



Maryland Department of Transportation
STATESTAT
 December
 FY 2009

MBE/WBE EXPENDITURES

Goal Achieved: 8.7% # Waivers requested: # Waivers granted: Goal Achieved: 8.8% # Waivers requested: # Waivers grant

MBE/WBE EXPENDITURES	CURRENTLY AVAILABLE PERIOD (December 2008)						YEAR-TO-DATE					
	Agency Total	Ethnic/Disabled	Women	Other	Total MBE/WBE	%	Agency Total	Ethnic/Disabled	Women	Other	Total MBE/WBE	%
Payment Totals	\$3,135,116	\$1,233,003	\$237,649	\$237,649	\$1,606,160	51.2%	\$6,091,116	\$5,266,833	\$816,060		\$6,082,893	99.9%
MBE Payment %		39.3%	7.6%	7.6%				86.5%	13.4%			
Awards Totals	\$6,132,438		\$536,036	\$543	\$536,578	8.7%	\$40,931,028	\$1,899,717	\$766,651	\$943,139	\$3,609,507	8.8%
MBE Award %			8.7%	0.0%				4.6%	1.9%	2.3%		
Architectural and Engineering							\$11,774					
Construction	\$1,000						\$1,000					
Construction Related												
Maintenance	\$55,813		\$5,498		\$5,498	9.9%	\$2,294,024	\$90,604	\$27,498	\$15,729	\$133,831	5.8%
Services	\$3,324,175						\$7,300,939	\$73,012	\$14,720		\$87,732	1.2%
Supplies and Equipment	\$395,221		\$115		\$115	0.0%	\$8,601,285	\$14,894	\$989	\$17,444	\$33,327	0.4%
IT Services	\$682,151						\$682,151					
IT Supplies and Equipment	\$555,535		\$530,409		\$530,409	95.5%	\$555,535	\$530,881			\$530,881	95.6%
Human, Cultural, Social & Educational												
Corporate Credit Card	\$120,431						\$783,441	\$10,002	\$134,042	\$7,372	\$151,416	19.3%
Direct Vouchers	\$998,112		\$14	\$543	\$556	0.1%	\$20,700,879	\$1,180,324	\$589,402	\$902,594	\$2,672,320	12.9%

SBR INDICATORS	Agency Total	Total SBR	Designated Procurements	%	Agency Total	Total SBR	Designated Procurements	%
SBR Payment Totals	\$1,803,181	\$116,990	1	6.5%	\$16,920,491	\$423,306	3	2.5%



**MVA StateStat
Personnel
Period: #REF!**

Summary

Personnel	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY 09 Budget	% Budget Spent	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08						
Overtime (Payments)										
Total	\$88,224	\$102,887	\$86,737	\$107,594	\$385,442	\$441,909	\$793,746	\$1,927,918	41.2%	\$1,453,528
Administrator's Office	\$3,320	\$11,108	\$11,387	\$17,540	\$43,355	\$56,195	\$81,815	\$79,026	103.5%	\$166,273
DVPP	-\$3,758	\$317	\$2,968	\$6,673	\$6,200	\$14,392	\$18,983	\$135,023	14.1%	\$84,987
Operations	\$52,594	\$88,105	\$67,096	\$81,441	\$289,236	\$328,307	\$549,263	\$1,052,414	52.2%	\$1,107,787
Support Services	\$36,068	\$3,357	\$5,286	\$1,940	\$46,651	\$43,015	\$143,685	\$661,455	21.7%	\$94,481
Overtime (Hours)										
Total	7,403	7,426	5,614	4,033	24,476		46,838			60,257
Administrator's Office	404	506	393	573	1,876		3,326			6,500
DVPP	122	9	98	240	469		932			3,031
Operations	6,484	6,753	5,066	3,188	21,491		40,987			47,162
Support Services	393	158	57	32	640		1,593			3,564
Unplanned Leave (Sick)										
Total	12,251	9,830	10,241	11,654	43,975	45,504	65,429			145,463
Administrator's Office	602	282	414	552	1,850	2,236	3,136			8,648
DVPP	2,789	2,462	2,400	3,199	10,850	9,808	15,601			32,853
Operations	6,370	5,671	5,804	6,271	24,115	26,228	36,963			82,484
Support Services	2,489	1,415	1,624	1,632	7,160	7,232	9,729			21,478
Planned (Other Leave)										
Total	49,418	48,096	57,883	68,023	223,420	264,738	328,082			644,542
Administrator's Office	3,091	2,859	3,566	4,386	13,903	15,552	20,266			40,788
DVPP	9,541	9,051	11,140	13,962	43,694	49,946	63,276			120,768
Operations	31,446	29,953	34,906	39,173	135,478	160,333	200,327			393,541
Support Services	5,339	6,234	8,270	10,502	30,345	38,907	44,214			89,445
Total Leave										
Total	61,669	57,926	68,124	79,677	267,395	310,242	393,511			790,005
Administrator's Office	3,694	3,142	3,980	4,938	15,753	17,788	23,402			49,436
DVPP	12,331	11,512	13,540	17,161	54,544	59,754	78,877			153,621
Operations	37,816	35,624	40,710	45,444	159,594	186,561	237,290			476,025
Support Services	7,828	7,648	9,894	12,134	37,505	46,139	53,942			110,923
PINS										
Total	1,611.0	1,611.0	1,611.0	1,611.0						1,611.0
Administrator's Office	95.0	95.0	95.0	95.0						96.0
DVPP	325.0	325.0	325.0	325.0						325.0
Operations	938.0	938.0	938.0	938.0						937.0
Support Services	253.0	253.0	253.0	253.0						253.0
Vacancies										
Total	70.5	58.5	52.0	56.5						74.0
Administrator's Office	5.0	6.0	5.0	8.0						3.0
DVPP	9.0	10.0	10.0	10.0						14.0
Operations	37.5	26.5	21.0	24.5						35.0
Support Services	19.0	16.0	16.0	14.0						22.0



MVA StateStat
Overtime
Period: #REF!

Branch Overtime	Reporting Period				Summary						
	Sep '08	Oct '08	Nov '08	Dec '08	4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY 09 Budget	% Budget Spent	% of FY Gone	FY08 Total
Grand Total	\$46,662	\$84,047	\$62,882	\$75,969	\$269,559	\$307,936	\$502,299	\$897,926	55.9%	50.0%	\$1,035,460
District 1											
District 1 Total	\$10,495	\$20,224	\$14,068	\$17,314	\$62,101	\$66,587	\$120,789	\$246,948	48.9%	50.0%	\$225,351
Baltimore City	\$4,581	\$7,348	\$5,762	\$8,389	\$26,080	\$25,374	\$44,575	\$82,624	53.9%	50.0%	\$81,641
Cumberland	-\$159	\$218	\$274	\$119	\$452	\$1,655	\$948	\$17,968	5.3%	50.0%	\$4,477
Oakland (Satellite)										50.0%	
Frederick	\$592	\$1,945	\$1,286	\$1,641	\$5,464	\$10,749	\$13,897	\$39,642	35.1%	50.0%	\$27,890
Hagerstown	\$99	\$288	\$6	\$117	\$452	\$351	\$977	\$4,591	21.3%	50.0%	\$1,969
Westminster	\$1,533	\$1,792	\$1,801	\$1,498	\$6,624	\$7,165	\$14,619	\$36,199	40.4%	50.0%	\$26,705
White Oak	\$3,849	\$8,633	\$4,939	\$5,550	\$22,971	\$21,293	\$45,773	\$65,924	69.4%	50.0%	\$82,669
District 2											
District 2 Total	\$11,571	\$17,824	\$15,759	\$19,012	\$64,166	\$57,331	\$113,078	\$185,663	60.9%	50.0%	\$222,113
Bel Air	\$5,529	\$5,457	\$4,738	\$6,833	\$22,557	\$19,466	\$38,524	\$62,714	61.4%	50.0%	\$77,171
Elkton	\$2,705	\$2,679	\$1,797	\$1,918	\$9,099	\$3,413	\$15,007	\$13,737	109.2%	50.0%	\$29,774
Essex	\$2,932	\$4,797	\$5,062	\$5,141	\$17,932	\$14,499	\$29,222	\$41,447	70.5%	50.0%	\$50,857
Loveville	-\$188	\$283	\$367	\$150	\$612	\$960	\$2,439	\$7,088	34.4%	50.0%	\$6,314
Prince Frederick (Satellite)	-\$14	\$70	\$66	\$95	\$217	\$157	\$1,043	\$597	174.7%	50.0%	\$1,297
Lock Raven / Parkville Express		\$18			\$18	\$21	\$48	\$1,188	4.1%	50.0%	\$66
Waldorf	\$607	\$4,520	\$3,729	\$4,875	\$13,731	\$18,815	\$26,795	\$58,892	45.5%	50.0%	\$56,634
District 3											
District 3 Total	\$3,470	\$8,426	\$8,481	\$11,756	\$32,133	\$48,057	\$64,109	\$141,707	45.2%	50.0%	\$150,419
Beltsville	\$298	\$2,726	\$4,154	\$5,034	\$12,212	\$22,710	\$25,216	\$43,070	58.5%	50.0%	\$67,481
Columbia Express	\$115	\$443	\$317	\$1,511	\$2,386	\$3,029	\$3,351	\$8,150	41.1%	50.0%	\$11,405
Gaithersburg	\$2,795	\$5,128	\$3,197	\$5,092	\$16,212	\$19,939	\$33,160	\$78,183	42.4%	50.0%	\$65,267
Glenmont Express	\$60	\$465	\$813	\$119	\$1,457	\$1,656	\$1,984	\$6,152	32.3%	50.0%	\$4,390
Walnut Hill Express	\$202	-\$336			-\$134	\$723	\$398	\$6,152	6.5%	50.0%	\$1,876
District 4											
District 4 Total	\$21,126	\$37,573	\$24,574	\$27,887	\$111,159	\$135,961	\$204,323	\$323,608	63.1%	50.0%	\$437,577
Annapolis	\$2,289	\$6,354	\$4,436	\$4,673	\$17,752	\$22,949	\$29,842	\$55,482	53.8%	50.0%	\$68,868
Easton	\$2,167	\$2,137	\$1,109	\$1,153	\$6,566	\$8,397	\$9,288	\$24,203	38.4%	50.0%	\$25,316
Glen Burnie	\$8,190	\$12,972	\$7,119	\$7,749	\$36,030	\$57,232	\$72,735	\$140,005	52.0%	50.0%	\$180,723
Largo	\$8,177	\$14,749	\$11,257	\$13,979	\$48,162	\$36,960	\$87,349	\$78,625	111.1%	50.0%	\$133,146
Salisbury	\$303	\$1,361	\$653	\$333	\$2,650	\$10,423	\$5,109	\$25,293	20.2%	50.0%	\$29,524
Mobile											
Mobile											



MVA StateStat
Total Transactions
Period: #REF!

