

Department of Motor Vehicles

Preferred Services Report for April 2009

Individual Customers

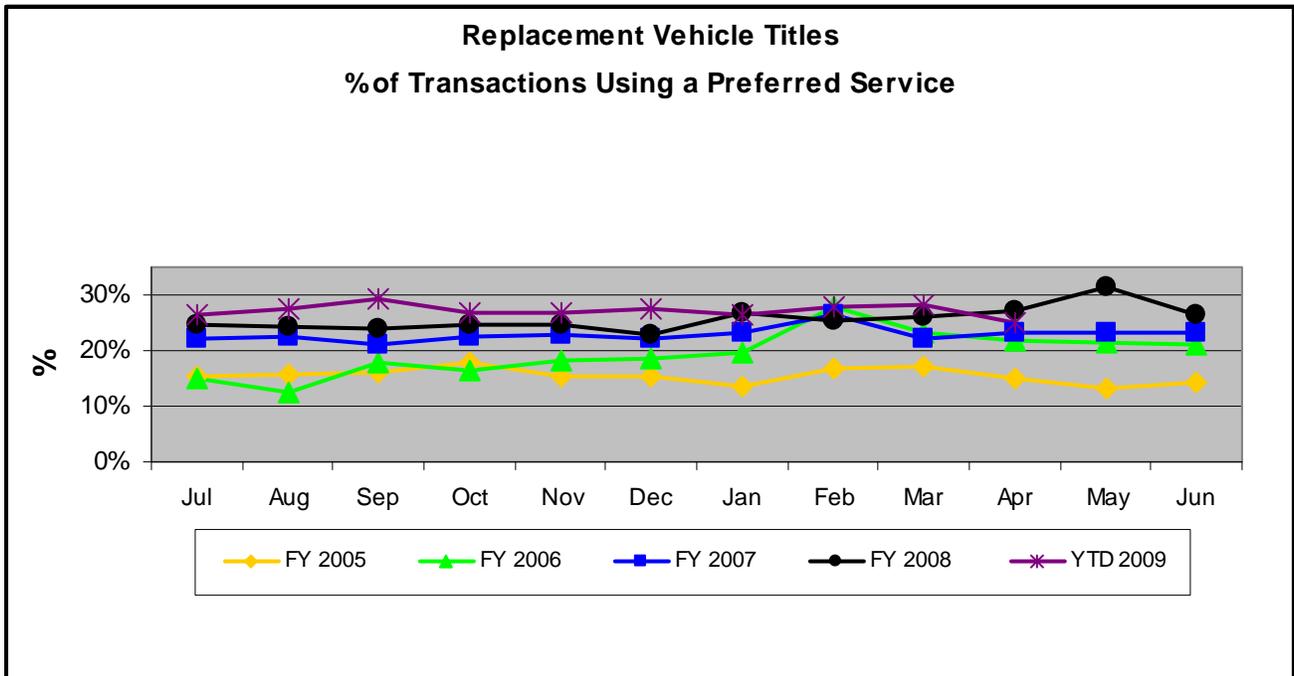
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	10,569	100.0%	11,130	100.0%
CSCs	7,931	75.0%	8,128	73.0%
Preferred Services:	2,638	25.0%	3,002	27.0%
Mail-In	488	4.6%	917	8.2%
Internet*	516	4.9%	530	4.8%
DMV Direct	10	0.1%	4	0.0%
DMV Select	1,624	15.4%	1,551	13.9%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage decreased by 7.4% when comparing April 2008 to April 2009. As shown in the graph below, the percentage of transactions conducted through preferred services for most months of FY 2009 were greater than the same months for the previous four fiscal years.



