9,652	-26%	11,961	9,652	14,341	59,807	59,235	133,125
Vehicle Services Visit Time	39.08	41.54	34.80	25.72	-26%	37.23	25.72	45.03			35.59
VS Wait Time	32.70	35.18	28.00	19.49	-30%	30.79	19.49	38.57			29.28
VS Processing Time	6.39	6.35	6.81	6.23	-8%	6.45	6.23	6.81			6.31
VS Customers Served	12,120	11,773	14,090	9,869	-30%	12,790	9,869	16,099	63,951	68,581	159,713
ICD/Misc Visit Time	28.24	32.23	26.66	23.43	-12%	27.25	23.43	32.23			25.76
ICD/Misc Wait Time	22.90	27.05	21.22	18.40	-13%	22.00	18.40	27.05			20.26
ICD/Misc Processing Time	5.34	5.18	5.44	5.03	-7%	5.25	5.03	5.44			5.50
ICD/Misc Customers Served	6,026	5,857	7,820	5,510	-30%	6,595	5,510	7,820	32,975	32,033	77,861
Total Transactions	37,956	33,944	33,519	31,185	-7%	34,740	31,185	37,956	173,702	176,189	401,546
DLS Transactions	18,665	16,099	16,560	14,071	-15%	16,631	14,071	18,665	83,153	86,005	184,594
Title & Registration Transactions	13,669	12,382	11,505	11,428	-1%	12,439	11,428	13,669	62,196	64,895	153,361
Other	5,622	5,463	5,454	5,686	4%	5,671	5,454	6,128	28,353	25,289	63,591
Personnel											
Filled PINS	60	60	63	62	-2%	61	60	63			60
Filled Contract Employees	0	0	1	0	-100%	1	1	1			1
State Temporary Employees	3	3	2	2	0%	3	2	3			3
Agency Temporary Employees	2	2	2	2	0%	2	1	2			2
# Vacancies (PIN & Contract)	6	5	2	3	50%	4	2	6			6
% Vacant Positions	10.1%	8.3%	3.1%	4.9%	56%	7.3%	3.1%	10.1%			9.0%
Total Leave Days	267	346	368	432	17%	1,752	267	432	1,752	1,796	4,113
Sick Leave Days (Unplanned)	76	87	101	59	-42%	383	59	101	383	340	859
Other Leave Days (Planned)	191	260	268	374	40%	1,369	191	374	1,369	1,456	3,254
Overtime Hrs.	799	704	590	737	25%	3,629	590	799	3,629	3,369	7,194
OT Annual Budget									\$191,488	\$0	191,488
OT Spent	\$20,758	\$16,775	\$14,425	\$18,110	26%	\$89,867	\$14,425	\$20,758	\$89,867	\$84,435	178,616
% of Budget Spent	21.2%	29.9%	37.5%	46.9%	25%				46.9%	149.9%	93.3%

MVA StateStat
Operations - District 4
January FY 2011
Reporting Period: November 2010

