



MVA StateStat

Reporting Period: July 2009

MVA StateStat
Glossary
Period: July 2009

Glossary of terms and Abbreviations

AAMVA	American Association of Motor Vehicle Administrators	LMS	License Monitor System
AAD	Administrative Adjudication Division	MAB	Medical Advisory Board
ACIS	Automated Compulsory Insurance System	MAIF	Maryland Automobile Insurance Fund
CDL	Commercial Driver's License	MILES	Maryland Interagency Law Enforcement System
CDLIS	Commercial Driver's License Information System	MSP	Maryland State Police
CTIPP	Consolidated Transportation Information Processing Program	NHTSA	National Highway Traffic Safety Administration
CTM	Customer Traffic Management (System)	NMVTIS	National Motor Vehicle Title Information System
CTP	Consolidated Transportation Program (Capital Program)	OAH	Office of Administrative Hearings
CVISN	Commercial Vehicle Information Systems Network	OIR	Office of Information Resources
DARS	Direct Access Records System	PBJ	Probation Before Judgment
DIODS	Document Imaging and Optical Disk System	PDPS	Problem Driver Pointer System
DIP	Driver Improvement Program	SST	Self-Service Terminal
DIWS	Document Imaging and Workflow System	TARIS	Titling and Registration Issuance System
DPPA	Driver Privacy Protection Act	TIN	Transaction Identification Number
DRATS	Driver Records Automated Traffic System	VEIP	Vehicle Emission Inspection Program
DUI	Driving Under the Influence	VIN	Vehicle Identification Number
DWI	Driving While Intoxicated	VORS	Vehicle Outside Records Systems
DWS	Driving While Suspended		
FMIS	Financial Management Information System		
FTA	Failure to Appear		
FTP	Failure to Pay		
IC	Insurance Compliance		
IRP	International Registration Plan		
IVR	Interactive Voice Response		
JIS	Judicial Information System		
KIOSK	Automated machines providing registration renewal and other services		

Wait Time – Time spent from arrival at the Information Desk to the transaction (e.g., E-Z Pass, tag return, tag renewal) counter

Transaction Time – Total time spent at transaction counter

Visit Time – Wait time + transaction time



Maryland Department of Transportation Motor Vehicle Administration - MBE/SBR StateStat

Reporting Period:
May 2009



Acting Secretary: Beverley K. Swaim-Staley
Appointed: June 2009



Administrator: John Kuo
Appointed: May 2006

Management Team

Chief Deputy: Milton Chafee
Operations: D'Andrea Lancelin
DVPP: Christine Nizer
Support Services: D. Marlene Thomas

MBE/SBR ACTIVITY

Goal Achieved: **13.95%** # Waivers requested: # Waivers granted: Goal Achieved: **28.74%** # Waivers requested: # Waivers granted:

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (Month, Year)						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	%
Payment Totals	\$3,934,060.48	\$420,830.46 10.70%	\$115,734.00 2.94%	\$145,339.55 3.69%	\$681,904.01	17.33%	\$30,959,857.95	\$10,009,058.57 32.33%	\$2,338,026.77 7.55%	\$1,622,921.10 5.24%	\$13,970,006.44	45.12%
Awards Totals	\$1,516,065.81	\$143,469.60 9.46%	\$59,629.00 3.93%	\$8,455.00 0.56%	\$211,553.60	13.95%	\$94,856,031.73	\$25,996,924.10 27.41%	\$1,189,984.42 1.25%	\$70,276.01 0.07%	\$27,257,184.53	28.74%
Architectural and Engineering					\$0.00		\$4,011,774.00	\$604,000.00	\$396,000.00	\$0.00	\$1,000,000.00	24.93%
Construction	\$1,162,750.00	\$139,809.60			\$139,809.60	12.02%	\$1,186,290.00	\$139,809.60	\$0.00	\$0.00	\$0.00	11.78%
Construction Related					\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Maintenance	\$3,713.00				\$0.00	0.00%	\$2,871,525.00	\$266,514.00	\$27,498.00	\$15,729.00	\$309,741.00	10.79%
Services	\$27,907.00				\$0.00	0.00%	\$73,046,084.00	\$24,245,222.50	\$507,418.50	\$0.00	\$24,752,641.00	33.89%
Supplies and Equipment	\$32,895.00		\$8,595.00		\$8,595.00	26.13%	\$9,147,196.00	\$14,894.00	\$16,752.00	\$17,444.00	\$49,090.00	0.54%
IT Services	\$15,508.00				\$0.00	0.00%	\$781,575.00	\$0.00	\$135.00	\$0.00	\$135.00	0.02%
IT Supplies and Equipment	\$199,722.00		\$49,300.00		\$49,300.00	24.68%	\$1,244,999.00	\$707,965.00	\$91,602.00	\$0.00	\$799,567.00	64.22%
Human, Cultural, Social & Educational					\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Corporate Credit Card	\$57,975.00	\$225.00	\$1,734.00	\$8,455.00	\$10,414.00	17.96%	\$1,190,848.00	\$15,084.00	\$141,038.00	\$20,918.00	\$177,040.00	14.87%
Direct Vouchers	\$15,595.81	\$3,435.00			\$3,435.00	22.03%	\$1,375,740.73	\$3,435.00	\$9,540.92	\$16,185.01	\$29,160.93	2.12%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%	Agency Total	Total SBR	# Designated Procurements	%
Payment Totals	\$4,565,720	\$139,831		3.06%	\$32,047,029	\$1,485,149	3	4.63%

**MVA StateStat
Budget & Finance
Period: July 2009**

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 09		
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max
Revenue								
Total	\$81,935,094	\$112,685,611	\$116,137,288	\$99,173,743	-14.6%	\$96,841,963	\$79,257,311	\$116,137,288
Excise Tax	\$34,631,154	\$41,077,774	\$43,209,510	\$39,559,363	-8.4%	\$40,500,812	\$30,969,001	\$50,357,787
Registration & Rel Fees	\$29,908,958	\$39,707,530	\$47,443,619	\$36,136,675	-23.8%	\$36,055,065	\$27,279,745	\$47,443,619
Drivers License	\$3,380,037	\$3,738,887	\$3,632,557	\$3,564,720	-1.9%	\$3,600,896	\$3,084,439	\$4,040,984
Title & Related Services	\$3,795,053	\$4,465,847	\$4,582,132	\$4,149,600	-9.4%	\$4,187,460	\$3,415,947	\$4,922,120
Uninsured Motorist Penalties	\$7,824,524	\$19,808,264	\$11,377,969	\$9,842,830	-13.5%	\$7,876,493	\$1,578,100	\$19,808,264
All Other	\$2,395,368	\$3,887,309	\$5,891,501	\$5,920,555	0.5%	\$4,621,237	\$2,395,368	\$6,469,190
Internal Use of Funds								
Total	\$11,577,448	\$10,749,445	\$9,902,023	\$11,912,764	20.3%	\$12,564,731	\$7,707,922	\$21,935,617
Salaries & Wages	\$7,499,917	\$7,395,576	\$7,350,726	\$7,359,214	0.1%	\$7,931,180	\$4,496,203	\$11,051,539
Contractuals & NEC Temps	\$307,579	\$338,133	\$340,406	\$357,086	4.9%	\$362,290	\$261,511	\$475,896
Contracted Services	\$2,272,130	\$1,609,756	\$1,091,112	\$2,948,778	170.3%	\$2,866,522	\$916,586	\$8,400,245
Fuel & Utilites	\$225,174	\$220,040	\$220,260	\$227,591	3.3%	\$215,717	\$76,068	\$256,409
Communications	\$710,571	\$450,425	\$139,401	\$820,122	488.3%	\$516,789	\$139,401	\$1,006,518
All Other	\$562,077	\$735,515	\$760,118	\$199,973	-73.7%	\$672,235	\$199,973	\$1,038,792
External Use of Funds								
Total	\$11,810,490	\$21,593,644	\$16,729,174	\$14,067,245	-15.9%	\$13,180,461	\$3,166,758	\$21,707,659
MAIF	\$5,471,271	\$13,862,362	\$7,960,997	\$6,889,759	-13.5%	\$5,510,648	\$260,623	\$13,862,362
Emergency Medical System/Trauma	\$4,642,596	\$5,473,210	\$5,749,690	\$5,444,077	-5.3%	\$5,253,876	(\$232,200)	\$11,428,830
Refunds	\$1,123,971	\$1,203,608	\$1,162,447	\$1,034,640	-11.0%	\$1,222,484	\$999,943	\$1,845,516
All Other	\$572,652	\$1,054,464	\$1,856,040	\$698,769	-62.4%	\$1,193,453	\$214,909	\$2,765,160
Transportation Trust Fund	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0

Note - Internal use of funds is Operating Expenses only. They do not include Capital Expenses.
 Note - Distributions to the Transportation Trust Fund are not made monthly.
 Note - Revenue not accounted for will be collected at the end of the year and distributed to the MDOT for the Transportation Trust Fund, etc.

MVA StateStat
Budget & Finance
Period: July 2009

Budget & Finance	FY 09 YTD Total	FY 09 Budget	FY08 YTD	FY 2008 Total	FY 2008 Budget
Revenue					
Total	\$1,065,261,590		\$1,189,906,756	\$1,339,363,843	
Excise Tax	\$445,508,933		\$573,374,993	\$651,411,134	
Registration & Rel Fees	\$396,605,718		\$412,303,409	\$452,504,845	
Drivers License	\$39,609,851		\$39,208,864	\$43,154,890	
Title & Related Services	\$46,062,059		\$36,786,194	\$41,832,748	
Uninsured Motorist Penalties	\$86,641,425		\$80,711,423	\$92,825,547	
All Other	\$50,833,604		\$47,521,872	\$57,634,677	
Internal Use of Funds					
Total	\$138,212,045	\$164,191,870	\$138,339,466	\$152,535,705	\$151,528,949
Salaries & Wages	\$87,242,979	\$100,663,833	\$84,229,845	\$94,938,293	\$92,961,810
Contractuals & NEC Temps	\$3,985,186	\$5,064,045	\$4,424,568	\$5,013,216	\$4,758,134
Contracted Services	\$31,531,740	\$39,122,267	\$33,966,889	\$33,926,225	\$35,669,842
Fuel & Utilites	\$2,372,883	\$2,540,106	\$2,382,082	\$2,797,839	\$2,409,307
Communications	\$5,684,677	\$6,180,876	\$5,589,925	\$6,032,728	\$5,524,313
All Other	\$7,394,580	\$10,620,743	\$7,746,157	\$9,827,404	\$10,205,543
External Use of Funds					
Total	\$144,985,074		\$147,100,545	\$1,338,742,812	
MAIF	\$60,617,130		\$56,482,122	\$64,960,916	
Emergency Medical System	\$57,792,634		\$59,985,309	\$65,927,468	
Refunds	\$13,447,329		\$15,948,616	\$16,851,061	
All Other	\$13,127,981		\$14,684,498	\$16,469,989	
Transportation Trust Fund				\$1,174,533,378	

Other Includes: Security of Int. Filing Fees, Driver Record Fees, Salvage Certificates, Business License, Fees and other Miscellaneous Fees and Penalties.

Other Includes: Travel, Vehicles Expenses, Supplies, and Office Equipment.

Other Includes: Trama Physician Services, Chesapeake Trust, EZ Pass, Forgein State Holdings, and Other Miscellaneous.

MVA StateStat
Personnel
Period: July 2009

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 09	
	Feb '09	Mar '09	Apr '09	May '09			Min	Max
Overtime (Payments)								
Total	\$115,104	\$106,733	\$111,176	\$101,347	-8.8%	\$120,686	\$86,737	\$240,596
Administrator's Office	\$13,194	\$9,439	\$19,273	\$8,790	-54.4%	\$12,551	\$3,320	\$21,738
DVPP	\$938	\$2,096	\$3,571	\$11,816	230.9%	\$3,509	-\$3,758	\$11,816
Operations	\$98,516	\$93,979	\$87,520	\$79,288	-9.4%	\$90,838	\$52,594	\$155,349
Support Services	\$2,456	\$1,219	\$812	\$1,453	78.9%	\$13,788	\$812	\$53,159
Overtime (Hours)								
Total	4,402	4,135	4,260	3,894	-8.6%	4,468	3,149	7,815
Administrator's Office	444	300	609	260	-57.3%	464	170	802
DVPP	31	80	126	419	232.5%	149	9	419
Operations	3,854	3,718	3,501	3,170	-9.5%	3,688	2,601	6,105
Support Services	73	37	24	45	91.5%	167	24	532
Sick leave (Days)								
Total	1,669	1,321	1,757	1,690	-3.8%	1,521	1,229	2,138
Administrator's Office	92	49	82	69	-16.0%	72	35	106
DVPP	404	405	424	404	-4.8%	378	289	573
Operations	934	717	1,019	1,013	-0.6%	855	709	1,126
Support Services	240	149	231	204	-11.8%	216	141	333
Planned Leave (Days)								
Total	5,128	3,622	4,519	6,040	33.7%	6,434	3,622	9,988
Administrator's Office	209	174	239	371	55.1%	362	174	548
DVPP	988	908	995	1,209	21.5%	1,280	908	2,121
Operations	3,216	1,997	2,680	3,584	33.7%	3,907	1,997	6,013
Support Services	715	544	605	877	44.9%	884	544	1,393
Total Leave (Days)								
Total	6,796	4,943	6,275	7,730	23.2%	7,955	4,943	12,126
Administrator's Office	301	223	321	440	36.9%	434	223	617
DVPP	1,391	1,313	1,419	1,613	13.6%	1,658	1,313	2,695
Operations	4,150	2,714	3,699	4,597	24.3%	4,763	2,714	7,138
Support Services	955	693	836	1,081	29.2%	1,100	693	1,726

Personnel	FY 09 YTD Total	FY 09 Budget	FY08 YTD	FY 2008 Total	FY 2008 Budget
Overtime (Payments)					
Total	\$1,327,542	\$1,488,420	\$1,340,811	\$1,453,528	\$1,613,230
Administrator's Office	\$138,056	\$79,171	\$147,310	\$166,273	\$75,396
DVPP	\$38,598	\$135,023	\$69,634	\$84,987	\$133,458
Operations	\$999,219	\$1,053,499	\$1,029,710	\$1,107,787	\$1,040,208
Support Services	\$151,670	\$220,727	\$94,157	\$94,481	\$364,168
Overtime (Hours)					
Total	49,153			60,257	
Administrator's Office	5,108			6,500	
DVPP	1,643			3,031	
Operations	40,569			47,162	
Support Services	1,834			3,564	
Sick leave (Days)					
Total	16,732			18,183	
Administrator's Office	790			1,081	
DVPP	4,160			4,107	
Operations	9,409			10,311	
Support Services	2,373			2,685	
Planned Leave (Days)					
Total	70,772			80,568	
Administrator's Office	3,987			5,099	
DVPP	14,080			15,096	
Operations	42,981			49,193	
Support Services	9,724			11,181	
Total Leave (Days)					
Total	87,505			98,751	
Administrator's Office	4,777			6,180	
DVPP	18,241			19,203	
Operations	52,390			59,503	
Support Services	12,097			13,865	

