



MVA StateStat

April FY 2011

Reporting Period: February 2011

**MVA StateStat
Glossary
April FY 2011
Reporting Period: February 2011**

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
April FY 2011
Reporting Period: February 2011**



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: 6.44% # Waivers requested: # Waivers granted: Goal Achieved: 49.01% # 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	\$1,544,024.67	\$209,109.04 13.54%	\$404,156.78 26.18%	\$147,209.36 9.53%	\$760,475.18	49.25%	\$31,649,792.39	\$1,718,811.51 5.18%	\$4,636,084.83 13.97%	\$1,299,746.49 3.92%	\$7,654,642.83	24.19%
Awards Totals	\$493,833.35	\$16,994.36 3.44%	\$7,910.00 1.60%	\$6,898.00 1.40%	\$31,802.36	6.44%	\$18,390,512.55	\$5,693,491.87 30.96%	\$2,770,788.89 15.07%	\$548,350.00 2.98%	\$9,012,630.76	49.01%
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	\$334,874.35	\$15,586.36	\$0.00	\$0.00	\$15,586.36	4.65%	\$3,030,258.73	\$69,930.79	\$64,003.69	\$484,783.00	\$618,717.48	20.42%
Services	\$11,342.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$1,346,377.00	\$0.00	\$1,007,411.00	\$0.00	\$1,007,411.00	74.82%
Supplies and Equipment	\$88,996.00	\$0.00	\$7,411.00	\$0.00	\$7,411.00	8.33%	\$670,328.47	\$0.00	\$184.00	\$0.00	\$184.00	0.03%
IT Services	\$3,000.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$11,187,506.07	\$5,482,944.08	\$861,961.90	\$0.00	\$6,344,905.98	56.71%
IT Supplies and Equipment	\$8,581.00	\$1,408.00	\$0.00	\$0.00	\$1,408.00	16.41%	\$1,649,280.00	\$114,869.00	\$778,608.00	\$0.00	\$893,477.00	54.17%
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	\$47,040.00	\$0.00	\$499.00	\$6,898.00	\$7,397.00	15.72%	\$462,723.00	\$8,307.00	\$11,926.00	\$63,567.00	\$83,800.00	18.11%
Direct Vouchers	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$44,039.28	\$17,441.00	\$8,270.30	\$0.00	\$25,711.30	58.38%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%		Agency Total	Total SBR	# Designated Procurements	%
	Payment Totals	\$2,799,070	\$444,245	5		15.87%		\$31,748,890	\$3,429,662

**MVA StateStat
Budget and Finance
April FY 2011
Reporting Period: February 2011**

Performance Metrics								
Budget & Finance	Reporting Period				% Change	Avg	For All of FY 11	
	Nov '10	Dec '10	Jan '11	Feb '11			Min	Max
Revenue								
Total	\$95,535,119	\$95,042,836	\$100,655,717	\$95,462,119	-5.2%	\$98,942,023	\$86,639,088	\$108,270,969
Excise Tax	\$45,314,339	\$47,392,400	\$47,004,343	\$40,496,653	-13.8%	\$44,788,843	\$28,306,241	\$51,623,881
Registration & Rel Fees	\$31,162,123	\$28,841,351	\$34,049,713	\$34,617,145	1.7%	\$35,261,763	\$28,841,351	\$41,497,996
Drivers License	\$2,991,575	\$2,792,679	\$2,992,913	\$2,729,639	-8.8%	\$3,172,670	\$2,729,639	\$3,733,683
Title & Related Services	\$4,013,130	\$3,829,560	\$3,845,140	\$3,924,730	2.1%	\$4,206,943	\$3,829,560	\$4,706,630
Uninsured Motorist Penalties	\$5,994,431	\$4,978,414	\$4,989,054	\$8,612,431	72.6%	\$5,377,753	\$1,446,187	\$8,612,431
All Other	\$6,059,521	\$7,208,432	\$7,774,554	\$5,081,521	-34.6%	\$6,134,051	\$3,119,931	\$8,053,331
Internal Use of Funds								
Total	\$15,252,484	\$12,425,900	\$13,339,969	\$12,819,860	-3.9%	\$13,993,050	\$12,215,425	\$16,639,588
Salaries & Wages	\$11,181,850	\$6,754,607	\$7,404,356	\$7,881,771	6.4%	\$7,949,774	\$6,754,607	\$11,181,850
Contractuals & NEC Temps	\$290,898	\$221,899	\$224,523	\$251,727	12.1%	\$244,511	\$193,008	\$293,987
Contracted Services	\$2,512,139	\$3,972,565	\$4,487,146	\$3,245,915	-27.7%	\$4,244,685	\$2,273,147	\$7,703,184
Fuel & Utilities	\$182,359	\$196,898	\$195,157	\$226,627	16.1%	\$200,635	(\$42,322)	\$229,565
Communications	\$330,775	\$632,139	\$476,704	\$714,382	49.9%	\$485,097	\$330,775	\$714,382
All Other	\$754,463	\$647,792	\$552,083	\$499,437	-9.5%	\$893,426	\$499,437	\$2,163,222
External Use of Funds								
Total	\$9,737,313	\$9,160,694	\$12,229,460	\$11,272,687	-7.8%	\$11,770,501	\$9,160,694	\$13,977,103
MAIF/General Fund	\$4,195,959	\$3,483,775	\$3,491,720	\$6,027,650	72.6%	\$3,763,104	\$1,011,294	\$6,027,650
Emergency Medical System/Trauma	\$4,709,114	\$4,469,142	\$4,568,068	\$5,220,010	14.3%	\$5,237,795	\$4,469,142	\$6,124,625
Refunds	\$1,208,636	\$1,075,399	\$1,246,480	\$1,134,012	-9.0%	\$1,265,596	\$1,075,399	\$1,578,737
All Other	(\$376,396)	\$132,378	\$2,923,192	(\$1,108,985)	-137.9%	\$1,236,079	(\$1,108,985)	\$2,923,192
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
April FY 2011
Reporting Period: February 2011

Budget & Finance	FY 11 YTD Total	FY 11 Budget	FY10 YTD	FY 2010 Total	FY 2010 Budget
Revenue					
Total	\$791,536,187		\$727,018,827	\$1,235,561,611	
Excise Tax	\$358,310,748		\$321,683,521	\$544,421,457	
Registration & Rel Fees	\$282,094,106		\$272,813,646	\$444,103,882	
Drivers License	\$25,381,361		\$25,798,397	\$39,742,805	
Title & Related Services	\$33,655,540		\$32,847,635	\$52,406,845	
Uninsured Motorist Penalties	\$43,022,026		\$41,820,290	\$95,713,185	
All Other	\$49,072,407		\$32,055,338	\$59,173,437	
Internal Use of Funds					
Total	\$111,944,399	\$153,701,950	\$103,360,199	\$149,885,049	\$161,517,719
Salaries & Wages	\$63,598,195	\$91,700,574	\$64,531,145	\$97,750,408	\$101,520,386
Contractuals & NEC Temps	\$1,956,091	\$4,013,320	\$2,512,709	\$3,861,769	\$5,144,760
Contracted Services	\$33,957,482	\$44,920,112	\$25,406,197	\$31,376,388	\$35,985,149
Fuel & Utilities	\$1,404,447	\$2,339,670	\$1,313,492	\$2,319,766	\$3,309,654
Communications	\$3,880,778	\$5,473,289	\$4,149,913	\$5,882,121	\$6,381,796
All Other	\$7,147,405	\$5,254,985	\$5,446,742	\$8,694,596	\$9,175,974
External Use of Funds					
Total	\$88,312,357		\$87,878,043	\$156,061,141	
MAIF	\$30,104,829		\$29,280,479	\$67,007,972	
Emergency Medical System	\$41,902,362		\$41,349,837	\$65,409,794	
Refunds	\$10,124,771		\$9,496,092	\$14,339,765	
All Other	\$6,180,395		\$7,751,636	\$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
April FY 2011
Reporting Period: February 2011**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 11	
	Nov '10	Dec '10	Jan '11	Feb '11			Min	Max
Overtime (Payments)								
Total	\$147,761	\$75,239	\$83,490	\$99,389	19.0%	\$124,943	\$75,239	\$186,216
Administrator's Office	\$5,788	\$5,752	\$4,655	\$7,302	56.9%	\$10,291	\$4,655	\$18,083
DVPP	\$1,320	\$3,039	\$432	\$1,419	228.2%	\$1,080	\$76	\$3,039
Operations	\$140,653	\$66,448	\$78,403	\$90,668	15.6%	\$113,571	\$66,448	\$166,839
Support Services	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Overtime (Hours)								
Total	5,673	2,886	3,220	3,950	22.7%	4,708	2,886	6,660
Administrator's Office	176	177	138	218	57.6%	292	138	467
DVPP	42	104	15	47	224.8%	36	2	104
Operations	5,455	2,605	3,068	3,686	20.1%	4,381	2,605	6,154
Support Services	0	0	0	0	0.0%	0	0	0
Sick leave (Days)								
Total	1,432	1,415	1,676	2,000	19.3%	1,693	1,415	2,000
Administrator's Office	181	225	248	284	14.4%	269	181	383
DVPP	390	423	463	532	14.9%	469	390	534
Operations	860	767	965	1,184	22.7%	956	767	1,184
Support Services	0	0	0	0	0.0%	0	0	0
Planned Leave (Days)								
Total	9,867	7,735	5,003	7,374	47.4%	7,046	5,003	9,867
Administrator's Office	1,720	1,384	935	1,339	43.2%	1,221	857	1,720
DVPP	2,253	1,833	1,315	1,870	42.2%	1,633	1,099	2,253
Operations	5,895	4,518	2,753	4,165	51.3%	4,192	2,753	5,895
Support Services	0	0	0	0	0.0%	0	0	0
Total Leave (Days)								
Total	11,299	9,150	6,679	9,374	40.4%	8,740	6,679	11,299
Administrator's Office	1,901	1,609	1,183	1,623	37.2%	1,490	1,183	1,901
DVPP	2,643	2,256	1,778	2,402	35.1%	2,102	1,600	2,643
Operations	6,755	5,285	3,717	5,349	43.9%	5,147	3,717	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	\$999,541	\$1,104,226	\$770,681	\$1,228,221	\$1,437,145
Administrator's Office	\$82,327	\$83,642	\$13,115	\$38,847	\$78,784
DVPP	\$8,643	\$70,377	\$9,937	\$30,397	\$54,000
Operations	\$908,571	\$950,207	\$673,128	\$1,084,476	\$1,091,817
Support Services	\$0	\$0	\$74,501	\$74,501	\$212,544
Overtime (Hours)					
Total	37,663			47,080	
Administrator's Office	2,333			1,307	
DVPP	286			1,040	
Operations	35,044			42,530	
Support Services	0			1,872	
Sick leave (Days)					
Total	13,546			20,223	
Administrator's Office	2,149			1,783	
DVPP	3,752			4,810	
Operations	7,645			11,771	
Support Services	0			1,860	
Planned Leave (Days)					
Total	56,371			80,026	
Administrator's Office	9,772			7,809	
DVPP	13,067			16,136	
Operations	33,533			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	
	Nov '10	Dec '10	Jan '11	Feb '11			Min	Max
Filled PINS								
Total	1,517.5	1,521.0	1,520.5	1,503.0				
Administrator's Office	268.0	264.0	264.0	258.0				
DVPP	361.0	360.0	361.0	353.0				
Operations	888.5	897.0	895.5	892.0				
Support Services	0.0	0.0	0.0	0.0				
Vacant PINS	76.0	73.0	73.0	72.0	-1.4%			
Administrator's Office	25.0	30.0	30.0	26.0	-13.3%			
DVPP	14.0	14.0	13.0	15.0	15.4%			
Operations	37.0	29.0	30.0	31.0	3.3%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Filled Contractuals								
Total	55.5	53.0	57.9	61.9				
Administrator's Office	10.5	9.0	9.6	12.6				
DVPP	15.5	15.5	15.5	16.5				
Operations	29.5	28.5	32.8	32.8				
Support Services	0.0	0.0	0.0	0.0				
Vacant Contractuals	38.0	40.0	35.0	30.8	-11.9%			
Administrator's Office	7.0	9.0	9.0	5.7	-36.6%			
DVPP	6.0	6.0	6.0	4.8	-20.3%			
Operations	25.0	25.0	20.0	20.4	1.8%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Temporary Employees								
Total - State	51.0	45.0	47.0	55.0				
Administrator's Office	3.0	3.0	3.0	3.0				
DVPP	6.0	5.0	5.0	6.0				
Operations	42.0	37.0	39.0	46.0				
Support Services	0.0	0.0	0.0	0.0				
Total - Agency	60.0	66.0	66.0	70.0				
Administrator's Office	9.0	9.0	7.0	10.0				
DVPP	33.0	35.0	35.0	32.0				
Operations	18.0	22.0	24.0	28.0				
Support Services	0.0	0.0	0.0	0.0				

MVA StateStat
Overtime By District / Branch
April FY 2011
Reporting Period: February 2011

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 11		
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max
Total Overtime	\$139,686	\$65,632	\$77,389	\$88,919	14.9%	\$112,534	\$65,632	\$166,005
District 1 Total	\$33,498	\$16,436	\$18,202	\$24,896	36.8%	\$27,200	\$16,436	\$37,862
Baltimore City	\$12,852	\$8,372	\$8,187	\$11,659	42.4%	\$11,043	\$8,187	\$15,820
Cumberland	\$537	\$196	\$529	\$470	-11.2%	\$880	\$196	\$2,465
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$4,030	\$806	\$1,354	\$2,871	111.9%	\$3,303	\$806	\$5,385
Hagerstown	\$766	\$400	\$99	\$86	-13.0%	\$392	\$86	\$766
Westminster	\$5,037	\$2,356	\$2,528	\$2,348	-7.1%	\$3,699	\$2,348	\$5,999
White Oak	\$10,276	\$4,306	\$5,504	\$7,462	35.6%	\$7,883	\$4,306	\$10,934
District 2								
District 2 Total	\$34,212	\$17,999	\$14,363	\$17,029	18.6%	\$23,527	\$14,363	\$34,212
Bel Air	\$11,815	\$6,600	\$6,485	\$7,304	12.6%	\$8,565	\$6,485	\$11,815
Elkton	\$3,559	\$792	\$828	\$1,248	50.7%	\$1,980	\$792	\$3,559
Essex	\$9,574	\$5,300	\$3,795	\$4,327	14.0%	\$6,870	\$3,795	\$11,582
Loveville	\$1,070	\$801	\$755	\$1,357	79.7%	\$965	\$440	\$1,466
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$2,457	\$517	\$446	\$135	-69.8%	\$563	\$100	\$2,457
Waldorf	\$5,737	\$3,989	\$2,053	\$2,659	29.5%	\$4,584	\$2,053	\$7,530
District 3								
District 3 Total	\$29,142	\$12,570	\$19,653	\$15,960	-18.8%	\$26,208	\$12,570	\$42,335
Beltsville	\$10,986	\$4,402	\$8,795	\$8,437	-4.1%	\$10,614	\$4,402	\$16,205
Columbia Express	\$2,498	\$1,559	\$1,363	\$543	-60.2%	\$2,188	\$543	\$3,634
Gaithersburg	\$12,441	\$4,390	\$6,288	\$5,742	-8.7%	\$10,068	\$4,390	\$16,868
Glenmont Express	\$920	\$113	\$953	\$222	-76.7%	\$1,105	\$113	\$2,133
Walnut Hill Express	\$2,297	\$2,106	\$2,254	\$1,016	-54.9%	\$2,233	\$1,016	\$4,083
District 4								
District 4 Total	\$42,834	\$18,627	\$25,172	\$31,035	23.3%	\$35,600	\$18,627	\$51,964
Annapolis	\$9,723	\$4,054	\$6,308	\$6,093	-3.4%	\$8,361	\$4,054	\$12,498
Easton	\$2,713	\$1,042	\$807	\$1,263	56.4%	\$1,801	\$807	\$3,343
Glen Burnie	\$10,832	\$3,291	\$6,571	\$8,110	23.4%	\$8,495	\$3,291	\$13,607
Largo	\$18,110	\$9,460	\$9,466	\$13,867	46.5%	\$15,333	\$9,460	\$20,758
Salisbury	\$1,456	\$780	\$2,019	\$1,703	-15.7%	\$1,609	\$780	\$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	\$900,270	\$888,716	\$657,924	\$1,064,926	\$1,023,960
District 1 Total	\$217,597	\$202,944	\$158,158	\$258,236	\$233,755
Baltimore City	\$88,342	\$78,583	\$62,026	\$95,470	\$90,514
Cumberland	\$7,036	\$3,656	\$2,578	\$4,226	\$4,210
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$26,426	\$22,610	\$15,783	\$30,092	\$26,043
Hagerstown	\$3,136	\$1,382	\$1,422	\$2,637	\$1,591
Westminster	\$29,589	\$23,715	\$29,246	\$42,693	\$27,316
White Oak	\$63,068	\$72,998	\$47,104	\$83,119	\$84,081
District 2					
District 2 Total	\$188,213	\$187,516	\$120,922	\$201,775	\$215,984
Bel Air	\$68,521	\$61,246	\$40,531	\$62,209	\$70,544
Elkton	\$15,837	\$24,145	\$11,447	\$17,652	\$27,811
Essex	\$54,958	\$53,454	\$33,035	\$61,038	\$61,569
Loveville	\$7,722	\$3,404	\$4,406	\$8,616	\$3,921
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$0
Lock Raven / Parkville Express	\$4,504	\$284	\$473	\$871	\$327
Waldorf	\$36,671	\$44,983	\$31,030	\$51,389	\$51,812
District 3					
District 3 Total	\$209,663	\$109,038	\$121,126	\$201,524	\$125,591
Beltsville	\$84,914	\$47,461	\$27,931	\$59,309	\$54,666
Columbia Express	\$17,501	\$8,562	\$16,924	\$24,061	\$9,862
Gaithersburg	\$80,546	\$48,681	\$66,229	\$98,042	\$56,072
Glenmont Express	\$8,837	\$3,113	\$7,419	\$11,096	\$3,585
Walnut Hill Express	\$17,865	\$1,221	\$2,621	\$9,014	\$1,406
District 4					
District 4 Total	\$284,796	\$389,218	\$257,717	\$403,390	\$448,630
Annapolis	\$66,892	\$57,894	\$56,875	\$86,468	\$66,683
Easton	\$14,412	\$18,804	\$16,738	\$24,310	\$21,658
Glen Burnie	\$67,961	\$130,044	\$60,314	\$92,172	\$149,788
Largo	\$122,661	\$166,040	\$111,562	\$178,616	\$191,488
Salisbury	\$12,871	\$16,436	\$12,230	\$21,826	\$19,013
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
April FY 2011
Reporting Period: February 2011