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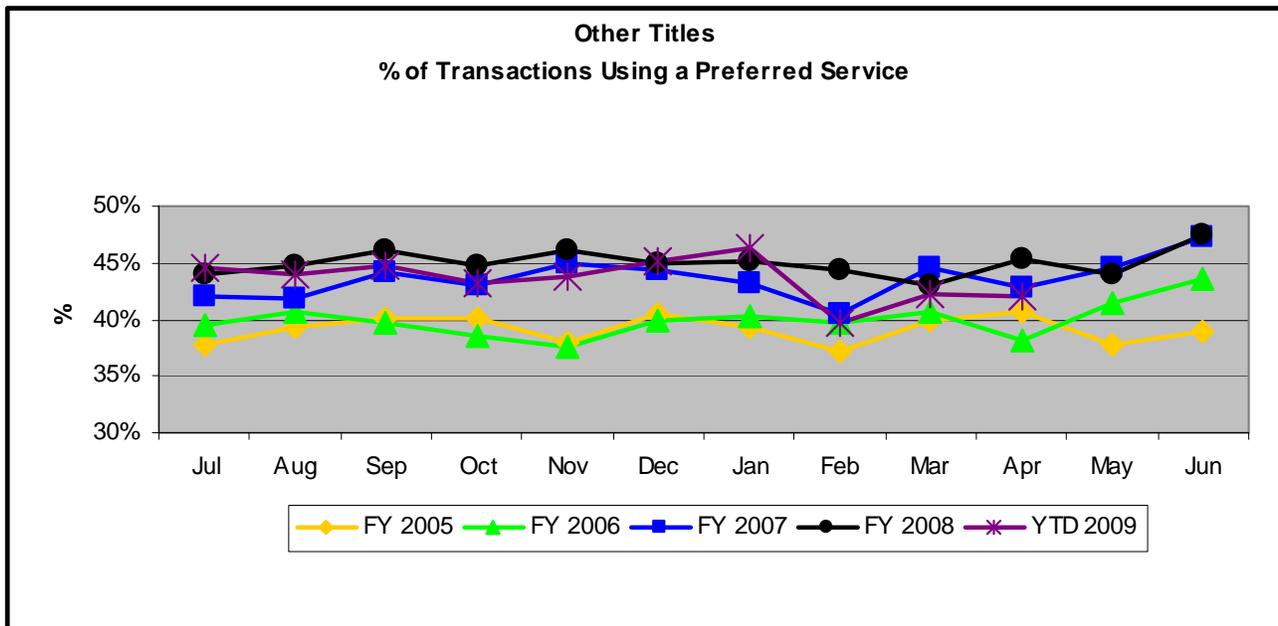
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	177,010	100.0%	204,716	100.0%
CSCs	102,691	58.0%	111,930	54.7%
Preferred Services:	74,319	42.0%	92,786	45.3%
Mail-In	3,960	2.2%	7,146	3.5%
GATARS	92	0.1%	118	0.1%
On-Line Dealer	43,431	24.5%	58,726	28.7%
DMV Direct	3	0.0%	0	0.0%
DMV Select	26,833	15.2%	26,796	13.1%

Source: Statistical Repository

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

Preferred service usage decreased by 7.3% when comparing April 2008 to April 2009. Between February and April of 2009, the percentage of transactions for preferred services has been slightly lower than the prior two fiscal years.



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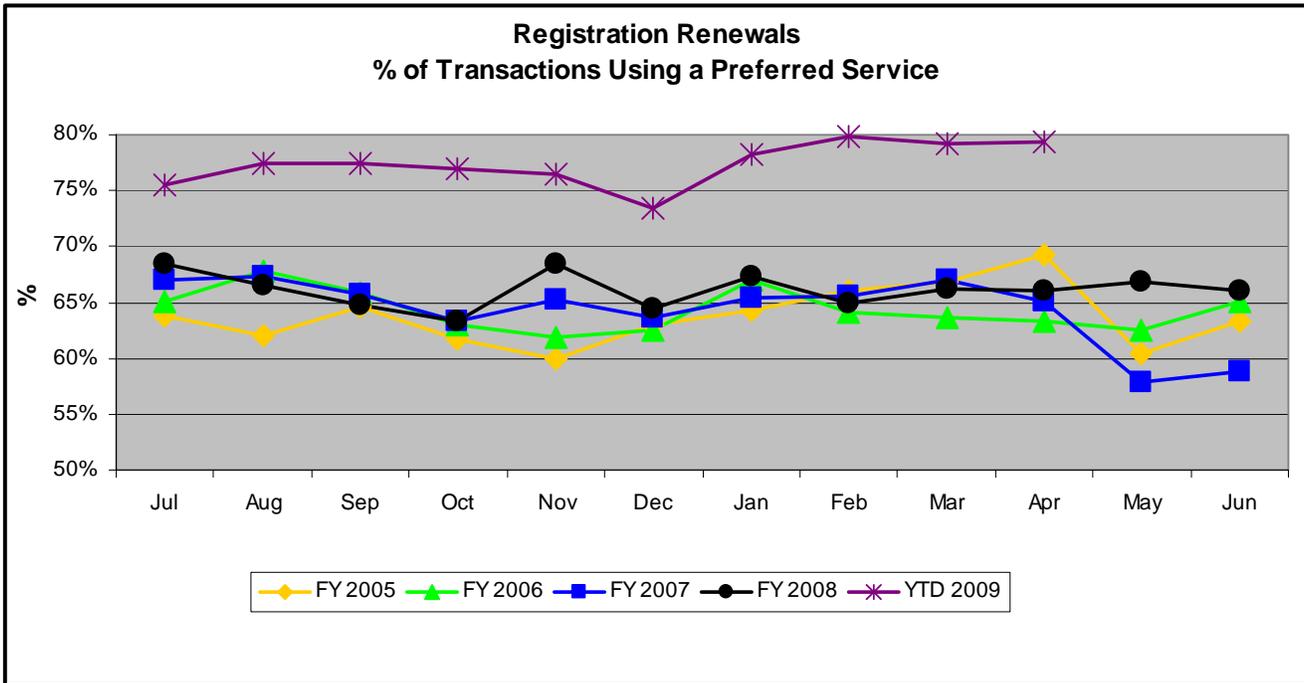
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	464,787	100.0%	430,496	100.0%
CSCs	96,298	20.7%	146,433	34.0%
Preferred Services:	368,489	79.3%	284,063	66.0%
Mail-In	193,296	41.6%	164,872	38.3%
Internet	133,484	28.7%	82,753	19.2%
On-Line Dealer	2,256	0.5%	3,364	0.8%
DMV Direct	10,155	2.2%	6,640	1.5%
DMV Select	29,298	6.3%	25,428	5.9%
Cyber Sites	0	0.0%	1,006	0.2%