Performance Metrics								
Staffing	Reporting Period				% Change	For All of FY 09		
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max
PINS								
Total	1,611.5	1,611.5	1,611.5	1,611.5				
Administrator's Office	111.0	111.0	111.0	111.0				
DVPP	330.0	330.0	330.0	330.0				
Operations	929.5	929.5	929.5	929.5				
Support Services	241.0	241.0	241.0	241.0				
	0.0	0.0	0.0					
Vacant PINS	59.0	56.5	55.0	55.0	0.0%			
Administrator's Office	6.0	7.5	5.5	8.0	45.5%			
DVPP	10.0	8.0	11.0	14.0	27.3%			
Operations	28.0	27.0	25.5	22.0	-13.7%			
Support Services	15.0	14.0	13.0	13.0	0.0%			
Contractuals								
Total		118.0	118.0	118.0				
Administrator's Office		17.0	17.0	17.0				
DVPP		26.5	26.5	26.5				
Operations		57.5	57.5	57.5				
Support Services		17.0	17.0	17.0				
Vacant Contractuals		31.0	27.0	28.0	3.7%			
Administrator's Office		8.0	8.0	7.0	-12.5%			
DVPP		9.0	8.0	8.0	0.0%			
Operations		10.0	8.0	9.0	12.5%			
Support Services		4.0	3.0	4.0	33.3%			
Temporary Employees - State								
Total - State		0.0	0.0	81.0				
Administrator's Office		0.0	0.0	6.0				
DVPP		0.0	0.0	9.0				
Operations		0.0	0.0	66.0				
Support Services		0.0	0.0	0.0				
Temporary Employees - Agency								
Total - Agency		0.0	0.0	83.0				
Administrator's Office		0.0	0.0	8.0				
DVPP		0.0	0.0	23.0				
Operations		0.0	0.0	13.0				
Support Services		0.0	0.0	39.0				
Temporary Employee - Vacancies								
Vacant		0.0	0.0	23.0	0.0%			
Administrator's Office		0.0	0.0	0.0	0.0%			
DVPP		0.0	0.0	2.0	0.0%			
Operations		0.0	0.0	21.0	0.0%			
Support Services		0.0	0.0	0.0	0.0%			

MVA StateStat
Overtime By District/Branch
Period: July 2009

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 09		
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max
Total Overtime	\$95,449	\$92,525	\$84,292	\$77,215	-8.4%	\$85,414	\$46,662	\$136,680
District 1 Total								
District 1 Total	\$19,977	\$20,659	\$15,586	\$17,370	11.4%	\$19,332	\$10,495	\$32,863
Baltimore City	\$8,384	\$7,876	\$6,793	\$6,118	-9.9%	\$7,623	\$4,581	\$10,862
Cumberland	\$229	\$538	\$640	\$1,108	73.1%	\$347	-\$159	\$1,108
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$1,395	\$2,826	\$1,846	\$1,950	5.6%	\$2,127	\$592	\$5,263
Hagerstown	\$33	\$220	\$0	\$275	0.0%	\$167	\$6	\$304
Westminster	\$2,436	\$2,228	\$1,240	\$2,762	122.7%	\$2,231	\$1,240	\$4,389
White Oak	\$7,500	\$6,971	\$5,067	\$5,157	1.8%	\$6,867	\$3,849	\$11,813
District 2								
District 2 Total	\$16,600	\$13,820	\$15,584	\$16,190	3.9%	\$17,797	\$11,571	\$28,806
Bel Air	\$5,980	\$3,872	\$2,760	\$3,830	38.8%	\$5,783	\$2,760	\$8,901
Elkton	\$2,087	\$1,826	\$1,564	\$1,708	9.2%	\$2,287	\$1,564	\$3,694
Essex	\$5,141	\$4,935	\$4,865	\$5,916	21.6%	\$5,028	\$2,932	\$7,018
Loveville	\$296	\$181	\$523	\$499	-4.6%	\$378	-\$188	\$1,020
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$174	-\$14	\$483
Lock Raven / Parkville Express	\$0	\$229	\$24	\$0	-100.0%	\$64	\$18	\$229
Waldorf	\$3,096	\$2,777	\$5,848	\$4,237	-27.5%	\$4,196	\$607	\$7,660
District 3								
District 3 Total	\$10,628	\$13,058	\$13,468	\$11,026	-18.1%	\$11,222	\$3,470	\$20,949
Beltsville	\$4,568	\$5,318	\$6,029	\$4,545	-24.6%	\$4,468	\$298	\$9,434
Columbia Express	\$1,098	\$719	\$1,215	\$1,034	-14.9%	\$858	\$115	\$2,023
Gaithersburg	\$4,713	\$6,393	\$6,186	\$4,488	-27.4%	\$5,465	\$2,795	\$10,623
Glenmont Express	\$249	\$595	\$38	\$126	231.6%	\$308	\$38	\$813
Walnut Hill Express	\$0	\$33	\$0	\$833	0.0%	\$193	-\$336	\$833
District 4								
District 4 Total	\$48,244	\$44,988	\$39,654	\$32,629	-17.7%	\$37,063	\$21,126	\$54,062
Annapolis	\$6,440	\$5,061	\$6,477	\$4,437	-31.5%	\$5,446	\$2,289	\$7,645
Easton	\$2,395	\$1,670	\$2,760	\$1,553	-43.7%	\$1,769	\$1,047	\$2,760
Glen Burnie	\$19,246	\$14,773	\$11,682	\$8,924	-23.6%	\$12,611	\$7,119	\$21,763
Largo	\$17,502	\$21,383	\$16,379	\$15,249	-6.9%	\$15,686	\$8,177	\$21,724
Salisbury	\$2,661	\$2,101	\$2,356	\$2,466	4.7%	\$1,553	\$303	\$2,661
Mobile								
Mobile	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0

Branch Overtime	FY 09 YTD Total	FY 09 Budget	FY08 YTD	FY 2008 Total	FY 2008 Budget
Total Overtime	\$939,557	\$897,919	\$962,897	\$1,035,394	\$887,512
District 1 Total					
District 1 Total	\$212,649	\$246,948	\$206,523	\$225,351	\$244,084
Baltimore City	\$83,854	\$82,624	\$76,322	\$81,641	\$81,666
Cumberland	\$3,814	\$17,968	\$3,993	\$4,477	\$17,760
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$23,397	\$39,642	\$25,673	\$27,890	\$39,182
Hagerstown	\$1,505	\$4,591	\$1,933	\$1,969	\$4,538
Westminster	\$24,539	\$36,199	\$24,429	\$26,705	\$35,779
White Oak	\$75,540	\$65,924	\$74,173	\$82,669	\$65,159
District 2					
District 2 Total	\$195,767	\$185,656	\$206,657	\$222,047	\$183,510
Bel Air	\$63,617	\$62,714	\$72,887	\$77,171	\$61,987
Elkton	\$25,162	\$13,737	\$27,607	\$29,774	\$13,578
Essex	\$55,310	\$41,447	\$47,211	\$50,857	\$40,966
Loveville	\$4,156	\$7,088	\$5,263	\$6,314	\$7,006
Prince Frederick (Satellite)	\$1,043	\$590	\$1,079	\$1,297	\$590
Lock Raven / Parkville Express	\$319	\$1,188	\$0	\$0	\$1,174
Waldorf	\$46,160	\$58,892	\$52,610	\$56,634	\$58,209
District 3					
District 3 Total	\$123,446	\$141,707	\$142,546	\$150,419	\$140,063
Beltsville	\$49,152	\$43,070	\$64,007	\$67,481	\$57,570
Columbia Express	\$9,440	\$8,150	\$10,929	\$11,405	\$8,055
Gaithersburg	\$60,112	\$78,183	\$61,544	\$65,267	\$66,276
Glenmont Express	\$3,389	\$6,152	\$4,190	\$4,390	\$5,081
Walnut Hill Express	\$1,353	\$6,152	\$1,876	\$1,876	\$3,081
District 4					
District 4 Total	\$407,695	\$323,608	\$407,171	\$437,577	\$319,855
Annapolis	\$59,902	\$55,482	\$64,841	\$68,868	\$54,839
Easton	\$19,454	\$24,203	\$24,236	\$25,316	\$23,922
Glen Burnie	\$138,717	\$140,005	\$168,560	\$180,723	\$138,381
Largo	\$172,542	\$78,625	\$122,026	\$133,146	\$77,713
Salisbury	\$17,080	\$25,293	\$27,508	\$29,524	\$25,000
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
Period: July 2009

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Transaction Total	676,090	804,857	809,715	743,179	-8.2%	675,284	53,061	809,715	8,103,413	8,092,248	8,870,502
Driver Licensing											
Transaction Subtotal	266,950	293,939	290,747	277,084	-4.7%	259,373	4,533	322,745	3,112,473	3,061,629	3,370,496
Full Service	221,234	241,574	241,229	227,288	-5.8%	214,202	3,240	267,590	2,570,428	2,538,216	2,794,702
Express	31,323	35,206	33,788	35,476	5.0%	31,057	1,293	38,206	372,685	352,898	387,650
Satellite	2,369	2,638	2,450	2,487	1.5%	2,391	1,802	3,043	26,298	22,751	25,350
Alternate	12,024	14,521	13,280	11,833	-10.9%	13,006	10,446	15,254	143,062	147,764	162,794
Titling / Registration											
Transaction Subtotal	360,012	450,800	465,016	421,032	-9.5%	371,850	26,002	465,016	4,462,204	4,571,912	4,996,228
Full Service	161,487	191,498	199,806	181,619	-9.1%	164,642	19,978	199,806	1,975,705	2,093,575	2,286,773
Express	9,149	10,449	10,077	5,319	-47.2%	9,221	5,319	11,562	110,646	123,571	134,521
Satellite	917	1,263	1,328	1,118	-15.8%	1,077	694	1,490	11,843	12,056	13,195
Alternate	188,459	247,590	253,805	232,976	-8.2%	214,910	172,417	253,805	2,364,010	2,342,710	2,561,739
Other											
Transaction Subtotal	49,128	60,118	53,952	45,063	-16.5%	44,061	22,526	60,118	528,736	458,707	503,778
Full Service	39,146	48,091	44,013	36,271	-17.6%	35,076	14,501	48,091	420,906	377,286	415,263
Express	731	799	818	744	-9.0%	748	454	986	5,239	0	0
Satellite	19	10	11	9	-18.2%	22	3	47	247	345	384
Alternate	9,232	11,218	9,110	8,039	-11.8%	8,529	6,872	11,218	102,344	81,076	88,131

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Transaction Total	676,352	805,089	809,982	743,179	-8.2%	675,381	53,061	809,982	8,104,577	8,092,248	8,870,502
Driver Licensing											
Transaction Subtotal	266,950	293,939	290,747	277,084	-4.7%	259,373	4,533	322,745	3,112,473	3,061,629	3,370,496
Law Tests Given	36,302	39,110	41,423	38,609	-6.8%	37,382	30,216	44,869	411,207	411,309	454,730
Vision Tests Given	69,654	76,563	74,465	74,844	0.5%	74,253	65,045	84,238	816,778	781,882	859,561
Skills Tests Given	14,567	16,420	17,828	16,859	-5.4%	16,484	14,028	18,556	181,327	171,942	188,932
New Licenses - Photo	38,684	43,453	44,645	39,660	-11.2%	42,619	34,894	53,652	468,813	472,334	524,833
Renewal Licenses - Photo	60,248	66,596	63,316	60,837	-3.9%	62,844	55,493	66,642	691,286	666,140	730,902
License Duplications - Photo	12,794	13,839	13,540	13,594	0.4%	13,995	12,794	15,798	153,950	153,626	169,324
License Corrections - Photo	4,958	6,015	5,354	4,853	-9.4%	4,674	3,874	6,015	51,418	34,463	38,034
Photo I.D. Cards - New / Corr / Dup	13,833	14,498	14,366	13,506	-6.0%	14,811	11,230	22,784	162,926	154,955	171,440
Certified Copies	15,910	17,445	15,810	14,322	-9.4%	14,564	4,533	17,445	174,768	214,978	232,740
Titling / Registration											
Transaction Subtotal	360,012	450,800	465,016	421,032	-9.5%	371,850	26,002	465,016	4,462,204	4,571,912	4,996,228
New Titles	70,340	83,362	84,738	77,905	-8.1%	78,279	63,221	94,397	861,071	1,000,418	1,093,727
Corrected Titles	8,750	10,068	10,247	9,162	-10.6%	9,393	7,260	11,241	103,325	125,911	135,547
Duplicated Titles	9,386	10,675	10,354	9,912	-4.3%	10,071	8,032	11,353	110,784	105,270	116,296
Lien Maintenance	8,037	9,454	9,523	8,549	-10.2%	9,337	7,153	11,781	102,702	111,938	122,251
Salvage Application	7,806	7,397	6,616	6,240	-5.7%	6,727	5,856	7,806	74,002	78,462	85,110
Salvage Corr. / Dupl.	307	317	299	248	-17.1%	279	189	340	3,067	2,974	3,245
Renewal -Std.	150,958	205,196	228,194	201,708	-11.6%	176,061	140,222	228,194	1,936,672	1,791,922	1,961,556
Renewal -Replac. Tag	2,550	3,193	3,594	3,250	-9.6%	2,767	1,978	3,594	30,434	29,465	32,329
Substitute Tags	5,233	5,746	5,825	5,465	-6.2%	5,395	4,451	6,035	59,348	65,732	71,523
Substitute Stickers	3,057	4,330	3,835	3,702	-3.5%	3,594	2,998	4,330	39,531	40,843	44,766
Duplicate Regist.	6,804	8,352	8,077	7,456	-7.7%	7,433	5,949	8,526	81,760	82,995	91,139
Corrected Regist.	2,132	2,650	2,315	1,961	-15.3%	2,375	1,961	2,871	26,121	25,854	27,924
New Tag Regist.	3,502	4,290	4,636	3,948	-14.8%	3,664	2,858	4,636	40,300	44,930	48,934
Transfer Tags With Renewal	216	213	214	218	1.9%	213	156	261	2,345	2,722	2,938
Tags Returned	64,139	76,102	68,120	61,042	-10.4%	64,535	23,859	76,102	774,424	843,478	920,068
Change Of Address	16,795	19,455	18,429	20,266	10.0%	18,027	2,143	22,489	216,318	218,998	238,875
Other											
Transaction Subtotal	49,390	60,350	54,219	45,063	-16.9%	44,158	22,526	60,350	529,900	458,707	503,778
Fr / Investigation	25,443	33,461	30,268	23,400	-22.7%	21,875	7,555	33,461	262,500	225,551	247,702
Disability Placards - Temporary	2,452	2,534	2,592	2,647	2.1%	2,519	2,119	2,965	30,225	25,916	28,345
Disability Placards - Permanent	7,250	9,052	7,703	7,114	-7.6%	8,186	6,778	12,006	98,226	88,906	96,929
County Stickers	21	32	34	36	5.9%	28	13	37	313	314	353
Administrative Parking Flags Removed	14,224	15,271	13,622	11,866	-12.9%	12,603	9,747	15,271	138,636	118,020	130,449

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total
	Feb '09	Mar '09	Apr '09	May '09		Change	Avg	Min			
Transaction Total	209,715	273,329	276,195	252,848	-8.5%	217,451	7,036	276,195	2,609,416	2,571,550	2,812,664
Driver Licensing											
Transaction Subtotal	12,024	14,521	13,280	11,833	-10.9%	13,006	10,446	15,254	143,062	147,764	162,794
Vinnet											
CVR											
Kiosks	16	27	24	22	-8.3%	21	9	29	228	284	304
Mobile Bus	723	783	876	185	-78.9%	782	185	1,458	8,601	8,058	8,923
Internet	2,048	2,314	2,073	1,995	-3.8%	1,916	1,533	2,314	21,072	20,210	21,911
Telephone											
Central Operations	9,045	11,225	10,141	9,507	-6.3%	10,106	8,004	11,726	111,171	116,841	129,079
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing	0	0	0	0	0.0%	5	2	9	21	68	73
Employee Testing	192	172	166	124	-25.3%	179	124	270	1,969	2,303	2,504
Titling / Registration											
Transaction Subtotal	188,459	247,590	253,805	232,976	-8.2%	214,910	172,417	253,805	2,364,010	2,342,710	2,561,739
Vinnet	14,848	17,503	18,630	16,510	-11.4%	15,717	13,251	18,630	172,887	180,152	198,227
CVR	28,768	33,380	33,919	32,305	-4.8%	31,202	24,649	38,093	343,217	402,796	440,924
Kiosks	1,785	2,511	2,416	2,787	15.4%	2,295	1,785	2,787	25,245	24,777	27,415
Mobile Bus	269	296	402	180	-55.2%	289	180	402	3,179	3,481	3,804
Internet	61,916	83,346	84,198	87,370	3.8%	72,305	58,078	87,370	795,351	694,913	764,407
Telephone	643	858	1,014	806	-20.5%	764	592	1,014	8,402	8,484	9,263
Central Operations	77,835	106,246	108,325	88,932	-17.9%	89,143	71,280	108,325	980,573	994,001	1,080,622
Cumberland - Customer Service Ctr.	295	336	379	367	-3.2%	463	295	636	5,092	6,807	7,288
County Treasurers	2,100	3,114	4,522	3,719	-17.8%	2,733	1,618	4,522	30,064	27,299	29,789
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	9,232	11,218	9,110	8,039	-11.8%	8,529	6,872	11,218	102,344	81,076	88,131
Vinnet	0	0	0	0	0.0%	0	0	0	0	0	0
CVR	0	0	0	0	0.0%	0	0	0	0	0	0
Kiosks	60	76	80	77	-3.8%	72	60	81	797	641	723
Mobile Bus	187	58	57	31	-45.6%	63	31	187	691	698	746
Internet	2,509	2,833	2,460	2,515	2.2%	2,192	44	2,926	26,298	19,642	21,579
Telephone	1,830	2,005	1,833	919	-49.9%	1,396	4	2,005	16,752	12,847	14,293
Central Operations	4,646	6,246	4,680	4,497	-3.9%	4,817	3,447	6,988	57,806	47,248	50,790
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing											
County Treasurers											