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Transaction Total	658,941	608,992	658,356	675,958	2.7%	703,265	608,992	808,760	5,626,120	5,440,687	8,488,727
Driver Licensing											
Transaction Subtotal	223,640	208,834	225,962	213,872	-5.4%	242,283	208,834	290,550	1,938,266	1,952,379	3,015,389
Full Service	179,136	166,582	182,715	176,895	-3.2%	197,167	166,582	239,178	1,577,340	1,571,408	2,434,541
Express	33,366	31,433	31,451	26,631	-15.3%	34,780	26,631	41,823	278,244	277,952	428,461
Satellite	2,495	2,027	2,031	1,834	-9.7%	2,310	1,834	2,921	18,482	18,994	29,181
Alternate	8,643	8,793	9,765	8,512	-12.8%	8,025	6,628	9,765	64,201	84,026	123,206
Titling / Registration											
Transaction Subtotal	366,985	342,043	363,928	388,606	6.8%	394,478	342,043	449,188	3,155,824	3,083,900	4,830,492
Full Service	148,813	132,118	143,537	136,325	-5.0%	158,609	132,118	192,330	1,268,872	1,306,581	2,044,871
Express	9,367	9,089	10,088	8,981	-11.0%	9,718	8,981	10,736	77,740	83,773	121,716
Satellite	887	564	640	599	-6.4%	880	564	1,222	7,036	7,332	11,620
Alternate	207,918	200,272	209,663	242,701	15.8%	225,272	200,272	244,975	1,802,176	1,686,214	2,652,285
Other											
Transaction Subtotal	68,316	58,115	68,466	73,480	7.3%	66,504	58,115	73,480	532,030	404,408	642,846
Full Service	38,113	32,946	38,866	44,907	15.5%	38,950	32,946	44,907	311,601	297,020	469,485
Express	1,153	1,142	1,165	1,004	-13.8%	1,178	1,004	1,294	9,422	7,666	12,581
Satellite	21	28	48	15	-68.8%	30	9	58	238	199	390
Alternate	29,029	23,999	28,387	27,554	-2.9%	26,346	23,096	29,029	210,769	99,523	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
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Transaction Total	658,941	608,992	658,356	675,958	2.7%	703,265	608,992	808,760	5,626,120	5,440,687	8,488,727
Driver Licensing											
Transaction Subtotal	223,640	208,834	225,962	213,872	-5.4%	242,283	208,834	290,550	1,938,266	1,952,379	3,015,389
Law Tests Given	19,262	18,134	21,958	24,195	10.2%	22,911	18,134	28,450	183,291	185,139	294,628
Vision Tests Given	64,920	60,131	63,256	57,387	-9.3%	69,323	57,387	81,403	554,583	558,092	858,410
Skills Tests Given	10,811	11,002	11,131	11,718	5.3%	12,070	10,811	14,858	96,559	92,060	144,104
New Licenses	29,282	27,037	30,739	31,133	1.3%	33,590	27,037	41,879	268,721	267,497	415,909
Renewal Licenses	59,974	56,491	56,694	47,251	-16.7%	61,308	47,251	70,822	490,462	502,780	767,221
License Duplications	12,253	11,791	12,659	11,670	-7.8%	12,648	11,670	14,049	101,183	102,422	157,517
License Corrections	2,392	2,475	2,687	2,499	-7.0%	2,665	2,392	3,087	21,317	27,310	39,525
Photo I.D. Cards - New / Corr / Dup	10,814	9,857	11,562	12,803	10.7%	13,082	9,857	19,627	104,655	101,514	156,447
Copy Of DI Record	13,932	11,916	15,277	15,216	-0.4%	14,687	11,916	16,376	117,496	115,565	181,628
Titling / Registration											
Transaction Subtotal	366,985	342,043	363,928	388,606	6.8%	394,478	342,043	449,188	3,155,824	3,083,900	4,830,492
New Titles	74,859	71,120	71,630	73,180	2.2%	78,565	71,120	88,319	628,520	602,191	965,423
Corrected Titles	8,554	8,933	8,864	8,131	-8.3%	9,251	8,131	10,686	74,008	77,268	114,527
Duplicated Titles	11,724	11,191	11,884	12,124	2.0%	12,327	11,191	13,656	98,617	80,151	134,062
Lien Maintenance	8,960	9,521	9,384	8,823	-6.0%	9,698	8,823	11,017	77,586	71,381	111,254
Salvage Application	6,405	6,842	6,927	6,400	-7.6%	6,530	6,177	6,927	52,237	68,682	96,411
Salvage Corr. / Dupl.	234	164	203	167	-17.7%	218	164	280	1,747	2,008	3,337
Renewal -Std.	147,002	135,243	138,378	171,623	24.0%	164,522	135,243	190,545	1,316,175	1,323,714	2,086,908
Renewal -Replac. Tag.	3,305	2,765	3,196	3,575	11.9%	3,888	2,765	5,062	31,101	22,344	37,538
Substitute Tags	5,091	4,201	4,507	4,890	8.5%	5,253	4,201	6,280	42,026	39,163	63,250
Substitute Stickers	3,670	3,267	3,916	3,065	-21.7%	3,612	3,065	3,962	28,892	30,651	48,084
Duplicate Regist.	6,503	5,927	6,753	6,762	0.1%	7,449	5,927	9,424	59,594	59,274	95,155
Corrected Regist.	1,688	1,824	1,821	1,639	-10.0%	1,750	1,639	1,891	13,999	15,499	23,658
New Tag Regist.	2,695	2,173	2,340	2,477	5.9%	2,742	2,173	3,138	21,935	22,262	37,317
Transfer Tags With Renewal	170	153	179	190	6.1%	181	153	206	1,447	1,466	2,365
Tags Returned	64,587	58,945	70,581	64,930	-8.0%	66,563	58,945	73,190	532,501	496,886	750,834
Change Of Address	21,538	19,774	23,365	20,630	-11.7%	21,930	19,169	25,046	175,439	23,276	260,369
Other											
Transaction Subtotal	68,316	58,115	68,466	73,480	7.3%	66,504	58,115	73,480	532,030	404,408	642,846
Icd	32,541	30,376	33,588	36,382	8.3%	34,312	30,376	37,012	274,496	184,644	289,592
Disability Placards - Temporary	2,701	2,674	2,982	2,825	-5.3%	2,845	2,674	2,982	22,758	20,554	32,069
Disability Placards - Permanent	15,331	8,995	10,830	11,061	2.1%	12,646	8,995	15,372	101,166	90,422	147,349
County Stickers	41	31	46	45	-2.2%	33	15	46	261	154	242
Administrative Parking Flags Removed	17,702	16,039	21,020	23,167	10.2%	16,669	11,888	23,167	133,349	108,634	173,594

MVA StateStat
Alternate Transactions
April FY 2011
Reporting Period: February 2011

Performance Metrics											
Alternate Transactions	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Change	Avg	Min			
Total Transactions	245,590	233,064	247,815	278,767	12.5%	259,643	233,064	278,767	2,077,146	1,869,763	2,935,881
Driver Licensing											
Transaction Subtotal	8,643	8,793	9,765	8,512	-12.8%	8,025	6,628	9,765	64,201	84,026	123,206
Vinnet											
CVR											
Kiosks	159	103	171	178	4.1%	128	5	178	899	166	234
Mobile Bus	670	667	629	589	-6.4%	903	589	1,591	7,227	7,556	11,222
Internet	2,284	2,137	2,689	2,665	-0.9%	2,252	1,868	2,689	18,019	15,583	24,604
Telephone											
Central Operations	5,335	5,738	6,163	4,940	-19.8%	4,602	2,847	6,163	36,818	59,518	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	195	148	113	140	23.9%	155	113	219	1,238	1,201	1,720
Titling / Registration											
Transaction Subtotal	207,918	200,272	209,663	242,701	15.8%	225,272	200,272	244,975	1,802,176	1,686,214	2,652,285
Vinnet	21,922	20,084	22,526	22,046	-2.1%	21,902	20,084	24,041	175,214	135,618	227,237
CVR	33,868	34,755	33,258	33,816	1.7%	35,245	33,258	37,906	281,959	264,088	415,587
Kiosks	15,593	12,818	21,712	19,558	-9.9%	15,411	7,464	21,712	123,284	17,784	46,275
Mobile Bus	528	314	225	275	22.2%	363	225	528	2,901	2,489	3,844
Internet	70,126	68,575	72,355	84,298	16.5%	77,915	68,575	89,754	623,316	601,976	943,367
Telephone	900	635	1,064	2,702	153.9%	1,066	635	2,702	8,530	4,989	7,936
Central Operations	62,157	60,466	55,536	77,153	38.9%	70,261	55,536	80,419	562,085	634,373	967,689
Cumberland - Customer Service Ctr.	764	721	835	663	-20.6%	802	663	894	6,419	5,735	9,983
County Treasurers	2,060	1,904	2,152	2,190	1.8%	2,309	1,904	2,716	18,468	19,162	30,367
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	29,029	23,999	28,387	27,554	-2.9%	26,346	23,096	29,029	210,769	99,523	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	840	703	1,043	1,304	25.0%	625	9	1,304	4,997	544	774
Mobile Bus	54	57	56	74	32.1%	69	54	83	555	495	757
Internet	4,510	4,815	5,841	6,069	3.9%	4,279	2,898	6,069	34,234	22,449	35,225
Telephone	10,731	12,205	11,105	10,420	-6.2%	11,894	10,420	14,104	95,151	15,160	24,566
Central Operations	12,894	6,219	10,342	9,687	-6.3%	9,479	6,219	12,894	75,832	60,875	99,068
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing											
Employee Testing											

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Transaction Total	245,590	233,064	247,815	278,767	12.5%	259,643	233,064	278,767	2,077,146	1,869,763	2,935,881
Driver Licensing											
Transaction Subtotal	8,643	8,793	9,765	8,512	-12.8%	8,025	6,628	9,765	64,201	84,026	123,206
Law Tests Given											
Vision Tests Given	232	243	214	181	-15.4%	286	181	453	2,291	2,514	3,883
Skills Tests Given	195	148	113	140	23.9%	155	113	219	1,238	1,203	1,722
New Licenses	71	51	52	53	1.9%	63	51	81	502	579	865
Renewal Licenses	4,776	5,318	5,630	4,377	-22.3%	4,154	2,467	5,630	33,233	54,754	78,227
License Duplications	101	87	100	123	23.0%	103	87	123	821	753	1,158
License Corrections	7	13	4	12	200.0%	12	4	19	98	85	131
Photo I.D. Cards - New / Corr / Dup	318	289	270	249	-7.8%	274	227	318	2,195	2,609	3,893
Copy of DL Record	2,943	2,644	3,382	3,377	-0.1%	2,978	2,532	3,382	23,823	21,529	33,327
Titling / Registration											
Transaction Subtotal	207,918	200,272	209,663	242,701	15.8%	225,272	200,272	244,975	1,802,176	1,686,214	2,652,285
New Titles	40,688	40,335	39,716	39,692	-0.1%	41,688	39,692	44,866	333,507	294,475	474,890
Corrected Titles	5,307	6,105	5,758	5,170	-10.2%	5,874	5,170	6,650	46,989	42,092	64,144
Duplicated Titles	3,588	3,628	3,850	3,897	1.2%	3,863	3,588	4,257	30,907	26,279	42,545
Lien Maintenance	4,799	5,641	5,386	4,782	-11.2%	5,326	4,782	6,015	42,605	36,680	56,553
Salvage Application	6,405	6,842	6,927	6,400	-7.6%	6,530	6,177	6,927	52,237	68,682	96,411
Salvage Corr. / Dupl.	234	164	203	167	-17.7%	218	164	280	1,747	2,008	3,337
Renewal -Std.	115,206	109,442	113,792	151,313	33.0%	129,660	109,442	151,313	1,037,281	939,136	1,490,856
Renewal -Replac. Tag.	971	877	1,066	1,368	28.3%	1,127	877	1,368	9,012	5,224	9,344
Substitute Tags	2,352	1,860	1,905	1,934	1.5%	2,200	1,860	2,588	17,600	16,473	26,408
Substitute Stickers	1,203	970	1,211	923	-23.8%	1,163	923	1,322	9,302	9,839	15,347
Duplicate Regist.	4,105	3,748	4,619	4,769	3.2%	4,891	3,748	6,167	39,125	35,276	58,208
Corrected Regist.	128	149	231	186	-19.5%	145	92	231	1,158	1,663	2,341
New Tag Regist.	396	312	320	367	14.7%	376	312	435	3,007	2,630	4,688
Transfer Tags With Renewal	1	0	3	2	-33.3%	2	1	4	13	14	28
Tags Returned	6,749	5,656	6,938	6,513	-6.1%	6,514	5,656	7,053	52,114	93,654	136,571
Change Of Address	15,786	14,543	17,738	15,218	-14.2%	15,697	13,417	17,738	125,572	112,089	170,614
Other											
Transaction Subtotal	29,029	23,999	28,387	27,554	-2.9%	26,346	23,096	29,029	210,769	99,523	160,390
ICD											
Disability Placards - Temporary	439	410	526	452	-14.1%	456	396	526	3,648	3,836	5,893
Disability Placards - Permanent	9,087	3,388	5,305	5,484	3.4%	6,207	3,388	9,087	49,654	43,970	73,110
County Stickers	41	31	46	45	-2.2%	33	15	46	261	154	242
Administrative Parking Flags Removed	8,732	7,965	11,405	11,153	-2.2%	7,758	4,721	11,405	62,061	51,563	81,145

MVA StateStat
Operations - All Branches
April FY 2011
Reporting Period: February 2011

Performance Metrics											
All Branches	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		90.7%				86.9%		90.7%			88.2%
Branch Visit Time	29.89	24.23	24.78	26.30	6%	30.46	24.23	38.87			27.64
Branch Waiting Time	23.61	18.02	18.43	20.05	9%	24.14	18.02	32.39			21.29
Branch Processing Time	6.28	6.22	6.35	6.24	-2%	6.32	6.22	6.48			6.35
Branch Customers Served	278,772	330,742	298,839	315,777	6%	347,843	278,772	448,514	2,782,746	2,845,557	4,366,197
Drivers License Visit Time	39.07	30.64	31.03	32.69	5%	39.40	30.64	52.73			34.01
DLS Waiting Time	31.50	23.19	23.55	25.35	8%	31.76	23.19	44.83			26.07
DLS Processing Time	7.57	7.45	7.48	7.35	-2%	7.64	7.35	7.91			7.93
DLS Customers Served	125,505	146,412	137,410	139,762	2%	154,387	125,505	193,985	1,235,096	1,185,547	1,817,681
Vehicle Services Visit Time	23.83	20.14	20.29	21.95	8%	24.59	20.14	29.40			24.13
VS Wait Time	18.59	14.91	14.91	16.53	11%	19.33	14.91	24.20			18.93
VS Processing Time	5.24	5.23	5.38	5.41	1%	5.26	5.14	5.41			5.20
VS Customers Served	112,549	136,906	115,735	121,515	5%	142,959	112,549	194,677	1,143,669	1,241,815	1,905,107
ICD/Misc Visit Time	18.31	15.94	16.93	19.47	15%	18.62	15.94	21.38			18.87
ICD/Misc Wait Time	13.10	10.73	11.52	14.22	23%	13.34	10.73	16.12			13.58
ICD/Misc Processing Time	5.21	5.21	5.40	5.25	-3%	5.28	5.21	5.40			5.30
ICD/Misc Customers Served	40,718	47,424	45,694	54,500	19%	50,498	40,718	59,852	403,981	418,195	643,409
Total Transactions	414,603	376,967	411,451	398,129	-3%	444,957	376,967	532,661	3,559,657	3,581,464	5,559,360
DLS Transactions	215,667	200,709	216,826	205,949	-5%	235,162	200,709	285,361	1,881,292	1,875,909	2,894,096
Title & Registration Transactions	159,595	142,085	154,490	146,180	-5%	169,569	142,085	204,687	1,356,549	1,400,175	2,182,051
Other	39,341	34,173	40,135	46,000	15%	40,227	34,173	46,000	321,816	305,380	483,213
Personnel											
Filled PINS	693	699	696	698	0%	694	690	699			690
Filled Contract Employees	22	24	24	23	-2%	21	17	24			20
State Temporary Employees	42	37	39	46	18%	44	37	49			46
Agency Temporary Employees	18	21	21	25	19%	20	18	25			18
# Vacancies (PIN & Contract)	41	31	33	34	5%	38	31	44			38
% Vacant Positions	5.3%	4.0%	4.2%	4.3%	3%	4.8%	4.0%	5.7%			4.8%
Total Leave Days	5,288	4,136	3,067	3,086	1%	31,330	3,067	5,288	31,330	34,619	47,252
Sick Leave Days (Unplanned)	639	554	753	734	-2%	5,654	554	815	5,654	5,939	9,020
Other Leave Days (Planned)	4,649	3,581	2,314	2,351	2%	25,676	2,314	4,649	25,676	28,679	38,335
Overtime Hrs.	5,420	2,576	3,030	3,619	19%	34,728	2,576	6,123	34,728	28,117	44,183
OT Annual Budget									\$888,432	\$1,096,631	1,096,631
OT Spent	\$139,686	\$65,632	\$77,389	\$88,919	15%	\$900,270	\$65,632	\$166,005	\$900,270	\$720,519	1,127,123
% of Budget Spent	75.2%	82.6%	91.3%	101.3%	11%				101.3%	65.7%	102.8%

MVA StateStat
Operations - District Summary
April FY 2011
Reporting Period: February 2011