20110201_MVA_Template
 District 4

PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		97.8%				97.8%	97.8%	97.8%			94.0%
Branch Visit Time	20.63	19.30	16.01	16.06	0%	18.62	16.01	21.08			18.25
Branch Waiting Time	14.80	13.60	10.26	10.23	0%	12.83	10.23	15.24			12.32
Branch Processing Time	5.83	5.70	5.75	5.83	1%	5.79	5.70	5.84			5.93
Branch Customers Served	13,715	13,016	15,985	10,310	-36%	13,996	10,310	16,955	69,981	69,352	164,621
Drivers License Visit Time	29.42	25.86	22.04	22.02	0%	26.05	22.02	30.92			23.63
DLS Waiting Time	21.24	17.62	13.81	13.97	1%	17.83	13.81	22.49			15.08
DLS Processing Time	8.18	8.24	8.23	8.05	-2%	8.22	8.05	8.42			8.55
DLS Customers Served	5,282	4,709	5,622	3,912	-30%	5,107	3,912	6,011	25,536	23,602	56,866
Vehicle Services Visit Time	17.05	17.87	13.50	13.81	2%	15.88	13.50	17.87			17.02
VS Wait Time	12.61	13.43	9.00	9.15	2%	11.36	9.00	13.43			12.41
VS Processing Time	4.44	4.44	4.49	4.67	4%	4.52	4.44	4.67			4.60
VS Customers Served	6,372	6,308	7,885	4,723	-40%	6,736	4,723	8,394	33,682	34,546	80,417
ICD/Misc Visit Time	9.44	7.94	8.71	8.91	2%	8.81	7.94	9.44			10.15
ICD/Misc Wait Time	5.31	4.05	4.60	4.98	8%	4.79	4.05	5.31			5.73
ICD/Misc Processing Time	4.13	3.89	4.11	3.94	-4%	4.01	3.89	4.13			4.42
ICD/Misc Customers Served	2,061	1,999	2,478	1,675	-32%	2,153	1,675	2,550	10,763	11,204	27,338
Total Transactions	18,752	17,602	16,253	14,921	-8%	16,386	14,405	18,752	81,932	88,109	207,476
DLS Transactions	8,714	8,020	7,563	6,861	-9%	7,192	4,805	8,714	35,962	39,002	93,018
Title & Registration Transactions	8,250	7,966	7,183	6,603	-8%	7,608	6,603	8,250	38,038	39,508	93,008
Other	1,788	1,616	1,507	1,457	-3%	1,586	1,457	1,788	7,932	9,599	21,450
Personnel											
Filled PINS	27	27	27	27	0%	27	27	27			26
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	1	1	1	1	0%	1	1	1			2
Agency Temporary Employees	1	0	1	0	-100%	1	1	1			1
# Vacancies (PIN & Contract)	0	0	0	0	0%	0	0	0			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			3.8%
Total Leave Days	105	141	142	192	36%	713	105	192	713	731	1,690
Sick Leave Days (Unplanned)	31	16	14	20	40%	89	7	31	89	200	383
Other Leave Days (Planned)	74	125	127	172	35%	625	74	172	625	531	1,307
Overtime Hrs.	58	32	108	52	-52%	327	32	108	327	274	800
OT Annual Budget									\$19,013	\$0	19,013
OT Spent	\$1,758	\$896	\$2,074	\$1,456	-30%	\$8,369	\$896	\$2,185	\$8,369	\$7,679	21,826
% of Budget Spent	20.7%	25.5%	36.4%	44.0%	21%				44.0%	118.3%	114.8%

**MVA StateStat
Operations - mobile
January FY 2011
Reporting Period: November 2010**

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Customer Survey Results		100.0%				100.0%	100.0%	100.0%			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	1,976	2,043	1,281	1,294	1.1%	1,557	1,192	2,043	7,786	8,069	15,823
DLS Transactions	1,425	1,600	816	712	-12.7%	1,066	712	1,600	5,331	5,884	11,222
Title & Registration Transactions	474	360	391	528	35.0%	417	334	528	2,087	1,840	3,844
Other	77	83	74	54	-27.0%	74	54	83	368	345	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	1	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	50.0%	50.0%	0.0%	50.0%	50.0%	50.0%			0.0%
Total Leave Days	3	14	13	14	4.7%	62	3	17	62	37	103
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	3	14	13	14	4.7%	62	3	17	62	37	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
January FY 2011
Reporting Period: November 2010**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Calls - General Information Line	73,779	70,302	67,595	56,261	-16.8%	68,221	56,261	73,779	341,103	436,183	1,031,408
Avg Time to Pick Up Call	6:56	6:12	6:42	7:49	16.7%	6:56	6:12	7:49	6:56	6:12	5:50
Avg Call Duration	3:08	3:08	3:09	3:14	2.6%	3:09	3:08	3:14	3:09	2:45	2:52
Calls - VEIP Information	20,788	21,340	21,618	19,083	-11.7%	20,787	19,083	21,618	103,936	76,270	209,818
Avg Time to Pick Up Call	3:12	4:01	4:25	5:19	20.4%	3:57	2:51	5:19	3:57	2:09	2:33
Avg Call Duration	2:29	2:32	2:30	2:25	-3.3%	2:29	2:25	2:32	2:29	2:09	2:19
Calls - Drivers Skill Line	10,551	8,912	8,174	7,336	-10.3%	8,622	7,336	10,551	43,109	52,200	96,169
Avg Time to Pick Up Call	6:07	5:29	6:00	5:02	-16.1%	5:25	4:28	6:07	5:25	5:55	3:54
Avg Call Duration	2:46	2:41	2:46	2:44	-1.2%	2:42	2:37	2:46	2:42	2:48	2:39
Calls - Hazmat	624	716	817	511	-37.5%	675	511	817	3,374	4,188	11,642
Avg Time to Pick Up Call	6:04	5:31	3:38	10:42	194.5%	6:02	3:38	10:42	6:02	4:32	3:25
Avg Call Duration	3:06	3:00	2:54	3:17	13.2%	3:06	2:54	3:17	3:06	2:59	2:50
Calls - Out-of-Country	0	0	0	0	0.0%	0	0	0	0	2,766	0
Avg Time to Pick Up Call	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:45	0:00
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:21	0:00
Total Calls	105,742	101,270	98,204	83,191	-15.3%	98,304	83,191	105,742	491,522	571,607	1,352,009
Appointments Scheduled											
Total Appointments	5,873	5,843	5,518	5,018	-9.1%	5,486	5,018	5,873	27,429	41,867	74,764
Drivers Skill	5,582	5,451	5,174	4,689	-9.4%	5,147	4,689	5,582	25,736	39,935	70,247
Hazmat	291	392	344	329	-4.4%	339	291	392	1,693	1,932	4,517
OOO Phone (Made by Agent)	0	0	0	0	0.0%	0	0	0	0		
OOO - Online (Made by Customer)	0	0	0	0	0.0%	0	0	0	0		