Summary								
Total Transactions By Branch Type	Reporting Period				4 Month	FY 08	FY 09	FY08
	Sep '08	Oct '08	Nov '08	Dec '08	Total	4 Mo Total	YTD Total	Total
TRANSACTION TOTAL	738,096	754,964	605,392	657,002	2,755,454	2,745,095	4,337,392	8,870,502
DRIVER LICENSING								
TRANSACTION SUBTOTAL	283,364	293,155	241,016	259,166	1,076,701	1,022,334	1,715,875	3,370,496
FULL SERVICE	236,204	241,659	198,852	211,507	888,222	842,625	1,417,056	2,794,702
EXPRESS	32,424	34,817	29,916	32,732	129,889	121,615	205,609	387,650
SATELLITE	2,526	2,276	1,802	2,343	8,947	7,224	14,407	25,350
ALTERNATE	12,210	14,403	10,446	12,584	49,643	50,870	78,803	162,794
TITLING / REGISTRATION								
TRANSACTION SUBTOTAL	412,306	411,220	326,200	353,093	1,502,819	1,571,988	2,367,445	4,996,228
FULL SERVICE	182,750	189,241	144,872	162,641	679,504	723,072	1,063,876	2,286,773
EXPRESS	10,601	10,394	8,319	8,824	38,138	44,151	60,371	134,521
SATELLITE	1,143	1,079	750	943	3,915	4,074	6,550	13,195
ALTERNATE	217,812	210,506	172,259	180,685	781,262	800,691	1,236,648	2,561,739
OTHER								
TRANSACTION SUBTOTAL	42,426	50,589	38,176	44,743	175,934	150,773	254,072	503,778
FULL SERVICE	35,237	42,296	30,576	35,751	143,860	120,509	207,282	415,263
EXPRESS				484	484		484	
SATELLITE	41	13		164	218	122	301	384
ALTERNATE	7,148	8,280	7,600	8,344	31,372	30,142	46,005	88,131

Summary								
Total Transactions By Transaction Type	Reporting Period				4 Month	FY 08	FY 09	FY08
	Sep '08	Oct '08	Nov '08	Dec '08	Total	4 Mo Total	YTD Total	Total
TRANSACTION TOTALS	738,096	754,964	605,394	657,002	2,755,456	2,745,095	4,337,394	8,870,502
DRIVER LICENSING								
TRANSACTION SUBTOTAL	283,364	293,155	241,016	259,166	1,076,701	1,022,334	1,715,875	3,370,496
LAW TESTS GIVEN	38,087	36,143	30,216	30,839	135,285	129,355	222,251	454,730
VISION TESTS GIVEN	74,373	78,688	65,045	68,857	286,963	263,125	452,188	859,561
SKILLS TESTS GIVEN	16,975	17,672	14,028	16,133	64,808	58,388	101,278	188,932
NEW LICENSES - PHOTO	44,603	44,347	34,894	35,364	159,208	151,732	265,285	524,833
RENEWAL LICENSES - PHOTO	60,943	66,642	55,493	62,875	245,953	234,312	377,610	730,902
LICENSE DUPLICATIONS - PHOTO	13,988	14,221	13,110	14,519	55,838	54,168	86,891	169,324
LICENSE CORRECTIONS - PHOTO	3,874	4,847	4,136	4,720	17,577	11,810	25,571	38,034
PHOTO I.D. CARDS - NEW / CORR / DUP	14,941	14,505	11,230	11,723	52,399	47,191	94,359	171,440
CERTIFIED COPIES	15,580	16,090	12,864	14,136	58,670	72,253	90,442	232,740
TITLING / REGISTRATION								
TRANSACTION SUBTOTAL	412,306	411,220	326,200	353,093	1,502,819	1,571,988	2,367,445	4,996,228
NEW TITLES	85,967	80,425	63,221	67,230	296,843	350,151	478,399	1,093,727
CORRECTED TITLES	9,207	8,901	7,260	8,703	55,506	48,117	55,506	135,547
DUPLICATED TITLES	10,272	10,424	8,032	10,204	61,530	32,947	61,530	116,296
LIEN MAINTENANCE	9,618	9,332	7,153	8,769	34,872	39,735	57,558	122,251
SALVAGE APPLICATION	5,963	6,133	5,856	6,762	24,714	26,590	38,379	85,110
SALVAGE CORR. / DUPL.	340	264	242	189	1,035	982	1,646	3,245
RENEWAL -STD.	174,889	175,297	140,222	146,816	637,224	604,524	997,216	1,961,556
RENEWAL -REPLAC. TAG.	2,730	2,736	1,978	2,180	9,624	9,842	15,515	32,329
SUBSTITUTE TAGS	5,215	5,780	4,451	4,857	20,303	23,350	32,367	71,523
SUBSTITUTE STICKERS	3,552	3,601	2,998	3,498	13,649	14,347	21,161	44,766
DUPLICATE REGIST.	7,834	7,313	5,949	6,740	27,836	28,601	44,102	91,139
CORRECTED REGIST.	2,107	2,871	2,617	2,822	10,417	8,765	14,773	27,924
NEW TAG REGIST.	3,516	3,722	2,877	2,858	12,973	14,398	20,901	48,934
TRANSFER TAGS WITH RENEWAL	254	248	156	175	833	947	1,317	2,938
TAGS RETURNED	69,189	73,012	56,706	64,709	263,616	294,410	407,561	920,068
CHANGE OF ADDRESS	21,653	21,161	16,482	16,581	119,514	74,282	119,514	238,875
OTHER								
TRANSACTION SUBTOTAL	42,426	50,589	38,178	44,743	175,936	150,773	254,074	503,778
FR / INVESTIGATION	19,767	26,965	19,521	21,519	87,772	70,703	120,872	247,702
DISABILITY PLACARDS - Temporary	2,423	2,584	2,119	2,629	9,755	9,151	14,777	28,345
DISABILITY PLACARDS - Permanent	8,501	8,547	6,778	6,777	30,603	32,872	47,779	96,929
COUNTY STICKERS	35	18	13	21	87	101	153	353
ADMINISTRATIVE PARKING FLAGS REMO	11,700	12,475	9,747	13,797	47,719	37,946	70,493	130,449



MVA StateStat
Alternate Delivery
Period: #REF!

Summary								
Fiscal Year Input	Reporting Period				4 Month	FY 08	FY 09	FY08
Alternate Delivery	Sep '08	Oct '08	Nov '08	Dec '08	Total	4 Mo Total	YTD Total	Total
ALT TRANSACTION TOTAL	237,170	233,189	190,305	201,613	862,277	881,703	1,361,456	2,812,664
DRIVER LICENSING								
TRANSACTION SUBTOTAL	12,210	14,403	10,446	12,584	49,643	50,870	78,803	162,794
VINNET								
CVR								
KIOSKS	15	28	20	9	72	134	125	304
MOBILE BUS	933	728	736	727	3,124	2,764	5,516	8,923
INTERNET	1,915	1,841	1,533	1,567	6,856	6,817	10,516	21,911
TELEPHONE								
CENTRAL OPERATIONS	9,151	11,527	8,004	10,113	38,795	40,237	61,444	129,079
CUMBERLAND - CSC								
COUNTY TREASURERS								
OFF-SITE SKILLS TESTING	2	9		6	17	27	21	73
EMPLOYEE TESTING	194	270	153	162	779	891	1,181	2,504
TITLING / REGISTRATION								
TRANSACTION SUBTOTAL	217,812	210,506	172,259	180,685	781,262	800,691	1,236,648	2,561,739
VINNET	16,510	14,268	13,485	14,121	58,384	60,438	92,145	198,227
CVR	34,025	30,083	24,649	26,547	115,304	142,611	186,264	440,924
KIOSKS	2,302	2,258	1,929	2,247	8,736	9,141	13,767	27,415
MOBILE BUS	379	273	314	247	1,213	1,242	1,786	3,804
INTERNET	73,554	70,447	58,078	59,344	261,423	232,625	411,258	764,407
TELEPHONE	824	777	592	596	2,789	2,894	4,453	9,263
CENTRAL OPERATIONS	87,083	89,386	71,280	74,768	322,517	340,519	509,726	1,080,622
CUMBERLAND - CSC	535	400	314	379	1,628	2,461	2,787	7,288
COUNTY TREASURERS	2,600	2,614	1,618	2,436	9,268	8,760	14,462	29,789
OFF-SITE SKILLS TESTING								
EMPLOYEE TESTING								
OTHER								
TRANSACTION SUBTOTAL	7,148	8,280	7,600	8,344	31,372	30,142	46,005	88,131
VINNET								
CVR				446	446		446	
KIOSKS	81	63	61	166	371	201	528	723
MOBILE BUS	47	63	47	177	334	256	421	746
INTERNET	2,201	2,264	1,838	2,925	9,228	5,963	13,505	21,579
TELEPHONE	1,335	1,508	960	2,132	5,935	3,896	8,712	14,293
CENTRAL OPERATIONS	3,484	4,382	4,694	2,498	15,058	19,826	22,393	50,790
CUMBERLAND - CSC								
COUNTY TREASURERS								
OFF-SITE SKILLS TESTING								
EMPLOYEE TESTING								

Summary								
SUMMARY OF ALTERNATE OPERATIONS	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
TRANSACTION TOTAL	237,170	233,189	190,305	201,613	862,277	881,703	1,361,456	2,812,664
DRIVER LICENSING								
TRANSACTION SUBTOTAL	12,210	14,403	10,446	12,584	49,643	50,870	78,803	162,794
LAW TESTS GIVEN								
VISION TESTS GIVEN	377	322	331	328	1,358	1,103	2,072	3,500
SKILLS TESTS GIVEN	196	279	153	168	796	918	1,202	2,577
NEW LICENSES - PHOTO	138	144	100	74	456	480	734	1,420
RENEWAL LICENSES - PHOTO	8,449	10,639	7,329	9,561	35,978	38,304	57,317	122,878
LICENSE DUPLICATIONS - PHOTO	103	79	82	49	313	331	484	928
LICENSE CORRECTIONS - PHOTO	29	24	28	26	107	77	156	240
PHOTO I.D. CARDS - NEW / CORR / DUP	239	336	231	283	1,089	163	1,546	656
COPIES - DRIVER/VEHICLE RECORDS	2,679	2,580	2,192	2,095	9,546	9,494	15,292	30,595
TITLING / REGISTRATION								
TRANSACTION SUBTOTAL	217,812	210,506	172,259	180,685	781,262	800,691	1,236,648	2,561,739
NEW TITLES	41,224	35,918	29,521	30,991	137,654	168,467	222,959	525,759
CORRECTED TITLES	4,614	4,350	3,485	4,391	28,508	22,466	28,508	66,401
DUPLICATED TITLES	3,295	3,438	2,395	3,816	12,944	10,934	20,271	39,017
LIEN MAINTENANCE	4,933	4,724	3,314	4,346	17,317	20,901	29,875	64,521
SALVAGE APPLICATION	5,963	6,133	5,856	6,762	24,714	26,590	38,379	85,110
SALVAGE CORR. / DUPL.	340	264	242	189	1,035	982	1,646	3,245
RENEWAL -STD.	122,752	121,608	101,229	100,440	446,029	421,594	699,157	1,366,179
RENEWAL -REPLAC. TAG.	774	675	461	584	2,494	2,365	4,211	8,052
SUBSTITUTE TAGS	2,054	2,306	1,730	1,855	7,945	10,575	12,973	30,497
SUBSTITUTE STICKERS	1,184	998	792	987	3,961	3,962	6,141	12,848
DUPLICATE REGIST.	4,415	4,151	3,302	3,887	15,755	15,797	25,100	51,808
CORRECTED REGIST.	205	396	452	316	1,369	660	1,703	2,671
NEW TAG REGIST.	308	336	259	294	1,197	1,166	1,869	3,895
TRANSFER TAGS WITH RENEWAL	2	4	1		7	9	15	31
TAGS RETURNED	11,738	12,822	9,093	11,477	68,964	49,768	68,964	157,647
CHANGE OF ADDRESS	14,011	12,383	10,127	10,350	74,877	44,455	74,877	144,058
OTHER								
TRANSACTION SUBTOTAL	7,148	8,280	7,600	8,344	31,372	30,142	46,005	88,131
FR / INVESTIGATION								
DISABILITY PLACARDS - Temporary	513	506	455	488	1,962	1,982	2,944	5,995
DISABILITY PLACARDS - Permanent	3,043	3,081	2,741	1,039	9,904	12,612	16,405	35,690
COUNTY STICKERS	35	18	13	21	87	101	153	353
ADMINISTRATIVE PARKING FLAGS REMOVED	3,557	4,675	4,391	6,796	19,419	15,447	26,503	46,093



MVA StateStat
All Branches Summary
Period: #REF!