PerformanceMetrics											
District 1	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		90.1%				84.9%	79.6%	90.1%			86.2%
Branch Visit Time	30.41	26.24	27.89	31.93	14%	31.42	26.24	37.48			27.75
Branch Waiting Time	24.50	20.29	21.66	25.85	19%	25.49	20.29	31.55			21.91
Branch Processing Time	5.90	5.95	6.23	6.08	-2%	5.93	5.70	6.23			5.84
Branch Customers Served	71,837	83,525	74,587	81,760	10%	89,575	71,837	115,645	716,603	736,127	1,130,808
Drivers License Visit Time	39.13	32.28	34.15	40.92	20%	40.75	32.28	51.02			34.69
DLS Waiting Time	31.83	24.92	26.65	33.70	26%	33.40	24.92	43.58			27.25
DLS Processing Time	7.29	7.36	7.50	7.22	-4%	7.35	7.22	7.50			7.44
DLS Customers Served	32,261	36,758	34,697	37,753	9%	39,629	32,261	49,347	317,029	304,849	466,473
Vehicle Services Visit Time	24.31	22.16	22.73	24.07	6%	24.71	22.16	28.67			23.27
VS Wait Time	19.56	17.29	17.66	18.93	7%	19.93	17.29	24.02			18.60
VS Processing Time	4.75	4.87	5.07	5.14	1%	4.78	4.46	5.14			4.67
VS Customers Served	30,132	35,615	29,464	31,610	7%	38,280	29,464	52,729	306,242	334,156	516,082
ICD/Misc Visit Time	19.92	18.96	20.16	24.33	21%	20.37	18.96	24.33			20.04
ICD/Misc Wait Time	15.02	14.26	14.88	19.33	30%	15.46	14.17	19.33			15.13
ICD/Misc Processing Time	4.90	4.70	5.28	5.00	-5%	4.90	4.70	5.28			4.90
ICD/Misc Customers Served	9,444	11,152	10,426	12,397	19%	11,667	9,444	14,179	93,332	97,122	148,253
Total Transactions	97,250	87,185	93,563	94,499	1%	105,393	87,185	130,484	843,144	852,148	1,324,898
DLS Transactions	51,848	48,019	51,536	51,239	-1%	57,579	48,019	72,854	460,632	459,366	709,919
Title & Registration Transactions	36,136	31,178	32,352	31,705	-2%	38,213	31,178	47,411	305,706	321,845	501,672
Other	9,266	7,988	9,675	11,555	19%	9,601	7,988	11,555	76,806	70,937	113,307
Personnel											
Filled PINS	170	169	166	168	1%	168	166	170			166
Filled Contract Employees	5	5	5	5	-3%	4	3	5			5
State Temporary Employees	11	12	14	16	14%	13	11	16			13
Agency Temporary Employees	4	4	4	6	50%	5	3	6			5
# Vacancies (PIN & Contract)	6	6	7	7	0%	7	5	10			9
% Vacant Positions	3.2%	3.2%	3.7%	3.6%	-3%	3.8%	2.6%	5.3%			4.8%
Total Leave Days	1,344	986	779	747	-4%	7,707	747	1,344	7,707	8,531	11,805
Sick Leave Days (Unplanned)	149	110	177	137	-23%	1,239	110	184	1,239	1,563	2,280
Other Leave Days (Planned)	1,195	876	602	610	1%	6,468	602	1,195	6,468	6,968	9,525
Overtime Hrs.	1,306	670	717	1,000	40%	8,383	670	1,399	8,383	6,025	10,130
OT Annual Budget									\$202,944	\$233,755	233,755
OT Spent	\$33,498	\$16,436	\$18,202	\$24,896	37%	\$217,597	\$16,436	\$37,862	\$217,597	\$158,158	258,236
% of Budget Spent	77.9%	86.0%	95.0%	107.2%	13%				107.2%	67.7%	110.5%

MVA StateStat
Operations - District Summary
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District Summary

PerformanceMetrics											
District 2	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		92.6%				85.3%	77.9%	92.6%			90.3%
Branch Visit Time	29.78	22.50	22.38	22.94	3%	28.16	22.38	34.31			23.19
Branch Waiting Time	23.61	16.42	16.11	16.70	4%	21.91	16.11	27.91			16.90
Branch Processing Time	6.17	6.07	6.26	6.25	0%	6.25	6.07	6.40			6.29
Branch Customers Served	61,096	73,926	65,343	67,465	3%	77,400	61,096	102,187	619,199	632,827	972,444
Drivers License Visit Time	38.12	26.61	27.53	27.26	-1%	35.51	26.61	45.39			27.65
DLS Waiting Time	30.58	19.15	19.94	19.74	-1%	27.79	19.15	37.46			19.71
DLS Processing Time	7.54	7.45	7.59	7.52	-1%	7.72	7.45	8.01			7.93
DLS Customers Served	28,412	33,411	29,964	30,118	1%	34,947	28,412	44,848	279,578	273,421	419,726
Vehicle Services Visit Time	25.37	20.87	19.63	21.73	11%	24.23	19.63	28.28			21.28
VS Wait Time	20.42	16.02	14.54	16.50	13%	19.27	14.54	23.43			16.33
VS Processing Time	4.95	4.86	5.09	5.24	3%	4.96	4.85	5.24			4.94
VS Customers Served	24,332	31,069	25,958	26,391	2%	32,064	24,332	44,812	256,508	274,576	421,297
ICD/Misc Visit Time	14.16	13.00	13.43	13.60	1%	14.12	13.00	15.93			13.87
ICD/Misc Wait Time	9.01	7.80	8.15	8.44	4%	8.83	7.80	10.67			8.48
ICD/Misc Processing Time	5.15	5.20	5.28	5.16	-2%	5.29	5.15	5.59			5.39
ICD/Misc Customers Served	8,352	9,446	9,421	10,956	16%	10,389	8,352	12,527	83,113	84,830	131,421
Total Transactions	104,462	93,995	101,530	96,897	-5%	110,867	93,995	132,969	886,935	915,734	1,420,316
DLS Transactions	53,396	49,306	52,196	49,499	-5%	57,650	49,306	70,665	461,197	466,698	722,196
Title & Registration Transactions	42,389	37,269	40,445	37,263	-8%	44,353	37,263	53,070	354,824	380,147	590,469
Other	8,677	7,420	8,889	10,135	14%	8,864	7,420	10,135	70,914	68,889	107,651
Personnel											
Filled PINS	150	156	157	159	2%	156	150	159			159
Filled Contract Employees	8	8	8	8	0%	8	7	8			7
State Temporary Employees	11	9	9	12	33%	12	9	15			13
Agency Temporary Employees	7	8	8	9	13%	7	6	9			7
# Vacancies (PIN & Contract)	14	8	7	5	-29%	8	4	14			3
% Vacant Positions	8.0%	4.4%	3.9%	2.7%	-31%	4.5%	1.9%	8.0%			1.6%
Total Leave Days	1,206	958	690	675	-2%	7,351	675	1,206	7,351	7,829	10,744
Sick Leave Days (Unplanned)	119	120	146	179	23%	1,235	119	190	1,235	1,231	1,984
Other Leave Days (Planned)	1,087	838	545	497	-9%	6,116	497	1,087	6,116	6,598	8,760
Overtime Hrs.	1,284	684	542	646	19%	6,946	542	1,284	6,946	7,154	10,165
OT Annual Budget									\$187,232	\$288,655	288,655
OT Spent	\$34,212	\$17,999	\$14,363	\$17,029	19%	\$188,213	\$14,363	\$34,212	\$188,213	\$183,518	263,973
% of Budget Spent	74.1%	83.8%	91.4%	100.5%	10%				100.5%	63.6%	91.4%

MVA StateStat
Operations - District Summary
April FY 2011
Reporting Period: February 2011

PerformanceMetrics											
District 3	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		87.0%				86.5%	85.9%	87.0%			87.0%
Branch Visit Time	33.76	28.12	27.05	23.08	-15%	34.58	23.08	47.79			30.29
Branch Waiting Time	27.46	21.92	20.83	17.10	-18%	28.19	17.10	41.01			23.81
Branch Processing Time	6.30	6.19	6.22	5.98	-4%	6.39	5.98	6.78			6.48
Branch Customers Served	57,320	70,608	65,070	65,199	0%	70,884	57,320	87,977	567,069	579,406	885,064
Drivers License Visit Time	39.64	32.97	31.10	27.45	-12%	40.30	27.45	57.11			34.11
DLS Waiting Time	32.65	26.02	24.25	20.59	-15%	33.08	20.59	49.39			26.34
DLS Processing Time	6.99	6.95	6.85	6.86	0%	7.21	6.85	7.72			7.76
DLS Customers Served	31,746	38,317	36,615	34,456	-6%	39,176	31,746	48,044	313,411	288,019	444,672
Vehicle Services Visit Time	28.69	23.39	22.56	18.60	-18%	29.46	18.60	39.25			27.46
VS Wait Time	23.22	18.15	17.30	13.76	-20%	24.08	13.76	33.78			22.22
VS Processing Time	5.47	5.24	5.26	4.84	-8%	5.38	4.84	5.70			5.23
VS Customers Served	19,000	24,223	21,028	21,961	4%	23,406	19,000	29,981	187,245	216,500	326,086
ICD/Misc Visit Time	20.33	18.86	19.53	16.97	-13%	21.36	16.97	28.64			22.57
ICD/Misc Wait Time	14.90	13.35	13.70	11.58	-16%	15.98	11.58	23.14			17.44
ICD/Misc Processing Time	5.43	5.51	5.83	5.39	-7%	5.39	4.91	5.83			5.13
ICD/Misc Customers Served	6,574	8,068	7,427	8,782	18%	8,302	6,574	9,952	66,413	74,887	114,306
Total Transactions	80,104	76,804	81,298	73,332	-10%	85,935	73,332	102,369	687,479	709,484	1,093,284
DLS Transactions	51,104	49,099	52,222	46,342	-11%	55,303	46,342	66,569	442,425	442,504	683,440
Title & Registration Transactions	24,951	24,114	25,281	23,336	-8%	26,663	23,336	31,334	213,306	234,711	358,995
Other	4,049	3,591	3,795	3,654	-4%	3,969	3,591	4,466	31,748	32,269	50,849
Personnel											
Filled PINS	132	133	132	130	-2%	132	129	133			129
Filled Contract Employees	6	6	6	6	-2%	5	4	6			4
State Temporary Employees	8	5	5	6	20%	6	4	8			5
Agency Temporary Employees	4	6	5	6	20%	5	3	6			2
# Vacancies (PIN & Contract)	10	6	9	11	29%	9	6	12			12
% Vacant Positions	6.7%	4.0%	5.7%	7.4%	30%	6.1%	4.0%	8.3%			8.6%
Total Leave Days	950	752	707	591	-16%	5,820	591	950	5,820	6,309	8,625
Sick Leave Days (Unplanned)	106	86	156	116	-26%	963	86	168	963	1,043	1,570
Other Leave Days (Planned)	844	666	551	475	-14%	4,857	475	844	4,857	5,266	7,055
Overtime Hrs.	1,163	493	809	754	-7%	8,454	493	1,651	8,454	4,969	8,188
OT Annual Budget									\$109,038	\$125,591	125,591
OT Spent	\$29,142	\$12,570	\$19,653	\$15,960	-19%	\$209,663	\$12,570	\$42,335	\$209,663	\$121,126	201,524
% of Budget Spent	148.1%	159.6%	177.6%	192.3%	8%				192.3%	96.4%	160.5%

MVA StateStat
Operations - District Summary
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District Summary

PerformanceMetrics											
District 4	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		92.2%				90.2%	88.2%	92.2%			88.9%
Branch Visit Time	27.02	21.13	22.47	26.22	17%	28.63	21.13	37.28			28.94
Branch Waiting Time	20.38	14.59	15.88	19.69	24%	21.99	14.59	30.47			22.22
Branch Processing Time	6.64	6.54	6.60	6.53	-1%	6.64	6.53	6.81			6.73
Branch Customers Served	88,519	102,683	93,839	101,353	8%	109,984	88,519	142,705	879,875	897,197	1,377,881
Drivers License Visit Time	39.26	30.17	30.87	33.87	10%	40.49	30.17	56.36			38.62
DLS Waiting Time	30.83	22.11	22.85	26.10	14%	32.20	22.11	47.81			30.05
DLS Processing Time	8.43	8.06	8.02	7.78	-3%	8.28	7.78	8.64			8.57
DLS Customers Served	33,086	37,926	36,134	37,435	4%	40,635	33,086	51,746	325,078	319,258	486,810
Vehicle Services Visit Time	20.24	16.49	17.78	22.27	25%	22.55	16.49	27.93			25.01
VS Wait Time	14.55	10.74	11.92	16.24	36%	16.77	10.74	22.23			19.22
VS Processing Time	5.69	5.75	5.86	6.03	3%	5.78	5.69	6.03			5.78
VS Customers Served	39,085	45,999	39,285	41,553	6%	49,209	39,085	67,155	393,674	416,583	641,642
ICD/Misc Visit Time	18.64	14.26	15.83	20.79	31%	18.74	14.26	21.50			19.00
ICD/Misc Wait Time	13.30	8.86	10.47	15.41	47%	13.29	8.86	16.04			13.44
ICD/Misc Processing Time	5.33	5.40	5.36	5.38	0%	5.45	5.33	5.62			5.55
ICD/Misc Customers Served	16,348	18,758	18,420	22,365	21%	20,140	16,348	23,804	161,123	161,356	249,429
Total Transactions	131,536	117,945	134,150	132,462	-1%	141,427	117,945	164,848	1,131,417	1,093,558	1,705,040
DLS Transactions	58,650	53,618	60,243	58,279	-3%	63,727	53,618	73,833	509,812	499,785	767,320
Title & Registration Transactions	55,591	49,210	56,187	53,601	-5%	59,977	49,210	72,398	479,812	460,983	727,071
Other	17,295	15,117	17,720	20,582	16%	17,724	15,117	20,582	141,793	17,357	210,649
Personnel											
Filled PINS	239	239	240	239	0%	237	234	240			235
Filled Contract Employees	3	5	5	5	-5%	4	2	5			4
State Temporary Employees	12	11	11	12	9%	13	11	15			15
Agency Temporary Employees	3	3	4	4	0%	3	3	4			4
# Vacancies (PIN & Contract)	10	10	9	10	11%	13	9	16			14
% Vacant Positions	3.9%	3.9%	3.5%	3.8%	11%	4.9%	3.5%	6.3%			5.2%
Total Leave Days	1,775	1,427	884	1,065	20%	10,363	884	1,775	10,363	11,880	15,975
Sick Leave Days (Unplanned)	265	238	274	302	10%	2,217	217	332	2,217	2,102	3,186
Other Leave Days (Planned)	1,510	1,189	610	762	25%	8,146	610	1,510	8,146	9,777	12,892
Overtime Hrs.	1,667	729	961	1,219	27%	10,945	729	1,885	10,945	9,970	15,701
OT Annual Budget									\$389,218	\$448,630	448,630
OT Spent	\$42,834	\$18,627	\$25,172	\$31,035	23%	\$284,796	\$18,627	\$51,964	\$284,796	\$257,717	403,390
% of Budget Spent	53.9%	58.7%	65.2%	73.2%	12%				73.2%	57.4%	89.9%

**MVA StateStat
Operations - District 1
April FY 2011
Reporting Period: February 2011**

PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		90.7%				82.3%	73.8%	90.7%			85.8%
Branch Visit Time	35.78	32.77	34.58	46.18	34%	37.89	30.80	46.43			33.41
Branch Waiting Time	30.05	26.87	28.39	40.30	42%	32.01	25.11	40.46			27.75
Branch Processing Time	5.74	5.90	6.19	5.88	-5%	5.88	5.69	6.19			5.67
Branch Customers Served	20,675	23,324	21,576	25,734	19%	25,545	20,675	32,320	204,356	212,576	324,997
Drivers License Visit Time	50.31	42.78	45.89	63.74	39%	53.21	42.78	66.24			43.93
DLS Waiting Time	42.70	34.84	37.77	56.24	49%	45.41	34.84	58.43			36.37
DLS Processing Time	7.61	7.93	8.12	7.50	-8%	7.80	7.50	8.12			7.56
DLS Customers Served	9,290	10,323	9,978	12,102	21%	11,538	9,290	14,287	92,300	93,361	141,232
Vehicle Services Visit Time	24.37	25.11	24.80	28.02	13%	25.30	19.57	30.58			25.05
VS Wait Time	20.20	20.72	20.33	23.48	15%	20.98	15.48	26.18			20.82
VS Processing Time	4.17	4.39	4.46	4.54	2%	4.32	4.09	4.54			4.23
VS Customers Served	7,824	8,768	7,719	8,628	12%	9,559	7,719	13,027	76,470	82,922	128,392
ICD/Misc Visit Time	22.98	22.89	23.64	34.83	47%	23.67	19.31	34.83			23.98
ICD/Misc Wait Time	18.61	18.87	18.96	30.50	61%	19.37	14.88	30.50			19.79
ICD/Misc Processing Time	4.37	4.02	4.68	4.33	-8%	4.29	3.91	4.68			4.19
ICD/Misc Customers Served	3,561	4,233	3,879	5,004	29%	4,448	3,561	5,428	35,586	36,293	55,373
Total Transactions	26,987	24,056	26,716	29,527	11%	28,974	24,056	34,513	231,792	234,769	363,785
DLS Transactions	14,502	13,341	14,462	16,048	11%	16,099	13,341	19,981	128,791	132,572	203,125
Title & Registration Transactions	8,101	6,802	7,572	7,473	-1%	8,379	6,802	10,023	67,028	69,921	109,519
Other	4,384	3,913	4,682	6,006	28%	4,497	3,814	6,006	35,973	32,276	51,141
Personnel											
Filled PINS	44	45	45	44	-2%	45	44	45			44
Filled Contract Employees	3	3	3	3	0%	3	2	3			2
State Temporary Employees	4	5	5	5	0%	5	4	5			4
Agency Temporary Employees	2	2	2	4	100%	3	2	4			4
# Vacancies (PIN & Contract)	2	1	1	2	100%	2	1	3			1
% Vacant Positions	4.3%	2.1%	2.1%	4.3%	104%	3.5%	2.1%	6.5%			2.2%
Total Leave Days	354	280	264	243	-8%	2,132	214	354	2,132	2,219	3,143
Sick Leave Days (Unplanned)	35	29	35	32	-8%	290	29	43	290	448	655
Other Leave Days (Planned)	319	251	228	211	-8%	1,841	178	319	1,841	1,771	2,488
Overtime Hrs.	478	345	307	441	44%	3,287	307	582	3,287	2,337	3,635
OT Annual Budget									\$78,583	\$0	90,514
OT Spent	\$12,852	\$8,372	\$8,187	\$11,659	42%	\$88,342	\$8,187	\$15,820	\$88,342	\$62,026	95,470
% of Budget Spent	76.5%	97.6%	97.6%	112.4%	15%				112.4%	342.6%	105.5%

MVA StateStat
Operations - District 1
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 1