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Transaction Total	209,715	273,329	276,195	252,848	-8.5%	217,451	7,036	276,195	2,609,416	2,571,550	2,812,664
Driver Licensing											
Transaction Subtotal	12,024	14,521	13,280	11,833	-10.9%	13,006	10,446	15,254	143,062	147,764	162,794
Law Tests Given											
Vision Tests Given	337	335	366	6	-98.4%	304	6	431	3,343	3,177	3,500
Skills Tests Given	192	172	166	124	-25.3%	181	124	279	1,990	2,371	2,577
New Licenses - Photo	119	135	137	109	-20.4%	121	74	144	1,333	1,301	1,420
Renewal Licenses - Photo	8,162	10,448	9,410	8,611	-8.5%	9,365	7,329	10,958	103,010	111,217	122,878
License Duplications - Photo	94	93	91	83	-8.8%	84	49	103	926	864	928
License Corrections - Photo	37	27	25	9	-64.0%	25	9	37	278	222	240
Photo I.D. Cards - New / Corr / Dup	242	312	394	294	-25.4%	277	194	394	3,047	499	656
Copies - Driver/Vehicle Records	2,841	2,999	2,691	2,597	-3.5%	2,649	2,095	3,293	29,135	28,113	30,595
Titling / Registration											
Transaction Subtotal	188,459	247,590	253,805	232,976	-8.2%	214,910	172,417	253,805	2,364,010	2,342,710	2,561,739
New Titles	32,164	37,233	39,130	35,795	-8.5%	36,290	29,521	45,309	399,194	479,511	525,759
Corrected Titles	4,793	5,254	5,242	4,947	-5.6%	4,959	3,485	6,166	54,547	61,385	66,401
Duplicated Titles	3,127	3,461	3,436	3,298	-4.0%	3,329	2,395	3,883	36,620	35,650	39,017
Lien Maintenance	4,108	4,688	4,565	4,397	-3.7%	4,843	3,314	6,583	53,270	59,085	64,521
Salvage Application	7,806	7,397	6,616	6,240	-5.7%	6,727	5,856	7,806	74,002	78,462	85,110
Salvage Corr. / Dupl.	307	317	299	248	-17.1%	279	189	340	3,067	2,974	3,245
Renewal -Std.	106,366	148,180	160,855	143,478	-10.8%	124,381	100,440	160,855	1,368,196	1,249,172	1,366,179
Renewal -Replac. Tag.	608	772	841	810	-3.7%	714	461	868	7,853	7,234	8,052
Substitute Tags	2,054	2,336	2,347	2,417	3.0%	2,176	1,730	2,523	23,935	28,184	30,497
Substitute Stickers	864	1,787	1,280	1,116	-12.8%	1,114	792	1,787	12,256	11,694	12,848
Duplicate Regist.	3,961	5,046	4,723	4,357	-7.7%	4,295	3,302	5,046	47,246	47,093	51,808
Corrected Regist.	337	397	242	0	-100.0%	293	163	452	2,932	2,531	2,671
New Tag Regist.	344	450	431	340	-21.1%	339	259	450	3,728	3,523	3,895
Transfer Tags With Renewal	3	5	3	8	166.7%	4	1	8	34	31	31
Tags Returned	11,328	17,960	11,854	11,249	-5.1%	12,784	9,093	19,270	140,625	144,698	157,647
Change Of Address	10,289	12,307	11,941	14,121	18.3%	12,395	10,285	14,370	136,350	131,483	144,058
Other											
Transaction Subtotal	9,232	11,218	9,110	8,039	-11.8%	8,529	6,872	11,218	102,344	81,076	88,131
Fr / Payments & Investigation											
Disability Placards - Temporary	476	494	459	402	-12.4%	480	402	513	5,755	5,472	5,995
Disability Placards - Permanent	2,585	3,712	2,512	2,644	5.3%	3,206	2,512	6,527	38,470	32,579	35,690
County Stickers	21	32	34	36	5.9%	28	13	37	313	314	353
Administrative Parking Flags Removed	6,150	6,980	6,105	4,957	-18.8%	5,255	3,311	7,111	57,806	42,711	46,093

MVA StateStat
Operations - All Branches
Period: July 2009

Performance Metrics											
All Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Performance											
Customer Survey Results		90.2%				91.3%	90.2%	92.9%			89.0%
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	467,554	532,665	534,855	490,727	-8.3%	458,873	46,025	552,241	5,506,471	5,522,282	6,053,747
DLS Transactions	255,649	280,201	278,343	265,436	-4.6%	248,168	4,533	309,773	2,978,012	2,927,276	3,221,625
Title & Registration Transactions	171,822	203,506	211,613	188,236	-11.0%	175,114	26,002	211,613	2,101,373	2,230,802	2,438,293
Other	40,083	48,958	44,899	37,055	-17.5%	35,591	15,490	48,958	427,086	364,204	393,829
Personnel											
Budgeted PINS	701	701	701	701	0.0%	701	701	701			701
Contract Employees	41	41	41	41	0.0%	41	41	41			53
State Temporary Employees	67	67	67	67	0.0%	67	67	67			70
Agency Temporary Employees	28	27	27	24	-11.1%	27	24	28			31
# Vacancies (PIN & Contract)	23	29	31	30	-1.6%	26	18	36			24
% Vacant Positions	2.7%	3.4%	3.7%	3.6%	-1.3%	3.1%	2.2%	4.3%			2.8%
Total Leave Days	3,205	2,057	2,803	2,568	-8.4%	3,510	2,057	5,421	38,615	41,665	43,481
Sick Leave Days (Unplanned)	687	503	746	709	-5.0%	603	490	787	6,636	6,248	6,535
Other Leave Days (Planned)	2,518	1,554	1,740	1,860	6.9%	2,878	1,554	4,633	31,663	35,417	36,946
Overtime Hrs.	3,739	3,673	3,394	3,095	-8.8%	3,488	2,452	5,427	38,373	47,440	50,953
OT Annual Budget									\$875,687	\$865,531	\$865,531
OT Spent	\$95,449	\$92,525	\$84,292	\$77,215	-8.4%	\$85,414	\$46,662	\$136,680	\$939,557	\$962,160	\$1,034,439
% of Budget Spent	39.9%	29.0%	18.4%	8.8%	-52.2%				107.3%	111.2%	119.5%

Transactions Include Mobile Bus

MVA StateStat
Operations - Full Service Branches
Period: July 2009

Performance Metrics											
Full Service Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Performance											
Customer Survey Results		90.2%				91.3%	90.2%	92.9%			89.0%
Total DLS Time	33.95	28.60	29.86	30.90	3.5%	36.30	27.01	49.05			47.03
DLS Waiting Time	25.87	20.75	22.26	25.56	14.8%	28.12	18.85	40.40			37.30
DLS Processing Time	8.08	7.85	7.60	7.74	1.7%	8.18	7.60	8.67			9.73
Total Registration Time	26.04	21.69	26.04	26.32	1.1%	24.43	17.19	28.90			26.86
Registration Waiting Time	17.16	17.18	21.61	22.91	6.0%	19.96	12.28	24.45			21.95
Registration Processing Time	3.66	4.51	4.43	4.33	-2.4%	4.48	3.66	4.91			4.91
Total Title Work Time	30.71	28.19	33.73	34.32	1.7%	29.99	21.85	35.07			34.13
Title Work Waiting Time	18.06	19.73	25.06	24.13	-3.7%	21.30	12.67	26.34			24.94
Title Work Processing Time	6.95	8.43	8.67	8.26	-4.7%	8.69	6.95	9.35			9.19
Total Transactions	412,302	481,163	485,048	445,178	-8.2%	413,920	37,719	496,579	4,967,039	4,999,957	5,479,175
DLS Transactions	219,668	241,574	241,229	227,288	-5.8%	214,202	3,240	267,590	2,570,428	2,543,216	2,799,702
Title & Registration Transactions	153,815	191,498	199,806	181,619	-9.1%	164,642	19,978	199,806	1,975,705	2,093,575	2,286,773
Other	38,819	48,091	44,013	36,271	-17.6%	35,076	14,501	48,091	420,906	363,166	392,700
Personnel											
Budgeted PINS	663	663	663	663	0.0%	663	663	663			663
Contract Employees	43	33	33	33	0.0%	33	33	33			42
State Temporary Employees	67	64	64	64	0.0%	64	64	64			66
Agency Temporary Employees	29	25	25	22	-12.0%	25	22	26			29
# Vacancies (PIN & Contract)	21	26	28	27	-1.8%	25	17	36			24
% Vacant Positions	2.6%	3.2%	3.5%	3.5%	-1.4%	3.2%	2.2%	4.6%			3.0%
Total Leave Days	3,026	1,956	2,685	2,416	-10.0%	3,324	1,956	5,143	36,566	39,678	41,412
Sick Leave Days (Unplanned)	653	481	711	689	-3.0%	576	477	755	6,334	5,984	6,256
Other Leave Days (Planned)	2,374	1,476	1,665	1,727	3.7%	2,720	1,476	4,388	29,923	33,694	35,156
Overtime Hrs.	3,685	3,608	3,349	3,006	-10.2%	3,430	2,405	5,360	37,730	46,632	50,118
OT Annual Budget									\$875,687	\$865,531	\$865,531
OT Spent	\$94,102	\$90,949	\$83,015	\$75,222	-9.4%	\$84,001	\$46,299	\$135,275	\$924,013	\$944,823	\$1,016,426
% of Budget Spent	77.1%	28.5%	18.1%	8.6%	-52.5%				105.5%	109.2%	117.4%

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Performance Metrics											
District 1	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Performance											
Customer Survey Results		90.0%				91.9%	90.0%	93.9%			91.0%
Total DLS Time	32.98	25.62	27.57	26.27	-4.7%	35.25	25.62	48.65			42.76
DLS Waiting Time	25.58	18.40	20.47	20.27	-0.9%	27.68	18.40	40.59			33.94
DLS Processing Time	7.41	7.22	7.10	7.25	2.0%	7.57	7.10	8.06			8.82
Total Registration Time	21.38	19.30	21.34	21.96	2.9%	21.76	16.82	27.07			19.58
Registration Waiting Time	14.79	15.41	17.64	18.33	3.9%	17.99	12.66	23.35			15.42
Registration Processing Time	3.03	3.88	3.70	3.63	-1.8%	3.77	3.03	4.16			4.16
Total Title Work Time	26.80	27.04	29.88	30.30	1.4%	26.74	21.43	31.99			25.12
Title Work Waiting Time	16.05	18.86	21.64	15.51	-28.3%	18.62	12.58	23.70			16.50
Title Work Processing Time	6.29	8.18	8.24	7.08	-14.1%	8.12	6.29	8.85			8.62
Total Transactions	115,469	132,009	132,613	117,135	-11.7%	112,457	11,910	136,343	1,349,479	1,310,113	1,438,840
DLS Transactions	65,275	71,138	70,968	62,403	-12.1%	61,992	1,296	78,217	743,900	715,898	789,191
Title & Registration Transactions	40,379	48,797	51,546	46,062	-10.6%	41,653	6,894	51,546	499,832	506,188	554,047
Other	9,815	12,074	10,099	8,670	-14.1%	8,812	3,720	12,074	105,747	88,027	95,602
Personnel											
Budgeted PINS	170	170	170	170	0.0%	170	170	170			169
Contract Employees	8	8	8	8	0.0%	8	8	8			9
State Temporary Employees	17	17	17	18	5.9%	17	17	18			18
Agency Temporary Employees	10	10	10	8	-20.0%	10	8	10			11
# Vacancies (PIN & Contract)	4	5	8	6	-25.0%	7	4	9			5
% Vacant Positions	2.0%	2.4%	3.9%	2.9%	-24.6%	3.3%	2.0%	4.4%			2.4%
Total Leave Days	782	550	823	282	-65.8%	887	282	1,335	9,753	9,647	10,235
Sick Leave Days (Unplanned)	168	148	218	169	-22.2%	162	137	218	1,777	1,458	1,532
Other Leave Days (Planned)	615	402	606	113	-81.4%	725	113	1,162	7,976	8,190	8,702
Overtime Hrs.	793	822	633	695	9.8%	805	570	1,319	8,855	9,390	10,241
OT Annual Budget									\$246,948	\$244,084	\$244,084
OT Spent	\$19,977	\$20,659	\$15,586	\$17,370	11.4%	\$19,332	\$10,495	\$32,863	\$212,649	\$206,523	\$225,351
% of Budget Spent	29.8%	21.7%	13.3%	7.0%	-47.3%				86.1%	84.6%	92.3%

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Performance Metrics											
District 2	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results						93.7%	92.9%	94.4%			93.7%
Total DLS Time	25.22	21.18	21.80	15.93	-26.9%	27.87	15.93	36.50			33.49
DLS Waiting Time	16.98	12.94	14.07	16.30	15.9%	19.75	12.94	28.23			24.25
DLS Processing Time	8.24	8.24	7.74	7.96	3.0%	8.12	7.74	8.38			9.24
Total Registration Time	18.76	17.59	21.95	20.52	-6.5%	17.75	12.34	21.95			18.39
Registration Waiting Time	14.82	13.58	18.14	20.46	12.8%	13.93	8.21	20.46			13.97
Registration Processing Time	3.93	4.02	3.80	3.72	-2.2%	3.82	3.51	4.12			4.42
Total Title Work Time	24.35	23.09	28.26	31.41	11.1%	23.92	17.55	31.41			25.20
Title Work Waiting Time	16.27	14.90	20.06	23.27	16.0%	15.70	8.91	23.27			16.26
Title Work Processing Time	8.08	8.04	8.20	8.14	-0.7%	8.21	7.76	8.64			8.94
Total Transactions	102,725	118,097	119,833	111,264	-7.2%	101,080	7,346	124,523	1,212,960	1,230,221	1,348,819
DLS Transactions	51,389	55,302	54,147	53,082	-2.0%	48,984	673	62,330	587,806	581,730	641,395
Title & Registration Transactions	41,612	50,397	53,594	49,284	-8.0%	42,919	2,972	53,594	515,033	553,857	604,695
Other	9,724	12,398	12,092	8,898	-26.4%	9,177	3,701	12,398	110,121	94,634	102,729
Personnel											
Budgeted PINS	146	146	146	146	0.0%	146	146	146			146
Contract Employees	11	11	11	11	0.0%	11	11	11			10
State Temporary Employees	20	20	20	18	-10.0%	20	18	20			17
Agency Temporary Employees	9	9	9	7	-22.2%	9	7	9			11
# Vacancies (PIN & Contract)	3	2	4	11	175.0%	3	2	11			5
% Vacant Positions	1.6%	1.1%	2.2%	6.1%	181.1%	1.8%	1.1%	6.1%			2.7%
Total Leave Days	726	421	592	568	-4.0%	773	421	1,182	8,503	8,988	9,340
Sick Leave Days (Unplanned)	148	108	154	161	4.2%	126	77	161	1,388	1,262	1,318
Other Leave Days (Planned)	579	313	438	407	-6.9%	647	313	1,024	7,115	7,726	8,022
Overtime Hrs.	599	501	591	608	2.9%	679	501	1,072	7,472	8,385	9,037
OT Annual Budget									\$183,878	\$181,746	\$181,746
OT Spent	\$16,600	\$13,591	\$15,560	\$16,190	4.0%	\$17,673	\$11,585	\$28,293	\$194,405	\$205,578	\$220,750
% of Budget Spent	33.7%	24.7%	17.3%	8.8%	-49.0%				105.7%	113.1%	121.5%

