



## StateStat Department of Labor, Licensing and Regulation MBE/SBR



**Alexander Sanchez**  
Secretary

Appointed: September 2009

**Management Team**

Deputy Secretary:  
Chief of Procurement: Latesa Thomas, Acting  
MBE Liaison Officer: Allan Robinson

**Administrations:**

Workforce Development & Adult Learning: Paulette Francois, Acting Assistant Secretary  
Occupational and Professional Licensing: Stanley Botts, Commissioner  
Labor and Industry: Ron DeJulius, Commissioner  
Financial Regulation: Mark Kaufman, Commissioner  
Unemployment Insurance: Julie Squire, Assistant Secretary  
Racing: Mike Hopkins, Executive Director

**MBE CONTRACT ACTIVITY**

| PROCUREMENT/CONTRACT AWARDS           | CURRENTLY AVAILABLE PERIOD (October, 2011) |                        |                      |  |               |        | YEAR-TO-DATE   |                          |                        |  |                |        |
|---------------------------------------|--|------------------------|----------------------|--|---------------|--------|----------------|--------------------------|------------------------|--|----------------|--------|
|                                       | Agency Total                               | Ethnic                 | Women                | Disabled / Non-Profit / Sheltered Workshop | Total MBE/WBE | %      | Agency Total   | Ethnic                   | Women                  | Disabled / Non-Profit / Sheltered Workshop | Total MBE/WBE  | %      |
|                                       |  |                        |                      |  |               |        |                |                          |                        |  |                |        |
| <b>Payment Totals</b>                 | \$2,243,123.00                             | \$733,850.01<br>32.72% | \$57,756.81<br>2.57% | \$10,423.00<br>0.46%                       | \$802,029.82  | 35.76% | \$6,836,602.00 | \$1,887,735.04<br>27.61% | \$205,030.41<br>3.00%  | \$94,108.23<br>1.38%                       | \$2,186,873.68 | 31.99% |
| <b>Awards Totals</b>                  | \$500,119.00                               | \$9,480.00<br>1.90%    | \$38,053.00<br>7.61% | \$3,505.00<br>0.70%                        | \$51,038.00   | 10.21% | \$4,310,121.00 | \$69,717.00<br>1.62%     | \$800,425.00<br>18.57% | \$33,691.00<br>0.78%                       | \$903,833.00   | 20.97% |
| Architectural and Engineering         |  |                        |                      |  | \$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         |        |
| Construction Related                  |  |                        |                      |  | \$0.00        |        | \$0.00         | \$0.00                   | \$0.00                 | \$0.00                                     | \$0.00         |        |
| Maintenance                           |  |                        |                      |  | \$0.00        |        | \$0.00         | \$0.00                   | \$0.00                 | \$0.00                                     | \$0.00         |        |
| Services                              | \$90,940.00                                | \$1,846.00             | \$3,447.00           |  | \$5,293.00    | 5.82%  | \$555,295.00   | \$27,150.00              | \$6,962.00             | \$14,721.00                                | \$48,833.00    | 8.79%  |
| Supplies and Equipment                | \$18,297.00                                |                        | \$13,759.00          |  | \$13,759.00   | 75.20% | \$98,270.00    | \$0.00                   | \$30,683.00            | \$0.00                                     | \$30,683.00    | 31.22% |
| IT Services                           | \$98,789.00                                |                        |                      |  | \$0.00        | 0.00%  | \$2,294,881.00 | \$2,287.00               | \$513,525.00           | \$0.00                                     | \$515,812.00   | 22.48% |
| IT Supplies and Equipment             | \$28,435.00                                | \$2,842.00             | \$10,179.00          |  | \$13,021.00   | 45.79% | \$336,060.00   | \$26,957.00              | \$185,412.00           | \$0.00                                     | \$212,369.00   | 63.19% |
| Human, Cultural, Social & Educational | \$0.00                                     |                        |                      |  | \$0.00        |        | \$0.00         | \$0.00                   | \$0.00                 | \$0.00                                     | \$0.00         |        |
| Corporate Credit Card                 | \$147,517.00                               | \$4,792.00             | \$9,422.00           | \$3,505.00                                 | \$17,719.00   | 12.01% | \$659,898.00   | \$13,323.00              | \$62,567.00            | \$18,970.00                                | \$94,860.00    | 14.37% |
| Direct Vouchers                       | \$116,141.00                               |                        | \$1,246.00           |  | \$1,246.00    | 1.07%  | \$365,717.00   | \$0.00                   | \$1,276.00             | \$0.00                                     | \$1,276.00     | 0.35%  |

Notes: (1) MBE data consist of MBE prime and MBE subcontract awards and payments, where applicable. (2) The "Women" category may include contract awards and payments to dually-certified MBEs.

| SBR INDICATORS        | Agency Total | Total SBR | # Designated Procurements | %      | Agency Total | Total SBR   | # Designated Procurements | %      |
|-----------------------|--------------|-----------|---------------------------|--------|--------------|-------------|---------------------------|--------|
| <b>Payment Totals</b> | \$3,667,650  | \$428,798 | 0                         | 11.69% | \$10,101,465 | \$1,088,502 | 1                         | 10.78% |



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Human Resources**

| <b>HUMAN RESOURCES</b>                  |                                  |                  |                  |                   |                 |                            |                |                |                |                               |                  |                  |
|---|----------------------------------|------------------|------------------|-------------------|-----------------|----------------------------|----------------|----------------|----------------|-------------------------------|------------------|------------------|
| <b>OVERTIME</b>                         | <b>MONTHLY REPORTING PERIODS</b> |                  |                  |                   |                 | <b>Fiscal Year to Date</b> |                |                |                | <b>FISCAL YEAR COMPARISON</b> |                  |                  |
| <b>Overtime pay (\$)</b>                | <b>JUL-11</b>                    | <b>AUG-11</b>    | <b>SEP-11</b>    | <b>OCT-11</b>     | <b>% Change</b> | <b>Avg</b>                 | <b>Min</b>     | <b>Max</b>     | <b>Total</b>   | <b>FY09</b>                   | <b>FY10</b>      | <b>FY11</b>      |
| Office of the Secretary                 | 38,235                           | 44,265           | 32,411           | 39,041            | 20.5%           | 38,488                     | 32,411         | 44,265         | 153,953        | 72,020                        | 344,205          | 457,846          |
| Administration                          | 3,688                            | 5,988            | 3,320            | 2,708             | -18.5%          | 3,926                      | 2,708          | 5,988          | 15,704         | 78,103                        | 52,103           | 59,060           |
| Financial Regulation                    | 215                              | 282              | 25               | -                 | -100.0%         | 131                        | -              | 282            | 522            | 30,992                        | 32,281           | 24,678           |
| Labor and Industry                      | 13,985                           | 25,889           | 13,629           | 17,467            | 28.2%           | 17,742                     | 13,629         | 25,889         | 70,970         | 87,119                        | 107,732          | 143,447          |
| Racing Commission                       | -                                | -                | -                | -                 | 0.0%            | -                          | -              | -              | 0              | -                             | -                | -                |
| Occupational and Professional Licensing | -                                | 31               | -                | -                 | 0.0%            | 8                          | -              | 31             | 31             | 3,552                         | 3,396            | 3,287            |
| Workforce Development                   | 1,095                            | 2,253            | 1,211            | 2,923             | 141.3%          | 1,871                      | 1,095          | 2,923          | 7,482          | 21,722                        | 34,916           | 19,097           |
| Unemployment Insurance                  | 346                              | 1,171            | 11,121           | 18,646            | 67.7%           | 7,821                      | 346            | 18,646         | 31,284         | 615,620                       | 538,345          | 501,370          |
| <b>Total</b>                            | <b>57,566</b>                    | <b>79,878</b>    | <b>61,718</b>    | <b>80,785</b>     | <b>30.9%</b>    | <b>69,987</b>              | <b>57,566</b>  | <b>80,785</b>  | <b>279,946</b> | <b>909,128</b>                | <b>1,112,978</b> | <b>1,208,785</b> |
| <b>Overtime (days)</b>                  | <b>JUL-11</b>                    | <b>AUG-11</b>    | <b>SEP-11</b>    | <b>OCT-11</b>     | <b>% Change</b> | <b>Avg</b>                 | <b>Min</b>     | <b>Max</b>     | <b>Total</b>   | <b>FY09</b>                   | <b>FY10</b>      | <b>FY11</b>      |
| Office of the Secretary                 | 1,092.6                          | 1,245.3          | 904.2            | 1,128.8           | 24.8%           | 1,092.7                    | 904.2          | 1,245.3        | 4,370.9        | 2,555                         | 11,430           | 13,886.1         |
| Administration                          | 153.0                            | 248.9            | 132.2            | 110.8             | -16.2%          | 161.2                      | 110.8          | 248.9          | 644.9          | 3,014                         | 2,054            | 2,192.2          |
| Financial Regulation                    | 8.0                              | 10.5             | 1.0              | -                 | -100.0%         | 4.9                        | -              | 10.5           | 19.5           | 1,113                         | 1,112            | 802.8            |
| Labor and Industry                      | 405.2                            | 777.8            | 399.1            | 510.8             | 28.0%           | 523.2                      | 399.1          | 777.8          | 2,092.9        | 2,205                         | 2,836            | 3,987.4          |
| Racing Commission                       | -                                | -                | -                | -                 | 0.0%            | -                          | -              | -              | 0.0            | -                             | -                | -                |
| Occupational and Professional Licensing | -                                | -                | -                | -                 | 0.0%            | -                          | -              | -              | 0.0            | 110                           | 117              | 118.9            |
| Workforce Development                   | 37.9                             | 71.0             | 41.5             | 77.3              | 86.3%           | 56.9                       | 37.9           | 77.3           | 227.7          | 796                           | 1,388            | 688.4            |
| Unemployment Insurance                  | 14.1                             | 46.5             | 401.2            | 715.5             | 78.3%           | 294.3                      | 14.1           | 715.5          | 1,177.3        | 21,890                        | 19,205           | 17,927.4         |
| <b>Total</b>                            | <b>1,710.8</b>                   | <b>2,400.0</b>   | <b>1,879.2</b>   | <b>2,543.2</b>    | <b>35.3%</b>    | <b>2,133.3</b>             | <b>1,710.8</b> | <b>2,543.2</b> | <b>8,533.2</b> | <b>31,683</b>                 | <b>38,143</b>    | <b>39,603.2</b>  |
| <b>SICK LEAVE (DAYS)</b>                | <b>9/6/2011</b>                  | <b>9/20/2011</b> | <b>10/4/2011</b> | <b>10/18/2011</b> | <b>% Change</b> | <b>Average</b>             | <b>Minimum</b> | <b>Maximum</b> | <b>Total</b>   | <b>FY09</b>                   | <b>FY10</b>      | <b>FY11</b>      |
| Office of the Secretary                 | 43.9                             | 40.5             | 42.4             | 44.6              | 5.1%            | 49.8                       | 40.5           | 57.9           | 398.1          | 1,306.5                       | 1,042.9          | 1,123.2          |
| Administration                          | 87.2                             | 95.0             | 78.8             | 67.5              | -14.4%          | 87.4                       | 66.9           | 114.7          | 699.6          | 2,462.6                       | 1,957.8          | 1,995.3          |
| Financial Regulation                    | 20.3                             | 45.0             | 36.6             | 22.1              | -39.5%          | 33.7                       | 20.3           | 45.9           | 269.4          | 843.2                         | 926.9            | 921.8            |
| Labor and Industry                      | 66.0                             | 85.3             | 89.9             | 100.3             | 11.5%           | 78.9                       | 56.5           | 100.3          | 631.6          | 2,164.7                       | 1,877.4          | 1,857.0          |
| O & P Licensing                         | 20.3                             | 39.1             | 36.0             | 31.4              | -12.7%          | 34.1                       | 20.3           | 45.8           | 273.0          | 1,142.3                       | 1,032.2          | 871.3            |
| Racing Commission                       | 3.4                              | 2.2              | 13.0             | 13.0              | 0.0%            | 6.0                        | 0.7            | 13.0           | 48.1           | 515.0                         | 272.4            | 342.2            |
| Unemployment Insurance                  | 228.0                            | 296.3            | 304.9            | 207.0             | -32.1%          | 255.9                      | 207.0          | 304.9          | 2,047.2        | 7,403.0                       | 7,654.2          | 7,280.1          |
| Workforce Development                   | 198.3                            | 226.9            | 197.8            | 184.0             | -7.0%           | 207.3                      | 157.8          | 244.8          | 1,658.2        | 2,755.8                       | 5,001.4          | 4,503.6          |
| <b>Total</b>                            | <b>667.5</b>                     | <b>830.3</b>     | <b>799.5</b>     | <b>669.8</b>      | <b>-16.2%</b>   | <b>753.1</b>               | <b>664.8</b>   | <b>830.3</b>   | <b>6,025.1</b> | <b>18,593.0</b>               | <b>19,765.1</b>  | <b>18,894.6</b>  |
| <b>COMP TIME (DAYS)</b>                 | <b>9/6/2011</b>                  | <b>9/20/2011</b> | <b>10/4/2011</b> | <b>10/18/2011</b> | <b>% Change</b> | <b>Average</b>             | <b>Minimum</b> | <b>Maximum</b> | <b>Total</b>   | <b>FY09</b>                   | <b>FY10</b>      | <b>FY11</b>      |
| Office of the Secretary                 | 6.6                              | 8.4              | 9.8              | 9.4               | -4.4%           | 8.6                        | 4.4            | 14.8           | 69.0           | 303                           | 403.1            | 307.1            |
| Administration                          | 28.4                             | 20.0             | 26.2             | 12.1              | -53.7%          | 16.9                       | 7.5            | 28.4           | 135.3          | 391                           | 277.1            | 232.4            |
| Financial Regulation                    | 6.6                              | 6.2              | 12.2             | 11.6              | -4.7%           | 11.7                       | 6.2            | 17.7           | 93.6           | 473                           | 540.2            | 454.4            |
| Labor and Industry                      | 14.1                             | 14.3             | 12.2             | 12.7              | 4.1%            | 15.7                       | 12.2           | 21.7           | 125.6          | 458                           | 423.3            | 369.7            |
| O & P Licensing                         | 0.9                              | 2.5              | 4.7              | 2.3               | -51.1%          | 1.7                        | 0.0            | 4.7            | 14.0           | 72                            | 97.9             | 58.9             |
| Racing Commission                       | 17.0                             | 0.0              | 1.0              | 29.0              | 2800.0%         | 5.9                        | 0.0            | 29.0           | 47.0           | 189                           | 157.9            | 134.5            |
| Unemployment Insurance                  | 60.8                             | 60.8             | 92.4             | 215.7             | 133.4%          | 79.8                       | 30.0           | 215.7          | 638.3          | 1,206                         | 1,203.8          | 1,013.8          |
| Workforce Development                   | 11.3                             | 26.4             | 30.6             | 15.2              | -50.5%          | 17.8                       | 1.9            | 30.6           | 142.1          | 625                           | 665.9            | 607.3            |
| <b>Total</b>                            | <b>145.6</b>                     | <b>138.6</b>     | <b>189.1</b>     | <b>307.9</b>      | <b>62.9%</b>    | <b>158.1</b>               | <b>100.4</b>   | <b>307.9</b>   | <b>1,264.8</b> | <b>3,703</b>                  | <b>3,769.1</b>   | <b>3,178.2</b>   |



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Human Resources**

| <b>HUMAN RESOURCES</b>                  |                 |                  |                  |                   |                 |                |                |                |                |               |               |               |
|---|-----------------|------------------|------------------|-------------------|-----------------|----------------|----------------|----------------|----------------|---------------|---------------|---------------|
| <b>ACCIDENT LEAVE (DAYS)</b>            | <b>9/6/2011</b> | <b>9/20/2011</b> | <b>10/4/2011</b> | <b>10/18/2011</b> | <b>% Change</b> | <b>Average</b> | <b>Minimum</b> | <b>Maximum</b> | <b>Total</b>   | <b>FY09</b>   | <b>FY10</b>   | <b>FY11</b>   |
| Office of the Secretary                 | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 0             | 0.0           | 0.0           |
| Administration                          | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 0             | 0.0           | 0.0           |
| Financial Regulation                    | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 1             | 0.0           | 0.0           |
| Labor and Industry                      | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 50            | 0.0           | 53.5          |
| O & P Licensing                         | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 0             | 0.0           | 0.0           |
| Racing Commission                       | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 0             | 0.0           | 0.0           |
| Unemployment Insurance                  | 0.5             | 1.0              | 0.0              | 0.0               | 0.0%            | 0.2            | 0.0            | 1.0            | 1.7            | 78            | 8.1           | 44.6          |
| Workforce Development                   | 1.0             | 0.0              | 10.8             | 0.8               | -92.5%          | 2.1            | 0.0            | 10.8           | 16.8           | 1             | 45.5          | 54.8          |
| <b>Total</b>                            | <b>1.5</b>      | <b>1.0</b>       | <b>10.8</b>      | <b>0.8</b>        | <b>-92.5%</b>   | <b>2.3</b>     | <b>0.0</b>     | <b>10.8</b>    | <b>18.4</b>    | <b>130</b>    | <b>53.5</b>   | <b>152.9</b>  |
| <b>UNSCHEDULED LEAVE (DAYS)</b>         | <b>9/6/2011</b> | <b>9/20/2011</b> | <b>10/4/2011</b> | <b>10/18/2011</b> | <b>% Change</b> | <b>Average</b> | <b>Minimum</b> | <b>Maximum</b> | <b>Total</b>   | <b>FY09</b>   | <b>FY10</b>   | <b>FY11</b>   |
| Office of the Secretary                 | 1.9             | 5.7              | 1.1              | 4.8               | 322.2%          | 2.5            | 1.1            | 5.7            | 19.8           | 78.1          | 62.9          | 53.0          |
| Administration                          | 14.1            | 12.5             | 11.7             | 7.0               | -39.9%          | 9.3            | 3.0            | 14.1           | 74.8           | 194.5         | 155.6         | 168.5         |
| Financial Regulation                    | 3.8             | 0.2              | 1.6              | 0.4               | -76.6%          | 1.5            | 0.2            | 3.8            | 11.7           | 68.6          | 61.3          | 59.6          |
| Labor and Industry                      | 6.5             | 6.2              | 6.2              | 4.8               | -22.3%          | 5.5            | 3.0            | 7.2            | 43.8           | 190.1         | 154.3         | 144.4         |
| O & P Licensing                         | 4.3             | 2.3              | 4.3              | 6.1               | 43.3%           | 4.1            | 0.8            | 8.5            | 32.8           | 93.4          | 116.8         | 125.8         |
| Racing Commission                       | 1.3             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.2            | 0.0            | 1.3            | 1.3            | 9.5           | 0.0           | 0.0           |
| Unemployment Insurance                  | 36.5            | 38.2             | 26.3             | 17.3              | -34.3%          | 29.7           | 17.3           | 38.2           | 237.7          | 636.1         | 709.3         | 672.1         |
| Workforce Development                   | 11.5            | 10.4             | 7.6              | 7.0               | -9.0%           | 10.5           | 7.0            | 15.4           | 83.9           | 229.5         | 349.9         | 288.1         |
| <b>Total</b>                            | <b>79.9</b>     | <b>75.5</b>      | <b>58.8</b>      | <b>47.3</b>       | <b>-19.6%</b>   | <b>63.2</b>    | <b>47.3</b>    | <b>79.9</b>    | <b>505.7</b>   | <b>1499.7</b> | <b>1610.1</b> | <b>1511.5</b> |
| <b>TELECOMMUTING (DAYS)</b>             | <b>9/6/2011</b> | <b>9/20/2011</b> | <b>10/4/2011</b> | <b>10/18/2011</b> | <b>% Change</b> | <b>Average</b> | <b>Minimum</b> | <b>Maximum</b> | <b>Total</b>   | <b>FY09</b>   | <b>FY10</b>   | <b>FY11</b>   |
| Office of the Secretary                 | 99.1            | 127.1            | 128.0            | 104.0             | -18.8%          | 106.0          | 74.2           | 128.0          | 848.3          | 262           | 452.2         | 1961.5        |
| Administration                          | 4.3             | 0.0              | 0.0              | 0.0               | 0.0%            | 2.7            | 0.0            | 6.3            | 22.0           | 27            | 10.7          | 4.1           |
| Financial Regulation                    | 22.7            | 30.7             | 27.3             | 30.5              | 11.8%           | 28.2           | 21.4           | 41.1           | 225.3          | 831           | 747.7         | 605.1         |
| Labor and Industry                      | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 205           | 85.0          | 12.8          |
| O & P Licensing                         | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 0             | 0.0           | 0.0           |
| Racing Commission                       | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 0             | 0.0           | 0.0           |
| Unemployment Insurance                  | 6.6             | 6.8              | 11.1             | 9.1               | -18.0%          | 8.3            | 2.5            | 12.8           | 66.6           | 176           | 0.0           | 0.8           |
| Workforce Development                   | 0.0             | 0.1              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.3            | 0.4            | 0             | 15.2          | 3.7           |
| <b>Total</b>                            | <b>132.7</b>    | <b>164.7</b>     | <b>166.4</b>     | <b>143.7</b>      | <b>-13.7%</b>   | <b>145.3</b>   | <b>105.8</b>   | <b>166.4</b>   | <b>1,162.5</b> | <b>1490</b>   | <b>1310.7</b> | <b>2587.9</b> |
| <b>Total # of Teleworking Personnel</b> | <b>51</b>       | <b>53</b>        | <b>51</b>        | <b>54</b>         | <b>5.9%</b>     | <b>49.6</b>    | <b>43.0</b>    | <b>54.0</b>    |                |               |               |               |
| <b>TRAINING (DAYS)</b>                  | <b>9/6/2011</b> | <b>9/20/2011</b> | <b>10/4/2011</b> | <b>10/18/2011</b> | <b>% Change</b> | <b>Average</b> | <b>Minimum</b> | <b>Maximum</b> | <b>Total</b>   | <b>FY09</b>   | <b>FY10</b>   | <b>FY11</b>   |
| Office of the Secretary                 | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 2.6            | 0.0            | 10.0           | 21.0           | 25.9          | 9.5           | 15.2          |
| Administration                          | 0.0             | 1.7              | 1.0              | 1.0               | 0.0%            | 0.6            | 0.0            | 1.7            | 5.1            | 86.0          | 81.0          | 92.8          |
| Financial Regulation                    | 8.9             | 12.5             | 13.5             | 10.9              | -19.4%          | 9.9            | 1.7            | 16.4           | 79.2           | 137.7         | 147.6         | 208.5         |
| Labor and Industry                      | 0.0             | 0.0              | 1.0              | 0.0               | -100.0%         | 3.2            | 0.0            | 13.8           | 25.4           | 52.8          | 86.9          | 51.6          |
| O & P Licensing                         | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 14.0          | 6.0           | 5.0           |
| Racing Commission                       | 0.0             | 0.0              | 0.0              | 0.0               | 0.0%            | 0.0            | 0.0            | 0.0            | 0.0            | 5.0           | 0.8           | 0.0           |
| Unemployment Insurance                  | 0.0             | 4.9              | 13.3             | 40.5              | 204.3%          | 7.6            | 0.0            | 40.5           | 61.0           | 133.7         | 215.5         | 226.0         |
| Workforce Development                   | 10.0            | 34.8             | 11.3             | 3.0               | -73.5%          | 12.2           | 3.0            | 34.8           | 97.7           | 433.2         | 395.1         | 306.4         |
| <b>Total</b>                            | <b>18.9</b>     | <b>53.9</b>      | <b>40.1</b>      | <b>55.4</b>       | <b>38.0%</b>    | <b>36.2</b>    | <b>18.9</b>    | <b>55.4</b>    | <b>289.3</b>   | <b>883.8</b>  | <b>968.0</b>  | <b>905.5</b>  |





**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Human Resources**

| <b>HUMAN RESOURCES</b>  |                 |                |                 |                |                 |                |                |                |              |               |              |              |
|---|-----------------|----------------|-----------------|----------------|-----------------|----------------|----------------|----------------|--------------|---------------|--------------|--------------|
| <b>PINS</b>   | <b>JULY2011</b> | <b>AUG2011</b> | <b>SEPT2011</b> | <b>OCT2011</b> | <b>% Change</b> | <b>Average</b> | <b>Minimum</b> | <b>Maximum</b> | <b>Total</b> | <b>FY09</b>   | <b>FY10</b>  | <b>FY11</b>  |
| Office of the Secretary   | 112             | 111            | 111             | 111            | 0.0%            | 109.8          | 106.0          | 111.0          |              | 101.9         | 118          | 115          |
| Administration  | 176             | 175            | 176             | 175            | -0.6%           | 177.7          | 175.0          | 184.8          |              | 175.7         | 169          | 176          |
| Financial Regulation  | 76              | 76             | 77              | 77             | 0.0%            | 81.1           | 76.0           | 94.3           |              | 84.3          | 79           | 75           |
| Labor and Industry  | 181             | 180            | 176             | 176            | 0.0%            | 180.5          | 176.0          | 190.0          |              | 170           | 170          | 185          |
| O & P Licensing   | 61              | 62             | 62              | 63             | 1.6%            | 66.3           | 62.0           | 78.2           |              | 77.8          | 67           | 61           |
| Racing Commission   | 7               | 7              | 6               | 6              | 0.0%            | 8.5            | 6.0            | 15.0           |              | 15.2          | 8            | 7            |
| Unemployment Insurance  | 546             | 545            | 542             | 542            | 0.0%            | 538.7          | 525.7          | 545.0          |              | 509.7         | 542          | 554          |
| Workforce Development   | 383             | 380            | 383             | 381            | -0.5%           | 351.5          | 261.9          | 383.0          |              | 237.3         | 392          | 381          |
| <b>Total</b>  | <b>1,542</b>    | <b>1,536</b>   | <b>1,533</b>    | <b>1,531</b>   | <b>-0.1%</b>    | <b>1,514.0</b> | <b>1,455.9</b> | <b>1,536.0</b> |              | <b>1371.9</b> | <b>1,544</b> | <b>1,554</b> |
| <b>VACANCIES</b>  | <b>JULY2011</b> | <b>AUG2011</b> | <b>SEPT2011</b> | <b>OCT2011</b> | <b>% Change</b> | <b>Average</b> | <b>Minimum</b> | <b>Maximum</b> | <b>Total</b> | <b>FY09</b>   | <b>FY10</b>  | <b>FY11</b>  |
| Office of the Secretary   | 10              | 11             | 11              | 11             | 0.0%            | 9.1            | 3.5            | 11.0           |              | 3.5           | 4            | 7            |
| Administration  | 5               | 6              | 5               | 5              | 0.0%            | 6.3            | 5.0            | 9.2            |              | 8             | 13           | 4            |
| Financial Regulation  | 7               | 7              | 6               | 6              | 0.0%            | 7.4            | 6.0            | 10.4           |              | 10.6          | 7            | 8            |
| Labor and Industry  | 15              | 17             | 21              | 21             | 0.0%            | 18.8           | 16.0           | 21.0           |              | 22            | 29           | 11           |
| O & P Licensing   | 9               | 8              | 8               | 7              | -12.5%          | 7.2            | 5.7            | 8.0            |              | 2.7           | 4            | 7            |
| Racing Commission   | 0               | 0              | 1               | 1              | 0.0%            | 0.5            | 0.0            | 1.0            |              | 1             | 0            | 0            |
| Unemployment Insurance  | 21              | 22             | 25              | 25             | 0.0%            | 21.6           | 14.5           | 25.0           |              | 17.7          | 26           | 13           |
| Workforce Development   | 39              | 42             | 40              | 41             | 2.5%            | 38.3           | 30.0           | 42.0           |              | 29            | 34           | 40           |
| <b>Total</b>  | <b>106</b>      | <b>113</b>     | <b>117</b>      | <b>117</b>     | <b>0.0%</b>     | <b>109.1</b>   | <b>89.2</b>    | <b>117.0</b>   |              | <b>94.5</b>   | <b>116</b>   | <b>90</b>    |
| <b>PEP NOTE: TRACKING OF THE PEPS IS SUSPENDED PENDING A REPORTING SYSTEM FROM DBM DUE BY JULY 1ST.</b> |                 |                |                 |                |                 |                |                |                |              |               |              |              |



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**General Services**

| GENERAL SERVICES                              | Reporting Period |                |                |                | Fiscal Year To Date |         |         |         |         |           | FY 08     | FY 09     | FY 10     |
|---|------------------|----------------|----------------|----------------|---------------------|---------|---------|---------|---------|-----------|-----------|-----------|-----------|
|   | Jul-11           | Aug-11         | Sep-11         | Oct-11         | %Change             | Avg     | Min     | Max     | Total   | Target    |           |           |           |
| <b>Energy Footprint - Utilities</b>           | <b>202,361</b>   | <b>200,744</b> | <b>196,148</b> | <b>171,144</b> | -12.7%              | 192,599 | 171,144 | 202,361 | 770,397 | 4,075,834 | 4,465,761 | 4,499,611 | 4,609,942 |
| <b>Electricity Use-Owned Properties (KwH)</b> |                  |                |                |                |                     |         |         |         |         |           |           |           |           |
| Cumberland-128 Baltimore St.                  | 52,992           | 51,840         | 57,216         | 57,216         | 0.0%                | 54,816  | 51,840  | 57,216  | 219,264 |           | 470,784   | 461,185   | 481,712   |
| Total Degree Days                             | 600              | 458            | 260            | 236            | -9.2%               | 389     | 236     | 600     | 1,554   |           |           |           |           |
| Averages Per Day (KwH)                        | 1,893            | 1,788          | 1,589          | 1,589          | 0.0%                | 1,715   | 1,589   | 1,893   | 6,859   |           |           |           |           |
| Baltimore-2800 W. Patapsco Ave.               | 19,700           | 19,300         | 16,100         | 16,100         | 0.0%                | 17,800  | 16,100  | 19,700  | 71,200  |           | 157,200   | 163,900   | 166,000   |
| Total Degree Days                             | 847              | 643            | 424            | 201            | -52.6%              | 529     | 201     | 847     | 2,115   |           |           |           |           |
| Averages Per Day (KwH)                        | 635              | 643            | 519            | 519            | 0.0%                | 579     | 519     | 643     | 2,316   |           |           |           |           |
| Towson-300/308 Towsontowne Blvd.              | 38,693           | 35,700         | 29,136         | 18,700         | -35.8%              | 30,557  | 18,700  | 38,693  | 122,229 |           | 267,624   | 268,868   | 287,141   |
| Total Degree Days                             | 847              | 643            | 424            | 201            | -52.6%              | 529     | 201     | 847     | 2,115   |           |           |           |           |
| Averages Per Day (KwH)                        | 1,331            | 1,231          | 939            | 624            | -33.5%              | 1,031   | 624     | 1,331   | 4,125   |           |           |           |           |
| Waldorf-175 Post Office Road                  | 18,640           | 17,680         | 17,040         | 12,840         | -24.6%              | 16,550  | 12,840  | 18,640  | 66,200  |           | 168,520   | 171,280   | 170,960   |
| Total Degree Days                             | 768              | 623            | 348            | 184            | -47.1%              | 481     | 184     | 768     | 1,923   |           |           |           |           |
| Averages Per Day (KwH)                        | 643              | 631            | 501            | 428            | -14.6%              | 551     | 428     | 643     | 2,203   |           |           |           |           |
| College Park-9829 Rhode Island Ave.           | 31,440           | 36,000         | 31,440         | 27,600         | -12.2%              | 31,620  | 27,600  | 36,000  | 126,480 |           | 293,040   | 284,880   | 260,600   |
| Total Degree Days                             | 768              | 623            | 348            | 196            | -43.7%              | 484     | 196     | 768     | 1,935   |           |           |           |           |
| Averages Per Day (KwH)                        | 983              | 1,241          | 1,048          | 920            | -12.2%              | 1,048   | 920     | 1,241   | 4,192   |           |           |           |           |
| Baltimore-1100 N. Eutaw St. (see note)        |                  |                |                |                | 0.0%                | 0       | 0       | 0       | 0       |           | 3,108,593 | 3,149,497 | 3,219,337 |
| Total Degree Days                             | 847              | 643            | 424            | 201            | -52.6%              | 529     | 201     | 847     | 2,115   |           |           |           |           |
| Averages Per Day (KwH)                        |                  |                |                |                | 0.0%                | 0       | 0       | 0       | 0       |           |           |           |           |
| Salisbury - 1790 Westwood Drive               | 40,896           | 40,224         | 45,216         | 38,688         | -14.4%              | 41,256  | 38,688  | 45,216  | 165,024 |           |           |           | 24,192    |
| Total Degree Days                             | 675              | 530            | 387            | 194            | -49.9%              | 447     | 194     | 675     | 1,786   |           |           |           |           |
| Averages Per Day (KwH)                        | 1,319            | 1,387          | 1,330          | 1,334          | 0.3%                | 1,343   | 1,319   | 1,387   | 5,370   |           |           |           |           |
| <b>Electricity Use - Leased Space (KwH)</b>   | <b>47,835</b>    | <b>50,784</b>  | <b>28,321</b>  | <b>28,184</b>  | -0.5%               | 38,781  | 28,184  | 50,784  | 155,124 |           | 497,484   | 467,197   | 470,173   |
| Easton-301 Bay Street (Suite 301)             | 6,871            | 8,667          | 6,591          |                | 0.0%                | 7,376   | 6,591   | 8,667   | 22,129  |           | 82,388    | 90,406    | 96,769    |
| Total Degree Days                             | 689              | 551            | 358            | 193            | -46.1%              | 448     | 193     | 689     | 1,791   |           |           |           |           |
| Averages Per Day (KwH)                        | 245              | 280            | 206            |                | 0.0%                | 244     | 206     | 280     | 731     |           |           |           |           |
| Easton-301 Bay Street (Suite 203)             | 2,570            | 3,167          | 2,156          | 1,940          | -10.0%              | 2,458   | 1,940   | 3,167   | 9,833   |           | 43,344    | 38,364    | 32,651    |
| Total Degree Days                             | 689              | 551            | 358            | 193            | -46.1%              | 448     | 193     | 689     | 1,791   |           |           |           |           |
| Averages Per Day (KwH)                        | 92               | 102            | 67             | 63             | -6.0%               | 81      | 63      | 102     | 324     |           |           |           |           |
| Hagerstown-14 N. Potomac (front)              | 17,600           | 16,320         |                | 13,040         | 100%                | 15,653  | 13,040  | 17,600  | 46,960  |           | 146,640   | 133,600   | 134,720   |
| Total Degree Days                             | 627              | 459            | 265            | 211            | -20.4%              | 391     | 211     | 627     | 1,562   |           |           |           |           |
| Averages Per Day (KwH)                        | 587              | 526            |                | 421            | 100%                | 511     | 421     | 587     | 1,534   |           |           |           |           |
| Hagerstown-14 N. Potomac (rear)               | 2,006            | 2,048          | 1,757          |                | 0.0%                | 1,937   | 1,757   | 2,048   | 5,811   |           | 28,342    | 27,095    | 27,810    |
| Total Degree Days                             | 627              | 459            | 265            | 211            | -20.4%              | 391     | 211     | 627     | 1,562   |           |           |           |           |
| Averages Per Day (KwH)                        | 67               | 66             | 57             |                | 0.0%                | 63      | 57      | 67      | 190     |           |           |           |           |
| Columbia-7161 Columbia Gateway                | 15,600           | 16,800         | 14,800         | 11,000         | -25.7%              | 14,550  | 11,000  | 16,800  | 58,200  |           | 163,400   | 146,400   | 148,500   |
| Total Degree Days                             | 681              | 501            | 301            | 199            | -33.9%              | 421     | 199     | 681     | 1,682   |           |           |           |           |
| Averages Per Day (KwH)                        | 487              | 579            | 528            | 380            | -28.0%              | 494     | 380     | 579     | 1,974   |           |           |           |           |
| Oakland-221 S. Third Street                   | 3,188            | 3,782          | 3,017          | 2,204          | -26.9%              | 3,048   | 2,204   | 3,782   | 12,191  |           | 33,370    | 31,332    | 29,723    |
| Total Degree Days                             | 510              | 392            | 234            | 370            | 58.1%               | 377     | 234     | 510     | 1,506   |           |           |           |           |
| Averages Per Day (KwH)                        | 97               | 130            | 97             | 79             | -18.6%              | 101     | 79      | 130     | 403     |           |           |           |           |



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**General Services**

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|  |                 |                 |                |                |                |                |                |                |               |                |                |                |                |
|--|-----------------|-----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|----------------|----------------|----------------|----------------|
| <b>Gas Use - Owned Space (Therms)</b>                            | <b>1,353</b>    | <b>1,272</b>    | <b>1,082</b>   | <b>474</b>     | <b>-56.2%</b>  | <b>1,045</b>   | <b>474</b>     | <b>1,353</b>   | <b>4,181</b>  | <b>125,118</b> | <b>106,528</b> | <b>103,096</b> | <b>115,440</b> |
| Cumberland-128 Baltimore St.                                     | 1,102           | 951             | 971            | 327            | -66.3%         | 838            | 327            | 1,102          | 3,351         |                | 10,902         | 8,195          | 7,600          |
| Averages Per Day (Therms)  | 37              | 33              | 30             | 11             | -63.3%         | 28             | 11             | 37             | 111           |                |                |                |                |
| Baltimore-2800 W. Patapsco Ave                                   | 21              | 9               | 35             | 35             | 0.0%           | 25             | 9              | 35             | 100           |                | 2,758          | 3,048          | 3,505          |
| Averages Per Day (Therms)  | 0.68            | 0.30            | 1              | 1              | 13.0%          | 1              | 0              | 1              | 3             |                |                |                |                |
| Towson-300/308 Towsontowne Blvd.                                 | 13              | 49              | 65             | 3              | -95.4%         | 33             | 3              | 65             | 130           |                | 9,591          | 9,690          | 8,005          |
| Averages Per Day (Therms)  | 0.4             | 1.6             | 2              | 0              | -95.0%         | 1              | 0              | 2              | 4             |                |                |                |                |
| Waldorf-175 Post Office Road                                     | 7               | 7               | 6              | 23             | 283.3%         | 11             | 6              | 23             | 43            |                | 1,853          | 2,437          | 2,481          |
| Averages Per Day (Therms)  | 0.21            | 0.23            | 0.19           | 0.79           | 315.8%         | 0              | 0              | 1              | 1             |                |                |                |                |
| College Park-9829 Rhode Island Ave.                              | 0               | 1               | 5              | 86             | 1620.0%        | 23             | 0              | 86             | 92            |                | 4,592          | 5,621          | 4,771          |
| Averages Per Day (Therms)  | 0               | 0               | 0              | 3              | 1664.7%        | 1              | 0              | 3              | 3             |                |                |                |                |
| Baltimore-1100 N. Eutaw St. (see note)                           | 210             | 255             |                |                | 0.0%           | 0              | 210            | 255            | 465           |                | 76,832         | 74,105         | 97,995         |
| Averages Per Day (Therms)  | 7               | 8               |                |                | 0.0%           | 0              | 7              | 8              | 15            |                |                |                |                |
| Salisbury - 1790 Westwood Drive                                  | 0               | 0               | 0              | 0              | 0.0%           | 0              | 0              | 0              | 0             |                |                |                | 5              |
| Averages Per Day (Therms)  | 0               | 0               | 0              | 0              | 0.0%           | 0              | 0              | 0              | 0             |                |                |                |                |
| <b>Gas Use - Leased Space (Therms)</b>                           | <b>36</b>       | <b>5</b>        | <b>1</b>       | <b>86</b>      | <b>8500.0%</b> | <b>32</b>      | <b>1</b>       | <b>86</b>      | <b>128</b>    |                | <b>8,704</b>   | <b>8,016</b>   | <b>7,965</b>   |
| Hagerstown-14 N. Potomac (front)                                 | 0               | 0               | 1              | 26             | 2500.0%        | 7              | 0              | 26             | 27            |                | 3,698          | 3,557          | 4,204          |
| Averages Per Day (Therms)  | 0.0             | 0.0             | 0.0            | 0.8            | 100%           | 0              | 0              | 1              | 1             |                |                |                |                |
| Columbia-7161 Columbia Gateway                                   | 35              | 5               |                |                | 0.0%           | 0              | 5              | 35             | 40            |                | 3,329          | 2,814          | 2,064          |
| Averages Per Day (Therms)  | 1.0             | 0.2             |                |                | 0.0%           | 0              | 0              | 1              | 1             |                |                |                |                |
| Oakland-221 S. Third Street                                      | 1               | 0               | 0              | 60             | 100%           | 15             | 0              | 60             | 61            |                | 1,677          | 1,645          | 1,697          |
| Averages Per Day (Therms)  | 0.0             | 0.0             | 0.0            | 2.0            | 100%           | 1              | 0              | 2              | 2             |                |                |                |                |
|  | <b>FY11 Q2</b>  | <b>FY11 Q3</b>  | <b>FY11 Q4</b> | <b>FY12 Q1</b> |                |                |                |                |               |                |                |                |                |
| <b>Water Use - Owned Space (000 Gallons) Qtrly Report</b>        | <b>33,406.0</b> | <b>24,500.8</b> | <b>1,824.4</b> | <b>0.0</b>     | <b>0.0%</b>    | <b>3,615</b>   | <b>1,683</b>   | <b>4,727</b>   | <b>14,459</b> |                |                |                | <b>0</b>       |
| Cumberland-128 Baltimore St.                                     | 58.0            | 53.0            | 58.0           |                | 0.0%           | 61             | 53             | 66             | 243           |                |                |                |                |
| Usage Per Day (1000 gallons)                                     | 630             |                 |                |                | 0.0%           |                |                |                |               |                |                |                |                |
| Baltimore-2800 W. Patapsco Ave                                   | 30.0            | 28.0            | 31.0           |                | 0.0%           | 27             | 28             | 30             | 108           |                |                |                |                |
| Usage Per Day (1000 gallons)                                     | 273             | 389             | 326            |                | 0.0%           |                |                |                |               |                |                |                |                |
| Towson-300/308 Towsontowne Blvd.                                 | 10.0            | 37.0            | 37.0           |                | 0.0%           | 20             | 10             | 37             | 79            |                |                |                |                |
| Usage Per Day (1000 gallons)                                     |                 | 349             | 363            |                | 0.0%           |                |                |                |               |                |                |                |                |
| Waldorf-175 Post Office Road                                     | 31.0            | 26.0            | 34.0           |                | 0.0%           | 30             | 28             | 31             | 59            |                |                |                |                |
| Usage Per Day (1000 gallons)                                     | 341             | 289             | 370            |                | 0.0%           |                |                |                |               |                |                |                |                |
| College Park-9829 Rhode Island Ave.                              | 40.0            | 45.0            | 49.0           |                | 0.0%           | 51             | 40             | 60             | 205           |                |                |                |                |
| Usage Per Day (1000 gallons)                                     | 435             | 479             | 557            |                | 0.0%           |                |                |                |               |                |                |                |                |
| Baltimore-1100 N. Eutaw St.                                      | 3,153           | 1,492           |                |                | 0.0%           | 3,441          | 1,492          | 4,560          | 13,765        |                |                |                |                |
| Usage Per Day (1000 gallons)                                     | 28,405          | 21,314          |                |                | 0.0%           |                |                |                |               |                |                |                |                |
| Salisbury - 1790 Westwood Drive (new facility opened)            |                 |                 |                |                | 0.0%           |                |                |                |               |                |                |                |                |
| Usage Per Day (1000 gallons)                                     |                 |                 |                |                | 0.0%           |                |                |                |               |                |                |                |                |
| <b>Footprint - Vehicles</b>                                      | <b>Jul-11</b>   | <b>Aug-11</b>   | <b>Sep-11</b>  | <b>Oct-11</b>  | <b>%Change</b> | <b>Avg</b>     | <b>Min</b>     | <b>Max</b>     | <b>Total</b>  | <b>Target</b>  | <b>FY 08</b>   | <b>FY 09</b>   | <b>FY 10</b>   |
| Vehicles registered  | 75              | 75              | 75             | 75             | 0.0%           | 75             | 75             | 77             |               |                | 70             | 73             | 77             |
| Miles driven   | 77,910          | 81,553          | 89,946         | 86,887         | -3.4%          | 0              | 77,910         | 89,946         | 336,296       |                | 1,063,859      | 1,050,274      | 1,078,084      |
| Avg. manufacturers mpg   | 21              | 21              | 21             | 21             | 0.0%           | 21             | 21             | 21             |               |                | 21             | 21             | 21             |
| <b>Footprint -Space Utilization (SF)</b>                         | <b>Jul-11</b>   | <b>Aug-11</b>   | <b>Sep-11</b>  | <b>Oct-11</b>  | <b>%Change</b> | <b>Avg</b>     | <b>Min</b>     | <b>Max</b>     | <b>Total</b>  | <b>Target</b>  | <b>FY 08</b>   | <b>FY 09</b>   | <b>FY 10</b>   |
| Space occupied - owned (SF)                                      | 314,681         | 314,681         | 314,681        | 314,681        | 0.0%           | 314,681        | 314,681        | 314,681        |               |                | 294,681        | 294,681        | 314,681        |
| Space occupied - leased (SF)                                     | 181,601         | 181,601         | 181,601        | 181,601        | 0.0%           | 181,601        | 181,601        | 181,601        |               |                | 179,585        | 179,585        | 179,585        |
| Space occupied - total occupied (SF)                             | 496,282         | 496,282         | 496,282        | 496,282        | 0.0%           | 496,282        | 496,282        | 496,282        |               |                | 474,266        | 474,266        | 494,266        |
| Space unoccupied - owned (SF)                                    | 10,048          | 10,048          | 10,048         | 10,048         | 0.0%           | 10,048         | 10,048         | 10,048         |               |                | 10,048         | 10,048         | 10,048         |
| Space unoccupied - leased (SF)                                   | 3,507           | 3,507           | 3,507          | 3,507          | 0.0%           | 3,507          | 3,507          | 3,507          |               |                | 3,507          | 3,507          | 3,507          |
| Space unoccupied - total unoccupied (SF)                         | 13,555          | 13,555          | 13,555         | 13,555         | 0.0%           | 13,555         | 13,555         | 13,555         |               |                | 13,555         | 13,555         | 13,555         |
| <b>Total space utilization (Occupied &amp; unoccupied in SF)</b> | <b>509,837</b>  | <b>509,837</b>  | <b>509,837</b> | <b>509,837</b> | <b>0.0%</b>    | <b>509,837</b> | <b>509,837</b> | <b>509,837</b> |               |                | <b>487,821</b> | <b>487,821</b> | <b>507,821</b> |
| <b>Building Maintenance Work Orders</b>                          | <b>Jul-11</b>   | <b>Aug-11</b>   | <b>Sep-11</b>  | <b>Oct-11</b>  | <b>%Change</b> | <b>Avg</b>     | <b>Min</b>     | <b>Max</b>     | <b>Total</b>  | <b>Target</b>  | <b>FY 08</b>   | <b>FY 09</b>   | <b>FY 10</b>   |
| Number of Work Orders Requested                                  | 284             | 353             | 305            | 357            | 17.0%          | 325            | 284            | 357            | 1,299         |                | 3,364          | 3,608          | 3,472          |
| Number of Work Orders Completed in 24 Hours                      | 229             | 283             | 245            | 303            | 23.7%          | 265            | 229            | 303            | 1,060         |                | 2,691          | 2,950          | 2,792          |
| Percent of Work Orders Completed in 24 Hours                     | 80%             | 80%             | 80%            | 84%            | 5.0%           | 81%            | 80%            | 84%            |               | 70%            | 80%            | 82%            | 80%            |

Note #1: Electricity & Gas Owned: FY 2010 Central Plant part of data for 1100 N. Eutaw St. is based on trends from previous years; Awaiting data from DGS .