Source: Statistical Repository

Preferred service usage increased by 20.2% when comparing April 2008 to April 2009. One key reason is the increase in the percent of the total transactions conducted through the Internet from 19.2% in April 2008 to 28.7% in April 2009. The increase in Internet usage continues to be attributed to the mandate of SB116 which makes the Internet a less expensive option than using a CSC. As shown in the following graph, the percentage of transactions that customers conducted by preferred services for FY 2009 has remained higher than the past four fiscal years.



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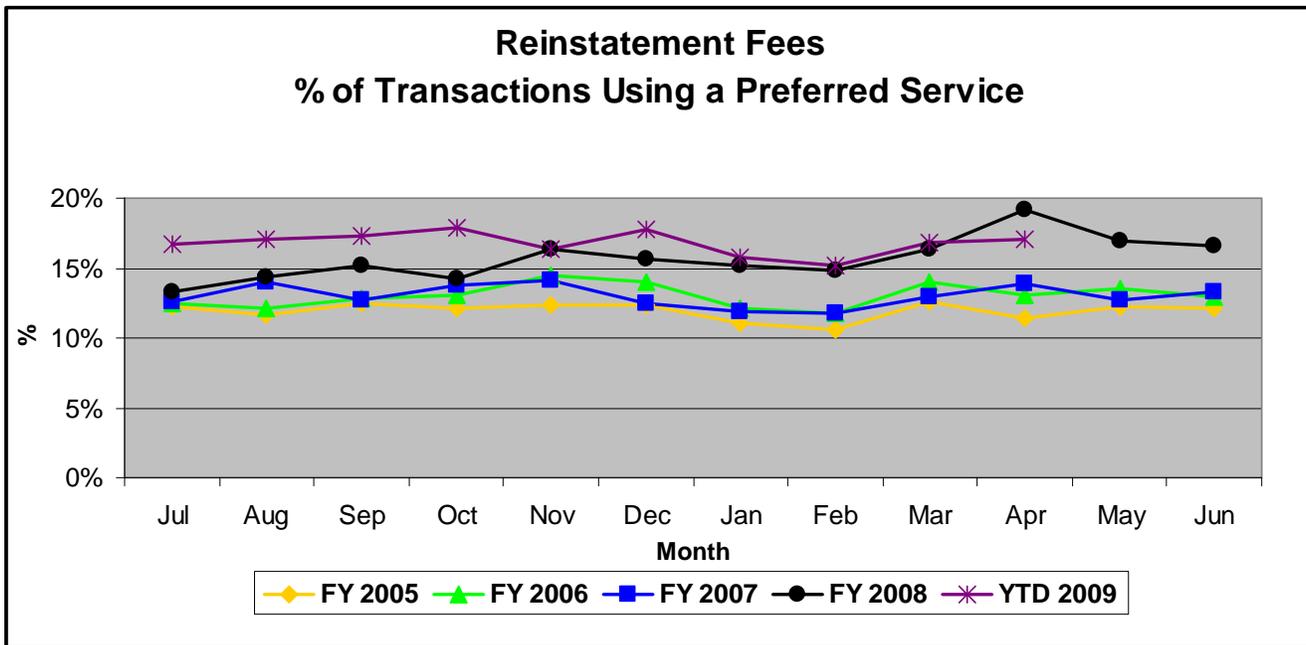
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	20,485	100.0%	20,266	100.0%
CSCs	16,984	82.9%	16,381	80.8%
Preferred Services:	3,501	17.1%	3,885	19.2%
DMV Direct	2,876	14.0%	3,266	16.1%
Internet	231	1.1%	205	1.0%
Mail In	366	1.8%	390	1.9%
Weigh Station	28	0.1%	24	0.1%