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Performance Metrics											
District 3	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results						89.5%	88.7%	90.2%			80.5%
Total DLS Time	34.36	32.14	32.57	35.45	8.9%	38.56	22.64	59.14			62.43
DLS Waiting Time	25.79	24.30	25.11	27.93	11.2%	29.90	13.96	49.42			51.35
DLS Processing Time	8.58	7.84	7.45	7.52	1.0%	8.65	7.45	9.73			11.08
Total Registration Time	34.61	25.05	29.95	35.65	19.0%	30.32	21.12	39.12			43.05
Registration Waiting Time	14.57	19.94	24.59	30.42	23.7%	25.12	14.57	33.68			37.08
Registration Processing Time	2.74	5.11	5.37	5.23	-2.5%	5.20	2.74	6.01			5.97
Total Title Work Time	36.67	33.90	35.43	42.05	18.7%	36.31	26.41	48.14			51.25
Title Work Waiting Time	13.44	24.78	26.05	32.95	26.5%	27.11	13.44	38.24			41.07
Title Work Processing Time	4.90	9.12	9.39	9.10	-3.1%	9.20	4.90	10.45			10.18
Total Transactions	60,853	70,190	70,085	66,554	-5.0%	62,324	7,067	75,203	747,882	743,791	814,960
DLS Transactions	34,175	38,972	40,159	38,235	-4.8%	38,237	33,239	43,926	420,603	411,137	452,286
Title & Registration Transactions	23,204	26,677	25,880	24,788	-4.2%	23,653	6,249	27,827	283,833	303,872	331,388
Other	3,474	4,541	4,046	3,531	-12.7%	3,621	818	4,745	43,446	28,782	31,286
Personnel											
Budgeted PINS	107	107	107	107	0.0%	107	107	107			106
Contract Employees	6	6	6	6	0.0%	6	6	6			10
State Temporary Employees	6	6	6	8	33.3%	6	6	8			11
Agency Temporary Employees	3	3	3	3	0.0%	3	3	3			3
# Vacancies (PIN & Contract)	6	9	4	2	-50.0%	6	2	10			5
% Vacant Positions	4.9%	7.4%	3.3%	1.6%	-50.8%	5.3%	1.6%	8.2%			3.8%
Total Leave Days	471	311	343	410	19.5%	480	311	778	5,285	7,035	7,247
Sick Leave Days (Unplanned)	99	68	79	80	0.9%	77	53	113	850	896	921
Other Leave Days (Planned)	371	243	150	330	119.7%	393	150	665	4,321	6,139	6,326
Overtime Hrs.	380	500	536	393	-26.7%	429	279	827	4,721	5,629	5,930
OT Annual Budget									\$121,253	\$119,846	\$119,846
OT Spent	\$9,281	\$11,711	\$12,215	\$9,033	-26.0%	\$9,933	\$3,093	\$20,057	\$109,264	\$125,551	\$132,748
% of Budget Spent	42.0%	34.8%	27.2%	7.4%	-72.6%				90.1%	104.8%	110.8%

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Performance Metrics											
District 4	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results						90.0%	87.9%	93.8%			90.8%
Total DLS Time	43.23	35.45	37.50	45.94	22.5%	43.51	33.24	56.25			49.45
DLS Waiting Time	35.15	27.36	29.38	37.73	28.4%	35.14	24.88	47.44			39.67
DLS Processing Time	8.09	8.09	8.12	8.21	1.0%	8.37	8.09	8.81			9.78
Total Registration Time	29.40	24.82	30.93	27.17	-12.1%	27.91	18.51	34.15			26.42
Registration Waiting Time	24.47	19.79	26.07	22.45	-13.9%	22.80	12.88	29.10			21.34
Registration Processing Time	4.93	5.03	4.86	4.72	-2.8%	5.11	4.72	5.63			5.09
Total Title Work Time	35.04	28.74	41.35	33.51	-19.0%	32.98	22.04	41.35			34.97
Title Work Waiting Time	26.50	20.36	32.51	24.80	-23.7%	23.76	12.29	32.51			25.95
Title Work Processing Time	8.54	8.37	8.84	8.71	-1.5%	9.22	8.37	9.87			9.02
Total Transactions	142,820	160,867	162,517	150,225	-7.6%	138,060	11,396	162,517	1,656,718	1,715,832	1,876,556
DLS Transactions	70,395	76,162	75,955	73,568	-3.1%	68,177	1,271	83,417	818,119	834,451	916,830
Title & Registration Transactions	56,292	65,627	68,786	61,485	-10.6%	56,417	3,863	68,786	677,007	729,658	796,643
Other	16,133	19,078	17,776	15,172	-14.6%	13,466	6,262	19,078	161,592	151,723	163,083
Personnel											
Budgeted PINS	241	241	241	241	0.0%	241	241	241			243
Contract Employees	8	8	8	8	0.0%	8	8	8			13
State Temporary Employees	21	21	21	20	-4.8%	21	20	21			20
Agency Temporary Employees	4	3	3	4	33.3%	4	3	4			4
# Vacancies (PIN & Contract)	9	10	12	8	-30.4%	9	3	15			9
% Vacant Positions	3.3%	3.5%	4.2%	2.9%	-30.4%	3.2%	1.1%	5.5%			3.2%
Total Leave Days	1,047	675	927	1,157	24.8%	1,184	675	1,848	13,026	14,008	14,590
Sick Leave Days (Unplanned)	238	157	260	280	7.6%	211	157	311	2,319	2,368	2,485
Other Leave Days (Planned)	809	518	472	877	86.1%	956	472	1,536	10,512	11,639	12,106
Overtime Hrs.	1,913	1,785	1,589	1,310	-17.6%	1,517	962	2,142	16,682	23,229	24,910
OT Annual Budget									\$323,608	\$319,855	\$319,855
OT Spent	\$48,244	\$44,988	\$39,654	\$32,629	-17.7%	\$37,063	\$21,126	\$54,062	\$407,695	\$407,171	\$437,577
% of Budget Spent	51.1%	36.2%	22.3%	10.1%	-54.9%				126.0%	127.3%	136.8%

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Performance Metrics											
Express Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results						98.7%	98.3%	99.1%			98.5%
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	41,203	46,454	44,683	41,539	-7.0%	40,714	8,303	49,768	488,570	475,106	522,171
DLS Transactions	31,323	35,206	33,788	35,476	5.0%	31,057	1,293	38,206	372,685	353,286	387,650
Title & Registration Transactions	9,149	10,449	10,077	5,319	-47.2%	9,221	5,319	11,562	110,646	121,820	134,521
Other	731	799	818	744	-9.0%	748	454	986	5,239	0	0
Personnel											
Budgeted PINS	36	36	36	36	0.0%	36	36	36			36
Contract Employees	8	8	8	8	0.0%	8	8	8			11
State Temporary Employees	3	3	3	3	0.0%	3	3	3			4
Agency Temporary Employees	2	2	2	2	0.0%	2	2	2			2
# Vacancies (PIN & Contract)	1	3	3	3	0.0%	2	1	3			0
% Vacant Positions	6.3%	8.2%	8.6%	11.0%	28.2%	8.7%	6.3%	11.0%			0.0%
Total Leave Days	174	99	111	147	32.4%	176	99	268	1,937	1,836	1,916
Sick Leave Days (Unplanned)	34	23	35	19	-47.0%	27	13	39	299	207	221
Other Leave Days (Planned)	139	76	68	128	88.6%	148	68	236	1,631	1,629	1,696
Overtime Hrs.	54	65	45	89	97.8%	58	21	101	642	808	835
OT Annual Budget									\$21,642	\$17,391	\$17,391
OT Spent	\$1,347	\$1,576	\$1,277	\$1,993	56.1%	\$1,318	\$377	\$2,527	\$14,501	\$17,337	\$18,013
% of Budget Spent	33.9%	43.5%	47.9%	54.9%	14.8%				54.9%	99.7%	79.5%

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Performance Metrics											
Satellite Branches	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results						97.2%	95.5%	99.0%			95.9%
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	3,305	3,911	3,789	3,614	-4.6%	3,199	3	4,580	38,391	35,000	38,928
DLS Transactions	2,369	2,638	2,450	2,487	1.5%	2,391	1,802	3,043	26,298	22,716	25,350
Title & Registration Transactions	917	1,263	1,328	1,118	-15.8%	1,077	694	1,490	11,843	11,926	13,195
Other	19	10	11	9	-18.2%	21	2	47	250	358	383
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			0
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0		0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$590	\$590
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$174	-\$14	\$483	\$1,043	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

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PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Performance											
Customer Survey Results		87.9%				88.3%	87.9%	88.6%			82.7%
Total DLS Time	45.52	45.89	50.44	52.34	3.8%	53.47	41.89	79.44			68.11
DLS Waiting Time	38.56	39.03	43.75	45.54	4.1%	45.68	33.61	70.69			58.56
DLS Processing Time	6.96	6.85	6.70	6.80	1.5%	7.79	6.70	8.84			9.55
Total Registration Time	30.86	23.62	27.66	27.87	0.8%	31.24	23.62	46.23			24.68
Registration Waiting Time	26.04	19.43	23.65	23.70	0.2%	26.23	19.43	41.95			18.31
Registration Processing Time	4.82	4.19	4.01	4.17	4.0%	5.01	4.01	5.99			6.37
Total Title Work Time	33.14	22.89	36.82	28.12	-23.6%	32.44	22.89	43.11			26.82
Title Work Waiting Time	27.22	17.62	29.53	20.39	-31.0%	23.37	15.96	34.55			15.85
Title Work Processing Time	5.92	5.28	7.29	7.74	6.1%	9.07	5.28	11.39			10.98
Total Transactions	34,420	37,775	35,450	32,898	-7.2%	30,842	512	37,775	370,099	355,542	390,044
DLS Transactions	20,705	21,865	21,129	19,096	-9.6%	19,884	16,699	21,865	218,719	206,293	226,955
Title & Registration Transactions	9,115	10,442	9,817	9,676	-1.4%	9,562	7,865	10,686	105,181	107,562	117,698
Other	4,600	5,468	4,504	4,126	-8.4%	3,850	512	5,468	46,199	41,687	45,391
Personnel											
Budgeted PINS	47	47	47	47	0.0%	47	47	47			46
Contract Employees	4	4	4	4	0.0%	4	4	4			6
State Temporary Employees	4	4	4	4	0.0%	4	4	4			5
Agency Temporary Employees	8	8	8	6	-25.0%	8	6	8			9
# Vacancies (PIN & Contract)	2	2	2	1	-50.0%	2	1	4			1
% Vacant Positions	3.2%	3.2%	3.2%	1.6%	-48.4%	3.5%	1.6%	6.3%			1.5%
Total Leave Days	256	207	267	33	-87.8%	264	33	427	2,906	2,955	3,113
Sick Leave Days (Unplanned)	54	58	56	33	-42.0%	45	24	58	493	377	420
Other Leave Days (Planned)	202	149	211	0	-100.0%	241	149	376	2,413	2,578	2,693
Overtime Hrs.	321	311	274	248	-9.5%	312	236	413	3,427	3,712	3,959
OT Annual Budget									\$82,624	\$81,666	\$81,666
OT Spent	\$8,384	\$7,876	\$6,793	\$6,118	-9.9%	\$7,623	\$4,581	\$10,862	\$83,854	\$76,322	\$81,641
% of Budget Spent	76.3%	85.9%	94.1%	101.5%	7.9%				101.5%	93.5%	100.0%

Note - One budgeted FTE vacancy denied by DBM

**MVA StateStat
Operations - District 1
Period: July 2009**

PerformanceMetrics											
Cumberland 9911	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		98.6%				99.2%	98.6%	99.6%			99.3%
Total DLS Time	19.16	11.98	12.50	12.95	3.6%	17.61	11.98	21.18			18.33
DLS Waiting Time	12.19	3.84	4.88	5.12	4.9%	10.61	3.84	14.29			10.19
DLS Processing Time	6.98	8.14	7.62	7.83	2.7%	7.00	6.06	8.14			8.14
Total Registration Time	3.98	5.48	8.02	8.73	8.8%	5.81	3.98	8.73			6.02
Registration Waiting Time	1.53	2.91	5.48	6.14	12.0%	3.33	1.53	6.14			3.39
Registration Processing Time	2.45	2.58	2.54	2.59	2.1%	2.48	2.40	2.59			2.63
Total Title Work Time	8.68	10.60	13.33	13.89	4.1%	10.73	8.68	13.89			10.57
Title Work Waiting Time	1.55	2.93	5.60	5.98	6.8%	3.31	1.55	5.98			3.26
Title Work Processing Time	7.13	7.67	7.73	7.91	2.2%	7.42	6.86	7.91			7.31
Total Transactions	7,980	9,589	10,214	9,362	-8.3%	7,897	215	10,214	94,768	93,868	103,239
DLS Transactions	3,434	3,787	3,419	3,625	6.0%	3,397	2,662	3,787	37,363	36,771	40,472
Title & Registration Transactions	4,047	5,084	6,251	5,208	-16.7%	4,675	3,443	6,251	51,424	51,877	57,102
Other	499	718	544	529	-2.8%	498	215	718	5,981	5,220	5,665
Personnel											
Budgeted PINS	20	20	20	20	0.0%	20	20	20			20
Contract Employees	1	1	1	1	0.0%	1	1	1			0
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	108	45	104	35	-66.9%	99	35	140	1,093	1,065	1,106
Sick Leave Days (Unplanned)	52	17	47	35	-25.8%	26	7	52	287	194	202
Other Leave Days (Planned)	57	28	58	0	-100.0%	81	28	129	806	872	904
Overtime Hrs.	8	21	23	39	69.6%	15	5	39	146	163	185
OT Annual Budget									\$17,968	\$17,760	\$17,760
OT Spent	\$229	\$538	\$640	\$1,108	73.1%	\$347	-\$159	\$1,108	\$3,814	\$3,993	\$4,477
% of Budget Spent	8.5%	11.5%	15.1%	21.2%	40.9%				21.2%	22.5%	25.2%

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PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		79.4%				87.6%	79.4%	94.9%			92.4%
Total DLS Time	30.06	28.95	30.20	0.03	-99.9%	32.34	0.03	53.64			40.87
DLS Waiting Time	21.86	22.27	22.98	0.02	-99.9%	24.28	0.02	45.23			31.34
DLS Processing Time	8.21	6.68	7.22	7.51	4.0%	8.05	6.68	8.66			9.53
Total Registration Time	20.98	28.66	26.33	27.71	5.2%	24.75	10.88	31.15			22.63
Registration Waiting Time	16.73	24.43	22.23	23.95	7.7%	20.61	6.12	26.84			18.00
Registration Processing Time	4.25	4.23	4.10	3.76	-8.2%	4.14	3.63	4.76			4.63
Total Title Work Time	28.83	44.60	41.30	43.87	6.2%	34.13	14.84	44.60			30.09
Title Work Waiting Time	19.97	35.37	32.07	34.54	7.7%	25.54	5.87	35.37			21.71
Title Work Processing Time	8.87	9.23	9.23	9.33	1.1%	8.58	7.34	9.33			8.38
Total Transactions	17,768	21,160	21,640	20,174	-6.8%	19,000	4,069	23,578	228,002	225,006	247,396
DLS Transactions	10,306	11,675	11,774	11,412	-3.1%	10,645	535	13,813	127,736	124,594	137,754
Title & Registration Transactions	6,466	8,290	8,710	7,811	-10.3%	7,206	2,660	8,729	86,470	90,639	99,188
Other	996	1,195	1,156	951	-17.7%	1,150	874	2,431	13,796	9,773	10,454
Personnel											
Budgeted PINS	23	23	23	23	0.0%	23	23	23			24
Contract Employees	2	2	2	2	0.0%	2	2	2			1
State Temporary Employees	7	7	7	7	0.0%	7	7	7			7
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	0	0	3	1	-66.7%	2	1	3			0
% Vacant Positions	0.0%	0.0%	9.1%	3.0%	-66.7%	5.7%	3.0%	9.1%			0.0%
Total Leave Days	111	79	107	12	-88.5%	126	12	213	1,389	1,472	1,551
Sick Leave Days (Unplanned)	12	11	21	12	-40.7%	17	8	40	190	143	144
Other Leave Days (Planned)	99	68	86	0	-100.0%	120	68	206	1,199	1,329	1,407
Overtime Hrs.	53	110	73	74	1.4%	88	50	209	964	1,089	1,191
OT Annual Budget									\$39,642	\$39,182	\$39,182
OT Spent	\$1,395	\$2,826	\$1,846	\$1,950	5.6%	\$2,127	\$592	\$5,263	\$23,397	\$25,673	\$27,890
% of Budget Spent	42.3%	49.4%	54.1%	59.0%	9.1%				59.0%	65.5%	71.2%

