

Department of Motor Vehicles

Preferred Services Report for April 2008

Individual Customers

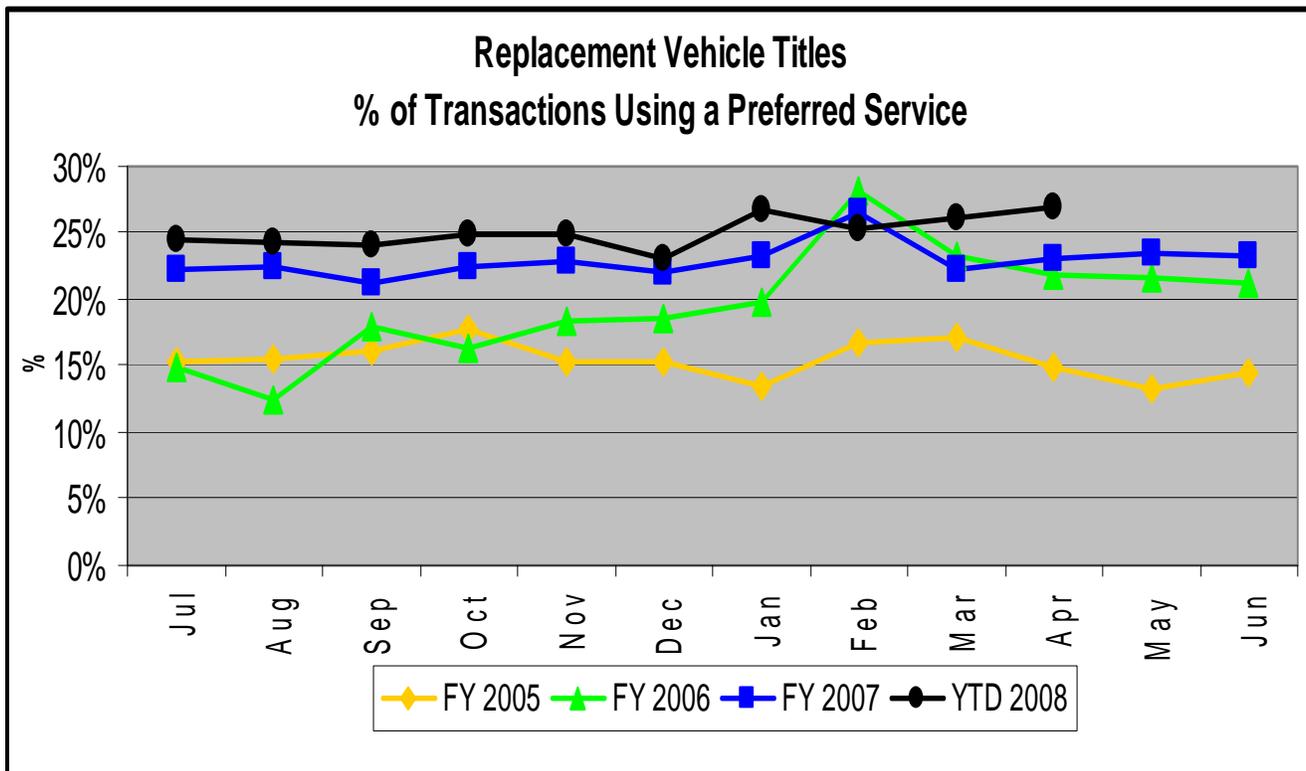
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	11,130	100.0%	10,961	100.0%
CSCs	8,128	73.0%	8,434	76.9%
Preferred Services:	3,002	27.0%	2,527	23.1%
Mail-In	917	8.2%	790	7.2%
Internet*	530	4.8%	421	3.8%
Touchtone	4	0.0%	11	0.1%
DMV Select	1,551	13.9%	1,305	11.9%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Customers increased their percentage use of preferred services for Replacement Vehicle Titles by 3.9% from April 2007 to April 2008. As shown in the chart, the percentage use of preferred services has been increasing between February and April 2008.