PerformanceMetrics											
Cumberland 9911	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Jan '11	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		97.8%				98.2%	97.8%	98.6%			98.9%
Branch Visit Time	11.42	10.76	10.60	11.60	9%	12.45	10.60	15.75			12.08
Branch Waiting Time	6.04	5.12	4.85	5.73	18%	6.90	4.85	10.15			6.26
Branch Processing Time	5.38	5.63	5.76	5.87	2%	5.54	5.20	5.87			5.82
Branch Customers Served	4,743	4,821	4,062	4,650	14%	5,864	4,062	8,485	46,911	49,428	77,867
Drivers License Visit Time	13.83	13.07	13.36	13.68	2%	15.36	13.07	20.66			14.35
DLS Waiting Time	6.97	5.83	6.05	6.69	10%	8.26	5.83	13.30			7.24
DLS Processing Time	6.86	7.25	7.30	6.99	-4%	7.10	6.86	7.36			7.11
DLS Customers Served	1,611	1,705	1,499	1,780	19%	1,957	1,499	2,482	15,657	16,140	25,045
Vehicle Services Visit Time	10.29	9.47	8.60	10.57	23%	10.90	8.60	13.77			10.33
VS Wait Time	5.82	4.84	4.03	5.52	37%	6.39	4.03	9.20			5.74
VS Processing Time	4.47	4.63	4.58	5.05	10%	4.51	4.04	5.05			4.59
VS Customers Served	2,670	2,620	2,078	2,189	5%	3,338	2,078	5,310	26,707	28,669	45,637
ICD/Misc Visit Time	9.55	9.87	10.18	9.73	-4%	10.62	9.55	12.59			10.63
ICD/Misc Wait Time	3.72	4.33	4.27	4.04	-5%	4.62	3.72	6.24			4.64
ICD/Misc Processing Time	5.83	5.55	5.90	5.69	-4%	6.00	5.55	6.36			5.99
ICD/Misc Customers Served	462	496	485	681	40%	568	462	693	4,547	4,619	7,185
Total Transactions	7,230	5,558	5,866	5,981	2%	7,697	5,558	9,686	61,577	64,266	103,397
DLS Transactions	2,986	2,476	2,657	2,770	4%	3,155	2,476	3,823	25,244	25,398	40,192
Title & Registration Transactions	3,779	2,703	2,722	2,724	0%	4,042	2,703	5,497	32,334	34,816	56,921
Other	465	379	487	487	0%	500	379	595	3,999	4,052	6,284
Personnel											
Filled PINS	18	18	19	19	3%	18	17	20			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)	2	1	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	142	96	73	85	16%	868	73	156	868	956	1,328
Sick Leave Days (Unplanned)	4	10	22	9	-61%	115	4	26	115	172	242
Other Leave Days (Planned)	138	86	51	76	49%	753	51	138	753	784	1,086
Overtime Hrs.	23	7	19	37	99%	269	7	82	269	94	155
OT Annual Budget									\$3,656	\$0	4,210
OT Spent	\$537	\$196	\$529	\$470	-11%	\$7,036	\$196	\$2,465	\$7,036	\$2,578	4,226
% of Budget Spent	159.8%	165.1%	179.6%	192.5%	7%				192.5%	288.1%	100.4%

MVA StateStat
Operations - District 1
April FY 2011
Reporting Period: February 2011

PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		90.1%				79.0%	67.9%	90.1%			82.5%
Branch Visit Time	32.87	23.58	22.70	24.11	6%	31.77	22.70	41.68			28.13
Branch Waiting Time	27.70	18.36	17.30	18.66	8%	26.55	17.30	36.67			22.37
Branch Processing Time	5.17	5.22	5.40	5.45	1%	5.22	4.89	5.45			5.77
Branch Customers Served	12,848	15,144	13,727	14,187	3%	16,453	12,848	22,422	131,624	125,088	194,876
Drivers License Visit Time	38.14	28.33	25.80	28.24	9%	37.27	25.80	50.75			32.78
DLS Waiting Time	31.94	22.27	19.68	21.95	12%	31.10	19.68	44.81			25.54
DLS Processing Time	6.20	6.06	6.12	6.29	3%	6.17	5.94	6.40			7.24
DLS Customers Served	6,366	7,378	6,837	7,056	3%	7,842	6,366	10,290	62,736	52,276	81,440
Vehicle Services Visit Time	30.49	19.90	19.77	21.42	8%	28.55	19.77	39.12			25.81
VS Wait Time	26.46	15.64	15.33	16.80	10%	24.35	15.33	35.29			21.29
VS Processing Time	4.03	4.26	4.44	4.62	4%	4.20	3.83	4.62			4.52
VS Customers Served	5,297	6,311	5,474	5,694	4%	7,047	5,297	10,081	56,375	59,466	92,909
ICD/Misc Visit Time	15.48	16.62	17.18	14.71	-14%	17.17	14.71	19.90			18.68
ICD/Misc Wait Time	10.59	11.32	11.61	10.02	-14%	12.05	10.02	14.43			13.08
ICD/Misc Processing Time	4.89	5.29	5.57	4.69	-16%	5.13	4.69	5.57			5.60
ICD/Misc Customers Served	1,185	1,455	1,416	1,437	1%	1,564	1,185	2,051	12,513	13,346	20,527
Total Transactions	15,032	13,838	14,768	14,223	-4%	16,724	13,838	20,878	133,795	125,990	196,178
DLS Transactions	8,450	7,996	8,512	8,026	-6%	9,373	7,996	11,384	74,984	74,908	116,472
Title & Registration Transactions	5,664	5,047	5,290	5,223	-1%	6,367	5,047	8,360	50,939	42,829	66,656
Other	918	795	966	974	1%	984	795	1,134	7,872	8,253	13,050
Personnel											
Filled PINS	25	25	25	25	0%	25	24	25			25
Filled Contract Employees	0	0	0	0	0%	0	0	0			1
State Temporary Employees	2	2	4	6	50%	4	2	6			4
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	1	1	1	1	0%	1	1	2			0
% Vacant Positions	4.0%	4.0%	4.0%	4.0%	0%	5.1%	4.0%	8.3%			0.0%
Total Leave Days	185	113	73	83	14%	954	73	185	954	1,258	1,684
Sick Leave Days (Unplanned)	12	16	14	17	20%	119	7	28	119	208	263
Other Leave Days (Planned)	173	97	59	66	13%	835	59	173	835	1,050	1,422
Overtime Hrs.	145	29	50	108	115%	958	29	193	958	614	1,159
OT Annual Budget									\$22,610	\$0	26,043
OT Spent	\$4,030	\$806	\$1,354	\$2,871	112%	\$26,426	\$806	\$5,385	\$26,426	\$15,783	30,092
% of Budget Spent	0.0%	0.0%	100.0%	200.0%	100%				116.9%	333.0%	115.5%

**MVA StateStat
Operations - District 1
April FY 2011
Reporting Period: February 2011**

20110426_MVA_Template
District 1

PerformanceMetrics											
Hagerstown 9913	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		97.4%				97.4%	97.4%	97.4%			98.9%
Branch Visit Time	15.42	14.61	15.96	15.55	-3%	16.44	14.61	20.13			15.61
Branch Waiting Time	9.55	9.22	9.89	9.33	-6%	10.75	9.22	14.75			10.10
Branch Processing Time	5.87	5.39	6.08	6.23	3%	5.69	5.39	6.23			5.52
Branch Customers Served	9,039	10,757	8,420	9,325	11%	11,246	8,420	15,267	89,967	90,422	140,269
Drivers License Visit Time	16.59	18.30	15.91	17.34	9%	18.35	15.91	21.67			17.27
DLS Waiting Time	9.45	11.35	8.65	9.83	14%	11.32	8.65	14.90			10.24
DLS Processing Time	7.14	6.94	7.26	7.51	3%	7.04	6.58	7.51			7.02
DLS Customers Served	3,338	3,761	3,288	3,558	8%	3,984	3,288	5,056	31,868	31,381	48,380
Vehicle Services Visit Time	14.90	12.90	16.80	14.75	-12%	15.75	12.90	20.09			14.88
VS Wait Time	9.91	8.44	11.25	9.37	-17%	10.87	8.44	15.40			10.31
VS Processing Time	5.00	4.45	5.55	5.38	-3%	4.88	4.45	5.55			4.57
VS Customers Served	4,596	5,692	3,815	4,210	10%	5,840	3,815	8,515	46,719	48,478	75,594
ICD/Misc Visit Time	14.25	11.15	13.62	13.91	2%	13.99	11.15	16.66			13.48
ICD/Misc Wait Time	8.40	6.07	8.89	8.24	-7%	8.61	6.07	11.30			7.95
ICD/Misc Processing Time	5.85	5.08	4.73	5.67	20%	5.38	4.73	5.85			5.54
ICD/Misc Customers Served	1,105	1,304	1,317	1,557	18%	1,423	1,105	1,696	11,380	10,563	16,295
Total Transactions	14,565	12,752	12,687	12,956	2%	15,286	12,687	18,752	122,290	124,293	196,730
DLS Transactions	6,736	6,269	6,253	6,258	0%	7,125	6,253	8,432	57,000	56,738	88,913
Title & Registration Transactions	6,789	5,709	5,410	5,377	-1%	7,029	5,377	8,945	56,233	58,657	94,058
Other	1,040	774	1,024	1,321	29%	1,132	774	1,375	9,057	8,898	13,759
Personnel											
Filled PINS	20	20	20	20	0%	20	20	20			20
Filled Contract Employees	2	2	2	2	-8%	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	169	145	115	98	-15%	1,044	98	169	1,044	1,160	1,559
Sick Leave Days (Unplanned)	30	9	40	27	-33%	204	9	42	204	214	286
Other Leave Days (Planned)	140	136	75	72	-5%	840	72	140	840	947	1,273
Overtime Hrs.	28	18	5	5	-2%	128	5	28	128	61	116
OT Annual Budget									\$1,382	\$0	1,591
OT Spent	\$766	\$400	\$99	\$86	-13%	\$3,136	\$86	\$766	\$3,136	\$1,422	2,637
% of Budget Spent	184.6%	213.5%	220.7%	226.9%	3%				226.9%	412.6%	165.7%

**MVA StateStat
Operations - District 1
April FY 2011
Reporting Period: February 2011**

PerformanceMetrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		93.8%				95.9%	93.8%	97.9%			95.7%
Branch Visit Time	17.94	11.13	12.18	14.45	19%	17.05	11.13	29.80			16.05
Branch Waiting Time	13.98	6.92	6.81	10.02	47%	12.78	6.81	25.33			11.41
Branch Processing Time	3.96	4.20	5.37	4.43	-17%	4.27	3.73	5.37			4.64
Branch Customers Served	868	844	590	881	49%	1,176	590	1,830	9,406	8,116	13,923
Drivers License Visit Time	28.55	13.95	15.09	18.98	26%	23.94	13.95	42.80			22.30
DLS Waiting Time	22.77	7.51	7.40	13.09	77%	17.87	7.40	36.72			15.32
DLS Processing Time	5.78	6.44	7.69	5.89	-23%	6.07	5.40	7.69			6.98
DLS Customers Served	322	276	256	368	44%	443	256	633	3,540	3,091	5,154
Vehicle Services Visit Time	11.56	9.64	9.88	10.70	8%	12.61	8.38	21.65			12.01
VS Wait Time	8.69	6.54	6.33	7.36	16%	9.47	5.66	18.16			8.74
VS Processing Time	2.87	3.10	3.56	3.35	-6%	3.14	2.72	3.56			3.26
VS Customers Served	546	568	334	513	54%	733	334	1,197	5,866	5,025	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	1,085	759	885	964	9%	1,227	759	1,649	9,813	10,226	16,222
DLS Transactions	442	319	444	472	6%	520	319	686	4,160	4,425	6,766
Title & Registration Transactions	641	440	441	492	12%	706	440	988	5,651	5,801	9,456
Other	2	0	0	0	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%	100.0%	200.0%	100%				#DIV/0!	0.0%	#DIV/0!

MVA StateStat
Operations - District 1
April FY 2011
Reporting Period: February 2011

PerformanceMetrics											
Westminister 9914	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		90.8%				83.8%	76.7%	90.8%			84.1%
Branch Visit Time	29.62	26.02	25.62	23.43	-9%	30.89	23.43	40.93			27.07
Branch Waiting Time	23.19	19.60	18.97	17.15	-10%	24.38	17.15	34.38			20.79
Branch Processing Time	6.43	6.42	6.65	6.28	-5%	6.51	6.28	6.77			6.28
Branch Customers Served	8,498	9,753	8,724	9,092	4%	10,798	8,498	15,173	86,384	92,659	141,365
Drivers License Visit Time	35.93	29.38	28.75	24.05	-16%	35.55	24.05	48.53			31.09
DLS Waiting Time	29.37	22.72	22.12	17.86	-19%	28.79	17.86	41.41			24.42
DLS Processing Time	6.57	6.66	6.63	6.19	-7%	6.76	6.19	7.12			6.68
DLS Customers Served	4,822	5,213	4,656	4,761	2%	5,849	4,656	8,182	46,790	47,766	72,871
Vehicle Services Visit Time	21.95	22.69	21.76	23.11	6%	25.96	21.76	32.74			22.78
VS Wait Time	15.75	16.65	15.54	17.27	11%	19.95	15.54	27.06			17.16
VS Processing Time	6.20	6.04	6.22	5.85	-6%	6.02	5.68	6.39			5.62
VS Customers Served	2,759	3,458	3,097	3,218	4%	3,821	2,759	5,591	30,569	34,955	53,284
ICD/Misc Visit Time	19.43	18.74	21.54	21.58	0%	21.74	18.74	24.93			21.33
ICD/Misc Wait Time	12.90	12.03	13.35	13.58	2%	14.76	12.03	18.20			14.59
ICD/Misc Processing Time	6.53	6.71	8.18	8.00	-2%	6.98	6.50	8.18			6.73
ICD/Misc Customers Served	917	1,082	971	1,113	15%	1,128	917	1,400	9,025	9,938	15,210
Total Transactions	13,913	11,831	12,670	11,938	-6%	15,437	11,831	21,667	123,494	119,181	185,297
DLS Transactions	8,979	7,536	7,917	7,313	-8%	10,134	7,313	15,136	81,074	75,717	117,152
Title & Registration Transactions	4,127	3,616	3,958	3,769	-5%	4,497	3,616	5,716	35,978	36,927	57,985
Other	807	679	795	856	8%	805	679	856	6,442	6,537	10,160
Personnel											
Filled PINS	25	25	23	23	0%	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	1	0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	0.0%	4.3%	0%	4.2%	4.0%	4.3%			0.0%
Total Leave Days	185	144	102	87	-15%	1,032	87	185	1,032	1,197	1,648
Sick Leave Days (Unplanned)	16	19	22	24	8%	176	16	33	176	271	443
Other Leave Days (Planned)	169	125	80	63	-22%	856	63	169	856	926	1,205
Overtime Hrs.	192	88	99	89	-10%	1,143	88	230	1,143	965	1,516
OT Annual Budget									\$23,715	\$0	27,316
OT Spent	\$5,037	\$2,356	\$2,528	\$2,348	-7%	\$29,589	\$2,348	\$5,999	\$29,589	\$29,246	42,693
% of Budget Spent	94.3%	104.2%	114.9%	124.8%	9%				124.8%	567.4%	156.3%

MVA StateStat
Operations - District 1
April FY 2011
Reporting Period: February 2011

PerformanceMetrics											
White Oak 9936	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		82.9%				78.9%	74.8%	82.9%			75.0%
Branch Visit Time	36.98	31.27	35.01	36.37	4%	37.65	31.27	43.28			33.07
Branch Waiting Time	30.25	24.48	28.11	29.57	5%	30.99	24.48	37.02			26.82
Branch Processing Time	6.74	6.79	6.90	6.80	-1%	6.66	6.25	6.90			6.26
Branch Customers Served	15,166	18,882	17,488	17,891	2%	18,494	15,166	22,544	147,955	157,838	237,511
Drivers License Visit Time	44.75	34.99	41.54	45.00	8%	47.19	34.99	61.58			40.08
DLS Waiting Time	36.03	26.45	33.05	36.80	11%	38.61	26.45	53.05			31.84
DLS Processing Time	8.71	8.53	8.49	8.20	-3%	8.58	8.20	9.05			8.24
DLS Customers Served	6,512	8,102	8,183	8,128	-1%	8,017	6,512	9,187	64,138	60,834	92,351
Vehicle Services Visit Time	33.88	31.35	31.38	32.44	3%	32.91	31.14	39.08			31.05
VS Wait Time	28.34	25.49	25.71	26.40	3%	27.44	25.49	34.19			25.85
VS Processing Time	5.54	5.87	5.66	6.03	7%	5.47	4.88	6.03			5.21
VS Customers Served	6,440	8,198	6,947	7,158	3%	7,942	6,440	10,228	63,536	74,641	111,497
ICD/Misc Visit Time	22.56	19.28	21.01	19.82	-6%	21.21	19.28	23.21			18.90
ICD/Misc Wait Time	18.10	15.04	15.91	15.19	-5%	16.81	15.04	19.15			14.57
ICD/Misc Processing Time	4.46	4.24	5.10	4.63	-9%	4.40	3.97	5.10			4.33
ICD/Misc Customers Served	2,214	2,582	2,358	2,605	10%	2,535	2,214	3,129	20,281	22,363	33,663
Total Transactions	18,440	18,391	19,972	18,911	-5%	20,048	18,391	23,341	160,383	173,424	263,290
DLS Transactions	9,755	10,082	11,292	10,353	-8%	11,172	9,755	13,439	89,379	89,609	137,300
Title & Registration Transactions	7,035	6,861	6,959	6,647	-4%	7,193	6,605	8,111	57,543	72,894	107,077
Other	1,650	1,448	1,721	1,911	11%	1,683	1,393	1,911	13,461	10,921	18,913
Personnel											
Filled PINS	38	36	35	37	7%	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	3	4	2	-50%	2	1	4			4
% Vacant Positions	2.6%	8.3%	11.6%	5.4%	-53%	6.6%	2.6%	11.6%			11.3%
Total Leave Days	309	208	152	151	0%	1,677	151	309	1,677	1,741	2,444
Sick Leave Days (Unplanned)	53	27	44	28	-36%	335	27	53	335	251	393
Other Leave Days (Planned)	256	181	108	123	14%	1,342	108	256	1,342	1,490	2,051
Overtime Hrs.	440	183	237	320	35%	2,598	183	449	2,598	1,954	3,549
OT Annual Budget									\$72,998	\$0	84,081
OT Spent	\$10,276	\$4,306	\$5,504	\$7,462	36%	\$63,068	\$4,306	\$10,934	\$63,068	\$47,104	83,119
% of Budget Spent	62.7%	68.6%	76.2%	86.4%	13%				86.4%	258.7%	98.9%

MVA StateStat
Operations - District 2
April FY 2011
Reporting Period: February 2011

PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		87.6%				87.6%	87.6%	87.6%			88.5%
Branch Visit Time	33.22	28.72	29.98	26.04	-13%	31.84	26.04	37.20			27.71
Branch Waiting Time	26.53	22.44	23.04	18.98	-18%	25.07	18.98	30.53			21.15
Branch Processing Time	6.70	6.28	6.94	7.06	2%	6.77	6.28	7.06			6.56
Branch Customers Served	12,593	15,391	12,686	13,121	3%	15,799	12,593	21,210	126,393	134,630	206,513
Drivers License Visit Time	39.58	34.89	34.83	30.36	-13%	39.12	30.36	47.93			32.52
DLS Waiting Time	31.45	26.95	26.27	21.57	-18%	30.45	21.57	38.84			23.85
DLS Processing Time	8.13	7.94	8.56	8.79	3%	8.67	7.94	9.09			8.66
DLS Customers Served	5,677	6,578	5,609	5,627	0%	6,748	5,609	8,794	53,980	56,589	86,146
Vehicle Services Visit Time	31.20	27.23	29.12	25.29	-13%	29.32	22.21	35.82			26.33
VS Wait Time	25.64	22.20	23.42	19.43	-17%	23.89	16.84	30.30			21.28
VS Processing Time	5.56	5.04	5.70	5.87	3%	5.43	5.04	5.87			5.06
VS Customers Served	5,378	6,985	5,318	5,508	4%	7,091	5,318	10,010	56,731	62,148	95,810
ICD/Misc Visit Time	17.33	14.51	17.22	15.65	-9%	15.54	12.76	17.33			15.80
ICD/Misc Wait Time	11.83	9.24	11.66	10.16	-13%	10.33	8.04	11.83			10.72
ICD/Misc Processing Time	5.50	5.27	5.56	5.49	-1%	5.21	4.39	5.63			5.08
ICD/Misc Customers Served	1,538	1,828	1,759	1,986	13%	1,960	1,538	2,406	15,682	15,893	24,557
Total Transactions	23,114	20,488	20,961	19,535	-7%	23,732	19,535	28,540	189,857	190,122	296,192
DLS Transactions	10,807	9,844	9,764	9,378	-4%	11,346	9,378	14,007	90,769	92,280	143,794
Title & Registration Transactions	10,177	8,810	8,988	7,888	-12%	10,244	7,888	12,360	81,948	79,387	123,916
Other	2,130	1,834	2,209	2,269	3%	2,143	1,834	2,311	17,140	18,455	28,482
Personnel											
Filled PINS	32	34	35	35	1%	34	32	35			35
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	3	2	2	3	50%	3	2	4			4
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	4	2	1	1	0%	2	1	4			1
% Vacant Positions	12.5%	5.9%	2.9%	2.9%	-1%	5.8%	2.9%	12.5%			2.9%
Total Leave Days	251	201	163	150	-8%	1,640	150	255	1,640	1,645	2,258
Sick Leave Days (Unplanned)	19	27	26	31	17%	219	19	35	219	203	334
Other Leave Days (Planned)	232	174	137	119	-13%	1,421	119	232	1,421	1,441	1,924
Overtime Hrs.	426	245	246	280	14%	2,455	245	426	2,455	1,524	2,317
OT Annual Budget									\$61,246	\$0	70,544
OT Spent	\$11,815	\$6,600	\$6,485	\$7,304	13%	\$68,521	\$6,485	\$11,815	\$68,521	\$40,531	62,209
% of Budget Spent	78.6%	89.4%	100.0%	111.9%	12%				111.9%	295.0%	88.2%

MVA StateStat
Operations - District 2
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 2

PerformanceMetrics											
Elkton 9923	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		74.8%				74.8%	74.8%	74.8%			95.8%
Branch Visit Time	19.29	17.07	16.15	18.29	13%	20.01	16.15	24.28			15.46
Branch Waiting Time	12.87	10.67	10.02	12.30	23%	13.75	10.02	17.96			8.86
Branch Processing Time	6.42	6.40	6.13	5.99	-2%	6.26	5.99	6.51			6.60
Branch Customers Served	6,343	7,211	6,398	6,962	9%	8,108	6,343	11,230	64,863	66,525	102,687
Drivers License Visit Time	13.54	15.58	15.19	16.51	9%	17.69	13.54	24.64			13.60
DLS Waiting Time	6.28	8.15	8.37	10.23	22%	10.34	6.28	16.83			5.43
DLS Processing Time	7.26	7.43	6.83	6.28	-8%	7.34	6.28	8.03			8.17
DLS Customers Served	2,299	2,484	2,357	2,509	6%	2,797	2,299	3,699	22,374	22,521	34,239
Vehicle Services Visit Time	24.47	18.93	17.87	20.78	16%	23.02	17.87	30.61			17.05
VS Wait Time	18.75	13.25	12.28	15.10	23%	17.52	12.28	25.02			11.44
VS Processing Time	5.73	5.68	5.58	5.69	2%	5.50	5.09	5.73			5.61
VS Customers Served	3,292	3,894	3,191	3,466	9%	4,334	3,191	6,290	34,674	36,089	56,257
ICD/Misc Visit Time	12.98	12.91	12.28	13.98	14%	13.20	12.28	14.05			12.83
ICD/Misc Wait Time	6.03	6.16	5.90	7.65	30%	6.50	5.71	7.65			6.06
ICD/Misc Processing Time	6.95	6.75	6.38	6.33	-1%	6.70	6.33	7.17			6.77
ICD/Misc Customers Served	752	833	850	987	16%	977	752	1,241	7,815	7,915	12,191
Total Transactions	10,974	9,385	10,501	10,504	0%	11,742	9,385	13,896	93,937	99,898	157,314
DLS Transactions	4,755	4,063	4,631	4,593	-1%	5,128	4,063	6,107	41,023	39,256	61,139
Title & Registration Transactions	5,270	4,540	4,864	4,794	-1%	5,616	4,540	6,850	44,931	52,557	83,683
Other	949	782	1,006	1,117	11%	998	782	1,161	7,983	8,085	12,492
Personnel											
Filled PINS	20	21	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%	1	1	1			0
Agency Temporary Employees	2	2	1	2	100%	2	1	2			2
# Vacancies (PIN & Contract)	1	0	0	0	0%	1	1	1			0
% Vacant Positions	5.0%	0.0%	0.0%	0.0%	0%	5.0%	5.0%	5.0%			0.0%
Total Leave Days	149	127	93	97	5%	975	92	155	975	1,017	1,353
Sick Leave Days (Unplanned)	16	14	12	26	120%	143	12	29	143	121	181
Other Leave Days (Planned)	133	113	81	71	-12%	833	71	133	833	896	1,172
Overtime Hrs.	135	27	29	44	54%	565	27	135	565	412	636
OT Annual Budget									\$24,145	\$0	27,811
OT Spent	\$3,559	\$792	\$828	\$1,248	51%	\$15,837	\$792	\$3,559	\$15,837	\$11,447	17,652
% of Budget Spent	53.7%	57.0%	60.4%	65.6%	9%				65.6%	203.8%	63.5%

MVA StateStat
Operations - District 2
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 2

PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		88.8%				87.8%	86.7%	88.8%			77.5%
Branch Visit Time	49.36	30.03	31.80	36.45	15%	42.93	30.03	54.51			36.03
Branch Waiting Time	42.47	23.39	25.10	29.75	18%	36.09	23.39	47.53			29.30
Branch Processing Time	6.89	6.63	6.70	6.71	0%	6.84	6.63	7.08			6.73
Branch Customers Served	12,683	15,919	14,323	15,661	9%	16,576	12,683	21,053	132,607	145,236	218,179
Drivers License Visit Time	66.59	35.20	42.59	45.13	6%	56.10	35.20	72.84			44.83
DLS Waiting Time	56.34	25.71	33.26	35.88	8%	46.19	25.71	62.63			35.30
DLS Processing Time	10.25	9.49	9.33	9.25	-1%	9.91	9.25	10.48			9.53
DLS Customers Served	5,590	6,939	6,397	6,866	7%	7,240	5,590	8,988	57,921	60,582	91,562
Vehicle Services Visit Time	44.08	29.66	26.44	37.00	40%	38.25	26.44	46.79			34.08
VS Wait Time	39.55	25.02	21.48	31.67	47%	33.51	21.48	41.99			29.09
VS Processing Time	4.52	4.64	4.97	5.34	7%	4.74	4.47	5.34			4.99
VS Customers Served	4,878	6,511	5,507	5,682	3%	6,622	4,878	8,986	52,974	61,103	91,261
ICD/Misc Visit Time	17.12	15.38	14.73	15.19	3%	15.95	13.93	20.00			15.33
ICD/Misc Wait Time	13.35	11.39	10.97	11.58	6%	12.11	9.91	16.13			11.32
ICD/Misc Processing Time	3.77	3.99	3.77	3.62	-4%	3.84	3.62	4.02			4.01
ICD/Misc Customers Served	2,215	2,469	2,419	3,113	29%	2,714	2,215	3,113	21,712	23,551	35,356
Total Transactions	20,424	18,992	20,589	21,394	4%	22,415	18,992	26,521	179,324	190,193	291,837
DLS Transactions	10,244	9,662	10,391	10,659	3%	11,434	9,662	13,865	91,475	97,483	149,418
Title & Registration Transactions	7,728	7,071	7,568	7,216	-5%	8,362	7,071	10,187	66,898	72,898	112,240
Other	2,452	2,259	2,630	3,519	34%	2,619	2,259	3,519	20,951	19,812	30,179
Personnel											
Filled PINS	27	28	28	30	7%	29	27	30			30
Filled Contract Employees	2	2	2	2	0%	2	2	2			2
State Temporary Employees	1	1	1	1	0%	1	1	2			1
Agency Temporary Employees	3	4	5	5	0%	4	2	5			3
# Vacancies (PIN & Contract)	5	4	4	2	-50%	3	2	5			0
% Vacant Positions	17.2%	13.3%	13.3%	6.3%	-53%	11.3%	6.3%	17.2%			0.0%
Total Leave Days	211	159	111	136	23%	1,290	111	211	1,290	1,350	1,916
Sick Leave Days (Unplanned)	24	11	33	49	48%	266	11	49	266	268	439
Other Leave Days (Planned)	187	147	78	87	12%	1,024	78	187	1,024	1,082	1,478
Overtime Hrs.	338	185	131	153	16%	1,929	131	401	1,929	1,177	2,190
OT Annual Budget									\$53,454	\$0	61,569
OT Spent	\$9,574	\$5,300	\$3,795	\$4,327	14%	\$54,958	\$3,795	\$11,582	\$54,958	\$33,035	61,038
% of Budget Spent	77.7%	87.6%	94.7%	102.8%	9%				102.8%	258.3%	99.1%

MVA StateStat
Operations - District 2
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 2

PerformanceMetrics											
Loveville 9944	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		91.1%				91.7%	91.1%	92.2%			95.0%
Branch Visit Time	16.26	12.84	15.59	18.18	17%	17.02	12.84	21.86			14.45
Branch Waiting Time	12.56	9.10	11.25	13.98	24%	12.96	9.10	17.78			9.72
Branch Processing Time	3.70	3.74	4.33	4.20	-3%	4.06	3.70	4.33			4.74
Branch Customers Served	6,001	6,867	6,701	6,548	-2%	7,646	6,001	10,536	61,166	59,537	93,041
Drivers License Visit Time	18.40	14.66	19.82	17.24	-13%	20.74	14.66	29.43			16.73
DLS Waiting Time	15.26	11.45	15.49	13.43	-13%	16.95	11.45	25.72			11.13
DLS Processing Time	3.14	3.21	4.33	3.81	-12%	3.79	3.14	4.82			5.60
DLS Customers Served	2,345	2,623	2,559	2,403	-6%	2,910	2,345	3,868	23,280	22,268	34,151
Vehicle Services Visit Time	16.24	11.81	13.39	20.15	51%	15.42	11.21	20.15			14.10
VS Wait Time	12.18	7.91	9.34	15.96	71%	11.41	7.63	15.96			10.16
VS Processing Time	4.06	3.89	4.05	4.20	4%	4.01	3.58	4.25			3.94
VS Customers Served	2,982	3,536	3,307	3,241	-2%	3,882	2,982	5,626	31,052	30,605	48,444
ICD/Misc Visit Time	9.57	10.99	11.41	13.38	17%	11.04	9.57	13.38			9.12
ICD/Misc Wait Time	5.23	5.84	5.84	7.98	37%	5.80	4.87	7.98			4.58
ICD/Misc Processing Time	4.34	5.15	5.57	5.40	-3%	5.24	4.34	5.57			4.54
ICD/Misc Customers Served	674	708	835	904	8%	854	674	1,042	6,834	6,664	10,446
Total Transactions	9,331	8,144	9,677	9,134	-6%	10,280	8,144	12,712	82,239	81,191	129,301
DLS Transactions	4,492	4,112	4,867	4,428	-9%	5,089	4,112	6,422	40,711	39,397	61,408
Title & Registration Transactions	4,277	3,625	4,285	4,095	-4%	4,638	3,625	5,821	37,102	37,845	61,498
Other	562	407	525	611	16%	553	407	620	4,426	3,949	6,395
Personnel											
Filled PINS	12	12	12	12	0%	12	12	12			12
Filled Contract Employees	4	3	3	3	0%	4	3	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	119	98	58	72	25%	678	58	119	678	795	1,085
Sick Leave Days (Unplanned)	19	20	16	23	41%	145	7	30	145	65	112
Other Leave Days (Planned)	100	78	42	50	19%	533	38	100	533	730	973
Overtime Hrs.	37	28	25	48	94%	271	17	55	271	156	301
OT Annual Budget									\$3,404	\$0	3,921
OT Spent	\$1,070	\$801	\$755	\$1,357	80%	\$7,722	\$440	\$1,466	\$7,722	\$4,406	8,616
% of Budget Spent	141.3%	164.8%	187.0%	226.8%	21%				226.8%	529.9%	219.7%

MVA StateStat
Operations - District 2
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 2

PerformanceMetrics											
Prince Frederick Satellite 9945	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Change	Avg	Min			
Customer Survey Results		0.0%				100.0%	100.0%	100.0%			98.0%
Branch Visit Time	16.39	10.07	10.60	10.96	3%	17.73	10.07	27.87			13.28
Branch Waiting Time	14.38	7.66	8.50	8.66	2%	14.98	7.66	23.85			9.53
Branch Processing Time	2.00	2.41	2.10	2.30	10%	2.75	1.98	4.39			3.75
Branch Customers Served	1,476	1,765	1,344	1,278	-5%	1,608	1,278	2,027	12,862	3,177	9,708
Drivers License Visit Time	16.91	10.08	10.68	11.00	3%	18.31	10.08	29.11			13.66
DLS Waiting Time	14.81	7.60	8.48	8.65	2%	15.39	7.60	24.88			9.66
DLS Processing Time	2.10	2.48	2.19	2.34	7%	2.92	2.10	4.88			4.00
DLS Customers Served	1,361	1,637	1,232	1,207	-2%	1,423	1,207	1,637	11,383	2,546	7,704
Vehicle Services Visit Time	9.79	9.50	9.80	9.43	-4%	13.51	9.29	24.21			10.96
VS Wait Time	8.73	7.64	8.63	8.33	-3%	12.06	7.52	22.23			8.69
VS Processing Time	1.06	1.86	1.17	1.10	-6%	1.45	0.79	1.98			2.27
VS Customers Served	76	80	68	39	-43%	89	39	154	708	222	745
ICD/Misc Visit Time	12.35	10.13	10.13	12.13	20%	15.00	10.13	23.91			11.50
ICD/Misc Wait Time	11.28	7.51	9.06	10.03	11%	13.00	7.51	21.28			8.39
ICD/Misc Processing Time	1.07	2.62	1.07	2.10	97%	2.00	0.90	2.80			3.11
ICD/Misc Customers Served	39	48	44	32	-27%	96	32	251	771	409	1,259
Total Transactions	2,319	1,860	1,835	1,485	-19%	1,993	1,485	2,464	15,943	16,299	24,969
DLS Transactions	2,054	1,708	1,588	1,363	-14%	1,790	1,363	2,260	14,322	14,569	22,415
Title & Registration Transactions	246	124	199	107	-46%	173	107	246	1,385	1,531	2,164
Other	19	28	48	15	-69%	30	9	58	236	199	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%	100.0%	200.0%	100%				#DIV/0!	0.0%	#DIV/0!

MVA StateStat
Operations - District 2
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 2

PerformanceMetrics											
Parkville 9926	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		98.4%				97.2%	96.0%	98.4%			98.8%
Branch Visit Time	32.74	23.50	21.15	17.40	-18%	28.66	17.40	36.86			17.22
Branch Waiting Time	27.06	17.63	15.37	11.89	-23%	22.93	11.89	31.28			11.51
Branch Processing Time	5.68	5.87	5.78	5.51	-5%	5.73	5.51	5.94			5.71
Branch Customers Served	7,638	8,793	7,551	7,446	-1%	9,012	7,446	11,316	72,099	68,355	105,549
Drivers License Visit Time	41.88	29.34	26.94	22.35	-17%	35.93	22.35	46.08			20.34
DLS Waiting Time	35.14	22.38	19.96	15.59	-22%	29.09	15.59	39.50			13.66
DLS Processing Time	6.74	6.96	6.98	6.76	-3%	6.84	6.58	7.02			6.68
DLS Customers Served	5,372	6,103	5,110	4,849	-5%	6,309	4,849	8,008	50,474	48,584	74,417
Vehicle Services Visit Time	9.99	8.44	7.95	6.95	-13%	10.16	6.95	13.88			8.08
VS Wait Time	7.77	6.00	5.48	4.60	-16%	7.86	4.60	11.58			5.59
VS Processing Time	2.22	2.44	2.48	2.34	-6%	2.31	2.17	2.48			2.49
VS Customers Served	1,553	1,895	1,693	1,798	6%	1,879	1,553	2,349	15,031	13,676	21,297
ICD/Misc Visit Time	14.06	13.54	11.56	11.31	-2%	14.87	11.31	19.99			12.85
ICD/Misc Wait Time	8.67	7.94	6.43	6.25	-3%	9.63	6.25	14.68			7.56
ICD/Misc Processing Time	5.39	5.60	5.13	5.06	-1%	5.24	5.06	5.60			5.29
ICD/Misc Customers Served	713	795	748	799	7%	824	713	959	6,594	6,095	9,835
Total Transactions	12,670	11,687	11,592	10,304	-11%	12,858	10,304	15,880	102,866	114,760	169,708
DLS Transactions	9,759	9,063	8,732	7,485	-14%	9,948	7,485	12,513	79,581	81,016	124,946
Title & Registration Transactions	2,450	2,226	2,434	2,426	0%	2,469	2,226	2,917	19,755	31,146	40,418
Other	461	398	426	393	-8%	441	393	500	3,530	2,598	4,344
Personnel											
Filled PINS	12	12	12	12	0%	12	10	12			12
Filled Contract Employees	1	2	2	2	0%	2	1	2			1
State Temporary Employees	1	0	0	1	0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	1	1	0%	2	1	4			1
% Vacant Positions	0.1%	0.1%	0.1%	0.1%	-6%	0.2%	0.1%	0.4%			7.7%
Total Leave Days	96	88	41	29	-31%	553	29	96	553	465	666
Sick Leave Days (Unplanned)	16	6	10	4	-61%	125	4	30	125	72	113
Other Leave Days (Planned)	80	83	31	25	-21%	428	25	83	428	392	552
Overtime Hrs.	99	23	20	5	-75%	190	5	99	190	2,598	2,598
OT Annual Budget									\$284	\$0	72,998
OT Spent	\$2,457	\$517	\$446	\$135	-70%	\$4,504	\$100	\$2,457	\$4,504	\$63,068	63,068
% of Budget Spent	1199.3%	1381.3%	1538.5%	1586.1%	3%				1586.1%	416.6%	86.4%

