

Department of Motor Vehicles

Preferred Services Report for January 2011

Individual Customers

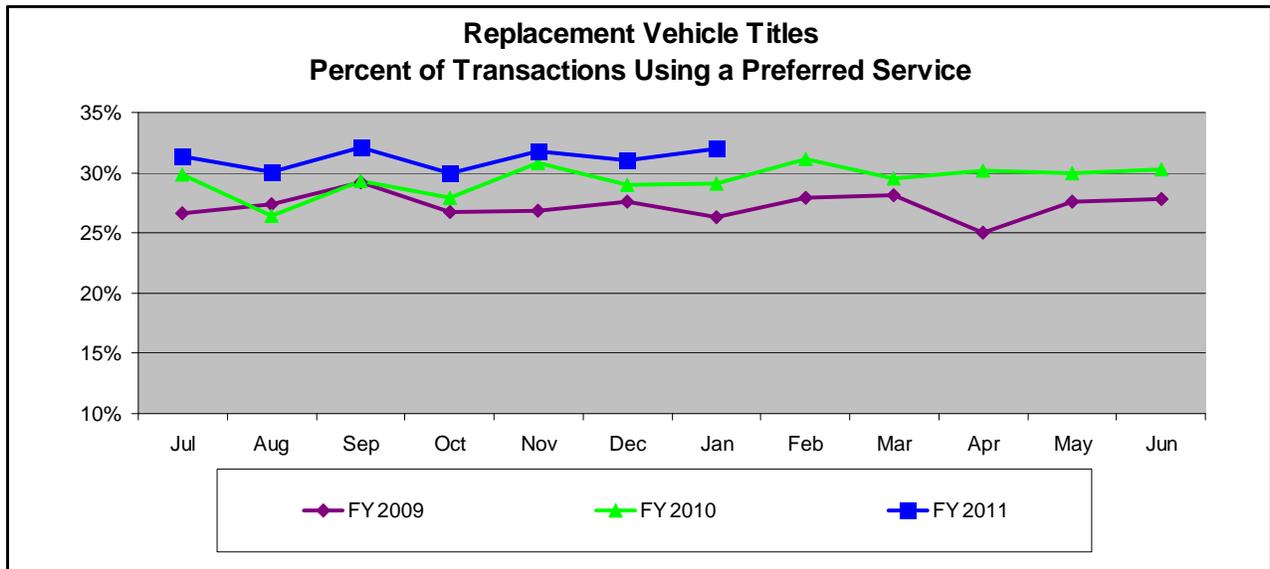
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	9,665	100.0%	8,979	100.0%	0.0%	0.0%
CSCs	6,572	68.0%	6,368	70.9%	-4.1%	-3.4%
Preferred Services:	3,093	32.0%	2,611	29.1%	10.0%	8.3%
Mail-In	332	3.4%	471	5.2%	-34.6%	-20.7%
Internet*	1,171	12.1%	499	5.6%	116.1%	80.0%
DMV Select	1,590	16.5%	1,641	18.3%	-9.8%	-5.1%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage, as indicated in the "Adjusted Month to Date" column, increased by 10% from 29.1% in January 2010 to 32% in January 2011. As indicated in the chart below, the percentage of Preferred Services transactions for all months in FY 2011 was higher than the same months for the last two FYs.