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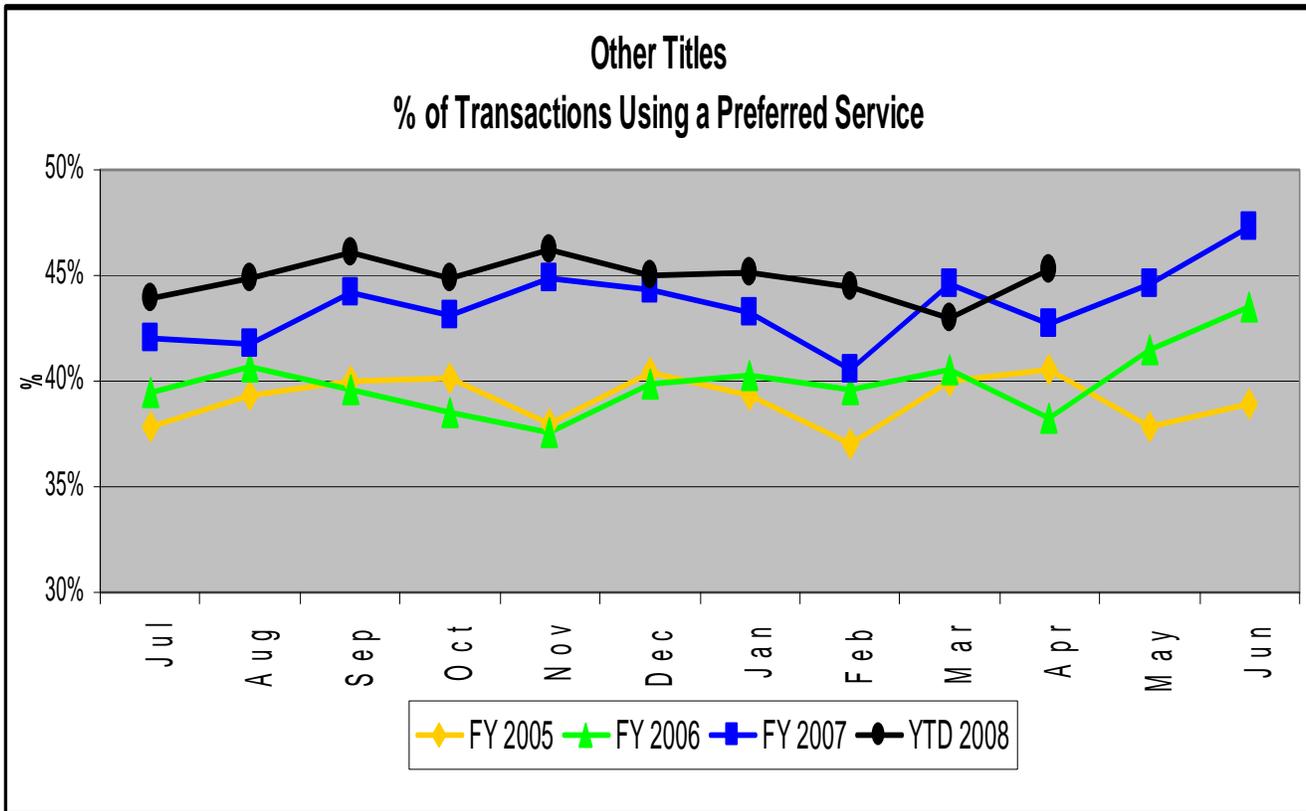
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	204,716	100.0%	210,085	100.0%
CSCs	111,930	54.7%	120,316	57.3%
Preferred Services:	92,786	45.3%	89,769	42.7%
Mail-In	7,157	3.5%	8,440	4.0%
GATARS	116	0.1%	26	0.0%
On-Line Dealer	58,726	28.7%	59,099	28.1%
DMV Select	26,787	13.1%	22,204	10.6%

Source: Statistical Repository

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

Between April 2007 and April 2008, the percentage use of preferred services for other Vehicle Titles increased by 2.6%. As shown in the chart, the percentage use of preferred services for other Titles is slightly higher for most months in FY 2008 compared to the same months in the last three fiscal years.