**MVA StateStat
Operations - District 1
Period: July 2009**

PerformanceMetrics											
Hagerstown 9913	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		98.9%				98.9%	98.7%	99.1%			98.9%
Total DLS Time	23.81	16.71	16.44	18.54	12.8%	22.98	16.44	27.74			23.15
DLS Waiting Time	16.47	8.87	9.12	10.93	19.8%	15.80	8.87	20.29			15.15
DLS Processing Time	7.34	7.84	7.32	7.62	4.0%	7.18	6.61	7.84			7.99
Total Registration Time	5.83	11.70	11.47	10.89	-5.1%	8.91	5.83	11.70			9.28
Registration Waiting Time	3.42	9.17	8.92	8.61	-3.4%	6.50	3.42	9.17			6.57
Registration Processing Time	2.42	2.54	2.55	2.27	-11.0%	2.41	2.21	2.55			2.70
Total Title Work Time	14.93	18.05	16.99	17.79	4.7%	15.10	11.00	18.05			15.13
Title Work Waiting Time	7.30	10.93	10.21	11.17	9.4%	7.87	3.92	11.17			7.55
Title Work Processing Time	7.63	7.12	6.78	6.62	-2.5%	7.23	6.62	7.63			7.57
Total Transactions	16,375	18,534	19,043	17,324	-9.0%	15,556	3,886	19,043	186,670	184,306	202,312
DLS Transactions	7,892	8,328	7,907	7,854	-0.7%	7,201	370	9,161	86,414	84,493	93,208
Title & Registration Transactions	7,212	8,842	9,962	8,414	-15.5%	7,306	2,406	9,962	87,677	90,582	99,050
Other	1,271	1,364	1,174	1,056	-10.1%	1,048	752	1,364	12,579	9,231	10,054
Personnel											
Budgeted PINS	20	20	20	20	0.0%	20	20	20			20
Contract Employees	0	0	0	0	0.0%	0	0	0			2
State Temporary Employees	2	2	2	2	0.0%	2	2	2			2
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	95	75	112	36	-68.0%	115	36	168	1,264	1,227	1,288
Sick Leave Days (Unplanned)	12	29	44	36	-17.8%	22	9	44	239	170	175
Other Leave Days (Planned)	84	47	68	0	-100.0%	102	47	144	1,025	1,057	1,113
Overtime Hrs.	1	9	0	13	0.0%	7	0	16	63	116	135
OT Annual Budget									\$4,591	\$4,538	\$4,538
OT Spent	\$33	\$220	\$0	\$275	0.0%	\$167	\$6	\$304	\$1,505	\$1,933	\$1,969
% of Budget Spent	22.0%	26.8%	26.8%	32.8%	22.3%				32.8%	42.6%	43.4%

**MVA StateStat
Operations - District 1
Period: July 2009**

PerformanceMetrics											
Westminister 9914	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		92.1%				92.9%	90.7%	95.8%			89.4%
Total DLS Time	38.58	16.69	19.40	24.37	25.6%	33.65	16.69	47.36			44.50
DLS Waiting Time	32.24	10.87	13.55	18.50	36.5%	27.39	10.87	40.95			37.04
DLS Processing Time	6.34	5.83	5.84	5.87	0.4%	6.26	5.83	6.64			7.46
Total Registration Time	0.00	16.59	22.43	22.27	-0.7%	17.06	13.92	26.58			19.81
Registration Waiting Time	na	11.55	18.32	18.26	0.0%	12.88	9.16	21.89			15.24
Registration Processing Time	na	5.04	4.11	4.01	0.0%	4.18	4.00	5.37			4.57
Total Title Work Time	0.00	23.51	27.83	31.85	14.5%	23.41	20.95	31.85			27.36
Title Work Waiting Time	na	12.43	17.86	20.98	0.0%	14.13	11.02	21.45			17.39
Title Work Processing Time	na	11.08	9.96	10.87	0.0%	9.27	8.80	11.52			9.97
Total Transactions	15,516	17,715	18,232	11,749	-35.6%	15,240	3,007	19,718	182,878	184,041	201,831
DLS Transactions	9,607	10,517	10,624	5,443	-48.8%	9,133	391	12,716	109,595	111,781	123,144
Title & Registration Transactions	4,914	6,054	6,561	5,582	-14.9%	5,212	1,828	6,561	62,544	63,599	69,156
Other	995	1,144	1,047	724	-30.9%	895	724	1,144	10,739	8,661	9,531
Personnel											
Budgeted PINS	25	25	25	25	0.0%	25	25	25			25
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			1
# Vacancies (PIN & Contract)	0	0	2	2	0.0%	2	1	3			2
% Vacant Positions	0.0%	0.0%	8.0%	8.0%	0.0%	7.0%	4.0%	12.0%			7.7%
Total Leave Days	91	64	132	23	-82.4%	118	23	160	1,296	1,253	1,423
Sick Leave Days (Unplanned)	11	10	21	23	11.4%	19	10	42	212	305	305
Other Leave Days (Planned)	80	54	111	0	-100.0%	108	54	140	1,084	947	1,117
Overtime Hrs.	100	87	49	110	124.5%	90	49	171	986	948	1,042
OT Annual Budget									\$36,199	\$35,779	\$35,779
OT Spent	\$2,436	\$2,228	\$1,240	\$2,762	122.7%	\$2,231	\$1,240	\$4,389	\$24,539	\$24,429	\$26,705
% of Budget Spent	50.6%	56.7%	60.2%	67.8%	12.7%				67.8%	68.3%	74.6%

**MVA StateStat
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Period: July 2009**

PerformanceMetrics											
White Oak 9936	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		82.9%				84.4%	82.9%	85.8%			83.4%
Total DLS Time	40.77	33.53	36.45	49.40	35.5%	51.44	33.53	67.90			61.60
DLS Waiting Time	32.16	25.53	28.52	41.53	45.6%	42.31	25.53	57.49			51.37
DLS Processing Time	8.61	8.00	7.93	7.87	-0.8%	9.13	7.87	10.41			10.23
Total Registration Time	45.24	29.72	32.11	34.28	6.8%	42.82	29.72	61.02			35.07
Registration Waiting Time	41.02	24.99	27.23	29.31	7.6%	38.40	24.99	56.86			31.03
Registration Processing Time	4.22	4.73	4.88	4.97	1.9%	4.42	3.85	4.97			4.04
Total Title Work Time	48.41	42.60	43.01	46.27	7.6%	44.61	38.53	66.67			40.75
Title Work Waiting Time	40.24	33.90	34.56	0.03	-99.9%	37.49	0.03	59.57			33.25
Title Work Processing Time	8.17	8.70	8.45	0.01	-99.9%	7.12	0.01	8.70			7.50
Total Transactions	23,410	27,236	28,034	25,628	-8.6%	23,922	221	29,009	287,062	267,350	294,018
DLS Transactions	13,331	14,966	16,115	14,973	-7.1%	14,916	12,457	17,275	164,073	151,966	167,658
Title & Registration Transactions	8,625	10,085	10,245	9,371	-8.5%	9,685	8,168	10,616	106,536	101,929	111,853
Other	1,454	2,185	1,674	1,284		1,371	221	2,185	16,453	13,455	14,507
Personnel											
Budgeted PINS	36	36	36	36	0.0%	36	36	36			35
Contract Employees	1	1	1	1	0.0%	1	1	1			0
State Temporary Employees	3	3	3	4	33.3%	3	3	4			3
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	2	3	1	2	100.0%	2	1	3			2
% Vacant Positions	5.1%	7.6%	2.5%	4.9%	95.1%	4.8%	2.5%	7.6%			5.3%
Total Leave Days	121	79	102	144	40.7%	164	79	238	1,805	1,676	1,754
Sick Leave Days (Unplanned)	29	23	30	31	3.3%	32	23	57	356	269	286
Other Leave Days (Planned)	93	56	72	113	56.3%	132	56	201	1,449	1,408	1,469
Overtime Hrs.	310	284	214	211	-1.4%	297	202	500	3,271	3,363	3,730
OT Annual Budget									\$65,924	\$65,159	\$65,159
OT Spent	\$7,500	\$6,971	\$5,067	\$5,157	1.8%	\$6,867	\$3,849	\$11,813	\$75,540	\$74,173	\$82,669
% of Budget Spent	88.5%	99.1%	106.8%	114.6%	7.3%				114.6%	113.8%	126.9%

Note - One budgeted FTE vacancy denied by DBM

MVA StateStat
Operations - District 2
Period: July 2009

PerformanceMetrics											
Bel Air 9922	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Change	Avg	Min			
Customer Survey Results		92.1%				93.3%	92.1%	95.6%			91.6%
Total DLS Time	25.33	24.99	28.20	31.44	11.5%	41.50	24.99	57.25			46.46
DLS Waiting Time	17.10	16.88	20.10	22.94	14.1%	32.80	16.88	48.26			36.27
DLS Processing Time	8.24	8.12	8.10	8.50	4.9%	8.70	8.10	9.08			10.19
Total Registration Time	14.78	20.73	21.77	22.23	2.1%	17.63	14.66	22.23			20.80
Registration Waiting Time	11.57	17.14	18.70	18.87	0.9%	14.05	10.23	18.87			17.08
Registration Processing Time	3.22	3.59	3.08	3.36	9.4%	3.58	2.92	4.42			3.73
Total Title Work Time	21.39	27.33	28.65	32.31	12.8%	26.65	21.39	32.31			31.99
Title Work Waiting Time	14.69	20.55	21.85	25.46	16.5%	18.83	14.69	25.46			23.72
Title Work Processing Time	6.70	6.78	6.81	6.86	0.7%	7.82	6.70	9.27			8.27
Total Transactions	26,020	30,911	32,572	28,720	-11.8%	26,387	461	32,581	316,642	322,268	352,910
DLS Transactions	13,002	14,448	14,243	13,946	-2.1%	13,933	11,951	16,449	153,268	153,789	169,158
Title & Registration Transactions	9,975	12,323	13,078	11,816	-9.6%	11,566	9,529	13,107	127,231	138,473	150,954
Other	3,043	4,140	5,251	2,958	-43.7%	3,012	461	5,251	36,143	30,006	32,798
Personnel											
Budgeted PINS	35	35	35	35	0.0%	35	35	35			35
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	4	4	4	4	0.0%	4	4	4			3
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			2.7%
Total Leave Days	194	120	159	39	-75.3%	183	39	309	2,018	2,267	2,367
Sick Leave Days (Unplanned)	40	22	48	39	-18.0%	34	21	65	370	331	349
Other Leave Days (Planned)	154	97	111	0	-100.0%	165	97	244	1,647	1,936	2,018
Overtime Hrs.	210	141	107	143	33.6%	209	107	308	2,298	2,821	3,012
OT Annual Budget									\$62,714	\$61,987	\$61,987
OT Spent	\$5,980	\$3,872	\$2,760	\$3,830	38.8%	\$5,783	\$2,760	\$8,901	\$63,617	\$72,887	\$77,171
% of Budget Spent	84.8%	90.9%	95.3%	101.4%	6.4%				101.4%	117.6%	124.5%

MVA StateStat
Operations - District 2
Period: July 2009

Performance Metrics											
Elkton 9923	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		96.4%				91.8%	85.2%	96.4%			90.8%
Total DLS Time	20.18	18.03	15.05	14.41	-4.2%	16.77	12.83	20.18			20.90
DLS Waiting Time	11.59	9.75	6.51	6.31	-3.2%	8.76	5.43	11.59			11.69
DLS Processing Time	8.60	8.28	8.53	8.10	-5.0%	8.01	7.14	8.60			9.21
Total Registration Time	19.36	16.68	19.36	0.01	-99.9%	17.11	0.01	19.36			18.79
Registration Waiting Time	15.81	13.03	15.61	14.85	-4.9%	13.91	9.95	15.81			13.47
Registration Processing Time	3.55	3.65	3.75	3.44	-8.3%	3.21	2.39	3.75			5.32
Total Title Work Time	25.08	22.34	27.56	25.22	-8.5%	23.15	18.66	27.56			27.90
Title Work Waiting Time	15.85	13.16	18.20	15.97	-12.2%	15.10	10.50	18.20			16.92
Title Work Processing Time	9.23	9.18	9.36	9.25	-1.2%	8.05	6.11	9.36			10.98
Total Transactions	11,958	14,494	14,524	14,132	-2.7%	11,977	190	14,524	143,726	143,909	157,667
DLS Transactions	5,094	5,585	5,242	5,592	6.7%	5,207	4,489	5,883	57,276	53,809	59,527
Title & Registration Transactions	5,910	7,528	8,037	7,365	-8.4%	6,773	5,152	8,037	74,501	81,628	89,210
Other	954	1,381	1,245	1,175	-5.6%	996	190	1,381	11,949	8,472	8,930
Personnel											
Budgeted PINS	20	20	20	20	0.0%	20	20	20			20
Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	0	0	2	0.0%	1	1	2			1
% Vacant Positions	4.5%	0.0%	0.0%	9.1%	0.0%	5.2%	4.5%	9.1%			4.5%
Total Leave Days	92	67	56	20	-64.7%	94	20	136	1,038	1,201	1,261
Sick Leave Days (Unplanned)	14	14	8	20	146.9%	15	8	20	163	127	135
Other Leave Days (Planned)	78	53	48	0	-100.0%	88	48	121	875	1,075	1,126
Overtime Hrs.	76	67	60	62	3.3%	87	60	137	956	1,164	1,259
OT Annual Budget									\$13,737	\$13,578	\$13,578
OT Spent	\$2,087	\$1,826	\$1,564	\$1,708	9.2%	\$2,287	\$1,564	\$3,694	\$25,162	\$27,607	\$29,774
% of Budget Spent	146.1%	159.4%	170.7%	183.2%	7.3%				183.2%	203.3%	219.3%