MVA StateStat
VEIP
January FY 2011
Reporting Period: November 2010

Performance Metrics											
VEIP	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD Total	FY10 Total
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
VEIP Mailings											
Total	212,082	217,120	259,639	207,015	-20.3%	229,158	207,015	259,639	1,145,789	540,093	1,982,507
Notices	165,478	167,747	197,551	152,873	-22.6%	175,127	152,873	197,551	875,635	432,574	1,546,976
Warnings	46,604	49,373	62,088	54,142	-12.8%	54,031	46,604	62,088	270,154	107,519	435,531
Vehicle Tests											
Total	137,461	130,205	148,488	142,984	-3.7%	138,631	130,205	148,488	693,155	264,240	1,162,799
Paid	129,946	123,165	141,084	135,871	-3.7%	131,414	123,165	141,084	657,071	234,862	1,094,555
Gratis	7,515	7,040	7,404	7,113	-3.9%	7,217	7,012	7,515	36,084	29,378	68,244
Test Fees											
Total	\$2,538,194	\$2,474,010	\$2,773,986	\$2,662,154	-4.0%	\$2,593,075	\$2,474,010	\$2,773,986	\$12,965,374	\$5,177,818	\$21,588,795
Inspection	\$1,819,244	\$1,724,310	\$1,975,176	\$1,902,194	-3.7%	\$1,839,799	\$1,724,310	\$1,975,176	\$9,198,994	\$3,288,068	\$15,323,770
Late	\$718,950	\$749,700	\$798,810	\$759,960	-4.9%	\$753,276	\$718,950	\$798,810	\$3,766,380	\$1,889,750	\$6,265,025
Public Contact											
Total	48,864	48,574	48,223	45,445	-5.8%	48,365	45,445	50,718	241,824	156,079	467,795
Walk-In	20,190	19,227	21,569	20,331	-5.7%	20,502	19,227	21,569	102,509	65,921	186,942
Internet	7,683	8,357	4,719	5,794	22.8%	6,948	4,719	8,357	34,742	12,882	66,473
Phone	20,788	21,340	21,618	19,083	-11.7%	20,787	19,083	21,618	103,936	76,270	211,811
Direct Mail	2	0	3	7	133.3%	4	2	7	14	10	17
Email	201	202	314	230	-26.8%	235	201	314	1,175	996	2,552

MVA StateStat
Safety and Other Functions
January FY 2011
Reporting Period: November 2010