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**Department of Labor, Licensing and Regulation**  
**General Services**

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**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Budget and Finance**

| BUDGET AND FINANCE                             |               | MONTHLY REPORTING PERIODS |            |            |            |         | % Change   | Fiscal Year to Date |            |            |            | FY Comparison |             |             |
|--|---------------|---------------------------|------------|------------|------------|---------|------------|---------------------|------------|------------|------------|---------------|-------------|-------------|
|  |               | Data                      |            |            |            | Average |            | Minimum             | Maximum    | Total      | FY2009     | FY2010        | FY2011      |             |
| Expenditures                                   |               | JUL-11                    | AUG-11     | SEP-11     | OCT-11     |         |            |                     |            |            |            |               |             |             |
| DIVISION                                       |               |                           |            |            |            |         |            |                     |            |            |            |               |             |             |
| OFFICE OF THE SECRETARY                        | PERSONAL SERV | 848,661                   | 1,370,431  | 928,753    | 925,820    | -0.3%   | 1,018,416  | 848,661             | 1,370,431  | 4,073,664  | 4,073,664  | 9,790,057     | 11,218,801  | 11,664,187  |
|  | NON-PERS SERV | 44,346                    | 77,773     | 352,893    | 375,299    | 6.3%    | 212,578    | 44,346              | 375,299    | 850,311    | 850,311    | 1,414,014     | 1,645,882   | 1,842,470   |
| OFFICE OF THE SECRETARY Total                  |               | 893,007                   | 1,448,205  | 1,281,646  | 1,301,119  | 1.5%    | 1,230,994  | 893,007             | 1,448,205  | 4,923,976  | 4,923,976  | 11,204,071    | 12,864,683  | 13,506,657  |
| DIVISION OF ADMINISTRATION                     | PERSONAL SERV | 1,016,245                 | 1,744,961  | 1,398,667  | 1,169,594  | -16.4%  | 1,332,367  | 1,016,245           | 1,744,961  | 5,329,466  | 5,329,466  | 13,907,189    | 14,131,306  | 14,492,225  |
|  | NON-PERS SERV | 25,169                    | 208,688    | 545,950    | 593,869    | 8.8%    | 343,419    | 25,169              | 593,869    | 1,373,675  | 1,373,675  | 2,703,093     | 2,482,461   | 2,336,786   |
| DIVISION OF ADMINISTRATION Total               |               | 1,041,413                 | 1,953,648  | 1,944,617  | 1,763,463  | -9.3%   | 1,675,785  | 1,041,413           | 1,953,648  | 6,703,141  | 6,703,141  | 16,610,282    | 16,613,767  | 16,829,011  |
| FINANCIAL REGULATION                           | PERSONAL SERV | 425,260                   | 778,169    | 546,971    | 546,032    | -0.2%   | 574,108    | 425,260             | 778,169    | 2,296,432  | 2,296,432  | 7,077,944     | 6,976,241   | 6,518,056   |
|  | NON-PERS SERV | 34,437                    | 47,863     | 283,462    | 73,026     | -74.2%  | 109,697    | 34,437              | 283,462    | 438,788    | 438,788    | 984,596       | 1,004,574   | 991,853     |
| FINANCIAL REGULATION Total                     |               | 459,697                   | 826,031    | 830,433    | 619,059    | -25.5%  | 683,805    | 459,697             | 830,433    | 2,735,220  | 2,735,220  | 8,062,540     | 7,980,815   | 7,509,910   |
| LABOR AND INDUSTRY                             | PERSONAL SERV | 954,449                   | 1,642,353  | 1,071,236  | 1,048,683  | -2.1%   | 1,179,180  | 954,449             | 1,642,353  | 4,716,721  | 4,716,721  | 12,356,146    | 12,072,429  | 12,626,873  |
|  | NON-PERS SERV | 99,348                    | 336,675    | 174,785    | 406,420    | 132.5%  | 254,307    | 99,348              | 406,420    | 1,017,228  | 1,017,228  | 2,543,078     | 2,312,591   | 3,354,994   |
| LABOR AND INDUSTRY Total                       |               | 1,053,798                 | 1,979,027  | 1,246,021  | 1,455,104  | 16.8%   | 1,433,487  | 1,053,798           | 1,979,027  | 5,733,949  | 5,733,949  | 14,899,223    | 14,385,020  | 15,981,866  |
| DIVISION OF RACING                             | PERSONAL SERV | 140,622                   | 190,055    | 162,268    | 150,839    | -7.0%   | 160,946    | 140,622             | 190,055    | 643,783    | 643,783    | 2,349,123     | 2,074,462   | 1,962,506   |
|  | NON-PERS SERV | 31,437                    | 2,201,300  | 1,854,511  | 1,823,863  | -1.7%   | 1,477,778  | 31,437              | 2,201,300  | 5,911,112  | 5,911,112  | 2,524,539     | 1,339,620   | 18,545,143  |
| DIVISION OF RACING Total                       |               | 172,059                   | 2,391,355  | 2,016,779  | 1,974,702  | -2.1%   | 1,638,724  | 172,059             | 2,391,355  | 6,554,895  | 6,554,895  | 4,873,662     | 3,414,083   | 20,507,649  |
| O&P LICENSING                                  | PERSONAL SERV | 333,793                   | 553,540    | 373,924    | 372,524    | -0.4%   | 408,445    | 333,793             | 553,540    | 1,633,781  | 1,633,781  | 4,836,502     | 5,024,306   | 4,768,668   |
|  | NON-PERS SERV | 218,395                   | 785,432    | 848,840    | 186,399    | -78.0%  | 509,766    | 186,399             | 848,840    | 2,039,066  | 2,039,066  | 4,711,476     | 5,734,652   | 4,217,593   |
| O&P LICENSING Total                            |               | 552,187                   | 1,338,972  | 1,222,763  | 558,923    | -54.3%  | 918,212    | 552,187             | 1,338,972  | 3,672,846  | 3,672,846  | 9,547,978     | 10,758,958  | 8,986,261   |
| WORKFORCE DEVELOPMENT AND ADULT LEARNING       | PERSONAL SERV | 2,234,876                 | 3,646,890  | 2,503,926  | 2,504,650  | 0.0%    | 2,722,586  | 2,234,876           | 3,646,890  | 10,890,342 | 10,890,342 | 15,493,552    | 31,761,132  | 30,508,484  |
|  | NON-PERS SERV | 4,832,528                 | 7,450,195  | 3,908,942  | 7,108,422  | 81.9%   | 5,825,022  | 3,908,942           | 7,450,195  | 23,300,088 | 23,300,088 | 37,154,112    | 69,260,372  | 71,499,258  |
| WORKFORCE DEVELOPMENT AND ADULT LEARNING Total |               | 7,067,405                 | 11,097,085 | 6,412,869  | 9,613,072  | 49.9%   | 8,547,608  | 6,412,869           | 11,097,085 | 34,190,430 | 34,190,430 | 52,647,665    | 101,021,504 | 102,007,742 |
| DIVISION OF UNEMPLOYMENT ADMINISTRATION        | PERSONAL SERV | 2,867,384                 | 4,625,287  | 3,148,954  | 3,160,177  | 0.4%    | 3,450,451  | 2,867,384           | 4,625,287  | 13,801,802 | 13,801,802 | 36,110,543    | 38,655,752  | 39,835,544  |
|  | NON-PERS SERV | 548,145                   | 2,202,332  | 1,721,378  | 2,043,995  | 18.7%   | 1,628,962  | 548,145             | 2,202,332  | 6,515,850  | 6,515,850  | 24,765,343    | 24,907,212  | 25,890,491  |
| DIVISION OF UNEMPLOYMENT ADMINISTRATION Total  |               | 3,415,529                 | 6,827,620  | 4,870,332  | 5,204,172  | 6.9%    | 5,079,413  | 3,415,529           | 6,827,620  | 20,317,652 | 20,317,652 | 60,875,886    | 63,562,964  | 65,726,035  |
| Grand Total                                    |               | 14,655,094                | 27,861,943 | 19,825,461 | 22,489,614 | 13.4%   | 21,208,028 | 14,655,094          | 27,861,943 | 84,832,111 | 84,832,111 | 178,721,309   | 230,601,793 | 251,055,131 |
|  |               |                           |            |            |            |         |            |                     |            |            |            |               |             |             |
| Small Procurement Order Time (\$5,000 or less) |               | Fill                      | JUL-11     | AUG-11     | SEP-11     | OCT-11  | % Change   | Average             | Minimum    | Maximum    | Total      | FY2009        | FY2010      | FY2011      |
| Late   |               | -                         | 1          | 1          | 2          | 100.0%  | 1          | -                   | 2          | 4          | 176900.0%  | 74            | 555         | 71          |
| Total requisitions processed                   |               | 352                       | 461        | 379        | 345        | -9.0%   | 384        | 345                 | 461        | 1,537      | 92         | 3,635         | 4,098       | 4,169       |
| % of Small Proc. reqs processed within 7 days  |               | 100.0%                    | 99.8%      | 99.7%      | 99.4%      | -0.3%   | 99.7%      | 100.0%              | 99.6%      | 99.7%      |            | 97.9%         | 86.5%       | 98.3%       |
|  |               |                           |            |            |            |         |            |                     |            |            |            |               |             |             |
| Late Invoice Payments                          |               | Fill                      | JUL-11     | AUG-11     | SEP-11     | OCT-11  | % Change   | Average             | Minimum    | Maximum    | Total      | FY2009        | FY2010      | FY2011      |
| LATE INVOICE PAYMENTS                          |               | 7                         | 6          | 9          | 5          | -44.4%  | 7          | 5                   | 9          | 27         | 123        | 189           | 305         | 115         |
| TOTAL INVOICES PAID                            |               | 1,766                     | 1,314      | 1,694      | 1,339      | -21.0%  | 1,528      | 1,314               | 1,766      | 6,113      | 4,120      | 16,853        | 18,004      | 19,760      |
| PERCENTAGE LATE (INVOICES)                     |               | 0.4%                      | 0.5%       | 0.5%       | 0.4%       | -29.7%  | 0.4%       | 0.4%                | 0.5%       | 0.4%       | 8.9%       | 1.1%          | 1.7%        | 0.6%        |
|  |               |                           |            |            |            |         |            |                     |            |            |            |               |             |             |
| Late Invoice Amounts                           |               | Fill                      | JUL-11     | AUG-11     | SEP-11     | OCT-11  | % Change   | Average             | Minimum    | Maximum    | Total      | FY2009        | FY2010      | FY2011      |
| LATE INVOICE AMOUNTS                           |               | 4,454                     | 1,781      | 40,676     | 29,988     | -26.3%  | 19,225     | 1,781               | 40,676     | 76,899     | 125,785    | 377,914.81    | 1,859,736   | 1,054,174   |
| TOTAL INVOICE AMOUNTS                          |               | 12,253,666                | 9,784,119  | 14,193,381 | 5,047,830  | -64.4%  | 10,319,749 | 5,047,830           | 14,193,381 | 41,278,997 | 14,737,449 | 73,168,544.71 | 105,956,817 | 116,438,113 |
| PERCENTAGE LATE (DOLLARS)                      |               | 0.04%                     | 0.02%      | 0.29%      | 0.6%       | 107.3%  | 0.19%      | 0.04%               | 0.29%      | 0.19%      | 2.5%       | 0.5%          | 1.76%       | 0.91%       |



**StateStat**  
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**Division of Financial Regulation**

|    | A   | B      | C      | D      | E      | F        | G                   | H     | I     | J       | K | L             | M             |  |
|----|---|--------|--------|--------|--------|----------|---------------------|-------|-------|---------|---|---------------|---------------|--|
| 1  | FINANCIAL REGULATION                              |        |        |        |        |          | FISCAL YEAR TO DATE |       |       |         |   |               |               |  |
| 2  | LICENSING   |        |        |        |        |          |                     |       |       |         |   |               |               |  |
| 3  |   | Jul-11 | Aug-11 | Sep-11 | Oct-11 | % Change | Avg                 | Min   | Max   | Total   |   | FY09          | FY10          |  |
| 4  | <b>Depository Totals</b>                          | 64     | 64     | 65     | 65     | 0.0%     | 65                  | 64    | 65    |         |   | 65            | 65            |  |
| 5  | Bank Charters & Trust Institutions                | 53     | 53     | 54     | 54     | 0.0%     | 54                  | 53    | 54    |         |   | 54            | 54            |  |
| 6  | Credit Union Charters                             | 11     | 11     | 11     | 11     | 0.0%     | 11                  | 11    | 11    |         |   | 11            | 11            |  |
| 7  | <b>Non-Depository Totals</b>                      | 9,500  | 9,604  | 9,739  | 9,819  | 0.8%     | 9,666               | 9,500 | 9,819 |         |   | 11,278        | 9,373         |  |
| 8  | Check Casher Licenses                             | 495    | 495    | 489    | 488    | -0.2%    | 492                 | 488   | 495   |         |   | 493           | 517           |  |
| 9  | Collection Agency Licenses                        | 1528   | 1525   | 1540   | 1546   | 0.4%     | 1,535               | 1,525 | 1,546 |         |   | 1,457         | 1,442         |  |
| 10 | Consumer Lender Licenses                          | 146    | 120    | 119    | 117    | -1.7%    | 126                 | 117   | 146   |         |   | 171           | 129           |  |
| 11 | Debt Management Licenses                          | 35     | 35     | 36     | 36     | 0.0%     | 36                  | 35    | 36    |         |   | 35            | 33            |  |
| 12 | Installment Lender Licenses                       | 120    | 120    | 123    | 120    | -2.4%    | 121                 | 120   | 123   |         |   | 122           | 112           |  |
| 13 | Money Transmitter licenses                        | 79     | 81     | 80     | 82     | 2.5%     | 81                  | 79    | 82    |         |   | 75            | 70            |  |
| 14 | Mortgage Lender Licenses                          | 1357   | 1374   | 1389   | 1400   | 0.8%     | 1,380               | 1,357 | 1,400 |         |   | 2,437         | 1,478         |  |
| 15 | Mortgage Originator Licenses                      | 5179   | 5271   | 5374   | 5444   | 1.3%     | 5,317               | 5,179 | 5,444 |         |   | 5,900         | 5,007         |  |
| 16 | Affiliated Ins. Producer-Mortgage Loan Originator | 38     | 41     | 42     | 42     | 0.0%     | 41                  | 38    | 42    |         |   |               | 35            |  |
| 17 | Credit Services Businesses                        | 11     | 13     | 13     | 14     | 7.7%     | 13                  | 11    | 14    |         |   |               | 5             |  |
| 18 | Sales Finance Company Licenses                    | 512    | 529    | 534    | 530    | -0.7%    | 526                 | 512   | 534   |         |   | 588           | 545           |  |
| 19 | <b>Renewal Issuance Totals</b>                    | 84     | 101    | 97     | 103    | 6.2%     | 96                  | 84    | 103   | 385     |   | 4,932         | 4,796         |  |
| 20 | Check Casher Licenses                             | 9      | 15     | 12     | 3      | -75.0%   | 10                  | 3     | 15    | 39      |   | 329           | 76            |  |
| 21 | Collection Agency Licenses                        | 40     | 47     | 48     | 44     | -8.3%    | 45                  | 40    | 48    | 179     |   | 638           | 527           |  |
| 22 | Consumer Loan Licenses                            | 1      | 5      | 1      | 1      | 0.0%     | 2                   | 1     | 5     | 8       |   | 40            | 99            |  |
| 23 | Debt Management Licenses                          | 0      | 0      | 3      | 0      | -100.0%  | 1                   | 0     | 3     | 3       |   | 4             | 28            |  |
| 24 | Installment Lender Licenses                       | 0      | 1      | 2      | 13     | 550.0%   | 4                   | 0     | 13    | 16      |   | 140           | 24            |  |
| 25 | Money Transmitter Licenses                        | 0      | 1      | 0      | 0      | 0.0%     | 0                   | 0     | 1     | 1       |   | 0             | 85            |  |
| 26 | Mortgage Lender Licenses                          | 7      | 0      | 0      | 0      | 0.0%     | 2                   | 0     | 7     | 7       |   | 920           | 1,051         |  |
| 27 | Mortgage Originator Licenses                      | 5      | 0      | 0      | 0      | 0.0%     | 1                   | 0     | 5     | 5       |   | 2,632         | 2,652         |  |
| 28 | Affiliated Ins. Producer-Mortgage Loan Originator | 0      | 0      | 0      | 0      | 0.0%     | 0                   | 0     | 0     | 0       |   |               |               |  |
| 29 | Credit Services Businesses                        | 0      | 0      | 0      | 0      | 0.0%     | 0                   | 0     | 0     | 0       |   |               |               |  |
| 30 | Sales Finance Company Licenses                    | 22     | 32     | 31     | 42     | 35.5%    | 32                  | 22    | 42    | 127     |   | 229           | 254           |  |
| 31 | <b>New License Issuance Totals</b>                | 151    | 189    | 179    | 167    | -6.7%    | 168                 | 151   | 189   | 671     |   | 1,964         | 3,381         |  |
| 32 | Check Casher Licenses                             | 1      | 3      | 2      | 3      | 50.0%    | 2                   | 1     | 3     | 9       |   | 61            | 57            |  |
| 33 | Collection Agency Licenses                        | 8      | 21     | 19     | 21     | 10.5%    | 17                  | 8     | 21    | 69      |   | 230           | 216           |  |
| 34 | Consumer Loan Licenses                            | 1      | 1      | 0      | 0      | 0.0%     | 1                   | 0     | 1     | 2       |   | 13            | 14            |  |
| 35 | Debt Management Licenses                          | 0      | 1      | 0      | 1      | 100.0%   | 1                   | 0     | 1     | 2       |   | 1             | 3             |  |
| 36 | Installment Lender Licenses                       | 2      | 3      | 2      | 3      | 50.0%    | 3                   | 2     | 3     | 10      |   | 38            | 12            |  |
| 37 | Money Transmitter Licenses                        | 0      | 1      | 0      | 2      | 100.0%   | 1                   | 0     | 2     | 3       |   | 3             | 10            |  |
| 38 | Mortgage Lender Licenses                          | 22     | 35     | 28     | 38     | 35.7%    | 31                  | 22    | 38    | 123     |   | 357           | 406           |  |
| 39 | Mortgage Originator Licenses                      | 92     | 105    | 117    | 84     | -28.2%   | 96                  | 84    | 105   | 383     |   | 1,185         | 2,570         |  |
| 40 | Affiliated Ins. Producer-Mortgage Loan Originator | 0      | 3      | 1      | 0      | -100.0%  | 1                   | 0     | 3     | 4       |   |               | 9             |  |
| 41 | Credit Services Businesses                        | 0      | 2      | 0      | 1      | 100.0%   | 1                   | 0     | 2     | 3       |   |               | 5             |  |
| 42 | Registered Exempt Mortgage Lenders                | 17     | 0      | 5      | 0      | -100.0%  | 6                   | 0     | 17    | 22      |   |               |               |  |
| 43 | Sales Finance Company Licenses                    | 8      | 14     | 5      | 14     | 180.0%   | 10                  | 5     | 14    | 41      |   | 76            | 79            |  |
| 44 | <b>DECISION MEASURES</b>                          | Jul-11 | Aug-11 | Sep-11 | Oct-11 | % Change | Avg                 | Min   | Max   | YTD AVG |   | FY 09 YTD AVG | FY 10 YTD AVG |  |
| 45 | <b>Average Days to Approval on New</b>            |        |        |        |        |          |                     |       |       |         |   |               |               |  |
| 46 | Check Casher Licenses                             | 52     | 112    | 411    | 50     | -87.8%   | 156                 | 50    | 411   | 156     |   | 72            | 68            |  |
| 47 | Collection Agency Licenses                        | 39     | 47     | 34     | 67     | 97.1%    | 47                  | 34    | 67    | 47      |   | 65            | 75            |  |
| 48 | Consumer Loan Licenses                            | 22     | 27     |        |        | 0.0%     | 25                  | 22    | 27    | 25      |   | 55            | 111           |  |
| 49 | Debt Management Licenses                          |        | 209    |        | 345    | 100.0%   | 277                 | 209   | 345   | 277     |   | 31            | 421           |  |
| 50 | Installment Lender Licenses                       | 95     | 62     | 38     | 77     | 102.6%   | 68                  | 38    | 95    | 68      |   | 28            | 68            |  |
| 51 | Money Transmitter Licenses                        |        | 214    |        | 153    | 100.0%   | 184                 | 153   | 214   | 184     |   | 20            | 269           |  |
| 52 | Mortgage Lender Licenses                          | 62     | 44     | 55     | 50     | -9.1%    | 53                  | 44    | 62    | 53      |   | 65            | 63            |  |
| 53 | Mortgage Originator Licenses                      | 49     | 44     | 39     | 43     | 10.3%    | 43                  | 37    | 49    | 43      |   | 65            | 89            |  |
| 54 | Affiliated Ins. Producer-Mortgage Loan Originator |        | 13     | 68     |        | -100.0%  | 41                  | 13    | 68    | 41      |   |               | 79            |  |
| 55 | Credit Services Businesses Licenses               |        | 219    |        | 201    | 100.0%   | 210                 | 201   | 219   | 210     |   |               | 246           |  |



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**Department of Labor, Licensing and Regulation**  
**Division of Financial Regulation**

|     | A  | B             | C             | D             | E             | F               | G          | H          | I          | J            | K | L           | M             |
|-----|--|---------------|---------------|---------------|---------------|-----------------|------------|------------|------------|--------------|---|-------------|---------------|
| 56  | Registered Exempt Mortgage Lenders                                       | 91            |               | 36            |               | -100.0%         | 64         | 36         | 91         | 64           |   |             |               |
| 57  | Sales Finance Company Licenses   | 71            | 39            | 72            | 22            | -69.4%          | 51         | 22         | 72         | 51           |   | 31          | 40            |
| 58  | Weighted Average Days (New Licenses)                                     | 52            | 48            | 46            | 51            | 10.9%           | 49         | 46         | 52         | 49           |   |             |               |
| 59  |  |               |               |               |               |                 |            |            |            |              |   |             |               |
| 60  | Licensing change decision on completed application - processing (totals) | 86            | 105           | 103           | 101           | -1.9%           | 99         | 86         | 105        | 395          |   | 2,204       | 1,081         |
| 61  | Change of control <60days  | 3             | 0             | 2             | 0             | -100.0%         | 1          | 0          | 3          | 5            |   | 6           | 9             |
| 62  | Total # of change of controls approved                                   | 3             | 0             | 2             | 0             | -100.0%         | 1          | 0          | 3          | 5            |   |             | 13            |
| 63  | Licensee - Address changes <60days                                       | 26            | 34            | 25            | 39            | 56.0%           | 31         | 25         | 39         | 124          |   | 545         | 278           |
| 64  | Licensee - Total # of Address changes approved                           | 37            | 37            | 32            | 41            | 28.1%           | 37         | 32         | 41         | 147          |   |             | 391           |
| 65  | Mortgage Originator - Employer changes <60days                           | 42            | 64            | 64            | 53            | -17.2%          | 56         | 42         | 64         | 223          |   | 1,653       | 493           |
| 66  | Mortgage Originator - Total # of Employer changes approved               | 46            | 68            | 69            | 60            | -13.0%          | 61         | 46         | 69         | 243          |   |             | 602           |
| 67  | Mortgage Originator - Name change < 60 days                              | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |   |             | 3             |
| 68  | Mortgage Originator - Total # of Name changes approved                   | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |   |             | 5             |
| 69  | Mortgage Originator - Name and employer change < 60                      | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |   |             | 55            |
| 70  | Mortgage Originator - Total # of Name and employer                       | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |   |             | 70            |
| 71  | <b>EXAM RATIOS</b>   | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> |   | <b>FY09</b> | <b>FY2010</b> |
| 72  | <b>Depository Totals</b>   |               |               |               |               |                 |            |            |            |              |   |             |               |
| 73  | Number of Bank Exams (State Lead) Scheduled to Commence                  | 1             | 3             | 2             | 3             | 50.0%           | 2          | 1          | 3          | 9            |   |             | 17            |
| 74  | Number of Bank Exams (State Lead) Commenced                              | 1             | 3             | 2             | 3             | 50.0%           | 2          | 1          | 3          | 9            |   |             | 17            |
| 75  | Number of Bank Exams (Federal Lead) Scheduled to Commence                | 1             | 1             | 0             | 1             | 100.0%          | 1          | 0          | 1          | 3            |   |             | 7             |
| 76  | Number of Bank Exams (Federal Lead) Commenced                            | 1             | 1             | 0             | 1             | 100.0%          | 1          | 0          | 1          | 3            |   |             | 7             |
| 77  | Number of Credit Union Exams Scheduled to Commence                       | 1             | 0             | 1             | 1             | 0.0%            | 1          | 0          | 1          | 3            |   |             | 5             |
| 78  | Number of Credit Union Exams Commenced                                   | 1             | 0             | 1             | 1             | 0.0%            | 1          | 0          | 1          | 3            |   |             | 5             |
| 79  | <b>Non-Depository Totals</b>   |               |               |               |               |                 |            |            |            |              |   |             |               |
| 80  | Check Casher exams completed   | 11            | 11            | 12            | 14            | 16.7%           | 12         | 11         | 14         | 48           |   | 81          | 151           |
| 81  | Collection Agency exams completed  | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |   | 0           | 0             |
| 82  | Consumer Lender exams completed  | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |   | 0           | 0             |
| 83  | Debt Management exams completed  | 1             | 1             | 1             | 1             | 0.0%            | 1          | 1          | 1          | 4            |   | 9           | 12            |
| 84  | Installment Lender exams completed                                       | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |   | 0           | 0             |
| 85  | Money Transmitter exams completed  | 2             | 2             | 2             | 1             | -50.0%          | 2          | 1          | 2          | 7            |   | 12          | 13            |
| 86  | Mortgage Lender exams completed  | 12            | 19            | 38            | 19            | -50.0%          | 22         | 12         | 38         | 88           |   | 1,276       | 776           |
| 87  | Mortgage Lender exams Outstanding  | 24            | 34            | 34            | 62            | 82.4%           | 39         | 24         | 62         | 62           |   | 619         | 63            |
| 88  | Sales Finance Company exams completed                                    | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |   | 0           | 0             |
| 89  | <b>Exam turn-in efficiency</b>   |               |               |               |               |                 |            |            |            |              |   |             |               |
| 90  | <b>Non-Depository</b>  | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> |   | <b>FY09</b> | <b>FY2010</b> |
| 91  | Total completed exams (mort & other non-depos.)                          | 26            | 33            | 53            | 35            | -34.0%          | 37         | 26         | 53         | 147          |   | 1,366       | 952           |
| 92  | Avg Days to Completion (mort exams only)                                 | 5             | 4             | 30            | 30            | 0.0%            | 17         | 4          | 30         | 17.3         |   | 4.4         | 3.9           |
| 93  | <b>INVESTIGATION/ENFORCEMENT</b>   | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> |   | <b>FY09</b> | <b>FY2010</b> |
| 94  | Investigations initiated - total   | 12            | 30            | 30            | 29            | -3.3%           | 25         | 12         | 30         | 101          |   | 245         | 373           |
| 95  | Investigations initiated - Mortgage                                      | 7             | 15            | 19            | 11            | -42.1%          | 13         | 7          | 19         | 52           |   | 181         | 292           |
| 96  | Investigations initiated - Non-Mortgage                                  | 5             | 15            | 11            | 18            | 63.6%           | 12         | 5          | 18         | 49           |   | 64          | 81            |
| 97  | Investigations completed (total)   | 17            | 19            | 19            | 14            | -26.3%          | 17         | 14         | 19         | 69           |   | 212         | 321           |
| 98  | Investigations completed - Mortgage                                      | 12            | 11            | 11            | 9             | -18.2%          | 11         | 9          | 12         | 43           |   |             |               |
| 99  | Investigations completed - Non-mortgage                                  | 5             | 8             | 8             | 5             | -37.5%          | 7          | 5          | 8          | 26           |   |             |               |
| 100 | Investigation in Process   | 278           | 289           | 300           | 315           | 5.0%            | 278        | 278        | 278        | 315          |   | 263         | 315           |
| 101 | Investigations in Process - mortgage                                     | 184           | 188           | 196           | 198           | 1.0%            | 184        | 184        | 184        | 198          |   |             | 199           |
| 102 | Investigations in Process - Non-mortgage                                 | 94            | 101           | 104           | 117           | 12.5%           | 94         | 94         | 94         | 117          |   |             | 116           |
| 103 | Referrals for Charges  | 8             | 13            | 5             | 10            | 100.0%          | 9          | 5          | 13         | 36           |   | 65          | 137           |
| 104 | Cease and Desist Order ("C&D")   | 9             | 9             | 6             | 5             | -16.7%          | 7          | 5          | 9          | 29           |   | 12          | 23            |
| 105 | Charge Letters   | 0             | 0             | 1             | 0             | -100.0%         | 0          | 0          | 1          | 1            |   | 3           | 49            |
| 106 | Final Order  | 2             | 5             | 3             | 1             | -66.7%          | 3          | 1          | 5          | 11           |   | 61          | 45            |
| 107 | Revocations  | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |   | 2           | 14            |



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| 108 | <b>FINES, RECOVERIES &amp; COLLECTION (CCU)</b> | <b>Jul-11</b>   | <b>Aug-11</b>    | <b>Sep-11</b>    | <b>Oct-11</b>    | <b>% Change</b> | <b>Avg</b>     | <b>Min</b>    | <b>Max</b>     | <b>Total</b>       |                    |                    |
| 109 | <b>FINES TOTAL</b>                              | \$34,500        | \$34,620         | \$55,000         | \$116,300        | 111.5%          | 60,105         | 34,500        | 116,300        | \$240,420          |                    |                    |
| 110 | Licensing                                       | \$0             | \$2,120          | \$0              | \$0              | 0.0%            | 530            | 0             | 2,120          | \$2,120            | \$1,121,539        | \$1,622,895        |
| 111 | Compliance / Examination                        | \$25,000        | \$0              | \$30,000         | \$1,000          | -96.7%          | 14,000         | 0             | 30,000         | \$56,000           | \$106,994          | \$248,810          |
| 112 | Complaints                                      |                 |                  |                  |                  |                 |                |               |                |                    | \$918,945          | \$157,475          |
| 113 | Enforcement                                     | \$9,500         | \$32,500         | \$25,000         | \$115,300        | 361.2%          | 45,575         | 9,500         | 115,300        | \$182,300          | \$95,600           | \$1,216,610        |
| 114 | <b>RECOVERIES TOTAL</b>                         | <b>\$48,505</b> | <b>\$120,248</b> | <b>\$751,362</b> | <b>\$269,328</b> | <b>-64.2%</b>   | <b>297,361</b> | <b>48,505</b> | <b>751,362</b> | <b>\$1,189,443</b> | <b>\$2,906,240</b> | <b>\$2,463,899</b> |
| 115 | Licensing                                       |                 |                  |                  |                  |                 |                |               |                |                    |                    |                    |
| 116 | Compliance - Total                              | \$30,305        | \$3,761          | \$25,660         | \$23,848         | -7.1%           | 20,894         | 3,761         | 30,305         | \$83,574           | \$1,641,433        | \$1,319,311        |
| 117 | Compliance - Mortgage                           | \$30,305        | \$3,761          | \$25,660         | \$23,848         | -7.1%           | 20,894         | 3,761         | 30,305         | \$83,574           | \$1,525,620        | \$1,078,289        |
| 118 | Compliance - Non-mortgage                       | \$0             | \$0              | \$0              | \$0              | 0.0%            | 0              | 0             | 0              | \$0                | \$115,813          | \$241,022          |
| 119 | Complaints - Total                              | \$16,700        | \$113,337        | \$58,364         | \$174,153        | 198.4%          | 90,639         | 16,700        | 174,153        | \$362,554          | \$779,544          | \$992,398          |
| 120 | Complaints - Mortgage                           | \$1,148         | \$34,393         | \$36,955         | \$49,391         | 33.7%           | 30,472         | 1,148         | 49,391         | \$121,887          | \$651,325          | \$844,879          |
| 121 | Complaints - Non-Mortgage                       | \$15,552        | \$78,944         | \$21,409         | \$124,762        | 482.8%          | 60,167         | 15,552        | 124,762        | \$240,667          | \$128,220          | \$147,519          |
| 122 | Enforcement                                     | \$1,500         | \$3,150          | \$667,338        | \$71,327         | -89.3%          | 185,829        | 1,500         | 667,338        | \$743,315          | \$485,263          | \$152,190          |
| 123 | <b>CENTRAL COLLECTION UNIT (CCU)</b>            |                 |                  |                  |                  | <b>% Change</b> |                |               |                |                    |                    |                    |
| 124 | Submitted                                       | \$4,969         | \$7,000          | \$57,594         | \$7,000          | -87.8%          | 19,141         | 4,969         | 57,594         | 76,563             | 135,861            | 837,960            |
| 125 | Collected                                       | \$841           | \$115            | \$839            | \$1,215          | 44.9%           | 753            | 115           | 1,215          | 3,010              | 2,689              | 14,090             |
| 126 | Submitted Restitution for Consumers             | \$9,000         | \$20,100         | \$4,827,461      | \$28,500         | -99.4%          | #####          | 9,000         | 4,827,461      | 4,885,061          |                    |                    |
| 127 | <b>COMPLAINTS</b>                               | <b>Jul-11</b>   | <b>Aug-11</b>    | <b>Sep-11</b>    | <b>Oct-11</b>    | <b>% Change</b> | <b>Avg</b>     | <b>Min</b>    | <b>Max</b>     | <b>Total</b>       | <b>FY09</b>        | <b>FY2010</b>      |
| 128 | <b>All Complaints</b>                           |                 |                  |                  |                  |                 |                |               |                |                    |                    |                    |
| 129 | Received in Month                               | 141             | 204              | 172              | 214              | 24.4%           | 183            | 141           | 214            | 731                | 2,676              | 2,602              |
| 130 | Closed in Month                                 | 215             | 243              | 224              | 158              | -29.5%          | 210            | 158           | 243            | 840                | 2,642              | 2,782              |
| 131 | Open at End of Month                            | 376             | 337              | 285              | 341              | 19.6%           | 376            | 376           | 376            | 341                | 612                | 438                |
| 132 | Average time to close (days)                    | 78              | 67               | 74               | 48               | -35.1%          | 67             | 48            | 78             |                    | 65                 | 83                 |
| 133 |   |                 |                  |                  |                  |                 |                |               |                |                    |                    |                    |
| 134 | <b>Mortgage Complaints</b>                      |                 |                  |                  |                  | <b>% Change</b> |                |               |                |                    |                    |                    |
| 135 | Received in Month                               | 28              | 34               | 35               | 31               | -11.4%          | 32             | 28            | 35             | 128                | 639                | 594                |
| 136 | Closed in Month                                 | 58              | 54               | 51               | 40               | -21.6%          | 51             | 40            | 58             | 203                | 572                | 696                |
| 137 | Open at End of Month                            | 109             | 89               | 73               | 64               | -12.3%          | 109            | 109           | 109            | 64                 | 219                | 117                |
| 138 | Average time to close (days)                    | 99              | 83               | 106              | 53               | -50.0%          | 85             | 53            | 106            |                    | 93                 | 130                |
| 139 |   |                 |                  |                  |                  |                 |                |               |                |                    |                    |                    |
| 140 | <b>Collection Agency Complaints</b>             | <b>Jul-11</b>   | <b>Aug-11</b>    | <b>Sep-11</b>    | <b>Oct-11</b>    | <b>% Change</b> | <b>Avg</b>     | <b>Min</b>    | <b>Max</b>     | <b>Total</b>       | <b>FY09</b>        | <b>FY2010</b>      |
| 141 | Received in Month                               | 32              | 60               | 38               | 66               | 73.7%           | 49             | 32            | 66             | 196                |                    | 563                |
| 142 | Closed in Month                                 | 49              | 58               | 66               | 34               | -48.5%          | 52             | 34            | 66             | 207                |                    | 619                |
| 143 | Open at End of Month                            | 120             | 122              | 94               | 126              | 34.0%           | 120            | 120           | 120            | 126                |                    | 120                |
| 144 | Average time to close (days)                    | 90              | 76               | 92               | 68               | -26.1%          | 82             | 68            | 92             |                    |                    | 117                |



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| 145 |   |       |       |       |       |         |                 |            |            |            |              |             |               |  |
| 146 | <b>Credit Bureau &amp; Repossession Complaints</b>  |       |       |       |       |         | <b>% Change</b> |            |            |            |              |             |               |  |
| 147 | Received in Month   | 32    | 27    | 34    | 34    | 0.0%    | 32              | 27         | 34         | 127        |              |             | 487           |  |
| 148 | Closed in Month   | 42    | 53    | 45    | 17    | -62.2%  | 39              | 17         | 53         | 157        |              |             | 481           |  |
| 149 | Open at End of Month  | 86    | 60    | 49    | 66    | 34.7%   | 86              | 86         | 86         | 66         |              |             | 115           |  |
| 150 | Average time to close (days)  | 110   | 79    | 74    | 48    | -35.1%  | 78              | 48         | 110        |            |              |             | 86            |  |
| 151 | <b>Financial Services Complaints (check cashers, consumer loan, debt mgt, money trans, sales finance, installment loan, depository institutions, regulatory policy)</b> |       |       |       |       |         | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>FY09</b> | <b>FY2010</b> |  |
| 152 | Received in Month   | 12    | 22    | 18    | 33    | 83.3%   | 21              | 12         | 33         | 85         |              |             | 196           |  |
| 154 | Closed in Month   | 12    | 25    | 13    | 25    | 92.3%   | 19              | 12         | 25         | 75         |              |             | 214           |  |
| 155 | Open at End of Month  | 33    | 30    | 35    | 43    | 22.9%   | 33              | 33         | 33         | 43         |              |             | 48            |  |
| 156 | Average time to close (days)  | 91    | 69    | 46    | 51    | 10.9%   | 64              | 46         | 91         |            |              |             | 104           |  |
| 157 | <b>Other (Non-Jurisdiction and insufficient information complaints)</b>   |       |       |       |       |         | <b>% Change</b> |            |            |            |              |             |               |  |
| 158 | Received in Month   | 37    | 61    | 47    | 50    | 6.4%    | 49              | 37         | 61         | 195        |              |             | 762           |  |
| 160 | Closed in Month   | 54    | 53    | 49    | 42    | -14.3%  | 50              | 42         | 54         | 198        |              |             | 772           |  |
| 161 | Open at End of Month  | 28    | 36    | 34    | 42    | 23.5%   | 28              | 28         | 28         | 42         |              |             | 38            |  |
| 162 | Average time to close (days)  | 19    | 26    | 25    | 27    | 8.0%    | 24              | 19         | 27         |            |              |             | 22            |  |
| 163 | <b>OUTREACH</b>   |       |       |       |       |         | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>FY09</b> | <b>FY2010</b> |  |
| 164 | Depository institution events   | 42    | 32    | 35    | 26    | -25.7%  | 34              | 26         | 42         | 135        |              |             | 174           |  |
| 165 | Community outreach events   | 15    | 30    | 36    | 34    | -5.6%   | 29              | 15         | 36         | 115        |              |             | 143           |  |
| 166 | Notice of Intent ("Received")   | 12581 | 15035 | 12638 | 11789 | -6.7%   | 13,011          | 11,789     | 15,035     | 52,043     |              |             | 121,887       |  |
| 167 | Notice of Intent (Letters Mailed)   | 6565  | 18952 | 9593  | 16593 | 73.0%   | 12,926          | 6,565      | 18,952     | 51,703     |              |             | 118,390       |  |
| 168 | <b>STAFF INFORMATION</b>  |       |       |       |       |         | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>FY09</b> | <b>FY2010</b> |  |
| 169 | Budgeted Examiner and Investigator positions  | 54    | 53    | 53    | 53    | 0.0%    | 53              | 53         | 54         | 53         |              |             | 61.0          |  |
| 170 | Examiners and Investigators on staff  | 48    | 47    | 47    | 47    | 0.0%    | 47              | 47         | 48         | 47         |              |             | 54.0          |  |
| 171 | Examiner and Investigator position vacancies  | 6     | 6     | 6     | 6     | 0.0%    | 6               | 6          | 6          | 6          |              |             | 7.0           |  |
| 172 | Examiners and Investigators attended training   | 31    | 17    | 8     | 11    | 37.5%   | 17              | 8          | 31         | 67         |              |             | 56            |  |
| 173 | Hours of training   | 374   | 288   | 261   | 706   | 170.5%  | 407             | 261        | 706        | 1,629      |              |             | 2,576         |  |
| 174 | Mortgage Originator Fund Balance (numbers reflect milli   | 0.96  | 0.626 | 0.397 |       | -100.0% | 0               | 0          | 1          | 0.00       |              |             | 1.6           |  |
| 175 | <b>July</b>   |       |       |       |       |         |                 |            |            |            |              |             |               |  |



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| 176 | FY 2011 (row 50) Decision Measures: Average Days to Approval on New - Money Transmitter License - Increase in average days to approval on new money transmitter applications was due to the usual review issues as noted in previous months regarding these application types. Also, applicant applied to open in slot facilities in MD. Reviewed whether money transmitters can operate in gaming establishment.   |   |   |   |   |   |   |   |   |   |   |   |   |
| 177 | FY 2011 (row 53) Decision Measures: Average Days to Approval on New - Affiliated Ins. Producer-Mortgage Loan Originator - Large increase in the average days to approval on new AIP-MLO licenses was, in part, due to the current tracking mechanism appears to have combined the records with a cancelled transition. However, the extended days for approval was due mainly to missing test results.  |   |   |   |   |   |   |   |   |   |   |   |   |
| 178 | FY 2011 (row 61 and 62) License change decision on completed application processing : Mortgage Originator -Employer Change - The number approved in less than 60 days is erroneous. Discussions with IT confirmed that regardless of the actual date amendments are received/submitted to the Agency, the AS400 system is currently programmed to assign the date of receipt of the first NMLS transaction as the amendment receipt date. Doing so erroneously extends the amendment processing time because it is counted from the erroneous receipt date to the amendment approval date. To reprogram the system at this time, the programmer must determine which transactions require the use of the initial NMLS receipt date versus an updated amendment date. That would be a very time consuming process and not recommended at this time, because it is expected that within the next two months, the Agency will be utilizing the sponsorship (linking the MLO to the ML) functionality of the NMLS system and doing so will significantly change the way that we currently process amendments. Any changes to reprogram the current data will be obsolete shortly and delay the implementation of the new process. |   |   |   |   |   |   |   |   |   |   |   |   |
| 179 | FY 2011 - (row 97 & 98) Investigation/ Enforcement - Mortgage Investigations in Process and Non mortgage investigations in process. The April mortgage investigations in process and the non mortgage investigations in process were reviewed and restated on August 17, 2010. Please note that the change caused all following months to change. The total investigations in process did not change.   |   |   |   |   |   |   |   |   |   |   |   |   |
| 180 | FY 2011 - (row 82) Exam Ratios - Mortgage Lender Exams completed - Large decrease in number of mortgage lender exams completed during the month was because there are several large servicing exams in process. These examinations are expected to continue through the month of August. Also, an examination of a company with multiple licenses is currently in process with an expected completion date in August.   |   |   |   |   |   |   |   |   |   |   |   |   |
| 181 | FY 2011 - (row 88) Non-Depository- Avg. Days to Completion (mortgage exams only) The average days to complete mortgage examinations during the month is higher than usual due to a large servicing examination that is still in process.  |   |   |   |   |   |   |   |   |   |   |   |   |
| 182 | FY 2011 - (row 100) Investigation / Enforcement - Cease and Desist Order - Majority of the monthly C&Ds were issued to credit services businesses.  |   |   |   |   |   |   |   |   |   |   |   |   |
| 183 | FY 2011 - (row 103) Investigation / Enforcement - Revocations - Two mortgage lender and two mortgage originator licenses were revoked during the month.   |   |   |   |   |   |   |   |   |   |   |   |   |
| 184 | August  |   |   |   |   |   |   |   |   |   |   |   |   |
| 185 | FY 2011 - (row 83) Mortgage Lender exams Outstanding - 73 of the 102 outstanding exams are currently in process.  |   |   |   |   |   |   |   |   |   |   |   |   |
| 186 | September   |   |   |   |   |   |   |   |   |   |   |   |   |
| 187 | FY 2011 - (row 50) Average Days to Approval on New - Money Transmitter Licenses: The increase in the average days to approval was due to delays with the criminal background check results. The last request was sent to CJIS May 2010 and the results were received by this Agency September 2010.   |   |   |   |   |   |   |   |   |   |   |   |   |
| 188 | FY 2011 - (row 53) Average Days to Approval on New: AIP-MLO - The average days to approval are actually 63 days. The licensee previously applied for a MLO license in May 2010, but voluntarily withdrew that application in August 2010. The submission of the AIP-MLO application in July 2010 overlapped the MLO submission. Discussions with IT confirmed that regardless of the actual date subsequent transactions are received/submitted to the Agency, the AS400 system is currently programmed to assign the date of receipt of the first NMLS transaction as the amendment receipt date, thereby erroneously extending the days to approval. We're working with IT to resolve this issue.   |   |   |   |   |   |   |   |   |   |   |   |   |
| 189 | FY 2011 - (rows 61 & 62) Licensing Change Decision on Completed application processing - Mortgage Originator Employer Changes-60 days & Total # of Employer changes approved: As previously discussed, the MLO number approved in less than 60 days is erroneous. Regardless of the actual date amendments are received/submitted to the Agency, the AS400 system is currently programmed to assign the date of receipt of the first NMLS transaction as the amendment receipt date. Doing so erroneously extends the amendment processing time because it is counted from the erroneous receipt date to the amendment approval date. To reprogram the system at this time, the programmer must determine which transactions require the use of the initial NMLS receipt date versus an updated amendment date. That would be a very time consuming process and not recommended at this time, because the Agency will soon be utilizing the sponsorship (linking the MLO to the ML) functionality of the NMLS system and doing so will significantly change the way that we currently process amendments. Any changes to reprogram the current data will be obsolete shortly and delay the implementation of the new process. |   |   |   |   |   |   |   |   |   |   |   |   |
| 190 | FY 2011 - (row 83) Mortgage Lender exams Outstanding: 24 of the outstanding examinations are in process.  |   |   |   |   |   |   |   |   |   |   |   |   |
| 191 | October   |   |   |   |   |   |   |   |   |   |   |   |   |
| 192 | FY 2011 - (row 113) Mortgage Compliance Recoveries - Two mortgage companies were responsible for \$17,000 of the monthly recoveries.  |   |   |   |   |   |   |   |   |   |   |   |   |
| 193 | FY 2011 - (row 118) Enforcement Recoveries - \$9,808 in recoveries related to loan modification cases.  |   |   |   |   |   |   |   |   |   |   |   |   |
| 194 | FY 2011 - (row 105) Fines Total - Fines are sharply down for the month of October. November fines collection increases. As of 11-23-10 \$50,180 total fines collected.  |   |   |   |   |   |   |   |   |   |   |   |   |
| 195 | November  |   |   |   |   |   |   |   |   |   |   |   |   |
| 196 | FY 2011 - (row 106) Fines - Licensing - Collected \$41,580 in fines from Waterstone Mortgage. (Conducting business without the benefit of a license).   |   |   |   |   |   |   |   |   |   |   |   |   |
| 197 | December  |   |   |   |   |   |   |   |   |   |   |   |   |
| 198 | FY 2011 (row 109) Fines - Enforcement - Collected \$50,000 in fines from Prosperity Mortgage.   |   |   |   |   |   |   |   |   |   |   |   |   |
| 199 | January   |   |   |   |   |   |   |   |   |   |   |   |   |
| 200 | FY 2011 (row 161) Notice of Intent ("Received") - As of January 15, 2011 NOI process is automated. Measure was changed from "Date Entered" to "Received".   |   |   |   |   |   |   |   |   |   |   |   |   |
| 201 | February  |   |   |   |   |   |   |   |   |   |   |   |   |
| 202 | FY 2011 (row 161 & 162) Notice of Intent (Received) & Notice of Intent (Letters Mailed) - In January we had no way of tracking duplicate entries not only in the electronic system, but we also have no way of knowing how many users both mailed copies of the NOI's and entered them into the new electronic system. On February 1, 2011 we mailed over 15,000 outreach letters. When they were reviewed there were thousands of duplicates. The electronic system is now eliminating duplicates which is why our number received is so much lower than the number mailed for February. The total number received in February has duplicates removed. Also, other reasons for higher mailings were the carry over from January and January had carry over from December. We anticipate the numbers for March looking much more in line with each other. The electronic system now eliminates duplicates for both the outreach letters being mailed and for the count of received entries.   |   |   |   |   |   |   |   |   |   |   |   |   |
| 203 | FY 2011 (row 82) Mortgage Lender exams completed - Examinations were single license exams; not branch licenses. Four servicing examiners working on MMC. (Joint multistate exams.)  |   |   |   |   |   |   |   |   |   |   |   |   |
| 204 |   |   |   |   |   |   |   |   |   |   |   |   |   |

