

<b>Customer Service</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	MVD GOAL	To improve customer service.
<b>FY 2010 OBJECTIVE</b>	<b>Achieve an average customer visit time (ticket through transaction) in field offices of 35.5 minutes or less.</b>	
<b>Purpose:</b>	The Customer Service program strives to achieve a total customer visit time that is in alignment with the agency's performance objectives.	

PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Achieve an average customer visit time (ticket through transaction) of 35.5 minutes or less.	23.1	25.3	24.4											24.9	35.5
Average customer wait time (ticket-to-counter) in field offices	15.3	17.6	16.8											17.2	12.5
Average transaction time at counter (in minutes)	7.8	7.7	7.6											7.7	8.5
Customers served at counter in field offices (in thousands)	4,203.8	355.4	345.9											701.3	4,100.0
Customers given notice to return (transaction incomplete)	81,157	6,417	8,519											14,936.0	80,000.0
Transactions at counter (in thousands)	5,073.7	446.0	414.5											860.5	5,000.0
All other non-counter transactions (in thousands)①	912.2	77.0	73.6											150.6	900,000.0
Additional services provided that impact wait time (in thousands): selective service, organ donor program, and voter registration	610.4	53.1	64.0											117.1	615,000.0
Average number of MVCSAs and MVCSRs	720	679	673											676	
Percent of customers rating overall satisfaction on Customer Service Satisfaction Survey	87.0%	Surveys during this quarter will be compiled and results reported in January 2010			Surveys during this quarter will be compiled and results reported in March 2010			Surveys during this quarter will be compiled and results reported in June 2010			Surveys during this quarter will be compiled and results reported in September 2010			87.0%	83.0%

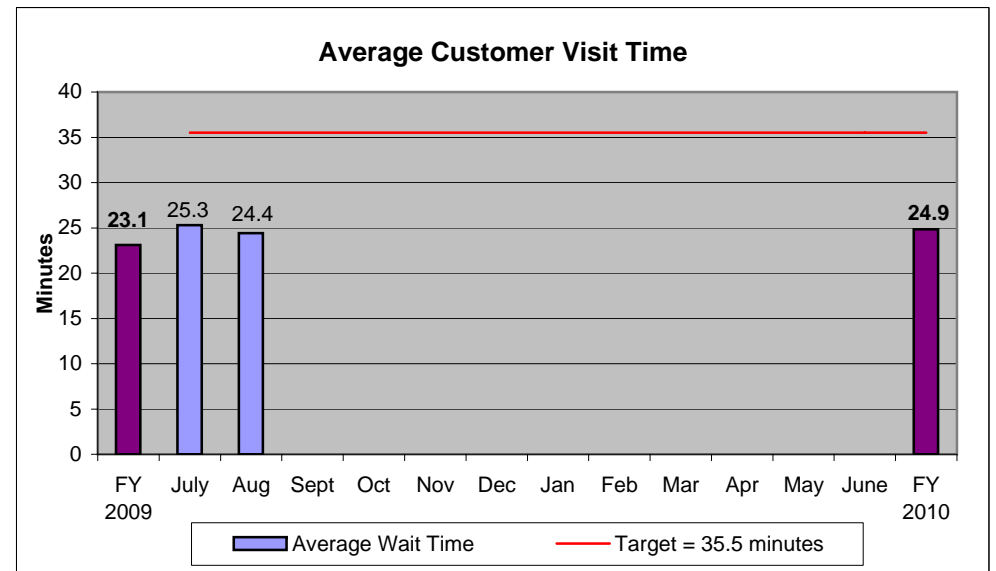
**NOTES:** The FY10 mandate by the Joint Legislative Budget Committee (JLBC) for Customer Wait Time (ticket-to-counter) is 12.5 minutes and will be reported monthly.

① driving skills test, motorcycle skills test, knowledge test, inspections, camera, kiosk assistance, and dealer work

**VARIANCE STATEMENT**

**JULY:** Visit/Wait times decreased this month 56/54 seconds respectively for ticket through transaction/ticket-to-counter) due to a drop in transactions (2,300) and customers (17,100).

**AUGUST:** Visit time decreased .9 minutes compared to July due to decreases in customers (9,500) and transactions (31,500). Customer notices to return increased by 2,000 due to ownership documentation required for the Cash for Clunkers program.



<b>Competitive Government Partnerships</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	MVD GOAL	To improve customer service.
<b>FY 2010 OBJECTIVE</b>	<b>Achieve 79.8% of all vehicle registration renewals through alternate methods.</b>	
<b>Purpose:</b>	The ability to offer alternative methods of vehicle registration renewal provides convenience to customers, frees up staff time and resources, and alleviates customer traffic in MVD field offices.	

PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Percent of all vehicle registration renewals completed through alternate methods	78.9%	78.8%	79.3%											79.1%	79.8%
Total vehicle registration renewals completed through alternate methods ①	2,868,893	260,562	238,859											499,421	2,964,500
Percent of vehicle registration renewals completed by field offices	21.1%	21.2%	20.7%											20.9%	20.2%
Vehicle registration renewals completed by field offices	765,557	69,960	62,262											132,222	750,000
Vehicle registration renewals (field office and alternate methods)	3,634,450	330,522	301,121											631,643	3,714,500
Renew-by-Mail renewal percentage	18.5%	16.5%	17.3%											16.9%	16.9%
Internet and Interactive Voice Response (IVR) percentage	47.8%	53.0%	52.8%											52.9%	49.8%
Third Party renewal percentage	11.0%	8.0%	7.6%											7.8%	11.4%
Average turnaround time for vehicle registration Renew-by-Mail (days) ②	1.4	1.4	1.2											1.3	1.4