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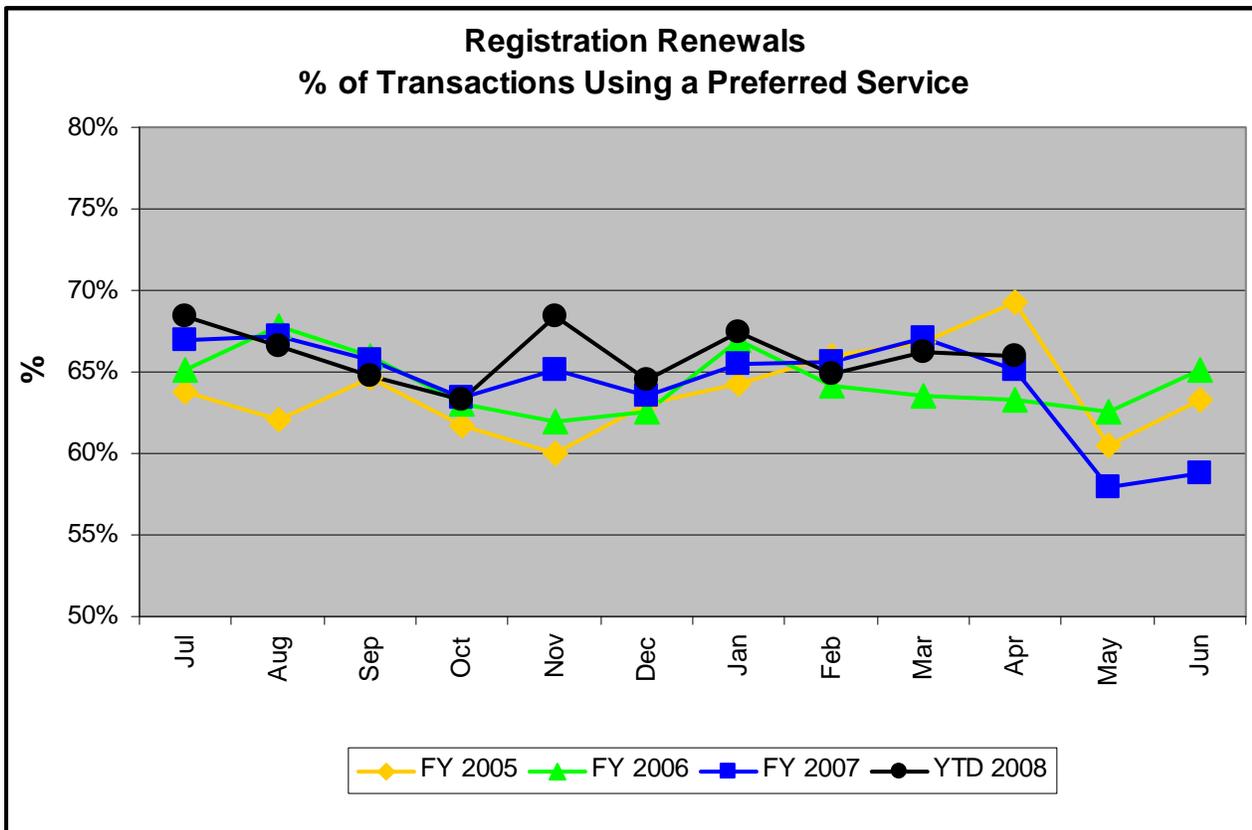
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	430,224	100.0%	422,315	100.0%
CSCs	146,354	34.0%	147,401	34.9%
Preferred Services:	283,870	66.0%	274,914	65.1%
Mail-In	164,797	38.3%	171,067	40.5%
Internet	82,730	19.2%	69,698	16.5%
On-Line Dealer	3,300	0.8%	1,521	0.4%
Touchtone	6,640	1.5%	9,275	2.2%
DMV Select	25,397	5.9%	21,850	5.2%
Cyber Sites	1,006	0.2%	1,503	0.4%

Source: Statistical Repository

The percentage of customers who renewed their vehicle registration by a preferred service increased slightly between April 2007 and April 2008. While the Touchtone and Mail-in options declined, the percentage use of the Internet and DMV Select options increased. As shown in the following chart, the percentage use of preferred services by customers has stayed between 60% and 70% for all months in FY 2008.