**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Division of Labor and Industry**

| LABOR AND INDUSTRY   | MONTHLY REPORTING PERIODS |                 |                 |                 |                 |                 | FISCAL YEAR TO DATE |                 |               |                 |                 | FISCAL YEAR COMPARISON |      |  |
|--|---------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|---------------------|-----------------|---------------|-----------------|-----------------|------------------------|------|--|
|  | Employment Standards      | Jul-11          | Aug-11          | Sep-11          | Oct-11          | % Change        | Avg                 | Min             | Max           | Total           | FY09            | FY10                   | FY11 |  |
| # of sufficient wage payment claims received                           | 74                        | 88              | 91              | 83              | -8.8%           | 84              | 74                  | 91              | 336           | 1691            | 1458            | 1,339                  |      |  |
| # of deficient claim forms returned                                    | 39                        | 40              | 35              | 63              | 80.0%           | 44              | 35                  | 63              | 177           |                 |                 | 33                     |      |  |
| # of open cases under investigation (work load)                        | 220                       | 214             | 239             | 228             | -4.6%           | 225             | 214                 | 239             |               | 511             | 538             | 240                    |      |  |
| # of cases closed  | 94                        | 96              | 66              | 94              | 42.4%           | 88              | 66                  | 96              | 350           | 1436            | 1432            | 1,635                  |      |  |
| # of cases closed <90 days   | 65                        | 69              | 55              | 56              | 1.8%            | 61              | 55                  | 69              | 245           | 885             | 731             | 903                    |      |  |
| # of cases determined to have employment law violations                | 56                        | 65              | 32              | 59              | 84.4%           | 53              | 32                  | 65              | 212           | 941             | 919             | 1,018                  |      |  |
| # of claims for which wages were recovered                             | 58                        | 44              | 38              | 57              | 50.0%           | 49              | 38                  | 58              | 197           |                 | 539             | 624                    |      |  |
| Total wages recovered  | \$63,589                  | \$107,594       | \$50,661        | \$129,154       | 154.9%          | \$87,750        | \$50,661            | \$129,154       | \$350,999     | \$526,804       | \$745,739       | \$884,189              |      |  |
| Employee wages recovered <90 days                                      | \$42,065                  | \$80,399        | \$20,937        | \$54,669        | 161.1%          | \$49,517        | \$20,937            | \$80,399        | \$198,070     | \$286,929       | \$358,985       | \$494,400              |      |  |
| # of cases referred for legal action                                   | 3                         | 15              | 2               | 8               | 300.0%          | 7               | 2                   | 15              | 28            | 491             | 437             | 438                    |      |  |
| # of final orders issued   | 11                        | 0               | 12              | 11              | -8.3%           | 9               | 0                   | 12              | 34            |                 |                 |                        |      |  |
| Total hours of inquiry calls   | 157                       | 183             | 147             | 137             | -6.8%           | 156             | 137                 | 183             | 624           | 2,661           | 2,384           | 2,385                  |      |  |
| # of employment law inquiries (Call Center)                            | 3,440                     | 3,935           | 3,193           | 3,210           | 0.5%            | 3,445           | 3,193               | 3,935           | 13,778        | 50,412          | 42,457          | 43,955                 |      |  |
| % Customer inquiries satisfied by ESS (handled internally)             |                           | 93%             | 95%             | 93%             | -1.3%           | 93%             | 92%                 | 95%             |               |                 | 96%             | 96%                    |      |  |
| # of misclass referrals from DLI to UI (non-construction, landscaping) | 8                         | 15              | 16              | 9               | -43.8%          | 12              | 8                   | 16              | 48            |                 | 382             | 535                    |      |  |
| Investigators  | 3.60                      | 3.35            | 3.55            | 3.53            | -0.6%           | 3.51            | 3.35                | 3.60            |               | 3.03            | 4.54            | 4.60                   |      |  |
| <b>Prevailing wage</b>   | <b>Jul-11</b>             | <b>Aug-11</b>   | <b>Sep-11</b>   | <b>Oct-11</b>   | <b>% Change</b> | <b>Avg</b>      | <b>Min</b>          | <b>Max</b>      | <b>Total</b>  | <b>FY09</b>     | <b>FY10</b>     | <b>FY11</b>            |      |  |
| New Prevailing Wage projects   | 0                         | 17              | 6               | 11              | 83.3%           | 9               | 0                   | 17              | 34            | 123             | 89              | 100                    |      |  |
| Closed Prevailing Wage projects  | 0                         | 1               | 0               | 0               | 0.0%            | 0               | 0                   | 1               | 1             | 100             | 105             | 50                     |      |  |
| Total Prevailing Wage projects   | 187                       | 203             | 209             | 220             | 5.3%            | 205             | 187                 | 220             |               | 127             | 137             | 187                    |      |  |
| Value of current Prevailing Wage projects                              | \$3,128,377,291           | \$3,275,401,651 | \$3,301,358,651 | \$2,390,741,550 | -27.6%          | \$3,023,969,786 | \$2,390,741,550     | \$3,301,358,651 |               | \$1,901,626,645 | \$2,661,070,869 | \$3,128,377,291        |      |  |
| Prevailing Wage investigations   | 21                        | 45              | 41              | 22              | -46.3%          | 32              | 21                  | 45              | 129           | 358             | 375             | 470                    |      |  |
| Employees interviewed  | 210                       | 483             | 278             | 181             | -34.9%          | 288             | 181                 | 483             | 1,152         | 4,001           | 3,677           | 5,078                  |      |  |
| Amount of Prevailing Wage restitution recovered                        | \$27,902                  | \$25,882        | \$34,413        | \$2,235         | -93.5%          | \$22,608        | \$2,235             | \$34,413        | \$90,432      | \$308,945       | \$359,510       | \$458,538              |      |  |
| Number of employees restitution collected for                          | 65                        | 44              | 32              | 7               | -78.1%          | 37              | 7                   | 65              | 148           | 392             | 354             | 620                    |      |  |
| Wage determinations issued   | 0                         | 18              | 17              | 31              | 82.4%           | 17              | 0                   | 31              | 66            | 293             | 264             | 281                    |      |  |
| Value of Wage determinations issued                                    | \$0                       | \$200,958,067   | \$7,650,000     | \$226,543,649   | 2861.4%         | \$108,787,929   | \$0                 | \$226,543,649   | \$435,151,716 | \$1,862,627,775 | \$2,033,724,183 | \$2,540,005,692        |      |  |
| Liquidated damages collected   | \$8,534                   | \$1,980         | \$19,478        | \$29,248        | 50.2%           | \$14,810        | \$1,980             | \$29,248        | \$59,240      | \$423,169       | \$239,373       | \$390,812              |      |  |
| Certified payroll records received                                     | 4,697                     | 5,296           | 4,697           | 5,134           | 9.3%            | 4,956           | 4,697               | 5,296           | 19,824        | 45,352          | 41,119          | 49,103                 |      |  |
| Investigators  | 3.00                      | 3.23            | 3.65            | 3.63            | -0.5%           | 3.38            | 3.00                | 3.65            |               | 4.60            | 1.80            | 3.50                   |      |  |
| <b>Living wage</b>   | <b>Jul-11</b>             | <b>Aug-11</b>   | <b>Sep-11</b>   | <b>Oct-11</b>   | <b>% Change</b> | <b>Avg</b>      | <b>Min</b>          | <b>Max</b>      | <b>Total</b>  | <b>FY09</b>     | <b>FY10</b>     | <b>FY11</b>            |      |  |
| New Living Wage service contracts                                      | 30                        | 77              | 26              | 12              | -53.8%          | 36              | 12                  | 77              | 145           | 267             | 226             | 150                    |      |  |
| Value of new Living Wage service contracts                             | \$50,078,725              | \$298,005,556   | \$133,054,691   | \$18,230,549    | -86.3%          | \$124,842,380   | \$18,230,549        | \$298,005,556   | \$499,369,521 | \$5,903,872,107 | \$530,185,158   | \$486,801,987          |      |  |
| Closed Contracts   | 15                        | 11              | 40              | 10              | -75.0%          | 19              | 10                  | 40              | 76            |                 | 23              | 128                    |      |  |
| Exempted Contracts   | 24                        | 56              | 33              | 9               | -72.7%          | 31              | 9                   | 56              | 122           |                 | 37              | 102                    |      |  |
| Value of all LW Contracts under review                                 | \$6,794,852,143           | \$7,109,947,812 | \$3,097,414,574 | \$3,102,748,282 | 0.2%            | \$5,026,240,703 | \$3,097,414,574     | \$7,109,947,812 |               |                 | \$6,712,368,250 | \$6,769,667,002        |      |  |
| Contracts Under Review (open and not exempt)                           | 351                       | 386             | 365             | 359             | -1.6%           | 365             | 351                 | 386             |               |                 | 370             | 346                    |      |  |
| Compliance Reviews Completed   | 50                        | 73              | 96              | 37              | -61.5%          | 64              | 37                  | 96              | 256           |                 | 147             | 324                    |      |  |
| Employees interviewed  | 17                        | 8               | 10              | 8               | -20.0%          | 11              | 8                   | 17              | 43            | 67              | 110             | 197                    |      |  |
| Amount of Living Wage restitution recovered                            | \$1,114                   | \$0             | \$11,940        | \$0             | -100.0%         | 3,264           | 0                   | 11,940          | 13,054        | \$3,537         | \$1,884         | \$97,906               |      |  |
| Number of employees receiving restitution                              | 1                         | 0               | 12              | 0               | -100.0%         | 3               | 0                   | 12              | 13            | 17              | 8               | 296                    |      |  |
| Number of employee payroll records entered                             | 1,192                     | 1,932           | 1,526           | 1,902           | 24.6%           | 1,638           | 1,192               | 1,932           | 6,552         |                 |                 |                        |      |  |
| Investigators  | 1.8                       | 0.98            | 1.85            | 1.35            | -27.0%          | 1.50            | 0.98                | 1.85            |               | 1.00            | 1.25            | 2                      |      |  |

**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Division of Labor and Industry**

Volume 5 Number 4  
Reporting Period: October, 2011

| Safety Inspections - Railroad               | Jul-11        | Aug-11        | Sep-11        | Oct-11        | % Change        | Avg        | Min        | Max        | Total        | FY09        | FY10        | FY11        |
|---|---------------|---------------|---------------|---------------|-----------------|------------|------------|------------|--------------|-------------|-------------|-------------|
| Track inspections                           | 26            | 38            | 31            | 31            | 0.0%            | 32         | 26         | 38         | 126          |             |             | 376         |
| Main line & Yard (miles)                    | 54            | 108           | 26            | 166           | 538.5%          | 89         | 26         | 166        | 354          |             |             | 1,000       |
| Short line & Yard (miles)                   | 37            | 6             | 102           | 53            | -48.0%          | 50         | 6          | 102        | 198          |             |             | 306         |
| Private/Excursion/AR (miles)                | 7.79          | 24.59         | 6.76          | 2             | -63.3%          | 10         | 2          | 25         | 42           |             |             | 115         |
| Total miles                                 | 98.79         | 138.59        | 134.76        | 221           | 64.4%           | 148        | 99         | 221        | 594          |             |             | 1,504       |
| Activities                                  | 66            | 91            | 80            | 305           | 281.3%          | 136        | 66         | 305        | 542          |             |             | 1,275       |
| Defects                                     | 97            | 175           | 160           | 365           | 128.1%          | 199        | 97         | 365        | 797          |             |             | 1,708       |
| Violations                                  | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |             |             | 0           |
| OP inspections                              | 9             | 10            | 9             | 6             | -33.3%          | 9          | 6          | 10         | 34           | 180         | 147         | 108         |
| Activities                                  | 110           | 130           | 45            | 22            | -51.1%          | 77         | 22         | 130        | 307          |             |             | 709         |
| Defects                                     | 23            | 19            | 5             | 4             | -20.0%          | 13         | 4          | 23         | 51           |             |             | 109         |
| Violations                                  | 0             | 0             | 1             | 1             | 0.0%            | 1          | 0          | 1          | 2            |             |             | 2           |
| MP&E inspections                            | 0             | 2             | 0             | 15            | 100%            | 4          | 0          | 15         | 17           |             |             | 4           |
| Locomotives                                 | 14            | 13            | 0             | 28            | 100%            | 14         | 0          | 28         | 55           | 126         | 9           | 16          |
| Rail cars                                   | 0             | 0             | 0             | 734           | 100%            | 184        | 0          | 734        | 734          | 769         | 0           | 4           |
| Activities                                  | 0             | 54            | 0             | 2,394         | 100%            | 612        | 0          | 2,394      | 2,448        |             |             | 61          |
| Defects                                     | 0             | 22            | 0             | 175           | 100%            | 49         | 0          | 175        | 197          |             |             | 17          |
| Violations                                  | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            |             |             | 0           |
| Total Inspections                           | 35            | 50            | 40            | 52            | 30.0%           | 44         | 35         | 52         | 177          |             |             | 488         |
| Total Defects identified                    | 120           | 216           | 165           | 544           | 229.7%          | 261        | 120        | 544        | 1,045        | 1,780       | 1,199       | 1,809       |
| Total Violations identified                 | 0             | 0             | 1             | 1             | 0.0%            | 1          | 0          | 1          | 2            | 38          | 7           | 2           |
| Complaints                                  | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            | 10          | 2           | 3           |
| Accidents                                   | 2             | 1             | 2             | 1             | -50.0%          | 2          | 1          | 2          | 6            | 24          | 20          | 30          |
| Fatalities                                  | 0             | 0             | 3             | 0             | -100.0%         | 1          | 0          | 3          | 3            | 3           | 6           | 17          |
| Injuries                                    | 0             | 2             | 0             | 0             | 0.0%            | 1          | 0          | 2          | 4            | 2           | 6           | 5           |
| Property damage                             | 0             | 0             | 0             | 1             | 100%            | 0          | 0          | 1          | 1            | 17          | 9           | 8           |
| Inspector positions authorized              | 4             | 4             | 4             | 4             | 0.0%            | 4          | 4          | 4          | 16           | 4           | 4           | 48          |
| Inspectors                                  | 2             | 1             | 3             | 3             | 0.0%            | 2          | 1          | 3          | 9            | 2           | 2           | 24          |
| <b>Safety Inspections - Amusement rides</b> | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
| Total inspections                           | 807           | 635           | 601           | 430           | -28.5%          | 681        | 601        | 807        | 2,043        | 5,078       | 4,256       | 5,466       |
| Certificate inspections                     | 663           | 504           | 481           | 399           | -17.0%          | 549        | 481        | 663        | 1,648        | 4,154       | 3,661       | 4,625       |
| Other inspections                           | 144           | 131           | 120           | 31            | -74.2%          | 132        | 120        | 144        | 395          | 923         | 595         | 869         |
| Accidents                                   | 2             | 1             | 0             | 0             | 100%            | 1          | 0          | 2          | 3            | 2           | 2           | 3           |
| Incidents/Complaints                        | 4             | 1             | 2             | 7             | 250.0%          | 2          | 1          | 4          | 7            | 9           | 13          | 15          |
| Fatalities                                  | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            | 0           | 0           | 0           |
| Positions authorized                        | 8             | 8             | 8             | 8             | 0.0%            | 8          | 8          | 8          | 8            | 7           | 7           | 8           |
| Vacant positions                            | 0             | 0             | 0             | 0             | 0.0%            | 0          | 0          | 0          | 0            | 1           | 1           | 0           |
| AR inspectors (Inspecting)                  | 4.58          | 4.40          | 4.65          | 3.08          | -33.6%          | 4.18       | 3.08       | 4.65       |              |             |             |             |
| Elevator inspectors (Inspecting AR's)       | 0.95          | 0.93          | 0.71          | 0.43          | -39.4%          | 0.75       | 0.43       | 0.95       |              |             |             |             |
| AR inspectors (Not-Inspecting)              | 3.42          | 3.60          | 3.35          | 3.58          | 6.7%            | 3.49       | 3.35       | 3.60       |              |             |             |             |
| Avg inspections per inspector               | 145.98        | 119.19        | 112.24        | 122.41        | 9.1%            | 125.8      | 112.2      | 146.0      |              |             |             |             |
| Avg inspections per inspector per day       | 7.3           | 5.2           | 5.6           | 6.1           | 8.9%            | 6.0        | 5.2        | 7.3        |              |             |             |             |

**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Division of Labor and Industry**

| Safety Inspection - Elevators                                 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | % Change | Avg    | Min    | Max    | Total  | FY09   | FY10   | FY11   |
|---|--------|--------|--------|--------|----------|--------|--------|--------|--------|--------|--------|--------|
| Total Elevators Registered                                    | 21,672 | 21,503 | 21,385 | 21,336 | -0.2%    | 21,474 | 21,336 | 21,672 |        | 21,445 | 21,727 | 21,780 |
| Elevators registered (Private Sector)                         | 17,468 | 17,281 | 17,164 | 17,125 | -0.2%    | 17,260 | 17,125 | 17,468 |        |        | 17,519 | 17,565 |
| Elevators registered (State)                                  | 4,204  | 4,222  | 4,220  | 4,211  | -0.2%    | 4,214  | 4,204  | 4,222  |        |        | 4,208  | 4,215  |
| Total Elevators past due                                      | 1,527  | 1,367  | 1,005  | 1,004  | -0.1%    | 1,226  | 1,004  | 1,527  | 6,000  | 6,000  | 3,452  | 1,715  |
| Total elevators past due (Private Sector)                     | 1,487  | 1,308  | 957    | 922    | -3.7%    | 1,169  | 922    | 1,487  |        |        | 1,798  | 1,657  |
| >61 days past due (Private Sector)                            | 1,248  | 1,071  | 638    | 573    | -10.2%   | 883    | 573    | 1,248  |        |        | 1,357  | 1,469  |
| Total elevators past due (State)                              | 40     | 60     | 49     | 82     | 67.3%    | 58     | 40     | 82     |        |        | 479    | 58     |
| >31 days to 1 year past due (State)                           | 38     | 58     | 45     | 80     | 77.8%    | 55     | 38     | 80     |        |        | 444    | 52     |
| 1 to 2 years past due (State)                                 | 1      | 1      | 3      | 2      | -33.3%   | 2      | 1      | 3      | 652    | 652    | 33     | 6      |
| > 2 years past due (State)                                    | 1      | 1      | 1      | 0      | -100.0%  | 1      | 0      | 1      | 1      | 1      | 2      | 0      |
| Number of authorized 3rd party Inspectors                     | 90     | 90     | 90     | 90     | 0.0%     | 90     | 90     | 90     |        |        | 81     | 88     |
| Total inspections   | 2,865  | 3,142  | 2,713  | 3,843  | 41.7%    | 3,141  | 2,713  | 3,843  | 12,563 | 15,901 | 23,794 | 30,943 |
| Total inspections (Private Sector)                            | 1,884  | 1,903  | 1,818  | 2,511  | 38.1%    | 2,029  | 1,818  | 2,511  | 8,116  |        | 12,877 | 20,730 |
| Total inspections (State)                                     | 981    | 1,239  | 895    | 1,332  | 48.8%    | 1,112  | 895    | 1,332  | 4,447  |        | 10,917 | 10,213 |
| Accidents/Incidents   | 0      | 1      | 1      | 0      | -100.0%  | 1      | 0      | 1      | 2      | 2      | 4      | 4      |
| Complaints  | 15     | 15     | 8      | 6      | -25.0%   | 11     | 6      | 15     | 44     | 33     | 50     | 87     |
| Positions authorized  | 24     | 24     | 24     | 24     | 0.0%     | 24     | 24     | 24     |        | 26     | 25     | 24     |
| Vacant positions  | 3      | 3      | 3      | 3      | 0.0%     | 3      | 3      | 3      | 6      | 6      | 8      | 3      |
| Elevator inspectors (Inspecting)                              | 12.84  | 13.43  | 13.35  | 14.31  | 7.2%     | 13     | 13     | 14     |        |        |        |        |
| AR inspectors (Inspecting elevators)                          | 0.00   | 0.00   | 0.00   | 1.34   | 100%     | 0      | 0      | 1      |        |        |        |        |
| Elevator inspectors (Not-Inspecting)                          | 7.22   | 6.65   | 5.95   | 5.26   | -11.5%   | 6      | 5      | 7      |        |        |        |        |
| Avg inspections per inspector                                 | 76.40  | 92.25  | 67.06  | 85.13  | 26.9%    | 80     | 67     | 92     |        |        |        |        |
| Avg inspections per inspector per day                         | 3.82   | 4.01   | 3.35   | 4.25   | 26.7%    | 4      | 3      | 4      |        |        |        |        |
| Citations   | Jul-11 | Aug-11 | Sep-11 | Oct-11 | % Change | Avg    | Min    | Max    | Total  | FY09   | FY10   | FY11   |
| Citations Issued  | 60     |        |        |        | 0.0%     | 60     | 60     | 60     | 60     |        | 315    | 1,310  |
| Total Citations Issued - running total                        | 1,684  |        |        |        | 0.0%     | 1,684  | 1,684  | 1,684  |        |        |        | 1,624  |
| Inspections Performed as a result of citation - running total | 1,386  |        |        |        | 0.0%     | 1,386  | 1,386  | 1,386  |        |        |        | 1,217  |
| Citation Effectiveness  | 82.30% |        |        |        | 0.0%     | 82%    | 82%    | 82%    |        |        |        | 74.94% |
| Settlements Pending - running total                           | 298    |        |        |        | 0.0%     | 298    | 298    | 298    |        |        |        | 407    |
| % of units pending settlement                                 | 17.70% |        |        |        | 0.0%     | 17.70% | 17.70% | 17.70% |        |        |        | 25.06% |
| Boilers and pressure vessels                                  | Jul-11 | Aug-11 | Sep-11 | Oct-11 | % Change | Avg    | Min    | Max    | Total  | FY09   | FY10   | FY11   |
| Total BPV registered  | 53,092 | 53,028 | 53,031 | 53,002 | -0.1%    | 53,038 | 53,002 | 53,092 |        | 54,763 | 53,562 | 53,083 |
| Total BPV past due  | 2,653  | 2,205  | 1,904  | 2,069  | 8.7%     | 2,208  | 1,904  | 2,653  |        | 9,570  | 8,286  | 3,375  |
| Uninsured past due  | 1,698  | 1,362  | 1,169  | 1,190  | 1.8%     | 1,355  | 1,169  | 1,698  | 6,337  | 6,337  | 3,825  | 2,061  |
| Past due up to 1 year   | 1,548  | 1,327  | 1,232  | 1,494  | 21.3%    | 1,400  | 1,232  | 1,548  |        |        |        | 2,126  |
| 1 to 2 years past due   | 811    | 640    | 514    | 430    | -16.3%   | 599    | 430    | 811    |        | 1,957  | 1,558  | 916    |
| > 2 years past due  | 294    | 244    | 166    | 145    | -12.7%   | 212    | 145    | 294    |        | 2,891  | 1,409  | 333    |
| Total inspections   | 3,312  | 3,305  | 2,276  | 2,012  | -11.6%   | 2,726  | 2,012  | 3,312  | 10,905 | 29,618 | 24,425 | 35,285 |
| AIA inspections total   | 2,847  | 2,705  | 1,835  | 1,534  | -16.4%   | 2,230  | 1,534  | 2,847  | 8,921  | 21,194 | 16,150 | 28,138 |
| State inspections total                                       | 465    | 600    | 441    | 478    | 8.4%     | 496    | 441    | 600    | 1,984  | 8,424  | 8,275  | 7,147  |
| Accidents/Incidents   | 0      | 0      | 0      | 0      | 0.0%     | 0      | 0      | 0      | 0      | 2      | 1      | 1      |
| Complaints  | 0      | 0      | 0      | 0      | 0.0%     | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Positions authorized  | 11     | 11     | 11     | 11     | 0.0%     | 11     | 11     | 11     |        | 13     | 13     | 11     |
| Vacant positions  | 3      | 3      | 3      | 4      | 33.3%    | 3      | 3      | 4      |        | 5      | 3      | 2      |
| BPV inspectors (Inspecting)                                   | 5.67   | 5.47   | 4.97   | 5.01   | 0.8%     | 5.28   | 4.97   | 5.67   |        |        |        |        |
| BPV inspectors (Not-Inspecting)                               | 2.33   | 2.53   | 3.03   | 1.99   | -34.2%   | 2.47   | 1.99   | 3.03   |        |        |        |        |
| Avg inspections per Inspector                                 | 82.00  | 109.69 | 88.66  | 95.41  | 7.6%     | 93.9   | 82.0   | 109.7  |        |        |        |        |
| Avg inspections per inspector per day                         | 4.10   | 4.77   | 4.43   | 4.77   | 7.7%     | 4.5    | 4.1    | 4.8    |        |        |        |        |
| Inspection Import Records Submitted in Time Frame             | 0      | 0      | 0      | 0      | 0.0%     | 0      | 0      | 0      | 0      |        |        | 7,052  |
| Inspection Import Records Rejected in Time Frame              | 0      | 0      | 0      | 0      | 0.0%     | 0      | 0      | 0      | 0      |        |        | 908    |
| Inspection Import Records Pending Admin Review                | 12     | 0      | 0      | 0      | 0.0%     | 3      | 0      | 12     | 12     |        |        | 1,934  |
| Inspection Import Records Processed (in JO) in Time Frame     | 0      | 0      | 0      | 0      | 0.0%     | 0      | 0      | 0      | 0      |        |        | 6,771  |

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| Citations   | Jul-11        | Aug-11        | Sep-11        | Oct-11        | % Change        | Avg      | Min      | Max      | Total        | FY09        | FY10        | FY11        |
|---|---------------|---------------|---------------|---------------|-----------------|----------|----------|----------|--------------|-------------|-------------|-------------|
| Citations Issued  |               |               |               |               | 0.0%            | 0        | 0        | 0        |              |             |             |             |
| Total Citations Issued - running total                              |               |               |               |               | 0.0%            | 0        | 0        | 0        |              |             |             |             |
| Inspections Performed as a result of citation - running total       |               |               |               |               | 0.0%            | 0        | 0        | 0        |              |             |             |             |
| Units removed as a result of citation - running total               |               |               |               |               | 0.0%            | 0        | 0        | 0        |              |             |             |             |
| Units sealed out of service as a result of citation - running total |               |               |               |               | 0.0%            | 0        | 0        | 0        |              |             |             |             |
| Citation Effectiveness  |               |               |               |               | 0.0%            | 0        | 0        | 0        |              |             |             |             |
| Settlements Pending - running total                                 |               |               |               |               | 0.0%            | 0        | 0        | 0        |              |             |             |             |
| % of units pending settlement                                       |               |               |               |               | 0.0%            | 0        | 0        | 0        |              |             |             |             |
| <b>Objects By Company</b>   | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>% Change</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>Total</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
| <b>ACE American Insurance</b>                                       |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 15            | 38            | 48            | 8             | -83.3%          | 27       | 8        | 48       | 109          |             |             | 675         |
| Registered units  | 783           | 757           | 758           | 759           | 0.1%            | 764      | 757      | 783      |              | 973         | 770         |             |
| Past due units  | 0             | 0             | 0             | 0             | 0.0%            | 0        | 0        | 0        | 0            | 1           | 0           |             |
| <b>ARISE Incorporated</b>   |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 46            | 70            | 45            | 55            | 22.2%           | 54       | 45       | 70       | 216          |             |             | 2,406       |
| Registered units  | 2,079         | 2,088         | 2,090         | 2,091         | 0.0%            | 2,087    | 2,079    | 2,091    |              | 4,907       | 2,158       |             |
| Past due units  | 9             | 0             | 1             | 1             | 0.0%            | 3        | 0        | 9        | 173          | 244         | 13          |             |
| <b>Chubb</b>  |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 151           | 180           | 109           | 98            | -10.1%          | 135      | 98       | 180      | 538          |             |             | 1,855       |
| Registered units  | 2,868         | 3,020         | 3,007         | 2,854         | -5.1%           | 2,937    | 2,854    | 3,020    |              | 2,916       | 2,857       |             |
| Past due units  | 2             | 6             | 37            | 54            | 45.9%           | 25       | 2        | 54       | 220          | 145         | 40          |             |
| <b>Cincinnati Insurance</b>   |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 2             | 0             | 0             | 2             | 100%            | 1        | 0        | 2        | 4            |             |             | 104         |
| Registered units  | 207           | 204           | 202           | 207           | 2.5%            | 205      | 202      | 207      |              | 173         | 208         |             |
| Past due units  | 32            | 35            | 21            | 35            | 66.7%           | 31       | 21       | 35       | 24           | 51          | 27          |             |
| <b>CNA Insurance Company</b>  |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 449           | 245           | 96            | 139           | 44.8%           | 232      | 96       | 449      | 929          |             |             | 982         |
| Registered units  | 3,937         | 3,901         | 3,916         | 4,131         | 5.5%            | 3,971    | 3,901    | 4,131    |              | 1,351       | 3,916       |             |
| Past due units  | 1             | 1             | 2             | 1             | -50.0%          | 1        | 1        | 2        | 94           | 158         | 18          |             |
| <b>FM Global</b>  |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 309           | 344           | 268           | 261           | -2.6%           | 296      | 261      | 344      | 1,182        |             |             | 4,846       |
| Registered units  | 7,794         | 7,787         | 7,866         | 7,912         | 0.6%            | 7,840    | 7,787    | 7,912    |              | 7,036       | 7,680       |             |
| Past due units  | 17            | 28            | 52            | 35            | -32.7%          | 33       | 17       | 52       | 26           | 9           | 18          |             |
| <b>Hartford Steam Boiler</b>  |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 782           | 684           | 476           | 274           | -42.4%          | 554      | 274      | 782      | 2,216        |             |             | 6,440       |
| Registered units  | 11,163        | 11,331        | 11,007        | 11,061        | 0.5%            | 11,141   | 11,007   | 11,331   |              | 11,528      | 11,086      |             |
| Past due units  | 809           | 598           | 376           | 384           | 2.1%            | 542      | 376      | 809      | 1,539        | 2,236       | 1,001       |             |
| <b>Hartford Steam Boiler-CT</b>                                     |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 0             | 0             | 0             | 0             | 0.0%            | 0        | 0        | 0        | 0            |             |             | 3           |
| Registered units  | 196           | 196           | 196           | 196           | 0.0%            | 196      | 196      | 196      |              | 199         | 197         |             |
| Past due units  | 1             | 54            | 91            | 110           | 20.9%           | 64       | 1        | 110      | 29           | 176         | 0           |             |
| <b>Liberty Mutual Insurance Co</b>                                  |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 194           | 211           | 40            | 41            | 2.5%            | 122      | 40       | 211      | 486          |             |             | 622         |
| Registered units  | 1,191         | 1,174         | 1,234         | 1,234         | 0.0%            | 1,208    | 1,174    | 1,234    |              | 205         | 1,234       |             |
| Past due units  | 3             | 4             | 5             | 4             | -20.0%          | 4        | 3        | 5        |              | 45          | 44          |             |
| <b>National Union Fire Insurance</b>                                |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 0             | 0             | 0             | 0             | 0.0%            | 0        | 0        | 0        | 0            |             |             | 2           |
| Registered units  | 20            | 20            | 20            | 20            | 0.0%            | 20       | 20       | 20       |              | 20          | 20          |             |
| Past due units  | 0             | 0             | 0             | 0             | 0.0%            | 0        | 0        | 0        | 0            | 0           | 0           |             |
| <b>Sasol North America Inc.</b>                                     |               |               |               |               |                 |          |          |          |              |             |             |             |
| Inspections conducted   | 0             | 0             | 0             | 0             | 0.0%            | 0        | 0        | 0        | 0            |             |             | 2           |
| Registered units  | 2             | 2             | 2             | 2             | 0.0%            | 2        | 2        | 2        |              | 155         | 3           |             |
| Past due units  | 0             | 0             | 0             | 0             | 0.0%            | 0        | 0        | 0        | 5            | 54          | 0           |             |

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|   |       |       |       |      |         |       |       |       |       |       |
|---|-------|-------|-------|------|---------|-------|-------|-------|-------|-------|
| <b>XL Insurance America (formerly Seneca)</b>       |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 55    | 0     | 0     | 0    | 0.0%    | 14    | 0     | 55    | 55    |       |
| Registered units                                    | 319   | 319   | 315   | 317  | 0.6%    | 318   | 315   | 319   |       | 112   |
| Past due units                                      | 6     | 6     | 6     | 6    | 0.0%    | 6     | 6     | 6     |       | 279   |
| <b>Travelers</b>                                    |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 174   | 125   | 150   | 195  | 30.0%   | 161   | 125   | 195   | 644   |       |
| Registered units                                    | 4,337 | 4,420 | 4,493 | 4479 | -0.3%   | 4,432 | 4,337 | 4,493 |       | 3,200 |
| Past due units                                      | 67    | 97    | 84    | 56   | -33.3%  | 76    | 56    | 97    |       | 4,646 |
| <b>Zurich American Insurance</b>                    |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 429   | 386   | 291   | 312  | 7.2%    | 355   | 291   | 429   | 1,418 |       |
| Registered units                                    | 6,731 | 6,601 | 6,595 | 6621 | 0.4%    | 6,637 | 6,595 | 6,731 |       | 3,679 |
| Past due units                                      | 1     | 11    | 47    | 105  | 123.4%  | 41    | 1     | 105   |       | 6,694 |
| <b>Insparisk - non-insurer</b>                      |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 143   | 224   | 218   | 114  | -47.7%  | 175   | 114   | 224   | 699   |       |
| Registered units                                    | 17    | 2     | 8     | 13   | 62.5%   | 10    | 2     | 17    |       | 1,157 |
| Past due units                                      | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     |       | 7     |
| <b>OneCIS Insurance Co - non-insurer</b>            |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 3     | 0     | 7     | 3    | -57.1%  | 3     | 0     | 7     | 13    |       |
| Registered units                                    | 83    | 0     | 30    | 31   | 3.3%    | 36    | 0     | 83    |       | 271   |
| Past due units                                      | 2     | 3     | 2     | 0    | -100.0% | 2     | 0     | 3     |       | 98    |
| <b>ABS Group, Inc - non-insurer</b>                 |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     | 0     |       |
| Registered units                                    | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     |       | 0     |
| Past due units                                      | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     |       | 0     |
| <b>American Boiler Insp Svcs, Inc - non-insurer</b> |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 40    | 61    | 70    | 29   | -58.6%  | 50    | 29    | 70    | 200   |       |
| Registered units                                    | 18    | 21    | 21    | 21   | 0.0%    | 20    | 18    | 21    |       | 454   |
| Past due units                                      | 0     | 0     | 2     | 2    | 0.0%    | 1     | 0     | 2     |       | 0     |
| <b>Mutual Boiler - non-insurer</b>                  |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     | 0     |       |
| Registered units                                    | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     |       | 0     |
| Past due units                                      | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     |       | 0     |
| <b>RMF Engineering - non-insurer</b>                |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 32    | 4     | 7     | 3    | -57.1%  | 12    | 3     | 32    | 46    |       |
| Registered units                                    | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     |       | 155   |
| Past due units                                      | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     |       | 0     |
| <b>Damarc Quality Inspection - non-insurer</b>      |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     | 0     |       |
| Registered units                                    | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     |       | 0     |
| Past due units                                      | 0     | 0     | 0     | 0    | 0.0%    | 0     | 0     | 0     |       | 0     |
| <b>Atlantic Services - non-insurer</b>              |       |       |       |      |         |       |       |       |       |       |
| Inspections conducted                               | 0     | 0     | 3     | 0    | -100.0% | 1     | 0     | 3     | 3     |       |
| Registered units                                    | 7     | 4     | 4     | 4    | 0.0%    | 5     | 4     | 7     |       | 18    |
| Past due units                                      | 0     | 0     | 1     | 1    | 0.0%    | 1     | 0     | 1     |       | 0     |

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| MOSH   | Jul-11 | Aug-11 | Sep-11 | Oct-11 | % Change | Avg   | Min   | Max   | Total | FY09  | FY10  | FY11  |
|--|--------|--------|--------|--------|----------|-------|-------|-------|-------|-------|-------|-------|
| Inspector positions authorized   | 60     | 60     | 60     | 60     | 0.0%     | 60    | 60    | 60    | 240   | 57    | 56    | 683   |
| Inspectors (current)   | 56     | 56     | 55     | 55     | 0.0%     | 56    | 55    | 56    | 222   | 53    | 50    | 632   |
| Voluntary compliance sites   | 0      | 4      | 0      | 0      | 0.0%     | 1     | 0     | 4     | 4     | 18    | 7     | 5     |
| Investigations/Inspections   | 133    | 123    | 146    | 105    | -28.1%   | 127   | 105   | 146   | 507   | 1,598 | 1,210 | 1,819 |
| 3 year average # of investigations/inspections                                 | 169    | 170    | 121    | 128    | 5.8%     | 147   | 121   | 170   |       |       |       |       |
| Monthly goal: # of inspections   | 110    | 110    | 100    | 125    | 25.0%    | 111   | 100   | 125   |       |       |       |       |
| % of monthly goal completed  | 121%   | 112%   | 146%   | 84%    | -42.5%   | 116%  | 84%   | 146%  |       |       |       |       |
| Violations   | 635    | 427    | 664    | 497    | -25.2%   | 556   | 427   | 664   | 2,223 | 7,319 | 5,926 | 6,837 |
| Training classes   | 8      | 13     | 9      | 7      | -22.2%   | 9     | 7     | 13    | 37    | 96    | 95    | 105   |
| Training participants  | 227    | 240    | 125    | 133    | 6.4%     | 181   | 125   | 240   | 725   | 2,556 | 2,222 | 2,267 |
| Other Persons Affected   | 63     | 508    | 312    | 413    | 32.4%    | 324   | 63    | 508   | 1,296 | 5,563 | 3,136 | 4,617 |
| % complaints initiated w/in 5 days (maintain at 95%)                           | 100%   | 100%   | 100%   | 100%   | 0.0%     | 100%  | 100%  | 100%  |       |       |       |       |
| Accidents investigated   | 5      | 5      | 5      | 1      | -80.0%   | 4     | 1     | 5     | 16    | 121   | 93    | 55    |
| Fatalities investigated  | 2      | 3      | 2      | 0      | -100.0%  | 2     | 0     | 3     | 7     | 27    | 18    | 21    |
| % fatalities investigated <1 day (maintain at =>95%)                           | 100%   | 100%   | 100%   | 0.00%  | -100.0%  | 75%   | 0%    | 100%  |       | 100%  |       |       |
| Discrimination complaints completed  | 2      | 0      | 3      | 4      | 33.3%    | 2     | 0     | 4     | 9     | 16    | 22    | 26    |
| Discrimination complaints completed in 90 days (of those completed that month) | 0      | 0      | 0      | 3      | 100%     | 1     | 0     | 3     | 3     |       |       | 11    |
| % Discrimination complaints completed in 90 days                               | 39%    | 39%    | 34%    | 75%    | 117.5%   | 47%   | 34%   | 75%   |       |       |       |       |
| # of discrimination cases open beyond 90 days                                  | 19     | 19     | 16     | 18     | 12.5%    | 18    | 16    | 19    | 72    |       |       | 194   |
| # of Discrimination Cases Opened with in the month                             | 0      | 0      | 1      | 0      | -100.0%  | 0     | 0     | 1     | 1     |       |       |       |
| Total # of Discrimination cases opened   | 0      | 21     | 20     | 22     | 10.0%    | 16    | 0     | 22    |       |       |       |       |
| Consultation Safety  | 16     | 15     | 14     | 15     | 7.1%     | 15    | 14    | 16    | 60    | 160   | 146   | 180   |
| Consultation Health  | 4      | 0      | 4      | 2      | -50.0%   | 3     | 0     | 4     | 10    | 107   | 89    | 73    |
| Apprenticeship and training  | Jul-11 | Aug-11 | Sep-11 | Oct-11 | % Change | Avg   | Min   | Max   | Total | FY09  | FY10  | FY11  |
| Active Programs Registered   | 136    | 138    | 137    | 138    | 0.7%     | 137   | 136   | 138   |       | 185   | 164   | 135   |
| Inactive Programs Registered   | 299    | 297    | 298    | 297    | -0.3%    | 298   | 297   | 299   |       | 304   | 324   | 308   |
| Total Programs Registered  | 435    | 435    | 435    | 435    | 0.0%     | 435   | 435   | 435   |       | 489   | 488   | 438   |
| Programs Cancelled   | 6      | 0      | 1      | 0      | -100.0%  | 2     | 0     | 6     | 7     |       |       | 58    |
| Program Reviews  | 8      | 0      | 4      | 0      | -100.0%  | 3     | 0     | 8     | 12    | 41    | 50    | 68    |
| Program Review Benchmark   | 7      | 0      | 7      | 0      | -100.0%  | 4     | 0     | 7     | 14    | 9     | 9     | 77    |
| Overdue Program Reviews  | 60     | 56     | 57     | 57     | 0.0%     | 58    | 56    | 60    | 230   |       |       | 438   |
| Participating Employers  | 3,157  | 3,168  | 3,188  | 3,199  | 0.3%     | 3,178 | 3,157 | 3,199 |       | 3,135 | 3,165 | 3,155 |
| Information Referral Services  | 88     | 92     | 113    | 107    | -5.3%    | 100   | 88    | 113   | 400   |       |       | 416   |
| Apprenticeship Sponsor technical assistance                                    | 68     | 67     | 63     | 71     | 12.7%    | 67    | 63    | 71    | 269   | 674   | 1,044 | 760   |
| Program Development Projects Initiated   | 5      | 3      | 7      | 3      | -57.1%   | 5     | 3     | 7     | 18    |       |       | 19    |
| New Programs Registered  | 3      | 0      | 1      | 0      | -100.0%  | 1     | 0     | 3     | 4     |       |       | 9     |
| New Construction Programs Registered   | 3      | 0      | 0      | 0      | 0.0%     | 1     | 0     | 3     | 3     |       |       | 7     |
| New Non-Construction Programs Registered                                       | 0      | 0      | 1      | 0      | -100.0%  | 0     | 0     | 1     | 1     |       |       | 2     |
| Programs Reactivated   | 0      | 0      | 0      | 0      | 0.0%     | 0     | 0     | 0     | 0     |       |       | 0     |
| Program Revisions Registered   | 5      | 3      | 5      | 2      | -60.0%   | 4     | 2     | 5     | 15    |       |       | 11    |
| Total apprentices registered   | 8,117  | 8,241  | 8,324  | 8,239  | -1.0%    | 8,230 | 8,117 | 8,324 |       | 9,487 | 9,209 | 8,065 |
| Total # minority apprentices   | 2,999  | 3,008  | 3,011  | 2,987  | -0.8%    | 3,001 | 2,987 | 3,011 |       | 3,623 | 3,474 | 2,951 |
| Total # women apprentices  | 316    | 315    | 305    | 300    | -1.6%    | 309   | 300   | 316   |       | 446   | 430   | 318   |
| New Apprentices Registered   | 243    | 358    | 405    | 194    | -52.1%   | 300   | 194   | 405   | 1,200 |       |       | 1,922 |
| Total apprentice graduates   | 81     | 47     | 135    | 178    | 31.9%    | 110   | 47    | 178   | 441   | 1,044 | 1,142 | 1,457 |
| Minority apprentice graduates  | 20     | 17     | 70     | 46     | -34.3%   | 38    | 17    | 70    | 153   | 331   | 402   | 447   |
| Women apprentice graduates   | 0      | 1      | 9      | 1      | -88.9%   | 3     | 0     | 9     | 11    | 34    | 27    | 65    |
| Total apprentices cancelled  | 110    | 187    | 187    | 101    | -46.0%   | 146   | 101   | 187   | 585   |       |       | 1,609 |
| Field representatives  | 1      | 1      | 1      | 1      | 0.0%     | 1     | 1     | 1     |       | 4     | 2     | 1     |
| Apprenticeship Sponsor Contacts  | 24     | 32     | 32     | 9      | -71.9%   | 24    | 9     | 32    | 97    |       |       | 205   |
| Local Workforce Contacts   | 15     | 40     | 38     | 35     | -7.9%    | 32    | 15    | 40    | 128   |       |       | 304   |
| All Other Contacts   | 62     | 137    | 142    | 95     | -33.1%   | 109   | 62    | 142   | 436   |       |       | 406   |
| Apprenticeship Sponsor Events  | 1      | 2      | 2      | 3      | 50.0%    | 2     | 1     | 3     | 8     |       |       | 13    |
| Local Workforce Events   | 1      | 6      | 7      | 5      | -28.6%   | 5     | 1     | 7     | 19    |       |       | 26    |
| All Other Events   | 2      | 0      | 3      | 6      | 100.0%   | 3     | 0     | 6     | 11    |       |       | 93    |
| # of One Stop Customers Referred to Program                                    | 0      | 6      | 5      | 1      | -80.0%   | 3     | 0     | 6     | 12    |       |       | 88    |
| # of One Stop Customers Registered in a Program or on a Program Waiting List   | 0      | 0      | 0      | 0      | 0.0%     | 0     | 0     | 0     | 0     |       |       | 0     |