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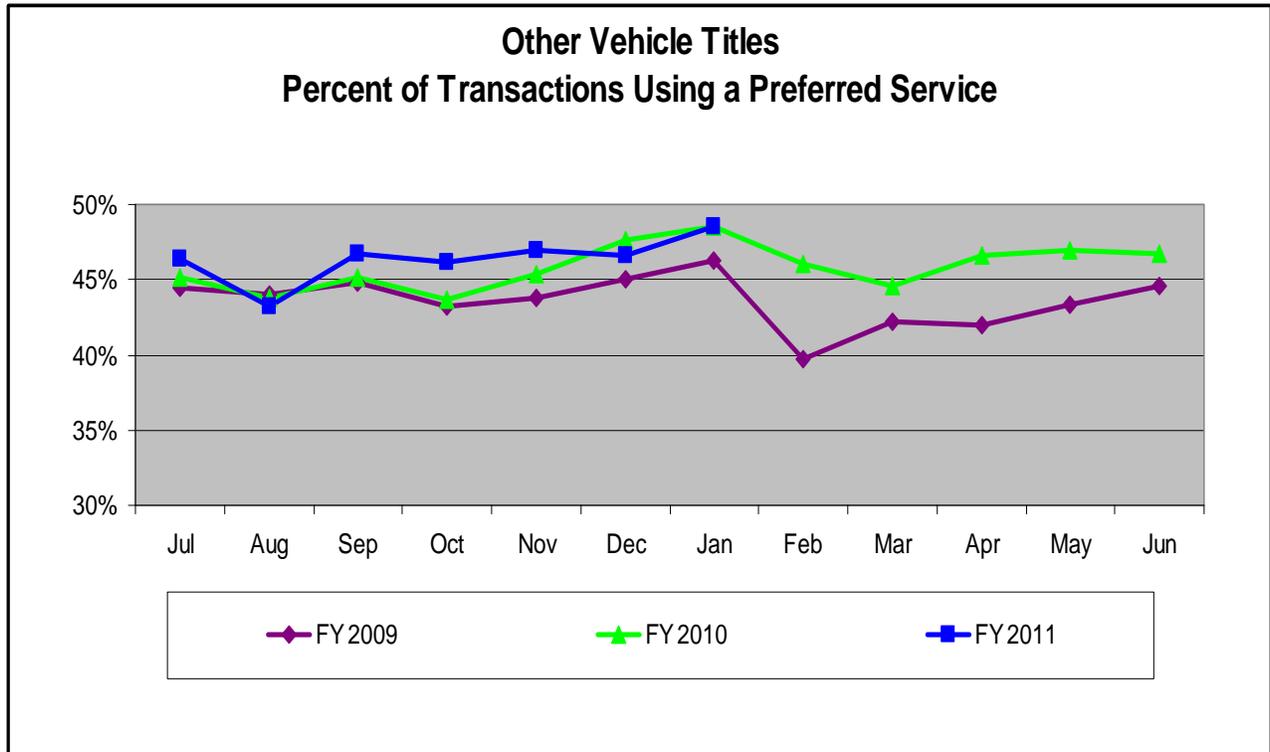
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	164,540	100.0%	154,402	100.0%	0.0%	0.0%
CSCs	84,724	51.5%	79,563	51.5%	0.0%	-0.4%
Preferred Services:	79,816	48.5%	74,839	48.5%	0.0%	0.4%
Mail-In	5,501	3.3%	6,617	4.3%	-23.3%	-7.3%
GATARS	5	0.0%	8	0.0%	0.0%	0.0%
On-Line Dealer	51,923	31.6%	43,674	28.3%	11.7%	7.2%
DMV Select	22,387	13.6%	24,540	15.9%	-14.5%	-9.6%

Source: Statistical Repository

* Consists of original, transfer, supplemental, substitute, repossessed, and salvage titles.

Preferred service usage stayed the same when comparing January 2010 and January 2011. The chart below shows Preferred Services usage has been higher for most months in FY 2011 compared to the same months in the last FY.



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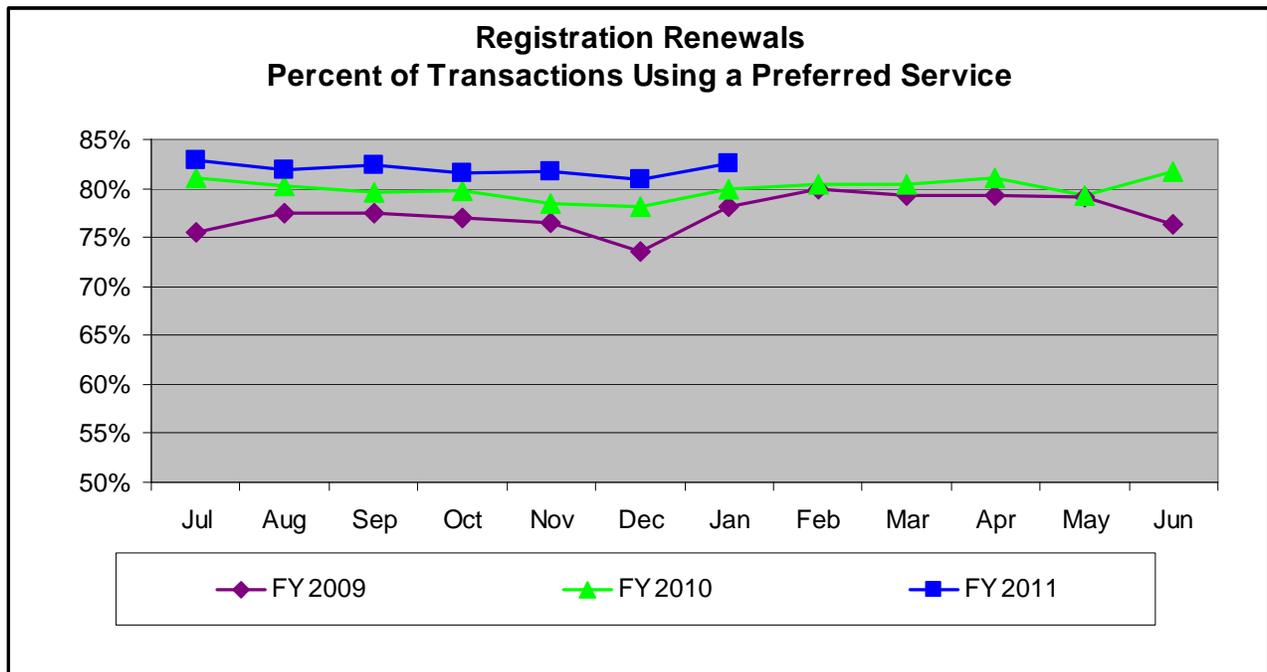
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	335,684	100.0%	328,509	100.0%	0.0%	0.0%
CSCs	58,521	17.4%	65,546	20.0%	-13.0%	-11.3%
Preferred Services:	277,163	82.6%	262,963	80.0%	3.2%	2.9%
Mail-In	113,800	33.9%	117,099	35.6%	-4.8%	-3.7%
Internet	127,060	37.9%	111,202	33.9%	11.8%	10.0%
On-line Dealer	2,266	0.7%	1,795	0.5%	40.0%	0.0%
DMV Direct	7,227	2.2%	7,777	2.4%	-8.3%	-4.5%
DMV Select	26,810	8.0%	25,090	7.6%	5.3%	6.8%