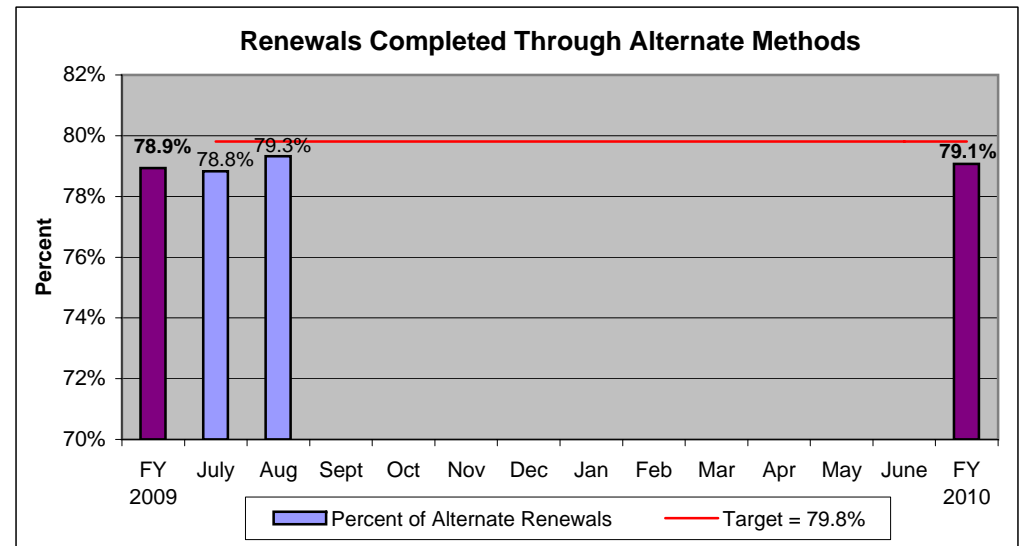
① Alternate renewal methods include: Renew-by-Mail, Internet and Interactive Voice Response, Third Party, Drop Box, and Fleet.

② Turnaround time for Renew-by-Mail is a General Appropriation Act footnote requirement.

**VARIANCE STATEMENT**

**JULY:** There are no significant changes this month.

**AUGUST:** The percent of alternative renewals increased due to fewer renewals completed in field offices.



<b>Competitive Government Partnerships</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To increase the use of electronic service delivery.
<b>FY 2010 OBJECTIVE</b>	<b>Increase Internet and IVR transactions and activities to 7.9 million (average 660,498 per month).</b>	
<b>Purpose:</b>	The ability to conduct transactions electronically and via telephone provides convenience to customers, frees up staff time and resources, and alleviates customer traffic in MVD field offices.	

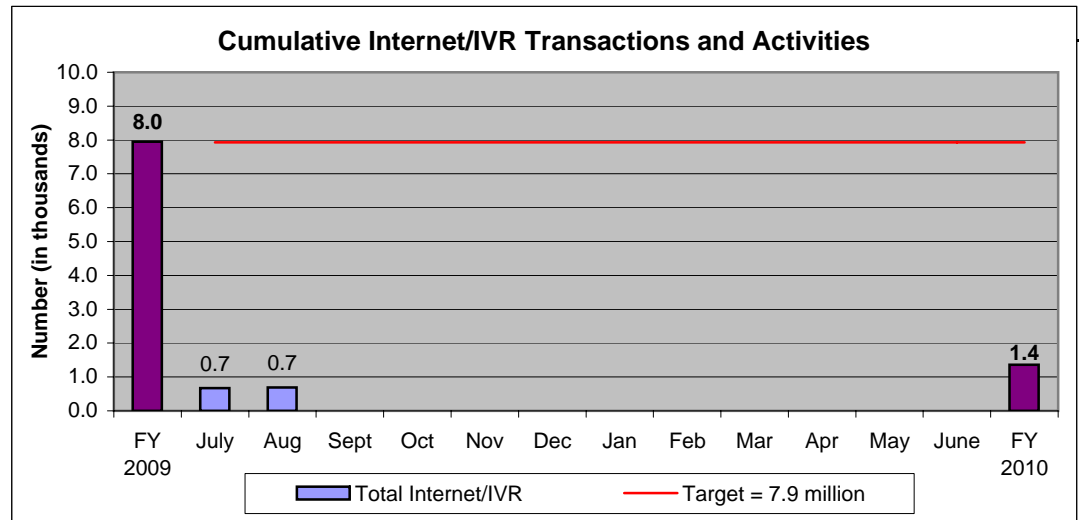
PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Total Internet and IVR transactions and activities	7,953,289	672,514	687,478											1,359,992	7,925,970
Government-to-consumer Internet and IVR transactions and activities	6,775,987	574,136	577,409											1,151,545	6,682,320
Government-to-business Internet transactions and activities	1,177,302	98,378	110,069											208,447	1,243,650
Average monthly number of Internet and IVR transactions and activities	662,774	672,514	679,996											679,996	660,498
Percent increase in average monthly Internet & IVR transactions	-0.1%	1.5%	1.1%											1.1%	-0.3%
Percent of customers rating overall satisfaction with Internet Service	98.6%	99.0%	98.9%											99.0%	99.0%

**Government-to-consumer Transactions include:**

Registration Renewal, IVR Renewal, Fleet Renewal, Duplicate Registration and Driver License/ID, Driver License Reinstatement, Special/Personalized Plate Inquiry and order, Address Change, 3-day Restricted Permit, Plate Credit Inquiry, Vehicle Sold Notice, De-Insured Certificate, Voter Registration, 30-Day Permit, Plate Refund, Reinstatement, Title/Registration Motor Vehicle Records (MVR), Vehicle Fee Recap, EZ Email, DL MVR, Insurance Verification, Plate Replacement, Tab Replacement, and Off highway Vehicle Registration and Decals (initial issue, renewal, replacement).