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|--|--------------------------|--------|--------|--------|----------|---------------------|--------|--------|-------|---------------|--------|--------|
|  | Jul-11                   | Aug-11 | Sep-11 | Oct-11 | % Change | Avg                 | Min    | Max    | Total | FY09          | FY10   | FY11   |
| <b>LICENSE TOTALS</b>                      |                          |        |        |        |          |                     |        |        |       |               |        |        |
| Architects                                 | 6,315                    | 6,342  | 6,318  | 6,386  | 1.1%     | 6,340               | 6,315  | 6,386  |       | 6,102         | 6,241  | 6,323  |
| Athletic                                   | 696                      | 726    | 629    | 618    | -1.7%    | 667                 | 618    | 726    |       |               | 760    | 705    |
| Barbers                                    | 6,368                    | 6,398  | 6,380  | 6,362  | -0.3%    | 6,377               | 6,362  | 6,398  |       | 6,267         | 6,364  | 6,404  |
| Bay Pilots                                 | 73                       | 73     | 73     | 73     | 0.0%     | 73                  | 73     | 73     |       | 65            | 72     | 73     |
| Cemetery Oversight                         | 1,263                    | 1,286  | 1,282  | 1,268  | -1.1%    | 1,275               | 1,263  | 1,286  |       | 1,340         | 1,328  | 1,266  |
| Certified Interior Design                  | 319                      | 316    | 315    | 315    | 0.0%     | 316                 | 315    | 319    |       | 315           | 310    | 321    |
| Certified Public Accountants               | 20,015                   | 20,029 | 20,022 | 19,984 | -0.2%    | 20,013              | 19,984 | 20,029 |       | 19,736        | 19,922 | 19,991 |
| Cosmetologists                             | 47,529                   | 47,661 | 47,675 | 47,656 | 0.0%     | 47,630              | 47,529 | 47,675 |       | 47,977        | 47,145 | 47,520 |
| Stationary Engineers                       | 6,145                    | 6,139  | 6,102  | 6,093  | -0.1%    | 6,120               | 6,093  | 6,145  |       | 6,399         | 6,160  | 6,164  |
| Foresters                                  | 209                      | 208    | 209    | 209    | 0.0%     | 209                 | 208    | 209    |       | 192           | 200    | 209    |
| Home Improvement                           | 27,237                   | 27,283 | 27,203 | 27,037 | -0.6%    | 27,190              | 27,037 | 27,283 |       | 27,233        | 27,521 | 27,341 |
| HVACR Contractors                          | 18,882                   | 18,948 | 18,932 | 18,734 | -1.0%    | 18,874              | 18,734 | 18,948 |       | 17,296        | 17,861 | 18,925 |
| Landscape Architects                       | 1,007                    | 1,004  | 1,002  | 997    | -0.5%    | 1,003               | 997    | 1,007  |       | 990           | 1,006  | 1,011  |
| Land Surveyors                             | 1,044                    | 1,042  | 1,041  | 1,042  | 0.1%     | 1,042               | 1,041  | 1,044  |       | 997           | 1,019  | 1,042  |
| Master Electricians                        | 5,131                    | 5,144  | 5,146  | 5,122  | -0.5%    | 5,136               | 5,122  | 5,146  |       | 4,957         | 5,090  | 5,131  |
| Plumbers                                   | 13,314                   | 13,283 | 13,201 | 13,120 | -0.6%    | 13,230              | 13,120 | 13,314 |       | 13,723        | 13,430 | 13,410 |
| Precious Metal Dealers & Pawnbrokers       | 604                      | 600    | 604    | 605    | 0.2%     | 603                 | 600    | 605    |       | 412           | 550    | 601    |
| Professional Engineers                     | 21,728                   | 21,784 | 21,841 | 21,868 | 0.1%     | 21,805              | 21,728 | 21,868 |       | 19,492        | 20,744 | 21,643 |
| Real Estate                                | 41,268                   | 41,102 | 40,859 | 40,505 | -0.9%    | 40,934              | 40,505 | 41,268 |       | 48,920        | 44,404 | 41,499 |
| Real Estate Appraisers and Home Inspectors | 3,875                    | 3,875  | 3,843  | 3,818  | -0.7%    | 3,853               | 3,818  | 3,875  |       | 5,144         | 4,349  | 3,891  |
| Sports Agents                              | 28                       | 28     | 28     | 28     | 0.0%     | 28                  | 28     | 28     |       |               | 28     | 28     |
| <b>NEW LICENSES</b>                        |                          |        |        |        |          |                     |        |        |       |               |        |        |
| Architects                                 | 15                       | 45     | 5      | 62     | 1140.0%  | 32                  | 5      | 62     | 127   | 385           | 365    | 380    |
| Athletic                                   | 14                       | 17     | 8      | 35     | 337.5%   | 19                  | 8      | 35     | 74    |               | 201    | 437    |
| Barbers                                    | 46                       | 57     | 29     | 56     | 93.1%    | 47                  | 29     | 57     | 188   | 550           | 609    | 598    |
| Bay Pilots                                 | 3                        | 0      | 0      | 0      | 0.0%     | 1                   | 0      | 3      | 3     | 12            | 33     | 20     |
| Cemetery Oversight                         | 24                       | 42     | 16     | 9      | -43.8%   | 23                  | 9      | 42     | 91    | 512           | 320    | 348    |
| Certified Interior Design                  | 0                        | 1      | 5      | 1      | -80.0%   | 2                   | 0      | 5      | 7     | 24            | 24     | 24     |
| Certified Public Accountants               | 57                       | 59     | 20     | 50     | 150.0%   | 47                  | 20     | 59     | 186   | 589           | 629    | 614    |
| Cosmetologists                             | 338                      | 342    | 253    | 278    | 9.9%     | 303                 | 253    | 342    | 1,211 | 3,855         | 3,429  | 3,552  |
| Stationary Engineers                       | 14                       | 17     | 10     | 16     | 60.0%    | 14                  | 10     | 17     | 57    | 214           | 201    | 204    |
| Foresters                                  | 0                        | 1      | 0      | 2      | 0.0%     | 1                   | 0      | 2      | 3     | 9             | 8      | 9      |
| Home Improvement                           | 184                      | 222    | 154    | 150    | -2.6%    | 178                 | 150    | 222    | 710   | 2,992         | 2,562  | 2,624  |
| HVACR Contractors                          | 262                      | 275    | 282    | 283    | 0.4%     | 276                 | 262    | 283    | 1,102 | 2,612         | 3,027  | 3,227  |
| Landscape Architects                       | 0                        | 0      | 2      | 5      | 150.0%   | 2                   | 0      | 5      | 7     | 57            | 54     | 44     |
| Land Surveyors                             | 1                        | 3      | 2      | 5      | 150.0%   | 3                   | 1      | 5      | 11    | 30            | 65     | 48     |
| Master Electricians                        | 20                       | 24     | 15     | 17     | 13.3%    | 19                  | 15     | 24     | 76    | 307           | 289    | 246    |
| Plumbers                                   | 138                      | 144    | 97     | 128    | 32.0%    | 127                 | 97     | 144    | 507   | 1,681         | 1,626  | 1,539  |
| Precious Metal Dealers & Pawnbrokers       | 11                       | 2      | 11     | 11     | 0.0%     | 9                   | 2      | 11     | 35    | 123           | 199    | 120    |
| Professional Engineers                     | 112                      | 107    | 61     | 79     | 29.5%    | 90                  | 61     | 112    | 359   | 1,241         | 1,688  | 1,450  |
| Real Estate                                | 271                      | 331    | 248    | 288    | 16.1%    | 285                 | 248    | 331    | 1,138 | 6,629         | 4,356  | 3,903  |
| Real Estate Appraisers and Home Inspectors | 14                       | 18     | 6      | 12     | 100.0%   | 13                  | 6      | 18     | 50    | 370           | 233    | 205    |
| Sports Agents                              | 0                        | 0      | 0      | 0      | 0.0%     | 0                   | 0      | 0      | 0     |               |        |        |



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|--|--------------------------|--------|--------|--------|----------|---------------------|-------|-------|-------|---------------|--------|--------|
|  | Jul-11                   | Aug-11 | Sep-11 | Oct-11 | % Change | Avg                 | Min   | Max   | Total | FY09          | FY10   | FY11   |
| <b>LICENSE RENEWALS - RATE</b>             |                          |        |        |        |          |                     |       |       |       |               |        |        |
| Architects                                 | 79%                      | 70%    | 82%    | 71%    | -13.4%   | 76%                 | 70%   | 82%   |       |               |        |        |
| Barbers                                    | 62%                      | 67%    | 69%    | 60%    | -13.0%   | 65%                 | 60%   | 69%   |       |               |        |        |
| Bay Pilots                                 | 0%                       | 0%     | 100%   | 0%     | -100.0%  | 25%                 | 0%    | 100%  |       |               |        |        |
| Certified Interior Design                  | 87%                      | 57%    | 58%    | 82%    | 41.4%    | 71%                 | 57%   | 87%   |       |               |        |        |
| Certified Public Accountants               | 86%                      | 84%    | 89%    | 84%    | -5.6%    | 86%                 | 84%   | 89%   |       |               |        |        |
| Cosmetologists                             | 70%                      | 69%    | 72%    | 69%    | -4.2%    | 70%                 | 69%   | 72%   |       |               |        |        |
| Stationary Engineers                       | 79%                      | 81%    | 84%    | 80%    | -4.8%    | 81%                 | 79%   | 84%   |       |               |        |        |
| Foresters                                  | 100%                     | 86%    | 100%   | 0%     | -100.0%  | 72%                 | 0%    | 100%  |       |               |        |        |
| Home Improvement                           | 63%                      | 63%    | 66%    | 60%    | -9.1%    | 63%                 | 60%   | 66%   |       |               |        |        |
| HVACR Contractors                          | 45%                      | 44%    | 46%    | 62%    | 34.8%    | 49%                 | 44%   | 62%   |       |               |        |        |
| Landscape Architects                       | 77%                      | 75%    | 82%    | 75%    | -8.5%    | 77%                 | 75%   | 82%   |       |               |        |        |
| Land Surveyors                             | 92%                      | 64%    | 73%    | 45%    | -38.4%   | 69%                 | 45%   | 92%   |       |               |        |        |
| Master Electricians                        | 78%                      | 77%    | 74%    | 78%    | 5.4%     | 77%                 | 74%   | 78%   |       |               |        |        |
| Plumbers                                   | 51%                      | 52%    | 53%    | 51%    | -3.8%    | 52%                 | 51%   | 53%   |       |               |        |        |
| Precious Metal Dealers & Pawnbrokers       | 52%                      | 59%    | 61%    | 53%    | -13.1%   | 56%                 | 52%   | 61%   |       |               |        |        |
| Professional Engineers                     | 81%                      | 76%    | 85%    | 78%    | -8.2%    | 80%                 | 76%   | 85%   |       |               |        |        |
| Real Estate                                | 65%                      | 64%    | 65%    | 63%    | -3.1%    | 64%                 | 63%   | 65%   |       |               |        |        |
| Real Estate Appraisers and Home Inspectors | 23%                      | 30%    | 31%    | 33%    | 6.5%     | 29%                 | 23%   | 33%   |       |               |        |        |
| Cemetery Oversight                         | 14%                      | 27%    | 25%    | 33%    | 32.0%    | 25%                 | 14%   | 33%   |       |               |        |        |
| <b>LICENSE RENEWALS-RAW DATA</b>           |                          |        |        |        |          |                     |       |       |       |               |        |        |
| Architects                                 | 213                      | 249    | 214    | 293    | 36.9%    | 242                 | 213   | 293   | 969   | 2,188         | 2,889  | 2,912  |
| Barbers                                    | 245                      | 292    | 254    | 241    | -5.1%    | 258                 | 241   | 292   | 1,032 | 2,335         | 2,564  | 3,086  |
| Bay Pilots                                 | 2                        | 1      | 1      | 0      | -100.0%  | 1                   | 0     | 2     | 4     | 50            | 50     | 0      |
| Certified Interior Design                  | 13                       | 19     | 31     | 21     | -32.3%   | 21                  | 13    | 31    | 84    | 100           | 148    | 138    |
| Certified Public Accountants               | 804                      | 826    | 816    | 906    | 11.0%    | 838                 | 804   | 906   | 3,352 | 7,231         | 9,667  | 9,781  |
| Cosmetologists                             | 1,919                    | 1,951  | 1,844  | 2,010  | 9.0%     | 1,931               | 1,844 | 2,010 | 7,724 | 16,519        | 21,732 | 22,115 |
| Stationary Engineers                       | 238                      | 285    | 282    | 287    | 1.8%     | 273                 | 238   | 287   | 1,092 | 2,008         | 3,357  | 2,568  |
| Foresters                                  | 5                        | 2      | 3      | 4      | 33.3%    | 4                   | 2     | 5     | 14    | 147           | 36     | 149    |
| Home Improvement                           | 972                      | 1,098  | 1,149  | 1,042  | -9.3%    | 1,065               | 972   | 1,149 | 4,261 | 10,370        | 11,556 | 13,197 |
| HVACR Contractors                          | 574                      | 1,076  | 899    | 708    | -21.2%   | 814                 | 574   | 1,076 | 3,257 | 4,931         | 7,426  | 6,667  |
| Landscape Architects                       | 29                       | 52     | 49     | 40     | -18.4%   | 43                  | 29    | 52    | 170   | 368           | 477    | 462    |
| Land Surveyors                             | 26                       | 16     | 11     | 19     | 72.7%    | 18                  | 11    | 26    | 72    | 318           | 486    | 433    |
| Master Electricians                        | 240                      | 218    | 220    | 237    | 7.7%     | 229                 | 218   | 240   | 915   | 2,131         | 2,488  | 2,776  |
| Plumbers                                   | 505                      | 517    | 470    | 615    | 30.9%    | 527                 | 470   | 615   | 2,107 | 4,376         | 5,598  | 5,561  |
| Precious Metal Dealers & Pawnbrokers       | 21                       | 13     | 27     | 14     | -48.1%   | 19                  | 13    | 27    | 75    | 93            | 187    | 151    |
| Professional Engineers                     | 602                      | 659    | 649    | 562    | -13.4%   | 618                 | 562   | 659   | 2,472 | 5,821         | 7,872  | 8,289  |
| Real Estate                                | 2,119                    | 2,124  | 1,906  | 2,409  | 26.4%    | 2,140               | 1,906 | 2,409 | 8,558 | 24,147        | 27,764 | 25,953 |
| Real Estate Appraisers and Home Inspectors | 48                       | 55     | 82     | 63     | -23.2%   | 62                  | 48    | 82    | 248   | 629           | 1,601  | 1,205  |
| Cemetery Oversight                         | 12                       | 46     | 31     | 29     | -6.5%    | 30                  | 12    | 46    | 118   | 208           | 285    | 363    |
| <b>HOME IMPROVEMENT</b>                    |                          |        |        |        |          |                     |       |       |       |               |        |        |
| <b>New Complaints and Claims</b>           |                          |        |        |        |          |                     |       |       |       |               |        |        |
| Claims Received                            | 18                       | 23     | 16     | 28     | 75.0%    | 21                  | 16    | 28    | 85    |               | 325    | 250    |
| Complaints Received                        | 105                      | 149    | 163    | 155    | -4.9%    | 143                 | 105   | 163   | 572   | 1,839         | 1,601  | 1,504  |
| Licensed                                   | 53                       | 88     | 113    | 103    | -8.8%    | 89                  | 53    | 113   | 357   | 1,046         | 963    | 883    |
| Unlicensed                                 | 54                       | 61     | 50     | 52     | 4.0%     | 54                  | 50    | 61    | 217   | 793           | 638    | 621    |



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|--|--------------------------|-----------|-----------|-----------|----------|---------------------|---------|---------|---------|---------------|-------------|-------------|
|  | Jul-11                   | Aug-11    | Sep-11    | Oct-11    | % Change | Avg                 | Min     | Max     | Total   | FY09          | FY10        | FY11        |
| <b>Open Complaints/Claims</b>            |                          |           |           |           |          |                     |         |         |         |               |             |             |
| Intake/Pre Investigation                 | 42                       | 41        | 10        | 9         | -10.0%   | 26                  | 9       | 42      |         |               |             |             |
| Mediation                                | 21                       | 18        | 9         | 8         | -11.1%   | 14                  | 8       | 21      |         |               |             |             |
| Pending Response to Order                | 46                       | 40        | 23        | 11        | -52.2%   | 30                  | 11      | 46      | 120     |               |             | 452         |
| Pending Show Cause Hearings              | 3                        | 3         | 6         | 4         | -33.3%   | 4                   | 3       | 6       |         |               |             |             |
| No. Show Cause Hearings Held             | 0                        | 0         | 2         | 2         | 0.0%     | 1                   | 0       | 2       | 4       |               | 2           | 2           |
| Under Investigation                      | 410                      | 457       | 530       | 598       | 12.8%    | 499                 | 410     | 598     |         |               |             |             |
| Total Through Investigatory Step         | 522                      | 559       | 580       | 632       | 9.0%     | 573                 | 522     | 632     |         |               |             |             |
| Post Investigation Claims Review         | 68                       | 34        | 30        | 15        | -50.0%   | 37                  | 15      | 68      |         |               |             |             |
| Waiting To Be Sent to OAH                | 109                      | 140       | 110       | 139       | 26.4%    | 125                 | 109     | 140     |         |               |             |             |
| Pending Hearing/Decision At OAH          | 152                      | 157       | 165       | 170       | 3.0%     | 161                 | 152     | 170     |         |               |             |             |
| Post OAH                                 | 112                      | 101       | 125       | 85        | -32.0%   | 106                 | 85      | 125     |         |               |             |             |
| Total Post Investigation lines (102-105) | 441                      | 432       | 430       | 443       | 3.0%     | 437                 | 430     | 443     |         |               |             |             |
| Total Open Complaints (lines 101 + 106)  | 963                      | 991       | 1,019     | 1,086     | 6.6%     | 1,015               | 963     | 1,086   |         |               |             |             |
| Total Open Claims                        | 579                      | 582       | 574       | 578       | 0.7%     | 578                 | 574     | 582     |         |               |             |             |
| Average Caseload                         | 68                       | 76        | 88        | 100       | 13.6%    | 83                  | 68      | 100     |         |               |             |             |
| Number Investigators                     | 6                        | 6         | 6         | 6         | 0.0%     | 6                   | 6       | 6       |         |               |             |             |
| <b>Closed Investigations</b>             |                          |           |           |           |          |                     |         |         |         |               |             |             |
| Investigations completed                 | 155                      | 108       | 130       | 179       | 37.7%    | 143                 | 108     | 179     | 572     | 2,606         | 2,141       | 1,687       |
| ADR                                      | 117                      | 68        | 64        | 88        | 37.5%    | 84                  | 64      | 117     | 337     |               | 878         | 936         |
| Disciplinary Actions                     | 4                        | 3         | 5         | 6         | 20.0%    | 5                   | 3       | 6       | 18      |               | 70          | 99          |
| Investigation time to resolution in Days | 58                       | 49        | 54        | 68        | 25.9%    | 57                  | 49      | 68      |         |               |             |             |
| <b>Criminal Court Activity</b>           |                          |           |           |           |          |                     |         |         |         |               |             |             |
| Complaints Referred for Prosecution      | 24                       | 10        | 12        | 21        | 75.0%    | 17                  | 10      | 24      | 67      |               | 368         | 331         |
| Prosecutions                             | 75                       | 46        | 67        | 41        | -38.8%   | 57                  | 41      | 75      | 229     |               | 961         | 864         |
| No. of contractors found guilty          | 20                       | 7         | 13        | 7         | -46.2%   | 12                  | 7       | 20      | 47      |               | 246         | 211         |
| No. of contractors ordered pay restitut. | 30                       | 15        | 16        | 9         | -43.8%   | 18                  | 9       | 30      | 70      |               | 294         | 255         |
| <b>Monetary Amounts</b>                  |                          |           |           |           |          |                     |         |         |         |               |             |             |
| Monetary Settlement by Investigators     | \$33,326                 | \$17,772  | \$31,543  | \$49,559  | 57.1%    | 33,050              | 17,772  | 49,559  | 132,200 |               | \$328,818   | \$224,491   |
| Court-Ordered Restitution                | \$155,598                | \$79,514  | \$80,252  | \$52,467  | -34.6%   | 91,958              | 52,467  | 155,598 | 367,831 |               | \$2,348,794 | \$1,565,822 |
| Total Monetary Amount                    | \$188,924                | \$97,286  | \$111,195 | \$102,026 | -8.2%    | 124,858             | 97,286  | 188,924 | 499,431 |               | \$2,677,612 | \$1,790,303 |
| <b>Guaranty Fund</b>                     |                          |           |           |           |          |                     |         |         |         |               |             |             |
| Guaranty Fund Awards                     | \$82,433                 | \$72,191  | \$83,749  | \$56,510  | -32.5%   | 73,721              | 56,510  | 83,749  | 294,883 |               | #####       | \$1,697,184 |
| Guaranty Fund Reimbursements (CCU)       | \$3,713                  | \$5,282   | \$0       | \$9,392   | 0.0%     | 4,597               | 0       | 9,392   | 18,387  |               | \$105,016   | \$89,163    |
| Guaranty Fund Reimbursements (MHIC)      | \$4,300                  | \$0       | \$20,000  | \$850     | -95.8%   | 6,288               | 0       | 20,000  | 25,150  |               |             | \$273,296   |
| Guarantee Fund Balance                   | \$618,374                | \$648,397 | \$701,811 | \$745,369 | 6.2%     | 678,488             | 618,374 | 745,369 |         |               |             |             |



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Department of Labor, Licensing and Regulation  
Division of Occupational and Professional Licensing

| OCC. & PROF. LICENSING                   | MONTHLY REPORTING PERIOD |         |         |        |          | Fiscal Year To Date |        |        |        | FY COMPARISON |          |          |
|--|--------------------------|---------|---------|--------|----------|---------------------|--------|--------|--------|---------------|----------|----------|
|  | Jul-11                   | Aug-11  | Sep-11  | Oct-11 | % Change | Avg                 | Min    | Max    | Total  | FY09          | FY10     | FY11     |
| <b>Licensing Activity</b>                |                          |         |         |        |          |                     |        |        |        |               |          |          |
| Current Licenses Total                   | 27,220                   | 27,270  | 27,177  | 27,064 | -0.4%    | 27,183              | 27,064 | 27,270 |        |               |          |          |
| Contractor/Salesperson                   | 15,459                   | 15,447  | 15,401  | 15,331 | -0.5%    | 15,410              | 15,331 | 15,459 |        |               |          |          |
| Sub-Contractor                           | 641                      | 638     | 633     | 638    | 0.8%     | 638                 | 633    | 641    |        |               |          |          |
| Salesperson                              | 2,283                    | 2,302   | 2,281   | 2,265  | -0.7%    | 2,283               | 2,265  | 2,302  |        |               |          |          |
| Contractors/Salesperson (Corp/Part)      | 7,890                    | 7,934   | 7,911   | 7,889  | -0.3%    | 7,906               | 7,889  | 7,934  |        |               |          |          |
| New Applications Received                | 36                       | 76      | 55      | 69     | 25.5%    | 59                  | 36     | 76     | 236    |               | 1,035    | 914      |
| <b>Examination Results</b>               |                          |         |         |        |          |                     |        |        |        |               |          |          |
| # of Exams Taken                         | 182                      | 187     | 197     | 188    | -4.6%    | 189                 | 182    | 197    | 754    |               | 3,004    | 2,725    |
| # of Exams Passed                        | 108                      | 100     | 116     | 113    | -2.6%    | 109                 | 100    | 116    | 437    |               | 1,966    | 1,683    |
| Pass Rate (%)                            | 59                       | 53      | 59      | 60     | 1.7%     | 58                  | 53     | 60     | 231    |               |          |          |
| <b>REAL ESTATE</b>                       |                          |         |         |        |          |                     |        |        |        |               |          |          |
| Complaints                               | 32                       | 44      | 43      | 84     | 95.3%    | 51                  | 32     | 84     | 203    | 587           | 532      | 496      |
| Total Closed During Month                | 41                       | 36      | 63      | 43     | -31.7%   | 46                  | 36     | 63     | 183    |               | 598      | 639      |
| Investigations Completed                 | 10                       | 11      | 11      | 24     | 118.2%   | 14                  | 10     | 24     | 56     | 155           | 153      | 142      |
| Investigation time to resolution in Days | 102                      | 126     | 119     | 73     | -38.7%   | 105                 | 73     | 126    |        |               |          |          |
| ADR                                      | 2                        | 3       | 4       | 4      | 0.0%     | 3                   | 2      | 4      | 13     | 77            | 46       | 35       |
| Disciplinary Actions                     | 4                        | 4       | 8       | 7      | -12.5%   | 6                   | 4      | 8      | 23     |               |          |          |
| District court                           | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0      | 0      | 0      | 0             | 0        | 0        |
| Investigators                            | 5                        | 5       | 5       | 5      | 0.0%     | 5                   | 5      | 5      |        |               |          |          |
| Avg. caseload                            | 6                        | 6       | 8       | 15     | 87.5%    | 9                   | 6      | 15     |        |               |          |          |
| Awaiting Administrative Review           | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0      | 0      |        |               |          |          |
| Awaiting Assignment to Investigator      | 21                       | 30      | 19      | 10     | -47.4%   | 20                  | 10     | 30     |        |               |          |          |
| Under Investigation                      | 33                       | 32      | 43      | 78     | 81.4%    | 47                  | 32     | 78     |        |               |          |          |
| Awaiting Panel Review                    | 34                       | 25      | 3       | 19     | 533.3%   | 20                  | 3      | 34     |        |               |          |          |
| Total Open (Under REC Control)           | 134                      | 147     | 147     | 171    | 16.3%    | 150                 | 134    | 171    |        |               |          |          |
| Post Panel                               | 138                      | 142     | 110     | 158    | 43.6%    | 137                 | 110    | 158    |        |               |          |          |
| Total Open Complaints                    | 272                      | 289     | 257     | 329    | 28.0%    | 287                 | 257    | 329    |        |               |          |          |
| Fines Collected                          | \$1,350                  | \$500   | \$2,250 |        | -100.0%  | 1,367               | 500    | 2,250  | 4,100  |               |          |          |
| <b>Precious Metals / Pawn</b>            |                          |         |         |        |          |                     |        |        |        |               |          |          |
| Complaints Rec'd                         | 2                        | 1       | 6       | 4      | -33.3%   | 3                   | 1      | 6      | 13     |               | 100      | 57       |
| Complaints Closed                        | 6                        | 4       | 0       | 0      | 0.0%     | 3                   | 0      | 6      | 10     |               | 89       | 72       |
| Settlement/Penalty Ltrs. Tendered        | 3                        | 0       | 0       | 0      | 0.0%     | 1                   | 0      | 3      | 3      |               | 61       | 32       |
| Settlement/Penalty Ltrs. Accepted        | 1                        | 0       | 0       | 0      | 0.0%     | 0                   | 0      | 1      | 1      |               | 41       | 52       |
| Fines Collected                          | \$9,000                  | \$2,900 | \$0     |        | 0.0%     | 3,967               | 0      | 9,000  | 11,900 |               | \$43,375 | \$55,975 |
| Disciplinary Actions                     | 1                        | 3       | 0       | 0      | 0.0%     | 1                   | 0      | 3      | 4      |               | 37       | 38       |
| Precharge Review                         | 2                        | 0       | 0       | 0      | 0.0%     | 1                   | 0      | 2      |        |               |          |          |
| Hearing Process                          | 7                        | 7       | 7       | 7      | 0.0%     | 7                   | 7      | 7      |        |               |          |          |
| Net Complaints Open                      | 21                       | 18      | 24      | 28     | 16.7%    | 23                  | 18     | 28     |        |               |          |          |



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Division of Occupational and Professional Licensing**

Volume 5 Number 4  
 Reporting Period: October, 2011

| OCC. & PROF. LICENSING              | MONTHLY REPORTING PERIOD |         |         |        |          | Fiscal Year To Date |     |       |       | FY COMPARISON |      |           |
|-------------------------------------|--------------------------|---------|---------|--------|----------|---------------------|-----|-------|-------|---------------|------|-----------|
|                                     | Jul-11                   | Aug-11  | Sep-11  | Oct-11 | % Change | Avg                 | Min | Max   | Total | FY09          | FY10 | FY11      |
| <b>DISCIPLINARY ACTIONS</b>         |                          |         |         |        |          |                     |     |       |       |               |      |           |
| DESIGN BOARDS                       |                          |         |         |        |          |                     |     |       |       |               |      |           |
| Complaints Rec'd                    | 1                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 1     | 1     |               |      | 23        |
| Complaints Closed                   | 4                        | 4       | 0       | 0      | 0.0%     | 2                   | 0   | 4     | 8     |               |      | 36        |
| Net Open Complaints                 | 19                       | 15      | 15      | 35     | 133.3%   | 21                  | 15  | 35    |       |               |      |           |
| Investigations Completed            | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 0     | 0     |               |      | 16        |
| Avg Time to Complete Investigations | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 0     |       |               |      |           |
| Disciplinary Actions                | 0                        | 1       | 0       | 1      | 0.0%     | 1                   | 0   | 1     | 2     |               |      |           |
| Fines Collected                     | \$800                    | \$0     | \$1,800 |        | -100.0%  | 867                 | 0   | 1,800 | 2,600 |               |      | \$ 19,032 |
| <b>BARBERS/COSMETOLOGISTS</b>       |                          |         |         |        |          |                     |     |       |       |               |      |           |
| Complaints Rec'd                    | 24                       | 31      | 27      | 26     | -3.7%    | 27                  | 24  | 31    | 108   |               |      | 293       |
| Complaints Closed                   | 278                      | 0       | 21      | 15     | -28.6%   | 79                  | 0   | 278   | 314   |               |      | 300       |
| Net Open Complaints                 | 237                      | 268     | 274     | 298    | 8.8%     | 269                 | 237 | 298   |       |               |      |           |
| Inspections Completed               | 42                       | 16      | 16      | 20     | 25.0%    | 24                  | 16  | 42    | 94    |               |      | 225       |
| Avg Time to Complete Inspections    |                          |         |         |        |          |                     |     |       |       |               |      |           |
| Disciplinary Actions                | 2                        | 0       | 3       | 12     | 300.0%   | 2                   | 0   | 3     | 5     |               |      | 104       |
| Fines Collected                     | \$2,000                  | \$0     | \$300   |        | -100.0%  | 767                 | 0   | 2,000 | 2,300 |               |      | \$ 28,850 |
| <b>MECHANICAL BOARDS</b>            |                          |         |         |        |          |                     |     |       |       |               |      |           |
| Complaints Rec'd                    | 5                        | 19      | 16      | 4      | -75.0%   | 11                  | 4   | 19    | 44    |               |      | 104       |
| Complaints Closed                   | 5                        | 11      | 1       | 2      | 100.0%   | 5                   | 1   | 11    | 19    |               |      | 90        |
| Net Open Complaints                 | 353                      | 361     | 376     | 378    | 0.5%     | 367                 | 353 | 378   |       |               |      |           |
| Investigations Completed            | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 0     | 0     |               |      | 32        |
| Avg Time to Complete Investigations | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 0     |       |               |      |           |
| Disciplinary Actions                | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 0     | 0     |               |      | 1         |
| Fines Collected                     | \$0                      | \$0     | \$0     |        | 0.0%     | 0                   | 0   | 0     | 0     |               |      | 500       |
| <b>PUBLIC ACCOUNTANCY</b>           |                          |         |         |        |          |                     |     |       |       |               |      |           |
| Complaints Rec'd                    | 6                        | 1       | 7       | 0      | -100.0%  | 4                   | 0   | 7     | 14    |               |      | 74        |
| Complaints Closed                   | 0                        | 16      | 1       | 1      | 0.0%     | 5                   | 0   | 16    | 18    |               |      | 75        |
| Net Open Complaints                 | 35                       | 19      | 25      | 26     | 4.0%     | 26                  | 19  | 35    |       |               |      |           |
| Investigations Completed            | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 0     | 0     |               |      | 18        |
| Avg Time to Complete Investigations | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 0     |       |               |      |           |
| Disciplinary Actions                | 0                        | 1       | 0       | 0      | 0.0%     | 0                   | 0   | 1     | 1     |               |      | 0         |
| Fines Collected                     | \$0                      | \$3,000 | \$0     |        | 0.0%     | 1,000               | 0   | 3,000 | 3,000 |               |      | \$ 16,890 |
| <b>APPRAISERS HOME INSPECTORS</b>   |                          |         |         |        |          |                     |     |       |       |               |      |           |
| Complaints Rec'd                    | 4                        | 8       | 5       | 7      | 40.0%    | 6                   | 4   | 8     | 24    |               |      | 80        |
| Complaints Closed                   | 0                        | 8       | 1       | 3      | 200.0%   | 3                   | 0   | 8     | 12    |               |      | 75        |
| Net Open Complaints                 | 78                       | 78      | 82      | 86     | 4.9%     | 81                  | 78  | 86    |       |               |      |           |
| Investigations Completed            | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 0     | 0     |               |      | 6         |
| Avg Time to Complete Investigations | 0                        | 0       | 0       | 0      | 0.0%     | 0                   | 0   | 0     |       |               |      |           |
| Disciplinary Actions                | 0                        | 1       | 1       | 0      | -100.0%  | 1                   | 0   | 1     | 2     |               |      | 11        |
| Fines Collected                     | \$0                      | \$2,000 | \$500   |        | -100.0%  | 833                 | 0   | 2,000 | 2,500 |               |      | \$ 16,000 |



Department of Labor, Licensing and Regulation  
Division of Occupational and Professional Licensing

| OCC. & PROF. LICENSING                         | MONTHLY REPORTING PERIOD |                |                |               |                 | Fiscal Year To Date |                    |                   |              | FY COMPARISON |             |             |
|--|--------------------------|----------------|----------------|---------------|-----------------|---------------------|--------------------|-------------------|--------------|---------------|-------------|-------------|
|  | Jul-11                   | Aug-11         | Sep-11         | Oct-11        | % Change        | Avg                 | Min                | Max               | Total        | FY09          | FY10        | FY11        |
| <b>INVESTIGATIONS (non MHIC or REC)</b>        |                          |                |                |               |                 |                     |                    |                   |              |               |             |             |
| Complaints                                     |                          |                |                |               |                 |                     |                    |                   |              | 664           | 765         |             |
| Investigations Completed                       | 0                        | 0              | 0              | 0             | 0.0%            | 0                   | 0                  | 0                 | 0            | 44            | 109         | 77          |
| Investigation time to resolution               | 0                        | 0              | 0              | 0             | 0.0%            | 0                   | 0                  | 0                 | 0            |               |             |             |
| ADR  | 0                        | 0              | 0              | 0             | 0.0%            | 0                   | 0                  | 0                 | 0            | 0             | 3           | 2           |
| District court                                 | 0                        | 0              | 0              | 0             | 0.0%            | 0                   | 0                  | 0                 | 0            | 0             | 4           | 3           |
| Investigators                                  | 0                        | 0              | 0              | 0             | 0.0%            | 0                   | 0                  | 0                 | 0            | 0             | 11          | 8           |
| Avg. caseload                                  | 0                        | 0              | 0              | 0             | 0.0%            | 0                   | 0                  | 0                 | 0            | 0             |             |             |
| <b>CALL CENTERS</b>                            | <b>Jul-11</b>            | <b>Aug-11</b>  | <b>Sep-11</b>  | <b>Oct-11</b> | <b>% Change</b> | <b>Avg</b>          | <b>Min</b>         | <b>Max</b>        | <b>Total</b> | <b>FY09</b>   | <b>FY10</b> | <b>FY11</b> |
| Call volume                                    | 8,759                    | 10,099         | 11,037         | 11,095        | 0.5%            | 10,248              | 8,759              | 11,095            | 40,990       | 116,059       | 109,197     | 118,156     |
| Avg length of call in min                      | 1.54                     | 1.50           | 1.50           | 1.57          | 4.7%            | 2                   | 2                  | 2                 |              | 1.68          |             |             |
| Resolution of problem on call                  |                          |                |                |               |                 |                     |                    |                   |              | N/A           |             |             |
| Transfer to other entity                       |                          |                |                |               |                 |                     |                    |                   |              | N/A           |             |             |
| Customer service agents                        | 2.4                      | 2.63           | 2.87           | 2.83          | -1.4%           | 3                   | 2                  | 3                 |              | 2.60          |             |             |
| <b>(NEW)</b>                                   | <b>Jul-11</b>            | <b>Aug-11</b>  | <b>Sep-11</b>  | <b>Oct-11</b> | <b>% Change</b> | <b>Avg</b>          | <b>Min</b>         | <b>Max</b>        | <b>Total</b> | <b>FY09</b>   | <b>FY10</b> | <b>FY10</b> |
| Architects                                     | 16                       | 17             | 16             | 14            | -12.5%          | 16                  | 14                 | 17                |              |               |             |             |
| Certified Interior Design                      | 3                        | 2              | 5              | 0             | -100.0%         | 3                   | 0                  | 5                 |              |               |             |             |
| Certified Public Accountants                   | 32                       | 14             | 19             | 26            | 36.8%           | 23                  | 14                 | 32                |              |               |             |             |
| Landscape Architects                           | 22                       | 0              | 0              | 15            | 0.0%            | 9                   | 0                  | 22                |              |               |             |             |
| Land Surveyors                                 | 0                        | 0              | 25             | 26            | 4.0%            | 13                  | 0                  | 26                |              |               |             |             |
| Professional Engineers                         | 3                        | 3              | 2              | 3             | 50.0%           | 3                   | 2                  | 3                 |              |               |             |             |
| Real Estate                                    | 1                        | 0              | 1              | 0             | -100.0%         | 1                   | 0                  | 1                 |              |               |             |             |
| Barbers/Cosmetologists                         | 13                       | 9              | 11             | 11            | 0.0%            | 11                  | 9                  | 13                |              |               |             |             |
| Real Estate Appraisers                         | 27                       | 34             | 39             | 37            | -5.1%           | 34                  | 27                 | 39                |              |               |             |             |
| <b>MFR Complaint Measures (NEW)</b>            | <b>FY 2009</b>           | <b>FY 2010</b> | <b>FY 2011</b> |               | <b>Total</b>    | <b>Average</b>      | <b>11 Estimate</b> | <b>Over/Under</b> |              |               |             |             |
| % of complaints closed < 180 days              | 58.4%                    | 54.0%          | 60%            |               |                 | 57.5%               | 60.0%              | 0.0%              |              |               |             |             |
| average completion time                        | 252                      | 359            | 300            |               |                 | 304                 | 300                | 0.0%              |              |               |             |             |
| mediation/settlement                           | 10.8%                    | 39.5%          | 56%            |               |                 | 35.4%               | 42.0%              | 33.3%             |              |               |             |             |
| cases from HIC activities                      | \$2,100,000              | \$2,670,000    | \$1,790,000    |               | \$6,560,000     | 2,186,667           | \$2,750,000        | -34.9%            |              |               |             |             |
| <b>MFR General Measures</b>                    | <b>FY 2009</b>           | <b>FY 2010</b> | <b>FY 2011</b> |               | <b>Total</b>    |                     | <b>11 Estimate</b> | <b>Over/Under</b> |              |               |             |             |
| Customer service rating, on a scale of 1 to 10 | 5.4                      | 5.3            | 6.1            |               |                 | 5.6                 | 5.4                | 13.0%             |              |               |             |             |
| % renewals via Internet/telecommunications     | 88%                      | 89%            | 89%            |               |                 | 88.7%               | 89%                | 0.0%              |              |               |             |             |



Department of Labor, Licensing and Regulation  
Unemployment Insurance Appeals

| LOWER APPEALS<br>Case tracking          | REPORTING PERIODS |                  |                  |                  |          | Fiscal Year 2012 To Date |       |       |        |         | Fiscal Year Comparison |        |        |
|---|-------------------|------------------|------------------|------------------|----------|--------------------------|-------|-------|--------|---------|------------------------|--------|--------|
|   | Aug-11            | Sep-11           | Oct-11           | Nov-11           | % Change | Avg                      | Min   | Max   | Total  | Target  | FY11                   | FY10   | FY09   |
| Total No. U.I Appeals Filed             | 4243              | 4154             | 4137             | 4136             | 0.0%     | 4,092                    | 3,792 | 4,243 | 20,462 |         | 50570                  | 52,020 | 41,997 |
| Disposition - in favor of appellant     | 1233              | 1370             | 1330             | 1149             | -13.6%   | 1,241                    | 1,121 | 1,370 | 6,203  |         | 15659                  | 18,327 | 12,399 |
| Disposition - not in favor of appellant | 2970              | 2959             | 2914             | 2718             | -6.7%    | 2,775                    | 2,316 | 2,970 | 13,877 |         | 37293                  | 37,293 | 24,305 |
| Total No. U.I. Decisions                | 4203              | 4329             | 4244             | 3867             | -8.9%    | 4,016                    | 3,437 | 4,329 | 20,080 |         | 52952                  | 56,096 | 35,350 |
| No. U.I. Hearing Examiners              | 45                | 45               | 45               | 45               | 0.0%     | 45                       | 45    | 45    |        |         | 343                    | 44     | 39     |
| % of cases out in 30 days               | 66%               | 64%              | 75%              | 76%              | 1.3%     | 69%                      | 64%   | 76%   |        | **60%   | 39%                    | 13%    | 21%    |
| % of cases out in 45 days               | 89%               | 88%              | 92%              | 93%              | 1.1%     | 90%                      | 87%   | 93%   |        | **85%   | 79%                    | 32%    | 43%    |
| Case age (avg) in days                  | 29                | 26               | 30               | 32               | 6.7%     | 29                       | 26    | 32    |        | **30    | 28                     | 41     | 30     |
| No. Pending Appeals                     | 3933              | 3762             | 3641             | 3882             | 6.6%     | 3,840                    | 3,641 | 3,983 |        |         | 44783                  |        |        |
| Quarterly Federal Quality Review        | 3rd Qtr. FY 2011  | 4th Qtr. FY 2011 | 1st Qtr. FY 2012 | 2nd Qtr. FY 2012 |          |                          |       |       |        |         |                        |        |        |
| Federal Quality Review***               | 92.50%            | 92.30%           | 94.70%           | 90%              | -4.7%    | 92.35%                   |       |       |        | 80% *** | 92.95%                 | 95%    | 96%    |

\*\* Per USDOL Guidelines

\*\*\*Percent scoring 85 or better; U.S.D.O.L. standard is 80% scoring 85 or better



# StateStat

## Department of Labor, Licensing and Regulation Unemployment Insurance Higher Appeals

| HIGHER APPEALS                | REPORTING PERIODS |         |        |        | % Change | Fiscal Year To Date |       |       |       |        | FY COMPARISON |       |       |
|-------------------------------|-------------------|---------|--------|--------|----------|---------------------|-------|-------|-------|--------|---------------|-------|-------|
|                               | Aug-11            | Sept-11 | Oct-11 | Nov-11 |          | Avg                 | Min   | Max   | Total | Target | FY09          | FY10  | FY11  |
| U.I. Appeals Received****     | 723               | 1432    | 806    | 722    | -10.4%   | 847                 | 551   | 1,432 | 4,234 |        | 4,655         | 7,580 | 8,826 |
| Claimant Appeals              | 605               | 560     | 692    | 612    | -11.6%   | 587                 | 466   | 759   | 2,935 |        | ***2748       | 6324  | 7603  |
| Employer Appeals              | 113               | 94      | 103    | 103    | 0.0%     | 99                  | 82    | 126   | 495   |        | ***513        | 1225  | 1182  |
| Agency Appeals                | 0                 | 3       | 0      | 0      | 0.0%     | 1                   | 0     | 6     | 3     |        | ***9          | 5     | 8     |
| Other ****                    | 5                 | 775     | 11     | 7      | -36.4%   | 160                 | 3     | 5     | 801   |        |               | 24    | 30    |
| Decisions Mailed              | 869               | 877     | 711    | 596    | -16.2%   | 774                 | 596   | 757   | 3,868 |        | 4,294         | 6477  | 7870  |
| Disposition - Affirmed        | 411               | 489     | 378    | 320    | -15.3%   | 414                 | 320   | 405   | 2,069 |        | 2,330         | 2801  | 4036  |
| Disposition -Affirmed w/comme | 252               | 234     | 187    | 117    | -37.4%   | 197                 | 117   | 257   | 984   |        | 1,705         | 2740  | 2445  |
| Disposition - Reversed        | 92                | 39      | 39     | 66     | 69.2%    | 57                  | 39    | 50    | 283   |        | 170           | 238   | 375   |
| Disposition - Remanded        | 104               | 97      | 90     | 84     | -6.7%    | 92                  | 84    | 95    | 460   |        | 343           | 553   | 854   |
| Disposition - Modified        | 2                 | 8       | 4      | 0      | -100.0%  | 4                   | 0     | 24    | 18    |        | 39            | 28    | 59    |
| Disposition-Other             | 3                 | 5       | 7      | 8      | 14.3%    | 5                   | 3     | 13    | 27    |        |               | 87    | 64    |
| Disposition - Unnecessary     | 5                 | 5       | 6      | 1      | -83.3%   | 5                   | 1     | 8     | 27    |        | 23            | 29    | 37    |
| Pending UI Appeals            | 2289              | 2844    | 2939   | 3065   | 4.3%     | 2,714               | 2,289 | 2,699 |       |        |               |       |       |
| E.A. Appeals Received         | 21                | 13      | 0      | 11     | 100%     | 11                  | 0     | 46    | 55    |        |               | 338   | 272   |
| E.A. Decisions Mailed         | 9                 | 22      | 15     | 13     | -13.3%   | 9                   | 1     | 19    | 47    |        |               | 163   | 122   |
| E.A. Dismissals Mailed        | 5                 | 15      | 10     | 12     | 20.0%    | 5                   | 0     | 6     | 24    |        |               | 30    | 27    |
| E.A. Withdrawals              | 7                 | 5       | 10     | 8      | -20.0%   | 5                   | 2     | 13    | 23    |        |               |       |       |
| Pending E.A. Appeals          | 276               | 247     | 239    | 217    | -9.2%    | 256                 | 239   | 283   |       |        |               |       |       |
| % of cases out in 45 days     | 25%               | 26%     | 50%    | 40%    | -20.0%   | 32%                 | 19%   | 38%   |       | 50%*   | 53%           | 53%   | 21%   |
| % of cases out in 75 days     | 66%               | 68%     | 74%    | 69%    | -6.8%    | 69%                 | 66%   | 75%   |       | 80%*   | 84%           | 84%   | 61%   |
| Case age (avg)                | 64                | 85      | 84     | 83     | -1.2%    | 80                  | 64    | 120   |       | 40**   |               | 47    | 74    |

\*USDOL Time Lapse Standards

\*\*New Case Aging Standards - The proposed Acceptable Level of Performance for the average age of appeals for Higher Authority Appeals is 40 days.