Source: Statistical Repository

Preferred Service usage in January 2011 increased by 3.2 percent from 80% in January 2010 to 82.6% in January 2011. As shown in the graph below, the percent of total transactions completed through Preferred Services has been higher for each month in FY 2011 compared to the same months for the last two years.



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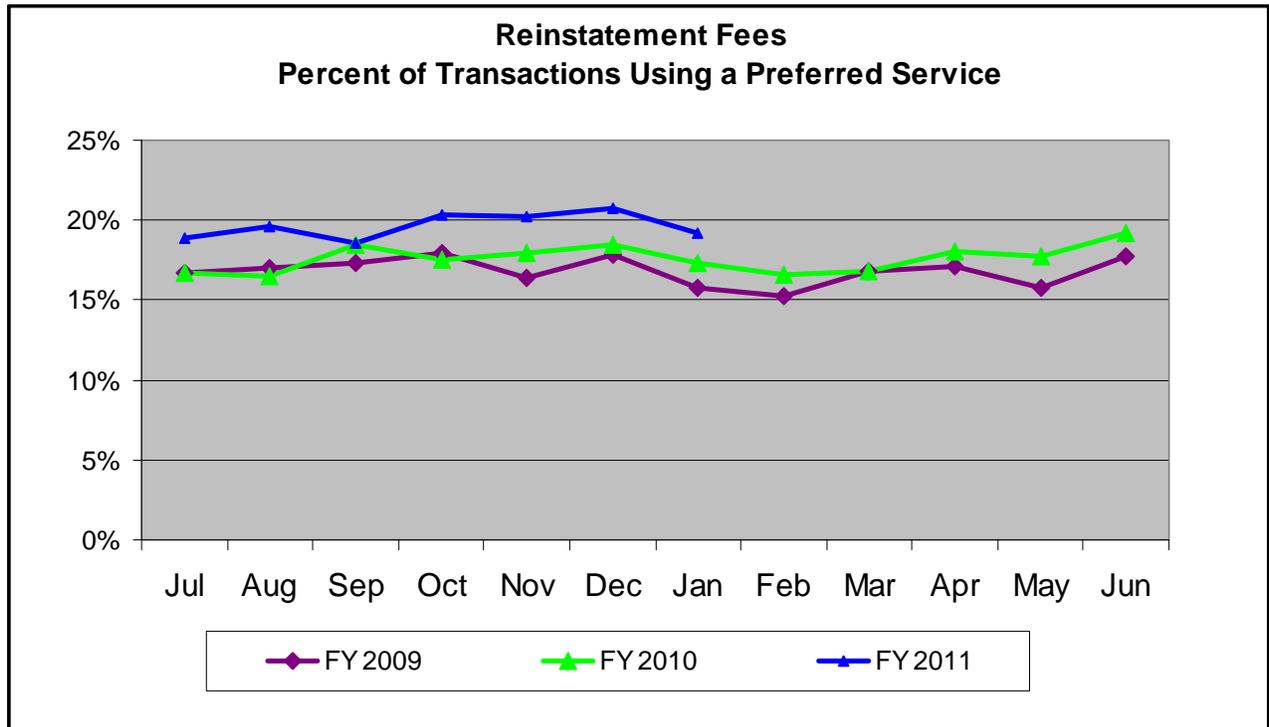
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	16,663	100.0%	18,534	100.0%	0.0%	0.0%
CSCs	13,470	80.8%	15,328	82.7%	-2.3%	-2.4%
Preferred Services:	3,193	19.2%	3,206	17.3%	11.0%	11.4%
DMV Direct	2136	12.8%	2585	13.9%	-7.9%	-2.1%
Internet	827	5.0%	309	1.7%	194.1%	166.7%
Mail In	218	1.3%	291	1.6%	-18.8%	-6.3%
Weigh Station	12	0.1%	21	0.1%	0.0%	0.0%