All Branches	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.922					
Customer Survey Results	90.9%		92.2%	92.2%				90.2%
Total DLS Time								
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	502,285	522,839	416,186	456,540	1,897,850	1,884,269	2,983,661	6,124,603
DLS Transactions	272,087	279,480	231,306	247,309	1,030,182	981,541	1,642,588	3,241,045
Registration Transactions	133,875	140,335	107,304	121,291	502,805	533,659	781,200	1,695,042
Title Transactions	60,998	60,652	46,951	51,364	219,965	248,182	351,383	772,123
Other Transactions	35,325	42,372	30,625	36,576	144,898	120,887	208,490	416,393
Personnel								
Budgeted PINS	700	700	700	700	700			712
Budgeted Contract Employees	54	54	54	54	54			54
State Temporary Employees	71	71	71	71	71			71
Agency Temporary Employees	31	31	31	31	31			31
Filled Customer Agents	618	626	636	634	634			627
# Vacancies (PIN & Contract)	38	43	42	43	43			35
% Vacant Positions	4.4%	5.0%	4.9%	5.0%	5.0%			
Total Leave Hours	32,365	30,642	34,471	37,386	134,865	148,033	198,362	349,650
Sick Leave Hrs. (Unplanned)	5,009	4,223	4,473	4,920	18,625	19,108	27,765	52,717
Other Leave Hrs (Planned)	27,356	26,419	29,999	32,466	116,240	128,925	170,597	296,933
Overtime Hrs.	3092.6	3,311	2,452	3,001	11,856		21,096	
OT Budget							\$897,329	\$883,605
OT Spent	\$46,662	\$84,047	\$62,882	\$75,969	\$269,559	\$306,301	\$502,299	\$1,031,136
% of Budget Spent	31.1%	40.5%	47.5%	56.0%	56.0%		56.0%	
Note -We do not have wait and processing times for Express and Satellite Branches because they do not have CTM. When CTM2 is full implemented that data will be available. Thus, when these branches this data is not available as part of the roll-up.								



MVA StateStat
District Summary
Period: #REF!

Summary								
District 1	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.907					
Customer Survey Results	90.2%		90.7%	90.7%				91.1%
Total DLS Time	38.44	40.35	33.70	29.18	35.42	42.12	39.27	42.76
DLS Waiting Time	30.64	32.57	26.13	21.64	27.74	32.91	31.46	33.94
DLS Processing Time	7.80	7.78	7.57	7.54	7.67	9.21	7.80	8.82
Total Registration Time	22.61	23.39	20.58	16.82	20.85	17.57	21.99	19.58
Registration Waiting Time	18.70	19.37	16.65	12.66	16.85	13.52	18.06	15.42
Registration Processing Time	3.91	4.02	3.93	4.16	4.00	4.06	3.92	4.16
Total Title Work Time	27.33	28.51	24.61	21.43	25.47	22.87	26.71	25.12
Title Work Waiting Time	18.69	19.76	16.02	12.58	16.76	14.62	18.17	16.50
Title Work Processing Time	8.64	8.75	8.59	8.85	8.70	8.25	8.53	8.62
Total Transactions	124,002	128,011	101,958	112,847	466,818	438,667	735,094	1,438,840
DLS Transactions	68,389	69,852	57,300	60,740	256,281	237,644	410,404	789,191
Registration Transactions	32,699	33,822	25,019	28,832	120,372	117,586	187,886	380,045
Title Transactions	14,077	14,052	10,796	11,418	50,343	55,228	80,221	174,002
Other Transactions	8,837	10,285	8,843	11,857	39,822	28,209	56,583	95,602
Total Hours								
Branch Costs								
Cost per Transaction					#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cost per Hour								
Personnel								
Budgeted PINS	169	169	169	169	169			180
Budgeted Contract Employees	10	10	10	10	10			10
State Temporary Employees	19	19	19	19	19			19
Agency Temporary Employees	11	11	11	11	11			11
Filled Customer Agents	149	149	151	151	151			150
# Vacancies (PIN & Contract)	7	10	7	10	10			5
% Vacant Positions	11.1%	6.6%	5.6%	7.2%	7.2%			5.6%
Total Leave Hours	7,846	7,688	7,655	8,979	32,168	33,424	47,841	82,431
Sick Leave Hrs. (Unplanned)	1,297	1,124	1,092	1,120	4,634	4,181	7,208	12,441
Other Leave Hrs (Planned)	6,549	6,564	6,563	7,859	27,535	29,243	40,633	69,990
Overtime Hrs.	758	813	570	683	2,823		5,181	
OT Budget							\$246,948	\$244,084
OT Spent	\$10,495	\$20,224	\$14,068	\$17,314	\$62,101	\$66,587	\$120,789	\$225,351
% of Budget Spent	28.0%	36.2%	41.9%	48.9%	48.9%		48.9%	



MVA StateStat
District Summary
Period: #REF!

Summary								
District 2	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.932					
Customer Survey Results	94.2%		93.2%	93.2%				89.9%
Total DLS Time	32.29	32.82	31.66	22.96	29.93	31.61	31.92	33.49
DLS Waiting Time	23.91	24.60	23.68	14.92	21.78	21.91	23.73	24.25
DLS Processing Time	8.38	8.22	7.97	8.04	8.15	9.71	8.19	9.24
Total Registration Time	16.03	16.45	16.82	12.34	15.41	18.26	15.96	18.39
Registration Waiting Time	11.93	12.58	13.12	8.21	11.46	13.56	12.13	13.97
Registration Processing Time	4.11	3.87	3.70	4.12	3.95	4.70	3.83	4.42
Total Title Work Time	21.56	23.04	22.66	17.55	21.20	24.62	22.03	25.20
Title Work Waiting Time	13.22	14.54	14.24	8.91	12.73	15.53	13.79	16.26
Title Work Processing Time	8.34	8.50	8.42	8.64	8.48	9.09	8.25	8.94
Total Transactions	111,705	114,586	89,279	96,111	411,681	412,077	654,540	1,348,819
DLS Transactions	54,318	55,100	44,676	47,321	201,415	193,225	323,605	641,395
Registration Transactions	31,113	31,917	24,299	26,815	114,144	119,092	180,829	387,033
Title Transactions	16,719	16,690	12,802	13,974	60,185	69,457	96,352	217,662
Other Transactions	9,555	10,879	7,502	8,001	35,937	30,303	53,754	102,729
Total Hours	9,840	9,933	7,691	8,401	35,865	40,929	56,176	128,190
Branch Costs	\$381,677	\$551,715	\$571,422	\$675,873	\$2,180,687	\$2,060,584	\$3,394,445	\$6,681,145
Cost per Transaction	\$3.42	\$4.81	\$6.40	\$7.03	\$5.30	\$5.00	\$5.19	\$4.95
Cost per Hour	\$38.79	\$55.54	\$74.29	\$80.45	\$60.80	\$50.35	\$60.43	\$52.12
Personnel								
Budgeted PINS	146	146	146	146	146			146
Budgeted Contract Employees	10	10	10	10	10			10
State Temporary Employees	17	17	17	17	17			17
Agency Temporary Employees	11	11	11	11	11			11
Filled Customer Agents	129	130	132	131	131			131
# Vacancies (PIN & Contract)	9	10	14	15	15			11
% Vacant Positions	4.9%	5.4%	7.6%	8.2%	8.2%			6.1%
Total Leave Hours	6,577	5,639	7,116	7,862	27,193	32,294	40,115	74,721
Sick Leave Hrs. (Unplanned)	1,064	620	844	945	3,473	3,975	5,276	10,544
Other Leave Hrs (Planned)	5,513	5,019	6,271	6,917	23,720	28,319	34,839	64,177
Overtime Hrs.	655	655	577	727	2,615		4,442	
OT Budget							\$183,878	\$181,746
OT Spent	\$11,585	\$17,736	\$15,693	\$18,917	\$63,931	\$57,153	\$111,987	\$220,750
% of Budget Spent	32.4%	42.1%	50.6%	60.9%	60.9%		60.9%	



MVA StateStat
District Summary
Period: #REF!

District 3	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.894					
Customer Survey Results	88.8%		89.4%	89.4%				85.6%
Total DLS Time	38.45	42.29	33.93	22.64	34.33	66.79	41.88	62.43
DLS Waiting Time	29.21	33.26	25.18	13.96	25.40	55.24	32.73	51.35
DLS Processing Time	9.23	9.04	8.75	8.68	8.92	11.56	9.15	11.08
Total Registration Time	31.40	32.21	30.75	21.12	28.87	44.31	32.14	43.05
Registration Waiting Time	25.40	26.75	25.35	15.38	23.22	38.39	26.53	37.08
Registration Processing Time	6.01	5.46	5.41	5.73	5.65	5.91	5.60	5.97
Total Title Work Time	37.25	38.63	36.45	26.41	34.69	52.85	38.62	51.15
Title Work Waiting Time	26.81	28.34	27.00	16.89	24.76	42.86	28.74	40.97
Title Work Processing Time	10.45	10.29	9.45	9.51	9.92	10.00	9.88	10.18
Total Transactions	69,897	71,362	57,098	61,738	260,095	258,132	408,665	832,523
DLS Transactions	38,643	39,463	33,239	34,033	145,378	134,082	232,930	447,286
Registration Transactions	18,399	18,525	14,056	16,242	67,222	71,018	102,703	220,365
Title Transactions	8,644	8,629	6,690	7,465	31,428	36,676	49,954	111,023
Other Transactions	4,211	4,745	3,113	3,998	16,067	16,356	23,078	53,849
Total Hours								
Branch Costs								
Cost per Transaction								
Cost per Hour					#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Personnel								
Budgeted PINS	106	106	106	106	106			106
Budgeted Contract Employees	10	10	10	10	10			10
State Temporary Employees	11	11	11	11	11			11
Agency Temporary Employees	3	3	3	3	3			3
Filled Customer Agents	95	96	96	97	97			95
# Vacancies (PIN & Contract)	4	4	3	3	3			4
% Vacant Positions	3.1%	3.1%	2.3%	2.3%	2.3%			2.8%
Total Leave Hours	3,814	3,805	4,283	4,786	16,688	26,186	23,785	57,978
Sick Leave Hrs. (Unplanned)	439	765	490	649	2,343	2,765	3,296	7,370
Other Leave Hrs (Planned)	3,374	3,041	3,794	4,137	14,346	23,421	20,489	50,608
Overtime Hrs.	278.6	326	296	413	1,313		2,547	
OT Budget							\$121,253	\$123,846
OT Spent	\$3,093	\$7,854	\$7,351	\$10,126	\$28,424	\$42,649	\$58,376	\$132,748
% of Budget Spent	27.3%	33.7%	39.8%	48.1%	48.1%		48.1%	



MVA StateStat
District Summary
Period: #REF!