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PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		84.1%				90.5%	84.1%	95.7%			92.3%
Total DLS Time	42.06	32.41	38.11	0.03	-99.9%	40.55	0.03	52.02			48.15
DLS Waiting Time	33.38	23.71	29.29	32.72	11.7%	31.69	17.65	43.05			38.24
DLS Processing Time	8.68	8.70	8.82	8.98	1.8%	8.86	8.63	9.16			9.91
Total Registration Time	36.90	27.13	34.27	46.63	36.1%	30.00	16.35	46.63			27.72
Registration Waiting Time	32.61	23.00	30.20	42.69	41.4%	25.90	12.03	42.69			23.38
Registration Processing Time	4.29	4.13	4.07	3.93	-3.3%	4.10	3.50	4.58			4.34
Total Title Work Time	44.70	35.19	40.82	55.25	35.4%	37.07	19.30	55.25			33.58
Title Work Waiting Time	36.86	26.60	32.53	47.38	45.7%	28.46	10.68	47.38			24.66
Title Work Processing Time	7.83	7.83	8.29	7.87	-5.1%	8.61	7.83	9.79			8.92
Total Transactions	27,087	30,639	28,436	26,698	-6.1%	25,646	5,764	30,639	307,746	304,393	334,244
DLS Transactions	15,161	15,678	14,954	13,869	-7.3%	13,695	673	16,989	164,345	162,837	179,701
Title & Registration Transactions	9,026	11,520	10,753	10,492	-2.4%	9,265	2,972	11,520	111,183	112,203	122,876
Other	2,900	3,441	2,729	2,337	-14.4%	2,685	2,119	3,441	32,218	29,353	31,667
Personnel											
Budgeted PINS	30	30	30	30	0.0%	30	30	30			30
Contract Employees	4	4	4	4	0.0%	4	4	4			5
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	5	5	5	5	0.0%	5	5	5			5
# Vacancies (PIN & Contract)	0	1	1	3	200.0%	2	1	3			1
% Vacant Positions	0.0%	2.5%	2.5%	7.5%	200.0%	4.0%	2.5%	7.5%			2.4%
Total Leave Days	101	65	109	155	42.1%	131	65	192	1,438	1,510	1,561
Sick Leave Days (Unplanned)	28	22	39	37	-5.8%	28	20	39	310	331	343
Other Leave Days (Planned)	72	43	70	118	69.0%	103	43	161	1,129	1,178	1,218
Overtime Hrs.	178	174	171	209	22.2%	182	148	256	2,002	1,796	1,932
OT Annual Budget									\$41,447	\$40,966	\$40,966
OT Spent	\$5,141	\$4,935	\$4,865	\$5,916	21.6%	\$5,028	\$2,932	\$7,018	\$55,310	\$47,211	\$50,857
% of Budget Spent	95.5%	107.4%	119.2%	133.4%	12.0%				133.4%	115.2%	124.1%

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PerformanceMetrics											
Loveville 9944	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Change	Avg	Min			
Customer Survey Results		95.5%				96.4%	94.7%	99.1%			97.4%
Total DLS Time	14.40	10.95	10.21	14.16	38.7%	16.28	10.21	20.22			19.40
DLS Waiting Time	7.24	4.00	3.83	7.42	93.9%	9.50	3.83	13.78			11.69
DLS Processing Time	7.17	6.94	6.38	6.74	5.6%	6.79	6.38	7.17			7.71
Total Registration Time	12.88	10.31	13.96	17.92	28.3%	11.70	7.84	17.92			14.91
Registration Waiting Time	8.98	6.13	9.96	14.10	41.5%	7.80	3.92	14.10			10.54
Registration Processing Time	3.91	4.18	4.00	3.82	-4.5%	3.90	3.67	4.18			4.37
Total Title Work Time	16.41	13.40	17.05	22.22	30.4%	15.95	11.27	22.22			19.11
Title Work Waiting Time	8.45	5.68	9.59	14.34	49.5%	7.91	2.92	14.34			10.88
Title Work Processing Time	7.96	7.72	7.45	7.88	5.7%	8.04	7.45	8.49			8.23
Total Transactions	9,862	11,373	12,229	11,183	-8.6%	9,621	259	12,229	115,450	117,525	128,836
DLS Transactions	5,011	5,439	5,441	5,504	1.2%	5,153	3,952	6,221	56,685	54,974	60,659
Title & Registration Transactions	4,373	5,232	6,214	5,202	-16.3%	4,795	3,604	6,214	52,745	57,488	62,578
Other	478	702	574	477	-16.9%	502	259	702	6,020	5,063	5,599
Personnel											
Budgeted PINS	11	11	11	11	0.0%	11	11	11			10
Contract Employees	5	5	5	5	0.0%	5	5	5			4
State Temporary Employees	4	4	4	3	-25.0%	4	3	4			3
Agency Temporary Employees	2	2	2	1	-50.0%	2	1	2			1
# Vacancies (PIN & Contract)	0	0	0	3	0.0%	3	3	3			1
% Vacant Positions	0.0%	0.0%	0.0%	15.0%	0.0%	15.0%	15.0%	15.0%			5.6%
Total Leave Days	67	46	72	96	34.0%	85	46	111	934	932	975
Sick Leave Days (Unplanned)	6	3	7	11	62.5%	4	1	11	49	72	74
Other Leave Days (Planned)	61	43	65	85	30.9%	80	43	108	885	860	901
Overtime Hrs.	11	7	21	18	-14.3%	19	7	53	213	341	392
OT Annual Budget									\$7,088	\$7,006	\$7,006
OT Spent	\$296	\$181	\$523	\$499	-4.6%	\$378	-\$188	\$1,020	\$4,156	\$5,263	\$6,314
% of Budget Spent	41.7%	44.2%	51.6%	58.6%	13.6%				58.6%	75.1%	90.1%

MVA StateStat
Operations - District 2
Period: July 2009

PerformanceMetrics											
Waldorf 9942	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		96.2%				96.4%	96.1%	96.9%			96.5%
Total DLS Time	24.13	19.55	17.45	19.61	12.4%	24.24	13.63	41.41			32.55
DLS Waiting Time	15.61	10.38	10.61	12.12	14.2%	15.99	5.48	32.94			23.37
DLS Processing Time	8.52	9.17	6.83	7.49	9.6%	8.24	6.83	9.17			9.17
Total Registration Time	9.85	13.12	20.37	15.81	-22.4%	12.30	9.22	20.37			9.71
Registration Waiting Time	5.15	8.57	16.25	11.78	-27.5%	7.98	4.94	16.25			5.38
Registration Processing Time	4.70	4.55	4.12	4.03	-2.2%	4.32	3.98	4.70			4.33
Total Title Work Time	14.18	17.20	27.24	22.04	-19.1%	16.78	12.29	27.24			13.41
Title Work Waiting Time	5.50	8.52	18.13	13.18	-27.3%	8.22	4.73	18.13			5.10
Title Work Processing Time	8.68	8.68	9.10	8.86	-2.6%	8.55	7.56	9.10			8.31
Total Transactions	27,798	30,680	32,072	30,531	-4.8%	27,450	672	35,389	329,396	342,126	375,162
DLS Transactions	13,121	14,152	14,267	14,171	-0.7%	14,203	11,872	17,096	156,232	156,321	172,350
Title & Registration Transactions	12,328	13,794	15,512	14,409	-7.1%	13,579	10,765	16,040	149,373	164,065	179,077
Other	2,349	2,734	2,293	1,951	-14.9%	1,983	672	2,734	23,791	21,740	23,735
Personnel											
Budgeted PINS	50	50	50	50	0.0%	50	50	50			51
Contract Employees	1	1	1	1	0.0%	1	1	1			0
State Temporary Employees	10	10	10	9	-10.0%	10	9	10			9
Agency Temporary Employees	2	2	2	1	-50.0%	2	1	2			5
# Vacancies (PIN & Contract)	2	1	3	3	0.0%	2	1	3			1
% Vacant Positions	3.2%	1.6%	4.8%	4.9%	3.3%	2.6%	1.6%	4.9%			1.5%
Total Leave Days	273	123	196	258	31.4%	279	123	440	3,074	3,078	3,177
Sick Leave Days (Unplanned)	60	47	52	53	2.4%	45	22	60	496	401	417
Other Leave Days (Planned)	213	76	144	205	41.8%	234	76	393	2,579	2,677	2,760
Overtime Hrs.	124	112	232	176	-24.1%	182	112	323	2,003	2,264	2,442
OT Annual Budget									\$58,892	\$58,209	\$58,209
OT Spent	\$3,096	\$2,777	\$5,848	\$4,237	-27.5%	\$4,196	\$607	\$7,660	\$46,160	\$52,610	\$56,634
% of Budget Spent	56.5%	61.3%	71.2%	78.4%	10.1%				78.4%	90.4%	97.3%

MVA StateStat
Operations - District 3
Period: July 2009

PerformanceMetrics											
Beltsville 9931	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		90.0%				90.6%	89.4%	92.3%			82.4%
Total DLS Time	37.00	38.31	41.84	40.85	-2.4%	43.98	25.28	72.27			72.57
DLS Waiting Time	28.42	30.41	34.20	33.27	-2.7%	34.96	16.10	61.91			61.46
DLS Processing Time	8.58	7.90	7.64	7.57	-0.8%	9.02	7.57	10.36			11.11
Total Registration Time	34.61	27.44	33.98	39.18	15.3%	30.49	18.11	39.18			45.16
Registration Waiting Time	29.14	22.53	28.94	33.84	16.9%	25.08	12.53	33.84			39.24
Registration Processing Time	5.48	4.92	5.04	5.33	5.9%	5.41	4.77	5.95			5.92
Total Title Work Time	36.67	39.97	39.09	47.25	20.9%	37.56	24.68	49.28			56.01
Title Work Waiting Time	26.87	30.00	29.35	37.89	29.1%	27.69	15.26	39.34			46.39
Title Work Processing Time	9.80	9.97	9.74	9.36	-3.9%	9.87	9.36	10.62			9.62
Total Transactions	30,550	36,207	36,326	34,234	-5.8%	32,079	6,686	37,474	384,948	360,817	395,035
DLS Transactions	15,861	18,294	19,309	17,920	-7.2%	17,872	15,790	20,423	196,593	186,019	204,510
Title & Registration Transactions	12,910	15,242	14,707	14,374	-2.3%	13,610	6,249	15,625	163,323	170,676	186,034
Other	1,779	2,671	2,310	1,940	-16.0%	2,086	437	2,973	25,032	4,122	4,491
Personnel											
Budgeted PINS	57	57	57	57	0.0%	57	57	57			56
Contract Employees	2	2	2	2	0.0%	2	2	2			3
State Temporary Employees	3	3	3	5	66.7%	3	3	5			7
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	4	6	3	1	-66.7%	4	1	6			2
% Vacant Positions	6.5%	9.7%	4.8%	1.6%	-67.7%	6.2%	1.6%	9.7%			3.0%
Total Leave Days	255	190	161	178	10.7%	250	161	402	2,753	3,885	4,011
Sick Leave Days (Unplanned)	67	37	47	48	1.6%	47	31	73	514	401	413
Other Leave Days (Planned)	187	153	0	130	0.0%	213	130	329	2,125	3,484	3,598
Overtime Hrs.	189	220	261	190	-27.2%	193	83	393	2,121	2,938	3,083
OT Annual Budget									\$43,070	\$42,570	\$42,570
OT Spent	\$4,568	\$5,318	\$6,029	\$4,545	-24.6%	\$4,468	\$298	\$9,434	\$49,152	\$64,007	\$67,481
% of Budget Spent	77.2%	89.6%	103.6%	114.1%	10.2%				114.1%	150.4%	158.5%

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PerformanceMetrics											
Gaithersburg 9932	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		90.4%				88.4%	85.1%	90.4%			78.7%
Total DLS Time	31.73	25.96	23.29	30.05	29.0%	33.13	20.01	46.63			52.30
DLS Waiting Time	23.16	18.19	16.03	22.58	40.9%	24.85	11.82	37.52			41.24
DLS Processing Time	8.57	7.78	7.27	7.47	2.8%	8.28	7.27	9.11			11.05
Total Registration Time	0.00	22.66	25.93	32.12	23.9%	30.14	22.66	42.01			40.93
Registration Waiting Time	na	17.36	20.23	26.99	0.0%	25.16	17.36	36.62			34.92
Registration Processing Time	na	5.30	5.70	5.13	0.0%	4.99	5.04	6.07			6.01
Total Title Work Time	0.00	27.83	31.78	36.85	16.0%	35.05	27.83	48.01			46.49
Title Work Waiting Time	na	19.57	22.74	28.01	0.0%	26.52	18.53	38.49			35.75
Title Work Processing Time	na	8.27	9.04	8.84	0.0%	8.54	8.27	10.64			10.74
Total Transactions	30,303	33,983	33,759	32,320	-4.3%	30,245	381	38,079	362,934	382,974	419,925
DLS Transactions	18,314	20,678	20,850	20,315	-2.6%	20,365	17,344	24,248	224,010	225,118	247,776
Title & Registration Transactions	10,294	11,435	11,173	10,414	-6.8%	10,955	8,902	12,202	120,510	133,196	145,354
Other	1,695	1,870	1,736	1,591	-8.4%	1,535	381	1,870	18,414	24,660	26,795
Personnel											
Budgeted PINS	50	50	50	50	0.0%	50	50	50			50
Contract Employees	4	4	4	4	0.0%	4	4	4			7
State Temporary Employees	3	3	3	3	0.0%	3	3	3			4
Agency Temporary Employees	3	3	3	3	0.0%	3	3	3			3
# Vacancies (PIN & Contract)	2	3	1	1	0.0%	3	1	6			3
% Vacant Positions	3.3%	5.0%	1.7%	1.7%	0.0%	4.3%	1.7%	10.0%			4.7%
Total Leave Days	216	121	182	232	27.3%	230	121	376	2,532	3,149	3,236
Sick Leave Days (Unplanned)	32	31	32	32	0.0%	31	15	40	336	495	508
Other Leave Days (Planned)	184	90	150	200	33.1%	200	90	336	2,196	2,655	2,728
Overtime Hrs.	191	280	275	203	-26.2%	236	120	433	2,601	2,691	2,847
OT Annual Budget									\$78,183	\$77,276	\$77,276
OT Spent	\$4,713	\$6,393	\$6,186	\$4,488	-27.4%	\$5,465	\$2,795	\$10,623	\$60,112	\$61,544	\$65,267
% of Budget Spent	55.1%	63.2%	71.1%	76.9%	8.1%				76.9%	79.6%	84.5%

Note - Two budgeted FTE vacancy denied by DBM

MVA StateStat
Operations - District 4
Period: July 2009

PerformanceMetrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		91.0%				91.9%	91.0%	92.9%			92.7%
Total DLS Time	45.52	45.89	50.44	52.34	3.8%	53.47	41.89	79.44			54.14
DLS Waiting Time	38.56	39.03	43.75	45.54	4.1%	45.68	33.61	70.69			44.39
DLS Processing Time	6.96	6.85	6.70	6.80	1.5%	7.79	6.70	8.84			9.75
Total Registration Time	30.86	23.62	27.66	27.87	0.8%	31.24	23.62	46.23			25.95
Registration Waiting Time	26.04	19.43	23.65	23.70	0.2%	26.23	19.43	41.95			20.93
Registration Processing Time	4.82	4.19	4.01	4.17	4.0%	5.01	4.01	5.99			5.02
Total Title Work Time	33.14	22.89	36.82	28.12	-23.6%	32.44	22.89	43.11			40.46
Title Work Waiting Time	27.22	17.62	29.53	20.39	-31.0%	23.37	15.96	34.55			31.57
Title Work Processing Time	5.92	5.28	7.29	7.74	6.1%	9.07	5.28	11.39			8.90
Total Transactions	24,571	28,452	29,442	28,274	-4.0%	24,794	552	30,438	297,524	291,415	320,255
DLS Transactions	13,572	15,512	15,902	16,014	0.7%	15,193	13,319	17,326	167,126	159,783	176,298
Title & Registration Transactions	9,046	10,945	11,732	10,630	-9.4%	10,166	8,049	11,732	111,830	116,148	127,218
Other	1,953	1,995	1,808	1,630	-9.8%	1,547	552	1,995	18,568	15,484	16,739
Personnel											
Budgeted PINS	39	39	39	39	0.0%	39	39	39			39
Contract Employees	1	1	1	1	0.0%	1	1	1			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	2	1	1	2	100.0%	2	1	2			2
# Vacancies (PIN & Contract)	1	2	3	2	-33.3%	1	1	3			1
% Vacant Positions	2.3%	4.8%	7.1%	4.7%	-34.9%	3.2%	2.3%	7.1%			2.3%
Total Leave Days	145	92	110	172	56.3%	186	92	275	2,045	2,130	2,219
Sick Leave Days (Unplanned)	28	19	36	46	29.3%	33	19	46	359	357	374
Other Leave Days (Planned)	116	73	74	125	69.4%	153	73	231	1,686	1,773	1,845
Overtime Hrs.	265	209	265	184	-30.6%	223	168	305	2,452	2,641	2,810
OT Annual Budget									\$55,482	\$54,839	\$54,839
OT Spent	\$6,440	\$5,061	\$6,477	\$4,437	-31.5%	\$5,446	\$2,289	\$7,645	\$59,902	\$64,841	\$68,868
% of Budget Spent	79.2%	88.3%	100.0%	108.0%	8.0%				108.0%	118.2%	125.6%