\*\*\*This total reflects numbers from Nov, 2008 through June, 2008.

\*\*\*\*September received numbers include the Verizon Labor Dispute, 764 claimants filed claims.



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Racing Commission**

| RACING COMMISSION                   |              |              |              |              | Fiscal Year to Date |              |              |              |               | FISCAL YEAR COMPARISON |               |             |
|-------------------------------------|--------------|--------------|--------------|--------------|---------------------|--------------|--------------|--------------|---------------|------------------------|---------------|-------------|
|                                     | Jul-11       | Aug-11       | Sep-11       | Oct-11       | % Change            | Avg          | Min          | Max          | Total         | FY08                   | FY09          | FY10        |
| <b>RACES</b>                        |              |              |              |              |                     |              |              |              |               |                        |               |             |
| Live racedays - thoroughbred        | 0            | 2            | 17           | 20           | 17.6%               | 12           | 0            | 18           | 148           | 169                    | 160           | 146         |
| Live Race Days-harness              | 16           | 14           | 0            | 4            | 100%                | 1            | 0            | 7            | 7             | 81                     | 40            | 42          |
| Wagering - thoroughbred             | 18,204,762   | 15,608,070   | 15,061,869   | 16,160,797   | 7.3%                | \$18,427,765 | \$14,929,637 | \$28,669,988 | \$221,133,174 | \$314,234,024          | \$248,766,485 | 223,211,738 |
| Wagering - harness                  | 2,097,638    | 1,635,925    | 2,470,193    | 2,774,549    | 12.3%               | \$1,143,849  | \$761,208    | \$1,785,764  | \$13,726,189  | \$94,057,104           | \$87,342,172  | 44,547,600  |
| Wagering - total                    | \$20,302,400 | \$17,243,995 | \$17,532,062 | \$18,935,346 | 8.0%                | \$19,571,614 | \$15,690,845 | \$30,191,398 | \$234,859,363 | \$408,291,128          | \$336,108,657 | 267,759,338 |
| <b>TESTING AND SUPERVISION</b>      |              |              |              |              |                     |              |              |              |               |                        |               |             |
| Equine - Blood/gas tests            | 0            | 0            | 0            | 0            | 0.0%                | 6            | 0            | 55           | 73            | 274                    | 90            | 62          |
| Equine - Blood/gas overages         | 0            | 0            | 0            | 0            | 0.0%                | 0            | 0            | 0            | 0             | 0                      | 0             | -           |
| Equine - specimen testing           | 255          | 376          | 611          | 796          | 30.3%               | 451          | 0            | 655          | 5,414         | 9,981                  | 6,246         | 5,941       |
| Equine - violations                 | 4            | 5            | 1            | 2            | 100.0%              | 2            | 0            | 4            | 22            | 22                     | 36            | 42          |
| Human testing                       | 1            | 0            | 0            | 0            | 0.0%                | 0            | 0            | 2            | 4             | 52                     | 12            | 34          |
| Confirmations (+/-)                 | 1            | 0            | 0            | 0            | 0.0%                | 0            | 0            | 2            | 4             | 32                     | 19            | -           |
| Rulings issued - thoroughbred       | 0            | 3            | 29           | 55           | 89.7%               | 13           | 0            | 25           | 156           | 226                    | 197           | 121         |
| Rulings issued - harness            | 12           | 9            | 0            | 0            | 0.0%                | 0            | 0            | 0            | 0             | 46                     | 42            | 31          |
| Rulings issued - total              | 12           | 12           | 29           | 55           | 89.7%               | 14           | 0            | 25           | 156           | 235                    | 239           | 152         |
| <b>THOROUGHBREDED LICENSING</b>     |              |              |              |              |                     |              |              |              |               |                        |               |             |
| Original Owner                      | 6            | 11           | 71           | 58           | -18.3%              | 44           | 0            | 70           | 528           | 459                    | 390           | 489         |
| Renewal Owner                       | 2            | 18           | 87           | 66           | -24.1%              | 125          | 5            | 502          | 1,505         | 1,805                  | 1,587         | 1,512       |
| Owners licenses total               | 8            | 29           | 158          | 124          | -21.5%              | 169          | 0            | 539          | 2,028         | 2,264                  | 1,977         | 2,001       |
| Original Trainer                    | 0            | 2            | 11           | 12           | 9.1%                | 6            | 0            | 13           | 68            | 49                     | 60            | 55          |
| Renewal Trainer                     | 0            | 2            | 15           | 13           | -13.3%              | 19           | 0            | 59           | 222           | 195                    | 184           | 212         |
| Assistant Trainer                   | 0            | 0            | 14           | 5            | -64.3%              | 8            | 0            | 23           | 91            | 114                    | 110           | 111         |
| Owner/Trainer                       | 0            | 7            | 23           | 17           | -26.1%              | 28           | 0            | 111          | 341           | 333                    | 324           | 336         |
| Jockey                              | 0            | 9            | 21           | 25           | 19.0%               | 22           | 0            | 46           | 266           | 239                    | 250           | 252         |
| Jockey Agent                        | 0            | 0            | 3            | 2            | -33.3%              | 2            | 0            | 11           | 20            | 26                     | 34            | 26          |
| Veterinarian                        | 0            | 1            | 8            | 0            | -100.0%             | 2            | 0            | 7            | 19            | 29                     | 26            | 26          |
| Farrier                             | 0            | 1            | 10           | 5            | -50.0%              | 3            | 0            | 9            | 31            | 36                     | 38            | 32          |
| Stable Employee & Ex. Rider         | 0            | 21           | 397          | 95           | -76.1%              | 83           | 0            | 309          | 997           | 1,083                  | 1,145         | 782         |
| Mutual Employee                     | 282          | 22           | 52           | 8            | -84.6%              | 17           | 0            | 81           | 202           | 471                    | 505           | 507         |
| Vendor                              | 0            | 2            | 22           | 12           | -45.5%              | 10           | 0            | 48           | 115           | 155                    | 154           | 128         |
| Exercise Rider                      | 0            | 0            | 0            | 0            | 0.0%                | 10           | 0            | 57           | 121           | 263                    | 260           | 217         |
| Track Employee                      | 0            | 32           | 60           | 14           | -76.7%              | 25           | 0            | 96           | 294           | 313                    | 314           | 306         |
| <b>Total Licenses</b>               | 290          | 128          | 794          | 332          | -58.2%              | 411          | 7            | 841          | 4,934         | 5,570                  | 5,381         | 6,992       |
| <b>THOROUGHBREDED REGISTRATIONS</b> |              |              |              |              |                     |              |              |              |               |                        |               |             |
| Authorized Agent                    | 0            | 0            | 3            | 0            | -100.0%             | 3            | 0            | 10           | 32            | 55                     | 25            | 41          |
| Assumed Name                        | 2            | 10           | 64           | 44           | -31.3%              | 55           | 1            | 174          | 654           | 812                    | 724           | 712         |
| <b>Total Registrations</b>          | 2            | 10           | 67           | 44           | -34.3%              | 57           | 1            | 184          | 686           | 867                    | 749           | 753         |
| <b>HARNESS LICENSING</b>            |              |              |              |              |                     |              |              |              |               |                        |               |             |
| Original Owner                      | 96           | 28           | 0            | 3            | 100%                | 8            | 0            | 83           | 99            | 168                    | 123           | 112         |
| Renewal Owner                       | 113          | 15           | 0            | 11           | 100%                | 26           | 0            | 185          | 315           | 629                    | 348           | 278         |
| Original Trainer                    | 2            | 4            | 0            | 1            | 100%                | 0            | 0            | 2            | 3             | 11                     | 9             | 2           |
| Renewal Trainer                     | 18           | 9            | 0            | 0            | 0.0%                | 4            | 0            | 27           | 43            | 74                     | 43            | 25          |
| Driver                              | 12           | 1            | 0            | 3            | 100%                | 2            | 0            | 15           | 25            | 45                     | 32            | 22          |
| Trainer/Driver                      | 14           | 3            | 0            | 1            | 100%                | 3            | 0            | 23           | 36            | 57                     | 48            | 19          |
| Owner/Trainer                       | 50           | 5            | 0            | 2            | 100%                | 12           | 0            | 112          | 140           | 195                    | 124           | 87          |
| Owner/Trainer/Driver                | 17           | 1            | 0            | 7            | 100%                | 8            | 0            | 87           | 99            | 171                    | 92            | 49          |
| Owner/Driver                        | 7            | 0            | 0            | 1            | 100%                | 1            | 0            | 5            | 8             | 19                     | 13            | 6           |
| Veterinarian                        | 1            | 0            | 0            | 0            | 0.0%                | 1            | 0            | 5            | 9             | 11                     | 8             | 3           |
| Stable Employee                     | 75           | 20           | 0            | 8            | 100%                | 8            | 0            | 99           | 100           | 256                    | 182           | 130         |
| Mutual Employee                     | 16           | 10           | 0            | 0            | 0.0%                | 2            | 0            | 16           | 18            | 89                     | 89            | 58          |
| Track Employee                      | 11           | 0            | 0            | 0            | 0.0%                | 2            | 0            | 19           | 19            | 148                    | 109           | 51          |
| Vendor                              | 1            | 0            | 0            | 0            | 0.0%                | 1            | 0            | 14           | 14            | 22                     | 8             | 4           |
| Farrier                             | 1            | 0            | 0            | 0            | 0.0%                | 0            | 0            | 0            | 0             | 3                      | 0             | -           |
| <b>Total Licenses</b>               | 434          | 96           | 0            | 37           | 100%                | 77           | 0            | 690          | 928           | 1,898                  | 1,228         | 846         |
| <b>HARNESS REGISTRATIONS</b>        |              |              |              |              |                     |              |              |              |               |                        |               |             |
| Authorized Agent                    | 0            | 0            | 0            | 0            | 0.0%                | 0            | 0            | 1            | 1             | 3                      | 0             | 1           |
| Assumed Name                        | 23           | 10           | 0            | 1            | 100%                | 4            | 0            | 26           | 44            | 56                     | 46            | 44          |
| <b>Total Registrations</b>          | 23           | 10           | 0            | 0            | 0.0%                | 4            | 0            | 27           | 45            | 59                     | 46            | 45          |



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Division of Workforce Development Monthly Reporting**

| Workforce (Monthly)   | MONTHLY REPORTING PERIOD |         |         |           |         | Fiscal Year to Date |         |           |           |        |           |            |           |
|---|--------------------------|---------|---------|-----------|---------|---------------------|---------|-----------|-----------|--------|-----------|------------|-----------|
|   | Jul-11                   | Aug-11  | Sep-11  | Oct-11    | %Change | Avg                 | Min     | Max       | Total     | Target | FY09      | FY10       | FY11      |
| <b>Maryland Workforce Exchange (MWE):</b>   |                          |         |         |           |         |                     |         |           |           |        |           |            |           |
| # of MWE WEB Hits (duplicated)  | 923,117                  | 981,159 | 916,220 | 1,027,424 | 12.1%   | 961,980             | 916,220 | 1,027,424 | 3,847,920 |        | 4,980,314 | 11,125,380 | 9,847,751 |
| # New customers enrolled/registered in MWE (self enrolled included)                               | 4,352                    | 5,017   | 4,208   | 4,554     | 8.2%    | 4,533               | 4,208   | 5,017     | 18,131    |        | 111,953   | 112,809    | 85,930    |
| # New customers enrolled/registered at a One-Stop Center (self enrolled not included) YTD Figures | 3,908                    | 4,665   | 3,910   | 3,933     | 0.6%    | 4,104               | 3,908   | 4,665     | 16,416    |        | 93,829    | 102,158    | 75,746    |
| Anne Arundel WIA  | 389                      | 555     | 391     | 392       | 0.3%    | 432                 | 389     | 555       | 1,727     |        | 8,304     | 10,525     | 7,632     |
| Baltimore City WIA  | 393                      | 475     | 345     | 305       | -11.6%  | 380                 | 305     | 475       | 1,518     |        | 16,870    | 16,028     | 10,816    |
| Baltimore County WIA  | 711                      | 734     | 580     | 539       | -7.1%   | 641                 | 539     | 734       | 2,564     |        | 14,368    | 16,806     | 11,463    |
| Frederick County WIA  | 165                      | 178     | 140     | 164       | 17.1%   | 162                 | 140     | 178       | 647       |        | 3,513     | 4,068      | 3,051     |
| Lower Shore WIA   | 148                      | 184     | 191     | 173       | -9.4%   | 174                 | 148     | 191       | 696       |        | 3,158     | 2,949      | 2,282     |
| Mid Maryland WIA  | 201                      | 271     | 207     | 208       | 0.5%    | 222                 | 201     | 271       | 887       |        | 7,620     | 7,537      | 5,348     |
| Montgomery County WIA   | 325                      | 383     | 407     | 463       | 13.8%   | 395                 | 325     | 463       | 1,578     |        | 7,887     | 8,398      | 6,734     |
| Prince Georges County WIA   | 638                      | 765     | 687     | 654       | -4.8%   | 686                 | 638     | 765       | 2,744     |        | 12,346    | 14,349     | 11,348    |
| Southern Maryland WIA   | 263                      | 305     | 248     | 287       | 15.7%   | 276                 | 248     | 305       | 1,103     |        | 5,573     | 5,139      | 4,243     |
| Susquehanna Region WIA  | 256                      | 329     | 318     | 330       | 3.8%    | 308                 | 256     | 330       | 1,233     |        | 4,735     | 4,744      | 4,122     |
| Upper Shore WIA   | 158                      | 151     | 127     | 158       | 24.4%   | 149                 | 127     | 158       | 594       |        | 3,190     | 3,249      | 2,782     |
| Western Maryland WIA  | 261                      | 335     | 269     | 260       | -3.3%   | 281                 | 260     | 335       | 1,125     |        | 4,882     | 4,760      | 3,674     |
| # New (initial) UI Claimants enrolled/registered in MWE (self enrolled included)                  | 1,334                    | 2,074   | 1,977   | 1,705     | -13.8%  | 1,773               | 1,334   | 2,074     | 7,090     |        | 56,214    | 56,119     | 40,884    |



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Division of Workforce Development Monthly Reporting**

|   | Jul-11 | Aug-11 | Sep-11 | Oct-11 | %Change  | Avg | Min | Max | Total | Target | FY09  | FY10  | FY11  |
|---|--------|--------|--------|--------|----------|-----|-----|-----|-------|--------|-------|-------|-------|
| # Customers who received new intensive and or training services (YTD)                   | 322    | 217    | 692    | 634    | -8.4%    | 466 | 217 | 692 | 1,865 |        | 6,493 | 9,423 | 6,456 |
| # Customers who received new intensive and or training services (Month Service Started) | 322    | 200    | 468    | 683    | 45.9%    | 418 | 200 | 683 | 1,673 |        |       |       |       |
| Access Point  | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Allegany County One Stop Center (Cumberland)  | 0      | 0      | 0      | 1      | 0.0%     | 0   | 0   | 1   | 1     |        |       |       |       |
| Anne Arundel County One Stop Center (Arnold Station)                                    | 1      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 1   | 1     |        |       |       |       |
| Anne Arundel County One Stop Center (Glen Burnie)                                       | 5      | 0      | 1      | 143    | 14200.0% | 37  | 0   | 143 | 149   |        |       |       |       |
| Anne Arundel Job Center Annapolis   | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Arundel Mills Sales and Service Training Center   | 0      | 4      | 5      | 23     | 360.0%   | 8   | 0   | 23  | 32    |        |       |       |       |
| Baltimore City One Stop Center (Eastside)   | 1      | 10     | 0      | 9      | 0.0%     | 5   | 0   | 10  | 20    |        |       |       |       |
| Baltimore City One Stop Center (Eutaw Street)   | 27     | 10     | 40     | 84     | 110.0%   | 40  | 10  | 84  | 161   |        |       |       |       |
| Baltimore City One Stop Center (Northwest/Re-entry Center)                              | 0      | 6      | 7      | 13     | 85.7%    | 7   | 0   | 13  | 26    |        |       |       |       |
| Baltimore County One Stop Center (Catonsville)  | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Baltimore County One Stop Center (Eastpoint)  | 9      | 4      | 10     | 10     | 0.0%     | 8   | 4   | 10  | 33    |        |       |       |       |
| Baltimore County One Stop Center (Hunt Valley)  | 3      | 6      | 18     | 9      | -50.0%   | 9   | 3   | 18  | 36    |        |       |       |       |
| Baltimore County One Stop Center (Randallstown)   | 9      | 14     | 19     | 20     | 5.3%     | 16  | 9   | 20  | 62    |        |       |       |       |
| Calvert County One Stop Center (Prince Frederick)                                       | 0      | 0      | 0      | 1      | 0.0%     | 0   | 0   | 1   | 1     |        |       |       |       |
| Carroll County Business & Employment Resource Center                                    | 123    | 70     | 130    | 100    | -23.1%   | 106 | 70  | 130 | 423   |        |       |       |       |
| Carroll County One Stop Center (Westminster)  | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Cecil County One Stop Center (Elkton)   | 1      | 1      | 9      | 1      | -88.9%   | 3   | 1   | 9   | 12    |        |       |       |       |
| Charles County One Stop Center (Waldorf)  | 3      | 2      | 27     | 28     | 3.7%     | 15  | 2   | 28  | 60    |        |       |       |       |
| Crossroads Youth Opportunity Center   | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Dorchester County One Stop Center (Cambridge)   | 0      | 2      | 0      | 0      | 0.0%     | 1   | 0   | 2   | 2     |        |       |       |       |
| Frederick County One Stop Center (Frederick)  | 5      | 1      | 5      | 28     | 460.0%   | 10  | 1   | 28  | 39    |        |       |       |       |
| Ft. Meade Outreach Center   | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Garrett County One Stop Center (Oakland)  | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Goodwill Industries (24 Street)   | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Harford County One Stop Center (Aberdeen)   | 5      | 12     | 3      | 2      | -33.3%   | 6   | 2   | 12  | 22    |        |       |       |       |
| Harford County One Stop Center (Bel Air)  | 12     | 11     | 21     | 15     | -28.6%   | 15  | 11  | 21  | 59    |        |       |       |       |
| Henkel & McCoy, Inc.  | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Howard County Office of Workforce Development   | 23     | 10     | 19     | 18     | -5.3%    | 18  | 10  | 23  | 70    |        |       |       |       |
| Howard County One Stop Center (Columbia)  | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Kent County One Stop Center (Chestertown)   | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| MOED Administrative Office  | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| MOED Youth Services Administrative Office   | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Montgomery County One Stop Center (Wheaton)   | 8      | 9      | 12     | 20     | 66.7%    | 12  | 8   | 20  | 49    |        |       |       |       |
| Montgomery County One Stop Center (Germantown)  | 1      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 1   | 1     |        |       |       |       |
| Office of Employment Services - Central   | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Prince George's County One Stop Center (Largo)  | 13     | 12     | 27     | 97     | 259.3%   | 37  | 12  | 97  | 149   |        |       |       |       |
| Professional Outplacement Assistance Center   | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Queen Anne's County One Stop Center (Centreville)                                       | 38     | 1      | 51     | 2      | -96.1%   | 23  | 1   | 51  | 92    |        |       |       |       |
| St Mary's One Stop Center (Leonardtown)   | 2      | 3      | 16     | 13     | -18.8%   | 9   | 2   | 16  | 34    |        |       |       |       |
| Suitland Health and Wellness Center   | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Susquehanna Workforce Network Headquarters  | 0      | 1      | 0      | 0      | 0.0%     | 0   | 0   | 1   | 1     |        |       |       |       |
| Talbot County One Stop Center (Easton)  | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Washington County One Stop Center (Hagerstown)  | 0      | 0      | 0      | 0      | 0.0%     | 0   | 0   | 0   | 0     |        |       |       |       |
| Western MD Consortium (Hagerstown)  | 7      | 7      | 11     | 15     | 36.4%    | 10  | 7   | 15  | 40    |        |       |       |       |
| Western MD Consortium (Oakland)   | 1      | 0      | 1      | 5      | 400.0%   | 2   | 0   | 5   | 7     |        |       |       |       |
| Western MD Consortium (Cumberland)  | 6      | 2      | 6      | 7      | 16.7%    | 5   | 2   | 7   | 21    |        |       |       |       |
| Wicomico County One Stop Center (Salisbury)   | 19     | 2      | 30     | 8      | -73.3%   | 15  | 2   | 30  | 59    |        |       |       |       |
| Workforce Reception Center  | 0      | 0      | 0      | 11     | 0.0%     | 3   | 0   | 11  | 11    |        |       |       |       |



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|  | Jul-11 | Aug-11 | Sep-11 | Oct-11 | %Change | Avg   | Min   | Max   | Total | Target | FY09   | FY10   | FY11   |
|--|--------|--------|--------|--------|---------|-------|-------|-------|-------|--------|--------|--------|--------|
| # Customers who received new occupational skills training          | 46     | 61     | 292    | 245    | -16.1%  | 161   | 46    | 292   | 644   |        | 1,525  | 2,162  | 2,363  |
| Occupational Skills Training By Local Office: (Active in Training) | 1,614  | 1,670  | 1,880  | 1,930  | 2.7%    | 1,774 | 1,614 | 1,930 |       |        | 2,111  | 1,168  | 3,498  |
| Anne Arundel WIA   | 79     | 76     | 148    | 144    | -2.7%   | 112   | 76    | 148   |       |        | 109    | 60     | 151    |
| Baltimore County WIA   | 135    | 150    | 164    | 157    | -4.3%   | 152   | 135   | 164   |       |        | 147    | 213    | 502    |
| Baltimore City WIA   | 234    | 248    | 285    | 347    | 21.8%   | 279   | 234   | 347   |       |        | 505    | 223    | 540    |
| Frederick County WIA   | 32     | 30     | 33     | 65     | 97.0%   | 40    | 30    | 65    |       |        | 106    | 44     | 99     |
| Lower Shore WIA  | 76     | 86     | 125    | 109    | -12.8%  | 99    | 76    | 125   |       |        | 213    | 76     | 201    |
| Montgomery County WIA  | 35     | 62     | 76     | 91     | 19.7%   | 66    | 35    | 91    |       |        | 92     | 59     | 188    |
| Mid Maryland WIA   | 150    | 172    | 158    | 144    | -8.9%   | 156   | 144   | 172   |       |        | 33     | 62     | 331    |
| Prince Georges County WIA  | 587    | 567    | 589    | 566    | -3.9%   | 577   | 566   | 589   |       |        | 381    | 179    | 709    |
| Southern Maryland WIA  | 63     | 62     | 75     | 58     | -22.7%  | 65    | 58    | 75    |       |        | 6      | 20     | 128    |
| Susquehanna Region WIA   | 31     | 34     | 38     | 36     | -5.3%   | 35    | 31    | 38    |       |        | 51     | 35     | 106    |
| Upper Shore WIA  | 52     | 46     | 104    | 108    | 3.8%    | 78    | 46    | 108   |       |        | 206    | 51     | 205    |
| Western Maryland WIA   | 70     | 67     | 85     | 105    | 23.5%   | 82    | 67    | 105   |       |        | 262    | 146    | 212    |
|  | Jul-11 | Aug-11 | Sep-11 | Oct-11 | %Change | Avg   | Min   | Max   | Total | Target | FY09   | FY10   | FY11   |
| # Early Intervention Workshop Completers                           | 1,770  | 2,139  | 2,084  | 1,824  | -12.5%  | 1,954 | 1,770 | 2,139 | 7,817 |        | 20,734 | 31,006 | 21,875 |
| Baltimore City One Stop Center (Eutaw Street)                      | 64     | 98     | 75     | 101    | 34.7%   | 85    | 64    | 101   | 338   |        |        | 1111   | 564    |
| Baltimore City One Stop Center (Southwest)                         | 48     | 43     | 88     | 52     | -40.9%  | 58    | 43    | 88    | 231   |        |        | 770    | 514    |
| Baltimore City One Stop Center (Eastside)                          | 58     | 120    | 42     | 43     | 2.4%    | 66    | 42    | 120   | 263   |        |        | 1126   | 747    |
| Baltimore City One Stop Center (Northwest/Re-entry)                | 0      | 39     | 28     | 40     | 42.9%   | 27    | 0     | 40    | 107   |        |        | 591    | 147    |
| Baltimore County One Stop Center (Eastpoint)                       | 32     | 109    | 114    | 131    | 14.9%   | 97    | 32    | 131   | 386   |        |        | 3188   | 1218   |
| Baltimore County One Stop Center (Hunt Valley)                     | 50     | 65     | 64     | 55     | -14.1%  | 59    | 50    | 65    | 234   |        |        | 2946   | 1333   |
| Baltimore County One Stop Center (Randallstown)                    | 49     | 0      | 81     | 55     | -32.1%  | 46    | 0     | 81    | 185   |        |        | 0      | 0      |
| Anne Arundel County One Stop Center (Glen Burnie)                  | 110    | 172    | 189    | 130    | -31.2%  | 150   | 110   | 189   | 601   |        |        | 1730   | 804    |
| Anne Arundel County One Stop Center (Arnold Station)               | 56     | 64     | 61     | 43     | -29.5%  | 56    | 43    | 64    | 224   |        |        | 0      | 0      |
| Anne Arundel County One Stop Center (Severna Park)                 | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        |        | 1567   | 950    |
| Howard County One Stop Center (Columbia)                           | 110    | 186    | 100    | 149    | 49.0%   | 136   | 100   | 186   | 545   |        |        | 1800   | 1278   |
| St Mary's One Stop Center (Leonardtown)                            | 30     | 32     | 19     | 20     | 5.3%    | 25    | 19    | 32    | 101   |        |        | 572    | 311    |
| Charles County One Stop Center (Waldorf)                           | 75     | 114    | 77     | 35     | -54.5%  | 75    | 35    | 114   | 301   |        |        | 1424   | 850    |
| Calvert County One Stop Center (Prince Frederick)                  | 25     | 38     | 21     | 40     | 90.5%   | 31    | 21    | 40    | 124   |        |        | 521    | 291    |
| Harford County One Stop Center (Bel Air)                           | 69     | 101    | 111    | 39     | -64.9%  | 80    | 39    | 111   | 320   |        |        | 743    | 593    |
| Cecil County One Stop Center (Elkton)                              | 34     | 28     | 34     | 34     | 0.0%    | 33    | 28    | 34    | 130   |        |        | 388    | 225    |
| Carroll County One Stop Center (Westminster)                       | 58     | 109    | 104    | 91     | -12.5%  | 91    | 58    | 109   | 362   |        |        | 1276   | 851    |
| Dorchester County One Stop Center (Cambridge)                      | 8      | 42     | 38     | 25     | -34.2%  | 28    | 8     | 42    | 113   |        |        | 513    | 409    |
| Kent County One Stop Center (Chestertown)                          | 12     | 8      | 13     | 14     | 7.7%    | 12    | 8     | 14    | 47    |        |        | 447    | 302    |
| Talbot County One Stop Center (Easton)                             | 5      | 14     | 12     | 26     | 116.7%  | 14    | 5     | 26    | 57    |        |        | 304    | 164    |
| Wicomico County One Stop Center (Salisbury)                        | 74     | 70     | 78     | 101    | 29.5%   | 81    | 70    | 101   | 323   |        |        | 1018   | 727    |
| Maryland Job Service Laurel Business Center                        | 137    | 125    | 179    | 172    | -3.9%   | 153   | 125   | 179   | 613   |        |        | 2176   | 1327   |
| Caroline County One Stop Center (Denton)                           | 0      | 14     | 30     | 10     | -66.7%  | 14    | 0     | 30    | 54    |        |        | 0      | 0      |
| Allegany County One Stop Center (Cumberland)                       | 34     | 39     | 41     | 33     | -19.5%  | 37    | 33    | 41    | 147   |        |        | 531    | 372    |
| Frederick County One Stop Center (Frederick)                       | 94     | 120    | 99     | 102    | 3.0%    | 104   | 94    | 120   | 415   |        |        | 1595   | 909    |
| Washington County One Stop Center (Hagerstown)                     | 95     | 80     | 73     | 89     | 21.9%   | 84    | 73    | 95    | 337   |        |        | 929    | 475    |
| Garrett County One Stop Center (Oakland)                           | 15     | 9      | 12     | 10     | -16.7%  | 12    | 9     | 15    | 46    |        |        | 193    | 135    |
| Prince George's County One Stop Center (Largo)                     | 262    | 129    | 150    | 59     | -60.7%  | 150   | 59    | 262   | 600   |        |        | 1671   | 1013   |
| Montgomery County One Stop Center (Wheaton)                        | 144    | 155    | 135    | 106    | -21.5%  | 135   | 106   | 155   | 540   |        |        | 1876   | 1294   |
| Harford County One Stop Center (Aberdeen)                          | 3      | 0      | 1      | 0      | -100.0% | 1     | 0     | 3     | 4     |        |        | 0      | 0      |
| Queen Anne's County One Stop Center (Centreville)                  | 19     | 16     | 15     | 19     | 26.7%   | 17    | 15    | 19    | 69    |        |        | 0      | 0      |



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|  | Jul-11 | Aug-11 | Sep-11 | Oct-11 | %Change | Avg   | Min   | Max   | Total  | Target | FY09   | FY10   | FY11   |
|--|--------|--------|--------|--------|---------|-------|-------|-------|--------|--------|--------|--------|--------|
| # Job Orders- Year to Date (YTD figure)                    | 2,656  | 3,260  | 2,897  | 2,830  | -2.3%   | 2,911 | 2,656 | 3,260 | 11,643 |        | 23,521 | 26,901 | 36,050 |
| Job Orders By Local Office: (Month Job Order Opened)       |        |        |        |        |         |       |       |       |        |        |        |        |        |
| *** Virtual Service Location ***                           | 219    | 218    | 181    | 253    | 39.8%   | 218   | 181   | 253   | 871    |        | 9,573  | 9,695  | 12,305 |
| Allegany County One Stop Center (Cumberland)               | 71     | 72     | 77     | 73     | -5.2%   | 73    | 71    | 77    | 293    |        | 784    | 756    | 903    |
| Anne Arundel County One Stop Center (Arnold Station)       | 0      | 4      | 0      | 0      | 0.0%    | 1     | 0     | 4     | 4      |        | 0      | 0      | 1      |
| Anne Arundel County One Stop Center (Glen Burnie)          | 143    | 157    | 200    | 164    | -18.0%  | 166   | 143   | 200   | 664    |        | 18     | 83     | 354    |
| Anne Arundel County One Stop Center (Severna Park)         | 0      | 1      | 0      | 0      | 0.0%    | 0     | 0     | 1     | 1      |        | 0      | 0      | 0      |
| Anne Arundel Job Center Annapolis                          | 20     | 23     | 14     | 16     | 14.3%   | 18    | 14    | 23    | 73     |        | 596    | 664    | 627    |
| Anne Arundel Workforce Development Corporation             | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 13     | 19     | 0      |
| Arundel Mills Sales and Service Training Center            | 3      | 9      | 11     | 4      | -63.6%  | 7     | 3     | 11    | 27     |        | 335    | 194    | 282    |
| Baltimore City One Stop Center (Eastside)                  | 13     | 18     | 20     | 11     | -45.0%  | 16    | 11    | 20    | 62     |        | 210    | 168    | 197    |
| Baltimore City One Stop Center (Eutaw Street)              | 162    | 167    | 152    | 140    | -7.9%   | 155   | 140   | 167   | 621    |        | 727    | 1,274  | 1,602  |
| Baltimore City One Stop Center (Northwest/Re-entry Center) | 1      | 158    | 160    | 190    | 18.8%   | 127   | 1     | 190   | 509    |        | 32     | 3      | 51     |
| Baltimore City Rapid Response Team                         | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 97     | 21     | 0      |
| Baltimore County One Stop Center (Eastpoint)               | 61     | 48     | 48     | 41     | -14.6%  | 50    | 41    | 61    | 198    |        | 798    | 607    | 572    |
| Baltimore County One Stop Center (Hunt Valley)             | 74     | 143    | 86     | 91     | 5.8%    | 99    | 74    | 143   | 394    |        | 182    | 373    | 437    |
| Baltimore County One Stop Center (Randallstown)            | 255    | 300    | 89     | 92     | 3.4%    | 184   | 89    | 300   | 736    |        | 0      | 0      | 626    |
| BWI Thurgood Marshall Int'l Airport One Stop               | 1      | 4      | 0      | 1      | 0.0%    | 2     | 0     | 4     | 6      |        | 107    | 246    | 290    |
| Calvert County One Stop Center (Prince Frederick)          | 15     | 17     | 15     | 21     | 40.0%   | 17    | 15    | 21    | 68     |        | 142    | 329    | 177    |
| Caroline County One Stop Center (Denton)                   | 23     | 17     | 19     | 0      | -100.0% | 15    | 0     | 23    | 59     |        | 45     | 139    | 247    |
| Carroll County Business & Employment Resource Center       | 12     | 23     | 10     | 13     | 30.0%   | 15    | 10    | 23    | 58     |        | 688    | 418    | 95     |
| Carroll County One Stop Center (Westminster)               | 16     | 23     | 20     | 23     | 15.0%   | 21    | 16    | 23    | 82     |        | 3      | 7      | 53     |
| Cecil County DSS   | 1      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 1     | 1      |        | 0      | 0      | 0      |
| Cecil County One Stop Center (Elkton)                      | 50     | 50     | 41     | 58     | 41.5%   | 50    | 41    | 58    | 199    |        | 379    | 367    | 314    |
| Charles County One Stop Center (Waldorf)                   | 33     | 41     | 31     | 18     | -41.9%  | 31    | 18    | 41    | 123    |        | 282    | 307    | 276    |
| Dorchester County One Stop Center (Cambridge)              | 21     | 8      | 27     | 7      | -74.1%  | 16    | 7     | 27    | 63     |        | 65     | 35     | 38     |
| Employ Baltimore   | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 1      | 4      | 3      |
| Frederick County One Stop Center (Frederick)               | 107    | 107    | 151    | 117    | -22.5%  | 121   | 107   | 151   | 482    |        | 1,304  | 1,869  | 1,697  |
| Ft. Meade Outreach Center                                  | 8      | 82     | 83     | 96     | 15.7%   | 67    | 8     | 96    | 269    |        | 541    | 750    | 640    |
| Garrett County One Stop Center (Oakland)                   | 57     | 66     | 81     | 47     | -42.0%  | 63    | 47    | 81    | 251    |        | 618    | 641    | 742    |
| Harford County One Stop Center (Aberdeen)                  | 0      | 2      | 0      | 0      | 0.0%    | 1     | 0     | 2     | 2      |        | 15     | 16     | 32     |
| Harford County One Stop Center (Bel Air)                   | 51     | 94     | 55     | 60     | 9.1%    | 65    | 51    | 94    | 260    |        | 224    | 240    | 268    |
| Howard County Office of Workforce Development              | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 6      | 5      | 2      |
| Howard County One Stop Center (Columbia)                   | 179    | 225    | 185    | 202    | 9.2%    | 198   | 179   | 225   | 791    |        | 736    | 1,066  | 1,654  |
| Kent County One Stop Center (Chestertown)                  | 12     | 8      | 12     | 6      | -50.0%  | 10    | 6     | 12    | 38     |        | 44     | 55     | 58     |
| Langley Park Satellite Office                              | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 0      | 2      | 0      |
| Maryland Job Service Laurel Business Center                | 3      | 39     | 67     | 56     | -16.4%  | 41    | 3     | 67    | 165    |        | 0      | 9      | 0      |
| MOED Youth Services Administrative Office                  | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 1      | 0      | 0      |
| Montgomery County Correctional Facility                    | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 0      | 2      | 0      |
| Montgomery County One Stop Center (Wheaton)                | 420    | 418    | 411    | 440    | 7.1%    | 422   | 411   | 440   | 1,689  |        | 673    | 1,392  | 3,136  |
| Montgomery County One Stop Center (Gaithersburg)           | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 14     | 2      | 0      |
| Montgomery County One Stop Center (Germantown)             | 3      | 2      | 1      | 4      | 300.0%  | 3     | 1     | 4     | 10     |        | 0      | 3      | 7      |
| Montgomery County Sales and Service Learning Center        | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 6      | 0      | 0      |
| Montgomery County Workforce Investment Services            | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 0      | 1      | 0      |
| Office of Employment Services - Central                    | 2      | 0      | 2      | 0      | -100.0% | 1     | 0     | 2     | 4      |        | 246    | 888    | 1,053  |
| Office of Employment Training - Central                    | 7      | 6      | 3      | 8      | 166.7%  | 6     | 3     | 8     | 24     |        | 0      | 10     | 211    |
| OIT Process  | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 0      | 1,237  | 1,604  |
| Prince George's County One Stop Center (Largo)             | 368    | 358    | 307    | 277    | -9.8%   | 328   | 277   | 368   | 1,310  |        | 1,152  | 2,173  | 3,871  |
| Professional Outplacement Assistance Center                | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 1      | 0      | 0      |
| Queen Anne's County One Stop Center (Centreville)          | 1      | 3      | 2      | 2      | 0.0%    | 2     | 1     | 3     | 8      |        | 1      | 1      | 6      |
| St Mary's One Stop Center (Leonardtown)                    | 45     | 81     | 126    | 52     | -58.7%  | 76    | 45    | 126   | 304    |        | 297    | 318    | 276    |
| Suitland Health and Wellness Center                        | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 0      | 0      | 2      |
| Susquehanna Workforce Network Headquarters                 | 7      | 10     | 12     | 3      | -75.0%  | 8     | 3     | 12    | 32     |        | 373    | 337    | 97     |
| Talbot County One Stop Center (Easton)                     | 25     | 36     | 23     | 34     | 47.8%   | 30    | 23    | 36    | 118    |        | 245    | 478    | 365    |
| UpperShore Workforce Investment Board                      | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 0      | 1      | 0      |
| Washington County One Stop Center (Hagerstown)             | 93     | 116    | 111    | 100    | -9.9%   | 105   | 93    | 116   | 420    |        | 843    | 1,197  | 1,561  |
| Western MD Consortium (Cumberland)                         | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 3      | 0      | 0      |
| Western MD Consortium (Hagerstown)                         | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 0      | 5      | 0      |
| Westside Youth Opportunity Center (Youth Program)          | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0      |        | 16     | 20     | 13     |
| Wicomico County One Stop Center (Salisbury)                | 74     | 106    | 63     | 101    | 60.3%   | 86    | 63    | 106   | 344    |        | 1,530  | 1,153  | 995    |
| Workforce Reception Center                                 | 0      | 0      | 1      | 9      | 800.0%  | 3     | 0     | 9     | 10     |        | 58     | 7      | 174    |



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|--|--------|--------|--------|--------|---------|--------|-------|--------|--------|--------|---------|---------|---------|
| # Job Openings- (Month Job Order Opened)                   | 7,303  | 19,464 | 8,290  | 8,143  | -1.8%   | 10,800 | 7,303 | 19,464 | 43,200 |        | 117,009 | 115,864 | 133,929 |
| Job Openings By Local Office: (Month Job Order Opened)     |        |        |        |        |         |        |       |        |        |        |         |         |         |
| *** Virtual Service Location ***                           | 396    | 824    | 229    | 574    | 150.7%  | 506    | 229   | 824    | 2,023  |        | 44,942  | 38,815  | 43,739  |
| Allegany County One Stop Center (Cumberland)               | 358    | 286    | 216    | 317    | 46.8%   | 294    | 216   | 358    | 1,177  |        | 3,107   | 3,870   | 2,866   |
| Anne Arundel County One Stop Center (Arnold Station)       | 0      | 4      | 0      | 0      | 0.0%    | 1      | 0     | 4      | 4      |        | 0       | 0       | 5       |
| Anne Arundel County One Stop Center (Glen Burnie)          | 274    | 283    | 295    | 309    | 4.7%    | 290    | 274   | 309    | 1,161  |        | 139     | 706     | 665     |
| Anne Arundel County One Stop Center (Severna Park)         | 0      | 1      | 0      | 0      | 0.0%    | 0      | 0     | 1      | 1      |        | 0       | 0       | 0       |
| Anne Arundel Job Center Annapolis                          | 162    | 85     | 73     | 137    | 87.7%   | 114    | 73    | 162    | 457    |        | 6,675   | 2,586   | 2,754   |
| Anne Arundel Workforce Development Corporation             | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 40      | 111     | 0       |
| Arundel Mills Sales and Service Training Center            | 3      | 28     | 34     | 46     | 35.3%   | 28     | 3     | 46     | 111    |        | 4,705   | 3,245   | 1,894   |
| Baltimore City One Stop Center (Eastside)                  | 44     | 97     | 71     | 309    | 335.2%  | 130    | 44    | 309    | 521    |        | 1,353   | 776     | 514     |
| Baltimore City One Stop Center (Eutaw Street)              | 1359   | 2975   | 691    | 488    | -29.4%  | 1,378  | 488   | 2,975  | 5,513  |        | 2,406   | 3,117   | 6,722   |
| Baltimore City One Stop Center (Northwest/Re-entry Center) | 1      | 158    | 160    | 192    | 20.0%   | 128    | 1     | 192    | 511    |        | 138     | 12      | 135     |
| Baltimore City Rapid Response Team                         | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 0       | 94      | 0       |
| Baltimore County One Stop Center (Eastpoint)               | 151    | 116    | 1092   | 277    | -74.6%  | 409    | 116   | 1,092  | 1,636  |        | 4,618   | 2,865   | 1,853   |
| Baltimore County One Stop Center (Hunt Valley)             | 144    | 4166   | 243    | 152    | -37.4%  | 1,176  | 144   | 4,166  | 4,705  |        | 855     | 1,226   | 1,990   |
| Baltimore County One Stop Center (Randallstown)            | 489    | 520    | 159    | 227    | 42.8%   | 349    | 159   | 520    | 1,395  |        | 0       | 0       | 1,336   |
| BWI Thurgood Marshall Int'l Airport One Stop               | 2      | 50     | 0      | 12     | 0.0%    | 16     | 0     | 50     | 64     |        | 1,816   | 1,687   | 2,077   |
| Calvert County One Stop Center (Prince Frederick)          | 18     | 23     | 46     | 41     | -10.9%  | 32     | 18    | 46     | 128    |        | 1,341   | 825     | 381     |
| Caroline County One Stop Center (Denton)                   | 35     | 47     | 35     | 0      | -100.0% | 29     | 0     | 47     | 117    |        | 262     | 384     | 834     |
| Carroll County Business & Employment Resource Center       | 20     | 31     | 23     | 14     | -39.1%  | 22     | 14    | 31     | 88     |        | 907     | 502     | 120     |
| Carroll County One Stop Center (Westminster)               | 1025   | 24     | 40     | 140    | 250.0%  | 307    | 24    | 1,025  | 1,229  |        | 27      | 16      | 79      |
| Cecil County DSS   | 1      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 1      | 1      |        | 0       | 0       | 0       |
| Cecil County One Stop Center (Elkton)                      | 103    | 172    | 184    | 186    | 1.1%    | 161    | 103   | 186    | 645    |        | 893     | 1,190   | 1,029   |
| Charles County One Stop Center (Waldorf)                   | 40     | 126    | 52     | 34     | -34.6%  | 63     | 34    | 126    | 252    |        | 992     | 1,156   | 1,634   |
| Dorchester County One Stop Center (Cambridge)              | 80     | 27     | 56     | 39     | -30.4%  | 51     | 27    | 80     | 202    |        | 235     | 156     | 142     |
| Employ Baltimore   | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 11      | 25      | 5       |
| Frederick County One Stop Center (Frederick)               | 194    | 4281   | 481    | 243    | -49.5%  | 1,300  | 194   | 4,281  | 5,199  |        | 3,139   | 4,029   | 3,943   |
| Ft. Meade Outreach Center                                  | 92     | 431    | 130    | 231    | 77.7%   | 221    | 92    | 431    | 884    |        | 7,402   | 6,075   | 5,562   |
| Garrett County One Stop Center (Oakland)                   | 122    | 132    | 174    | 104    | -40.2%  | 133    | 104   | 174    | 532    |        | 1,339   | 1,379   | 1,674   |
| Harford County One Stop Center (Aberdeen)                  | 0      | 10     | 0      | 0      | 0.0%    | 3      | 0     | 10     | 10     |        | 64      | 18      | 270     |
| Harford County One Stop Center (Bel Air)                   | 109    | 1412   | 152    | 108    | -28.9%  | 445    | 108   | 1,412  | 1,781  |        | 1,359   | 1,287   | 2,979   |
| Howard County Office of Workforce Development              | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 17      | 20      | 2       |
| Howard County One Stop Center (Columbia)                   | 283    | 287    | 417    | 393    | -5.8%   | 345    | 283   | 417    | 1,380  |        | 3,211   | 3,330   | 4,318   |
| Kent County One Stop Center (Chestertown)                  | 13     | 9      | 21     | 8      | -61.9%  | 13     | 8     | 21     | 51     |        | 241     | 274     | 472     |
| Langley Park Satellite Office                              | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 0       | 2       | 0       |
| Maryland Job Service Laurel Business Center                | 3      | 96     | 103    | 96     | -6.8%   | 75     | 3     | 103    | 298    |        | 0       | 13      | 0       |
| MOED Youth Services Administrative Office                  | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 3       | 0       | 0       |
| Montgomery County Correctional Facility                    | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 0       | 3       | 0       |
| Montgomery County One Stop Center (Wheaton)                | 614    | 530    | 579    | 1131   | 95.3%   | 714    | 530   | 1,131  | 2,854  |        | 2,017   | 2,277   | 4,583   |
| Montgomery County One Stop Center (Gaithersburg)           | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 0       | 2       | 0       |
| Montgomery County One Stop Center (Germantown)             | 3      | 4      | 1      | 4      | 300.0%  | 3      | 1     | 4      | 12     |        | 121     | 3       | 8       |
| Montgomery County Sales and Service Learning Center        | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 12      | 0       | 0       |
| Montgomery County Workforce Investment Services            | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 0       | 1       | 0       |
| Office of Employment Services - Central                    | 2      | 0      | 2      | 0      | -100.0% | 1      | 0     | 2      | 4      |        | 1,427   | 6,168   | 9,175   |
| Office of Employment Training - Central                    | 21     | 10     | 7      | 14     | 100.0%  | 13     | 7     | 21     | 52     |        | 0       | 27      | 1,169   |
| OIT Process  | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 0       | 5,048   | 6,404   |
| Prince George's County One Stop Center (Largo)             | 563    | 843    | 1409   | 1167   | -17.2%  | 996    | 563   | 1,409  | 3,982  |        | 7,626   | 8,127   | 9,883   |
| Professional Outplacement Assistance Center                | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 1       | 0       | 1       |
| Queen Anne's County One Stop Center (Centreville)          | 1      | 3      | 4      | 3      | -25.0%  | 3      | 1     | 4      | 11     |        | 2       | 12      | 14      |
| St Mary's One Stop Center (Leonardtown)                    | 53     | 103    | 132    | 57     | -56.8%  | 86     | 53    | 132    | 345    |        | 663     | 647     | 694     |
| Suitland Health and Wellness Center                        | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 0       | 0       | 2       |
| Susquehanna Workforce Network Headquarters                 | 23     | 10     | 27     | 5      | -81.5%  | 16     | 5     | 27     | 65     |        | 785     | 1,003   | 167     |
| Talbot County One Stop Center (Easton)                     | 58     | 56     | 74     | 59     | -20.3%  | 62     | 56    | 74     | 247    |        | 541     | 2,574   | 1,055   |
| UpperShore Workforce Investment Board                      | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 0       | 1       | 0       |
| Washington County One Stop Center (Hagerstown)             | 225    | 439    | 470    | 267    | -43.2%  | 350    | 225   | 470    | 1,401  |        | 3,305   | 4,455   | 4,696   |
| Western MD Consortium (Cumberland)                         | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 34      | 0       | 0       |
| Western MD Consortium (Hagerstown)                         | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 0       | 5       | 0       |
| Westside Youth Opportunity Center (Youth Program)          | 0      | 0      | 0      | 0      | 0.0%    | 0      | 0     | 0      | 0      |        | 18      | 29      | 14      |
| Wicomico County One Stop Center (Salisbury)                | 219    | 765    | 404    | 740    | 83.2%   | 532    | 219   | 765    | 2,128  |        | 8,009   | 5,625   | 5,764   |
| Workforce Reception Center                                 | 0      | 0      | 4      | 19     | 375.0%  | 6      | 0     | 19     | 23     |        | 211     | 66      | 300     |