Summary								
District 4	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.925					
Customer Survey Results	87.7%		92.5%	92.5%				91.4%
Total DLS Time	45.41	49.62	38.02	33.24	41.57	48.85	45.79	47.18
DLS Waiting Time	36.79	41.01	29.76	24.88	33.11	38.71	37.23	37.46
DLS Processing Time	8.63	8.61	8.26	8.36	8.47	10.14	8.56	9.72
Total Registration Time	29.30	29.91	25.62	18.51	25.83	22.56	27.32	24.60
Registration Waiting Time	24.08	24.49	20.34	12.88	20.44	17.73	22.04	19.70
Registration Processing Time	5.22	5.42	5.28	5.63	5.39	4.83	5.28	4.90
Total Title Work Time	34.77	34.05	28.87	22.04	29.93	30.14	31.96	32.35
Title Work Waiting Time	24.97	24.17	19.51	12.29	20.24	21.45	22.35	23.59
Title Work Processing Time	9.81	9.87	9.35	9.75	9.70	8.69	9.61	8.76
Total Transactions	148,587	159,237	125,965	139,203	572,992	577,330	889,915	1,876,556
DLS Transactions	74,854	77,244	63,637	69,413	285,148	277,674	450,117	916,830
Registration Transactions	39,722	44,496	34,663	39,507	158,388	167,869	242,123	529,447
Title Transactions	21,377	21,110	16,547	18,388	77,422	86,146	123,808	267,196
Other Transactions	12,634	16,387	11,118	11,895	52,034	45,641	73,867	163,083
Personnel								
Budgeted PINS	243	243	243	243	243			243
Budgeted Contract Employees	13	13	13	13	13			13
State Temporary Employees	20	20	20	20	20			20
Agency Temporary Employees	4	4	4	4	4			4
Filled Customer Agents	202	207	213	212	212			208
# Vacancies (PIN & Contract)	18	18	17	13	13			14
% Vacant Positions	6.4%	6.4%	6.1%	4.7%	4.7%			5.1%
Total Leave Hours	12,709	12,294	13,744	14,068	52,815	48,379	76,848	116,722
Sick Leave Hrs. (Unplanned)	2,059	1,609	1,821	1,958	7,447	7,230	10,722	19,877
Other Leave Hrs (Planned)	10,650	10,685	11,923	12,110	45,368	41,149	66,127	96,845
Overtime Hrs.	1379.6	1,484	962	1,104	4,930		8,637	
OT Budget							\$323,608	\$319,855
OT Spent	\$21,126	\$37,573	\$24,574	\$27,887	\$111,159	\$135,961	\$204,323	\$437,577
% of Budget Spent	35.3%	46.9%	54.5%	63.1%	63.1%		63.1%	



MVA StateStat
 District Summary
 Period: #REF!

Express Branches	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.991					
Customer Survey Results	98.7%		99.1%	99.1%				98.9%
Total DLS Time								
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	43,025	45,211	38,235	42,040	168,511	182,381	266,464	575,463
DLS Transactions	32,424	34,817	29,916	32,732	129,889	128,928	205,609	412,070
Registration Transactions	10,601	10,394	8,319	8,824	38,138	53,453	60,371	163,393
Title Transactions								
Other Transactions				484	484		484	
Personnel								
Budgeted PINS	36	36	36	36	36			36
Budgeted Contract Employees	11	11	11	11	11			11
State Temporary Employees	4	4	4	4	4			4
Agency Temporary Employees	2	2	2	2	2			2
Filled Customer Agents	44	44	44	43	43			43
# Vacancies (PIN & Contract)		1	1	2	2			
% Vacant Positions		1.9%	1.9%	3.8%	3.8%			
Total Leave Hours	1,341	1,023	1,528	1,613	5,505	7,095	9,113	16,578
Sick Leave Hrs. (Unplanned)	150	105	226	248	728	669	1,246	2,018
Other Leave Hrs (Planned)	1,191	918	1,302	1,365	4,776	6,426	7,867	14,560
Overtime Hrs.	21.4	33	47	74	175		288	
OT Budget							\$21,642	\$13,484
OT Spent	\$377	\$591	\$1,130	\$1,630	\$3,727	\$3,794	\$5,781	\$13,413
% of Budget Spent	11.2%	14.0%	19.2%	26.7%	26.7%		26.7%	



MVA StateStat
 District Summary
 Period: #REF!

Summary								
Satellite Branches	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
Customer Survey Results	98.8%							93.5%
Total DLS Time								
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	3,710	3,368	2,554	3,450	13,082	11,420	21,260	38,929
DLS Transactions	2,526	2,276	1,802	2,343	8,947	7,224	14,407	25,350
Registration Transactions	962	908	634	826	3,330	3,399	5,505	10,955
Title Transactions	181	171	116	117	585	675	1,045	2,240
Other Transactions	41	13	2	164	220	122	303	384
Personnel								
Budgeted PINS								
Budgeted Contract Employees								
State Temporary Employees								
Agency Temporary Employees								
Filled Customer Agents								
# Vacancies (PIN & Contract)								
% Vacant Positions								
Total Leave Hours								
Sick Leave Hrs. (Unplanned)								
Other Leave Hrs (Planned)								
Overtime Hrs.								
OT Budget								\$590
OT Spent	(\$14)	\$70	\$66	\$95	\$217	\$157	\$1,043	\$1,297
% of Budget Spent								

Note - District Customer Satisfaction Scores include the Sattelite and Express branches in their District.



MVA StateStat
Operations - District 1
 Period: #REF!

Summary								
Baltimore City 9921	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.885					
Customer Survey Results	88.6%		88.5%	88.5%				82.7%
Total DLS Time	52.98	50.22	44.63	41.89	47.43	65.99	57.85	68.11
DLS Waiting Time	44.57	42.14	36.57	33.61	39.22	55.97	49.45	58.56
DLS Processing Time	8.41	8.09	8.07	8.29	8.21	10.02	8.41	9.55
Total Registration Time	30.44	36.01	31.68	27.53	31.41	21.21	31.23	24.68
Registration Waiting Time	24.65	30.02	26.23	21.82	25.68	14.54	25.62	18.31
Registration Processing Time	5.78	5.99	5.45	5.71	5.73	6.67	5.61	6.37
Total Title Work Time	32.36	36.38	28.30	31.35	32.10	25.07	32.12	26.82
Title Work Waiting Time	20.97	25.26	18.55	20.74	21.38	14.33	21.29	15.85
Title Work Processing Time	11.39	11.12	9.75	10.61	10.72	10.74	10.83	10.98
Total Transactions	33,839	35,733	27,886	30,542	128,000	119,728	199,310	390,044
DLS Transactions	19,869	20,502	16,699	17,691	74,761	68,994	117,885	226,955
Registration Transactions	7,377	7,892	5,739	6,692	27,700	26,637	43,067	84,426
Title Transactions	2,641	2,717	2,126	2,162	9,646	10,698	15,022	33,272
Other Transactions	3,952	4,622	3,322	3,997	15,893	13,399	23,336	45,391
Personnel								
Budgeted PINS	46	46	46	46	46			46
Budgeted Contract Employees	6	6	6	6	6			6
State Temporary Employees	5	5	5	5	5			5
Agency Temporary Employees	9	9	9	9	9			9
Filled Customer Agents	52	51	51	51	51			51
# Vacancies (PIN & Contract)		2	4	2	2			3
% Vacant Positions		3.0%	6.1%	3.0%	3.0%			3.9%
Total Leave Hours	2,404	2,259	2,170	2,435	9,269	9,590	13,732	24,903
Sick Leave Hrs. (Unplanned)	433	316	395	266	1,410	1,002	1,930	3,357
Other Leave Hrs (Planned)	1,971	1,943	1,775	2,169	7,858	8,588	11,803	21,546
Overtime Hrs.	281.7	282	236	334	1,134		1,864	
OT Budget							\$82,624	\$81,666
OT Spent	\$4,581	\$7,348	\$5,762	\$8,389	\$26,080	\$25,374	\$44,575	\$81,641
% of Budget Spent	27.9%	36.8%	43.8%	53.9%	53.9%		53.9%	



MVA StateStat
 Operations - District 1
 Period: #REF!

Summary								
Frederick 9912	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.949					
Customer Survey Results	88.6%		94.9%	94.9%				82.7%
Total DLS Time	35.85	39.92	29.58	19.28	31.15	42.43	36.80	40.87
DLS Waiting Time	27.67	31.41	21.04	10.62	22.68	32.31	28.32	31.34
DLS Processing Time	8.18	8.51	8.54	8.66	8.47	10.12	8.48	9.53
Total Registration Time	27.83	29.39	17.39	10.88	21.37	23.41	22.90	22.63
Registration Waiting Time	23.67	25.34	13.23	6.12	17.09	18.89	18.76	18.00
Registration Processing Time	4.16	4.05	4.16	4.76	4.28	4.52	4.14	4.63
Total Title Work Time	35.68	36.26	23.13	14.84	27.48	31.04	29.19	30.09
Title Work Waiting Time	27.69	28.07	14.81	5.87	19.11	22.80	21.05	21.71
Title Work Processing Time	7.99	8.19	8.33	8.97	8.37	8.25	8.15	8.38
Total Transactions	20,768	21,687	18,578	18,280	79,313	74,843	124,951	247,396
DLS Transactions	11,798	12,250	10,164	10,361	44,573	40,844	71,300	137,754
Registration Transactions	5,294	5,587	4,119	4,755	19,755	20,191	30,991	65,993
Title Transactions	2,519	2,639	1,864	2,138	9,160	10,618	14,833	33,195
Other Transactions	1,157	1,211	2,431	1,026	5,825	3,190	7,827	10,454
Personnel								
Budgeted PINS	24	24	24	24	24			24
Budgeted Contract Employees	1	1	1	1	1			1
State Temporary Employees	7	7	7	7	7			7
Agency Temporary Employees	1	1	1	1	1			1
Filled Customer Agents	22	22	24	24	24			23
# Vacancies (PIN & Contract)		2	2	2	2			
% Vacant Positions		6.1%	6.1%	6.1%	6.1%			
Total Leave Hours	1,057	934	1,016	1,293	4,299	5,497	6,927	12,406
Sick Leave Hrs. (Unplanned)	246	78	78	89	492	233	1,008	1,154
Other Leave Hrs (Planned)	811	855	937	1,204	3,807	5,264	5,919	11,252
Overtime Hrs.	69.2	77	50	63	259		598	
OT Budget							\$39,642	\$39,182
OT Spent	\$592	\$1,945	\$1,286	\$1,641	\$5,464	\$10,749	\$13,897	\$27,890
% of Budget Spent	22.8%	27.7%	30.9%	35.1%	35.1%		35.1%	



MVA StateStat
 Operations - District 1
 Period: #REF!

Summary								
Hagerstown 9913	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.991					
Customer Survey Results	98.7%		99.1%	99.1%				82.7%
Total DLS Time	24.33	26.81	24.96	22.46	24.64	21.65	25.25	23.15
DLS Waiting Time	17.39	19.83	18.16	15.86	17.81	13.21	18.23	15.15
DLS Processing Time	6.94	6.98	6.79	6.61	6.83	8.43	7.02	7.99
Total Registration Time	7.72	10.06	6.15	6.86	7.70	8.30	8.31	9.28
Registration Waiting Time	5.25	7.56	3.81	4.57	5.30	5.63	5.89	6.57
Registration Processing Time	2.47	2.51	2.34	2.28	2.40	2.67	2.42	2.70
Total Title Work Time	14.67	16.45	11.10	11.00	13.31	13.06	13.81	15.13
Title Work Waiting Time	7.07	9.00	3.92	3.99	5.99	5.70	6.48	7.55
Title Work Processing Time	7.60	7.46	7.18	7.01	7.31	7.37	7.33	7.57
Total Transactions	16,510	16,979	12,955	14,906	61,350	61,776	97,500	202,312
DLS Transactions	7,608	7,968	6,399	7,420	29,395	28,146	47,005	93,208
Registration Transactions	5,344	5,378	3,906	4,402	19,030	19,976	30,008	64,774
Title Transactions	2,523	2,462	1,898	1,953	8,836	10,799	14,425	34,276
Other Transactions	1,035	1,171	752	1,131	4,089	2,855	6,062	10,054
Personnel								
Budgeted PINS	20	20	20	20	20			20
Budgeted Contract Employees	2	2	2	2	2			2
State Temporary Employees	2	2	2	2	2			2
Agency Temporary Employees								
Filled Customer Agents	16	16	16	16	16			16
# Vacancies (PIN & Contract)								
% Vacant Positions								
Total Leave Hours	848	1,166	1,069	1,317	4,401	4,425	6,226	10,306
Sick Leave Hrs. (Unplanned)	74	131	141	164	510	661	733	1,401
Other Leave Hrs (Planned)	774	1,036	928	1,153	3,891	3,764	5,493	8,905
Overtime Hrs.	3.6	10	0	4	18		40	
OT Budget							\$4,591	\$4,538
OT Spent	\$99	\$288	\$6	\$117	\$510	\$351	\$977	\$1,969
% of Budget Spent	12.3%	18.6%	18.7%	21.3%	21.3%		21.3%	



MVA StateStat
 Operations - District 1
 Period: #REF!