MVA StateStat
Operations - District 2
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 2

PerformanceMetrics											
Waldorf 9942	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Change	Avg	Min			
Customer Survey Results		94.6%				93.6%	92.6%	94.6%			93.8%
Branch Visit Time	18.65	16.65	14.45	14.58	1%	20.02	14.45	27.63			16.82
Branch Waiting Time	11.95	10.04	7.70	7.87	2%	13.31	7.70	20.82			10.39
Branch Processing Time	6.70	6.61	6.75	6.71	-1%	6.71	6.61	6.80			6.44
Branch Customers Served	14,362	17,980	16,340	16,449	1%	18,651	14,362	24,815	149,209	155,367	236,767
Drivers License Visit Time	26.78	19.77	17.11	19.85	16%	26.50	17.11	41.69			21.39
DLS Waiting Time	18.45	11.57	9.01	11.88	32%	18.39	9.01	33.80			13.72
DLS Processing Time	8.32	8.20	8.10	7.98	-2%	8.11	7.82	8.34			7.67
DLS Customers Served	5,768	7,047	6,700	6,657	-1%	7,521	5,768	9,869	60,166	60,331	91,507
Vehicle Services Visit Time	13.90	15.90	13.17	10.78	-18%	16.24	10.78	20.64			13.93
VS Wait Time	8.37	10.37	7.47	5.04	-33%	10.66	5.04	15.13			8.66
VS Processing Time	5.53	5.53	5.70	5.75	1%	5.59	5.46	5.75			5.27
VS Customers Served	6,173	8,168	6,874	6,657	-3%	8,167	6,173	11,397	65,338	70,733	107,483
ICD/Misc Visit Time	10.95	10.35	11.22	11.35	1%	12.26	10.35	14.29			12.92
ICD/Misc Wait Time	5.08	4.62	5.08	5.23	3%	5.90	4.62	7.52			6.14
ICD/Misc Processing Time	5.88	5.73	6.14	6.12	0%	6.37	5.73	6.85			6.78
ICD/Misc Customers Served	2,421	2,765	2,766	3,135	13%	2,963	2,421	3,549	23,705	24,303	37,777
Total Transactions	25,632	23,440	26,377	24,542	-7%	27,846	23,440	32,957	222,769	223,272	350,995
DLS Transactions	11,287	10,855	12,225	11,594	-5%	12,915	10,855	15,714	103,316	102,698	159,076
Title & Registration Transactions	12,241	10,873	12,107	10,737	-11%	12,851	10,737	14,880	102,805	104,783	166,550
Other	2,104	1,712	2,045	2,211	8%	2,081	1,712	2,363	16,648	15,791	25,369
Personnel											
Filled PINS	47	49	49	49	0%	49	47	49			49
Filled Contract Employees	1	1	1	1	0%	1	1	1			0
State Temporary Employees	6	6	6	7	17%	7	6	7			7
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	3	1	1	1	0%	2	1	3			1
% Vacant Positions	6.3%	2.0%	2.0%	2.0%	0%	3.1%	2.0%	6.3%			2.0%
Total Leave Days	381	286	225	192	-15%	2,215	192	381	2,215	2,558	3,466
Sick Leave Days (Unplanned)	25	43	49	47	-4%	339	23	54	339	501	805
Other Leave Days (Planned)	356	243	176	145	-18%	1,876	145	356	1,876	2,056	2,661
Overtime Hrs.	249	176	92	116	26%	1,537	92	296	1,537	1,287	2,123
OT Annual Budget									\$44,983	\$0	51,812
OT Spent	\$5,737	\$3,989	\$2,053	\$2,659	29%	\$36,671	\$2,053	\$7,530	\$36,671	\$31,030	51,389
% of Budget Spent	62.2%	71.0%	75.6%	81.5%	8%				81.5%	300.2%	99.2%

**MVA StateStat
Operations - District 3
April FY 2011
Reporting Period: February 2011**

PerformanceMetrics											
Beltville 9931	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		85.7%				81.9%	78.1%	85.7%			86.9%
Branch Visit Time	34.41	27.16	31.40	28.12	-10%	36.53	27.16	48.49			28.73
Branch Waiting Time	28.42	21.48	25.58	22.38	-13%	30.37	21.48	41.72			22.60
Branch Processing Time	5.99	5.68	5.83	5.74	-1%	6.16	5.68	6.78			6.13
Branch Customers Served	19,769	24,139	22,050	22,692	3%	23,403	19,709	27,940	187,221	205,882	307,854
Drivers License Visit Time	37.05	30.64	35.36	31.82	-10%	39.88	28.19	55.72			32.78
DLS Waiting Time	30.87	24.83	29.64	25.78	-13%	33.35	21.60	48.05			25.30
DLS Processing Time	6.19	5.81	5.73	6.04	5%	6.53	5.73	7.67			7.48
DLS Customers Served	9,346	11,446	11,083	11,210	1%	11,298	9,346	13,495	90,382	76,829	118,254
Vehicle Services Visit Time	36.12	26.03	29.45	26.55	-10%	38.51	26.03	56.37			28.25
VS Wait Time	29.91	20.28	23.35	20.78	-11%	32.23	20.28	49.50			22.69
VS Processing Time	6.20	5.76	6.09	5.77	-5%	6.28	5.76	6.87			5.56
VS Customers Served	7,884	9,790	8,210	8,281	1%	8,970	6,816	11,634	71,762	100,260	145,558
ICD/Misc Visit Time	19.09	17.07	21.44	19.24	-10%	19.60	15.94	25.49			18.69
ICD/Misc Wait Time	14.42	12.09	15.95	14.55	-9%	14.90	11.83	20.55			14.18
ICD/Misc Processing Time	4.68	4.99	5.48	4.69	-15%	4.70	4.02	5.48			4.51
ICD/Misc Customers Served	2,539	2,903	2,757	3,201	16%	3,135	2,539	3,786	25,077	28,793	44,042
Total Transactions	24,493	22,878	24,989	23,219	-7%	25,980	22,878	31,395	207,838	237,251	367,284
DLS Transactions	13,494	12,820	14,379	13,199	-8%	14,649	12,820	18,089	117,195	117,612	183,032
Title & Registration Transactions	8,900	8,340	8,661	8,072	-7%	9,368	8,072	11,206	74,947	104,054	159,520
Other	2,099	1,718	1,949	1,948	0%	1,962	1,718	2,100	15,696	15,585	24,732
Personnel											
Filled PINS	55	57	57	55	-4%	56	55	57			55
Filled Contract Employees	0	0	0	0	0%	1	1	1			1
State Temporary Employees	4	2	2	3	50%	3	1	4			2
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	4	3	3	5	67%	4	2	5			4
% Vacant Positions	6.8%	5.1%	5.1%	8.6%	70%	6.4%	3.4%	8.8%			7.0%
Total Leave Days	427	360	328	295	-10%	2,722	294	427	2,722	2,635	3,714
Sick Leave Days (Unplanned)	50	63	80	69	-13%	523	48	80	523	404	724
Other Leave Days (Planned)	377	297	248	225	-9%	2,200	221	377	2,200	2,231	2,990
Overtime Hrs.	432	178	353	347	-2%	3,397	178	648	3,397	1,190	2,461
OT Annual Budget									\$47,461	\$0	54,666
OT Spent	\$10,986	\$4,402	\$8,795	\$8,437	-4%	\$84,914	\$4,402	\$16,205	\$84,914	\$27,931	59,309
% of Budget Spent	133.3%	142.6%	161.1%	178.9%	11%				178.9%	270.9%	108.5%

**MVA StateStat
Operations - District 3
April FY 2011
Reporting Period: February 2011**

20110426_MVA_Template
District 3

PerformanceMetrics											
Columbia Express 9935	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		90.5%				94.6%	90.5%	98.7%			94.1%
Branch Visit Time	50.95	40.57	37.60	26.85	-29%	43.90	26.85	53.19			30.76
Branch Waiting Time	44.79	34.40	31.41	20.64	-34%	37.60	20.64	46.68			24.51
Branch Processing Time	6.17	6.18	6.18	6.20	0%	6.30	6.17	6.59			6.25
Branch Customers Served	6,529	8,052	7,448	7,049	-5%	8,317	6,529	10,857	66,533	67,780	103,100
Drivers License Visit Time	61.44	49.00	44.91	33.05	-26%	52.07	33.05	61.44			36.15
DLS Waiting Time	54.54	42.07	37.91	25.87	-32%	44.93	25.87	54.54			28.85
DLS Processing Time	6.90	6.93	7.00	7.18	3%	7.14	6.90	7.51			7.30
DLS Customers Served	5,112	6,028	5,550	4,984	-10%	6,335	4,984	8,384	50,682	50,094	75,928
Vehicle Services Visit Time	11.49	10.94	11.74	9.09	-23%	12.88	9.09	16.14			7.52
VS Wait Time	8.43	7.49	8.50	6.00	-29%	9.82	6.00	13.15			5.15
VS Processing Time	3.07	3.45	3.24	3.08	-5%	3.06	2.67	3.45			2.37
VS Customers Served	916	1,227	1,147	1,240	8%	1,234	916	1,601	9,868	11,280	17,176
ICD/Misc Visit Time	19.60	22.05	21.24	15.15	-29%	25.93	15.15	38.13			26.92
ICD/Misc Wait Time	15.09	17.31	16.46	10.05	-39%	21.26	10.05	33.53			22.01
ICD/Misc Processing Time	4.51	4.73	4.78	5.10	7%	4.67	4.29	5.10			4.91
ICD/Misc Customers Served	501	797	751	825	10%	748	501	972	5,983	6,406	9,996
Total Transactions	11,406	10,933	11,381	9,588	-16%	12,207	9,588	14,617	97,657	99,515	152,141
DLS Transactions	8,612	8,015	8,164	6,947	-15%	9,173	6,947	11,205	73,382	76,481	116,834
Title & Registration Transactions	2,554	2,634	2,987	2,476	-17%	2,787	2,476	3,277	22,299	21,227	32,346
Other	240	284	230	165	-28%	247	165	294	1,976	1,807	2,961
Personnel											
Filled PINS	7	6	6	7	17%	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	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	1	1	2	1	-50%	1	1	2			2
% Vacant Positions	25.0%	25.0%	50.0%	25.0%	-50%	30.6%	25.0%	50.0%			66.7%
Total Leave Days	42	20	37	34	-6%	282	20	51	282	310	432
Sick Leave Days (Unplanned)	3	1	13	18	42%	53	1	18	53	71	92
Other Leave Days (Planned)	39	18	24	17	-32%	229	17	48	229	240	341
Overtime Hrs.	87	56	48	18	-63%	600	18	120	600	618	861
OT Annual Budget									\$8,562	\$0	9,862
OT Spent	\$2,498	\$1,559	\$1,363	\$543	-60%	\$17,501	\$543	\$3,634	\$17,501	\$16,924	24,061
% of Budget Spent	163.9%	182.2%	198.1%	204.4%	3%				204.4%	974.0%	244.0%

**MVA StateStat
Operations - District 3
April FY 2011
Reporting Period: February 2011**

20110426_MVA_Template
District 3

PerformanceMetrics											
Gaithersburg 9932	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		79.2%				79.6%	79.2%	80.0%			76.8%
Branch Visit Time	31.20	27.86	24.78	20.35	-18%	32.12	20.35	46.93			33.17
Branch Waiting Time	24.14	20.83	17.86	14.02	-21%	25.20	14.02	40.05			26.13
Branch Processing Time	7.07	7.04	6.93	6.33	-9%	6.92	6.33	7.17			7.03
Branch Customers Served	18,265	22,922	21,488	22,192	3%	23,834	18,265	30,612	190,671	189,398	293,345
Drivers License Visit Time	31.57	28.04	25.68	23.45	-9%	33.91	23.45	51.66			32.34
DLS Waiting Time	23.62	19.92	17.86	15.91	-11%	26.01	15.91	43.94			24.06
DLS Processing Time	7.95	8.12	7.82	7.54	-4%	7.90	7.54	8.31			8.29
DLS Customers Served	8,721	10,546	10,643	10,033	-6%	11,311	8,721	14,625	90,484	85,352	132,304
Vehicle Services Visit Time	32.09	29.19	24.20	17.75	-27%	32.31	17.75	47.13			35.90
VS Wait Time	25.84	23.11	18.31	12.68	-31%	26.28	12.68	40.98			29.67
VS Processing Time	6.25	6.08	5.88	5.07	-14%	6.03	5.07	6.39			6.23
VS Customers Served	7,370	9,533	8,371	9,190	10%	9,722	7,370	12,630	77,772	77,776	121,768
ICD/Misc Visit Time	27.02	22.66	21.99	17.95	-18%	24.11	17.95	28.83			26.39
ICD/Misc Wait Time	20.60	16.33	15.30	11.77	-23%	17.88	11.77	22.73			20.94
ICD/Misc Processing Time	6.42	6.34	6.69	6.18	-8%	6.22	5.85	6.69			5.45
ICD/Misc Customers Served	2,174	2,843	2,474	2,969	20%	2,802	2,174	3,357	22,415	26,270	39,273
Total Transactions	24,394	23,950	25,196	23,801	-6%	27,138	23,801	33,022	217,101	217,603	332,950
DLS Transactions	14,002	13,910	15,123	13,997	-7%	15,821	13,910	19,170	126,567	127,957	196,893
Title & Registration Transactions	9,134	8,911	8,966	8,709	-3%	10,047	8,709	12,309	80,374	78,030	118,177
Other	1,258	1,129	1,107	1,095	-1%	1,270	1,095	1,543	10,160	11,616	17,880
Personnel											
Filled PINS	53	53	53	51	-3%	52	50	53			50
Filled Contract Employees	1	1	1	1	0%	1	1	1			1
State Temporary Employees	1	1	1	1	0%	1	1	1			0
Agency Temporary Employees	1	2	2	2	0%	2	1	2			1
# Vacancies (PIN & Contract)	3	2	3	4	60%	3	2	4			5
% Vacant Positions	5.6%	3.7%	4.7%	7.7%	65%	5.8%	3.7%	7.8%			9.8%
Total Leave Days	349	263	245	186	-24%	2,039	186	349	2,039	2,428	3,260
Sick Leave Days (Unplanned)	46	15	49	27	-46%	308	15	59	308	407	545
Other Leave Days (Planned)	303	248	195	160	-18%	1,731	160	303	1,731	2,021	2,715
Overtime Hrs.	512	167	278	340	23%	3,354	167	695	3,354	2,737	4,009
OT Annual Budget									\$48,681	\$0	56,072
OT Spent	\$12,441	\$4,390	\$6,288	\$5,742	-9%	\$80,546	\$4,390	\$16,868	\$80,546	\$66,229	98,042
% of Budget Spent	131.7%	140.7%	153.7%	165.5%	8%				165.5%	583.1%	174.9%

**MVA StateStat
Operations - District 3
April FY 2011
Reporting Period: February 2011**

PerformanceMetrics											
Glenmont Express 9933	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		100.0%				99.2%	98.4%	100.0%			96.0%
Branch Visit Time	26.84	20.60	19.71	18.32	-7%	31.32	18.32	51.50			32.32
Branch Waiting Time	20.92	14.75	13.95	12.53	-10%	25.09	12.53	44.48			25.54
Branch Processing Time	5.92	5.84	5.76	5.79	0%	6.23	5.76	7.03			6.78
Branch Customers Served	6,175	7,629	6,853	6,287	-8%	7,272	6,175	8,691	58,177	54,723	84,998
Drivers License Visit Time	34.80	26.21	25.40	23.93	-6%	39.37	23.93	63.78			39.91
DLS Waiting Time	27.92	19.39	18.67	17.18	-8%	32.09	17.18	55.50			31.83
DLS Processing Time	6.88	6.82	6.73	6.76	0%	7.27	6.73	8.28			8.08
DLS Customers Served	4,302	5,253	4,638	4,112	-11%	5,087	4,112	6,165	40,695	36,354	57,310
Vehicle Services Visit Time	6.45	5.79	5.33	5.06	-5%	9.15	5.06	14.93			13.42
VS Wait Time	3.85	2.96	2.44	1.98	-19%	6.35	1.98	12.33			10.45
VS Processing Time	2.60	2.83	2.89	3.09	7%	2.80	2.60	3.09			2.97
VS Customers Served	1,116	1,536	1,402	1,302	-7%	1,341	1,116	1,536	10,724	11,212	16,602
ICD/Misc Visit Time	11.99	12.15	11.95	11.73	-2%	16.48	11.73	24.68			20.78
ICD/Misc Wait Time	6.53	6.84	6.64	6.42	-3%	11.04	6.42	19.37			14.97
ICD/Misc Processing Time	5.46	5.31	5.31	5.31	0%	5.44	5.31	5.85			5.82
ICD/Misc Customers Served	757	840	813	873	7%	845	713	1,022	6,758	7,157	11,086
Total Transactions	9,011	8,723	8,878	7,410	-17%	9,198	7,410	10,916	73,587	70,422	108,520
DLS Transactions	6,968	6,812	6,689	5,533	-17%	7,129	5,533	8,452	57,034	55,095	84,849
Title & Registration Transactions	1,829	1,741	1,984	1,686	-15%	1,870	1,686	2,237	14,962	14,070	21,601
Other	214	170	205	191	-7%	199	158	227	1,591	1,257	2,070
Personnel											
Filled PINS	9	9	9	9	6%	9	9	9			9
Filled Contract Employees	1	1	1	1	-11%	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	58	43	33	30	-10%	341	30	61	341	565	696
Sick Leave Days (Unplanned)	3	7	5	2	-68%	47	1	16	47	133	152
Other Leave Days (Planned)	54	36	28	28	0%	293	28	54	293	432	544
Overtime Hrs.	42	4	46	9	-80%	417	4	102	417	314	489
OT Annual Budget									\$3,113	\$0	3,585
OT Spent	\$920	\$113	\$953	\$222	-77%	\$8,837	\$113	\$2,133	\$8,837	\$7,419	11,096
% of Budget Spent	242.5%	246.1%	276.7%	283.9%	3%				283.9%	1128.4%	309.5%

MVA StateStat
Operations - District 3
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 3