MVA StateStat
Operations - District 4
Period: July 2009

PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		89.9%				91.4%	86.5%	97.8%			93.0%
Total DLS Time	31.35	21.75	30.09	30.51	1.4%	28.27	19.17	33.93			29.82
DLS Waiting Time	22.81	13.34	21.19	21.76	2.7%	19.61	10.60	25.27			20.46
DLS Processing Time	8.55	8.41	8.90	8.75	-1.6%	8.66	8.29	9.00			9.36
Total Registration Time	12.27	17.29	20.72	19.26	-7.0%	14.24	6.88	20.72			14.43
Registration Waiting Time	8.48	13.53	17.03	15.73	-7.6%	10.57	3.27	17.03			10.83
Registration Processing Time	3.79	3.76	3.69	3.53	-4.2%	3.67	3.51	3.86			3.61
Total Title Work Time	17.15	21.80	25.79	24.29	-5.8%	18.75	11.19	25.79			19.83
Title Work Waiting Time	8.31	13.12	17.18	16.10	-6.3%	10.47	2.97	17.18			11.61
Title Work Processing Time	8.84	8.69	8.61	8.19	-4.9%	8.28	7.74	8.84			8.22
Total Transactions	11,782	13,165	11,184	10,367	-7.3%	10,981	245	13,741	131,774	140,008	152,864
DLS Transactions	6,104	6,294	5,535	5,866	6.0%	5,961	5,000	6,751	65,567	64,888	71,260
Title & Registration Transactions	5,049	6,291	5,397	4,293	-20.5%	5,397	4,258	6,291	59,366	67,719	73,639
Other	629	580	252	208	-17.5%	570	208	845	6,841	7,401	7,965
Personnel											
Budgeted PINS	20	20	20	20	0.0%	20	20	20			20
Contract Employees	0	0	0	0	0.0%	0	0	0			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	1	1	0.0%	1	1	2			0
% Vacant Positions	4.8%	4.8%	4.8%	4.8%	0.0%	6.3%	4.8%	9.5%			0.0%
Total Leave Days	66	58	82	105	28.0%	96	58	123	1,053	1,078	1,126
Sick Leave Days (Unplanned)	10	14	24	39	65.8%	16	6	39	177	204	217
Other Leave Days (Planned)	55	44	58	65	12.5%	80	44	103	876	874	909
Overtime Hrs.	85	57	100	56	-44.0%	63	36	100	689	887	925
OT Annual Budget									\$24,203	\$23,922	\$23,922
OT Spent	\$2,395	\$1,670	\$2,760	\$1,553	-43.7%	\$1,769	\$1,047	\$2,760	\$19,454	\$24,236	\$25,316
% of Budget Spent	55.7%	62.6%	74.0%	80.4%	8.7%				80.4%	101.3%	105.8%

MVA StateStat
Operations - District 4
Period: July 2009

Performance Metrics											
Glen Burnie 9953	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		83.1%				87.7%	83.1%	90.3%			88.0%
Total DLS Time	56.01	48.63	49.90	54.55	9.3%	53.74	38.61	63.31			66.61
DLS Waiting Time	47.11	39.22	40.43	45.11	11.6%	44.39	29.28	53.92			56.02
DLS Processing Time	8.90	9.42	9.48	9.44	-0.4%	9.35	8.90	9.48			10.59
Total Registration Time	39.59	28.23	29.30	21.69	-26.0%	29.34	21.52	39.59			29.83
Registration Waiting Time	33.09	21.42	22.64	15.42	-31.9%	22.75	14.31	33.09			23.53
Registration Processing Time	6.50	6.80	6.66	6.27	-5.9%	6.59	6.08	7.21			6.30
Total Title Work Time	44.32	33.15	38.37	34.67	-9.6%	38.38	27.01	45.10			43.34
Title Work Waiting Time	33.95	23.05	28.48	24.48	-14.1%	27.96	16.31	34.93			33.67
Title Work Processing Time	10.37	10.10	9.89	10.19	3.1%	10.43	9.89	10.98			9.67
Total Transactions	53,368	58,812	60,069	54,649	-9.0%	51,213	773	63,421	614,550	657,808	716,487
DLS Transactions	21,684	23,273	23,310	21,746	-6.7%	23,108	20,035	26,538	254,189	279,210	304,782
Title & Registration Transactions	23,328	26,427	28,181	25,728	-8.7%	25,795	21,068	29,686	283,750	307,322	335,671
Other	8,356	9,112	8,578	7,175	-16.4%	6,384	773	9,112	76,611	71,276	76,034
Personnel											
Budgeted PINS	93	93	93	93	0.0%	93	93	93			95
Contract Employees	3	3	3	3	0.0%	3	3	3			3
State Temporary Employees	14	14	14	13	-7.1%	14	13	14			14
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	3	2	2	1	-50.0%	3	1	8			5
% Vacant Positions	2.7%	1.8%	1.8%	0.9%	-49.5%	2.9%	0.9%	7.3%			4.5%
Total Leave Days	412	267	371	455	22.8%	476	267	766	5,241	5,735	5,997
Sick Leave Days (Unplanned)	92	67	101	96	-4.3%	81	55	135	890	913	959
Other Leave Days (Planned)	320	199	270	359	33.0%	396	199	631	4,351	4,821	5,038
Overtime Hrs.	755	588	475	352	-25.9%	515	275	848	5,670	7,093	7,603
OT Annual Budget									\$140,005	\$138,381	\$138,381
OT Spent	\$19,246	\$14,773	\$11,682	\$8,924	-23.6%	\$12,611	\$7,119	\$21,763	\$138,717	\$168,560	\$180,723
% of Budget Spent	73.8%	84.4%	92.7%	99.1%	6.9%				99.1%	121.8%	130.6%

MVA StateStat
Operations - District 4
Period: July 2009

PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		80.2%				83.9%	79.0%	92.6%			83.6%
Total DLS Time	49.33	36.13	36.76	63.87	73.8%	54.68	36.13	81.26			60.84
DLS Waiting Time	41.24	28.43	29.58	56.25	90.2%	47.03	28.43	73.12			51.07
DLS Processing Time	8.09	7.70	7.18	7.62	6.1%	7.66	7.11	8.17			9.77
Total Registration Time	41.62	37.47	50.50	46.60	-7.7%	48.25	27.48	72.45			46.47
Registration Waiting Time	35.19	30.50	43.83	40.17	-8.3%	41.52	19.70	66.09			39.93
Registration Processing Time	6.43	6.97	6.67	6.42	-3.6%	6.74	6.36	7.78			6.53
Total Title Work Time	55.48	45.85	74.56	57.84	-22.4%	55.45	28.34	77.35			51.92
Title Work Waiting Time	44.53	34.74	63.00	47.28	-24.9%	44.31	16.39	66.80			41.08
Title Work Processing Time	10.94	11.11	11.56	10.56	-8.6%	11.15	10.41	11.95			10.85
Total Transactions	35,101	41,087	40,760	37,673	-7.6%	34,242	9,484	41,377	410,904	423,434	464,821
DLS Transactions	19,989	21,694	21,708	20,656	-4.8%	19,303	1,271	22,945	231,636	232,359	256,497
Title & Registration Transactions	11,740	13,695	13,701	12,644	-7.7%	11,331	3,863	14,533	135,972	148,090	161,835
Other	3,372	5,698	5,351	4,373	-18.3%	3,608	1,021	5,698	43,296	42,985	46,489
Personnel											
Budgeted PINS	63	63	63	63	0.0%	63	63	63			63
Contract Employees	4	4	4	4	0.0%	4	4	4			6
State Temporary Employees	3	3	3	3	0.0%	3	3	3			3
Agency Temporary Employees	2	2	2	2	0.0%	2	2	2			2
# Vacancies (PIN & Contract)	3	5	6	4	-27.3%	3	1	6			3
% Vacant Positions	4.2%	6.3%	7.7%	5.6%	-27.3%	4.5%	1.4%	7.7%			4.1%
Total Leave Days	304	182	258	305	18.2%	303	182	492	3,333	3,643	3,782
Sick Leave Days (Unplanned)	89	36	63	58	-7.8%	56	33	89	613	664	695
Other Leave Days (Planned)	215	146	0	247	0.0%	253	146	413	2,526	2,979	3,088
Overtime Hrs.	710	853	659	627	-4.9%	654	454	881	7,197	5,514	5,969
OT Annual Budget									\$78,625	\$77,713	\$77,713
OT Spent	\$17,502	\$21,383	\$16,379	\$15,249	-6.9%	\$15,686	\$8,177	\$21,724	\$172,542	\$122,026	\$133,146
% of Budget Spent	152.0%	179.2%	200.1%	219.4%	9.7%				219.4%	157.0%	171.3%

MVA StateStat
Operations - District 4
Period: July 2009

Performance Metrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		95.4%				95.2%	93.9%	96.4%			96.8%
Total DLS Time	33.96	24.84	20.30	28.44	40.1%	27.39	19.89	38.45			35.82
DLS Waiting Time	26.02	16.78	11.94	20.01	67.6%	18.98	11.61	29.59			26.40
DLS Processing Time	7.95	8.06	8.36	8.43	0.8%	8.41	7.95	8.91			9.42
Total Registration Time	22.68	17.49	26.45	20.44	-22.7%	16.46	9.13	26.45			15.45
Registration Waiting Time	19.55	14.09	23.19	17.22	-25.7%	12.91	5.29	23.19			11.47
Registration Processing Time	3.13	3.40	3.26	3.21	-1.5%	3.55	3.13	3.87			3.97
Total Title Work Time	25.11	19.98	31.20	22.61	-27.6%	19.88	12.33	31.20			19.26
Title Work Waiting Time	18.48	13.28	24.34	15.74	-35.3%	12.73	5.06	24.34			11.81
Title Work Processing Time	6.63	6.70	6.87	6.86	0.0%	7.15	6.63	7.67			7.45
Total Transactions	17,998	19,351	21,062	19,262	-8.5%	16,831	342	21,062	201,966	203,167	222,129
DLS Transactions	9,046	9,389	9,500	9,286	-2.3%	9,055	7,531	9,857	99,601	98,211	107,993
Title & Registration Transactions	7,129	8,269	9,775	8,190	-16.2%	7,826	6,155	9,775	86,089	90,379	98,280
Other	1,823	1,693	1,787	1,786	-0.1%	1,356	326	1,823	16,276	14,577	15,856
Personnel											
Budgeted PINS	26	26	26	26	0.0%	26	26	26			26
Contract Employees	0	0	0	0	0.0%	0	0	0			2
State Temporary Employees	2	2	2	2	0.0%	2	2	2			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	0	0	0	0.0%	1	1	1			0
% Vacant Positions	3.6%	0.0%	0.0%	0.0%	0.0%	3.6%	3.6%	3.6%			0.0%
Total Leave Days	121	76	107	121	13.1%	123	76	192	1,354	1,423	1,466
Sick Leave Days (Unplanned)	19	21	37	40	7.5%	26	16	40	281	230	241
Other Leave Days (Planned)	103	56	70	81	16.1%	98	56	159	1,073	1,193	1,225
Overtime Hrs.	98	78	90	91	1.1%	61	12	98	674	7,093	7,603
OT Annual Budget									\$25,293	\$25,000	\$25,000
OT Spent	\$2,661	\$2,101	\$2,356	\$2,466	4.7%	\$1,553	\$303	\$2,661	\$17,080	\$27,508	\$29,524
% of Budget Spent	40.2%	48.5%	57.8%	67.5%	16.9%				67.5%	110.0%	118.1%

MVA StateStat

Operations - ~~Express/Satellite~~ Express/Satellite/Mobile

Period: Period: **Period: July 2009**

PerformanceMetrics											
Columbia Express 9935	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Change	Avg	Min			
Customer Survey Results		99.1%				97.7%	96.2%	99.1%			96.4%
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	10,953	12,548	11,898	12,126	1.9%	10,959	217	13,989	131,506	127,012	139,807
DLS Transactions	8,538	9,618	9,282	9,636	3.8%	9,382	8,174	11,061	103,199	97,508	107,091
Title & Registration Transactions	2,268	2,732	2,446	2,338	-4.4%	2,468	2,018	2,928	27,148	29,504	32,716
Other	147	198	170	152	-10.6%	166	130	217	1,159	0	0
Personnel											
Budgeted PINS	7	7	7	7	0.0%	7	7	7			7
Contract Employees	3	3	3	3	0.0%	3	3	3			5
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	1	1	0	-100.0%	1	1	1			0
% Vacant Positions	0.0%	10.0%	10.0%	0.0%	-100.0%	10.0%	10.0%	10.0%			0.0%
Total Leave Days	25	12	23	28	23.5%	35	12	80	388	379	396
Sick Leave Days (Unplanned)	8	5	16	7	-55.9%	8	0	16	87	35	37
Other Leave Days (Planned)	18	7	16	21	33.9%	28	7	66	310	344	359
Overtime Hrs.	42	29	42	47	11.9%	37	8	78	403	543	564
OT Annual Budget									\$8,150	\$8,055	\$8,055
OT Spent	\$1,098	\$719	\$1,215	\$1,034	-14.9%	\$858	\$115	\$2,023	\$9,440	\$10,929	\$11,405
% of Budget Spent	79.4%	88.2%	103.1%	115.8%	12.3%				115.8%	135.7%	141.6%

Performance Metrics											
Glenmont Express 9933	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		99.7%				99.5%	99.3%	99.7%			98.5%
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	8,068	9,422	9,171	9,554	4.2%	8,394	2,865	9,746	100,726	96,175	105,406
DLS Transactions	6,409	7,312	7,212	7,640	5.9%	6,530	692	7,878	78,360	75,201	82,322
Title & Registration Transactions	1,503	1,967	1,828	1,774	-3.0%	1,782	1,503	1,967	21,380	20,974	23,084
Other	156	143	131	140	6.9%	141	60	209	986	0	0
Personnel											
Budgeted PINS	9	9	9	9	0.0%	9	9	9			9
Contract Employees	0	0	0	0	0.0%	0	0	0			1
State Temporary Employees	1	1	1	1	0.0%	1	1	1			2
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	0	0	1	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	0.0%	9.5%	9.5%	0.0%	9.5%	9.5%	9.5%			0.0%
Total Leave Days	54	42	32	47	44.8%	50	32	73	551	426	443
Sick Leave Days (Unplanned)	16	5	4	8	93.5%	8	2	16	91	55	59
Other Leave Days (Planned)	39	37	29	39	38.2%	42	29	62	460	371	384
Overtime Hrs.	12	26	2	5	150.0%	12	2	31	136	164	170
OT Annual Budget									\$6,152	\$5,081	\$5,081
OT Spent	\$249	\$595	\$38	\$126	231.6%	\$308	\$38	\$813	\$3,389	\$4,190	\$4,390
% of Budget Spent	42.8%	52.4%	53.0%	55.1%	3.9%				55.1%	82.5%	86.4%

Performance Metrics											
Parkville 9926	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		94.6%				98.0%	94.6%	100.0%			99.6%
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	12,879	14,212	13,354	11,756	-12.0%	12,590	4,969	14,906	151,084	144,750	158,698
DLS Transactions	9,077	10,080	9,289	10,270	10.6%	8,836	601	10,471	106,035	97,452	106,742
Title & Registration Transactions	3,571	3,859	3,745	1,207	-67.8%	3,601	1,207	4,435	43,215	47,298	51,956
Other	231	273	320	279	-12.8%	262	164	320	1,834	0	0
Personnel											
Budgeted PINS	12	12	12	12	0.0%	12	12	12			12
Contract Employees	3	3	3	3	0.0%	3	3	3			3
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	1	1	1	2	100.0%	1	1	2			0
% Vacant Positions	6.3%	6.3%	6.3%	12.5%	100.0%	7.8%	6.3%	12.5%			0.0%
Total Leave Days	49	26	28	37	31.4%	52	26	78	572	573	599
Sick Leave Days (Unplanned)	7	10	5	3	-29.7%	6	1	13	69	87	90
Other Leave Days (Planned)	42	15	24	34	43.4%	46	15	69	502	486	509
Overtime Hrs.	0	9	1	0	-100.0%	5	1	22	36	24	24
OT Annual Budget									\$1,188	\$1,174	\$1,174
OT Spent	\$0	\$229	\$24	\$0	-100.0%	\$64	\$18	\$229	\$319	\$342	\$342
% of Budget Spent	5.6%	24.8%	26.9%	26.9%	0.0%				26.9%	29.1%	29.1%

