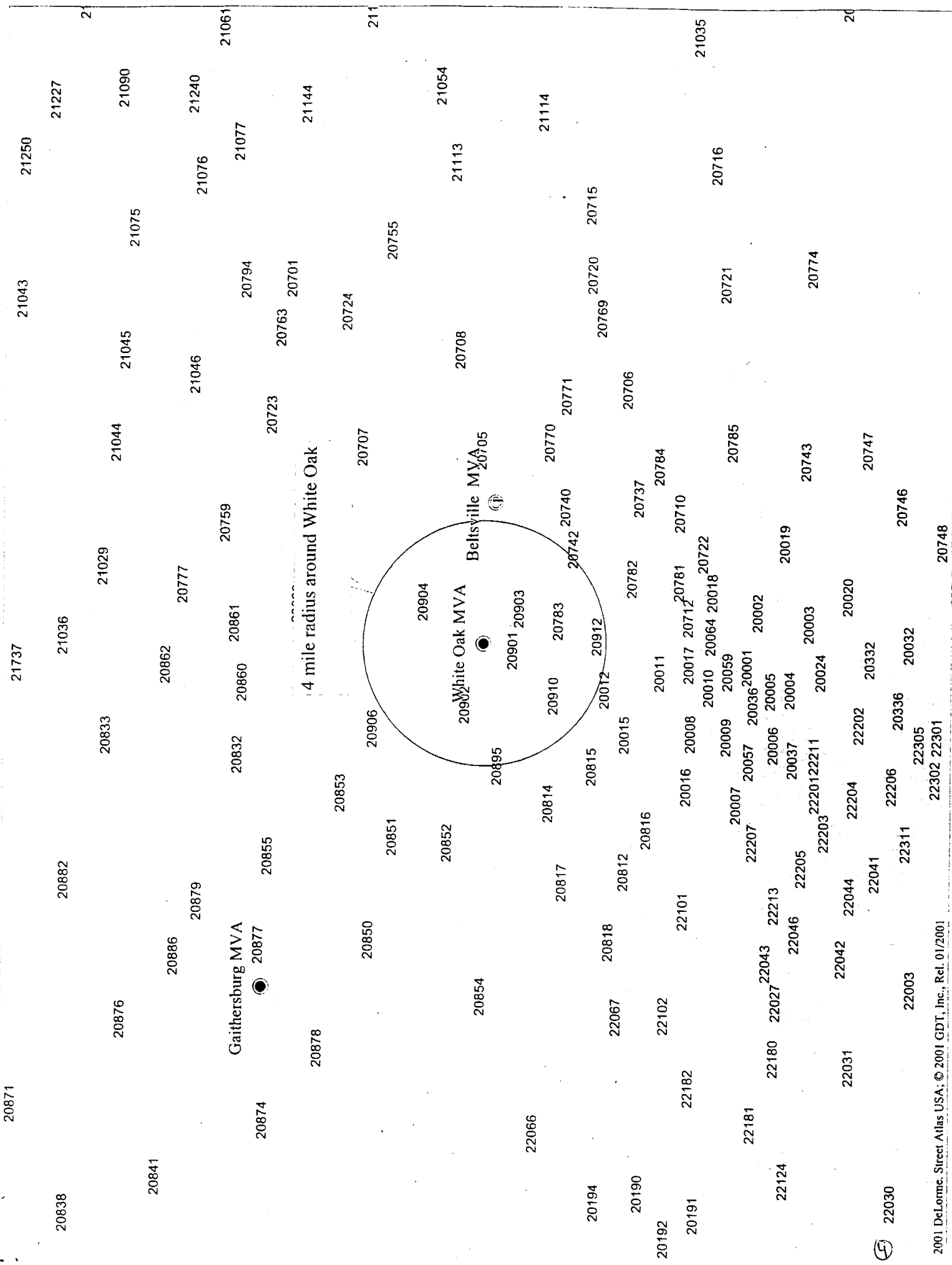


ATTACHMENT 4

MVA's White Oak Customer Service Area Analysis

1. Identified 82% of VEIP customer service area by zip code.
2. Identified the percent of Gaithersburg, Beltsville, and Columbia Express customers living in the VEIP service area.
3. Identified Gaithersburg customers in 4, 6, and 8 mile radii of White Oak.
4. Focused on 4-mile radius due to customers' prevailing driving patterns. (8% of Gaithersburg's customers)
5. Assumed $\frac{1}{2}$ of Beltsville's customers in the VEIP service area would use the White Oak office. (32.5% of Beltsville's customers)
6. Estimated White Oak transaction volume based on Gaithersburg & Beltsville transaction volume. Calculated contingency at 25% growth.
7. Determined White Oak customer arrival patterns based on current Beltsville customer arrivals.



4 mile radius around White Oak

White Oak MVA

Beltsville MVA

Gaithersburg MVA

20871 21737 21043 21250 21227 20838 20882 21036 21044 21045 21075 21090 20841 20886 20879 20862 20777 21046 21076 21240 21061 20874 20877 20855 20832 20860 20861 20759 20794 21077 21077 20878 20853 20851 20906 20707 20724 20755 20763 20701 21144 20854 20852 20895 20904 20901 20903 20708 21113 21054 20814 20817 20910 20783 20770 21114 20815 20012 20912 20742 20740 20769 20720 20715 20816 20812 20015 20782 20737 20706 20011 20784 20016 20008 20017 20712 20781 20710 20715 21035 20007 20009 20059 20010 20064 20018 20722 20785 21035 22207 20057 20036 20001 20002 20006 20005 20019 20019 20037 20004 20003 20743 20003 20024 20003 20774 22203 22201 22211 20024 20003 20743 22204 22202 20332 20020 20747 22044 22041 20332 20032 20746 22311 22305 20032 20746 22006 22305 20032 20746 22302 22301 20748 