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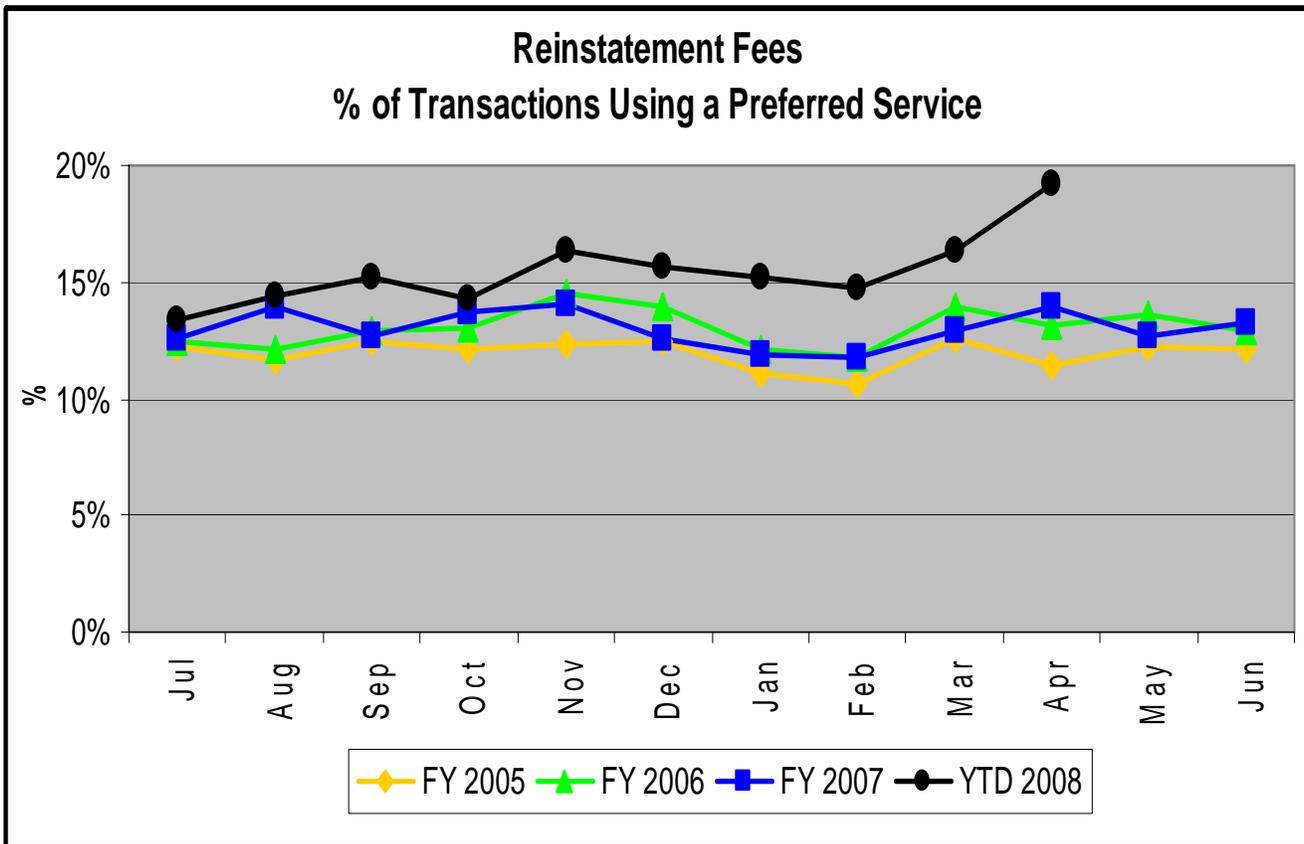
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	20,266	100.0%	19,513	100.0%
CSCs	16,381	80.8%	16,801	86.1%
Preferred Services:	3,885	19.2%	2,712	13.9%
DMV Direct	3,266	16.1%	2,162	11.1%
Internet	205	1.0%	0	0.0%
Mail In	390	1.9%	516	2.6%
Weigh Station	24	0.1%	34	0.2%

Source: Statistical Repository

The percentage of customers who paid their reinstatement fee by a preferred service increased by 5.3% for April 2008 versus April 2007. The DMV Direct and Internet options increased, more than offsetting the decline in the mail-in option. As shown in the chart, the percentage use of preferred services by customers for April 2008 was at its highest level in the last three fiscal years.