Summary								
White Oak 9936	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.858					
Customer Survey Results	84.6%		85.8%	85.8%				82.7%
Total DLS Time	53.66	61.86	48.16	44.77	52.11	57.81	56.86	61.60
DLS Waiting Time	43.72	52.29	38.85	35.55	42.60	47.73	47.09	51.37
DLS Processing Time	9.94	9.58	9.31	9.22	9.51	10.08	9.78	10.23
Total Registration Time	37.28	45.58	43.89	35.72	40.62	31.87	45.91	35.07
Registration Waiting Time	33.42	41.22	39.48	31.29	36.36	28.11	41.66	31.03
Registration Processing Time	3.85	4.36	4.41	4.43	4.26	3.76	4.25	4.04
Total Title Work Time	39.01	50.82	49.13	38.53	44.37	36.42	50.01	40.75
Title Work Waiting Time	31.84	42.53	40.79	30.97	36.53	29.44	42.44	33.25
Title Work Processing Time	7.17	8.28	8.34	7.57	7.84	6.98	7.57	7.50
Total Transactions	27,318	27,413	21,801	27,384	103,916	89,584	161,518	294,018
DLS Transactions	15,647	15,213	12,457	13,237	56,554	50,203	90,768	167,658
Registration Transactions	7,219	7,489	5,700	7,022	27,430	24,352	41,742	78,019
Title Transactions	3,181	3,127	2,468	2,664	11,440	10,876	17,838	33,834
Other Transactions	1,271	1,584	1,176	4,461	8,492	4,153	11,170	14,507
Personnel								
Budgeted PINS	35	35	35	35	35			35
Budgeted Contract Employees								
State Temporary Employees	3	3	3	3	3			3
Agency Temporary Employees								
Filled Customer Agents	29	29	29	29	29			28
# Vacancies (PIN & Contract)	4	5		4	4			
% Vacant Positions	10.7%	13.3%		10.7%	10.7%			
Total Leave Hours	1,456	1,439	1,455	1,537	5,886	5,708	8,973	14,035
Sick Leave Hrs. (Unplanned)	206	230	188	182	805	840	1,652	2,287
Other Leave Hrs (Planned)	1,249	1,210	1,267	1,355	5,081	4,868	7,320	11,748
Overtime Hrs.	314.1	367	202	221	1,104		2,049	
OT Budget							\$65,924	\$65,159
OT Spent	\$3,849	\$8,633	\$4,939	\$5,550	\$22,971	\$21,293	\$45,773	\$82,669
% of Budget Spent	40.4%	53.5%	61.0%	69.4%	69.4%		69.4%	



MVA StateStat
Operations - District 2
Period: #REF!

Summary								
Bel Air 9922	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.956					
Customer Survey Results	92.3%		95.6%	95.6%				82.7%
Total DLS Time	57.25	53.43	51.62	42.15	51.11	44.56	52.17	46.46
DLS Waiting Time	48.26	44.36	42.54	33.16	42.08	33.88	43.19	36.27
DLS Processing Time	9.00	9.08	9.08	8.99	9.03	10.68	8.97	10.19
Total Registration Time	14.97	15.04	17.47	14.66	15.53	21.02	16.10	20.80
Registration Waiting Time	10.63	11.16	13.88	10.23	11.48	17.31	12.23	17.08
Registration Processing Time	4.34	3.88	3.60	4.42	4.06	3.71	3.87	3.73
Total Title Work Time	23.21	25.32	28.04	24.86	25.36	28.48	26.05	31.99
Title Work Waiting Time	14.87	16.13	19.27	15.60	16.47	20.66	17.51	23.72
Title Work Processing Time	8.35	9.19	8.77	9.27	8.89	7.82	8.54	8.27
Total Transactions	29,560	29,825	23,895	25,760	109,040	108,146	172,135	352,910
DLS Transactions	14,065	14,216	11,951	12,659	52,891	51,677	84,579	169,158
Registration Transactions	7,138	6,697	5,411	5,745	24,991	28,181	40,031	90,855
Title Transactions	5,330	5,295	4,118	4,521	19,264	19,004	29,967	60,099
Other Transactions	3,027	3,617	2,415	2,835	11,894	9,284	17,558	32,798
Total Hours	3,750	3,863	3,043	3,391	14,046	14,680	21,683	47,011
Branch Costs	\$123,130	\$185,423	\$191,401	\$247,937	\$747,891	\$692,664	\$1,134,804	\$2,232,998
Cost per Transaction	\$4.17	\$6.22	\$8.01	\$9.62	\$6.86	\$6.40	\$6.59	\$6.33
Cost per Hour	\$32.84	\$48.00	\$62.91	\$73.12	\$53.25	\$47.19	\$52.33	\$47.50
Personnel								
Budgeted PINS	35	35	35	35	35			35
Budgeted Contract Employees								
State Temporary Employees	3	3	3	3	3			3
Agency Temporary Employees								
Filled Customer Agents	28	28	28	28	28			28
# Vacancies (PIN & Contract)	1	1	1	1	1			1
% Vacant Positions	2.7%	2.7%	2.7%	2.7%	2.7%	3.6%		3.6%
Total Leave Hours	1,525	1,204	1,652	2,114	6,494	8,285	9,576	18,935
Sick Leave Hrs. (Unplanned)	211	166	201	221	799	1,011	1,249	2,792
Other Leave Hrs (Planned)	1,313	1,038	1,451	1,893	5,696	7,274	8,327	16,143
Overtime Hrs.	243.2	190	166	255	853		1,397	
OT Budget							\$62,714	\$61,987
OT Spent	\$5,529	\$5,457	\$4,738	\$6,833	\$22,557	\$19,466	\$38,524	\$77,171
% of Budget Spent	34.3%	43.0%	50.5%	61.4%	61.4%		61.4%	



MVA StateStat
 Operations - District 2
 Period: #REF!

Summary								
Elkton 9923	Reporting Period			4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total	
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.938					
Customer Survey Results	85.2%		93.8%	93.8%			82.7%	
Total DLS Time	17.61	19.06	14.39	12.83	15.97	20.17	16.97	20.90
DLS Waiting Time	9.59	11.50	7.25	5.43	8.44	10.65	9.21	11.69
DLS Processing Time	8.02	7.56	7.14	7.40	7.53	9.52	7.76	9.21
Total Registration Time	18.69	18.22	15.37	13.24	16.38	16.92	16.45	18.79
Registration Waiting Time	15.66	15.33	12.26	9.95	13.30	10.25	13.53	13.47
Registration Processing Time	3.02	2.89	3.11	3.29	3.08	6.67	2.92	5.32
Total Title Work Time	23.58	24.01	20.09	18.66	21.58	27.83	21.79	27.90
Title Work Waiting Time	16.45	16.80	12.15	10.50	13.97	15.99	14.68	16.92
Title Work Processing Time	7.14	7.21	7.93	8.16	7.61	11.85	7.11	10.98
Total Transactions	13,236	13,805	10,432	10,778	48,251	47,680	76,749	157,667
DLS Transactions	5,124	5,379	4,489	4,497	19,489	17,803	30,947	59,527
Registration Transactions	4,765	4,816	3,494	3,557	16,632	17,500	26,632	58,573
Title Transactions	2,277	2,427	1,658	1,664	8,026	9,878	13,165	30,637
Other Transactions	1,070	1,183	791	1,060	4,104	2,499	6,005	8,930
Total Hours	1,301	1,314	1,011	1,082	4,708	7,092	7,418	21,129
Branch Costs	\$83,508	\$116,085	\$119,521	\$121,660	\$440,774	\$442,514	\$717,230	\$1,476,594
Cost per Transaction	\$6.31	\$8.41	\$11.46	\$11.29	\$9.14	\$9.28	\$9.35	\$9.37
Cost per Hour	\$64.18	\$88.34	\$118.22	\$112.43	\$93.61	\$62.39	\$96.68	\$69.89
Personnel								
Budgeted PINS	20	20	20	20	20			20
Budgeted Contract Employees	1	1	1	1	1			1
State Temporary Employees	1	1	1	1	1			1
Agency Temporary Employees								
Filled Customer Agents	14	14	14	14	14			14
# Vacancies (PIN & Contract)	4	4	5	5	5			3
% Vacant Positions	18.2%	18.2%	22.7%	22.7%	22.7%	15.2%		15.2%
Total Leave Hours	858	754	982	1,031	3,624	4,193	5,344	10,086
Sick Leave Hrs. (Unplanned)	147	96	104	163	510	393	746	1,077
Other Leave Hrs (Planned)	711	659	877	868	3,114	3,800	4,598	9,009
Overtime Hrs.	137.1	99	65	70	371		586	
OT Budget							\$13,737	\$13,578
OT Spent	\$2,705	\$2,679	\$1,797	\$1,918	\$9,099	\$3,413	\$15,007	\$29,774
% of Budget Spent	62.7%	82.2%	95.3%	109.2%	109.2%		109.2%	



MVA StateStat
Operations - District 2
Period: #REF!

Summary								
Essex 9925	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.917					
Customer Survey Results	95.7%		91.7%	91.7%				82.7%
Total DLS Time	42.20	48.49	46.05	26.53	40.82	42.64	44.13	48.15
DLS Waiting Time	33.04	39.52	37.20	17.65	31.85	32.14	35.20	38.24
DLS Processing Time	9.16	8.97	8.84	8.88	8.96	10.51	8.94	9.91
Total Registration Time	26.10	29.56	29.18	16.35	25.30	30.28	26.33	27.72
Registration Waiting Time	21.52	25.40	25.18	12.03	21.03	25.76	22.12	23.38
Registration Processing Time	4.58	4.15	4.00	4.32	4.26	4.53	4.20	4.34
Total Title Work Time	32.31	37.33	35.22	19.30	31.04	36.43	32.77	33.58
Title Work Waiting Time	22.52	28.30	26.51	10.68	22.00	26.95	23.74	24.66
Title Work Processing Time	9.79	9.02	8.71	8.62	9.03	9.49	9.04	8.92
Total Transactions	28,073	28,964	22,754	23,611	103,402	102,583	163,603	334,244
DLS Transactions	15,273	15,620	12,412	12,945	56,250	54,557	89,813	179,701
Registration Transactions	7,163	7,310	5,774	6,089	26,336	26,628	41,711	85,409
Title Transactions	2,783	2,832	2,277	2,402	10,294	11,717	16,351	37,467
Other Transactions	2,854	3,202	2,291	2,175	10,522	9,681	15,728	31,667
Total Hours	3,708	3,672	2,830	2,973	13,183	14,812	20,772	45,779
Branch Costs	\$125,635	\$171,846	\$186,002	\$217,955	\$701,438	\$673,861	\$1,084,599	\$2,163,474
Cost per Transaction	\$4.48	\$5.93	\$8.17	\$9.23	\$6.78	\$6.57	\$6.63	\$6.47
Cost per Hour	\$33.88	\$46.80	\$65.72	\$73.31	\$53.21	\$45.49	\$52.21	\$47.26
Personnel								
Budgeted PINS	30	30	30	30	30			30
Budgeted Contract Employees	5	5	5	5	5			5
State Temporary Employees	1	1	1	1	1			1
Agency Temporary Employees	5	5	5	5	5			5
Filled Customer Agents	26	26	27	27	27			27
# Vacancies (PIN & Contract)			2	3	3			2
% Vacant Positions			4.9%	7.3%	7.3%			4.9%
Total Leave Hours	1,176	1,020	1,160	1,288	4,644	5,651	6,537	12,488
Sick Leave Hrs. (Unplanned)	268	157	255	217	897	1,169	1,222	2,746
Other Leave Hrs (Planned)	908	863	904	1,071	3,747	4,482	5,315	9,742
Overtime Hrs.	147.9	169	174	182	673		1,088	
OT Budget							\$41,447	\$40,966
OT Spent	\$2,932	\$4,797	\$5,062	\$5,141	\$17,932	\$14,499	\$29,222	\$50,857
% of Budget Spent	34.3%	45.9%	58.1%	70.5%	70.5%		70.5%	



MVA StateStat
 Operations - District 2
 Period: #REF!