PerformanceMetrics											
Walnut Hill Express 9934	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Change	Avg	Min			
Customer Survey Results		97.1%				96.2%	95.2%	97.1%			95.9%
Branch Visit Time	27.01	24.78	16.51	16.40	-1%	28.87	16.40	51.10			23.89
Branch Waiting Time	21.43	19.14	10.78	10.83	0%	23.12	10.78	44.92			17.85
Branch Processing Time	5.58	5.64	5.73	5.57	-3%	5.75	5.57	6.19			6.04
Branch Customers Served	6,582	7,866	7,231	6,979	-3%	8,058	6,582	10,278	64,467	61,623	95,767
Drivers License Visit Time	37.08	33.71	21.21	21.99	4%	39.30	21.21	69.65			31.52
DLS Waiting Time	30.04	26.47	13.98	14.79	6%	31.93	13.98	61.78			23.97
DLS Processing Time	7.05	7.24	7.23	7.20	0%	7.37	7.05	7.87			7.55
DLS Customers Served	4,265	5,044	4,701	4,117	-12%	5,146	4,117	6,616	41,168	39,390	60,876
Vehicle Services Visit Time	4.79	5.21	5.84	5.29	-9%	4.96	4.15	5.84			5.30
VS Wait Time	2.90	3.31	3.90	3.17	-19%	3.10	2.31	3.90			3.02
VS Processing Time	1.89	1.91	1.95	2.12	9%	1.86	1.53	2.12			2.28
VS Customers Served	1,714	2,137	1,898	1,948	3%	2,140	1,714	2,682	17,119	15,972	24,982
ICD/Misc Visit Time	14.64	15.12	12.30	14.29	16%	18.73	12.30	30.32			20.11
ICD/Misc Wait Time	8.88	9.55	6.38	8.55	34%	12.90	6.38	24.10			13.92
ICD/Misc Processing Time	5.76	5.57	5.92	5.75	-3%	5.83	5.57	6.22			6.19
ICD/Misc Customers Served	603	685	632	914	45%	773	603	980	6,180	6,261	9,909
Total Transactions	10,799	10,321	10,853	9,314	-14%	11,412	9,314	13,096	91,296	84,695	132,390
DLS Transactions	8,027	7,543	7,866	6,666	-15%	8,531	6,666	10,072	68,247	65,361	101,833
Title & Registration Transactions	2,534	2,488	2,683	2,393	-11%	2,591	2,393	2,779	20,724	17,330	27,351
Other	238	290	304	255	-16%	291	238	349	2,325	2,004	3,206
Personnel											
Filled PINS	8	8	8	8	0%	8	8	8			8
Filled Contract Employees	1	1	1	1	0%	1	1	1			0
State Temporary Employees	2	1	1	1	0%	2	2	1			2
Agency Temporary Employees	1	2	2	2	0%	2	1	2			0
# Vacancies (PIN & Contract)	2	0	1	1	0%	1	1	2			1
% Vacant Positions	22.2%	0.0%	11.1%	11.1%	0%	17.1%	11.1%	25.0%			12.5%
Total Leave Days	74	66	64	46	-29%	436	44	74	436	370	523
Sick Leave Days (Unplanned)	4	0	9	1	-89%	32	0	11	32	29	57
Other Leave Days (Planned)	70	66	55	45	-19%	404	34	70	404	341	466
Overtime Hrs.	90	88	85	40	-53%	686	40	152	686	110	368
OT Annual Budget									\$1,221	\$0	1,406
OT Spent	\$2,297	\$2,106	\$2,254	\$1,016	-55%	\$17,865	\$1,016	\$4,083	\$17,865	\$2,621	9,014
% of Budget Spent	1022.9%	1195.3%	1380.0%	1463.1%	6%				1463.1%	658.0%	641.1%

MVA StateStat
Operations - District 4
April FY 2011
Reporting Period: February 2011

PerformanceMetrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		93.8%				89.9%	85.9%	93.8%			91.5%
Branch Visit Time	28.89	21.57	22.12	25.25	14%	30.59	21.57	42.93			30.59
Branch Waiting Time	22.53	15.31	15.65	18.73	20%	24.36	15.31	37.05			24.34
Branch Processing Time	6.36	6.27	6.47	6.52	1%	6.23	5.88	6.52			6.26
Branch Customers Served	16,517	18,629	16,776	16,565	-1%	20,033	16,517	26,166	160,260	161,500	248,840
Drivers License Visit Time	42.05	33.79	33.36	32.52	-3%	46.51	32.52	67.79			42.80
DLS Waiting Time	33.40	25.37	25.09	24.18	-4%	38.31	24.18	60.33			34.86
DLS Processing Time	8.65	8.42	8.28	8.34	1%	8.20	7.46	8.65			7.94
DLS Customers Served	6,867	7,485	7,086	6,792	-4%	8,259	6,792	10,597	66,072	65,849	100,459
Vehicle Services Visit Time	20.54	12.88	13.85	22.13	60%	19.99	12.88	27.29			23.76
VS Wait Time	15.74	8.14	8.55	16.48	93%	15.05	8.14	22.42			18.57
VS Processing Time	4.80	4.74	5.30	5.65	7%	4.94	4.63	5.65			5.19
VS Customers Served	7,568	8,725	7,459	7,238	-3%	9,242	7,238	12,624	73,938	75,057	117,167
ICD/Misc Visit Time	14.84	13.85	13.51	14.39	7%	14.58	13.51	16.43			15.05
ICD/Misc Wait Time	10.30	8.65	8.80	10.16	15%	9.96	8.65	11.77			10.15
ICD/Misc Processing Time	4.54	5.20	4.71	4.23	-10%	4.61	4.23	5.20			4.90
ICD/Misc Customers Served	2,082	2,419	2,231	2,535	14%	2,531	2,082	3,041	20,250	20,594	31,214
Total Transactions	23,349	21,004	22,517	20,586	-9%	24,945	20,586	29,992	199,562	199,290	313,368
DLS Transactions	13,122	11,813	12,755	11,631	-9%	14,069	11,631	16,746	112,550	111,630	173,122
Title & Registration Transactions	8,804	7,722	8,181	7,504	-8%	9,332	7,504	11,467	74,653	75,285	120,719
Other	1,423	1,469	1,581	1,451	-8%	1,545	1,417	1,779	12,359	12,375	19,527
Personnel											
Filled PINS	40	39	38	38	0%	39	38	40			38
Filled Contract Employees	1	1	1	1	0%	1	1	1			1
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	0	1	2	2	0%	2	1	3			2
% Vacant Positions	0.0%	2.6%	5.3%	5.3%	0%	6.1%	2.6%	7.9%			5.3%
Total Leave Days	248	212	151	156	3%	1,509	151	248	1,509	1,645	2,355
Sick Leave Days (Unplanned)	26	30	31	28	-10%	286	26	58	286	250	453
Other Leave Days (Planned)	222	182	120	128	7%	1,223	119	222	1,223	1,395	1,902
Overtime Hrs.	362	158	235	231	-2%	2,457	158	436	2,457	2,213	3,352
OT Annual Budget									\$57,894	\$0	66,683
OT Spent	\$9,723	\$4,054	\$6,308	\$6,093	-3%	\$66,892	\$4,054	\$12,498	\$66,892	\$56,875	86,468
% of Budget Spent	87.1%	94.1%	105.0%	115.5%	10%				115.5%	441.1%	129.7%

MVA StateStat
Operations - District 4
April FY 2011
Reporting Period: February 2011

PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		86.1%				85.6%	85.1%	86.1%			88.7%
Branch Visit Time	21.45	14.39	16.40	16.41	0%	22.73	14.39	34.56			21.97
Branch Waiting Time	14.65	8.68	10.84	10.98	1%	16.28	8.68	27.47			15.17
Branch Processing Time	6.80	5.71	5.56	5.44	-2%	6.44	5.44	7.32			6.79
Branch Customers Served	6,920	8,139	7,807	8,319	7%	9,199	6,920	12,887	73,590	77,474	119,472
Drivers License Visit Time	32.50	16.54	19.34	17.80	-8%	29.66	16.54	45.61			29.54
DLS Waiting Time	23.87	10.48	13.28	12.20	-8%	21.93	10.48	36.63			20.61
DLS Processing Time	8.64	6.06	6.06	5.59	-8%	7.73	5.59	9.02			8.93
DLS Customers Served	3,065	3,625	3,591	3,722	4%	3,858	3,065	4,928	30,863	31,547	48,300
Vehicle Services Visit Time	12.50	12.89	13.96	16.07	15%	18.06	12.50	28.08			16.90
VS Wait Time	7.44	7.67	9.06	10.98	21%	12.73	7.44	22.32			11.76
VS Processing Time	5.05	5.22	4.90	5.09	4%	5.33	4.90	5.91			5.14
VS Customers Served	3,253	3,871	3,531	3,833	9%	4,594	3,253	7,041	36,748	39,899	62,054
ICD/Misc Visit Time	13.63	11.63	13.20	11.75	-11%	14.61	11.63	17.83			14.62
ICD/Misc Wait Time	6.47	4.77	6.69	5.24	-22%	7.61	4.77	10.63			7.87
ICD/Misc Processing Time	7.17	6.85	6.50	6.51	0%	7.00	6.50	7.47			6.75
ICD/Misc Customers Served	602	643	685	764	12%	747	602	918	5,979	6,028	9,118
Total Transactions	9,500	8,313	9,592	9,333	-3%	10,529	8,313	12,766	84,228	87,753	138,523
DLS Transactions	4,956	4,447	4,987	4,813	-3%	5,363	4,447	6,260	42,901	42,594	67,045
Title & Registration Transactions	3,967	3,443	4,036	3,936	-2%	4,576	3,443	5,898	36,606	41,383	65,242
Other	577	423	569	584	3%	590	423	692	4,721	3,776	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	165	120	118	76	-36%	914	76	165	914	1,122	1,413
Sick Leave Days (Unplanned)	26	26	58	33	-43%	245	13	58	245	150	249
Other Leave Days (Planned)	138	94	60	43	-29%	670	43	138	670	971	1,164
Overtime Hrs.	108	37	27	43	57%	501	27	108	501	603	865
OT Annual Budget									\$18,804	\$0	21,658
OT Spent	\$2,713	\$1,042	\$807	\$1,263	56%	\$14,412	\$807	\$3,343	\$14,412	\$16,738	24,310
% of Budget Spent	60.1%	65.6%	69.9%	76.6%	10%				76.6%	363.5%	112.2%

MVA StateStat
Operations - District 4
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 4

PerformanceMetrics											
Glen Burnie 9953	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		92.3%				89.5%	86.6%	92.3%			89.6%
Branch Visit Time	29.44	19.73	21.45	23.45	9%	27.25	19.73	35.42			26.90
Branch Waiting Time	22.10	12.46	14.03	16.26	16%	19.91	12.46	27.87			19.66
Branch Processing Time	7.35	7.27	7.42	7.18	-3%	7.34	7.18	7.55			7.24
Branch Customers Served	29,741	35,253	31,116	36,124	16%	37,521	29,741	48,495	300,164	307,947	474,249
Drivers License Visit Time	50.20	29.67	32.32	34.53	7%	43.88	29.67	62.83			38.57
DLS Waiting Time	40.45	20.10	22.86	25.52	12%	34.28	20.10	52.95			29.10
DLS Processing Time	9.75	9.58	9.46	9.01	-5%	9.61	9.01	9.88			9.47
DLS Customers Served	9,590	11,025	10,225	11,001	8%	11,982	9,590	15,869	95,857	96,721	148,060
Vehicle Services Visit Time	20.21	16.28	16.71	18.86	13%	20.18	16.28	23.66			23.04
VS Wait Time	13.92	9.91	10.12	12.20	21%	13.82	9.91	17.44			16.70
VS Processing Time	6.30	6.37	6.59	6.65	1%	6.36	6.12	6.65			6.34
VS Customers Served	13,672	16,554	13,640	15,243	12%	17,327	13,640	22,997	138,612	144,735	222,291
ICD/Misc Visit Time	18.63	13.00	14.68	18.14	24%	17.25	13.00	19.03			17.52
ICD/Misc Wait Time	12.58	7.11	8.55	12.14	42%	11.12	7.11	12.92			11.53
ICD/Misc Processing Time	6.04	5.89	6.13	6.00	-2%	6.13	5.89	6.38			5.99
ICD/Misc Customers Served	6,479	7,674	7,251	9,880	36%	8,212	6,479	9,880	65,695	66,491	103,898
Total Transactions	51,126	47,394	54,678	55,841	2%	56,384	47,394	65,634	451,073	408,988	644,129
DLS Transactions	18,185	17,171	18,791	18,114	-4%	20,251	17,171	23,799	162,007	159,042	249,543
Title & Registration Transactions	24,789	22,726	27,302	26,291	-4%	27,558	22,726	33,178	220,462	187,562	294,741
Other	8,152	7,497	8,585	11,436	33%	8,576	7,497	11,436	68,604	62,384	99,845
Personnel											
Filled PINS	91	89	92	91	-1%	90	87	92			90
Filled Contract Employees	2	2	2	2	-13%	2	2	3			2
State Temporary Employees	7	7	7	7	0%	8	7	9			9
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	5	7	4	5	25%	6	4	9			5
% Vacant Positions	5.4%	7.7%	4.3%	5.4%	27%	6.8%	4.3%	10.1%			5.4%
Total Leave Days	738	611	481	426	-11%	4,451	426	738	4,451	4,807	6,507
Sick Leave Days (Unplanned)	134	104	100	102	1%	913	78	158	913	890	1,242
Other Leave Days (Planned)	604	507	381	325	-15%	3,538	325	604	3,538	3,917	5,265
Overtime Hrs.	408	119	234	301	29%	2,507	119	493	2,507	2,254	3,490
OT Annual Budget									\$130,044	\$0	149,788
OT Spent	\$10,832	\$3,291	\$6,571	\$8,110	23%	\$67,961	\$3,291	\$13,607	\$67,961	\$60,314	92,172
% of Budget Spent	38.4%	41.0%	46.0%	52.3%	14%				52.3%	206.1%	61.5%

MVA StateStat
Operations - District 4
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 4

PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		91.0%				89.7%	88.4%	91.0%			83.5%
Branch Visit Time	28.88	26.67	28.62	36.55	28%	35.50	26.67	44.73			37.18
Branch Waiting Time	22.60	20.28	22.32	30.22	35%	29.04	20.28	38.10			30.47
Branch Processing Time	6.27	6.39	6.30	6.33	0%	6.47	6.27	6.73			6.72
Branch Customers Served	25,031	29,245	26,701	27,972	5%	30,081	25,031	38,202	240,651	243,923	370,699
Drivers License Visit Time	35.26	35.02	34.95	42.98	23%	42.40	34.95	58.47			44.89
DLS Waiting Time	28.21	27.83	27.85	36.00	29%	35.11	27.83	50.93			36.94
DLS Processing Time	7.05	7.19	7.11	6.98	-2%	7.29	6.98	7.60			7.95
DLS Customers Served	9,652	11,531	10,712	11,088	4%	11,642	9,652	14,341	93,138	88,509	133,125
Vehicle Services Visit Time	25.72	23.17	26.69	32.79	23%	33.60	23.17	45.03			35.59
VS Wait Time	19.49	16.82	20.49	26.49	29%	27.22	16.82	38.57			29.28
VS Processing Time	6.23	6.35	6.20	6.30	2%	6.39	6.20	6.81			6.31
VS Customers Served	9,869	11,386	9,885	10,301	4%	11,940	9,869	16,099	95,523	104,963	159,713
ICD/Misc Visit Time	23.43	17.80	20.60	31.96	55%	25.82	17.80	32.23			25.76
ICD/Misc Wait Time	18.40	12.76	15.54	26.63	71%	20.62	12.76	27.05			20.26
ICD/Misc Processing Time	5.03	5.03	5.06	5.33	5%	5.21	5.03	5.44			5.50
ICD/Misc Customers Served	5,510	6,328	6,104	6,583	8%	6,499	5,510	7,820	51,990	50,451	77,861
Total Transactions	32,441	29,256	32,644	31,950	-2%	33,597	29,256	37,521	268,776	265,010	401,546
DLS Transactions	15,327	14,622	16,223	16,207	0%	16,429	14,622	18,230	131,429	126,923	184,594
Title & Registration Transactions	11,428	10,015	10,703	10,108	-6%	11,628	10,015	13,669	93,022	98,041	153,361
Other	5,686	4,619	5,718	5,635	-1%	5,541	4,619	6,128	44,325	40,046	63,591
Personnel											
Filled PINS	60	63	62	62	1%	61	60	63			60
Filled Contract Employees	0	2	2	2	0%	2	1	2			1
State Temporary Employees	3	2	2	2	0%	3	2	3			3
Agency Temporary Employees	2	2	2	2	0%	2	1	2			2
# Vacancies (PIN & Contract)	5	2	3	3	0%	4	2	6			6
% Vacant Positions	8.3%	3.1%	4.7%	4.7%	-1%	7.0%	3.1%	9.2%			9.0%
Total Leave Days	432	344	14	276	1910%	2,387	14	432	2,387	3,082	4,113
Sick Leave Days (Unplanned)	59	62	50	80	61%	575	50	101	575	553	859
Other Leave Days (Planned)	374	282	-36	197	-646%	1,812	-36	374	1,812	2,530	3,254
Overtime Hrs.	737	386	387	581	50%	4,983	386	799	4,983	4,460	7,194
OT Annual Budget									\$166,040	\$0	191,488
OT Spent	\$18,110	\$9,460	\$9,466	\$13,867	46%	\$122,661	\$9,460	\$20,758	\$122,661	\$111,562	178,616
% of Budget Spent	54.1%	59.8%	65.5%	73.9%	13%				73.9%	311.0%	93.3%

MVA StateStat
Operations - District 4
April FY 2011
Reporting Period: February 2011