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Business Customers

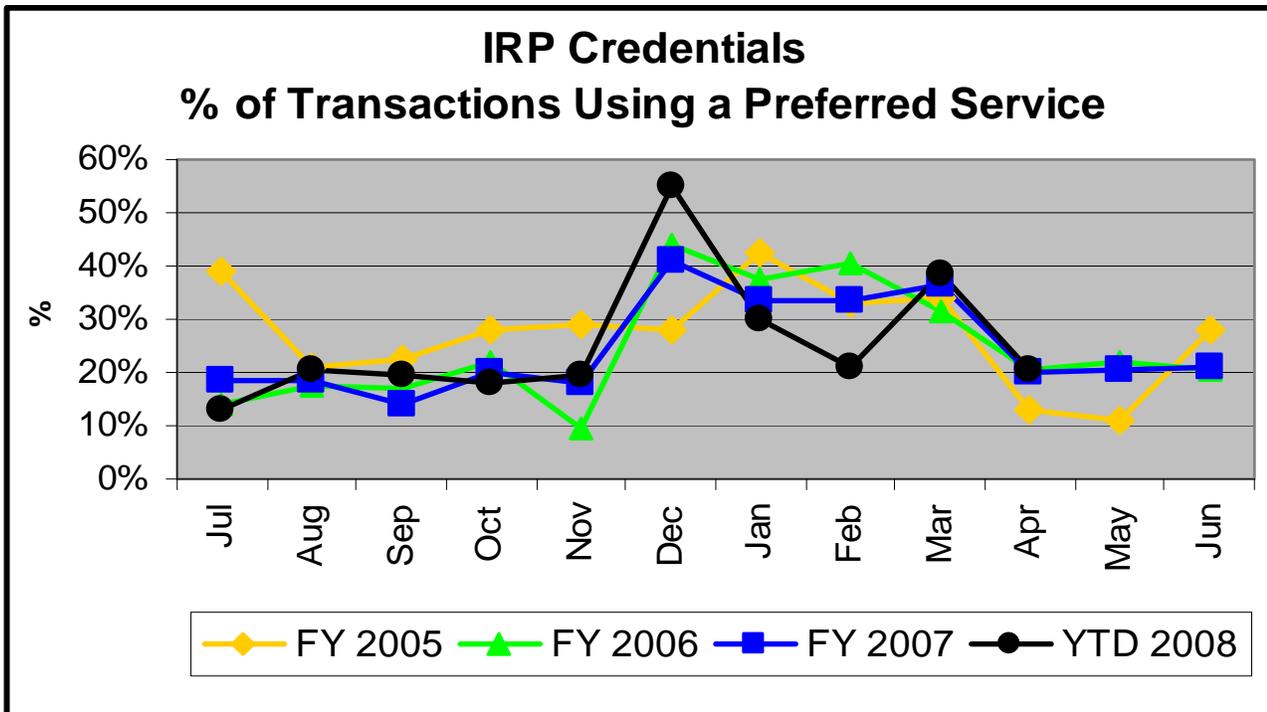
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	3,380	100.0%	3,495	100.0%
CSCs	2,682	79.3%	2,790	79.8%
Preferred Services:	698	20.7%	705	20.2%
Mail-In/Fax	231	6.8%	464	13.3%
WebCAT	467	13.8%	241	6.9%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated. Although the processing of Richmond CSC and Portsmouth District are centralized in headquarters, customers still originated their transactions at a CSC.

The percentage of business customers who completed IRP transactions via a preferred service stayed at about the same level when comparing April 2006 and 2007 with April 2008. The percentage use of the WebCAT option increased by 6.9%, offsetting the decrease in the use of Mail-in/Fax.



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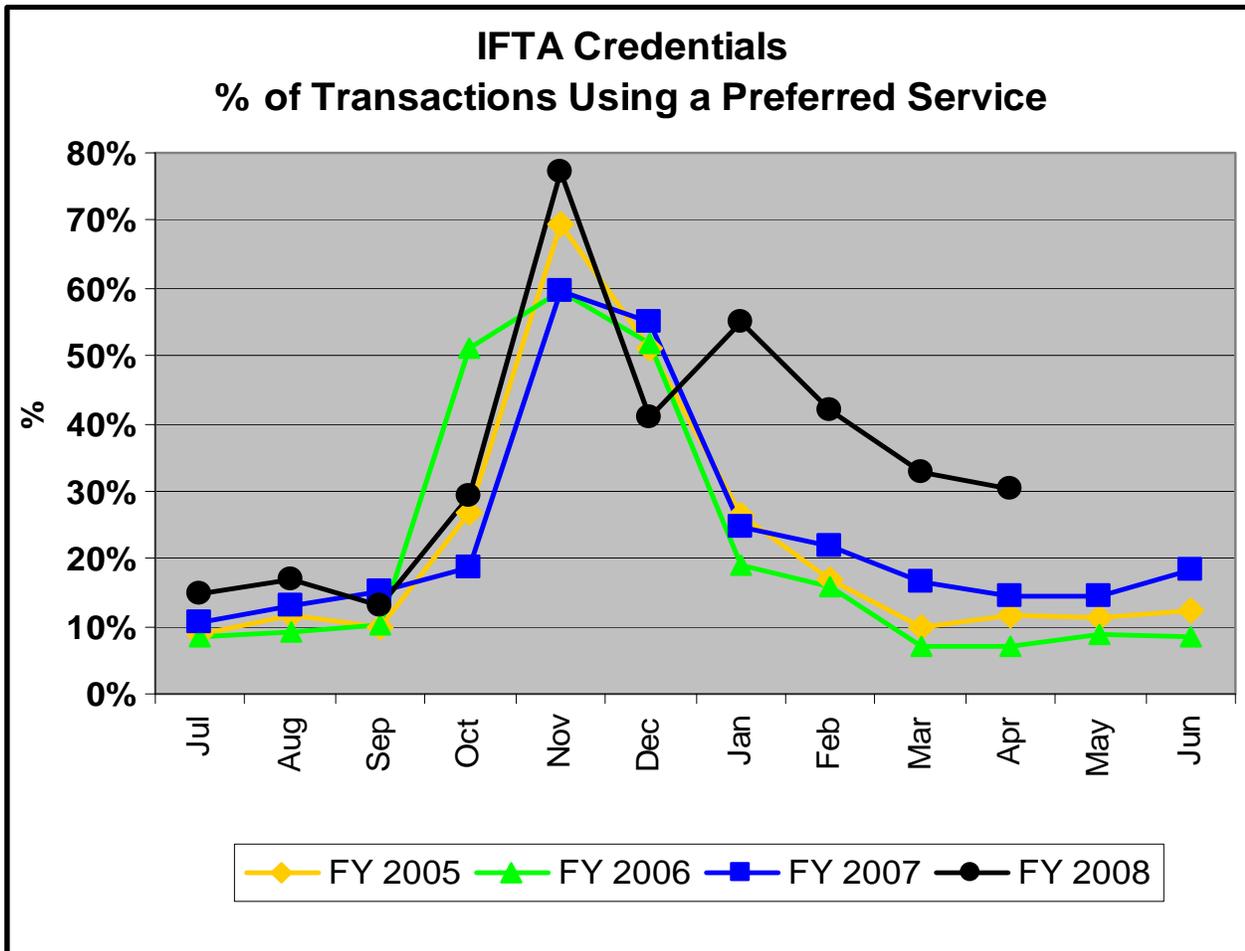
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	419	100.0%	432	100.0%
CSCs	292	69.7%	369	85.4%
Preferred Services:	127	30.3%	63	14.6%
Mail-In/Fax	103	24.6%	49	11.3%
WebCAT	24	5.7%	14	3.2%