Summary								
Loveville 9944	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.947					
Customer Survey Results	99.1%		94.7%	94.7%				82.7%
Total DLS Time	16.77	18.53	17.39	19.66	18.09	20.12	18.19	19.40
DLS Waiting Time	9.82	11.90	10.57	12.87	11.29	12.05	11.37	11.69
DLS Processing Time	6.95	6.63	6.82	6.79	6.80	8.07	6.83	7.71
Total Registration Time	9.02	9.29	10.19	7.84	9.08	13.49	10.35	14.91
Registration Waiting Time	5.10	5.20	6.44	3.92	5.17	9.26	6.47	10.54
Registration Processing Time	3.92	4.09	3.75	3.92	3.92	4.23	3.88	4.37
Total Title Work Time	13.29	13.77	14.45	11.27	13.19	17.03	15.08	19.11
Title Work Waiting Time	5.31	5.29	6.21	2.92	4.93	9.18	6.84	10.88
Title Work Processing Time	7.98	8.49	8.24	8.35	8.26	7.84	8.24	8.23
Total Transactions	10,483	10,691	7,984	9,398	38,556	38,919	61,607	128,836
DLS Transactions	5,199	5,253	3,952	4,495	18,899	17,833	30,723	60,659
Registration Transactions	3,042	3,266	2,400	2,954	11,662	12,907	18,276	42,408
Title Transactions	1,652	1,529	1,204	1,471	5,856	6,500	9,485	20,170
Other Transactions	590	643	428	478	2,139	1,679	3,123	5,599
Total Hours	1,081	1,085	808	955	3,928	4,345	6,302	14,270
Branch Costs	\$49,404	\$78,362	\$74,498	\$88,321	\$290,585	\$251,545	\$457,811	\$808,079
Cost per Transaction	\$4.71	\$7.33	\$9.33	\$9.40	\$7.54	\$6.46	\$7.43	\$6.27
Cost per Hour	\$45.70	\$72.24	\$92.25	\$92.51	\$73.98	\$57.89	\$72.64	\$56.63
Personnel								
Budgeted PINS	10	10	10	10	10			10
Budgeted Contract Employees	4	4	4	4	4			4
State Temporary Employees	3	3	3	3	3			3
Agency Temporary Employees	1	1	1	1	1			1
Filled Customer Agents	13	13	13	12	12			13
# Vacancies (PIN & Contract)	1	2	3	3	3			2
% Vacant Positions	5.6%	11.1%	16.7%	16.7%	16.7%	11.1%		11.1%
Total Leave Hours	519	564	890	763	2,735	3,479	4,386	7,797
Sick Leave Hrs. (Unplanned)	13	26	32	32	103	305	167	590
Other Leave Hrs (Planned)	507	537	858	731	2,633	3,174	4,219	7,207
Overtime Hrs.	8.7	13	15	8	45		148	
OT Budget							\$7,088	\$7,006
OT Spent	(\$188)	\$283	\$367	\$150	\$612	\$960	\$2,439	\$6,314
% of Budget Spent	23.1%	27.1%	32.3%	34.4%	34.4%		34.4%	



MVA StateStat
 Operations - District 3
 Period: #REF!

Summary								
Gaithersburg 9932	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.898					
Customer Survey Results	85.1%		89.8%	89.8%				82.7%
Total DLS Time	36.89	41.46	27.50	20.01	31.46	54.05	36.42	52.30
DLS Waiting Time	27.98	32.80	19.42	11.82	23.00	42.55	27.74	41.24
DLS Processing Time	8.91	8.66	8.08	8.19	8.46	11.50	8.67	11.05
Total Registration Time	41.32	37.86	32.24	24.12	33.89	40.21	36.31	40.93
Registration Waiting Time	35.25	32.38	27.21	18.23	28.27	34.11	30.76	34.92
Registration Processing Time	6.07	5.49	5.04	5.89	5.62	6.10	5.55	6.01
Total Title Work Time	46.04	43.35	38.67	28.13	39.05	45.80	41.87	46.49
Title Work Waiting Time	35.40	33.39	29.45	18.53	29.19	35.00	32.07	35.75
Title Work Processing Time	10.64	9.95	9.22	9.60	9.85	10.80	9.96	10.74
Total Transactions	33,936	33,888	27,505	30,439	125,768	129,193	200,548	419,925
DLS Transactions	20,311	20,234	17,344	18,243	76,132	74,403	123,883	247,776
Registration Transactions	6,929	6,976	5,052	6,358	25,315	25,953	38,521	83,319
Title Transactions	5,014	4,906	3,850	4,322	18,092	20,729	28,709	62,035
Other Transactions	1,682	1,772	1,259	1,516	6,229	8,108	9,435	26,795
Personnel								
Budgeted PINS	50	50	50	50	50			50
Budgeted Contract Employees	7	7	7	7	7			7
State Temporary Employees	4	4	4	4	4			4
Agency Temporary Employees	3	3	3	3	3			3
Filled Customer Agents	48	49	50	49	49			49
# Vacancies (PIN & Contract)	3	2	1	2	2			2
% Vacant Positions	4.7%	3.1%	1.6%	3.1%	3.1%			3.5%
Total Leave Hours	1,874	1,772	1,928	2,200	7,774	11,532	11,237	25,890
Sick Leave Hrs. (Unplanned)	154	302	240	261	956	1,797	1,350	4,067
Other Leave Hrs (Planned)	1,720	1,470	1,688	1,939	6,817	9,735	9,887	21,823
Overtime Hrs.	195.6	212	120	207	735		1,430	
OT Budget							\$78,183	\$66,276
OT Spent	\$2,795	\$5,128	\$3,197	\$5,092	\$16,212	\$19,939	\$33,160	\$65,267
% of Budget Spent	25.3%	31.8%	35.9%	42.4%	42.4%		42.4%	



MVA StateStat
 Operations - District 4
 Period: #REF!

Summary								
Annapolis 9951	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.918					
Customer Survey Results	92.9%		91.8%	91.8%				82.7%
Total DLS Time	52.98	50.22	44.63	41.89	47.43	54.66	57.85	54.14
DLS Waiting Time	44.57	42.14	36.57	33.61	39.22	44.49	49.45	44.39
DLS Processing Time	8.41	8.09	8.07	8.29	8.21	10.17	8.41	9.75
Total Registration Time	30.44	36.01	31.68	27.53	31.41	25.72	31.23	25.95
Registration Waiting Time	24.65	30.02	26.23	21.82	25.68	20.53	25.62	20.93
Registration Processing Time	5.78	5.99	5.45	5.71	5.73	5.19	5.61	5.02
Total Title Work Time	32.36	36.38	28.30	31.35	32.10	39.38	32.12	40.46
Title Work Waiting Time	20.97	25.26	18.55	20.74	21.38	30.15	21.29	31.57
Title Work Processing Time	11.39	11.12	9.75	10.61	10.72	9.23	10.83	8.90
Total Transactions	26,919	28,261	22,686	24,670	102,536	98,875	161,623	320,255
DLS Transactions	14,851	15,704	13,319	13,804	57,678	54,011	91,682	176,298
Registration Transactions	7,301	7,567	5,576	6,539	26,983	26,897	41,935	87,554
Title Transactions	3,053	3,180	2,473	2,752	11,458	12,797	18,643	39,664
Other Transactions	1,714	1,810	1,318	1,575	6,417	5,170	9,363	16,739
Personnel								
Budgeted PINS	39	39	39	39	39			39
Budgeted Contract Employees	1	1	1	1	1			1
State Temporary Employees	1	1	1	1	1			1
Agency Temporary Employees	2	2	2	2	2			2
Filled Customer Agents	30	31	33	33	33			32
# Vacancies (PIN & Contract)	4	4	2	2	2			
% Vacant Positions	9.3%	9.3%	4.7%	4.7%	4.7%			
Total Leave Hours	1,591	1,624	1,793	1,834	6,842	7,961	10,017	17,753
Sick Leave Hrs. (Unplanned)	225	223	186	344	978	1,195	1,486	2,991
Other Leave Hrs (Planned)	1,366	1,401	1,607	1,490	5,864	6,766	8,531	14,762
Overtime Hrs.	167.8	247	171	184	770		1,224	
OT Budget							\$55,482	\$54,839
OT Spent	\$2,289	\$6,354	\$4,436	\$4,673	\$17,752	\$22,949	\$29,842	\$68,868
% of Budget Spent	25.9%	37.4%	45.4%	53.8%	53.8%		53.8%	



MVA StateStat
 Operations - District 4
 Period: #REF!

Summary								
Easton 9952	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.978					
Customer Survey Results	86.5%		97.8%	97.8%				82.7%
Total DLS Time	33.00	32.93	23.90	19.17	27.25	29.05	28.62	29.82
DLS Waiting Time	24.00	23.93	15.27	10.60	18.45	19.56	19.89	20.46
DLS Processing Time	9.00	9.00	8.63	8.57	8.80	9.49	8.73	9.36
Total Registration Time	17.97	14.48	8.08	6.88	11.85	12.02	12.75	14.43
Registration Waiting Time	14.35	10.63	4.32	3.27	8.14	8.54	9.09	10.83
Registration Processing Time	3.62	3.86	3.76	3.61	3.71	3.48	3.66	3.61
Total Title Work Time	22.55	19.41	11.70	11.19	16.21	17.58	17.00	19.83
Title Work Waiting Time	14.39	10.90	3.92	2.97	8.04	9.57	8.98	11.61
Title Work Processing Time	8.15	8.51	7.78	8.22	8.17	8.01	8.02	8.22
Total Transactions	12,933	12,740	9,810	11,142	46,625	47,487	73,849	152,864
DLS Transactions	6,131	6,005	5,000	5,549	22,685	21,591	36,021	71,260
Registration Transactions	3,996	4,147	3,014	3,453	14,610	15,483	23,090	49,119
Title Transactions	1,987	1,743	1,244	1,454	6,428	7,857	10,455	24,520
Other Transactions	819	845	552	686	2,902	2,556	4,283	7,965
Personnel								
Budgeted PINS	20	20	20	20	20			20
Budgeted Contract Employees	1	1	1	1	1			1
State Temporary Employees	1	1	1	1	1			1
Agency Temporary Employees								
Filled Customer Agents	11	13	13	13	13			12
# Vacancies (PIN & Contract)	1	1	1	1	1			1
% Vacant Positions	4.6%	4.6%	4.6%	4.6%	4.6%			6.2%
Total Leave Hours	742	829	897	893	3,360	3,709	4,965	9,008
Sick Leave Hrs. (Unplanned)	86	137	80	91	394	549	552	1,734
Other Leave Hrs (Planned)	655	692	817	802	2,966	3,160	4,413	7,274
Overtime Hrs.	86.4	75	39	38	238		332	
OT Budget							\$24,203	\$23,922
OT Spent	\$2,167	\$2,137	\$1,109	\$1,153	\$6,566	\$8,397	\$9,288	\$25,316
% of Budget Spent	20.2%	29.0%	33.6%	38.4%	38.4%		38.4%	



MVA StateStat
 Operations - District 4
 Period: #REF!