Performance Metrics											
Walnut Hill Express 9934	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		99.7%				99.7%	99.4%	100.0%			99.4%
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	9,303	10,272	10,260	8,103	-21.0%	8,771	252	11,294	105,254	107,169	118,260
DLS Transactions	7,299	8,196	8,005	7,930	-0.9%	7,736	4,955	8,907	85,091	83,125	91,495
Title & Registration Transactions	1,807	1,891	2,058	0	-100.0%	1,890	1,478	2,387	18,903	24,044	26,765
Other	197	185	197	173	-12.2%	180	100	252	1,260	0	0
Personnel											
Budgeted PINS	8	8	8	8	0.0%	8	8	8			8
Contract Employees	2	2	2	2	0.0%	2	2	2			2
State Temporary Employees	1	1	1	1	0.0%	1	1	1			1
Agency Temporary Employees	1	1	1	1	0.0%	1	1	1			1
# Vacancies (PIN & Contract)	0	1	0	0	0.0%	1	1	1			0
% Vacant Positions	0.0%	8.3%	0.0%	0.0%	0.0%	8.3%	8.3%	8.3%			0.0%
Total Leave Days	45	20	28	35	26.4%	39	20	74	426	459	479
Sick Leave Days (Unplanned)	4	3	11	1	-90.9%	5	1	11	51	31	35
Other Leave Days (Planned)	41	17	0	34	0.0%	36	17	66	359	429	444
Overtime Hrs.	0	1	0	37	0.0%	11	1	37	68	78	78
OT Annual Budget									\$6,152	\$3,081	\$3,081
OT Spent	\$0	\$33	\$0	\$833	0.0%	\$193	-\$336	\$833	\$1,353	\$1,876	\$1,876
% of Budget Spent	7.9%	8.4%	8.4%	22.0%	160.3%				22.0%	60.9%	60.9%

PerformanceMetrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		94.7%				97.3%	94.7%	100.0%			96.9%
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	1,280	1,611	1,644	1,457	-11.4%	1,400	864	1,958	15,403	15,037	16,594
DLS Transactions	630	652	549	559	1.8%	577	331	764	6,346	5,892	6,485
Title & Registration Transactions	650	959	1,095	897	-18.1%	823	531	1,194	9,053	9,145	10,109
Other	0	0	0	1	0.0%	1	1	2	4	0	0
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			0
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0	0.0%	0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$590	\$590
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

PerformanceMetrics											
Prince Frederick Satellite 9945	Reporting Period				%	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Change	Avg	Min			
Customer Survey Results		96.2%				97.1%	96.2%	98.0%			94.8%
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	2,025	2,300	2,145	2,157	0.6%	1,916	3	2,622	22,988	19,963	22,334
DLS Transactions	1,739	1,986	1,901	1,928	1.4%	1,814	1,471	2,279	19,952	16,824	18,865
Title & Registration Transactions	267	304	233	221	-5.2%	254	162	322	2,790	2,781	3,086
Other	19	10	11	8	-27.3%	22	3	47	246	358	383
Personnel											
Budgeted PINS	0	0	0	0	0.0%	0	0	0			0
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0	0.0%	0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0.0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	\$0
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$174	-\$14	\$483	\$1,043	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY08 Total/Avg
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Customer Survey Results		100.0%				99.7%	99.1%	100.0%			100.0%
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	1,179	1,137	1,335	396	-70.3%	1,134	396	1,738	12,471	12,219	13,473
DLS Transactions	723	783	876	185	-78.9%	782	185	1,458	8,601	8,058	8,923
Title & Registration Transactions	269	296	402	180	-55.2%	289	180	402	3,179	3,481	3,804
Other	187	58	57	31	-45.6%	63	31	187	691	680	746
Personnel											
Budgeted PINS	2	2	2	2	0.0%	2	2	2			2
Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0.0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	5	2	7	5	-28.6%	10	2	24	111	151	153
Sick Leave Days (Unplanned)	0	0	0	1	0.0%	2	1	2	3	57	58
Other Leave Days (Planned)	5	2	7	4	-42.9%	10	2	24	108	94	94
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	\$0
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY 2008 Total
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Calls - General Information Line	75,584	86,028	83,766	103,926	24.1%	92,744	73,990	109,011	1,020,183	890,395	987,314
Avg Time to Pick Up Call	6:28	6:13	6:12	6:59	12.6%	4:37	2:47	6:59	4:37	1:52	2:11
Avg Call Duration	3:04	2:59	2:57	2:49	-4.5%	2:52	2:46	3:04	2:52	2:54	2:53
Calls - VEIP Information	18,057	20,157	19,522	17,914	-8.2%	19,149	15,504	22,452	210,639	195,571	214,144
Avg Time to Pick Up Call	5:18	4:15	3:25	3:33	3.9%	5:35	3:25	9:14	5:35	4:29	4:35
Avg Call Duration	2:14	2:10	2:06	2:00	-4.8%	2:16	2:00	2:24	2:16	2:21	2:21
Calls - Drivers Skill Line	9,627	13,304	15,367	13,865	-9.8%	10,361	6,546	15,367	113,974	116,726	125,292
Avg Time to Pick Up Call	6:45	6:17	4:26	4:38	4.5%	6:10	4:26	9:37	6:10	5:01	5:03
Avg Call Duration	3:03	3:06	3:00	2:57	-1.7%	2:33	2:16	3:06	2:33	1:49	1:51
Calls - Hazmat	829	898	903	947	4.9%	1,165	736	2,209	12,815	85,962	87,945
Avg Time to Pick Up Call	6:29	5:51	5:17	4:49	-8.8%	5:25	4:37	6:29	5:25	3:02	3:12
Avg Call Duration	3:21	3:34	3:21	3:11	-5.0%	3:08	2:17	3:34	3:08	2:34	2:32
Calls - Out-of-Country	6,202	2,825	3,828	0	-100.0%	4,306	2,825	7,725	51,677	46,497	52,518
Avg Time to Pick Up Call	5:55	5:21	5:22	0:00	-100.0%	5:11	4:27	5:55	5:11	9:48	9:30
Avg Call Duration	3:17	3:26	3:14	0:00	-100.0%	3:16	3:09	3:26	3:16	3:36	3:34
Total Calls	110,299	123,212	123,386	136,652	10.8%	128,117	100,678	146,960	1,409,288	1,335,151	1,467,213
Appointments Scheduled											
Total Appointments	13,889	15,888	16,643	9,681	-41.8%	14,440	9,681	16,643	158,843	82,243	89,751
Drivers Skill	7,473	9,146	9,251	9,252	0.0%	8,215	6,556	9,252	90,363	3,213	3,484
Hazmat	382	449	395	429	8.6%	369	285	449	4,062	72,530	79,219
OOO Phone (Made by Agent)	3,308	3,433	3,791	0	-100.0%	3,615	3,308	6,856	43,381		
OOO - Online (Made by Customer)	2,726	2,860	3,206	0	-100.0%	2,337	2,726	3,401	21,037	157,986	172,454

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

MVA StateStat
VEIP
Period: July 2009

Performance Metrics											
VEIP	Reporting Period				% Change	Avg	For All of FY 09		FY 09 YTD Total	FY 08 YTD Total	FY 2008 Total
	Feb '09	Mar '09	Apr '09	May '09			Min	Max			
VEIP Mailings											
Total	206,535	190,114	201,756	208,480	3.3%	209,540	183,524	247,445	2,304,940	2,417,328	2,599,205
Notices	159,398	145,292	155,525	161,306	3.7%	160,864	138,658	197,377	1,769,505	1,864,937	2,000,832
Warnings	47,137	44,822	46,231	47,174	2.0%	48,676	43,986	55,606	535,435	552,391	598,373
Vehicle Tests											
Total	139,023	154,888	136,790	128,288	-6.2%	134,224	120,212	154,888	1,476,468	1,506,705	1,639,349
Paid	131,167	145,760	127,988	120,554	-5.8%	126,223	113,285	145,760	1,388,451	1,407,889	1,530,747
Gratis	7,856	9,128	8,802	7,734	-12.1%	8,002	6,927	9,128	88,017	98,816	108,602
Test Fees											
Total	\$2,545,508	\$2,789,845	\$2,476,537	\$2,332,426	-5.8%	\$2,437,600	\$2,166,235	\$2,789,845	\$26,813,603	\$26,960,711	\$29,373,168
Inspection	\$1,836,338	\$2,040,640	\$1,791,832	\$1,687,756	-5.8%	\$1,767,121	\$1,585,990	\$2,040,640	\$19,438,328	\$19,710,446	\$21,430,458
Late	\$709,170	\$749,205	\$684,705	\$644,670	-5.8%	\$670,480	\$580,245	\$749,205	\$7,375,275	\$7,250,265	\$7,942,710
Public Contact											
Total	48,779	53,113	49,978	45,876	-8.2%	48,599	41,642	53,202	534,587	467,890	513,118
Walk-In	22,261	24,234	22,725	20,646	-9.1%	21,928	19,471	24,234	241,211	228,386	249,635
Internet	7,992	8,287	7,345	7,002	-4.7%	7,178	6,029	8,818	78,959	70,711	76,982
Phone	18,057	20,157	19,522	17,914	-8.2%	19,149	15,504	22,452	210,639	198,940	216,411
Direct Mail	4	2	2	0	-100.0%	4	2	10	39	33	34
Email	465	433	384	314	-18.2%	340	217	480	3,739	2,820	3,056

MVA StateStat
Safety & Other Functions
Period: July 2009

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY 2008 Total
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	104,852	117,206	114,099	110,060	-3.5%	112,873	98,400	127,022	1,241,600	1,200,384	1,319,967
Lerner's Permit	13,559	15,733	15,701	14,410	-8.2%	13,876	10,798	17,505	152,641	142,924	159,795
License age less than 21	5,666	6,540	6,919	7,808	12.8%	7,009	5,666	9,136	77,103	81,500	89,960
License age 21 or over	85,627	94,933	91,479	87,842	-4.0%	91,987	81,564	100,735	1,011,856	975,960	1,070,212
Minor Notification Letters Sent	211	343	430	601	39.8%	412	30	960	4,530		
Disability Placards											
Temporary	2,452	2,534	2,592	2,413	-6.9%	2,457	2,119	2,593	27,025		
Permanent	7,251	9,052	7,703	7,603	-1.3%	7,883	6,778	9,052	86,709		
Arrest Data											
Out of State Convictions on MD DL	5,892	9,785	7,666	8,703	13.5%	7,524	3,710	10,594	82,762		
Federal Convictions on MD DL	582	602	387	430	11.1%	420	98	701	4,623		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	916	1,148	953	887	-6.9%	955	777	1,148	10,501	10,331	11,384
Reinstatement Requests Approved	303	390	338	291	-13.9%	254	126	390	2,794	2,304	2,556
Administrative Adjudication											
Number of Cases Total	28,215	24,239	24,662	29,705	20.4%	22,025	17,330	29,705	242,275		
Number of Hearings	1,747	2,635	1,889	2,485	31.6%	1,966	1,152	2,635	21,624		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	15,630	12,344	12,697	17,346	36.6%	15,761	12,344	19,654	173,372	158,083	179,111
Deleted Flags	6,723	10,017	10,556	9,423	-10.7%	8,660	6,723	10,556	95,263	89,824	98,227
Suspensions	3	46	16	39	143.8%	41	3	109	412	775	775
Ignition Interlock Program											
Currently in Program**	6,929	7,042	7,072	6,992	-1.1%	5,942	4,700	7,072			
Drivers Starting Program	475	477	328	225	-31.4%	504	225	630	5,539	6,040	6,494
Restrictions Removed (Compliance)	50	45	233	202	-13.3%	187	45	328	2,056	1,996	2,233
Restrictions Removed (Non-Compliance)	281	186	361	368	1.9%	180	63	368	1,980	595	630
Warning Letters Mailed	1,900	3,024	2,617	2,403	-8.2%	1,847	836	3,024	20,320	7,887	8,733
RIID											
IDs Given Out	23	51	87	75	-13.8%	45	22	87	360		
IDs Processed in the Branches	66	87	98	81	-17.3%	70	24	98	491		
Outstanding Warrant Program											
Notices	1,032	1,438	1,302	1,307	0.4%	1,050	734	1,438	11,553	9,375	10,791
Suspensions	642	764	876	1,048	19.6%	745	478	1,048	8,191	6,343	7,371
Satisfied	672	769	801	813	1.5%	669	516	813	7,363	6,701	7,309
Denied license or registration at branch	95	71	65	101	55.4%	81	65	101	893	1,006	1,089

Performance Metrics											
Business Licenses	Reporting Period				% Change	For All of FY 09			FY 09 YTD Total	FY08 YTD	FY 2008 Total
	Feb '09	Mar '09	Apr '09	May '09		Avg	Min	Max			
New Businesses	23	24	48	26	-45.8%	27	22	48	298	282	314
New Dealerships	0	1	3	1	-66.7%	1	1	3	10	12	12
Used Dealerships	6	9	13	5	-61.5%	6	3	13	69	72	89
Wholesale	12	11	22	14	-36.4%	13	10	22	148	117	129
Title Services	3	3	4	2	-50.0%	4	2	6	39	48	50
Other	2	0	6	4	-33.3%	4	1	6	32	33	34
Out of Business	8	18	32	16	-50.0%	16	8	32	175	188	210
New Dealerships	0	1	2	4	100.0%	2	1	4	18	25	28
Used Dealerships	2	9	7	5	-28.6%	6	2	12	62	80	91
Wholesale	3	7	17	4	-76.5%	6	3	17	69	62	69
Title Services	1	0	2	1	-50.0%	1	1	2	8	2	3
Other	2	1	4	2	-50.0%	2	1	4	18	19	19
School Bus Inspections											
Inspections	770	3,269	1,948	658	-66.2%	1,395	658	3,269	15,342	13,345	14,074
Scheduled	305	2,424	1,468	22	-98.5%	745	2	2,424	8,190	8,570	9,032
Re-inspections	69	387	129	52	-59.7%	147	50	387	1,614	1,143	1,168
Random/Audit	396	458	351	584	66.4%	503	104	882	5,538	3,632	3,874
Total Defects	699	1,853	759	261	-65.6%	830	154	1,853	9,129	8,182	8,650
Public Owned	53	1,361	239	82	-65.7%	394	13	1,361	4,334	3,669	3,891
BOE Contractor	166	474	470	108	-77.0%	276	90	607	3,039	2,404	2,612
Privately Owned	480	18	50	71	42.0%	160	18	617	1,756	2,109	2,147
Repair Orders	289	902	457	123	-73.1%	391	100	902	4,302	4,067	4,289
Repair Orders Closed	221	601	540	381	-29.4%	240	128	762	2,642	4,216	2,207
Suspensions	78	389	136	39	-71.3%	143	24	389	1,573	1,431	1483
Insurance Compliance*											Note 2
Total Notices Sent	54,111	35,175	41,305	37,215	-9.9%	52,215	35,175	72,016	574,367	430,462	
First Notice	37,404	19,740	17,992	21,297	18.4%	23,009	15,704	44,274	253,096	197,953	
Suspensions	16,707	15,435	23,313	15,918	-31.7%	29,206	15,435	56,312	321,271	232,509	
Cases Created	54,722	34,698	30,994	41,557	34.1%	38,325	28,912	60,728	421,572	373,082	
Cases Closed	17,120	26,379	21,034	14,095	-33.0%	22,959	14,095	38,916	252,545	191,910	
Cases Referred to Central Collections	11,970	13,980	13,486	12,493	-7.4%	12,678	9,063	18,657	139,460	154,836	

* 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.

Note 2 - Tracking FY08 YTD; Information for other FY08 months not available at this time.