20110426_MVA_Template
 District 4

PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		96.2%				97.0%	96.2%	97.8%			94.0%
Branch Visit Time	16.06	14.33	15.41	18.42	19%	17.65	14.33	21.08			18.25
Branch Waiting Time	10.23	8.70	9.50	12.63	33%	11.87	8.70	15.24			12.32
Branch Processing Time	5.83	5.62	5.91	5.79	-2%	5.78	5.62	5.91			5.93
Branch Customers Served	10,310	11,417	11,439	12,373	8%	13,151	10,310	16,955	105,210	106,353	164,621
Drivers License Visit Time	22.02	21.14	22.65	25.52	13%	24.95	21.14	30.92			23.63
DLS Waiting Time	13.97	13.67	14.58	17.79	22%	16.90	13.67	22.49			15.08
DLS Processing Time	8.05	7.46	8.08	7.73	-4%	8.05	7.46	8.42			8.55
DLS Customers Served	3,912	4,260	4,520	4,832	7%	4,894	3,912	6,011	39,148	36,632	56,866
Vehicle Services Visit Time	13.81	11.26	11.56	15.77	36%	14.75	11.26	17.87			17.02
VS Wait Time	9.15	6.64	6.85	10.92	59%	10.15	6.64	13.43			12.41
VS Processing Time	4.67	4.62	4.71	4.85	3%	4.60	4.44	4.85			4.60
VS Customers Served	4,723	5,463	4,770	4,938	4%	6,107	4,723	8,394	48,853	51,929	80,417
ICD/Misc Visit Time	8.91	7.89	9.19	9.93	8%	8.88	7.89	9.93			10.15
ICD/Misc Wait Time	4.98	3.68	5.15	5.95	16%	4.84	3.68	5.95			5.73
ICD/Misc Processing Time	3.94	4.21	4.04	3.98	-2%	4.04	3.89	4.21			4.42
ICD/Misc Customers Served	1,675	1,694	2,149	2,603	21%	2,151	1,675	2,603	17,209	17,792	27,338
Total Transactions	15,120	11,979	14,720	14,753	0%	15,972	11,979	19,025	127,778	132,516	207,476
DLS Transactions	7,060	5,566	7,488	7,515	0%	7,616	5,566	8,987	60,925	59,595	93,018
Title & Registration Transactions	6,603	5,304	5,965	5,762	-3%	6,884	5,304	8,250	55,069	58,712	93,008
Other	1,457	1,109	1,267	1,476	16%	1,473	1,109	1,788	11,784	14,209	21,450
Personnel											
Filled PINS	27	27	27	27	0%	27	26	27			26
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	1	1	1	2	100%	1	1	2			2
Agency Temporary Employees	0	0	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	0	0	0	0	0%	1	1	1			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	3.8%	3.8%	3.8%			3.8%
Total Leave Days	192	139	120	130	8%	1,103	105	192	1,103	1,225	1,690
Sick Leave Days (Unplanned)	20	15	35	60	71%	200	7	60	200	260	383
Other Leave Days (Planned)	172	124	85	70	-18%	903	70	172	903	964	1,307
Overtime Hrs.	52	29	78	63	-19%	497	29	108	497	440	800
OT Annual Budget									\$16,436	\$0	19,013
OT Spent	\$1,456	\$780	\$2,019	\$1,703	-16%	\$12,871	\$780	\$2,185	\$12,871	\$12,230	21,826
% of Budget Spent	50.9%	55.7%	67.9%	78.3%	15%				78.3%	281.7%	114.8%

**MVA StateStat
Operations - mobile
April FY 2011
Reporting Period: February 2011**

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Customer Survey Results		0.0%				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	1,252	1,038	910	938	3.1%	1,335	910	2,034	10,683	10,027	15,823
DLS Transactions	670	667	629	589	-6.4%	903	589	1,591	7,227	7,206	11,222
Title & Registration Transactions	528	314	225	275	22.2%	363	225	528	2,901	2,356	3,844
Other	54	57	56	74	32.1%	69	54	83	555	465	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)	1	1	1	1	0.0%	1	1	1			0
% Vacant Positions	50.0%	50.0%	50.0%	50.0%	0.0%	50.0%	50.0%	50.0%			0.0%
Total Leave Days	14	13	7	8	14.3%	90	3	17	90	60	103
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	14	13	7	8	14.3%	90	3	17	90	60	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
April FY 2011
Reporting Period: February 2011**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Calls - General Information Line	56,261	60,056	69,499	65,965	-5.1%	67,078	56,261	73,779	536,623	611,989	1,031,408
Avg Time to Pick Up Call	7:49	6:51	6:22	5:28	-14.1%	6:40	5:28	7:49	6:40	5:57	5:50
Avg Call Duration	3:14	3:04	3:05	3:12	3.8%	3:08	3:04	3:14	3:08	2:45	2:52
Calls - VEIP Information	19,083	18,485	24,504	21,905	-10.6%	21,104	18,485	24,504	168,830	112,292	209,818
Avg Time to Pick Up Call	5:19	5:26	2:52	3:36	25.6%	3:57	2:51	5:26	3:57	2:40	2:33
Avg Call Duration	2:25	2:26	2:26	2:27	0.7%	2:28	2:25	2:32	2:28	2:11	2:19
Calls - Drivers Skill Line	7,336	7,676	7,627	6,111	-19.9%	8,065	6,111	10,551	64,523	63,447	96,169
Avg Time to Pick Up Call	5:02	3:47	4:13	4:50	14.6%	4:59	3:47	6:07	4:59	4:44	3:54
Avg Call Duration	2:44	2:39	3:47	3:45	-0.9%	2:58	2:37	3:47	2:58	2:44	2:39
Calls - Hazmat	511	519	639	559	-12.5%	636	511	817	5,091	6,530	11,642
Avg Time to Pick Up Call	10:42	10:14	5:19	7:31	41.4%	6:39	3:38	10:42	6:39	3:48	3:25
Avg Call Duration	3:17	3:03	3:01	3:02	0.6%	3:04	2:54	3:17	3:04	2:56	2:50
Calls - Out-of-Country	0	0	0	0	0.0%	0	0	0	0	2,972	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	3:00	0:00
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:11	0:00
Total Calls	83,191	86,736	102,269	94,540	-7.6%	96,883	83,191	105,742	775,067	797,230	1,352,009
Appointments Scheduled											
Total Appointments	5,018	4,750	3,686	3,443	-6.6%	4,914	3,443	5,873	39,308	51,722	74,764
Drivers Skill	4,689	4,481	3,386	3,159	-6.7%	4,595	3,159	5,582	36,762	49,005	70,247
Hazmat	329	269	300	284	-5.3%	318	269	392	2,546	2,717	4,517
OOB Phone (Made by Agent)	0	0	0	0	0.0%	0	0	0	0		
OOB - Online (Made by Customer)	0	0	0	0	0.0%	0	0	0	0		

MVA StateStat
VEIP
April FY 2011
Reporting Period: February 2011

Performance Metrics											
VEIP	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD Total	FY10 Total
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
VEIP Mailings											
Total	207,015	213,906	255,007	210,809	-17.3%	228,189	207,015	259,639	1,825,511	980,579	1,982,507
Notices	152,873	161,507	194,632	160,859	-17.4%	174,079	152,873	197,551	1,392,633	760,396	1,546,976
Warnings	54,142	52,399	60,375	49,950	-17.3%	54,110	46,604	62,088	432,878	220,183	435,531
Vehicle Tests											
Total	142,984	133,252	143,394	137,799	-3.9%	138,450	130,205	148,488	1,107,600	502,940	1,162,799
Paid	135,871	126,302	135,667	130,017	-4.2%	131,132	123,165	141,084	1,049,057	466,157	1,094,555
Gratis	7,113	6,950	7,727	7,782	0.7%	7,318	6,950	7,782	58,543	36,783	68,244
Test Fees											
Total	\$2,662,154	\$2,508,478	\$2,777,513	\$2,712,588	-2.3%	\$2,620,494	\$2,474,010	\$2,777,513	\$20,963,953	\$9,355,083	\$21,588,795
Inspection	\$1,902,194	\$1,768,228	\$1,899,338	\$1,820,238	-4.2%	\$1,835,850	\$1,724,310	\$1,975,176	\$14,686,798	\$6,526,198	\$15,323,770
Late	\$759,960	\$740,250	\$878,175	\$892,350	1.6%	\$784,644	\$718,950	\$892,350	\$6,277,155	\$2,828,885	\$6,265,025
Public Contact											
Total	45,445	43,768	51,755	47,762	-7.7%	48,139	43,768	51,755	385,109	239,733	467,795
Walk-In	20,331	19,370	20,768	20,262	-2.4%	20,364	19,227	21,569	162,909	98,482	186,942
Internet	5,794	5,653	6,119	5,294	-13.5%	6,476	4,719	8,357	51,808	27,563	66,473
Phone	19,083	18,485	24,504	21,905	-10.6%	21,104	18,485	24,504	168,830	112,292	211,811
Direct Mail	7	1	5	5	0.0%	4	1	7	25	12	17
Email	230	259	359	296	-17.5%	261	201	359	2,089	1,384	2,552

FY 2010													
VEIP	Jul '09	Aug '09	Sep '09	Oct '09	Nov '09	Dec '09	Jan '10	Feb '10	Mar '10	Apr '10	May '10	Jun '10	FY 2010 Total
VEIP Mailings													
Total	67,091	43,567	75,168	206,985	147,282	210,175	230,311	182,075	185,799	190,128	245,544	198,382	1,982,507
Notices	13,547	24,055	65,440	193,081	136,451	147,544	180,278	145,818	144,915	151,147	191,390	153,310	1,546,976
Warnings	53,544	19,512	9,728	13,904	10,831	62,631	50,033	36,257	40,884	38,981	54,154	45,072	435,531
Vehicle Tests													
Total	104,035	37,025	25,571	37,018	60,591	112,109	126,591	101,780	161,096	129,275	119,487	148,221	1,162,799
Paid	95,964	30,672	19,467	32,972	55,787	108,951	122,344	98,577	154,278	122,306	113,000	140,237	1,094,555
Gratis	8,071	6,353	6,104	4,046	4,804	3,158	4,247	3,203	6,818	6,969	6,487	7,984	68,244
Test Fees													
Total	\$2,065,146	\$825,978	\$574,458	\$735,843	\$976,393	\$1,827,474	\$2,349,791	\$1,867,083	\$2,995,212	\$2,445,139	\$2,175,280	\$2,750,998	\$21,588,795
Inspection	\$1,343,496	\$429,408	\$272,538	\$461,608	\$781,018	\$1,525,314	\$1,712,816	\$1,380,078	\$2,159,892	\$1,712,284	\$1,582,000	\$1,963,318	\$15,323,770
Late	\$721,650	\$396,570	\$301,920	\$274,235	\$195,375	\$302,160	\$636,975	\$487,005	\$835,320	\$732,855	\$593,280	\$787,680	\$6,265,025
Public Contact													
Total	54,185	27,613	23,954	25,338	24,989	38,956	44,698	40,377	50,163	46,025	41,151	50,346	467,795
Walk-In	25,974	10,634	9,425	9,718	10,170	14,840	17,721	13,346	20,534	17,740	16,228	20,612	186,942
Internet	7,107	1,758	966	1,084	1,967	6,626	8,055	9,638	8,506	6,508	6,706	7,552	66,473
Phone	20,799	15,003	13,401	14,348	12,719	17,318	18,704	17,192	20,839	21,550	18,039	21,899	211,811
Direct Mail	2	5	1	2	0	0	2	0	2	0	0	3	17
Email	303	213	161	186	133	172	216	201	282	227	178	280	2,552

Fiscal Year 2011													
VEIP	Jul '10	Aug '10	Sep '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11	Jun '11	FY 2011 Total
VEIP Mailings													
Total	249,933	212,082	217,120	259,639	207,015	213,906	255,007	210,809	0	0	0	0	1,825,511
Notices	191,986	165,478	167,747	197,551	152,873	161,507	194,632	160,859	0	0	0	0	1,392,633
Warnings	57,947	46,604	49,373	62,088	54,142	52,399	60,375	49,950	0	0	0	0	432,878
Vehicle Tests													
Total	134,017	137,461	130,205	148,488	142,984	133,252	143,394	137,799	0	0	0	0	1,107,600
Paid	127,005	129,946	123,165	141,084	135,871	126,302	135,667	130,017	0	0	0	0	1,049,057
Gratis	7,012	7,515	7,040	7,404	7,113	6,950	7,727	7,782	0	0	0	0	58,543
Test Fees													
Total	\$2,517,030	\$2,538,194	\$2,474,010	\$2,773,986	\$2,662,154	\$2,508,478	\$2,777,513	\$2,712,588	\$0	\$0	\$0	\$0	\$20,963,953
Inspection	\$1,778,070	\$1,819,244	\$1,724,310	\$1,975,176	\$1,902,194	\$1,768,228	\$1,899,338	\$1,820,238	\$0	\$0	\$0	\$0	\$14,686,798
Late	\$738,960	\$718,950	\$749,700	\$798,810	\$759,960	\$740,250	\$878,175	\$892,350	\$0	\$0	\$0	\$0	\$6,277,155
Public Contact													
Total	50,718	48,864	48,574	48,223	45,445	43,768	51,755	47,762	0	0	0	0	385,109
Walk-In	21,192	20,190	19,227	21,569	20,331	19,370	20,768	20,262	0	0	0	0	162,909
Internet	8,189	7,683	8,357	4,719	5,794	5,653	6,119	5,294	0	0	0	0	51,808
Phone	21,107	20,788	21,340	21,618	19,083	18,485	24,504	21,905	0	0	0	0	168,830
Direct Mail	2	2	0	3	7	1	5	5	0	0	0	0	25
Email	228	201	202	314	230	259	359	296	0	0	0	0	2,089

MVA StateStat
Safety and Other Functions
April FY 2011
Reporting Period: February 2011

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	104,135	99,209	103,562	95,636	-7.7%	111,314	95,636	132,274	890,508	830,429	1,392,907
Lerner's Permit	7,654	6,943	8,826	9,563	8.4%	9,322	6,943	12,647	74,576	83,616	134,098
License age less than 21	7,296	7,481	8,284	7,968	-3.8%	10,058	7,296	18,136	80,467	77,724	127,818
License age 21 or over	89,185	84,785	86,452	78,105	-9.7%	91,933	78,105	101,853	735,465	669,089	1,130,991
Minor Notification Letters Sent	638	591	429	241	-43.8%	470	241	638	3,758		
Disability Placards											
Temporary	2,704	2,856	2,991	2,834	-5.2%	2,876	2,704	2,991	23,004		
Permanent	15,374	12,133	10,857	11,083	2.1%	13,065	10,857	15,400	104,520		
Arrest Data											
Out of State Convictions on MD DL	9,704	9,575	3,289	14,089	328.4%	10,003	3,289	14,089	80,021		
Federal Convictions on MD DL	667	240	474	322	-32.1%	461	240	667	3,690		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	711	778	855	1,015	18.7%	830	711	1,015	6,639	5,861	10,309
Reinstatement Requests Approved	324	302	346	331	-4.3%	344	302	373	2,754	2,224	4,026
Administrative Adjudication											
Number of Cases Total	14,157	21,412	27,446	39,029	42.2%	26,965	14,157	39,029	215,720		
Number of Hearings	2,091	1,506	2,116	1,971	-6.9%	2,020	1,506	2,897	16,157		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	34,748	44,434	33,951	24,831	-26.9%	33,834	24,831	44,434	270,672	135,668	213,358
Deleted Flags	15,113	14,515	20,484	22,361	9.2%	15,755	12,408	22,361	126,040	87,863	144,882
Suspensions	0	0	0	0	0.0%	0	0	0	0	297	805
Ignition Interlock Program											
Currently in Program**	7,971	7,891	7,869	7,991	1.6%	8,054	7,869	8,293			
Drivers Starting Program	320	321	409	398	-2.7%	387	320	462	3,092	3,245	5,529
Restrictions Removed (Compliance)	279	267	294	291	-1.0%	279	261	294	2,235	1,740	3,244
Restrictions Removed (Non-Compliance)	217	174	177	174	-1.7%	209	174	288	1,669	1,648	2,997
Warning Letters Mailed	2,039	1,743	2,008	1,775	-11.6%	1,957	1,743	2,344	15,655	17,806	29,209
RIID											
IDs Given Out	134	123	126	144	14.3%	127	109	144	1015		
IDs Processed in the Branches	133	131	131	119	-9.2%	132	119	140	1058		
Outstanding Warrant Program											
Notices	954	1,041	1,256	1,212	-3.5%	1,092	928	1,256	8,733	18,606	23,885
Suspensions	600	584	665	712	7.1%	613	474	712	4,907	7,574	11,114
Satisfied	819	636	767	837	9.1%	822	636	954	6,576	5,784	11,135
Denied license or registration at branch	85	94	124	132	6.5%	100	75	132	797	569	1,059

Performance Metrics											
	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Nov '10	Dec '10	Jan '11	Feb '11		Avg	Min	Max			
Business Licenses											
New Businesses	36	29	20	25	25.0%	27	13	41	213	140	234
New Dealerships	1	0	2	1	-50.0%	2	1	5	16	9	12
Used Dealerships	9	5	8	5	-37.5%	6	3	9	39	49	69
Wholesale	12	11	7	10	42.9%	11	5	18	86	40	81
Title Services	9	10	3	8	166.7%	6	2	11	49	27	45
Other	5	3	0	1	0.0%	3	1	5	23	15	27
Out of Business	14	14	12	9	-25.0%	14	5	29	110	82	132
New Dealerships	0	2	0	3	0.0%	3	2	4	13	6	8
Used Dealerships	0	3	5	1	-80.0%	4	1	8	26	42	57
Wholesale	9	3	4	2	-50.0%	5	2	11	40	27	49
Title Services	2	2	1	2	100.0%	2	1	3	11	2	5
Other	3	4	2	1	-50.0%	3	1	5	20	5	13
School Bus Inspections											
Inspections	1,873	652	596	730	22.5%	1,121	596	2,004	8,965	7,274	14,671
Scheduled	1,387	273	34	319	838.2%	521	2	1,759	4,171	3,707	8,966
Re-inspections	286	58	68	108	58.8%	104	43	286	828	713	1,404
Random/Audit	200	321	494	303	-38.7%	496	96	1,277	3,966	2,854	4,301
Total Defects	1,616	744	378	701	85.4%	693	168	1,616	5,543	4,435	8,436
Public Owned	1,250	94	130	55	-57.7%	264	17	1,250	2,109	1,978	3,999
BOE Contractor	340	555	218	246	12.8%	289	84	631	2,309	1,765	2,870
Privately Owned	26	95	30	400	1233.3%	141	26	400	1,125	692	1,567
Repair Orders	686	253	164	250	52.4%	294	116	686	2,349	1,792	2,702
Repair Orders Closed	601	483	272	234	-14.0%	310	72	601	2,476	2,287	4,016
Suspensions	321	75	67	90	34.3%	114	51	321	910	805	1522
Insurance Compliance											
Total Notices Sent	49,194	49,405	51,651	42,758	-17.2%	51,303	42,758	62,343	410,423	350,400	
First Notice	31,149	33,437	33,125	28,063	-15.3%	34,683	28,063	44,708	277,465	226,376	
Suspensions	18,045	15,968	18,526	14,695	-20.7%	16,620	14,046	18,710	132,958	124,024	
Cases Created	30,564	33,414	33,234	28,579	-14.0%	34,279	28,579	43,891	274,231	245,134	
Cases Closed	16,738	15,543	16,548	16,517	-0.2%	16,388	15,052	18,018	131,105	125,512	
Cases Referred to Central Collections	12,091	12,421	12,912	11,400	-11.7%	11,869	11,000	12,912	94,952	80,132	