Summary								
Glen Burnie 9953	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.903					
Customer Survey Results	89.7%		90.3%	90.3%				82.7%
Total DLS Time	53.55	59.18	49.17	38.61	50.13	75.64	54.44	66.61
DLS Waiting Time	44.21	49.79	39.90	29.28	40.80	64.48	45.08	56.02
DLS Processing Time	9.34	9.38	9.26	9.33	9.33	11.16	9.36	10.59
Total Registration Time	25.32	32.84	31.11	21.52	27.70	23.50	28.56	29.83
Registration Waiting Time	18.98	26.20	24.50	14.31	21.00	17.37	22.00	23.53
Registration Processing Time	6.34	6.64	6.61	7.21	6.70	6.13	6.55	6.30
Total Title Work Time	40.08	43.13	38.24	27.01	37.11	37.73	39.25	43.34
Title Work Waiting Time	29.15	32.15	28.00	16.31	26.40	28.15	28.62	33.67
Title Work Processing Time	10.93	10.98	10.24	10.70	10.71	9.58	10.62	9.67
Total Transactions	58,845	58,209	45,543	49,370	211,967	218,263	337,371	716,487
DLS Transactions	24,239	24,487	20,035	21,017	89,778	91,169	142,397	304,782
Registration Transactions	17,493	16,908	13,750	15,228	63,379	67,788	101,698	214,327
Title Transactions	9,725	9,633	7,318	8,228	34,904	39,378	55,573	121,344
Other Transactions	7,388	7,181	4,440	4,897	23,906	19,928	37,703	76,034
Personnel								
Budgeted PINS	95	95	95	95	95			95
Budgeted Contract Employees	3	3	3	3	3			3
State Temporary Employees	14	14	14	14	14			14
Agency Temporary Employees								
Filled Customer Agents	89	91	93	91	91			91
# Vacancies (PIN & Contract)	6	6	9	6	6			7
% Vacant Positions	5.4%	5.4%	8.0%	5.4%	5.4%			5.8%
Total Leave Hours	4,097	3,895	4,169	4,360	16,520	19,774	23,765	47,978
Sick Leave Hrs. (Unplanned)	702	493	489	614	2,298	2,902	3,194	7,671
Other Leave Hrs (Planned)	3,394	3,402	3,680	3,746	14,222	16,872	20,571	40,307
Overtime Hrs.	513.7	528	275	319	1,635		3,079	
OT Budget							\$140,005	\$138,381
OT Spent	\$8,190	\$12,972	\$7,119	\$7,749	\$36,030	\$57,232	\$72,735	\$180,723
% of Budget Spent	32.1%	41.3%	46.4%	52.0%	52.0%		52.0%	



MVA StateStat
 Operations - District 4
 Period: #REF!

Summary								
Salisbury 9954	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.965					
Customer Survey Results	93.9%		96.5%	96.5%				82.7%
Total DLS Time	32.39	38.45	21.45	19.89	28.04	35.40	27.65	35.82
DLS Waiting Time	23.85	29.59	13.22	11.61	19.57	25.70	19.10	26.40
DLS Processing Time	8.54	8.86	8.23	8.28	8.48	9.70	8.56	9.42
Total Registration Time	10.85	11.92	15.50	9.13	11.85	15.70	13.32	15.45
Registration Waiting Time	6.99	8.05	11.79	5.29	8.03	11.86	9.54	11.47
Registration Processing Time	3.87	3.87	3.71	3.85	3.82	3.84	3.79	3.97
Total Title Work Time	14.43	15.83	18.99	12.33	15.39	19.37	17.07	19.26
Title Work Waiting Time	7.05	8.16	11.50	5.06	7.94	12.35	9.62	11.81
Title Work Processing Time	7.37	7.67	7.49	7.27	7.45	7.02	7.45	7.45
Total Transactions	18,749	18,650	14,914	16,182	68,495	69,888	106,417	222,129
DLS Transactions	9,095	9,064	7,531	7,995	33,685	33,604	53,371	107,993
Registration Transactions	5,418	5,435	4,103	5,018	19,974	20,529	30,799	64,582
Title Transactions	2,716	2,460	2,052	2,183	9,411	11,016		33,698
Other Transactions	1,520	1,691	1,228	986	5,425	4,739	6,994	15,856
Personnel								
Budgeted PINS	26	26	26	26	26			26
Budgeted Contract Employees	2	2	2	2	2			2
State Temporary Employees	1	1	1	1	1			1
Agency Temporary Employees								
Filled Customer Agents	20	20	20	20	20			20
# Vacancies (PIN & Contract)	1	1	1	1	1			1
% Vacant Positions	3.4%	3.4%	3.4%	3.4%	3.4%			3.4%
Total Leave Hours	4,097	3,895	4,169	4,360	16,520	4,559	23,765	11,724
Sick Leave Hrs. (Unplanned)	702	493	489	614	2,298	638	3,194	1,924
Other Leave Hrs (Planned)	3,394	3,402	3,680	3,746	14,222	3,921	20,571	9,800
Overtime Hrs.	43.5	48	24	12	127		233	
OT Budget							\$25,293	\$25,000
OT Spent	\$303	\$1,361	\$653	\$333	\$2,650	\$10,423	\$5,109	\$29,524
% of Budget Spent	10.9%	16.3%	18.9%	20.2%	20.2%		20.2%	

MVA StateStat
Operations - Express/Satellite/Mobile
Period: #REF!

Summary								
Columbia Express 9935	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.978					
Customer Survey Results	96.2%		97.8%	97.8%				82.7%
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	11,484	12,099	10,192	11,254	45,029	43,780	72,335	139,807
DLS Transactions	8,757	9,526	8,174	9,092	35,549	33,080	57,172	107,091
Registration Transactions	2,727	2,573	2,018	2,162	9,480	10,700	15,163	32,716
Title Transactions								
Other Transactions								
Personnel								
Budgeted PINS	7	7	7	7	7			7
Budgeted Contract Employees	5	5	5	5	5			5
State Temporary Employees								
Agency Temporary Employees								
Filled Customer Agents	10	10	10	10	10			10
# Vacancies (PIN & Contract)								
% Vacant Positions								
Total Leave Hours	304	136	310	365	1,116	1,514	2,061	3,164
Sick Leave Hrs. (Unplanned)	24	2	129	98	253	128	383	294
Other Leave Hrs (Planned)	280	135	182	267	863	1,386	1,678	2,870
Overtime Hrs.	7.7	16	16	70	110		165	
OT Budget							\$8,150	\$8,055
OT Spent	\$115	\$443	\$317	\$1,511	\$2,386	\$3,029	\$3,351	\$11,405
% of Budget Spent	13.3%	18.7%	22.6%	41.1%	41.1%		41.1%	

Summary								
Glenmont Express 9933	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.993					
Customer Survey Results	99.5%		99.3%	99.3%				82.7%
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	8,568	9,048	7,691	8,373	33,680	33,964	53,005	105,406
DLS Transactions	6,709	7,154	6,058	6,725	26,646	26,362	42,291	82,322
Registration Transactions	1,859	1,894	1,633	1,648	7,034	7,602	10,714	23,084
Title Transactions								
Other Transactions								
Personnel								
Budgeted PINS	9	9	9	9	9			9
Budgeted Contract Employees	1	1	1	1	1			1
State Temporary Employees	2	2	2	2	2			2
Agency Temporary Employees	1	1	1	1	1			1
Filled Customer Agents	11	11	11	10	10			10
# Vacancies (PIN & Contract)				1	1			
% Vacant Positions				8.0%	8.0%			
Total Leave Hours	373	361	396	456	1,586	1,512	2,426	3,542
Sick Leave Hrs. (Unplanned)	73	58	19	88	238	142	388	469
Other Leave Hrs (Planned)	301	303	377	368	1,348	1,370	2,038	3,073
Overtime Hrs.	6.5	16	31	4	57		74	
OT Budget							\$6,152	\$5,081
OT Spent	\$60	\$465	\$813	\$119	\$1,457	\$1,656	\$1,984	\$4,390
% of Budget Spent	9.5%	17.1%	30.3%	32.3%	32.3%		32.3%	

Summary								
Parkville Express 9926	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			1					
Customer Survey Results	99.4%		100.0%	100.0%				82.7%
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	13,096	13,792	11,703	13,053	51,644	50,579	80,775	158,698
DLS Transactions	9,193	9,873	8,513	9,146	36,725	33,675	57,440	106,742
Registration Transactions	3,903	3,919	3,190	3,423	14,435	16,904	22,851	51,956
Title Transactions								
Other Transactions				484	484		484	
Personnel								
Budgeted PINS	12	12	12	12	12			12
Budgeted Contract Employees	3	3	3	3	3			3
State Temporary Employees	1	1	1	1	1			1
Agency Temporary Employees								
Filled Customer Agents	13	13	13	13	13			13
# Vacancies (PIN & Contract)		1	1	1	1			
% Vacant Positions		6.3%	6.3%	6.3%	6.3%			
Total Leave Hours	421	284	544	431	1,680	1,908	2,833	4,791
Sick Leave Hrs. (Unplanned)	38	9	52	8	106	234	289	722
Other Leave Hrs (Planned)	383	276	492	423	1,574	1,674	2,544	4,069
Overtime Hrs.	1.2	1			2		25	
OT Budget							\$1,188	\$1,174
OT Spent		\$18			\$18	\$21	\$48	\$66
% of Budget Spent		4.1%					4.1%	

Summary								
Walnut Hill Express 9934	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
			0.994					
Customer Survey Results	100.0%		99.4%	99.4%				82.7%
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	9,877	10,272	8,649	9,360	38,158	37,443	60,349	118,260
DLS Transactions	7,765	8,264	7,171	7,769	30,969	28,498	48,706	91,495
Registration Transactions	2,112	2,008	1,478	1,591	7,189	8,945	11,643	26,765
Title Transactions								
Other Transactions								
Personnel								
Budgeted PINS	8	8	8	8	8			8
Budgeted Contract Employees	2	2	2	2	2			2
State Temporary Employees	1	1	1	1	1			1
Agency Temporary Employees	1	1	1	1	1			1
Filled Customer Agents	10	10	10	10	10			10
# Vacancies (PIN & Contract)								
% Vacant Positions								
Total Leave Hours	243	241	278	361	1,123	1,765	1,795	3,832
Sick Leave Hrs. (Unplanned)	15	37	26	54	132	73	187	280
Other Leave Hrs (Planned)	228	205	252	307	991	1,692	1,608	3,552
Overtime Hrs.	6				6		25	
OT Budget							\$6,152	\$3,081
OT Spent	\$202	(\$336)			(\$134)	\$723	\$398	\$1,876
% of Budget Spent	11.9%	6.5%					6.5%	

Summary								
Oakland Satellite 9915	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
Customer Survey Results	100.0%							82.7%
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	1,558	1,488	864	1,141	5,051	4,983	8,446	16,595
DLS Transactions	674	668	331	473	2,146	1,877	3,524	6,485
Registration Transactions	703	649	415	551	2,318	2,431	3,875	7,869
Title Transactions	181	171	116	117	585	675	1,045	2,240
Other Transactions			2		2		2	1
Personnel								
Budgeted PINS								
Budgeted Contract Employees								
State Temporary Employees								
Agency Temporary Employees								
Filled Customer Agents								
# Vacancies (PIN & Contract)								
% Vacant Positions								
Total Leave Hours								
Sick Leave Hrs. (Unplanned)								
Other Leave Hrs (Planned)								
Overtime Hrs.								
OT Budget								
OT Spent								
% of Budget Available								

Summary								
Prince Frederick Satellite 9945	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
Customer Survey Results	98.0%							82.7%
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	2,152	1,880	1,690	2,309	8,031	6,437	12,814	22,334
DLS Transactions	1,852	1,608	1,471	1,870	6,801	5,347	10,883	18,865
Registration Transactions	259	259	219	275	1,012	968	1,630	3,086
Title Transactions								
Other Transactions	41	13		164	218	122	301	383
Personnel								
Budgeted PINS								
Budgeted Contract Employees								
State Temporary Employees								
Agency Temporary Employees								
Filled Customer Agents								
# Vacancies (PIN & Contract)								
% Vacant Positions								
Total Leave Hours								
Sick Leave Hrs. (Unplanned)								
Other Leave Hrs (Planned)								
Overtime Hrs.								
OT Budget								\$590
OT Spent	(\$14)	\$70	\$66	\$95	\$217	\$157	\$1,043	\$1,297
% of Budget Available								

Summary								
Mobile 9956	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
Customer Survey Results	99.1%							82.7%
DLS Waiting Time								
DLS Processing Time								
Total Registration Time								
Registration Waiting Time								
Registration Processing Time								
Total Title Work Time								
Title Work Waiting Time								
Title Work Processing Time								
Total Transactions	1,359	1,064	1,097	1,151	4,671	4,262	7,723	13,473
DLS Transactions	933	728	736	727	3,124	2,764	5,516	8,923
Registration Transactions	379	273	314	245	1,211	1,242	1,783	3,804
Title Transactions				2	2		3	
Other Transactions	47	63	47	177	334	256	421	746
Personnel								
Budgeted PINS	2	2	2	2	2			2
Budgeted Contract Employees								
State Temporary Employees								
Agency Temporary Employees								
Filled Customer Agents								
# Vacancies (PIN & Contract)								
% Vacant Positions								
Total Leave Hours	79	194	146	78	496	655	659	1,220
Sick Leave Hrs. (Unplanned)						288	16	467
Other Leave Hrs (Planned)	79	194	146	78	496	367	643	753
Overtime Hrs.								
OT Budget								
OT Spent								
% of Budget Available								



MVA StateStat
Call Centers
 Period: #REF!