Source: Statistical Repository

Preferred service usage decreased by 10.9% when comparing April 2008 to April 2009. DMV Direct and Mail in options had declines in their percentage of total transactions in April 2009, leading to the overall lower preferred service usage. As shown below, the percentage of transactions using a preferred service is higher for April 2009 than the same months for FYs 2005 through 2007.



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Business Customers

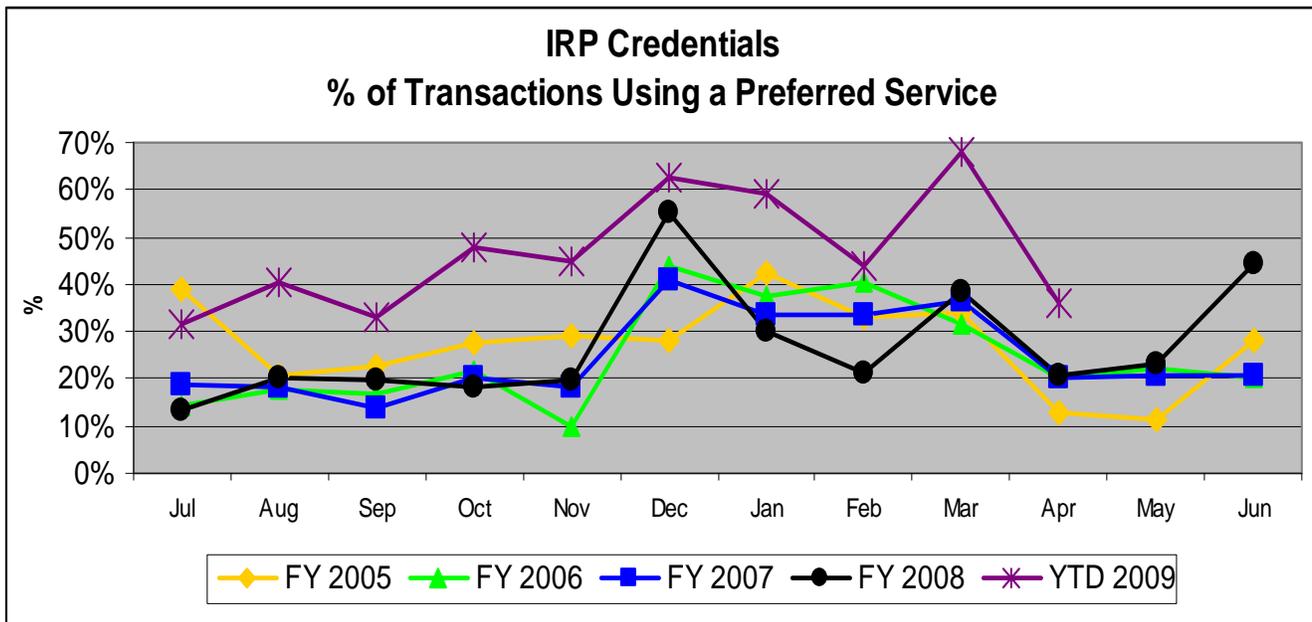
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	3,130	100.0%	3,380	100.0%
CSCs	2,008	64.2%	2,682	79.3%
Preferred Services:	1,122	35.8%	698	20.7%
Mail-In/Fax	530	16.9%	231	6.8%
WebCAT	592	18.9%	467	13.8%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

Preferred service usage increased by 72.9% when comparing April 2008 to April 2009. Mail-in/Fax has shown the largest increase in its percentage of total transactions from 6.8% in April 2008 to 16.9% in April 2009. As indicated in the graph below, the percentage of transactions conducted through preferred services remains higher than the past four years. DMV's promotion to carriers about the faster service through WebCAT and the Mail-In/Fax options is a key reason for the increased usage in preferred services.