Source: Statistical Repository

Preferred service usage increased by 11% from 17.3% in January 2010 to 19.2% in January 2011. The percentage of Reinstatement Fee transactions by Preferred Services, as shown in the chart below, has been greater for most months in FY 2011 than the same months for the last two years.



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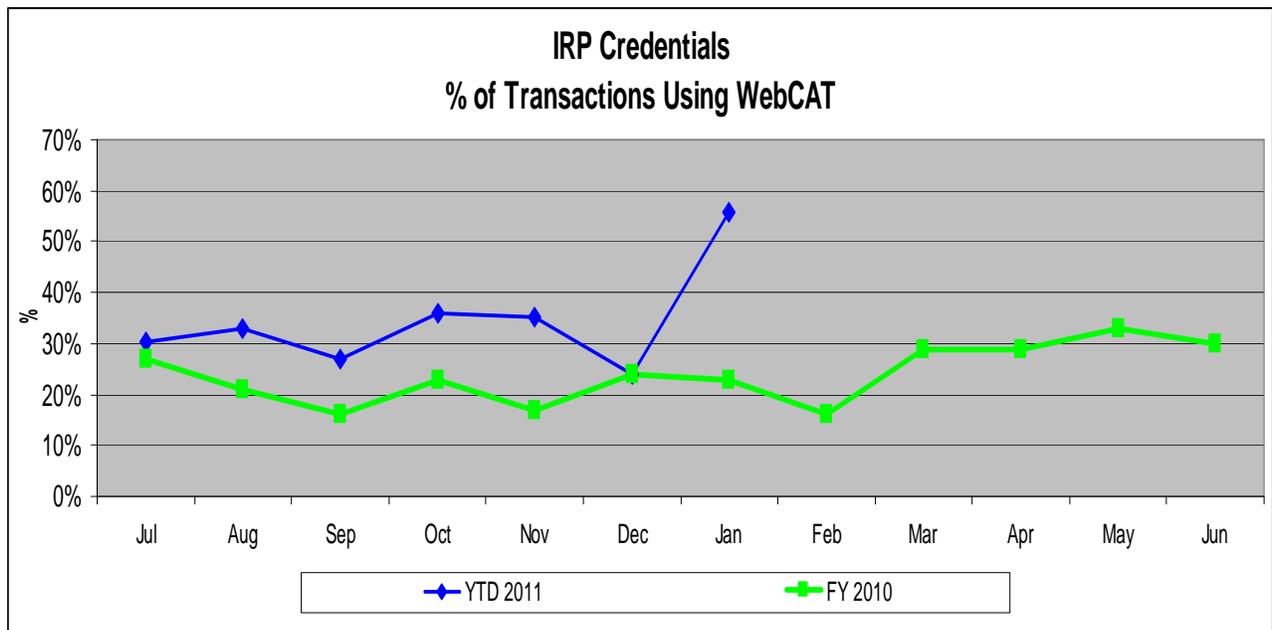
Business Customers

IRP Transaction Volumes by Service Option

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	3,264	100.0%	3,380	100.0%	0.0%	0.0%
Non-WebCAT	1,442	44.2%	2,612	77.3%	-33.1%	-27.5%
WebCAT:	1,822	55.8%	768	22.7%	33.1%	74.4%

Source: VISTA/RS

WebCAT usage for IRP transactions increased by 33.1% from 22.7% in January 2010 to 55.8% in January 2011. IRP transactions through WebCAT have been higher for most months of FY 2011 as compared to the same months in FY 2010.



In January 2011, 81.6% of customers with IRP transactions conducted at least part of their business (dropping off the paperwork and/or picking up the credentials) using a CSC.