**Government-to-business transactions include:**

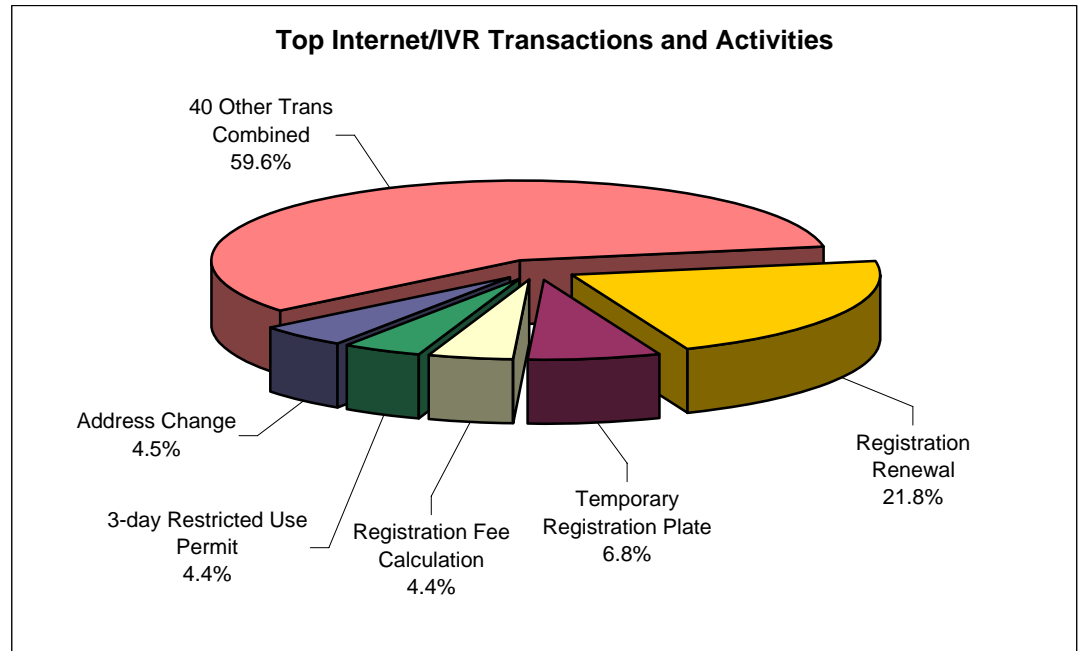
Registration fee calculation, Non-resident permit, 90-day resident registration, Temporary registration plate, Motor carrier permit, Dealer license renewals, Abandoned vehicle reporting, 30-day permit, MVR, TR Motor Vehicle Record, EZ Lienholder MVRs, Ignition interlock, EZ Pay, Insurance Verification, Aircraft Registration, Aircraft Address Change, Dismantle Request, Crush Request, Dealer Plate Certificate, EZ Title, Duplicate Title, Repo Title, and DUI screening, DUI Treatment and DUI Evaluation.



**VARIANCE STATEMENT**

**JULY:** There are no significant changes this month.

**AUGUST:** Transactions associated with car sales/Cash for Clunkers program were up, increasing the number of Internet transactions.



<b>Competitive Government Partnerships</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	MVD GOAL	To improve customer service.
<b>FY 2010 OBJECTIVE</b>	<b>To maintain the number of third party primary and secondary transactions at 3.6 million.</b>	
<b>Purpose:</b>	Companies authorized to conduct transactions on behalf of MVD provide alternative means of services to customers.	

PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Total number of third party transactions	3,545,272	267,719	253,644											521,363	3,562,427
Total Primary Transactions (driver licenses, titles and registrations)	2,083,035	167,991	162,135											330,126	2,093,448
Total Secondary Transactions (Ⓢ non-terminal, miscellaneous and Level I inspections)	1,462,237	99,728	91,509											191,237	1,468,979
Title & Registration third party locations	136	139	141											141	151
Level I Vehicle Inspection third party locations	482	482	482											482	490

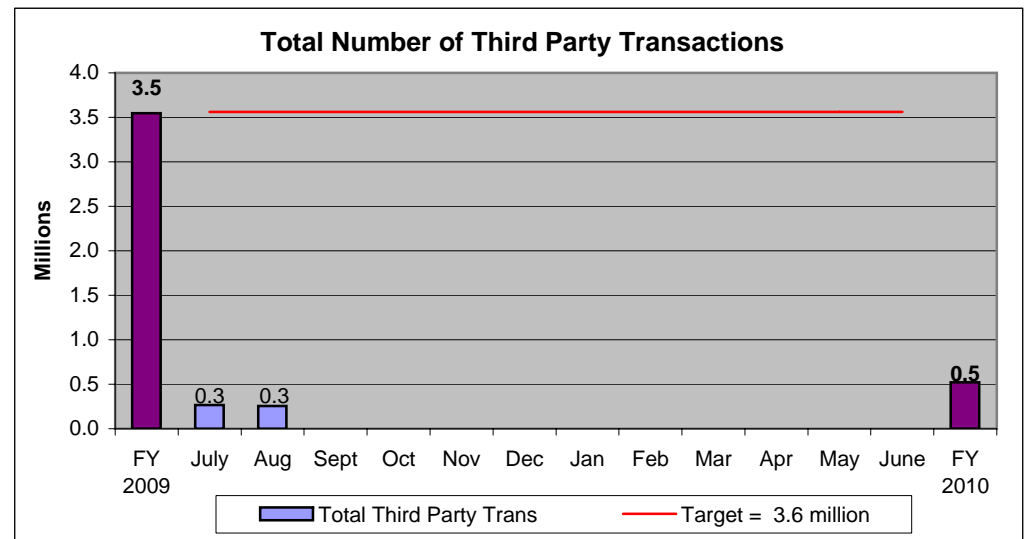
Ⓢ Non-terminal transactions are manual activities that are not reported in the Division's computer generated statistics (i.e., address change, affidavits of affixture, film requests, hold out receipts, NICI calls, return letters, sold notices, and AZ IRP).

Miscellaneous transactions consist of, but are not limited to, refunds and non-fee sessions.

**VARIANCE STATEMENT**

**JULY:** Total transactions (primary and secondary) decreased from last month due to less customer traffic and fewer motor carrier activities processed.

**AUGUST:** There are no significant changes this month.



<b>Competitive Government Partnerships</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	MVD GOAL	To increase the use of electronic service delivery.
<b>FY 2010 OBJECTIVE</b>	<b>Increase the number of electronic commercial Motor Vehicle Records (MVR) transactions comparable to MVD business by 3% (3,637,643).</b>	
<b>Purpose:</b>	The ability to request records electronically (rather than manually) provides convenience to customers, frees up staff time and resources, and alleviates customer traffic in MVD field offices and records unit.	