Summary								
Call Centers	Reporting Period				4 Month	FY 08	FY 09	FY08
	Sep '08	Oct '08	Nov '08	Dec '08	Total	4 Mo Total	YTD Total	YTD Total
Total Calls	132,527	148,426	100,152	121,305	502,410	457,928	772,065	723,504
Calls - General Information Line	93,451	105,225	70,348	89,623	358,647	295,985	550,132	467,508
Avg Time to Pick Up Call	3:24	3:37	4:47	2:47	3:38	1:33	3:36	1:42
Avg Call Duration	2:53	2:51	2:51	2:46	2:50	2:54	2:49	2:53
Avg Staff	37	39	33	35	36	35	36	
Calls - VEIP Information	21,716	22,452	15,534	18,773	78,475	71,519	119,485	109,297
Avg Time to Pick Up Call	5:03	4:44	6:47	6:53	5:51	3:34	5:57	3:13
Avg Call Duration	2:24	2:22	2:20	2:18	2:21	2:39	2:21	2:29
Avg Staff	8	8	7	7	8	9	7	8
Calls - Drivers Skill Line	10,270	10,177	6,546	8,670	35,663	40,058	54,811	66,429
Avg Time to Pick Up Call	5:03	4:41	7:10	7:14	6:02	3:29	6:02	4:01
Avg Call Duration	2:18	2:18	2:18	2:17	2:17	1:46	2:17	1:44
Avg Staff	3	3	2	3	3	4	3	4
Calls - Hazmat	1,396	1,110	736	822	4,064	33,763	8,172	54,311
Avg Time to Pick Up Call	5:16	4:49	6:11	5:29	5:26	2:25	5:18	2:17
Avg Call Duration	3:04	3:10	2:31	3:29	3:03	3:15	2:49	2:53
Avg Staff	2	2	2	1	2	9	2	9
Calls - Out-of-Country	5,694	9,462	6,988	3,417	25,561	16,603	39,465	25,959
Avg Time to Pick Up Call	5:36	5:12	5:05	5:56	5:27	9:12	5:34	9:05
Avg Call Duration	2:02	3:18	3:15	2:23	2:44	3:01	2:38	2:55
Avg Staff	6	4	7	5	5.5	5.75	20:00	6
Appointments Scheduled								
Total Appointments	14,196	15,327	13,484	18,715	61,722	54,663	91,949	84,696
Drivers Skill	8,382	8,503	6,556	12,236	35,677	28,386	52,215	44,772
Hazmat	402	353	285	317	1,357	1,161	1,983	1,644
OOCC Phone (Made by Agent)	5,412	3,433	3,642	3,357	15,844	25,116	28,907	38,280
OOCC - Online (Made by Customer)		3,038	3,001	2,805	8,844	N/A	8,844	N/A

Note - OCC Calls occur over only a 5 day period each month.



MVA StateStat
VEIP
Period: #REF!

Summary								
VEIP	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
VEIP Mailings								
Total	191,030	183,524	237,332	211,561	823,447	839,814	1,250,610	2,599,205
Notices	147,044	138,658	182,289	155,955	623,946	640,836	950,607	2,000,832
Warnings	43,986	44,866	55,043	55,606	199,501	198,978	300,003	598,373
Vehicle Tests								
Total	129,979	139,462	120,212	132,398	522,051	540,985	784,512	1,639,349
Paid	122,338	130,680	113,285	124,942	491,245	507,346	737,460	1,530,747
Gratis	7,641	8,782	6,927	7,456	30,806	33,639	47,052	108,602
Test Fees								
Total	\$2,363,807	\$2,532,389	\$2,166,235	\$2,411,783	\$9,474,214	\$9,620,549	\$14,185,909	\$29,373,168
Inspection	\$1,712,732	\$1,829,534	\$1,585,990	\$1,749,188	\$6,877,444	\$7,102,844	\$10,324,454	\$21,430,458
Late	\$651,075	\$702,855	\$580,245	\$662,595	\$2,596,770	\$2,517,705	\$3,861,455	\$7,942,710
Public Contact								
Total	49,486	53,202	41,642	48,851	193,181	181,266	290,516	N/A
Walk-In	21,491	23,905	19,471	21,890	86,757	79,838	129,828	N/A
Internet	6,029	6,548	6,400	7,821	26,798	25,652	39,515	N/A
Phone	21,716	22,452	15,534	18,773	78,475	74,806	119,485	N/A
Direct Mail	2	10	3	4	19	15	25	N/A
Email	248	287	234	363	1,132	955	1,663	N/A



MVA Statestat
Budget & Finance
Period: #REF!

Summary								
Fiscal Year Input Budget & Finance	Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
Revenue								
Total	\$105,148,441	\$103,353,061	\$79,257,311	\$83,542,514	\$371,301,327	\$414,410,563	\$562,152,042	\$1,339,363,841
Excise tax	\$50,357,787	\$45,130,330	\$33,788,269	\$37,794,435	\$167,070,821	\$214,725,060	\$247,152,137	\$651,411,134
Registration & Rel Fees	\$36,170,819	\$38,965,060	\$27,279,745	\$29,896,957	\$132,312,581	\$137,246,529	\$208,770,586	\$452,504,845
Drivers License	\$3,626,704	\$3,787,089	\$3,084,439	\$3,331,140	\$13,829,372	\$13,426,215	\$21,880,908	\$43,154,890
Title & Related Services	\$4,584,926	\$4,335,803	\$3,415,947	\$3,636,380	\$15,973,056	\$9,143,017	\$25,509,651	\$41,832,748
Uninsured Motorist Penalties	\$6,233,227	\$6,609,370	\$6,166,481	\$5,280,021	\$24,289,099	\$21,685,236	\$32,569,081	\$27,864,626
All Other	\$4,174,978	\$4,525,409	\$5,522,430	\$3,603,581	\$17,826,399	\$18,184,507	\$26,269,679	\$122,595,598
Internal Use of Funds								
Total	\$8,502,875	\$12,548,896	\$11,256,497	\$14,034,368	\$46,342,636	\$42,438,518	\$71,614,140	\$138,727,232
Salaries & Wages	\$4,501,063	\$8,359,963	\$8,075,481	\$10,123,989	\$31,060,496	\$29,843,143	\$50,031,955	\$91,463,640
Contractuals & NEC Temps	\$261,511	\$390,809	\$347,480	\$370,072	\$1,369,873	\$1,519,480	\$2,273,046	\$4,802,146
Contracted Services	\$2,214,467	\$2,169,400	\$1,602,050	\$2,381,590	\$8,367,507	\$5,992,082	\$11,697,353	\$26,661,182
Fuel & Utilities	\$228,088	\$222,936	\$219,945	\$232,314	\$903,283	\$808,347	\$1,191,303	\$2,565,583
Communications	\$564,957	\$431,190	\$278,403	\$417,697	\$442,823	\$1,569,082	\$2,656,935	\$5,700,529
All Other	\$732,789	\$974,598	\$733,138	\$508,706	\$2,949,231	\$2,706,383	\$3,763,547	\$7,534,153
External Use of Funds								
Total	\$21,707,659	\$3,166,758	\$10,230,792	\$9,683,134	\$44,788,343		\$68,650,987	\$1,339,392,823
MAIF	\$8,724,778	\$260,623	\$4,311,737	\$3,688,196	\$16,985,334		\$22,781,329	\$64,460,922
Emergency Medical System	\$11,428,830	(\$232,200)	\$4,332,623	\$4,668,219	\$20,197,472		\$31,831,651	\$53,719,966
Refunds	\$1,274,018	\$1,268,260	\$999,943	\$111,810	\$3,654,031		\$6,857,112	\$16,890,508
All Other	\$280,033	\$1,870,075	\$586,489	\$1,214,909	\$3,951,506		\$7,180,895	\$29,788,049
Transportation Trust Fund								\$1,174,533,378
Internal - % of Revenue	8.1%	12.1%	14.2%	16.8%	12.5%	10.2%	12.7%	10.4%
External -% of Revenue	20.6%	3.1%	12.9%	11.6%	12.1%		12.2%	100.0%

Note - Internal use of funds is Operating Expenses only. They do not include Capital Expenses.

Note - Distributions to the Transportation Trust Fund are not made monthly.

Note - Revenue not accounted for will be collected at the end of the year and distributed to the MDOT for the Transportation Trust Fund, etc.



MVA StateStat
 Safety
 Period: #REF!

Safety	Summary Reporting Period				4 Month Total	FY 08 4 Mo Total	FY 09 YTD Total	FY 08 Total
	Sep '08	Oct '08	Nov '08	Dec '08				
Insurance Compliance*								Only YTD (6 Mos.)
Total Notices Sent	69,245	72,016	46,683	66,178	254,122	206,828	351,849	273,038
First Notice	44,274	15,704	16,583	26,343	102,904	90,669	138,011	120,402
Suspensions	24,971	56,312	30,100	39,835	151,218	116,159	213,838	152,636
Cases Created	60,728	31,524	28,912	46,472	167,636	157,661	229,623	216,883
Cases Closed	19,982	38,916	26,266	32,423	117,587	73,761	153,654	104,251
Cases Referred to Central Collections	11,640	12,200	9,063	18,657	51,560	41,755	75,881	60,610
Graduated License Program								
Minor Notification Letters Sent	153	30	799	960	1,942		2,377	
Disability Placards								
Temporary	2,423	2,584	2,119	2,479	9,605	9,151	14,627	28,345
Permanent	8,501	8,547	6,778	7,108	30,934	32,872	48,110	96,929
Arrest Data								
Out of State Convictions on MD DL	10,594	9,571	10,089	3,710	33,964		45,204	
Federal Convictions on MD DL	497	508	701	208	1,914		2,116	
Driver Review and Reinstatement Program								
Reinstatement Requests Received	994	1,040	829	777	3,640	3,485	6,597	11,384
Reinstatement Requests Approved	219	135	126	322	802	1,183	1,472	2,556
Administrative Adjudication								
# of cases total	20,945	19,899	17,330	18,190	76,364		115,744	
# of hearings	2,037	1,882	1,152	2,315	7,386		11,144	
Ignition Interlock Program								
Currently in Program**			5,500	6,000	6,000		18,110	
Drivers Starting Program	585	533	454	378	1,950	2,007	3,305	6,494
Restrictions Removed (Compliance)	262	328	181	172	943	619	1,526	2,233
Restrictions Removed (Non-Compliance)	130	156	90	90	466	180	784	630
Warning Letters Mailed	1,723	1,723	836	880	5,162	3,159	9,481	8,733
Released Inmate ID (RIID)								
IDs Given Out		27	22	35	84		124	

* Note - FY 08 Insurance Compliance Numbers are only for the same YTD period that the FY 09 numbers.

** Data on the total number of drivers in the Ignition Interlock Program was not available until November 2008.