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|   | Jul-11 | Aug-11 | Sep-11 | Oct-11 | %Change | Avg   | Min   | Max   | Total | Target | FY09   | FY10   | FY11   |
|---|--------|--------|--------|--------|---------|-------|-------|-------|-------|--------|--------|--------|--------|
| Employer Receiving Services (YTD)                                   | 504    | 713    | 559    | 619    | 10.7%   | 599   | 504   | 713   | 2,395 |        | 7,761  | 6,931  | 8,224  |
| Employer Services Provided By Local Office: (Month Service Started) | 1,701  | 2,492  | 1,850  | 2,727  | 47.4%   | 2,193 | 1,701 | 2,727 | 8,770 |        | 28,655 | 34,896 | 45,725 |
| *** Virtual Service Location ***                                    | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 12,830 | 14,014 | 13,617 |
| Access Point  | 0      | 0      | 9      | 0      | -100.0% | 2     | 0     | 9     | 9     |        | 0      | 0      | 38     |
| Allegany County One Stop Center (Cumberland)                        | 80     | 62     | 71     | 414    | 483.1%  | 157   | 62    | 414   | 627   |        | 891    | 871    | 1,279  |
| Alliance Inc.   | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 0      | 0      | 1      |
| Anne Arundel County One Stop Center (Arnold Station)                | 4      | 1      | 0      | 0      | 0.0%    | 1     | 0     | 4     | 5     |        | 3      | 0      | 2      |
| Anne Arundel County One Stop Center (Glen Burnie)                   | 2      | 2      | 20     | 3      | -85.0%  | 7     | 2     | 20    | 27    |        | 30     | 83     | 1,029  |
| Anne Arundel County One Stop Center (Severna Park)                  | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 3      | 0      | 1      |
| Anne Arundel Job Center Annapolis                                   | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 306    | 314    | 106    |
| Anne Arundel Workforce Development Corporation                      | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 3      | 8      | 8      |
| Arundel Mills Sales and Service Training Center                     | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 1      | 0      | 8      |
| Baltimore City One Stop Center (Eastside)                           | 50     | 55     | 32     | 3      | -90.6%  | 35    | 3     | 55    | 140   |        | 1,044  | 509    | 411    |
| Baltimore City One Stop Center (Eutaw Street)                       | 84     | 57     | 44     | 23     | -47.7%  | 52    | 23    | 84    | 208   |        | 598    | 775    | 1,316  |
| Baltimore City One Stop Center (Northwest/Re-entry Center)          | 0      | 2      | 0      | 1      | 0.0%    | 1     | 0     | 2     | 3     |        | 74     | 53     | 97     |
| Baltimore City One Stop Center (Southwest)                          | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 7      | 14     | 135    |
| Baltimore County One Stop Center (Eastpoint)                        | 27     | 79     | 79     | 106    | 34.2%   | 73    | 27    | 106   | 291   |        | 2,143  | 686    | 692    |
| Baltimore County One Stop Center (Hunt Valley)                      | 39     | 14     | 17     | 36     | 111.8%  | 27    | 14    | 39    | 106   |        | 302    | 637    | 827    |
| Baltimore County One Stop Center (Randallstown)                     | 5      | 11     | 4      | 7      | 75.0%   | 7     | 4     | 11    | 27    |        |        |        | 460    |
| BWI Thurgood Marshall Int'l Airport One Stop                        | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 277    | 262    | 275    |
| Calvert County One Stop Center (Prince Frederick)                   | 7      | 70     | 22     | 8      | -63.6%  | 27    | 7     | 70    | 107   |        | 75     | 81     | 851    |
| Caroline County One Stop Center (Denton)                            | 1      | 10     | 4      | 9      | 125.0%  | 6     | 1     | 10    | 24    |        | 39     | 154    | 241    |
| Carroll County Business & Employment Resource Center                | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 291    | 97     | 22     |
| Carroll County One Stop Center (Westminster)                        | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 0      | 5      | 84     |
| Cecil County One Stop Center (Elkton)                               | 0      | 3      | 32     | 10     | -68.8%  | 11    | 0     | 32    | 45    |        | 9      | 3      | 195    |
| Charles County One Stop Center (Waldorf)                            | 15     | 60     | 76     | 37     | -51.3%  | 47    | 15    | 76    | 188   |        | 186    | 922    | 991    |
| Dorchester County One Stop Center (Cambridge)                       | 127    | 131    | 119    | 112    | -5.9%   | 122   | 112   | 131   | 489   |        | 21     | 17     | 309    |
| Employ Baltimore  | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 6      | 3      | 15     |
| Frederick County One Stop Center (Frederick)                        | 41     | 41     | 15     | 32     | 113.3%  | 32    | 15    | 41    | 129   |        | 525    | 844    | 1,242  |
| Ft. Meade Outreach Center   | 25     | 121    | 198    | 117    | -40.9%  | 115   | 25    | 198   | 461   |        | 663    | 814    | 759    |
| Garrett County One Stop Center (Oakland)                            | 1      | 177    | 133    | 80     | -39.8%  | 98    | 1     | 177   | 391   |        | 1,221  | 1,294  | 1,733  |
| Harford County One Stop Center (Aberdeen)                           | 1      | 12     | 3      | 4      | 33.3%   | 5     | 1     | 12    | 20    |        | 59     | 110    | 67     |
| Harford County One Stop Center (Bel Air)                            | 15     | 17     | 14     | 30     | 114.3%  | 19    | 14    | 30    | 76    |        | 62     | 43     | 466    |
| Howard County One Stop Center (Columbia)                            | 17     | 32     | 34     | 171    | 402.9%  | 64    | 17    | 171   | 254   |        | 996    | 667    | 1,585  |
| Kent County One Stop Center (Chestertown)                           | 7      | 0      | 1      | 2      | 100.0%  | 3     | 0     | 7     | 10    |        | 32     | 78     | 148    |
| Maryland Job Service Laurel Business Center                         | 0      | 19     | 12     | 46     | 283.3%  | 19    | 0     | 46    | 77    |        | 0      | 0      | 10     |
| Montgomery County Workforce Investment Services                     | 0      | 1      | 0      | 0      | 0.0%    | 0     | 0     | 1     | 1     |        | 0      | 0      | 0      |
| Montgomery County Sales and Learning Center                         | 20     | 44     | 27     | 35     | 29.6%   | 32    | 20    | 44    | 126   |        | 0      | 0      | 8      |
| Montgomery County One Stop Center (Germantown)                      | 6      | 1      | 2      | 1      | -50.0%  | 3     | 1     | 6     | 10    |        | 0      | 0      | 19     |
| Montgomery County One Stop Center (Wheaton)                         | 11     | 5      | 4      | 2      | -50.0%  | 6     | 2     | 11    | 22    |        | 450    | 291    | 1,073  |
| Office of Employment Services - Central                             | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 486    | 435    | 343    |
| Office of Employment Training - Central                             | 1      | 0      | 2      | 2      | 0.0%    | 1     | 0     | 2     | 5     |        | 2      | 0      | 3      |
| Prince George's Community College One Stop Center                   | 0      | 0      | 1      | 0      | -100.0% | 0     | 0     | 1     | 1     |        | 0      | 0      | 0      |
| Prince George's County One Stop Center (Largo)                      | 460    | 526    | 373    | 669    | 79.4%   | 507   | 373   | 669   | 2,028 |        | 1,700  | 6,374  | 9,224  |
| Queen Anne's County One Stop Center (Centreville)                   | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 0      | 0      | 2      |
| Somerset County One Stop Center (Princess Anne)                     | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 8      | 37     | 32     |
| St Mary's One Stop Center (Leonardtown)                             | 14     | 382    | 44     | 53     | 20.5%   | 123   | 14    | 382   | 493   |        | 256    | 465    | 788    |
| Suitland Health and Wellness Center                                 | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 0      | 0      | 14     |
| Susquehanna Workforce Network Headquarters                          | 0      | 20     | 7      | 0      | -100.0% | 7     | 0     | 20    | 27    |        | 86     | 71     | 31     |
| Talbot County One Stop Center (Easton)                              | 69     | 78     | 75     | 37     | -50.7%  | 65    | 37    | 78    | 259   |        | 181    | 271    | 465    |
| Washington County One Stop Center (Hagerstown)                      | 96     | 95     | 111    | 276    | 148.6%  | 145   | 95    | 276   | 578   |        | 1,174  | 1,709  | 1,882  |
| Western MD Consortium (Hagerstown)                                  | 145    | 1      | 0      | 0      | 0.0%    | 37    | 0     | 145   | 146   |        | 0      | 0      | 0      |
| Westside Youth Opportunity Center (Youth Program)                   | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 9      | 13     | 16     |
| Wicomico County One Stop Center (Salisbury)                         | 331    | 363    | 265    | 401    | 51.3%   | 340   | 265   | 401   | 1,360 |        | 1,605  | 1,858  | 2,774  |
| Worcester County One Stop Center (Ocean City)                       | 0      | 0      | 0      | 0      | 0.0%    | 0     | 0     | 0     | 0     |        | 1      | 14     | 0      |



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| <b>Labor Related Economic Indicators</b>                                     | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>%Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Target</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
|--|---------------|---------------|---------------|---------------|----------------|------------|------------|------------|--------------|---------------|-------------|-------------|-------------|
| # Worker Adjustment and Retraining Notification Act (WARN) notices w/layoffs | 10            | 5             | 3             | 1             | -66.7%         | 5          | 1          | 10         | 19           |               | 79          | 41          | 89          |
| # Employees impacted by WARN notices   | 391           | 254           | 465           | 60            | -87.1%         | 293        | 60         | 465        | 1,170        |               | 6,004       | 4,586       | 7,826       |
| <b>Maryland</b>  |               |               |               |               |                |            |            |            |              |               |             |             |             |
| <b>Labor Related Economic Indicators</b>                                     | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>%Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Target</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
| Labor Force  | 2,982,212     | 2,975,305     | 2,983,206     | 2,992,991     | 0.3%           | 2,983,429  | 2,975,305  | 2,992,991  | 11,933,714   |               | 36,300,771  | 35,809,296  | 35,774,189  |
| Employment   | 2,769,211     | 2,757,800     | 2,763,503     | 2,776,267     | 0.5%           | 2,766,695  | 2,757,800  | 2,776,267  | 11,066,781   |               | 34,142,544  | 33,122,630  | 33,207,539  |
| Unemployment   | 213,001       | 217,505       | 219,703       | 216,724       | -1.4%          | 216,733    | 213,001    | 219,703    | 866,933      |               | 2,158,227   | 2,686,666   | 2,566,650   |
| Rate   | 7.1           | 7.3           | 7.4           | 7.2           | -2.7%          | 7.3        | 7.1        | 7.4        |              |               | 5.9         | 7.5         | 7.2         |
| <b>Anne Arundel</b>  |               |               |               |               |                |            |            |            |              |               |             |             |             |
| <b>Labor Related Economic Indicators</b>                                     | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>%Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Target</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
| Labor Force  | 285,984       | 282,912       | 282,979       | 285,073       | 0.7%           | 284,237    | 282,912    | 285,984    | 1,136,948    |               | 3,425,228   | 3,385,074   | 3,368,407   |
| Employment   | 266,026       | 263,484       | 264,186       | 267,276       | 1.2%           | 265,243    | 263,484    | 267,276    | 1,060,972    |               | 3,242,274   | 3,151,943   | 3,147,860   |
| Unemployment   | 19,958        | 19,428        | 18,793        | 17,797        | -5.3%          | 18,994     | 17,797     | 19,958     | 75,976       |               | 182,954     | 233,131     | 220,547     |
| Rate   | 7.0           | 6.9           | 6.6           | 6.2           | -6.1%          | 6.7        | 6.2        | 7.0        |              |               | 5.3         | 6.9         | 6.5         |
| <b>Baltimore City</b>  |               |               |               |               |                |            |            |            |              |               |             |             |             |
| <b>Labor Related Economic Indicators</b>                                     | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>%Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Target</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
| Labor Force  | 281,460       | 278,378       | 277,220       | 279,332       | 0.8%           | 279,098    | 277,220    | 281,460    | 1,116,390    |               | 3,372,638   | 3,325,009   | 3,311,304   |
| Employment   | 250,302       | 247,910       | 248,571       | 251,478       | 1.2%           | 249,565    | 247,910    | 251,478    | 998,261      |               | 3,074,789   | 2,965,642   | 2,961,796   |
| Unemployment   | 31,158        | 30,468        | 28,649        | 27,854        | -2.8%          | 29,532     | 27,854     | 31,158     | 118,129      |               | 297,849     | 359,367     | 349,508     |
| Rate   | 11.1          | 10.9          | 10.3          | 10.0          | -2.9%          | 10.6       | 10.0       | 11.1       |              |               | 8.9         | 10.8        | 10.6        |
| <b>Baltimore County</b>  |               |               |               |               |                |            |            |            |              |               |             |             |             |
| <b>Labor Related Economic Indicators</b>                                     | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>%Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Target</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
| Labor Force  | 430,885       | 426,322       | 427,319       | 430,449       | 0.7%           | 428,744    | 426,322    | 430,885    | 1,714,975    |               | 5,190,095   | 5,108,817   | 5,095,532   |
| Employment   | 397,059       | 393,265       | 394,313       | 398,924       | 1.2%           | 395,890    | 393,265    | 398,924    | 1,583,561    |               | 4,866,295   | 4,704,453   | 4,698,354   |
| Unemployment   | 33,826        | 33,057        | 33,006        | 31,525        | -4.5%          | 32,854     | 31,525     | 33,826     | 131,414      |               | 323,800     | 404,364     | 397,178     |
| Rate   | 7.9           | 7.8           | 7.7           | 7.3           | -5.2%          | 7.7        | 7.3        | 7.9        |              |               | 6.2         | 7.9         | 7.8         |
| <b>Frederick</b>   |               |               |               |               |                |            |            |            |              |               |             |             |             |
| <b>Labor Related Economic Indicators</b>                                     | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>%Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Target</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
| Labor Force  | 123,996       | 122,352       | 122,373       | 122,510       | 0.1%           | 122,808    | 122,352    | 123,996    | 491,231      |               | 1,489,210   | 1,465,622   | 1,472,177   |
| Employment   | 116,075       | 114,712       | 114,905       | 115,483       | 0.5%           | 115,294    | 114,712    | 116,075    | 461,175      |               | 1,410,877   | 1,367,576   | 1,379,247   |
| Unemployment   | 7,921         | 7,640         | 7,468         | 7,027         | -5.9%          | 7,514      | 7,027      | 7,921      | 30,056       |               | 78,333      | 98,046      | 92,930      |
| Rate   | 6.4           | 6.2           | 6.1           | 5.7           | -6.6%          | 6.1        | 5.7        | 6.4        |              |               | 5.3         | 6.7         | 6.3         |
| <b>Lower Shore (Includes Somerset, Wicomico, and Worcester Counties)</b>     |               |               |               |               |                |            |            |            |              |               |             |             |             |
| <b>Somerset County</b>   |               |               |               |               |                |            |            |            |              |               |             |             |             |
| <b>Labor Related Economic Indicators</b>                                     | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>%Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Target</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
| Labor Force  | 11,245        | 10,964        | 11,031        | 10,948        | -0.8%          | 11,047     | 10,948     | 11,245     | 44,188       |               | 134,884     | 131,504     | 132,780     |
| Employment   | 10,113        | 9,930         | 10,040        | 9,991         | -0.5%          | 10,019     | 9,930      | 10,113     | 40,074       |               | 123,647     | 117,971     | 119,257     |
| Unemployment   | 1,132         | 1,034         | 991           | 957           | -3.4%          | 1,029      | 957        | 1,132      | 4,114        |               | 11,237      | 13,533      | 13,523      |
| Rate   | 10.1          | 9.4           | 9.0           | 8.7           | -3.3%          | 9.3        | 8.7        | 10.1       |              |               | 8.4         | 10.3        | 10.2        |
| <b>Wicomico County</b>   |               |               |               |               |                |            |            |            |              |               |             |             |             |
| <b>Labor Related Economic Indicators</b>                                     | <b>Jul-11</b> | <b>Aug-11</b> | <b>Sep-11</b> | <b>Oct-11</b> | <b>%Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Target</b> | <b>FY09</b> | <b>FY10</b> | <b>FY11</b> |
| Labor Force  | 52,878        | 51,967        | 52,406        | 52,058        | -0.7%          | 52,327     | 51,967     | 52,878     | 209,309      |               | 634,824     | 618,577     | 623,325     |
| Employment   | 48,356        | 47,482        | 48,005        | 47,769        | -0.5%          | 47,903     | 47,482     | 48,356     | 191,612      |               | 588,800     | 564,054     | 570,212     |
| Unemployment   | 4,522         | 4,485         | 4,401         | 4,289         | -2.5%          | 4,424      | 4,289      | 4,522      | 17,697       |               | 46,024      | 54,523      | 53,113      |
| Rate   | 8.6           | 8.6           | 8.4           | 8.2           | -2.4%          | 8.5        | 8.2        | 8.6        |              |               | 7.3         | 8.8         | 8.5         |



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| Worcester County   |         |         |         |         |         |         |         |         |           |        |           |           |           |
|--|---------|---------|---------|---------|---------|---------|---------|---------|-----------|--------|-----------|-----------|-----------|
|  | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total     | Target | FY09      | FY10      | FY11      |
| Labor Force  | 32,444  | 31,921  | 29,410  | 26,608  | -9.5%   | 30,096  | 26,608  | 32,444  | 120,383   |        | 333,737   | 331,408   | 332,469   |
| Employment   | 29,712  | 29,330  | 26,831  | 23,795  | -11.3%  | 27,417  | 23,795  | 29,712  | 109,668   |        | 301,118   | 292,281   | 292,733   |
| Unemployment   | 2,732   | 2,591   | 2,579   | 2,813   | 9.1%    | 2,679   | 2,579   | 2,813   | 10,715    |        | 32,619    | 39,127    | 39,736    |
| Rate   | 8.4     | 8.1     | 8.8     | 10.6    | 20.5%   | 9.0     | 8.1     | 10.6    |           |        | 10.2      | 12.2      | 12.3      |
| Mid-Maryland (Includes Carroll and Howard Counties)                    |         |         |         |         |         |         |         |         |           |        |           |           |           |
| Carroll County   |         |         |         |         |         |         |         |         |           |        |           |           |           |
|  | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total     | Target | FY09      | FY10      | FY11      |
| Labor Force  | 94,648  | 93,720  | 93,490  | 94,180  | 0.7%    | 94,010  | 93,490  | 94,648  | 376,038   |        | 1,144,784 | 1,122,655 | 1,115,862 |
| Employment   | 88,304  | 87,460  | 87,693  | 88,718  | 1.2%    | 88,044  | 87,460  | 88,718  | 352,175   |        | 1,082,780 | 1,046,242 | 1,044,884 |
| Unemployment   | 6,344   | 6,260   | 5,797   | 5,462   | -5.8%   | 5,966   | 5,462   | 6,344   | 23,863    |        | 62,004    | 76,413    | 70,978    |
| Rate   | 6.7     | 6.7     | 6.2     | 5.8     | -6.5%   | 6.4     | 5.8     | 6.7     |           |        | 5.4       | 6.8       | 6.4       |
| Howard County  |         |         |         |         |         |         |         |         |           |        |           |           |           |
|  | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total     | Target | FY09      | FY10      | FY11      |
| Labor Force  | 163,118 | 161,460 | 161,579 | 162,901 | 0.8%    | 162,265 | 161,460 | 163,118 | 649,058   |        | 1,952,968 | 1,929,940 | 1,922,877 |
| Employment   | 153,911 | 152,441 | 152,847 | 154,634 | 1.2%    | 153,458 | 152,441 | 154,634 | 613,833   |        | 1,867,838 | 1,823,578 | 1,821,217 |
| Unemployment   | 9,207   | 9,019   | 8,732   | 8,267   | -5.3%   | 8,806   | 8,267   | 9,207   | 35,225    |        | 85,130    | 106,362   | 101,660   |
| Rate   | 5.6     | 5.6     | 5.4     | 5.1     | -5.6%   | 5.4     | 5.1     | 5.6     |           |        | 4.4       | 5.5       | 5.3       |
| Montgomery County  |         |         |         |         |         |         |         |         |           |        |           |           |           |
|  | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total     | Target | FY09      | FY10      | FY11      |
| Labor Force  | 521,947 | 515,466 | 516,813 | 517,759 | 0.2%    | 517,996 | 515,466 | 521,947 | 2,071,985 |        | 6,240,132 | 6,165,233 | 6,192,022 |
| Employment   | 493,416 | 487,624 | 488,441 | 490,898 | 0.5%    | 490,095 | 487,624 | 493,416 | 1,960,379 |        | 5,961,566 | 5,813,345 | 5,862,957 |
| Unemployment   | 28,531  | 27,842  | 28,372  | 26,861  | -5.3%   | 27,902  | 26,861  | 28,531  | 111,606   |        | 278,566   | 351,888   | 329,065   |
| Rate   | 5.5     | 5.4     | 5.5     | 5.2     | -5.5%   | 5.4     | 5.2     | 5.5     |           |        | 4.5       | 5.7       | 5.3       |
| Prince George's County   |         |         |         |         |         |         |         |         |           |        |           |           |           |
|  | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total     | Target | FY09      | FY10      | FY11      |
| Labor Force  | 453,808 | 448,954 | 450,162 | 451,830 | 0.4%    | 451,189 | 448,954 | 453,808 | 1,804,754 |        | 5,465,221 | 5,395,358 | 5,389,263 |
| Employment   | 419,791 | 415,776 | 417,002 | 420,412 | 0.8%    | 418,245 | 415,776 | 420,412 | 1,672,981 |        | 5,140,085 | 4,994,491 | 5,002,188 |
| Unemployment   | 34,017  | 33,178  | 33,160  | 31,418  | -5.3%   | 32,943  | 31,418  | 34,017  | 131,773   |        | 325,136   | 400,867   | 387,075   |
| Rate   | 7.5     | 7.4     | 7.4     | 7.0     | -5.4%   | 7.3     | 7.0     | 7.5     |           |        | 6.0       | 7.4       | 7.2       |
| Southern Maryland (Includes Calvert, Charles, and St. Mary's Counties) |         |         |         |         |         |         |         |         |           |        |           |           |           |
| Calvert County   |         |         |         |         |         |         |         |         |           |        |           |           |           |
|  | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total     | Target | FY09      | FY10      | FY11      |
| Labor Force  | 48,576  | 48,049  | 47,954  | 48,152  | 0.4%    | 48,183  | 47,954  | 48,576  | 192,731   |        | 588,154   | 576,695   | 574,699   |
| Employment   | 45,422  | 44,987  | 45,120  | 45,489  | 0.8%    | 45,255  | 44,987  | 45,489  | 181,018   |        | 559,215   | 540,407   | 541,243   |
| Unemployment   | 3,154   | 3,062   | 2,834   | 2,663   | -6.0%   | 2,928   | 2,663   | 3,154   | 11,713    |        | 28,939    | 36,288    | 33,456    |
| Rate   | 6.5     | 6.4     | 5.9     | 5.5     | -6.8%   | 6.1     | 5.5     | 6.5     |           |        | 4.9       | 6.3       | 5.8       |
| Charles County   |         |         |         |         |         |         |         |         |           |        |           |           |           |
|  | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total     | Target | FY09      | FY10      | FY11      |
| Labor Force  | 77,488  | 76,732  | 76,629  | 77,002  | 0.5%    | 76,963  | 76,629  | 77,488  | 307,851   |        | 936,857   | 920,148   | 918,395   |
| Employment   | 72,462  | 71,769  | 71,981  | 72,570  | 0.8%    | 72,196  | 71,769  | 72,570  | 288,782   |        | 890,066   | 862,127   | 863,455   |
| Unemployment   | 5,026   | 4,963   | 4,648   | 4,432   | -4.6%   | 4,767   | 4,432   | 5,026   | 19,069    |        | 46,791    | 58,021    | 54,940    |
| Rate   | 6.5     | 6.5     | 6.1     | 5.8     | -4.9%   | 6.2     | 5.8     | 6.5     |           |        | 5.0       | 6.3       | 6.0       |
| St. Mary's County  |         |         |         |         |         |         |         |         |           |        |           |           |           |
|  | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total     | Target | FY09      | FY10      | FY11      |
| Labor Force  | 55,221  | 54,835  | 54,335  | 54,519  | 0.3%    | 54,728  | 54,335  | 55,221  | 218,910   |        | 634,787   | 634,344   | 642,752   |
| Employment   | 51,608  | 51,318  | 51,040  | 51,424  | 0.8%    | 51,348  | 51,040  | 51,608  | 205,390   |        | 603,846   | 595,389   | 604,139   |
| Unemployment   | 3,613   | 3,517   | 3,295   | 3,095   | -6.1%   | 3,380   | 3,095   | 3,613   | 13,520    |        | 30,941    | 38,955    | 38,613    |
| Rate   | 6.5     | 6.4     | 6.1     | 5.7     | -6.6%   | 6.2     | 5.7     | 6.5     |           |        | 4.9       | 6.2       | 6.0       |
| Susquehanna (Includes Cecil and Harford Counties)                      |         |         |         |         |         |         |         |         |           |        |           |           |           |
| Cecil County   |         |         |         |         |         |         |         |         |           |        |           |           |           |
|  | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total     | Target | FY09      | FY10      | FY11      |
| Labor Force  | 49,448  | 48,767  | 48,726  | 48,882  | 0.3%    | 48,956  | 48,726  | 49,448  | 195,823   |        | 615,160   | 599,538   | 595,555   |
| Employment   | 44,625  | 44,244  | 44,671  | 44,873  | 0.5%    | 44,603  | 44,244  | 44,873  | 178,413   |        | 568,217   | 541,151   | 539,558   |
| Unemployment   | 4,823   | 4,523   | 4,055   | 4,009   | -1.1%   | 4,353   | 4,009   | 4,823   | 17,410    |        | 46,943    | 58,387    | 55,997    |
| Rate   | 9.8     | 9.3     | 8.3     | 8.2     | -1.2%   | 8.9     | 8.2     | 9.8     |           |        | 7.6       | 9.7       | 9.4       |



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| Harford County  |         |         |         |         |         |         |         |         |         |        |           |           |           |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|-----------|-----------|-----------|
|   | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total   | Target | FY09      | FY10      | FY11      |
| Labor Force   | 133,904 | 132,348 | 132,363 | 133,329 | 0.7%    | 132,986 | 132,348 | 133,904 | 531,944 |        | 1,611,689 | 1,588,079 | 1,579,614 |
| Employment  | 123,862 | 122,679 | 123,006 | 124,444 | 1.2%    | 123,498 | 122,679 | 124,444 | 493,991 |        | 1,515,237 | 1,467,551 | 1,465,648 |
| Unemployment  | 10,042  | 9,669   | 9,357   | 8,885   | -5.0%   | 9,488   | 8,885   | 10,042  | 37,953  |        | 96,452    | 120,528   | 113,966   |
| Rate  | 7.5     | 7.3     | 7.1     | 6.7     | -5.6%   | 7.2     | 6.7     | 7.5     |         |        | 6.0       | 7.6       | 7.2       |
| Upper Shore (Includes Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties) |         |         |         |         |         |         |         |         |         |        |           |           |           |
| Caroline County   |         |         |         |         |         |         |         |         |         |        |           |           |           |
|   | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total   | Target | FY09      | FY10      | FY11      |
| Labor Force   | 16,658  | 16,328  | 16,480  | 16,318  | -1.0%   | 16,446  | 16,318  | 16,658  | 65,784  |        | 198,400   | 196,238   | 197,051   |
| Employment  | 15,174  | 14,875  | 15,028  | 14,931  | -0.6%   | 15,002  | 14,875  | 15,174  | 60,008  |        | 183,383   | 177,441   | 179,447   |
| Unemployment  | 1,484   | 1,453   | 1,452   | 1,387   | -4.5%   | 1,444   | 1,387   | 1,484   | 5,776   |        | 15,017    | 18,797    | 17,604    |
| Rate  | 8.9     | 8.9     | 8.8     | 8.5     | -3.4%   | 8.8     | 8.5     | 8.9     |         |        | 7.6       | 9.6       | 8.9       |
| Dorchester County   |         |         |         |         |         |         |         |         |         |        |           |           |           |
|   | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total   | Target | FY09      | FY10      | FY11      |
| Labor Force   | 17,398  | 17,086  | 17,307  | 17,201  | -0.6%   | 17,248  | 17,086  | 17,398  | 68,992  |        | 201,210   | 201,054   | 201,410   |
| Employment  | 15,608  | 15,365  | 15,584  | 15,535  | -0.3%   | 15,523  | 15,365  | 15,608  | 62,092  |        | 183,190   | 178,518   | 180,432   |
| Unemployment  | 1,790   | 1,721   | 1,723   | 1,666   | -3.3%   | 1,725   | 1,666   | 1,790   | 6,900   |        | 18,020    | 22,536    | 20,978    |
| Rate  | 10.3    | 10.1    | 10.0    | 9.7     | -3.0%   | 10.0    | 9.7     | 10.3    |         |        | 9.0       | 11.2      | 10.4      |
| Kent County   |         |         |         |         |         |         |         |         |         |        |           |           |           |
|   | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total   | Target | FY09      | FY10      | FY11      |
| Labor Force   | 11,018  | 10,928  | 11,069  | 10,814  | -2.3%   | 10,957  | 10,814  | 11,069  | 43,829  |        | 131,699   | 130,681   | 131,341   |
| Employment  | 10,141  | 10,074  | 10,251  | 10,025  | -2.2%   | 10,123  | 10,025  | 10,251  | 40,491  |        | 123,077   | 119,887   | 121,015   |
| Unemployment  | 877     | 854     | 818     | 789     | -3.5%   | 835     | 789     | 877     | 3,338   |        | 8,622     | 10,794    | 10,326    |
| Rate  | 8.0     | 7.8     | 7.4     | 7.3     | -1.4%   | 7.6     | 7.3     | 8.0     |         |        | 6.6       | 8.3       | 7.9       |
| Queen Anne's County   |         |         |         |         |         |         |         |         |         |        |           |           |           |
|   | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total   | Target | FY09      | FY10      | FY11      |
| Labor Force   | 26,930  | 26,595  | 26,546  | 26,809  | 1.0%    | 26,720  | 26,546  | 26,930  | 106,880 |        | 323,059   | 319,197   | 317,237   |
| Employment  | 25,015  | 24,776  | 24,842  | 25,132  | 1.2%    | 24,941  | 24,776  | 25,132  | 99,765  |        | 304,578   | 296,381   | 295,997   |
| Unemployment  | 1,915   | 1,819   | 1,704   | 1,677   | -1.6%   | 1,779   | 1,677   | 1,915   | 7,115   |        | 18,481    | 22,816    | 21,240    |
| Rate  | 7.1     | 6.8     | 6.4     | 6.3     | -1.6%   | 6.7     | 6.3     | 7.1     |         |        | 5.7       | 7.1       | 6.7       |
| Talbot County   |         |         |         |         |         |         |         |         |         |        |           |           |           |
|   | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total   | Target | FY09      | FY10      | FY11      |
| Labor Force   | 18,708  | 18,349  | 18,260  | 18,154  | -0.6%   | 18,368  | 18,154  | 18,708  | 73,471  |        | 227,876   | 222,746   | 223,247   |
| Employment  | 17,384  | 17,039  | 16,934  | 16,886  | -0.3%   | 17,061  | 16,886  | 17,384  | 68,243  |        | 214,066   | 205,340   | 206,536   |
| Unemployment  | 1,324   | 1,310   | 1,326   | 1,268   | -4.4%   | 1,307   | 1,268   | 1,326   | 5,228   |        | 13,810    | 17,406    | 16,711    |
| Rate  | 7.1     | 7.1     | 7.3     | 7.0     | -4.1%   | 7.1     | 7.0     | 7.3     |         |        | 6.1       | 7.8       | 7.5       |
| Western Maryland (Includes Allegany, Garrett, and Washington Counties)              |         |         |         |         |         |         |         |         |         |        |           |           |           |
| Allegany County   |         |         |         |         |         |         |         |         |         |        |           |           |           |
|   | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total   | Target | FY09      | FY10      | FY11      |
| Labor Force   | 35,989  | 35,819  | 36,661  | 36,731  | 0.2%    | 36,300  | 35,819  | 36,731  | 145,200 |        | 430,026   | 428,702   | 430,555   |
| Employment  | 32,804  | 32,664  | 33,537  | 33,833  | 0.9%    | 33,210  | 32,664  | 33,833  | 132,838 |        | 397,388   | 389,886   | 392,343   |
| Unemployment  | 3,185   | 3,155   | 3,124   | 2,898   | -7.2%   | 3,091   | 2,898   | 3,185   | 12,362  |        | 32,638    | 38,816    | 38,212    |
| Rate  | 8.8     | 8.8     | 8.5     | 7.9     | -7.1%   | 8.5     | 7.9     | 8.8     |         |        | 7.6       | 9.1       | 8.9       |
| Garrett County  |         |         |         |         |         |         |         |         |         |        |           |           |           |
|   | Jul-11  | Aug-11  | Sep-11  | Oct-11  | %Change | Avg     | Min     | Max     | Total   | Target | FY09      | FY10      | FY11      |
| Labor Force   | 17,430  | 17,157  | 17,044  | 16,699  | -2.0%   | 17,083  | 16,699  | 17,430  | 68,330  |        | 201,913   | 200,773   | 202,141   |
| Employment  | 16,139  | 15,944  | 15,938  | 15,634  | -1.9%   | 15,914  | 15,634  | 16,139  | 63,655  |        | 188,419   | 184,086   | 186,832   |
| Unemployment  | 1,291   | 1,213   | 1,106   | 1,065   | -3.7%   | 1,169   | 1,065   | 1,291   | 4,675   |        | 13,494    | 16,687    | 15,309    |
| Rate  | 7.4     | 7.1     | 6.5     | 6.4     | -1.5%   | 6.9     | 6.4     | 7.4     |         |        | 6.7       | 8.3       | 7.6       |



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**Division of Workforce Development Monthly Reporting**

| Washington County   |        |        |        |        |         |         |        |        |         |        |           |             |             |
|---|--------|--------|--------|--------|---------|---------|--------|--------|---------|--------|-----------|-------------|-------------|
|   | Jul-11 | Aug-11 | Sep-11 | Oct-11 | %Change | Avg     | Min    | Max    | Total   | Target | FY09      | FY10        | FY11        |
| Labor Force   | 66,445 | 66,010 | 66,746 | 66,200 | -0.8%   | 66,350  | 66,010 | 66,746 | 265,401 |        | 817,729   | 810,035     | 808,974     |
| Employment  | 59,983 | 59,620 | 60,326 | 60,365 | 0.1%    | 60,074  | 59,620 | 60,365 | 240,294 |        | 750,898   | 727,234     | 728,538     |
| Unemployment  | 6,462  | 6,390  | 6,420  | 5,835  | -9.1%   | 6,277   | 5,835  | 6,462  | 25,107  |        | 66,831    | 82,801      | 80,436      |
| Rate  | 9.7    | 9.7    | 9.6    | 8.8    | -8.3%   | 9.5     | 8.8    | 9.7    |         |        | 8.2       | 10.2        | 10.0        |
| *Labor Related Economic Indicators by county are not seasonally adjusted. |        |        |        |        |         |         |        |        |         |        |           |             |             |
| <b>Incumbent Worker Training Maryland Business Works (MBW)</b>            |        |        |        |        |         |         |        |        |         |        |           |             |             |
| MBW Indicators  | Jul-11 | Aug-11 | Sep-11 | Oct-11 | %Change | Avg     | Min    | Max    | Total   | Target | FY09      | FY10        | FY11        |
| Award Amount  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | \$0     |        | \$651,121 | \$1,210,799 | \$1,030,572 |
| Fully Canceled Projects   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        |           | 30          | 36          |
| Approved Projects   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 453       | 700         | 636         |
| # Employers   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 235       | 312         | 348         |
| # Trainees  |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 2,096     | 5,093       | 3,587       |
| Average Cost  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | #DIV/0! |        | \$311     | \$238       | \$287       |
| <b>Biotech:</b>   |        |        |        |        |         |         |        |        |         |        |           |             |             |
| Award Amount  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | \$0     |        | \$7,253   | \$8,292     | \$30,810    |
| Approved Projects   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 7         | 6           | 7           |
| # Employers   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 3         | 4           | 5           |
| # Trainees  |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 52        | 15          | 97          |
| Average Cost  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | #DIV/0! |        | \$139     | \$553       | \$318       |
| <b>Construction:</b>  |        |        |        |        |         |         |        |        |         |        |           |             |             |
| Award Amount  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | \$0     |        | \$33,970  | \$56,352    | \$47,147    |
| Approved Projects   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 51        | 31          | 51          |
| # Employers   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 29        | 22          | 37          |
| # Trainees  |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 86        | 103         | 122         |
| Average Cost  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | #DIV/0! |        | \$395     | \$547       | \$386       |
| <b>Education:</b>   |        |        |        |        |         |         |        |        |         |        |           |             |             |
| Award Amount  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | \$0     |        |           | \$12,520    | \$4,374     |
| Approved Projects   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        |           | 12          | 12          |
| # Employers   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        |           | 10          | 11          |
| # Trainees  |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        |           | 32          | 32          |
| Average Cost  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | #DIV/0! |        |           | \$391       | \$137       |
| <b>Finance/Insurance:</b>   |        |        |        |        |         |         |        |        |         |        |           |             |             |
| Award Amount  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | \$0     |        |           | \$32,779    | \$14,591    |
| Approved Projects   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        |           | 54          | 28          |
| # Employers   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        |           | 17          | 18          |
| # Trainees  |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        |           | 95          | 101         |
| Average Cost  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | #DIV/0! |        |           | \$345       | \$144       |
| <b>Green Industry:</b>  |        |        |        |        |         |         |        |        |         |        |           |             |             |
| Award Amount  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | \$0     |        | 0         | \$41,264    | \$21,962    |
| Approved Projects   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 0         | 42          | 12          |
| # Employers   |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 0         | 26          | 10          |
| # Trainees  |        |        |        |        | 0.0%    | #DIV/0! | 0      | 0      | 0       |        | 0         | 70          | 22          |
| Average Cost  |        |        |        |        | 0.0%    | #DIV/0! | \$0    | \$0    | #DIV/0! |        | 0.0       | \$589       | \$998       |



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| MBW Indicators                         | Jul-11 | Aug-11 | Sep-11 | Oct-11 | %Change | Avg     | Min | Max | Total   | Target | FY09      | FY10      | FY11      |
|--|--------|--------|--------|--------|---------|---------|-----|-----|---------|--------|-----------|-----------|-----------|
| <b>Healthcare:</b>                     |        |        |        |        |         |         |     |     |         |        |           |           |           |
| Award Amount                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | \$0     |        | \$189,985 | \$266,337 | \$215,897 |
| Approved Projects                      |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 172       | 225       | 176       |
| # Employers                            |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 53        | 63        | 67        |
| # Trainees                             |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 864       | 3146      | 1188      |
| Average Cost                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | #DIV/0! |        | \$220     | \$85      | \$182     |
| <b>Hospitality/Tourism:</b>            |        |        |        |        |         |         |     |     |         |        |           |           |           |
| Award Amount                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | \$0     |        |           | \$3,875   | \$4,950   |
| Approved Projects                      |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        |           | 6         | 10        |
| # Employers                            |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        |           | 5         | 7         |
| # Trainees                             |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        |           | 21        | 44        |
| Average Cost                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | #DIV/0! |        |           | \$185     | \$113     |
| <b>IT:</b>                             |        |        |        |        |         |         |     |     |         |        |           |           |           |
| Award Amount                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | \$0     |        | \$57,641  | \$152,468 | \$195,428 |
| Approved Projects                      |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 42        | 76        | 51        |
| # Employers                            |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 27        | 37        | 38        |
| # Trainees                             |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 91        | 199       | 156       |
| Average Cost                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | #DIV/0! |        | \$633     | \$766     | \$1,253   |
| <b>Manufacturing:</b>                  |        |        |        |        |         |         |     |     |         |        |           |           |           |
| Award Amount                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | \$0     |        | \$234,131 | \$472,046 | \$283,223 |
| Approved Projects                      |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 133       | 139       | 133       |
| # Employers                            |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 33        | 54        | 69        |
| # Trainees                             |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 605       | 982       | 904       |
| Average Cost                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | #DIV/0! |        | \$387     | \$481     | \$313     |
| <b>Other:</b>                          |        |        |        |        |         |         |     |     |         |        |           |           |           |
| Award Amount                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | \$0     |        | \$128,141 | \$117,018 | \$131,518 |
| Approved Projects                      |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 48        | 58        | 76        |
| # Employers                            |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 90        | 40        | 44        |
| # Trainees                             |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        | 398       | 323       | 554       |
| Average Cost                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | #DIV/0! |        | \$322     | \$362     | \$237     |
| <b>Professional/Business Services:</b> |        |        |        |        |         |         |     |     |         |        |           |           |           |
| Award Amount                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | \$0     |        |           | \$33,494  | \$41,889  |
| Approved Projects                      |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        |           | 38        | 30        |
| # Employers                            |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        |           | 27        | 25        |
| # Trainees                             |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        |           | 49        | 224       |
| Average Cost                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | #DIV/0! |        |           | \$684     | \$187     |
| <b>Transportation/Warehousing:</b>     |        |        |        |        |         |         |     |     |         |        |           |           |           |
| Award Amount                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | \$0     |        |           | \$14,354  | \$39,283  |
| Approved Projects                      |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        |           | 13        | 22        |
| # Employers                            |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        |           | 7         | 15        |
| # Trainees                             |        |        |        |        | 0.0%    | #DIV/0! | 0   | 0   | 0       |        |           | 58        | 143       |
| Average Cost                           |        |        |        |        | 0.0%    | #DIV/0! | \$0 | \$0 | #DIV/0! |        |           | \$247     | \$275     |