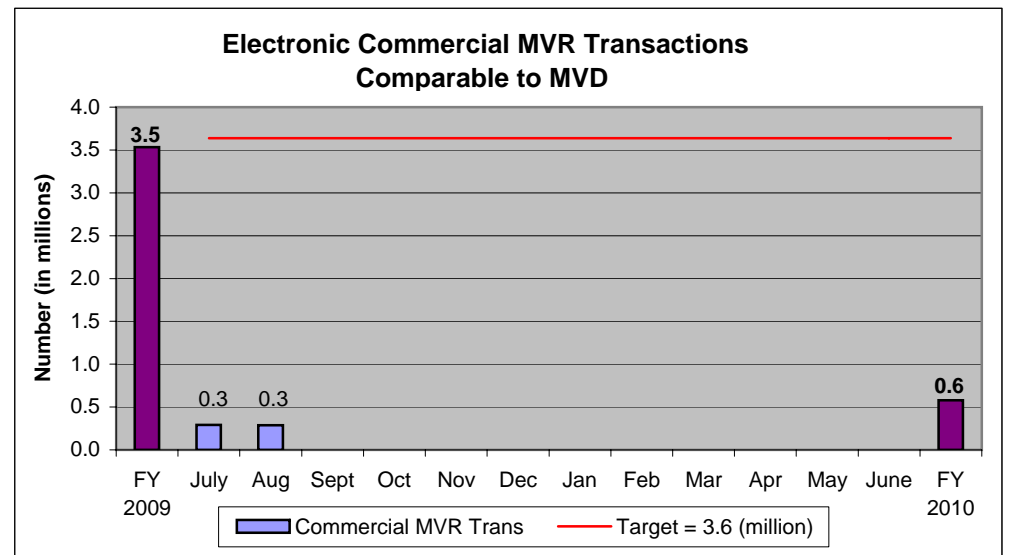
PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
MVR transactions comparable to MVD business ①	3,531,692	289,769	288,693											578,462	3,637,643
Electronic MVR transactions	15,961,001	1,379,115	1,307,335											2,686,450	16,439,831
Commercial companies requesting MVRs	109	110	110											110	119
Revenue collected for all MVRs	\$10,705,443	\$902,547	\$896,524											\$1,799,071	

① Transactions comparable to MVD business are the same types of transactions that are completed by customer service representatives in MVD field offices and the records unit.

**VARIANCE STATEMENT**

**JULY:** There are no significant changes this month.

**AUGUST:** There are no significant changes this month.



<b>Competitive Government Partnerships</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	MVD GOAL	To increase the use of electronic service delivery.
<b>FY 2010 OBJECTIVE</b>	<b>Increase the number of electronic government Motor Vehicle Record (MVR) transactions through MVRRS by 10% (1,134,606).</b>	
<b>Purpose:</b>	The ability to request records electronically through the Motor Vehicle Records Request System (MVRRS) provides convenience to customers, frees up staff time and resources, and alleviates customer traffic in MVD field offices.	

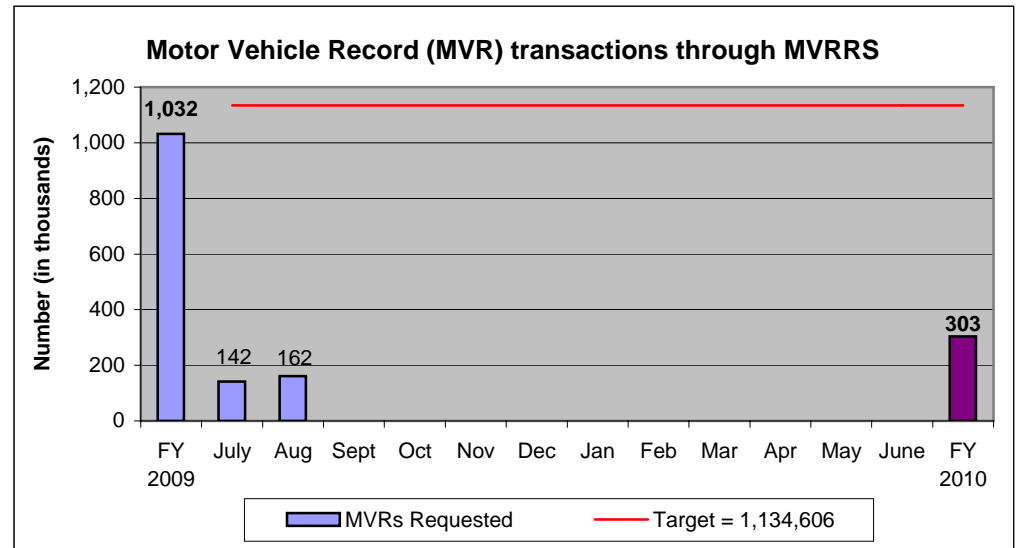
PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
MVRs requested	1,031,606	141,633	161,623											303,256	1,134,606
Government agencies requesting MVRs electronically	144	145	146											146	158
Photos requested through DPS ①	417,684	48,472	45,336											93,808	522,330

① Non-contributing (non-portal extraction) counts for the Arizona Criminal Justice Information System (ACJIS)

**VARIANCE STATEMENT**

**JULY:** Photos requested by DPS hit a new record this month.

**AUGUST:** MVR requests increased this month as ADOA completed the testing phase of dummy requests and submitted its first "real" batch request of 43,000 MVRs.



<b>Division Operational Support Services</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	MVD GOAL	To improve customer service.
<b>FY 2010 OBJECTIVE</b>	<b>Achieve an average Call Center Level II wait time of 23.4 minutes.</b>	
<b>Purpose:</b>	MVD strives to improve customer service by providing timely motor vehicle related information to the public. Level II calls, handled by MVD representatives, require customer information that cannot be obtained by a Level I agent (an inmate worker that responds to generic telephone calls only).	