CSC Involvement in Non-WebCAT Transactions		
		% of Total
IRP Transactions with CSCs	591	81.6%
IRP Transactions with no CSC Involvement	133	18.4%
Total	724	100.0%

Source: IFTA/IRP Performance Tracking System

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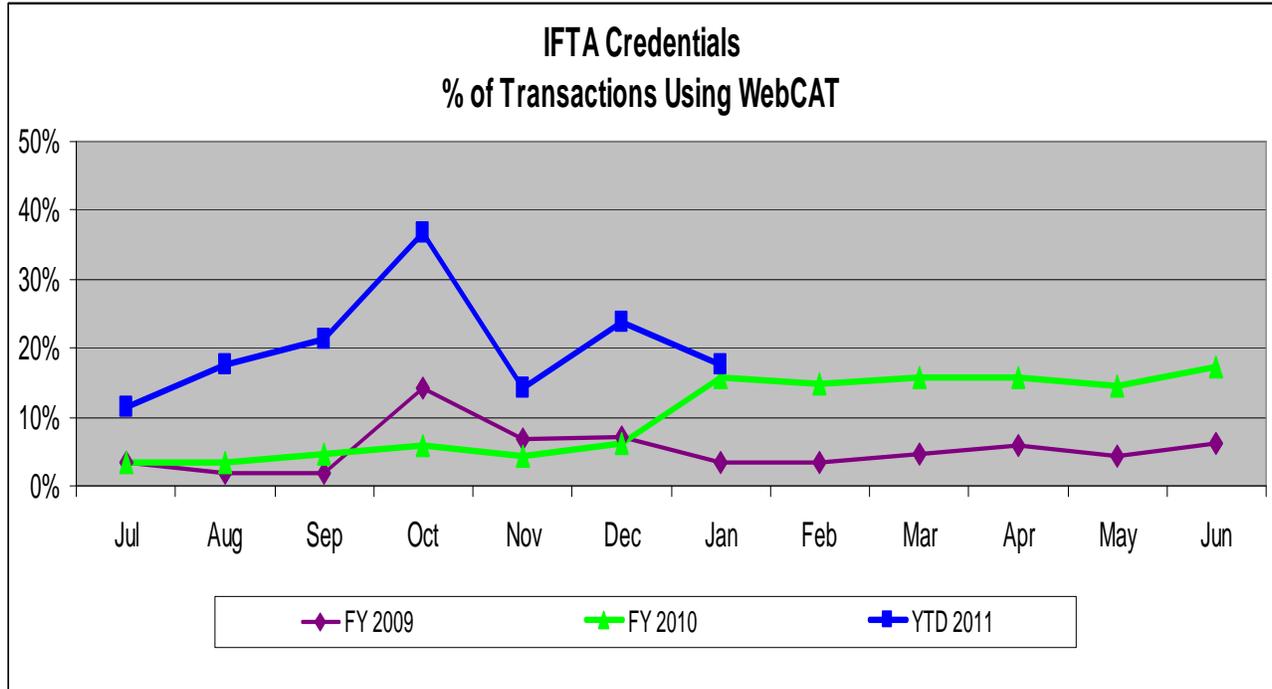
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IFTA Credentialing Transaction Volumes by Service Option

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	1,078	100.0%	972	100.0%	0.0%	-8.8%
Non-Webcat	888	82.4%	818	84.2%	-2.1%	25.0%
WebCAT	190	17.6%	154	15.8%	11.4%	-3.8%

Source: VISTA/RS

WebCAT usage for IFTA transactions increased by 11.4% from 15.8% in January 2010 to 17.6% in January 2011. As shown in the graph below, the percentage of IFTA transactions that were conducted through Preferred Services have been higher for each month of FY 2011 compared to the same months for the last two FYs.



In January 2011 83.8% of customers with IFTA transactions conducted at least part of their business (dropping off the paperwork and/or picking up the credentials) using a CSC.

CSC Involvement in Non-WebCAT Credentialing Transactions		
		% of Total
IFTA Transactions with CSCs	615	83.8%
IFTA Transactions with no CSC Involvement	119	16.2%
Total	734	100.0%

Source: IFTA/IRP Performance Tracking System

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions Online

Driver: It saves me time and gas. Thank you for the excellent site. (1/31/2011 9:36:48 PM)

Vehicle: User friendly (1/17/2011 6:03:23 PM)

Plate: excellent (1/17/2011 10:09:46 AM)

General: Soooooo much easier than doing this transaction in person. Glad so much can be done with your office online. (1/16/2011 9:48:54 AM)

Plate: It was SO easy! I hope everything will arrive in the mail a little sooner than 4 weeks. (1/15/2011 12:30:07 PM)

Vehicle: I found it a little difficult to get to the renewal site on the web site. Once there, it was easy to use. (1/14/2011 11:36:49 AM)