22067 20818 20812 20816 20011 20784 20017 20712 20781 20710 20710 22101 20016 20008 20017 20712 20781 20710 20710 22102 20816 20011 20784 20017 20712 20781 20710 20710 22182 22102 22101 20016 20008 20017 20712 20781 20710 20710 22181 22207 20057 20036 20001 20002 20006 20005 20019 20019 22180 22027 22043 22213 20006 20005 20019 20019 22124 22046 22205 20037 20004 20003 20743 20003 20024 20003 20743 22042 22044 22204 22202 20332 20020 20747 22041 20332 20032 20746 22003 22311 22305 20032 20746 22031 22042 22044 22204 22202 20332 20020 20747 22030 22003 22311 22305 20032 20746 22030 22301 20748

WHITE OAK PROJECTIONS

Net % to White Oak -->	8.0%	32.5%	Growth 125%
Transactions	Gaithersburg	Beltsville	WO Proj.
Law Tests	50896	29858	17219
Skills Tests (Less CDL A & B)	21072	14148	7855
New Photo	49294	33906	18704
Renew Photo	20641	30213	14338
Dup/Corrections	7525	8767	4314
Photo ID	3564	6103	2836
Copies	8453	11460	5501
Dealer Titles (Walk-in)	14530	5710	3773
New Titles (Less Title Prod.)	46769	48624	24430
Duplicate/Corrected Titles/Lein Maint.	14502	11543	6140
New Registrations	10268	11911	5866
Reg. Renewals/Transfer tags	39313	35997	18555
Sub/Dup/Corrected Registrations	17611	11627	6485
Tag Returns	33606	63091	28991
Ins. Compliance	18238	2465	2825
TOTAL	356282	325423	167831

w/o Growth: 134265

STAFFING AND TRANSACTION COMPARISONS

BRANCH OFFICE COMPARISONS	FY 2000 Trans	Size (ft ²)	EMPLOYEES	Trans/Emp	Visit Time
White Oak	167831	13,300	32.0	5245	
Cumberland	97537	12,000	18.5	5272	18
Easton	123730	10,000	20.6	6006	20
Essex	203,531	10,600	32.0	6360	27
Elkton	129190	8,400	22.8	5666	22
Hagerstown	141597	16,960	23.2	6103	18
Salisbury	159685	16,960	27.8	5744	25

* All transaction figures are LESS Vision Tests.