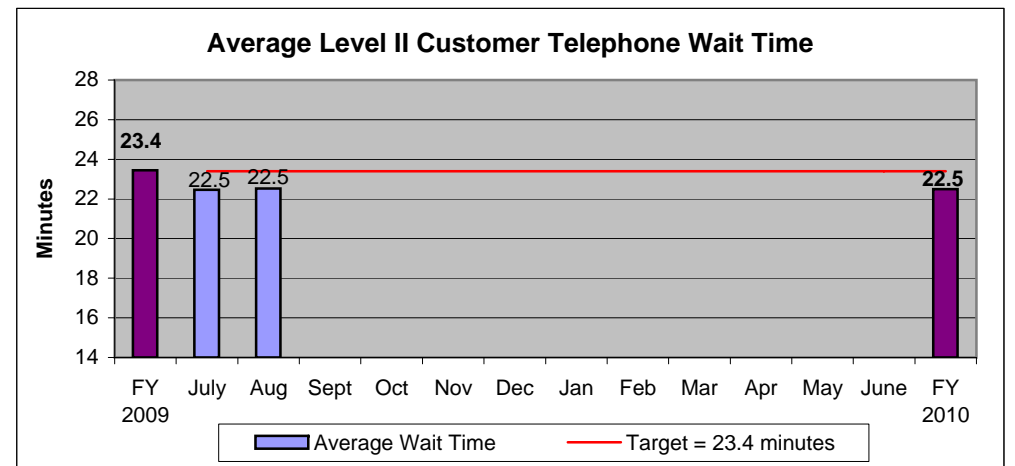
PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Average Level II telephone wait time (in minutes)	23.4	22.5	22.5											22.5	23.4
Level I telephone calls received	1,636,115	141,972	142,997											284,969	1,636,115
Level II telephone calls received	567,862	45,761	45,086											90,847	567,862
Total number of telephone calls received	2,203,977	187,733	188,083											375,816	2,203,977
Percent of abandoned Level II calls	36.1%	30.0%	31.2%											30.6%	36.0%
Percent of surveyed Level II customers satisfied with wait-time	23.7%	21.3%	34.7%											21.3%	24.0%
Percent of surveyed customers that indicated completed call saved office visit	50.9%	64.2%	67.2%											64.2%	51.0%

**NOTE:** The FY10 mandate by the Joint Legislative Budget Committee (JLBC) for Average Level II telephone wait time is 15.2 minutes. This is an unrealistic objective due to staff shortages and an ongoing hiring freeze. The average wait time for FY10 is expected to be over 23 minutes.

**VARIANCE STATEMENT**

**JULY:** Level II wait times were up this month due to a surge of inquiries on the Federal Cash for Clunkers program, non-receipt of renewal registrations, and DUI Interlock calibration discrepancies with installers.

**AUGUST:** There are no significant changes this month.



<b>Division Operational Support Services</b>	AGENCY GOAL	Use innovative and creative techniques to optimize the use of all resources.
	MVD GOAL	To increase the use of electronic service delivery.
<b>FY 2010 OBJECTIVE</b>	<b>Increase the number of participants completing blended courses to 750.</b>	
<b>Purpose:</b>	Blended courses provide alternatives to the Training Unit's location-based classrooms. Blended courses consist of all training modalities, including but not limited to video or telephone conferencing, web-based training, video, audio, programmed learning, and problem-based learning.	

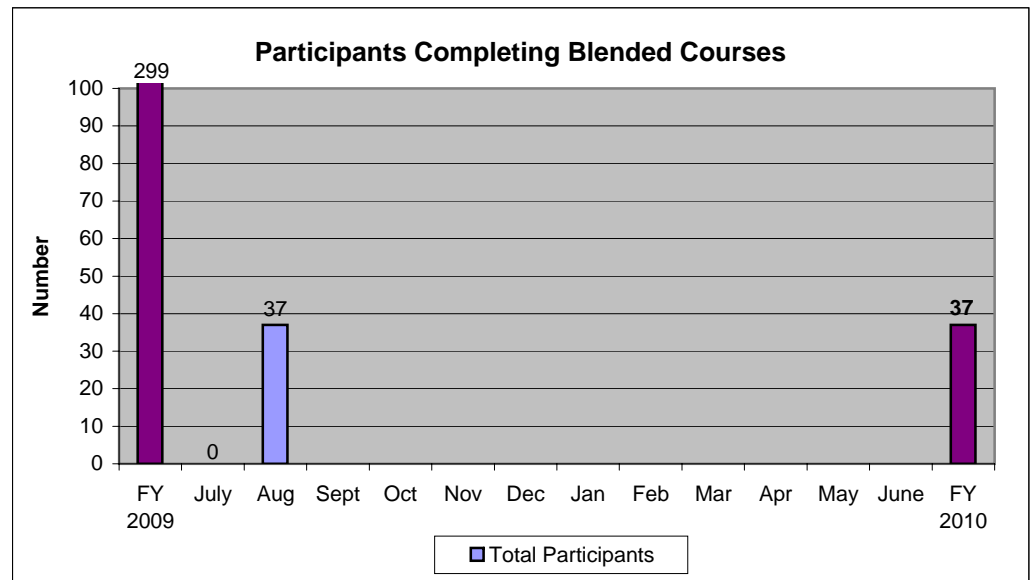
PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Total of all participants completing blended courses	299	0	37											37	750
MVD participants completing blended courses	76	0	0											0	550
Third Party participants completing blended courses	268	0	37											37	200
Blended courses added	6	0	0											0	40

**NOTE:** Blended courses include: online modules for MVD and third parties, web-based classes, video based classes, and programmed learning in all areas of driver licensing and titles and registration.

**VARIANCE STATEMENT**

**JULY:** No blended courses were taken. Staff worked on revising content and improving delivery options for both blended and regular classes and developing patterns for building new classes.