Source: VISTA/TS

* IFTA numbers reflect where transactions originated. Includes IFTA credentials only and does not include IFTA tax transactions.

The percentage of IFTA credentialing transactions via preferred services increased by 15.7%, from 14.6% in April 2007 to 30.3% in April 2008. While the percentage use of WebCAT increased slightly, the percentage use of Mail-In/Fax increased by over 13%. As shown in the graph below, for the months of January through April the percentage use of preferred services in FY 2008 has out-paced the last three fiscal years.



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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** I really appreciate DMV website services, no waiting in line, save gas, and of course very convenient right in your home computer. Thank you very much! (4/23/2008 10:29:02 PM)
- **Plate:** I found this feature much more convenient than doing this in person. I work and go to college full time and I don't always have the time to travel to DMV so this made things very much easier! Good thinking!! (4/23/2008 9:06:56 PM)
- **Driver:** It was a pleasure to use and very fast. (4/23/2008 6:46:31 AM)
- **Vehicle:** I've used this web site for years and it has always been and continues to be one of the best web sites I've ever used. Most importantly, I'd like to say, THANK YOU! (4/21/2008 2:54:14 PM)
- **Vehicle:** I tried to access the site yesterday about 5:00 PM and wonder if there were too many transactions going on? My screen never switched into the renewal site. So I turned off computer, tried again. No good. So tried at 8:30 AM and it was quick. I'm impressed. (4/4/2008 8:35:01 AM)

Recent Activities to Promote Preferred Services

- Three new website portals were implemented on April 22, 2008. These new portals target three audiences: mature drivers, younger drivers, and military customers. These portals are designed to more effectively market DMV services and products to the identified groups. These portals are accessible via the "Citizen Services" section of DMV's home page.
- Three new DMV Selects are opening in May: Hanover DMV Select on 5/12/08 and Goochland and Cumberland DMV Selects on 5/19/08.

Financial Transactions

Financial Transactions for the Month				
	This Month		Same Month Last Year	
Source	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
CSCs				
Cash	262,233	45.5%	272,269	46.3%
Check	137,280	23.8%	153,574	26.1%
Charge	177,053	30.7%	162,037	27.6%
Total	576,566	100.0%	587,880	100.0%
Preferred Services				
Cash	24,437	13.8%	21,640	13.2%
Check/E-check	45,858	25.9%	42,566	26.0%
Charge	106,522	60.2%	99,486	60.8%
Total	176,817	100.0%	163,692	100.0%