WO Employee note: White Oak staffing is based on the new DLS transaction times.

Initial analysis indicates that DLS will increase DS requirements by 43%.
(From 7.9; to: 11.3 FTE = +3.4 FTE)

All other offices show existing employees (Pre-DLS). If you remove 3.4 employees from WO, you have 28.6 FTE (@5520 Trans/emp), comparable to Salisbury's 27.8 FTE's and 5744 Trans/emp.

Beltville

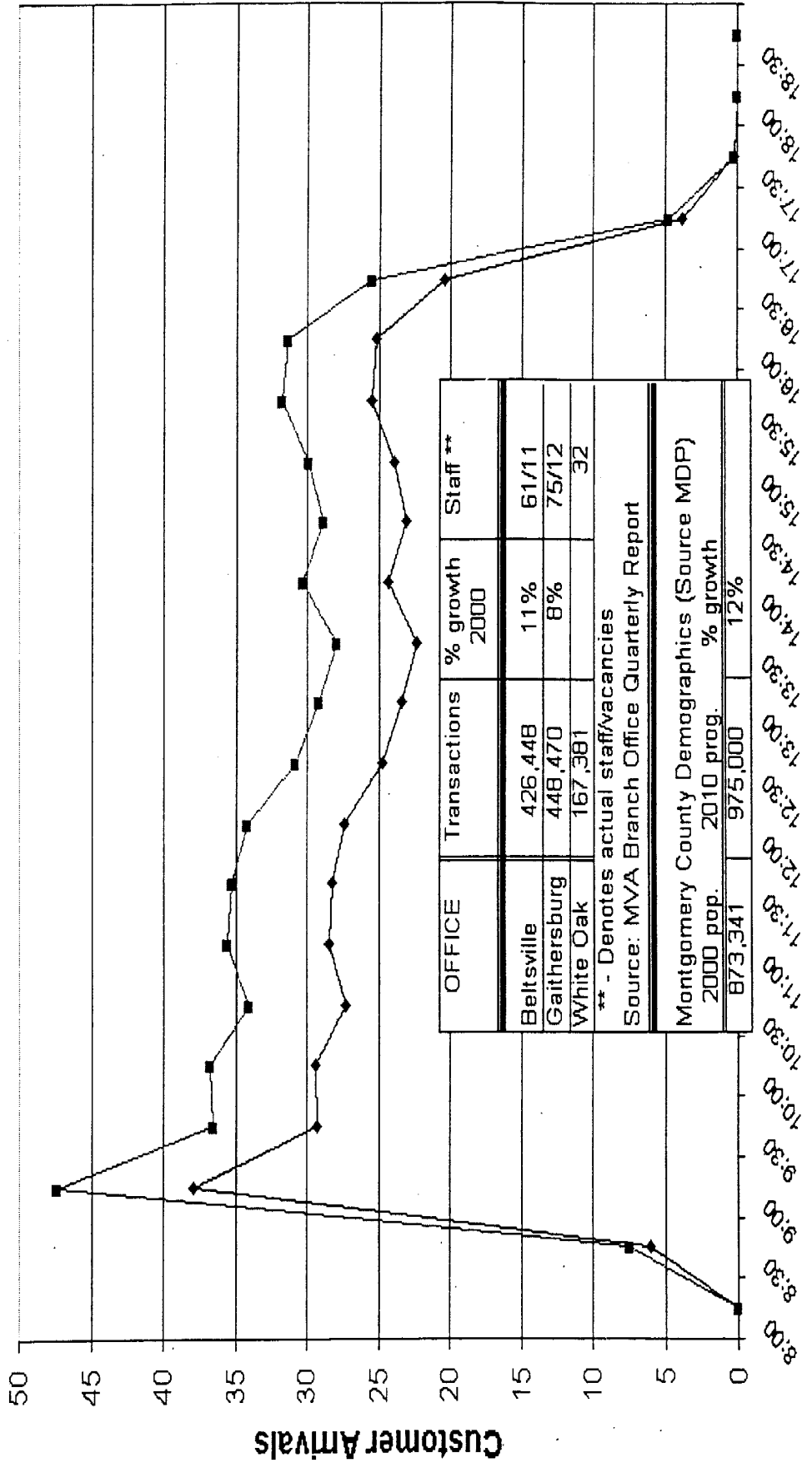
Site Id.:34 Days Sampled By Weekday:	Monthly Half Hour Period Totals [All Services]																					
	Site Name:jean		Number Of Days Sampled 27				Through															
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Customers Arrived	Customers Served	Balked Customers	Max. Customers in Queue	Reps. Available	Avg. Time Busy %	Avg. Service Time (min)	%Service Time < 10	Avg. Wait Time (min)	Max. Wait Time (min)	%Wait Time < 30				
	0	4	5	5	5	4	4	Tue Jan 01, 2002 Through Thu Jan 31, 2002														
Per End	0	9	28	28	34	24	35	44	44	240	246	13.75	90.19	6.63	82.29	50.12	181.40	37.00				
08:00 AM	366	1390	1485	1418	1322	1398	1566	1724	1587	1483	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0
08:30 AM	2314	1787	1794	1667	1738	1724	1674	1509	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0
09:00 AM	1787	1418	1322	1398	1566	1724	1587	1483	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0
09:30 AM	1794	1667	1738	1724	1674	1509	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0
10:00 AM	1667	1738	1724	1674	1509	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0
10:30 AM	1738	1724	1674	1509	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0	0
11:00 AM	1724	1674	1509	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0	0	0
11:30 AM	1674	1509	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0	0	0	0
12:00 PM	1509	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0	0	0	0	0
12:30 PM	1426	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0	0	0	0	0	0
01:00 PM	1362	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0	0	0	0	0	0	0
01:30 PM	1484	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
02:00 PM	1410	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
02:30 PM	1461	1555	1535	1247	230	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
03:00 PM	1555	1535	1247	230	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
03:30 PM	1535	1247	230	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
04:00 PM	1247	230	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
04:30 PM	230	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
05:00 PM	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
05:30 PM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
06:00 PM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
06:30 PM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