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| WORKFORCE DEVELOPMENT                            | Quarterly Reporting Periods |         |         |         |          | Fiscal Year to Date |         |         |       |            | Fiscal Comparison |        |         |         |       |       |
|--|-----------------------------|---------|---------|---------|----------|---------------------|---------|---------|-------|------------|-------------------|--------|---------|---------|-------|-------|
|  | Q2-11                       | Q3-11   | Q4-11   | Q1-12   | % Change | Avg                 | Min     | Max     | Total | Low Target | High Target       | FY08   | FY-09   | FY-10   |       |       |
| <b>Federal Reporting Performance Indicators:</b> |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| <b>Entered Employment Actuals</b>                |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Economically Disadvantaged Adults Numerator      | 1,036                       | 1,072   | 1,173   | 1,155   | -1.5%    | 1,155               | 1,155   | 1,155   |       |            |                   | 875    | 883     | 996     |       |       |
| Economically Disadvantaged (# of Exiters)        | 1,367                       | 1,404   | 1,543   | 1,480   | -4.1%    | 1,480               | 1,480   | 1,480   |       |            |                   | 1,052  | 1,135   | 1,289   |       |       |
| Dislocated Workers Numerator                     | 1,240                       | 1,409   | 1,556   | 1,529   | -1.7%    | 1,529               | 1,529   | 1,529   |       |            |                   | 868    | 967     | 1,011   |       |       |
| Dislocated Workers Denominator (# of Exiters)    | 1,444                       | 1,614   | 1,806   | 1,785   | -1.2%    | 1,785               | 1,785   | 1,785   |       |            |                   | 986    | 1,101   | 1,189   |       |       |
| Labor Exchange Numerator                         | 65,722                      | 65,383  | 64,920  | 64,574  | -0.5%    | 64,574              | 64,574  | 64,574  |       |            |                   | 57,419 | 62,562  | 64,574  |       |       |
| Labor Exchange Denominator (# of Exiters)        | 143,897                     | 144,225 | 139,974 | 134,346 | -4.0%    | 134,346             | 134,346 | 134,346 |       |            |                   | 89,963 | 105,007 | 130,968 |       |       |
| <b>Entered Employment Rate %</b>                 |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Economically Disadvantaged Adults                | 75.8%                       | 76.4%   | 76.0%   | 78.0%   | 2.6%     | 78.0%               | 78.0%   | 78.0%   |       |            |                   | 84%    | 83.2%   | 77.8%   | 77.3% |       |
| Dislocated Workers                               | 85.9%                       | 87.3%   | 86.2%   | 85.7%   | -0.6%    | 85.7%               | 85.7%   | 85.7%   |       |            |                   | 73%    | 91%     | 88.0%   | 87.8% | 85.0% |
| Labor Exchange                                   | 46.0%                       | 45.0%   | 46.0%   | 48.0%   | 4.3%     | 48.0%               | 48.0%   | 48.0%   |       |            |                   | 61%    | 64.0%   | 60.0%   | 49.0% |       |
| <b>LX Entered Employment Data (By LWLA)</b>      |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Anne Arundel (AA)                                |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 4,404                       | 4,639   | 4,621   | 4,647   | 0.6%     | 4,647               | 4,647   | 4,647   |       |            |                   | 3,549  | 3,498   | 3,789   |       |       |
| Denominator                                      | 9,962                       | 10,543  | 10,413  | 10,076  | -3.2%    | 10,076              | 10,076  | 10,076  |       |            |                   | 5,590  | 5,606   | 8,027   |       |       |
| Rate   | 44%                         | 44%     | 44%     | 46%     | 3.9%     | 46%                 | 46%     | 46%     |       |            |                   | 63%    | 62%     | 47%     |       |       |
| Baltimore City (BM)                              |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 9,372                       | 9,243   | 8,731   | 8,727   | 0.0%     | 8,727               | 8,727   | 8,727   |       |            |                   | 11,959 | 11,484  | 9,703   |       |       |
| Denominator                                      | 23,627                      | 23,670  | 20,929  | 19,562  | -6.5%    | 19,562              | 19,562  | 19,562  |       |            |                   | 20,277 | 20,702  | 22,549  |       |       |
| Rate   | 40%                         | 39%     | 42%     | 45%     | 6.9%     | 45%                 | 45%     | 45%     |       |            |                   | 59%    | 55%     | 43%     |       |       |
| Baltimore County (BA)                            |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 7,122                       | 7,124   | 7,155   | 6,989   | -2.3%    | 6,989               | 6,989   | 6,989   |       |            |                   | 6,719  | 6,992   | 6,930   |       |       |
| Denominator                                      | 15,705                      | 16,061  | 15,715  | 15,089  | -4.0%    | 15,089              | 15,089  | 15,089  |       |            |                   | 10,013 | 11,198  | 13,903  |       |       |
| Rate   | 45%                         | 44%     | 46%     | 46%     | 1.7%     | 46%                 | 46%     | 46%     |       |            |                   | 67%    | 62%     | 50%     |       |       |
| Frederick (FR)                                   |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 1,865                       | 1,896   | 1,739   | 1,839   | 5.8%     | 1,839               | 1,839   | 1,839   |       |            |                   | 1,752  | 1,746   | 1,766   |       |       |
| Denominator                                      | 3,989                       | 4,042   | 3,674   | 3,628   | -1.3%    | 3,628               | 3,628   | 3,628   |       |            |                   | 2,518  | 2,717   | 3,418   |       |       |
| Rate   | 47%                         | 47%     | 47%     | 51%     | 7.1%     | 51%                 | 51%     | 51%     |       |            |                   | 70%    | 64%     | 52%     |       |       |
| Lower Shore (LS)                                 |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 2,349                       | 2,356   | 2,287   | 2,322   | 1.5%     | 2,322               | 2,322   | 2,322   |       |            |                   | 2,458  | 2,799   | 2,571   |       |       |
| Denominator                                      | 5,011                       | 5,024   | 4,724   | 4,506   | -4.6%    | 4,506               | 4,506   | 4,506   |       |            |                   | 3,853  | 4,636   | 4,780   |       |       |
| Rate   | 47%                         | 47%     | 48%     | 52%     | 6.4%     | 52%                 | 52%     | 52%     |       |            |                   | 64%    | 60%     | 54%     |       |       |
| Montgomery County (MG)                           |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 5,767                       | 5,450   | 5,215   | 5,107   | -2.1%    | 5,107               | 5,107   | 5,107   |       |            |                   | 5,212  | 5,510   | 6,115   |       |       |
| Denominator                                      | 12,559                      | 11,991  | 11,483  | 10,898  | -5.1%    | 10,898              | 10,898  | 10,898  |       |            |                   | 8,293  | 9,313   | 12,081  |       |       |
| Rate   | 46%                         | 45%     | 45%     | 47%     | 3.2%     | 47%                 | 47%     | 47%     |       |            |                   | 63%    | 59%     | 51%     |       |       |
| Mid Maryland (MM)                                |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 3,999                       | 4,002   | 3,898   | 3,896   | -0.1%    | 3,896               | 3,896   | 3,896   |       |            |                   | 3,643  | 3,794   | 3,818   |       |       |
| Denominator                                      | 8,306                       | 8,143   | 7,775   | 7,418   | -4.6%    | 7,418               | 7,418   | 7,418   |       |            |                   | 5,218  | 6,004   | 7,651   |       |       |
| Rate   | 48%                         | 49%     | 50%     | 53%     | 4.8%     | 53%                 | 53%     | 53%     |       |            |                   | 70%    | 63%     | 50%     |       |       |
| Prince George's County (PG)                      |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 6,106                       | 6,365   | 6,342   | 6,208   | -2.1%    | 6,208               | 6,208   | 6,208   |       |            |                   | 4,318  | 5,217   | 5,718   |       |       |
| Denominator                                      | 13,371                      | 14,173  | 13,963  | 13,464  | -3.6%    | 13,464              | 13,464  | 13,464  |       |            |                   | 6,945  | 8,880   | 11,483  |       |       |
| Rate   | 46%                         | 45%     | 45%     | 46%     | 1.5%     | 46%                 | 46%     | 46%     |       |            |                   | 62%    | 59%     | 50%     |       |       |
| Southern Maryland (SM)                           |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 2,852                       | 2,783   | 2,812   | 2,572   | -8.5%    | 2,572               | 2,572   | 2,572   |       |            |                   | 2,655  | 3,122   | 3,024   |       |       |
| Denominator                                      | 6,287                       | 6,329   | 6,332   | 5,589   | -11.7%   | 5,589               | 5,589   | 5,589   |       |            |                   | 3,991  | 5,217   | 5,980   |       |       |
| Rate   | 45%                         | 44%     | 44%     | 46%     | 3.6%     | 46%                 | 46%     | 46%     |       |            |                   | 67%    | 60%     | 51%     |       |       |
| Susquehanna (SQ)                                 |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 2,670                       | 2,649   | 2,569   | 2,507   | -2.4%    | 2,507               | 2,507   | 2,507   |       |            |                   | 2,968  | 3,125   | 2,641   |       |       |
| Denominator                                      | 5,520                       | 5,569   | 5,389   | 5,151   | -4.4%    | 5,151               | 5,151   | 5,151   |       |            |                   | 4,300  | 4,888   | 5,058   |       |       |
| Rate   | 48%                         | 48%     | 48%     | 49%     | 2.1%     | 49%                 | 49%     | 49%     |       |            |                   | 69%    | 64%     | 52%     |       |       |
| Upper Shore (US)                                 |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 1,679                       | 2,089   | 2,127   | 2,154   | 1.3%     | 2,154               | 2,154   | 2,154   |       |            |                   | 1,479  | 1,691   | 1,808   |       |       |
| Denominator                                      | 3,711                       | 4,458   | 4,483   | 4,456   | -0.6%    | 4,456               | 4,456   | 4,456   |       |            |                   | 2,369  | 2,998   | 3,569   |       |       |
| Rate   | 45%                         | 47%     | 47%     | 48%     | 1.9%     | 48%                 | 48%     | 48%     |       |            |                   | 62%    | 56%     | 51%     |       |       |
| Western Maryland (WM)                            |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 4,976                       | 4,805   | 4,622   | 4,553   | -1.5%    | 4,553               | 4,553   | 4,553   |       |            |                   | 4,838  | 5,475   | 5,071   |       |       |
| Denominator                                      | 10,414                      | 10,071  | 9,603   | 9,219   | -4.0%    | 9,219               | 9,219   | 9,219   |       |            |                   | 7,369  | 9,025   | 9,898   |       |       |
| Rate   | 48%                         | 48%     | 48%     | 49%     | 2.6%     | 49%                 | 49%     | 49%     |       |            |                   | 66%    | 61%     | 51%     |       |       |
| Virtual Office (VO)                              |                             |         |         |         |          |                     |         |         |       |            |                   |        |         |         |       |       |
| Numerator  | 12,561                      | 11,982  | 12,802  | 13,053  | 2.0%     | 13,053              | 13,053  | 13,053  |       |            |                   | 5,869  | 8,109   | 11,620  |       |       |
| Denominator                                      | 25,435                      | 24,151  | 25,491  | 25,290  | -0.8%    | 25,290              | 25,290  | 25,290  |       |            |                   | 9,227  | 13,823  | 22,571  |       |       |
| Rate   | 49%                         | 50%     | 50%     | 52%     | 2.8%     | 52%                 | 52%     | 52%     |       |            |                   | 64%    | 59%     | 51%     |       |       |



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| <b>Employment Retention Actuals</b>                 | <b>Q2-11</b> | <b>Q3-11</b> | <b>Q4-11</b> | <b>Q1-12</b> | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Low Target</b> | <b>High Target</b> | <b>FY08</b> | <b>FY-09</b> | <b>FY-10</b> |
|---|--------------|--------------|--------------|--------------|-----------------|------------|------------|------------|--------------|-------------------|--------------------|-------------|--------------|--------------|
| Economically Disadvantaged Adults Numerator         | 1,144        | 1,109        | 1,239        | 1,228        | -0.9%           | 1,228      | 1,228      | 1,228      |              |                   |                    | 1,023       | 1,063        | 1,125        |
| Economically Disadvantaged adults denominator (# of | 1,308        | 1,269        | 1,405        | 1,400        | -0.4%           | 1,400      | 1,400      | 1,400      |              |                   |                    | 1,251       | 1,228        | 1,293        |
| Dislocated Workers Numerator                        | 984          | 1,076        | 1,221        | 1,353        | 10.8%           | 1,353      | 1,353      | 1,353      |              |                   |                    | 945         | 901          | 901          |
| Dislocated Workers Denominator (# Employed at Exit) | 1,073        | 1,178        | 1,336        | 1,482        | 10.9%           | 1,482      | 1,482      | 1,482      |              |                   |                    | 1,065       | 998          | 993          |
| Labor Exchange Numerator                            | 65,385       | 67,393       | 66,399       | 69,174       | 4.2%            | 69,174     | 69,174     | 69,174     |              |                   |                    | 63,271      | 64,546       | 59,546       |
| Labor Exchange Denominator (# Employed at Exit)     | 83,895       | 85,680       | 84,450       | 86,221       | 2.1%            | 86,221     | 86,221     | 86,221     |              |                   |                    | 77,030      | 81,066       | 77,241       |
| <b>Employment Retention Rate %</b>                  | <b>Q2-11</b> | <b>Q3-11</b> | <b>Q4-11</b> | <b>Q1-12</b> | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Low Target</b> | <b>High Target</b> | <b>FY08</b> | <b>FY-09</b> | <b>FY-10</b> |
| Economically Disadvantaged Adults                   | 87.5%        | 87.4%        | 88.2%        | 87.7%        | -0.6%           | 87.7%      | 87.7%      | 87.7%      |              | 67%               | 84%                | 81.8%       | 86.6%        | 87.0%        |
| Dislocated Workers                                  | 91.7%        | 91.3%        | 91.4%        | 91.3%        | -0.1%           | 91.3%      | 91.3%      | 91.3%      |              | 71%               | 89%                | 88.7%       | 90.3%        | 90.7%        |
| Labor Exchange                                      | 78.0%        | 79.0%        | 79.0%        | 80.0%        | 1.3%            | 80.0%      | 80.0%      | 80.0%      |              | 65%               | 81%                | 82.0%       | 80.0%        | 77.0%        |
| <b>LX Employment Retention (by LWIA)</b>            | <b>Q2-11</b> | <b>Q3-11</b> | <b>Q4-11</b> | <b>Q1-12</b> | <b>% Change</b> | <b>Avg</b> | <b>Min</b> | <b>Max</b> | <b>Total</b> | <b>Target</b>     |                    | <b>FY08</b> | <b>FY-09</b> | <b>FY-10</b> |
| Anne Arundel (AA)                                   |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 3,605        | 3,898        | 4,229        | 4,666        | 10.3%           | 4,666      | 4,666      | 4,666      |              |                   |                    | 3,452       | 3,366        | 3,069        |
| Denominator   | 4,720        | 5,004        | 5,371        | 5,816        | 8.3%            | 5,816      | 5,816      | 5,816      |              |                   |                    | 4,186       | 4,238        | 4,117        |
| Rate  | 76%          | 78%          | 79%          | 80%          | 1.9%            | 80%        | 80%        | 80%        |              |                   |                    | 82%         | 79%          | 75%          |
| Baltimore City (BM)                                 |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 8,656        | 8,812        | 8,413        | 8,703        | 3.4%            | 8,703      | 8,703      | 8,703      |              |                   |                    | 12,264      | 11,473       | 8,360        |
| Denominator   | 11,829       | 11,870       | 11,362       | 11,374       | 0.1%            | 11,374     | 11,374     | 11,374     |              |                   |                    | 15,805      | 15,287       | 11,707       |
| Rate  | 73%          | 74%          | 74%          | 77%          | 3.3%            | 77%        | 77%        | 77%        |              |                   |                    | 78%         | 75%          | 71%          |
| Baltimore County (BA)                               |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 6,515        | 6,909        | 6,677        | 7,018        | 5.1%            | 7,018      | 7,018      | 7,018      |              |                   |                    | 6,649       | 6,688        | 5,431        |
| Denominator   | 8,193        | 8,622        | 8,377        | 8,678        | 3.6%            | 8,678      | 8,678      | 8,678      |              |                   |                    | 7,800       | 8,039        | 6,915        |
| Rate  | 80%          | 80%          | 80%          | 81%          | 1.5%            | 81%        | 81%        | 81%        |              |                   |                    | 85%         | 83%          | 79%          |
| Frederick (FR)                                      |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 1,692        | 1,854        | 1,843        | 1,900        | 3.1%            | 1,900      | 1,900      | 1,900      |              |                   |                    | 1,832       | 1,975        | 1,515        |
| Denominator   | 2,107        | 2,263        | 2,278        | 2,293        | 0.7%            | 2,293      | 2,293      | 2,293      |              |                   |                    | 2,160       | 2,393        | 1,880        |
| Rate  | 80%          | 82%          | 81%          | 83%          | 2.4%            | 83%        | 83%        | 83%        |              |                   |                    | 85%         | 83%          | 81%          |
| Lower Shore (LS)                                    |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 2,638        | 2,630        | 2,436        | 2,605        | 6.9%            | 2,605      | 2,605      | 2,605      |              |                   |                    | 2,991       | 2,842        | 2,793        |
| Denominator   | 3,521        | 3,479        | 3,252        | 3,321        | 2.1%            | 3,321      | 3,321      | 3,321      |              |                   |                    | 3,742       | 3,678        | 3,704        |
| Rate  | 75%          | 76%          | 75%          | 78%          | 4.7%            | 78%        | 78%        | 78%        |              |                   |                    | 80%         | 77%          | 75%          |
| Montgomery County (MG)                              |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 5,849        | 5,804        | 5,437        | 5,247        | -3.5%           | 5,247      | 5,247      | 5,247      |              |                   |                    | 5,893       | 5,355        | 5,412        |
| Denominator   | 7,399        | 7,264        | 6,809        | 6,532        | -4.1%           | 6,532      | 6,532      | 6,532      |              |                   |                    | 7,124       | 6,698        | 6,951        |
| Rate  | 79%          | 80%          | 80%          | 80%          | 0.6%            | 80%        | 80%        | 80%        |              |                   |                    | 83%         | 80%          | 78%          |
| Mid Maryland (MM)                                   |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 3,762        | 3,891        | 3,923        | 4,021        | 2.5%            | 4,021      | 4,021      | 4,021      |              |                   |                    | 4,511       | 3,766        | 3,274        |
| Denominator   | 4,656        | 4,782        | 4,784        | 4,790        | 0.1%            | 4,790      | 4,790      | 4,790      |              |                   |                    | 5,246       | 4,452        | 4,043        |
| Rate  | 81%          | 81%          | 82%          | 84%          | 2.4%            | 84%        | 84%        | 84%        |              |                   |                    | 86%         | 85%          | 81%          |
| Prince George's County (PG)                         |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 5,409        | 5,875        | 5,710        | 5,976        | 4.7%            | 5,976      | 5,976      | 5,976      |              |                   |                    | 3,640       | 4,858        | 4,868        |
| Denominator   | 7,028        | 7,611        | 7,378        | 7,659        | 3.8%            | 7,659      | 7,659      | 7,659      |              |                   |                    | 4,421       | 6,093        | 6,359        |
| Rate  | 77%          | 77%          | 77%          | 78%          | 0.8%            | 78%        | 78%        | 78%        |              |                   |                    | 82%         | 80%          | 77%          |
| Southern Maryland (SM)                              |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 2,814        | 2,887        | 2,623        | 2,674        | 1.9%            | 2,674      | 2,674      | 2,674      |              |                   |                    | 2,720       | 2,925        | 2,731        |
| Denominator   | 3,599        | 3,676        | 3,364        | 3,355        | -0.3%           | 3,355      | 3,355      | 3,355      |              |                   |                    | 3,256       | 3,626        | 3,504        |
| Rate  | 78%          | 79%          | 78%          | 80%          | 2.2%            | 80%        | 80%        | 80%        |              |                   |                    | 84%         | 81%          | 78%          |
| Susquehanna (SQ)                                    |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 2,547        | 2,736        | 2,548        | 2,595        | 1.8%            | 2,595      | 2,595      | 2,595      |              |                   |                    | 3,568       | 3,381        | 2,340        |
| Denominator   | 3,254        | 3,457        | 3,248        | 3,245        | -0.1%           | 3,245      | 3,245      | 3,245      |              |                   |                    | 4,285       | 4,149        | 3,033        |
| Rate  | 78%          | 79%          | 78%          | 80%          | 1.9%            | 80%        | 80%        | 80%        |              |                   |                    | 83%         | 81%          | 77%          |
| Upper Shore (US)                                    |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 1,600        | 1,665        | 1,507        | 1,988        | 31.9%           | 1,988      | 1,988      | 1,988      |              |                   |                    | 1,466       | 1,795        | 1,442        |
| Denominator   | 2,117        | 2,197        | 2,025        | 2,571        | 27.0%           | 2,571      | 2,571      | 2,571      |              |                   |                    | 1,802       | 2,337        | 1,868        |
| Rate  | 76%          | 76%          | 74%          | 77%          | 3.9%            | 77%        | 77%        | 77%        |              |                   |                    | 81%         | 77%          | 77%          |
| Western Maryland (WM)                               |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 5,632        | 5,585        | 5,356        | 5,483        | 2.4%            | 5,483      | 5,483      | 5,483      |              |                   |                    | 5,636       | 6,125        | 5,479        |
| Denominator   | 7,207        | 7,091        | 6,902        | 6,858        | -0.6%           | 6,858      | 6,858      | 6,858      |              |                   |                    | 6,860       | 7,708        | 7,144        |
| Rate  | 78%          | 79%          | 78%          | 80%          | 3.0%            | 80%        | 80%        | 80%        |              |                   |                    | 82%         | 79%          | 77%          |
| Virtual Office (VO)                                 |              |              |              |              |                 |            |            |            |              |                   |                    |             |              |              |
| Numerator   | 14,666       | 14,847       | 15,697       | 16,298       | 3.8%            | 16,298     | 16,298     | 16,298     |              |                   |                    | 8,649       | 9,997        | 12,832       |
| Denominator   | 18,265       | 18,364       | 19,300       | 19,729       | 2.2%            | 19,729     | 19,729     | 19,729     |              |                   |                    | 10,343      | 12,368       | 16,016       |
| Rate  | 80%          | 81%          | 81%          | 83%          | 1.6%            | 83%        | 83%        | 83%        |              |                   |                    | 84%         | 81%          | 80%          |



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| <b>Average Six Month Earnings</b>                        | <b>Q2-11</b>  | <b>Q3-11</b>  | <b>Q4-11</b>  | <b>Q1-12</b>  | <b>% Change</b> | <b>Avg</b>    | <b>Min</b>    | <b>Max</b>    | <b>Total</b> | <b>Low Target</b> | <b>High Target</b> | <b>FY08</b> | <b>FY-09</b> | <b>FY-10</b> |
|--|---------------|---------------|---------------|---------------|-----------------|---------------|---------------|---------------|--------------|-------------------|--------------------|-------------|--------------|--------------|
| Economically disadvantaged adults numerator              | 16,927,199    | 16,683,306    | 19,355,003    | 20,236,181    | 4.6%            | 20,236,181    | 20,236,181    | 20,236,181    |              |                   |                    | 11,852,905  | 14,495,872   | 15,677,405   |
| Economically Disadvantaged Adults Denominator (#)        | 1,072         | 1,033         | 1,158         | 1,173         | 1.3%            | 1,173         | 1,173         | 1,173         |              |                   |                    | 968         | 1,027        | 1,060        |
| Dislocated Workers Numerator                             | 16,791,884    | 19,568,093    | 22,864,281    | 26,515,394    | 16.0%           | 26,515,394    | 26,515,394    | 26,515,394    |              |                   |                    | 13,953,199  | 14,330,794   | 14,186,040   |
| Dislocated Workers Denominator (# Employed at Exit)      | 940           | 1,020         | 1,161         | 1,297         | 11.7%           | 1,297         | 1,297         | 1,297         |              |                   |                    | 888         | 877          | 852          |
| Labor Exchange Numerator                                 | 1,003,688,604 | 1,054,618,619 | 1,110,688,564 | 1,165,590,516 | 4.9%            | 1,165,590,516 | 1,165,590,516 | 1,165,590,516 |              |                   |                    | 870,937,474 | 905,330,501  | 838,392,348  |
| Labor Exchange Denominator (# Employed at Exit)          | 65,385        | 67,244        | 66,261        | 69,057        | 4.2%            | 69,057        | 69,057        | 69,057        |              |                   |                    | 63,160      | 64,387       | 59,408       |
| <b>Average Six Month Earnings</b>                        | <b>Q2-11</b>  | <b>Q3-11</b>  | <b>Q4-11</b>  | <b>Q1-12</b>  | <b>% Change</b> | <b>Avg</b>    | <b>Min</b>    | <b>Max</b>    | <b>Total</b> | <b>Low Target</b> | <b>High Target</b> | <b>FY08</b> | <b>FY-09</b> | <b>FY-10</b> |
| Economically Disadvantaged Adults                        | \$15,790      | \$16,150      | \$16,714      | \$17,252      | 3.2%            | \$17,252      | \$17,252      | \$17,252      |              | \$10,480          | \$13,100           | \$12,245    | \$14,115     | \$14,790     |
| Dislocated Workers                                       | \$17,864      | \$19,184      | \$19,694      | \$20,444      | 3.8%            | \$20,444      | \$20,444      | \$20,444      |              | \$13,268          | \$16,585           | \$15,731    | \$16,341     | \$16,650     |
| Labor Exchange   | \$15,384      | \$15,684      | \$16,762      | \$16,879      | 0.7%            | \$16,879      | \$16,879      | \$16,879      |              | \$10,800          | \$13,789           | \$13,789    | \$14,061     | \$14,112     |
| <b>LX Average Six Month Earnings (By LWIA)</b>           | <b>Q2-11</b>  | <b>Q3-11</b>  | <b>Q4-11</b>  | <b>Q1-12</b>  | <b>% Change</b> | <b>Avg</b>    | <b>Min</b>    | <b>Max</b>    | <b>Total</b> | <b>Low Target</b> | <b>High Target</b> | <b>FY08</b> | <b>FY-09</b> | <b>FY-10</b> |
| Anne Arundel (AA)  | \$15,036      | \$15,590      | \$16,230      | \$16,325      | 0.6%            | \$16,325      | \$16,325      | \$16,325      |              |                   |                    | \$15,142    | \$14,821     | \$13,389     |
| Baltimore City (BM)                                      | \$11,550      | \$11,693      | \$12,062      | \$12,065      | 0.0%            | \$12,065      | \$12,065      | \$12,065      |              |                   |                    | \$10,514    | \$10,970     | \$10,937     |
| Baltimore County (BA)                                    | \$15,868      | \$16,015      | \$16,121      | \$16,091      | -0.2%           | \$16,091      | \$16,091      | \$16,091      |              |                   |                    | \$15,395    | \$15,831     | \$14,884     |
| Frederick (FR)   | \$17,428      | \$17,901      | \$19,591      | \$19,755      | 0.8%            | \$19,755      | \$19,755      | \$19,755      |              |                   |                    | \$16,529    | \$16,584     | \$16,144     |
| Lower Shore (LS)   | \$10,307      | \$10,659      | \$11,513      | \$11,540      | 0.2%            | \$11,540      | \$11,540      | \$11,540      |              |                   |                    | \$10,006    | \$9,715      | \$9,879      |
| Montgomery County (MG)                                   | \$18,197      | \$18,977      | \$20,541      | \$20,888      | 1.7%            | \$20,888      | \$20,888      | \$20,888      |              |                   |                    | \$16,461    | \$15,749     | \$15,224     |
| Mid Maryland (MM)  | \$20,965      | \$21,407      | \$22,672      | \$22,670      | 0.0%            | \$22,670      | \$22,670      | \$22,670      |              |                   |                    | \$18,867    | \$20,201     | \$19,099     |
| Prince George's County (PG)                              | \$18,483      | \$18,505      | \$19,773      | \$20,261      | 2.5%            | \$20,261      | \$20,261      | \$20,261      |              |                   |                    | \$15,384    | \$15,546     | \$16,154     |
| Southern Maryland (SM)                                   | \$15,773      | \$16,097      | \$17,694      | \$18,518      | 4.7%            | \$18,518      | \$18,518      | \$18,518      |              |                   |                    | \$14,930    | \$15,200     | \$15,086     |
| Susquehanna (SQ)   | \$14,811      | \$15,374      | \$15,860      | \$16,150      | 1.8%            | \$16,150      | \$16,150      | \$16,150      |              |                   |                    | \$14,690    | \$15,205     | \$15,004     |
| Upper Shore (US)   | \$12,583      | \$12,483      | \$12,381      | \$12,970      | 4.8%            | \$12,970      | \$12,970      | \$12,970      |              |                   |                    | \$11,285    | \$12,168     | \$12,347     |
| Western Maryland (WM)                                    | \$11,226      | \$11,459      | \$13,103      | \$13,501      | 3.0%            | \$13,501      | \$13,501      | \$13,501      |              |                   |                    | \$10,638    | \$11,017     | \$11,011     |
| Virtual Office (VO)                                      | \$16,427      | \$16,654      | \$17,962      | \$13,199      | -26.5%          | \$13,199      | \$13,199      | \$13,199      |              |                   |                    | \$13,989    | \$14,455     | \$15,348     |
| <b>Youth Focused Goals</b>                               | <b>Q2-11</b>  | <b>Q3-11</b>  | <b>Q4-11</b>  | <b>Q1-12</b>  | <b>% Change</b> | <b>Avg</b>    | <b>Min</b>    | <b>Max</b>    | <b>Total</b> | <b>Low Target</b> | <b>High Target</b> | <b>FY08</b> | <b>FY-09</b> | <b>FY-10</b> |
| Attainment of a High School Diploma, Degree, or          | 70.1%         | 69.7%         | 67.9%         | 76.8%         | 13.1%           | 76.80%        | 76.80%        | 76.80%        |              | 42%               | 52%                | 73.9%       | 71.5%        | 75.0%        |
| Placement in Unsubsidized Employment or Education        | 65.9%         | 68.6%         | 70.2%         | 74.6%         | 6.3%            | 74.60%        | 74.60%        | 74.60%        |              | 54%               | 67%                | 72.2%       | 71.2%        | 67.8%        |
| <b>One-Stop Demographics</b>                             | <b>Q2-11</b>  | <b>Q3-11</b>  | <b>Q4-11</b>  | <b>Q1-12</b>  | <b>% Change</b> | <b>Avg</b>    | <b>Min</b>    | <b>Max</b>    | <b>Total</b> | <b>Target</b>     |                    | <b>FY08</b> | <b>FY-09</b> | <b>FY-10</b> |
| Total Maryland residents who received workforce services | 181,693       | 187,830       | 205,241       | 177,898       | -13.3%          | 177,898       | 177,898       | 177,898       |              |                   |                    | 137,840     | 179,688      | 195,196      |
| Anne Arundel (AA)  | 12,616        | 12,383        | 12,865        | 10,933        | -15.0%          | 10,933        | 10,933        | 10,933        |              |                   |                    | 6,706       | 11,099       | 14,116       |
| Baltimore City (BM)                                      | 26,202        | 28,164        | 38,316        | 32,287        | -15.7%          | 32,287        | 32,287        | 32,287        |              |                   |                    | 27,064      | 29,534       | 30,468       |
| Baltimore County (BA)                                    | 19,280        | 19,525        | 23,001        | 19,275        | -16.2%          | 19,275        | 19,275        | 19,275        |              |                   |                    | 13,384      | 18,305       | 21,360       |
| Frederick (FR)   | 4,855         | 5,423         | 5,738         | 5,482         | -4.5%           | 5,482         | 5,482         | 5,482         |              |                   |                    | 4,085       | 4,295        | 5,450        |
| Lower Shore (LS)   | 6,837         | 7,330         | 7,396         | 7,578         | 2.5%            | 7,578         | 7,578         | 7,578         |              |                   |                    | 6,113       | 7,177        | 7,336        |
| Montgomery County (MG)                                   | 13,768        | 14,014        | 13,004        | 11,262        | -13.4%          | 11,262        | 11,262        | 11,262        |              |                   |                    | 11,678      | 15,296       | 14,583       |
| Mid Maryland (MM)  | 9,910         | 10,594        | 12,260        | 10,319        | -15.8%          | 10,319        | 10,319        | 10,319        |              |                   |                    | 7,339       | 11,234       | 10,962       |
| Prince George's County (PG)                              | 17,646        | 18,705        | 21,348        | 18,655        | -12.6%          | 18,655        | 18,655        | 18,655        |              |                   |                    | 11,212      | 14,900       | 18,325       |
| Southern Maryland (SM)                                   | 7,052         | 7,389         | 8,135         | 8,115         | -0.2%           | 8,115         | 8,115         | 8,115         |              |                   |                    | 6,413       | 8,258        | 8,002        |
| Susquehanna (SQ)   | 6,734         | 7,141         | 7,463         | 7,471         | 0.1%            | 7,471         | 7,471         | 7,471         |              |                   |                    | 6,494       | 6,725        | 7,218        |
| Upper Shore (US)   | 6,068         | 6,928         | 6,318         | 6,207         | -1.8%           | 6,207         | 6,207         | 6,207         |              |                   |                    | 3,770       | 4,682        | 5,926        |
| Western Maryland (WM)                                    | 13,877        | 14,261        | 14,149        | 13,601        | -3.9%           | 13,601        | 13,601        | 13,601        |              |                   |                    | 13,076      | 15,108       | 14,555       |
| Virtual Office (VO)                                      | 36,848        | 35,973        | 35,248        | 26,713        | -24.2%          | 26,713        | 26,713        | 26,713        |              |                   |                    | 20,506      | 33,075       | 36,895       |
| <b>One-Stop Demographics</b>                             | <b>Q2-11</b>  | <b>Q3-11</b>  | <b>Q4-11</b>  | <b>Q1-12</b>  | <b>% Change</b> | <b>Avg</b>    | <b>Min</b>    | <b>Max</b>    | <b>Total</b> | <b>Target</b>     |                    | <b>FY08</b> | <b>FY-09</b> | <b>FY-10</b> |
| Total Maryland residents who received staff assisted     | 137,504       | 141,482       | 133,386       | 136,588       | 2.4%            | 136,588       | 136,588       | 136,588       |              |                   |                    | 115,077     | 141,701      | 146,940      |
| Anne Arundel (AA)  | 11,852        | 11,280        | 9,339         | 8,580         | -8.1%           | 8,580         | 8,580         | 8,580         |              |                   |                    | 6,609       | 10,800       | 12,964       |
| Baltimore City (BM)                                      | 25,143        | 26,396        | 33,089        | 28,623        | -13.5%          | 28,623        | 28,623        | 28,623        |              |                   |                    | 26,399      | 28,492       | 27,018       |
| Baltimore County (BA)                                    | 18,349        | 18,623        | 16,381        | 15,912        | -2.9%           | 15,912        | 15,912        | 15,912        |              |                   |                    | 13,231      | 17,853       | 19,817       |
| Frederick (FR)   | 4,581         | 4,905         | 4,354         | 4,500         | 3.4%            | 4,500         | 4,500         | 4,500         |              |                   |                    | 3,960       | 4,063        | 5,122        |
| Lower Shore (LS)   | 6,590         | 6,918         | 6,198         | 6,620         | 6.8%            | 6,620         | 6,620         | 6,620         |              |                   |                    | 5,960       | 6,816        | 7,108        |
| Montgomery County (MG)                                   | 13,228        | 13,160        | 11,164        | 10,008        | -10.4%          | 10,008        | 10,008        | 10,008        |              |                   |                    | 11,583      | 14,962       | 13,964       |
| Mid Maryland (MM)  | 9,338         | 9,834         | 8,681         | 8,234         | -5.1%           | 8,234         | 8,234         | 8,234         |              |                   |                    | 7,251       | 10,999       | 10,337       |
| Prince George's County (PG)                              | 16,333        | 16,953        | 15,020        | 14,550        | -3.1%           | 14,550        | 14,550        | 14,550        |              |                   |                    | 10,984      | 14,309       | 16,845       |
| Southern Maryland (SM)                                   | 6,638         | 6,789         | 6,169         | 6,418         | 4.0%            | 6,418         | 6,418         | 6,418         |              |                   |                    | 6,287       | 8,023        | 7,492        |
| Susquehanna (SQ)   | 6,280         | 6,476         | 5,460         | 6,112         | 11.9%           | 6,112         | 6,112         | 6,112         |              |                   |                    | 6,248       | 6,186        | 6,731        |
| Upper Shore (US)   | 5,758         | 6,483         | 5,198         | 4,996         | -3.9%           | 4,996         | 4,996         | 4,996         |              |                   |                    | 3,659       | 4,524        | 5,609        |
| Western Maryland (WM)                                    | 13,414        | 13,665        | 12,333        | 11,871        | -3.7%           | 11,871        | 11,871        | 11,871        |              |                   |                    | 12,906      | 14,674       | 13,933       |
| Total Eligible Claimants                                 | 45,976        | 48,232        | 50,766        | 52,053        | 2.5%            | 52,053        | 52,053        | 52,053        |              |                   |                    | 24,143      | 31,953       | 49,343       |
| Total Veterans receiving workforce services              | 15,065        | 16,002        | 14,971        | 14,869        | -0.7%           | 14,869        | 14,869        | 14,869        |              |                   |                    | 12,795      | 15,264       | 15,928       |
| Total persons w/ Disabilities receiving services (Self   | 11,038        | 11,739        | 11,743        | 10,484        | -10.7%          | 10,484        | 10,484        | 10,484        |              |                   |                    | 8,990       | 10,189       | 11,469       |



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Division of Workforce Development Monthly Reporting**

| GENDER  | Q2-11    | Q3-11    | Q4-11    | Q1-12    | % Change | Avg      | Min      | Max      | Total | Target     | FY08        | FY-09    | FY-10    |          |
|---|----------|----------|----------|----------|----------|----------|----------|----------|-------|------------|-------------|----------|----------|----------|
| Male  | 90,562   | 93,487   | 101,527  | 87,895   | -13.4%   | 87,895   | 87,895   | 87,895   |       |            | 60,979      | 81,696   | 97,960   |          |
| Female  | 88,111   | 91,584   | 101,489  | 88,658   | -12.6%   | 88,658   | 88,658   | 88,658   |       |            | 60,471      | 77,771   | 93,170   |          |
| Blank   | 3,020    | 2,759    | 2,225    | 1,345    | -39.6%   | 1,345    | 1,345    | 1,345    |       |            | 16,390      | 20,221   | 4,066    |          |
| RACE  | Q2-11    | Q3-11    | Q4-11    | Q1-12    | % Change | Avg      | Min      | Max      | Total | Target     | FY08        | FY-09    | FY-10    |          |
| African American                                    | 73,613   | 77,299   | 84,975   | 75,876   | -10.7%   | 75,876   | 75,876   | 75,876   |       |            | 57,456      | 68,008   | 78,094   |          |
| White   | 64,234   | 65,176   | 71,302   | 63,612   | -10.8%   | 63,612   | 63,612   | 63,612   |       |            | 40,133      | 60,139   | 68,804   |          |
| Hispanic  | 7,053    | 7,126    | 6,142    | 6,517    | 6.1%     | 6,517    | 6,517    | 6,517    |       |            | 6,009       | 7,362    | 7,531    |          |
| Pacific Islander                                    | 447      | 432      | 843      | 476      | -43.5%   | 476      | 476      | 476      |       |            | 289         | 399      | 472      |          |
| Asian   | 3,267    | 3,447    | 3,567    | 3,381    | -5.2%    | 3,381    | 3,381    | 3,381    |       |            | 1,799       | 2,889    | 3,362    |          |
| Other   | 5,792    | 6,052    | 6,495    | 5,998    | -7.7%    | 5,998    | 5,998    | 5,998    |       |            | 3,502       | 5,130    | 6,009    |          |
| EDUCATION   | Q2-11    | Q3-11    | Q4-11    | Q1-12    | % Change | Avg      | Min      | Max      | Total | Target     | FY08        | FY-09    | FY-10    |          |
| No School   | 678      | 708      | 460      | 460      | 0.0%     | 460      | 460      | 460      |       |            | 580         | 601      | 680      |          |
| Elementary School                                   | 16,351   | 16,915   | 19,089   | 15,500   | -18.8%   | 15,500   | 15,500   | 15,500   |       |            | 15,202      | 17,874   | 20,182   |          |
| Some College/Vocational/Technical School            | 46,357   | 48,233   | 49,488   | 43,060   | -13.0%   | 43,060   | 43,060   | 43,060   |       |            | 29,903      | 44,049   | 48,970   |          |
| BA/BS Degree  | 23,599   | 23,980   | 25,679   | 22,897   | -10.8%   | 22,897   | 22,897   | 22,897   |       |            | 13,113      | 22,941   | 24,998   |          |
| Some Graduate School                                | 9,255    | 9,547    | 10,245   | 9,226    | -9.9%    | 9,226    | 9,226    | 9,226    |       |            | 4,807       | 8,724    | 9,678    |          |
| High School Diploma                                 | 60,997   | 63,127   | 70,232   | 62,451   | -11.1%   | 62,451   | 62,451   | 62,451   |       |            | 47,458      | 62,665   | 65,417   |          |
| GED   | 13,236   | 13,599   | 13,877   | 12,056   | -13.1%   | 12,056   | 12,056   | 12,056   |       |            | 8,211       | 12,121   | 13,640   |          |
| AA Degree   | 10,006   | 10,422   | 11,018   | 9,720    | -11.8%   | 9,720    | 9,720    | 9,720    |       |            | 6,119       | 9,285    | 10,258   |          |
| Veteran One-Stop Demographics                       | Q2-11    | Q3-11    | Q4-11    | Q1-12    | % Change | Avg      | Min      | Max      | Total | Target     | FY08        | FY-09    | FY-10    |          |
| Total Veterans who received staff assisted services | 12,601   | 13,552   | 12,249   | 12,620   | 3.0%     | 12,620   | 12,620   | 12,620   |       |            | 115,077     | 12,827   | 13,363   |          |
| Total Veterans who received intensive services      | 1,370    | 1,528    | 1,181    | 1,302    | 10.2%    | 1,302    | 1,302    | 1,302    |       |            | 115,077     | 1,333    | 1,554    |          |
| Veteran Entered Employment Actuals                  | Q2-11    | Q3-11    | Q4-11    | Q1-12    | % Change | Avg      | Min      | Max      | Total | Low Target | High Target | FY08     | FY-09    | FY-10    |
| LX all veterans denominator (# of exiters)          | 11,620   | 11,235   | 11,030   | 10,620   | -3.7%    | 10,620   | 10,620   | 10,620   |       |            |             | 1,052    | 9,213    | 11,065   |
| DVOP following S-A services Numerator               | 1,804    | 1,692    | 1,817    | 1,968    | 8.3%     | 1,968    | 1,968    | 1,968    |       |            |             | 868      | 2,185    | 1,873    |
| DVOP Denominator (# of Exiters)                     | 3,657    | 3,458    | 3,611    | 3,721    | 3.0%     | 3,721    | 3,721    | 3,721    |       |            |             | 986      | 3,550    | 3,579    |
| LVER following S-A services Numerator               | 916      | 873      | 825      | 796      | -3.5%    | 796      | 796      | 796      |       |            |             | 57,419   | 868      | 968      |
| LVER Denominator (# of Exiters)                     | 1,788    | 1,718    | 1,632    | 1,512    | -7.4%    | 1,512    | 1,512    | 1,512    |       |            |             | 89,963   | 1,316    | 1,777    |
| Entered Employment Rate %                           | Q2-11    | Q3-11    | Q4-11    | Q1-12    | % Change | Avg      | Min      | Max      | Total | Low Target | High Target | FY08     | FY-09    | FY-10    |
| All Veterans  | 47.0%    | 47.0%    | 48.0%    | 50.0%    | 4.2%     | 50.0%    | 50.0%    | 50.0%    |       |            |             | 83.2%    | 61%      | 50%      |
| DVOP following S-A services                         | 49.0%    | 49.0%    | 50.0%    | 53.0%    | 6.0%     | 53.0%    | 53.0%    | 53.0%    |       |            |             | 88.0%    | 62%      | 52%      |
| LVER following S-A services                         | 51.0%    | 51.0%    | 51.0%    | 53.0%    | 3.9%     | 53.0%    | 53.0%    | 53.0%    |       |            |             | 64.0%    | 66%      | 55%      |
| Veteran Employment Retention Actuals                | Q2-11    | Q3-11    | Q4-11    | Q1-12    | % Change | Avg      | Min      | Max      | Total | Low Target | High Target | FY08     | FY-09    | FY-10    |
| All Veterans Numerator                              | 5,706    | 5,755    | 5,541    | 5,590    | 0.9%     | 5,590    | 5,590    | 5,590    |       |            |             | 875      | 6,115    | 5,622    |
| LX all veterans denominator (# of exiters)          | 7,297    | 7,259    | 7,004    | 6,907    | -1.4%    | 6,907    | 6,907    | 6,907    |       |            |             | 1,052    | 7,626    | 7,205    |
| DVOP Numerator                                      | 1,768    | 1,709    | 354      | 1,806    | 410.2%   | 1,806    | 1,806    | 1,806    |       |            |             | 868      | 2,219    | 1,802    |
| DVOP Denominator (# of Exiters)                     | 2,284    | 2,173    | 673      | 2,194    | 226.0%   | 2,194    | 2,194    | 2,194    |       |            |             | 986      | 2,768    | 2,368    |
| LVER Numerator                                      | 882      | 851      | 768      | 872      | 13.5%    | 872      | 872      | 872      |       |            |             | 57,419   | 892      | 884      |
| LVER Denominator (# of Exiters)                     | 1,159    | 1,108    | 1,025    | 1,089    | 6.2%     | 1,089    | 1,089    | 1,089    |       |            |             | 89,963   | 1,130    | 1,120    |
| Veterans Employment Retention Rate %                | Q2-11    | Q3-11    | Q4-11    | Q1-12    | % Change | Avg      | Min      | Max      | Total | Low Target | High Target | FY08     | FY-09    | FY-10    |
| All Veterans  | 78.0%    | 79.0%    | 79.0%    | 81.0%    | 2.5%     | 81.0%    | 81.0%    | 81.0%    |       |            |             | 83.2%    | 80%      | 78%      |
| DVOP  | 77.0%    | 79.0%    | 53.0%    | 82.0%    | 54.7%    | 82.0%    | 82.0%    | 82.0%    |       |            |             | 88.0%    | 80%      | 76%      |
| LVER  | 76.0%    | 77.0%    | 75.0%    | 80.0%    | 6.7%     | 80.0%    | 80.0%    | 80.0%    |       |            |             | 64.0%    | 79%      | 79%      |
| Average Six Month Earnings                          | Q2-11    | Q3-11    | Q4-11    | Q1-12    | % Change | Avg      | Min      | Max      | Total | Low Target | High Target | FY08     | FY-09    | FY-10    |
| All Veterans  | \$19,919 | \$20,423 | \$22,557 | \$22,805 | 1.1%     | \$22,805 | \$22,805 | \$22,805 |       | \$10,480   | \$13,100    | \$12,245 | \$17,651 | \$18,653 |
| DVOP  | \$21,266 | \$21,781 | \$24,135 | \$23,604 | -2.2%    | \$23,604 | \$23,604 | \$23,604 |       | \$13,268   | \$16,585    | \$15,731 | \$17,802 | \$18,814 |
| LVER  | \$21,543 | \$22,522 | \$27,336 | \$26,872 | -1.7%    | \$26,872 | \$26,872 | \$26,872 |       | \$10,800   | \$13,500    | \$13,789 | \$18,178 | \$20,741 |

\* Totals above are blacked out because the quarterly data is cumulative.