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	132,274	114,241	114,772	104,135	-9.3%	118,420	104,135	132,274	592,101	615,549	1,392,907
Lerner's Permit	12,285	8,229	8,429	7,654	-9.2%	9,849	7,654	12,647	49,244	68,562	134,098
License age less than 21	18,136	8,979	8,177	7,296	-10.8%	11,347	7,296	18,136	56,734	62,515	127,818
License age 21 or over	101,853	97,033	98,166	89,185	-9.1%	97,225	89,185	101,853	486,123	484,472	1,130,991
Minor Notification Letters Sent	524	562	480	638	32.9%	499	293	638	2,497		
Disability Placards											
Temporary	2,905	2,931	2,856	2,704	-5.3%	2,865	2,704	2,931	14,323		
Permanent	15,400	14,197	12,133	15,374	26.7%	14,089	12,133	15,400	70,447		
Arrest Data											
Out of State Convictions on MD DL	13,241	7,303	9,534	9,704	1.8%	10,614	7,303	13,286	53,068		
Federal Convictions on MD DL	421	456	527	667	26.6%	531	421	667	2,654		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	825	826	848	711	-16.2%	798	711	848	3,991	4,146	10,309
Reinstatement Requests Approved	363	373	357	324	-9.2%	355	324	373	1,775	1,660	4,026
Administrative Adjudication											
Number of Cases Total	32,825	25,134	30,275	14,157	-53.2%	25,567	14,157	32,825	127,833		
Number of Hearings	1,983	2,897	1,818	2,091	15.0%	2,113	1,775	2,897	10,564		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	28,457	35,370	42,062	34,748	-17.4%	33,491	26,819	42,062	167,456	93,590	213,358
Deleted Flags	12,511	12,861	15,787	15,113	-4.3%	13,736	12,408	15,787	68,680	67,059	144,882
Suspensions	0	0	0	0	0.0%	0	0	0	0	224	805
Ignition Interlock Program											
Currently in Program**	8,185	8,101	8,132	7,971	-2.0%	8,136	7,971	8,293			
Drivers Starting Program	393	412	377	320	-15.1%	393	320	462	1,964	2,267	5,529
Restrictions Removed (Compliance)	284	277	261	279	6.9%	277	261	284	1,383	1,274	3,244
Restrictions Removed (Non-Compliance)	260	184	195	217	11.3%	229	184	288	1,144	1,147	2,997
Warning Letters Mailed	2,118	1,760	1,868	2,039	9.2%	2,026	1,760	2,344	10,129	12,978	29,209
RIID											
IDs Given Out	122	135	122	134	9.8%	124	109	135	622		
IDs Processed in the Branches	138	140	131	133	1.5%	135	131	140	677		
Outstanding Warrant Program											
Notices	994	1,206	928	954	2.8%	1,045	928	1,206	5,224	8,908	23,885
Suspensions	603	619	650	600	-7.7%	589	474	650	2,946	6,414	11,114
Satisfied	928	852	783	819	4.6%	867	783	954	4,336	4,369	11,135
Denied license or registration at branch	115	75	85	79	-7.1%	89	75	115	447	414	1,059

Performance Metrics											
	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Aug '10	Sep '10	Oct '10	Nov '10		Avg	Min	Max			
Business Licenses											
New Businesses	41	13	23	36	56.5%	28	13	41	139	95	234
New Dealerships	2	2	5	1	-80.0%	3	1	5	13	3	12
Used Dealerships	5	0	4	9	125.0%	5	3	9	21	31	69
Wholesale	18	5	9	12	33.3%	12	5	18	58	30	81
Title Services	11	2	3	9	200.0%	6	2	11	28	20	45
Other	5	4	2	5	150.0%	4	2	5	19	11	27
Out of Business	6	29	21	14	-33.3%	15	5	29	75	71	132
New Dealerships	2	4	2	0	-100.0%	3	2	4	8	5	8
Used Dealerships	0	8	7	0	-100.0%	6	2	8	17	36	57
Wholesale	2	11	6	9	50.0%	6	2	11	31	24	49
Title Services	0	3	1	2	100.0%	2	1	3	6	1	5
Other	2	3	5	3	-40.0%	3	2	5	13	5	13
School Bus Inspections											
Inspections	1,065	701	2,004	1,873	-6.5%	1,397	701	2,004	6,987	5,928	14,671
Scheduled	4	393	1,759	1,387	-21.1%	709	2	1,759	3,545	3,385	8,966
Re-inspections	51	43	149	286	91.9%	119	43	286	594	553	1,404
Random/Audit	1,010	265	96	200	108.3%	570	96	1,277	2,848	1,990	4,301
Total Defects	168	503	1,126	1,616	43.5%	744	168	1,616	3,720	3,565	8,436
Public Owned	17	17	410	1,250	204.9%	366	17	1,250	1,830	1,814	3,999
BOE Contractor	111	124	631	340	-46.1%	258	84	631	1,290	1,089	2,870
Privately Owned	40	362	85	26	-69.4%	120	26	362	600	662	1,567
Repair Orders	116	200	540	686	27.0%	336	116	686	1,682	1,515	2,702
Repair Orders Closed	160	72	288	601	108.7%	297	72	601	1,487	1,416	4,016
Suspensions	84	51	152	321	111.2%	136	51	321	678	652	1522
Insurance Compliance											
Total Notices Sent	62,343	50,306	56,422	49,194	-12.8%	53,322	48,344	62,343	266,609	245,436	
First Notice	44,708	34,973	37,712	18,045	-52.2%	33,947	18,045	44,708	169,736	160,921	
Suspensions	17,635	15,333	18,710	31,149	66.5%	19,375	14,046	31,149	96,873	84,515	
Cases Created	43,891	34,363	37,351	30,564	-18.2%	35,801	30,564	43,891	179,004	181,652	
Cases Closed	18,018	15,858	16,831	16,738	-0.6%	16,499	15,052	18,018	82,497	87,788	
Cases Referred to Central Collections	11,671	11,313	12,144	12,091	-0.4%	11,644	11,000	12,144	58,219	54,438	