6

Beltsville Arrival Rate			White Oak Projections		
Time	Cust. Arr.	%	Time	Est.	Est. w/Grth
7:30	0	0.0%	7:30	0	0
8:00	0	0.0%	8:00	0	0
8:30	366	1.4%	8:30	6	7
9:00	2314	8.8%	9:00	38	47
9:30	1787	6.8%	9:30	29	37
10:00	1794	6.8%	10:00	29	37
10:30	1667	6.3%	10:30	27	34
11:00	1738	6.6%	11:00	28	36
11:30	1724	6.6%	11:30	28	35
12:00	1674	6.4%	12:00	27	34
12:30	1509	5.7%	12:30	25	31
13:00	1426	5.4%	13:00	23	29
13:30	1362	5.2%	13:30	22	28
14:00	1484	5.6%	14:00	24	30
14:30	1410	5.4%	14:30	23	29
15:00	1461	5.6%	15:00	24	30
15:30	1555	5.9%	15:30	25	32
16:00	1535	5.8%	16:00	25	31
16:30	1247	4.7%	16:30	20	26
17:00	230	0.9%	17:00	4	5
17:30	12	0.0%	17:30	0	0
18:00	0	0.0%	18:00	0	0
18:30	0	0.0%	18:30	0	0
	26295	100.0%		430	538

White Oak Customer Projections			
Estimate		Estimate w/25% Growth	
Annual Estimate:	134265	Annual Estimate:	167831
Days of Operation:	312	Days of Operation:	312
Daily Estimate:	430	Daily Estimate:	538

White Oak Customer Arrival Estimates



OFFICE	Transactions	% growth 2000	Staff **
Beltsville	426,448	11%	61/11
Gaithersburg	448,470	8%	75/12
White Oak	167,381		32
** - Denotes actual staff/vacancies			
Source: MVA Branch Office Quarterly Report			
Montgomery County Demographics (Source MDP)			
2000 pop.	2010 prog.	% growth	
873,341	975,000	12%	

Time of Day

—◆— Est. —■— Est. w/Grth