**AUGUST:** Although no MVD training classes were held this month, there was one online Third Party test-out day.



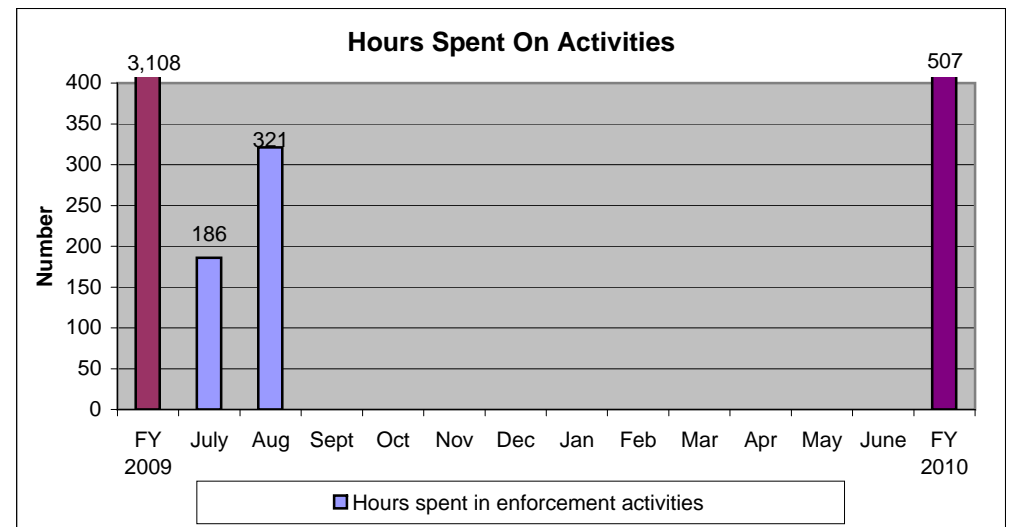
<b>Motor Carrier and Tax Services</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	MVD GOAL	To promote the efficient generation, collection, and management of revenues to meet public needs.
<b>FY 2010 OBJECTIVE</b>	<b>Increase the number of hours spent participating in enforcement activities that serve to identify fuel tax fraud to 3,100.</b>	
<b>Purpose:</b>	The Tax Evasion Unit conducts details to identify fuel tax evasion schemes and violations including: misuse of dyed diesel fuel and heavy class vehicles (required to pay the higher fuel excise tax rate) obtaining fuel at a designated light class fuel dispenser. Issuance of penalties and citations promote compliance of fuel excise tax laws and regulations. The unit also performs inspections of vendors that sell diesel fuel to ensure they have a use fuel license and display the excise tax rate decal on diesel dispensers. As a result of these efforts, excise tax revenue is collected and distributed to state and federal governments.	

PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Hours spent in enforcement activities	3,108	186	321											507	3,100
Hours spent on other activities not directly related to direct enforcement duties	439	14	9											23	440
Officer hours available	3,529	200	330											530	3,500
Dyed diesel fuel tests	3,701	0	166											166	4,000
Dyed diesel fuel violations	19	0	2											2	20
Vendor compliance inspections	182	8	16											24	180
Vendor decal violations	242	15	22											37	240
Vendors with decal violations	69	3	6											9	70
Vendors not in compliance with licensure requirements	41	2	2											4	40
Light class fuel violations	55	6	8											14	55
Number of penalty assessments (light class, decal, dyed fuel, and misc.violations)	187	10	16											26	185
Amount of penalty assessments	\$223,979	\$7,513	\$11,999											\$19,512	\$100,000
Revenue collected (in dollars)	\$2,640,405	\$11,141	\$10,987											\$22,728	1,650,000
Full-time positions available/filled	2	2	2											2	2

**VARIANCE STATEMENT**

**JULY:** There was no dyed fuel testing this month due to reduced hours and a concentration on vendor inspections and light class fuel violations. No revenue was collected involving joint projects; however, penalty assessments are pending.

**AUGUST:** More enforcement hours were available, increasing dyed fuel tests and inspections.



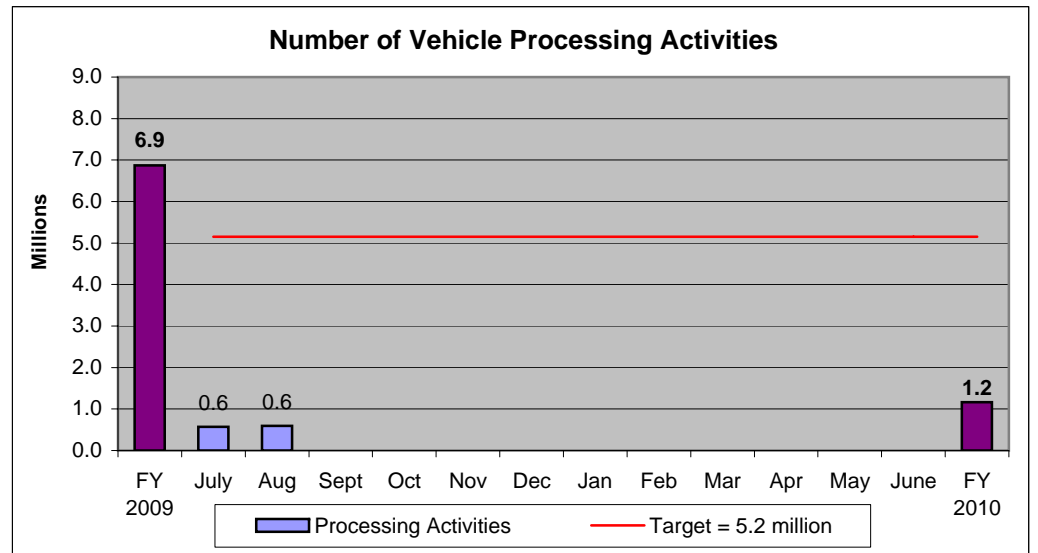
<b>Motor Vehicle Enforcement Services</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	MVD GOAL	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
<b>FY 2010 OBJECTIVE</b>	<b>Achieve 5.2 million commercial vehicle processing activities at Fixed Ports of Entry.</b>	
<b>Purpose:</b>	MVD is responsible for ensuring that commercial vehicles adhere to federal and state laws regarding size, weight, credentials, and safety. Complying with such laws decreases damage to highways and potential for motor vehicle accidents. Revenues are also collected, resulting in distribution of funds to various agencies, counties, and cities.	

PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Number of vehicle processing activities (includes credential checks, safety inspections, weights and permit sales)	6,869,156	568,231	597,381											1,165,612	5,151,867
Vehicles processed	2,104,307	156,090	163,231											319,321	1,578,230
Safety inspections completed	13,451	1,303	1,277											2,580	10,088
Commercial carriers placed out of service	5,227	487	372											859	3,920
Percent of commercial carriers placed out of service	38.9%	37.4%	29.1%											33.3%	38.9%
Vehicles measured/weighed	4,312,309	391,976	416,020											807,996	3,234,232
Vehicles in violation size/weight requirements	23,405	1,397	1,606											3,003	17,554
Permits sold	439,089	18,862	16,853											35,715	329,317
Revenue collected from permit sales	\$12,720,693	\$749,606	\$685,371											\$1,434,977	\$9,540,520
Ports of Entry (POE) hours of operation	77,210	6,072	6,113											12,185	57,908
Commercial vehicle safety inspections at the six southern border ports (including mobile enforcement details)	10,119	992	980											1,972	7,589

**VARIANCE STATEMENT**

**JULY:** There are no significant changes this month; most activities remain down due to fewer hours of operation, while safety inspections remain high due to additional staffing at the Arizona/Mexico border ports through the Border Enforcement Grant (BEG).

**AUGUST:** Most activities increased as a result of more vehicles processed due to an increase in hours of operation. Fewer carriers were placed out of service due to a decrease in the number of safety inspections completed.



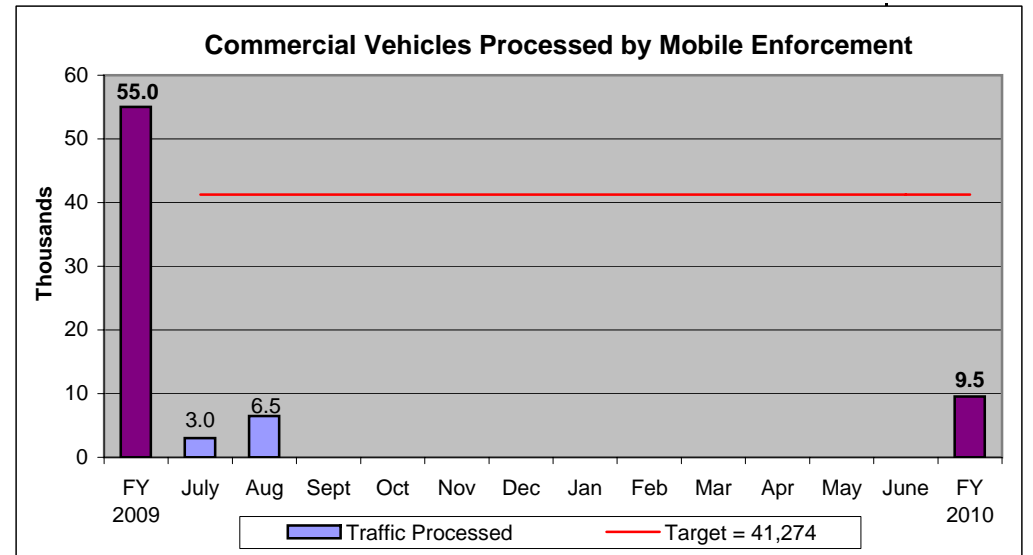
<b>Motor Vehicle Enforcement Services</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	MVD GOAL	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
<b>FY 2010 OBJECTIVE</b>	<b>Increase commercial vehicles processed through Mobile Enforcement Units to 41,274.</b>	
<b>Purpose:</b>	The primary purpose of Mobile Enforcement is to regulate commercial vehicle size and weight laws on intrastate highways and illegal circumvention of fixed ports of entry. The use of mobile enforcement units helps to maximize enforcement-related mandates and increase highway safety.	

PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Number of vehicles processed (includes credential checks, safety inspections, weighs and permit sales)	55,032	3,023	6,507											9,530	41,274
Safety inspections completed	4,487	360	414											774	3,365
Commercial carriers placed out of service	795	88	45											133	596
Percent of commercial carriers placed out of service	17.7%	24.4%	10.9%											17.2%	17.7%
Vehicles measured/weighed	24,858	1,289	2,969											4,258	18,644
Vehicles in violation size/weight requirements	1,389	30	207											237	1,041
Permits sold	80	0	12											12	60
Revenue collected from permit sales	\$2,521	\$0	\$313											\$313	\$1,891

**VARIANCE STATEMENT**

**JULY:** Safety inspections increased due to additional activities in the southern border counties to comply with obligations of the Border Enforcement Grant (BEG).

**AUGUST:** The increase in vehicles processed and related activities was due to additional Mobile Enforcement activities in the Central and Northern Regions. Although more vehicles were processed, fewer carriers exhibited safety violations.



<b>Motor Vehicle Enforcement Services</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To promote the efficient generation, collection, and management of revenues to meet public needs.
<b>FY 2010 OBJECTIVE</b>	<b>Increase revenue collected through active enforcement efforts to \$2.5 million.</b>	
<b>Purpose:</b>	Effective registration compliance provides the public with information about registration laws while generating revenue supporting a statewide safe transportation system. Although registration compliance includes activities that are both active (officer involvement actions) and indirect (systems generated), these measurements reflect only active compliance officer activities.	