**Federal Reporting Common Measures Definitions**

|  |
|--|
| <b>Entered Employment Rate-</b> of those who are not employed at the date of participation; the # of adult participants who are employed in the first quarter after the exit quarter / # adult participants who exit during the quarter  |
| <b>Employment Retention Rate-</b> Of those who are employed in the first quarter after the exit quarter: # of adult participants who are employed in both the second and third quarters after the exit quarter / # of adult participants who exit during the quarter   |
| <b>Average Earnings-</b> Of those adult participants who are employed in the first, second, and third quarters after the exit quarter: Total earnings in the second plus the total earnings in the third quarters after the exit quarter / # of adult participants who exit during the quarter   |
| <b>Placement in Employment or Education-</b> Of those who are not in post-secondary education or employment (including the military) at the date of participation: # of youth participants who are in employment (including the military) or enrolled in post-secondary education and/or advanced training, occupational skills training in the first quarter after the exit quarter / # of youth participants who exit during the quarter |
| <b>Attainment of a Degree or Certificate-</b> Of those enrolled in education (at the date of participation or at any point during the program): # of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter / # of youth participants who exit during the quarter   |
| <b>Literacy and Numeracy Gains-</b> Of those out-of-school youth who are basic skills deficient, Number of youth participants who increase one or more educational functioning levels / Number of youth who completed a year of participation (based on date of 1st youth service) + Number of youth who exit before completing a year of participation  |

All metrics for veterans listed above, except the first two on Veteran One -Stop Demographics are measuring veterans and eligible persons, transitioning service members are excluded.

- Veterans (one stop demographics)-** includes participants who are veterans, eligible persons, or transitioning service members
- DVOP and LVER counts-** these numbers represent activities of participants who received one or more services from such staff, where :
- DVOPs-** Disabled Veteran Outreach Program staff
- LVERs-** Local Veterans Employment Representatives
- The common measures are likewise applied to programs and services administered through the DVOP and LVER grant programs.

**Entered Employment Rate following S-A services-** of those who are not employed at the date of participation and following staff assisted services (assigned by DVOP or LVER); the # of participants who are employed in the first quarter after the exit quarter / # participants who exit during the quarter



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**Veterans and Eligible Persons** is defined as: the individual served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge; or was discharged or released because of a service-connected disability; or as a member of a reserve component under an order to active duty pursuant to section 167 (a), (d), or, (g), 673 (a) of Title 10, U.S.C., served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge. or the individual is a person who is (a) the spouse of any person who died on active duty of a service-connected disability; or, (b) the spouse of any member of the Armed Forces serving on active duty who at the time of application for assistance under this part, is listed, pursuant to 38 U.S.C. 101 and the regulations issued there under, by the Secretary concerned, in one or more of the following categories and has been so listed for more than 90 days: (i) missing in action, (ii) captured in the line of duty by a hostile force, or (iii) forcibly detained or interned in the line of duty by a foreign government or power; or, (c) the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability so evaluated was in existence.



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**Department of Labor, Licensing and Regulation**  
**Division of Unemployment Insurance**  
**Monthly Report**

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| UNEMPLOYMENT INSURANCE FOR 10-31-11                                   | Reporting Periods |         |         |         |          | Fiscal Year To Date |         |         |         |        |         |         |         |
|---|-------------------|---------|---------|---------|----------|---------------------|---------|---------|---------|--------|---------|---------|---------|
|   | July-11           | Aug-11  | Sept-11 | Oct-11  | % Change | Avg                 | Min     | Max     | Total   | Target | FY09    | FY10    | FY11    |
| <b>ISSUANCES AND DETERMINATIONS</b>                                   |                   |         |         |         |          |                     |         |         |         |        |         |         |         |
| New Claims Filed - Total  | 27,256            | 29,462  | 26,501  | 26,866  | 1.4%     | 27,521              | 26,501  | 29,462  | 110,085 |        | 379,609 | 407,026 | 363,127 |
| New Claims Filed - UI   | 26,723            | 28,525  | 25,996  | 26,317  | 1.2%     | 26,890              | 25,996  | 28,525  | 107,561 |        | 375,917 | 402,813 | 357,557 |
| New Claims Filed - UCFE   | 367               | 759     | 334     | 370     | 10.8%    | 458                 | 334     | 759     | 1,830   |        | 2,251   | 2,541   | 3,622   |
| New Claims Filed - UCX  | 166               | 178     | 171     | 179     | 4.7%     | 174                 | 166     | 179     | 694     |        | 1,441   | 1,672   | 1,948   |
| Persons Currently Drawing UI Benefits                                 | 55,988            | 53,400  | 49,278  | 56,788  | 15.2%    | 53,864              | 49,278  | 56,788  | 56,788  |        | 67,919  | 63,104  | 54,800  |
| New EUC Claims Filed - Total  | 6,758             | 7,074   | 6,114   | 5,512   | -9.8%    | 6,365               | 5,512   | 7,074   | 25,458  |        | 65,235  | 98,585  | 88,689  |
| Dollars Paid in Benefits (in millions \$\$\$)                         | 59.7              | 72.6    | 55.3    | 62.6    | 13.2%    | 62.6                | 55.3    | 72.6    | 250.2   |        | 918     | 990     | 832     |
| Trust Fund Balance (in millions \$\$\$)                               | 460               | 515     | 466     | 449     | -3.6%    | 473                 | 449     | 515     | 449     | 900    | 288     | 456     | 472     |
| FUA Loan Advance to Trust Fund (in millions \$\$\$)                   | 0                 | 0       | 0       | 0       | 0.0%     | 0                   | 0       | 0       | 0       |        | 0       | 134     | 0       |
| # of First UI Checks issued - Regular UI                              | 11,836            | 11,172  | 9,964   | 9,727   | -2.4%    | 10,675              | 9,727   | 11,836  | 42,699  |        | 175,340 | 166,666 | 144,966 |
| # of First UI Checks issued - Ex. Fed Employees                       | 74                | 95      | 114     | 133     | 16.7%    | 104                 | 74      | 133     | 416     |        | 293     | 660     | 1,244   |
| # of First UI Checks issued - Ex Military                             | 94                | 117     | 98      | 100     | 2.0%     | 102                 | 94      | 117     | 409     |        | 815     | 969     | 1,194   |
| % of claims filed via the Internet                                    | 44%               | 39%     | 41%     | 45%     | 9.8%     | 42.3%               | 39.0%   | 45.0%   | 42.3%   |        | 42.7%   | 45.2%   | 40.3%   |
| Final Payments  | 6,202             | 6,417   | 4,907   | 6,334   | 29.1%    | 5,965               | 4,907   | 6,417   | 23,860  |        | 65,162  | 97,855  | 75,377  |
| % of First UI Checks Issued <21 days – Regular UI <b>DLA = 87%</b>    | 90.0%             | 86.0%   | 87.0%   | 90.0%   | 3.4%     | 88.3%               | 86.0%   | 90.0%   | 88.3%   | 87%    | 91.2%   | 86.7%   | 87.9%   |
| % of First UI Checks Issued <21 days – Ex-Fed. Emp. <b>DLA = 70%</b>  | 92.0%             | 88.0%   | 92.0%   | 93.0%   | 1.1%     | 91.3%               | 88.0%   | 93.0%   | 91.3%   | 70%    | 84.6%   | 77.9%   | 85.3%   |
| % of First UI Checks Issued <21 days – Ex-Military <b>DLA = 87%</b>   | 96.0%             | 98.0%   | 94.0%   | 98.0%   | 4.3%     | 96.5%               | 94.0%   | 98.0%   | 96.5%   | 87%    | 96.0%   | 93.4%   | 95.3%   |
| # Determinations [nonmonetary e.g. quit/fired]                        | 13,123            | 14,927  | 15,156  | 11,825  | -22.0%   | 13,758              | 11,825  | 15,156  | 55,031  |        | 405,532 | 365,474 | 179,131 |
| % of Determinations issued in 21 days of issue detection <b>DLA =</b> | 69.5%             | 65.0%   | 75.1%   | 86.2%   | 14.8%    | 74.0%               | 65.0%   | 86.2%   | 74.0%   | 80%    | 84.7%   | 83.4%   | 75.2%   |
| # Open Employer Accounts  | 137,540           | 135,388 | 135,489 | 135,722 | 0.2%     | 136,035             | 135,388 | 137,540 | 135,722 |        | 141,976 | 139,244 | 137,067 |



**StateStat**  
**Department of Labor, Licensing and Regulation**  
**Division of Unemployment Insurance**

| UNEMPLOYMENT INSURANCE 10-31-11<br>FEDERAL REVIEW - QUARTERLY                  | Reporting Periods |            |            |            |            |          | Fiscal Year To Date |             |             |            |          |            |            |             |
|--|-------------------|------------|------------|------------|------------|----------|---------------------|-------------|-------------|------------|----------|------------|------------|-------------|
|  | Q1-11             | Q2-11      | Q3-11      | Q4-11      | Q1-12      | % Change | Avg                 | Min         | Max         | Total      | Target   | FY10       | FY11       | FY12        |
|  | FY                |            |            |            |            |          | To Date             | by Quarters |             |            |          |            |            |             |
| Exhaustion rate-% of people who rec'd all 26 weeks                             | 51.0%             | 50.6%      | 49.6%      | 48.7%      |            | -100.0%  | #DIV/0!             | 0.0%        | 0.0%        |            |          | 50.2%      | 50.0%      | #DIV/0!     |
| Average duration of receipt of benefits (in weeks)                             | 18.9              | 18.9       | 18.8       | 18.4       |            | -100.0%  | #DIV/0!             | 0.0         | 0.0         |            |          | 18.3       | 18.8       | #DIV/0!     |
| % of determinations passing Federal Review - quality/accuracy <b>DLA = 75%</b> | 83.0%             | 83.0%      | 82.0%      | 86.0%      | 78.0%      | -9.3%    | 78.0%               | 78.0%       | 78.0%       |            | 75%      | 80.5%      | 83.5%      | 78.0%       |
| # of employer status determinations completed                                  | 3,741             | 3,620      | 4,577      | 4,642      | 4,020      | -13.4%   | 4,020               | 4,020       | 4,020       | 4,020      |          | 15,422     | 16,580     | 4,020       |
| % of determinations completed <180 days of establishment <b>DLA = 80%</b>      | 93.80%            | 94.00%     | 92.00%     | 93.20%     | 94.50%     | 1.4%     | 94.5%               | 94.5%       | 94.5%       |            | 80%      | 92.8%      | 93.3%      | 94.5%       |
| # of detectable/recoverable overpayments established                           | 14,283            | 14,959     | 17,560     | 15,502     | 14,743     | -4.9%    | 14,743              | 14,743      | 14,743      | 14,743     |          | 53,685     | 62,304     | 14,743      |
| % of overpayments established for recovery <b>DLA = 55%</b>                    | 93.16%            | 101.60%    | 96.15%     | 96.84%     | 96.71%     | -0.1%    | 96.7%               | 96.7%       | 96.7%       |            | 55%      | 110.9%     | 96.9%      | 96.7%       |
| \$ of overpayments established   | 11,880,346        | 11,777,247 | 13,005,052 | 11,330,172 | 11,648,395 | 2.8%     | 11,648,395          | 11,648,395  | 11,648,395  | 11,648,395 |          | 46,363,639 | 47,992,817 | 11,648,395  |
| \$ of overpayment due to fraud   | 4,056,795         | 4,559,427  | 4,791,242  | 3,904,830  | 4,486,757  | 14.9%    | 4,486,757           | 4,486,757   | 4,486,757   | 4,486,757  |          | 13,895,708 | 17,312,294 | 4,486,757   |
| % of overpayment due to fraud  | 34.1%             | 38.7%      | 36.8%      | 34.5%      | 38.5%      | 11.8%    | 38.5%               | 38.5%       | 38.5%       |            |          | 30.0%      | 36.0%      | 38.5%       |
| \$ of overpayments recovered   | 3,809,444         | 4,006,244  | 5,713,085  | 5,882,054  | 4,044,309  | -31.2%   | 4,044,309           | 4,044,309   | 4,044,309   | 4,044,309  |          | 17,568,451 | 19,410,827 | 4,044,309   |
| % of overpayments per total benefit payout                                     | 5.8%              | 5.9%       | 5.5%       | 5.9%       | 6.2%       | 5.1%     | 6.2%                | 6.2%        | 6.2%        |            |          | 4.7%       | 5.8%       | 6.2%        |
| \$ UI Overpayments - Total Outstanding Balance                                 | 86,614,730        | 91,501,156 | 96,180,656 | 98,171,711 | #####      | 4.6%     | #####               | 102,647,034 | 102,647,034 |            |          | 81,165,874 | 98,171,711 | 102,647,034 |
| \$ of employer taxes deposited into Clearing Acct.                             | 155               | 99.8       | 80.4       | 590.4      | 172.5      | -70.8%   | 172.5               | 172.5       | 172.5       | 172.5      |          | \$644M     | \$925.6M   | \$172.5M    |
| # of employers audited   | 543               | 735        | 681        | 548        | 447        | -18.4%   | 447                 | 447         | 447         | 447        | 700/2800 | 2,647      | 2,507      | 447         |
| % of employers audited   | 1.6%              | 2.2%       | 2.0%       | 1.6%       | 1.3%       | -17.2%   | 1.3%                | 1.3%        | 1.3%        |            | 2%       | 1.9%       | 1.8%       | 1.3%        |
| Note: % = Federal {USDOL} Desired Level of Achievement (DLA) figure            |                   |            |            |            |            |          |                     |             |             |            |          |            |            |             |



State Stat

Department of Labor, Licensing and Regulation  
Division of Unemployment Insurance Monthly Time Lapse Report

| UNEMPLOYMENT INSURANCE FOR 10-31-11                |                              |         |        |         |        | Fiscal Year To Date |       |       |        |       |        |        |        |
|--|------------------------------|---------|--------|---------|--------|---------------------|-------|-------|--------|-------|--------|--------|--------|
|  | ISSUANCES AND DETERMINATIONS | July-11 | Aug-11 | Sept-11 | Oct-11 | % Change            | Avg   | Min   | Max    | Total | Target | FY10   | FY11   |
| <b>Towson Claim Center - UI - First Pays</b>       | 1,238                        | 1,067   | 965    | 989     | 2.5%   | 1,065               | 965   | 1,238 | 4,259  |       |        | 32,875 | 18,962 |
| UI - Claims Paid< 21 Days                          | 1,143                        | 965     | 853    | 899     | 5.4%   | 965                 | 853   | 1,143 | 3,860  |       |        | 28,995 | 16,678 |
| UI - %   | 92%                          | 90%     | 88%    | 91%     | 2.8%   | 91%                 | 88%   | 92%   | 91%    | 87%   |        | 88%    | 88%    |
| UCFE - First Pays                                  | 5                            | 10      | 13     | 20      | 53.8%  | 12                  | 5     | 20    | 48     |       |        | 90     | 109    |
| UCFE - Claims Paid< 21                             | 4                            | 10      | 13     | 17      | 30.8%  | 11                  | 4     | 17    | 44     |       |        | 67     | 94     |
| UCFE - %   | 80%                          | 100%    | 100%   | 85%     | -15.0% | 91%                 | 80%   | 100%  | 91%    | 70%   |        | 74%    | 86%    |
| UCX - First Pays                                   | 8                            | 6       | 12     | 7       | -41.7% | 8                   | 6     | 12    | 33     |       |        | 166    | 112    |
| UCX - Claims Paid< 21 Days                         | 6                            | 6       | 12     | 7       | -41.7% | 8                   | 6     | 12    | 31     |       |        | 160    | 109    |
| UCX - %  | 75%                          | 100%    | 100%   | 100%    | 0.0%   | 94%                 | 75%   | 100%  | 94%    | 87%   |        | 96%    | 97%    |
| <b>College Park Claim Center - UI - First Pays</b> | 1,911                        | 1,603   | 1,509  | 1,350   | -10.5% | 1,593               | 1,350 | 1,911 | 6,373  |       |        | 28,207 | 23,321 |
| UI - Claims Paid< 21 Days                          | 1,731                        | 1,374   | 1,362  | 1,239   | -9.0%  | 1,427               | 1,239 | 1,731 | 5,706  |       |        | 24,617 | 20,778 |
| UI - %   | 91%                          | 86%     | 90%    | 92%     | 1.7%   | 90%                 | 86%   | 92%   | 90%    | 87%   |        | 87%    | 89%    |
| UCFE - First Pays                                  | 4                            | 8       | 13     | 5       | -61.5% | 8                   | 4     | 13    | 30     |       |        | 49     | 74     |
| UCFE - Claims Paid< 21                             | 4                            | 5       | 11     | 5       | -54.5% | 6                   | 4     | 11    | 25     |       |        | 36     | 67     |
| UCFE - %   | 100%                         | 63%     | 85%    | 100%    | 18.2%  | 87%                 | 63%   | 100%  | 87%    | 70%   |        | 73%    | 91%    |
| UCX - First Pays                                   | 14                           | 17      | 18     | 16      | -11.1% | 16                  | 14    | 18    | 65     |       |        | 169    | 183    |
| UCX - Claims Paid< 21 Days                         | 13                           | 17      | 15     | 16      | 6.7%   | 15                  | 13    | 17    | 61     |       |        | 160    | 172    |
| UCX - %  | 93%                          | 100%    | 83%    | 100%    | 20.0%  | 94%                 | 83%   | 100%  | 94%    | 87%   |        | 95%    | 94%    |
| <b>Cumberland Claim Center - UI - First Pays</b>   | 2,931                        | 2,683   | 2,271  | 2,283   | 0.5%   | 2,542               | 2,271 | 2,931 | 10,168 |       |        | 28,270 | 31,428 |
| UI - Claims Paid< 21 Days                          | 2,639                        | 2,313   | 1,935  | 2,010   | 3.9%   | 2,224               | 1,935 | 2,639 | 8,897  |       |        | 24,584 | 28,371 |
| UI - %   | 90%                          | 86%     | 85%    | 88%     | 3.3%   | 87%                 | 85%   | 90%   | 87%    | 87%   |        | 87%    | 90%    |
| UCFE - First Pays                                  | 23                           | 28      | 22     | 35      | 59.1%  | 27                  | 22    | 35    | 108    |       |        | 213    | 454    |
| UCFE - Claims Paid< 21                             | 22                           | 27      | 20     | 34      | 70.0%  | 26                  | 20    | 34    | 103    |       |        | 168    | 402    |
| UCFE - %   | 96%                          | 96%     | 91%    | 97%     | 6.9%   | 95%                 | 91%   | 97%   | 95%    | 70%   |        | 79%    | 89%    |
| UCX - First Pays                                   | 28                           | 36      | 21     | 24      | 14.3%  | 27                  | 21    | 36    | 109    |       |        | 246    | 361    |
| UCX - Claims Paid< 21 Days                         | 27                           | 35      | 19     | 24      | 26.3%  | 26                  | 19    | 35    | 105    |       |        | 227    | 345    |
| UCX - %  | 96%                          | 97%     | 90%    | 100%    | 10.5%  | 96%                 | 90%   | 100%  | 96%    | 87%   |        | 92%    | 96%    |
| <b>Balt. Metro Claim Center - UI - First Pays</b>  | 1,734                        | 1,445   | 1,254  | 1,183   | -5.7%  | 1,404               | 1,183 | 1,734 | 5,616  |       |        | 24,262 | 18,973 |
| UI - Claims Paid< 21 Days                          | 1,524                        | 1,228   | 1,064  | 1,065   | 0.1%   | 1,220               | 1,064 | 1,524 | 4,881  |       |        | 20,542 | 16,287 |
| UI - %   | 88%                          | 85%     | 85%    | 90%     | 6.1%   | 87%                 | 85%   | 90%   | 87%    | 87%   |        | 85%    | 86%    |
| UCFE - First Pays                                  | 9                            | 15      | 15     | 12      | -20.0% | 13                  | 9     | 15    | 51     |       |        | 89     | 153    |
| UCFE - Claims Paid< 21                             | 9                            | 13      | 15     | 10      | -33.3% | 12                  | 9     | 15    | 47     |       |        | 72     | 135    |
| UCFE - %   | 100%                         | 87%     | 100%   | 83%     | -16.7% | 93%                 | 83%   | 100%  | 93%    | 70%   |        | 81%    | 88%    |
| UCX - First Pays                                   | 13                           | 20      | 14     | 13      | -7.1%  | 15                  | 13    | 20    | 60     |       |        | 176    | 165    |
| UCX - Claims Paid< 21 Days                         | 13                           | 19      | 14     | 13      | -7.1%  | 15                  | 13    | 19    | 59     |       |        | 167    | 159    |
| UCX - %  | 100%                         | 95%     | 100%   | 100%    | 0.0%   | 99%                 | 95%   | 100%  | 99%    | 87%   |        | 95%    | 96%    |
| <b>Salisbury Claim Center - UI - First Pays</b>    | 2,130                        | 2,236   | 1,879  | 1,922   | 2.3%   | 2,042               | 1,879 | 2,236 | 8,167  |       |        | 24,799 | 26,918 |
| UI - Claims Paid< 21 Days                          | 1,872                        | 1,886   | 1,605  | 1,759   | 9.6%   | 1,781               | 1,605 | 1,886 | 7,122  |       |        | 21,382 | 23,479 |
| UI - %   | 88%                          | 84%     | 85%    | 92%     | 7.1%   | 87%                 | 84%   | 92%   | 87%    | 87%   |        | 86%    | 87%    |
| UCFE - First Pays                                  | 19                           | 12      | 33     | 35      | 6.1%   | 25                  | 12    | 35    | 99     |       |        | 125    | 284    |
| UCFE - Claims Paid< 21                             | 16                           | 9       | 29     | 34      | 17.2%  | 22                  | 9     | 34    | 88     |       |        | 101    | 236    |
| UCFE - %   | 84%                          | 75%     | 88%    | 97%     | 10.5%  | 86%                 | 75%   | 97%   | 86%    | 70%   |        | 81%    | 83%    |
| UCX - First Pays                                   | 26                           | 20      | 30     | 31      | 3.3%   | 27                  | 20    | 31    | 107    |       |        | 149    | 259    |
| UCX - Claims Paid< 21 Days                         | 26                           | 20      | 29     | 29      | 0.0%   | 26                  | 20    | 29    | 104    |       |        | 134    | 241    |
| UCX - %  | 100%                         | 100%    | 97%    | 94%     | -3.2%  | 98%                 | 94%   | 100%  | 98%    | 87%   |        | 90%    | 93%    |



## StateStat

### Department of Labor, Licensing and Regulation

### Governor's Workforce Investment Board

| GOVERNOR'S WORKFORCE INVESTMENT BOARD         | REPORTING PERIODS          |                  |                  |                  |               | 2012 Fiscal Year to Date |          |            |            |             | Fiscal Year |            |            |
|---|----------------------------|------------------|------------------|------------------|---------------|--------------------------|----------|------------|------------|-------------|-------------|------------|------------|
|   | Stakeholders Participating | Jul-11           | Aug-11           | Sep-11           | Oct-11        | %                        | Avg      | Min        | Max        | Total       | Target      | FY11       | Jun-11     |
| <b>Total #</b>                                | <b>160</b>                 | <b>61</b>        | <b>249</b>       | <b>138</b>       | <b>-44.6%</b> | <b>50.7</b>              | <b>0</b> | <b>249</b> | <b>608</b> | <b>1125</b> | <b>3018</b> | <b>546</b> | <b>160</b> |
| Aerospace                                     | 0                          | 8                | 0                | 0                | 0.0%          | 2.0                      | 0        | 8          | 8          | 75          | 221         | 0          | 0          |
| Construction                                  | 15                         | 16               | 30               | 25               | -16.7%        | 21.5                     | 15       | 30         | 86         | 150         | 399         | 0          | 15         |
| Education                                     | 35                         | 0                | 6                | 40               | 566.7%        | 20.3                     | 0        | 40         | 81         | 150         | 150         | 25         | 35         |
| Energy  | 15                         | 17               | 13               | 15               | 15.4%         | 15.0                     | 13       | 17         | 60         | 250         | 223         | 53         | 15         |
| Healthcare                                    | 90                         | 20               | 162              | 50               | -69.1%        | 80.5                     | 20       | 162        | 322        | 200         | 868         | 313        | 90         |
| Information Technology                        | 5                          | 0                | 8                | 8                | 0.0%          | 5.3                      | 0        | 8          | 21         | 200         | 935         | 130        | 5          |
| Manufacturing                                 | 0                          | 0                | 30               | 0                | -100.0%       | 7.5                      | 0        | 30         | 30         | 100         | 112         | 25         | 0          |
| GWIB Conferences                              | 0                          | 0                | 0                | 0                | 0%            | 0.0                      | 0        | 0          | 0          | 0           | 0           | 0          | 0          |
| <b>Outreach</b>                               | <b>Jul-11</b>              | <b>Aug-11</b>    | <b>Sep-11</b>    | <b>Oct-11</b>    | <b>%</b>      |                          |          |            |            |             |             |            |            |
| # of planning/policy/advocacy engagements     | 8                          | 6                | 20               | 13               | -35.0%        | 11.8                     | 8        | 14         | 47         | 125         | 236         | 23         | 8          |
| # of TA consultations provided to             | 8                          | 8                | 6                | 5                | -16.7%        | 6.8                      | 5        | 8          | 27         | 75          | 178         | 12         | 8          |
| # of new industry sector training initiatives |                            |                  |                  |                  |               |                          |          |            |            |             |             |            |            |
| <b>Governance</b>                             | <b>Jul-11</b>              | <b>Aug-11</b>    | <b>Sep-11</b>    | <b>Oct-11</b>    | <b>%</b>      |                          |          |            |            |             |             |            |            |
| % of board vacancies                          | 16.0%                      | 16.0%            | 16.0%            | 16.0%            | 0.0%          | 16%                      | 16%      | 16%        |            | 5.0%        |             | 16.0%      | 16.0%      |
| <b>Governance Quarterly</b>                   | <b>Qtr1 FY11</b>           | <b>Qtr2 FY11</b> | <b>Qtr3 FY11</b> | <b>Qtr4 FY11</b> | <b>%</b>      |                          |          |            |            |             |             |            |            |
| % of board participation                      | 43.0%                      | 60.0%            | 65.0%            | 58.0%            | -10.8%        | 57%                      | 43%      | 65%        |            | 80.0%       |             |            |            |



**Department of Labor, Licensing and Regulation  
Division of Workforce Development and Adult Learning  
GED Testing Office**

| GED Information Discussed |             |          |                |               |                 |
|---------------------------|-------------|----------|----------------|---------------|-----------------|
| Month/Year                | # Scheduled | # Tested | Last Test Date | Scores Mailed | Days to Results |
| Sep-11                    | 943         | 777      | 9/30/2011      | 10/31/2011    | 31              |
| Aug-11                    | 939         | 749      | 8/30/2011      | 9/26/2011     | 27              |
| Jul-11                    | 930         | 769      | 7/28/2011      | 8/26/2011     | 29              |
| Jun-11                    | 1039        | 827      | 6/28/2011      | 8/5/2011      | 38              |
| May-11                    | 974         | 768      | 5/27/2011      | 7/18/2011     | 52              |
| Apr-11                    | 1015        | 803      | 4/29/2011      | 6/13/2011     | 45              |
| Mar-11                    | 765         | 620      | 3/31/2011      | 5/12/2011     | 42              |
| Feb-11                    | 796         | 664      | 2/25/2011      | 3/30/2011     | 33              |
| Jan-11                    | 714         | 546      | 1/28/2011      | 3/10/2011     | 41              |
| Dec-10                    | 1029        | 825      | 12/29/2010     | 1/28/2011     | 30              |
| Nov-10                    | 995         | 812      | 11/23/2010     | 12/17/2010    | 24              |
| Oct-10                    | 856         | 691      | 10/29/2010     | 11/22/2010    | 24              |
| Sep-10                    | 817         | 653      | 9/29/2010      | 10/19/2010    | 20              |
| Aug-10                    | 792         | 638      | 8/27/2010      | 9/22/2010     | 26              |
| Jul-10                    | 690         | 530      | 7/30/2010      | 8/17/2010     | 18              |
| Jun-10                    | 931         | 761      | 6/29/2010      | 7/21/2010     | 22              |
| May-10                    | 1028        | 837      | 5/27/2010      | 6/15/2010     | 19              |
| Apr-10                    | 931         | 771      | 4/29/2010      | 5/25/2010     | 26              |
| Mar-10                    | 912         | 748      | 3/27/2010      | 4/28/2010     | 32              |
| Feb-10                    | 865         | 627      | 2/26/2010      | 3/30/2010     | 32              |
| Jan-10                    | 844         | 712      | 1/29/2010      | 3/12/2010     | 42              |
| Dec-09                    | 1085        | 912      | 12/23/2009     | 2/17/2010     | 56              |
| Nov-09                    | 859         | 708      | 11/25/2009     | 1/15/2010     | 51              |
| Oct-09                    | 1083        | 905      | 10/28/2009     | 12/22/2009    | 55              |
| Sep-09                    | 919         | 736      | 9/30/2009      | 11/23/2009    | 54              |
| Aug-09                    | 945         | 787      | 8/22/2009      | 10/30/2009    | 69              |
| Jul-09                    | 972         | 796      | 7/30/2009      | 9/25/2009     | 57              |

| Additional Testing Information |          |             |        |        |                 |           |
|--------------------------------|----------|-------------|--------|--------|-----------------|-----------|
| Month/Year                     | No Shows | Incompletes | Failed | Passed | Total Scheduled | Pass Rate |
| Sep-11                         | 166      | 78          | 269    | 430    | 943             | 61.52%    |
| Aug-11                         | 190      | 78          | 264    | 407    | 939             | 60.66%    |
| Jul-11                         | 161      | 89          | 289    | 391    | 930             | 57.50%    |
| Jun-11                         | 212      | 83          | 305    | 439    | 1039            | 59.01%    |
| May-11                         | 206      | 76          | 266    | 426    | 974             | 61.56%    |
| Apr-11                         | 212      | 71          | 307    | 425    | 803             | 58.06%    |
| Mar-11                         | 145      | 72          | 207    | 341    | 765             | 62.23%    |
| Feb-11                         | 132      | 59          | 244    | 361    | 796             | 59.67%    |
| Jan-11                         | 168      | 51          | 212    | 283    | 546             | 57.17%    |
| Dec-10                         | 204      | 84          | 288    | 453    | 1029            | 61.13%    |
| Nov-10                         | 183      | 43          | 276    | 493    | 995             | 64.11%    |
| Oct-10                         | 165      | 66          | 241    | 384    | 856             | 61.44%    |
| Sep-10                         | 164      | 64          | 238    | 351    | 817             | 59.59%    |
| Aug-10                         | 154      | 57          | 234    | 347    | 792             | 59.72%    |
| Jul-10                         | 160      | 64          | 208    | 258    | 690             | 55.36%    |
| Jun-10                         | 170      | 70          | 258    | 433    | 931             | 62.66%    |
| May-10                         | 191      | 65          | 321    | 451    | 1028            | 58.42%    |
| Apr-10                         | 160      | 73          | 123    | 431    | 931             | 61.75%    |
| Mar-10                         | 164      | 73          | 248    | 427    | 912             | 63.26%    |
| Feb-10                         | 238      | 80          | 194    | 353    | 865             | 64.53%    |
| Jan-10                         | 132      | 62          | 228    | 422    | 844             | 64.92%    |
| Dec-09                         | 173      | 236         | 274    | 402    | 1085            | 59.47%    |
| Nov-09                         | 151      | 77          | 263    | 368    | 859             | 58.32%    |
| Oct-09                         | 178      | 80          | 362    | 463    | 1083            | 56.12%    |
| Sep-09                         | 183      | 94          | 265    | 377    | 919             | 58.72%    |
| Aug-09                         | 158      | 82          | 289    | 416    | 945             | 59.01%    |
| Jul-09                         | 176      | 93          | 330    | 373    | 972             | 53.06%    |

Pass Rate = Passed divided by (# Tested - Incompletes)



**Department of Labor, Licensing and Regulation  
Division of Workforce Development and Adult Learning  
GED Testing Office**

Volume 5 Number 3  
Reporting Period September, 2011

Demographic Information

| Month/Year | Gender |        | Total Scheduled |
|------------|--------|--------|-----------------|
|            | Male   | Female |                 |
| Sep-11     | 584    | 359    | 943             |
| Aug-11     | 570    | 369    | 939             |
| Jul-11     | 528    | 402    | 930             |
| Jun-11     | 641    | 398    | 1039            |
| May-11     | 591    | 383    | 974             |
| Apr-11     | 650    | 365    | 1015            |
| Mar-11     | 441    | 324    | 765             |
| Feb-11     | 508    | 288    | 796             |
| Jan-11     | 437    | 277    | 714             |
| Dec-10     | 627    | 402    | 1029            |
| Nov-10     | 621    | 374    | 995             |
| Oct-10     | 568    | 288    | 856             |
| Sep-10     | 470    | 347    | 817             |
| Aug-10     | 500    | 292    | 792             |
| Jul-10     | 408    | 282    | 690             |
| Jun-10     | 600    | 331    | 931             |
| May-10     | 608    | 420    | 1028            |
| Apr-10     | 560    | 371    | 931             |
| Mar-10     | 550    | 362    | 912             |
| Feb-10     | 562    | 303    | 865             |
| Jan-10     | 522    | 322    | 844             |
| Dec-09     | 663    | 422    | 1085            |
| Nov-09     | 507    | 352    | 859             |
| Oct-09     | 716    | 367    | 1083            |
| Sep-09     | 510    | 409    | 919             |
| Aug-09     | 600    | 345    | 945             |
| Jul-09     | 586    | 386    | 972             |

| Month/Year | Race/Ethnicity |                |             |                |                  |       |               | Total Scheduled |
|------------|----------------|----------------|-------------|----------------|------------------|-------|---------------|-----------------|
|            | Asian          | Afri. American | Hisp/Latino | Nati. American | Pacific Islander | White | More Than One |                 |
| Sep-11     | 18             | 451            | 56          | 2              | 1                | 379   | 36            | 943             |
| Aug-11     | 11             | 508            | 46          | 5              | 5                | 330   | 34            | 939             |
| Jul-11     | 16             | 495            | 47          | 5              | 6                | 331   | 30            | 930             |
| Jun-11     | 14             | 551            | 68          | 7              | 3                | 381   | 15            | 1039            |
| May-11     | 13             | 541            | 53          | 5              | 0                | 339   | 23            | 974             |
| Apr-11     | 19             | 546            | 44          | 8              | 4                | 367   | 27            | 1015            |
| Mar-11     | 13             | 384            | 50          | 5              | 2                | 295   | 16            | 765             |
| Feb-11     | 8              | 434            | 29          | 8              | 5                | 295   | 17            | 796             |
| Jan-11     | 10             | 393            | 39          | 3              | 4                | 248   | 17            | 714             |
| Dec-10     | 23             | 533            | 61          | 2              | 3                | 383   | 24            | 1029            |
| Nov-10     | 22             | 499            | 58          | 4              | 1                | 381   | 30            | 995             |
| Oct-10     | 14             | 406            | 50          | 5              | 2                | 356   | 23            | 856             |
| Sep-10     | 19             | 399            | 58          | 7              | 5                | 311   | 18            | 817             |
| Aug-10     | 12             | 419            | 48          | 5              | 4                | 287   | 17            | 792             |
| Jul-10     | 14             | 350            | 34          | 4              | 2                | 273   | 13            | 690             |
| Jun-10     | 10             | 499            | 39          | 4              | 4                | 355   | 20            | 931             |
| May-10     | 17             | 543            | 63          | 7              | 5                | 375   | 18            | 1028            |
| Apr-10     | 13             | 489            | 43          | 2              | 3                | 365   | 16            | 931             |
| Mar-10     | 15             | 470            | 46          | 3              | 3                | 358   | 17            | 912             |
| Feb-10     | 10             | 460            | 47          | 7              | 3                | 324   | 14            | 865             |
| Jan-10     | 11             | 406            | 57          | 2              | 2                | 348   | 18            | 844             |
| Dec-09     | 13             | 560            | 68          | 4              | 2                | 424   | 14            | 1085            |
| Nov-09     | 7              | 460            | 44          | 6              | 2                | 323   | 17            | 859             |
| Oct-09     | 14             | 549            | 57          | 7              | 4                | 434   | 18            | 1083            |
| Sep-09     | 14             | 433            | 59          | 2              | 5                | 395   | 11            | 919             |
| Aug-09     | 12             | 492            | 34          | 12             | 1                | 380   | 14            | 945             |
| Jul-09     | 14             | 496            | 46          | 3              | 4                | 388   | 21            | 972             |



**State Stat**  
**Department of Labor, Licensing and Regulation**  
**Office of The Secretary**

| OFFICE OF THE SECRETARY         | Reporting Periods |        |        |        |             | Fiscal Year To Date |     |     |       |        | FY COMPARISON |      |      |
|---------------------------------|-------------------|--------|--------|--------|-------------|---------------------|-----|-----|-------|--------|---------------|------|------|
|                                 | Jul-11            | Aug-11 | Sep-11 | Oct-11 | % Change    | Avg                 | Min | Max | Total | Target | FY09          | FY10 | FY11 |
| <b>Communications</b>           |                   |        |        |        |             |                     |     |     |       |        |               |      |      |
| Press hits (print)              | 32                | 36     | 18     | 64     | 12.5%       | 38                  | 18  | 64  | 150   |        | 203           | 329  | 399  |
| Press Hits (web only pubs)      | 2                 | 6      | 6      | 6      | 200.0%      | 5                   | 2   | 6   | 20    |        |               | 67   | 56   |
| Interviews (radio)              | 3                 | 2      | 2      | 2      | -33.3%      | 2                   | 2   | 3   | 9     |        | 25            | 29   | 32   |
| Interviews (television)         | 3                 | 6      | 3      | 2      | 100.0%      | 4                   | 2   | 6   | 14    |        | 44            | 66   | 80   |
| Press releases issued           | 8                 | 5      | 9      | 3      | -37.5%      | 6                   | 3   | 9   | 25    |        | 62            | 64   | 50   |
| <b>Outreach</b>                 |                   |        |        |        |             |                     |     |     |       |        |               |      |      |
| Public speaking                 | 0                 | 2      | 7      | 6      | 0.0%        | 4                   | 0   | 7   | 15    |        | 98            | 57   | 39   |
| <b>Governance</b>               |                   |        |        |        |             |                     |     |     |       |        |               |      |      |
| Board Appointments Completed    | 13                | 15     | 15     | 15     | 15.4%       | 11                  | 0   | 15  | 45    |        | 62            | 70   | 91   |
| Board vacancies                 | 15                | 14     | 16     | 16     | -6.7%       | 12                  | 0   | 16  |       |        |               |      | 233  |
| Board positions                 | 241               | 241    | 241    | 241    | 0.0%        | 241                 | 241 | 241 |       |        |               |      | 2886 |
| <b>Departmental Legislation</b> |                   |        |        |        |             |                     |     |     |       |        |               |      |      |
| Legislation Introduced          | N/A               | N/A    |        |        | #REF! ##### |                     | 0   | 14  | 18    |        | 19            | 19   | 18   |
| Legislation passed              | N/A               | N/A    |        |        | #REF! ##### |                     | 0   | 7   | 7     |        | 14            | 17   | 7    |



**State Stat**  
**Department of Labor, Licensing and Regulation**  
**Office of The Secretary**

| FAIR PRACTICES   | MONTHLY REPORTING PERIODS |        |        |        |          | Fiscal Year To Date |     |     |       |        | FY COMPARISON |      |       |
|--|---------------------------|--------|--------|--------|----------|---------------------|-----|-----|-------|--------|---------------|------|-------|
|  | Jul-11                    | Aug-11 | Sep-11 | Oct-11 | % Change | Avg                 | Min | Max | Total | Target | FY09          | FY10 | FY11  |
| <b>Language accessibility</b>                            |                           |        |        |        |          |                     |     |     |       |        |               |      |       |
| # of vital documents                                     | 249                       | 249    | 249    | 249    | 0.0%     | 249.0               | 249 | 249 |       |        | 249           | 249  | 249   |
| # translated in 1+languages                              | 18                        | 18     | 18     | 18     | 0.0%     | 18.0                | 18  | 18  |       |        | 18            | 18   | 18    |
| Bilingual employees                                      | 44                        | 44     | 44     | 44     | 0.0%     | 44.0                | 44  | 44  |       |        | 44            | 44   | 44    |
| <b>Diversity</b>   |                           |        |        |        |          |                     |     |     |       |        |               |      |       |
| # of minority employees                                  | 819                       | 813    | 808    | 804    | -0.5%    | 811.0               | 804 | 819 |       |        | 778           | 791  | 813   |
| % minority employees                                     | 50%                       | 50%    | 50%    | 49%    | -0.6%    | 50%                 | 49% | 50% |       |        | 49.0%         | 49%  | 50.0% |
| # of minority managers                                   | 57                        | 58     | 56     | 54     | -3.6%    | 56.3                | 54  | 58  |       |        | 46            | 46   | 53    |
| % minority managers                                      | 32%                       | 33%    | 32%    | 31%    | -3.1%    | 32%                 | 31% | 33% |       |        | 27%           | 28%  | 30%   |
| <b>DLLR Minorities by Job Families</b>                   |                           |        |        |        |          |                     |     |     |       |        |               |      |       |
| # of Officials & Administrators (A)                      | 57                        | 58     | 56     | 54     | -3.6%    | 56.3                | 54  | 58  |       |        | N/A           | 46   | 53    |
| % Officials & Administrators                             | 6.96%                     | 7.13%  | 6.93%  | 6.72%  | -3.0%    | 7%                  | 7%  | 7%  |       |        | N/A           | 6%   | 7%    |
| # of Professionals (B)                                   | 486                       | 482    | 482    | 480    | -0.4%    | 482.5               | 480 | 486 |       |        | N/A           | 446  | 473   |
| % Professionals  | 59.34%                    | 59.29% | 59.65% | 59.70% | 0.1%     | 59%                 | 59% | 60% |       |        | N/A           | 56%  | 58%   |
| # of Technicians (C.)                                    | 42                        | 40     | 39     | 39     | 0.0%     | 40.0                | 39  | 42  |       |        | N/A           | 33   | 40    |
| % Technicians  | 5.13%                     | 4.92%  | 4.83%  | 4.85%  | 0.4%     | 5%                  | 5%  | 5%  |       |        | N/A           | 4%   | 5%    |
| # of Protective Service Workers (D)                      | 18                        | 18     | 17     | 17     | 0.0%     | 17.5                | 17  | 18  |       |        | N/A           | 15   | 17    |
| % Protective Service Workers                             | 2.20%                     | 2.21%  | 2.10%  | 2.11%  | 0.5%     | 2%                  | 2%  | 2%  |       |        | N/A           | 2%   | 2%    |
| # of Paraprofessionals (E)                               | 107                       | 108    | 108    | 108    | 0.0%     | 107.8               | 107 | 108 |       |        | N/A           | 111  | 114   |
| % Paraprofessionals                                      | 13.06%                    | 13.28% | 13.37% | 13.43% | 0.4%     | 13%                 | 13% | 13% |       |        | N/A           | 14%  | 14%   |
| # of Administrative Support (including clerical & sales) | 97                        | 96     | 95     | 95     | 0.0%     | 95.8                | 95  | 97  |       |        | N/A           | 102  | 99    |
| % Administrative Support (including clerical & sales)    | 11.84%                    | 11.81% | 11.76% | 11.82% | 0.5%     | 12%                 | 12% | 12% |       |        | N/A           | 13%  | 12%   |
| # of Skilled Craft Workers (G)                           | 10                        | 9      | 9      | 9      | 0.0%     | 9.3                 | 9   | 10  |       |        | N/A           | 10   | 10    |
| % Skilled Craft Workers                                  | 1.22%                     | 1.11%  | 1.11%  | 1.12%  | 0.9%     | 1%                  | 1%  | 1%  |       |        | N/A           | 1%   | 1%    |
| # of Service-Maintenance (H)                             | 2                         | 2      | 2      | 2      | 0.0%     | 2.0                 | 2   | 2   |       |        | N/A           | 0    | 1     |
| % Service-Maintenance                                    | 0.24%                     | 0.25%  | 0.25%  | 0.25%  | 0.0%     | 0%                  | 0%  | 0%  |       |        | N/A           | 0%   | 0%    |
| <b>DISCRIMINATION COMPLAINTS (Internal)</b>              |                           |        |        |        |          |                     |     |     |       |        |               |      |       |
| # of Disparate Treatment Complaints                      | 0                         | 0      | 1      | 0      | -100.0%  | 0.3                 | 0   | 1   | 1     |        | N/A           | 4    | 14    |
| # of Sexual Harassment                                   | 0                         | 0      | 0      | 0      | 0.0%     | 0.0                 | 0   | 0   | 0     |        | N/A           | 1    | 1     |
| # of Age Discrimination                                  | 0                         | 0      | 0      | 0      | 0.0%     | 0.0                 | 0   | 0   | 0     |        | N/A           | 1    | 0     |
| # of Hostile Work Environment                            | 0                         | 0      | 1      | 0      | -100.0%  | 0.3                 | 0   | 1   | 1     |        | N/A           | 3    | 7     |
| EEO Complaints against DLLR                              | 0                         | 0      | 0      | 0      | 0.0%     | 0.0                 | 0   | 0   | 0     |        | N/A           | 5    | 12    |
| EEO Investigations completed                             | 0                         | 0      | 0      | 0      | 0.0%     | 0.0                 | 0   | 0   | 0     |        | N/A           | 5    | 8     |
| <b>Total EEO Complaints rec'd</b>                        | 0                         | 0      | 0      | 0      | 0.0%     | 0.0                 | 0   | 0   | 0     |        | N/A           | 11   | 18    |
| <b>DISCRIMINATION CLAIMS (External)</b>                  |                           |        |        |        |          |                     |     |     |       |        |               |      |       |
| EEOC Decisions Pending                                   | 4                         | 3      | 1      | 1      | 0.0%     | 2.3                 | 1   | 4   | 9     |        | N/A           | 34   | 38    |
| EEOC Decisions   | 0                         | 1      | 0      | 0      | 0.0%     | 0.3                 | 0   | 1   | 1     |        | N/A           | 2    | 1     |
| EEOC/MCHR withdrawal                                     | 0                         | 0      | 2      | 0      | -100.0%  | 0.5                 | 0   | 2   | 2     |        | N/A           | 1    | 1     |
| <b>MEDIATIONS</b>  |                           |        |        |        |          |                     |     |     |       |        |               |      |       |
| Mediation  | 0                         | 0      | 1      | 0      | -100.0%  | 0.3                 | 0   | 1   | 1     |        | N/A           | 0    | 5     |
| <b>TRAININGS</b>   |                           |        |        |        |          |                     |     |     |       |        |               |      |       |
| Diversity Awareness Attendees                            | 0                         | 0      | 0      | 0      | 0.0%     | 0.0                 | 0   | 0   | 0     |        | N/A           | 0    | 0     |
| Fair Practices Management Attendees                      | 0                         | 0      | 0      | 0      | 0.0%     | 0.0                 | 0   | 0   | 0     |        | N/A           | 524  | 323   |
| Sexual Harassment Attendees                              | 0                         | 0      | 0      | 0      | 0.0%     | 0.0                 | 0   | 0   | 0     |        | N/A           | 0    | 0     |
| <b>Total # of Trainings</b>                              | 0                         | 0      | 0      | 0      | 0.0%     | 0.0                 | 0   | 0   | 0     |        | N/A           | 34   | 12    |