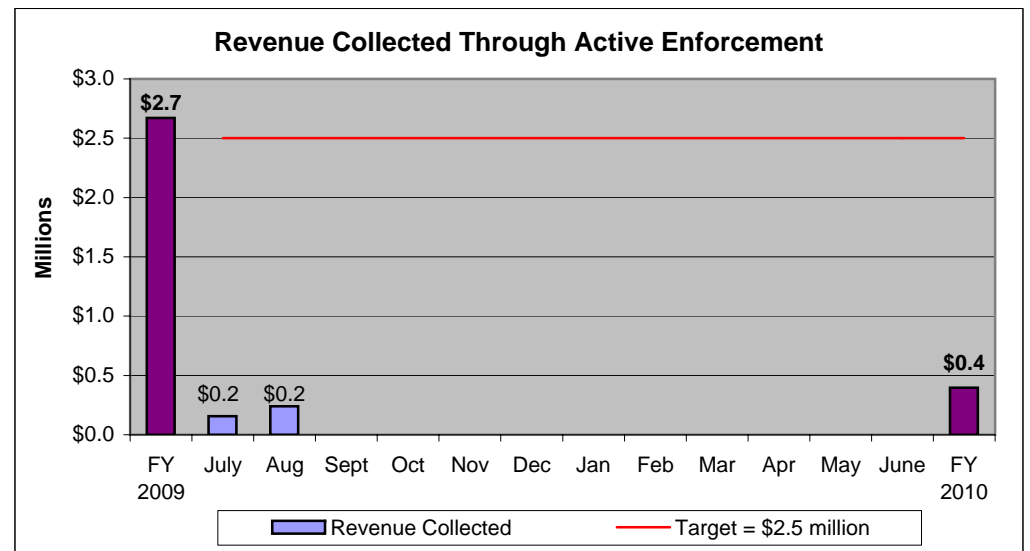
PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Direct revenues generated from active enforcement efforts	\$2,671,730	\$157,219	\$239,727											\$396,946	\$2,500,000
New cases opened ①	36,725	3,162	2,886											6,048	35,000
Warnings written	42,363	3,772	3,478											7,250	45,000
Vehicles registered	17,404	1,250	1,320											2,570	18,000

① Types of new cases opened: 800 calls, special details, warnings, on-views (observations of potential violations), in-person complaints, and website reports. NOTE: Not all warnings issued become open cases as some vehicles are registered before the warning is entered into the system.

**VARIANCE STATEMENT**

**JULY:** There are no significant changes this month.

**AUGUST:** Revenue increased this month as the number and average VLT of vehicles registered increased.



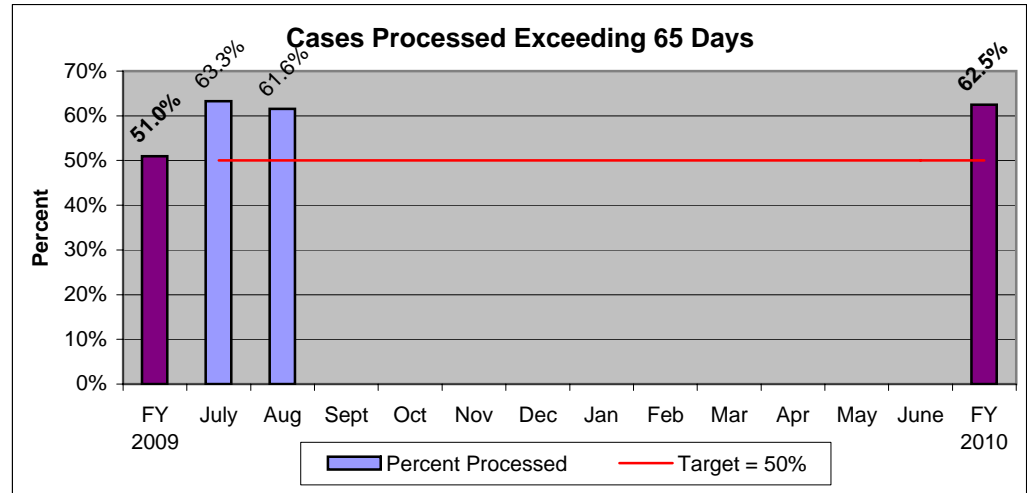
<b>Executive Hearing Office</b>	AGENCY GOAL	Optimize the quality, timeliness, and cost effectiveness of our products and services.
	PROGRAM GOAL	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
<b>FY 2010 OBJECTIVE</b>	<b>Reduce the number of cases processed in excess of 65 days to 50%.</b>	
<b>Purpose:</b>	The majority of hearings involve problem drivers and drivers impaired by alcohol and drugs. It is important that cases are processed in a timely manner as drivers stay on the road until their case is heard.	

PERFORMANCE MEASURES	FY 2009	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2010	FY 2010 Objective
Percent of cases processed exceeding 65 days	51.0%	63.3%	61.6%											62.5%	50.0%
Number of cases processed exceeding 65 days	7,759	896	738											1,634	8,000
Total cases of all types processed	15,227	1,416	1,199											2,615	20,000

**VARIANCE STATEMENT**

**JULY:** An effort continues to reduce the number of cases over 65 days old. The addition of a new Administrative Law Judge and a new travel schedule resulted in an increase of older cases (65+) closed in July.

**AUGUST:** Efforts begun in July appear to be reflected in the decrease in cases over 65 days old.



<b>Support Services Executive Services Group</b>	AGENCY GOAL	To optimize the use of all resources.
	MVD GOAL	To promote safety and security in the workplace
<b>CY 2009 OBJECTIVE</b>	<b>Maintain the Division Injury Incidence Rate at 4.00 per 100 employees.</b>	
<b>Purpose:</b>	ADOT strives to promote a safe working environment for employees throughout the agency. Safety data is reported to the agency director monthly.	

PERFORMANCE MEASURES	CY 2008	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2009 (July)	CY 2009 Objective
Injury Incidence Rate (per 100 employees)	2.572													3.064	4.00
Lost Work Day Rate (per 100 employees)	9.562													1.149	17.00
Number of recordable injuries	39													24	50
Number of lost time injuries	12													9	19
Lost work days due to injury	145													268	245
Total Hours Worked	3,032,712													1,566,739	3,300,000

**Notes:**  
 Effective March 2009, only the cumulative calendar year-to-date count will be posted.  
 Data included in this measurement may be one month behind the reporting month.  
 Injury Incidence Rate and Lost Workday Rates are based upon OSHA standards and reflect the number per 100 employees on an annualized basis.