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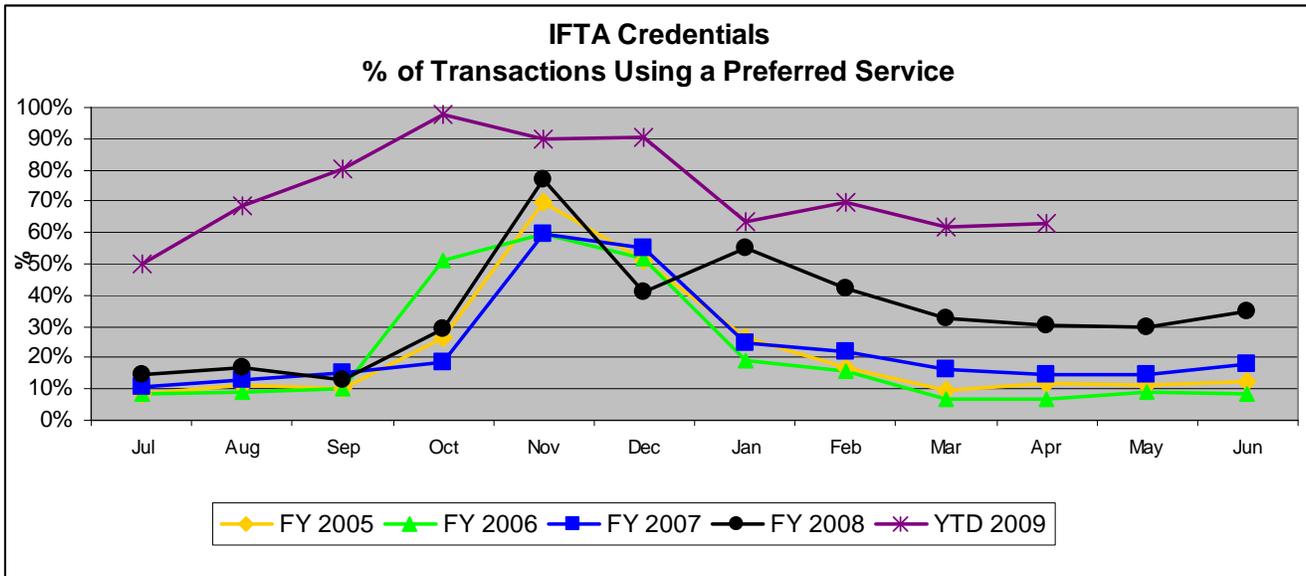
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions*	Percent of Total	Number of Transactions	Percent of Total
Total	366	100.0%	419	100.0%
CSCs	134	36.6%	292	69.7%
Preferred Services:	232	63.4%	127	30.3%
Mail-In/Fax	200	54.6%	103	24.6%
WebCAT	32	8.7%	24	5.7%

Source: VISTA/TS and Motor Carrier Log

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

Preferred service usage increased by 109.2% when comparing April 2008 to April 2009. The percentage of total transactions for Mail-in/Fax jumped from 24.6% in April 2008 to 54.6% in April 2009. As shown in the graph below, the percentage of IFTA transactions conducted through preferred services was higher than the same months for each of the last four fiscal years. DMV's promotion to carriers about the faster service through WebCAT and the Mail-In/Fax options is a key reason for the increased usage in preferred services.



* Note: the use of Motor Carrier Logs to report transactions was used in November 2008 through March 2009.

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** I appreciate the convenience of being able to do a last-minute renewal online, with the option of printing out the receipt in case the stickers don't arrive in time. Having the emissions info being electronically transmitted directly by the garage to the DMV is a huge plus as well. Thanks! (4/30/2009 11:07:56 PM)
- **General:** very easy. I am shocked. It's great. (4/29/2009 10:24:42 PM)
- **Plate:** Great website, easy to use, keep up the good work and thank you (4/29/2009 11:10:44 AM)
- **Driver:** Thanks for making this service available to us. Although I have never had a problem with the service at a DMV office -- this is still easier and hopefully saves your personnel time and money. THANKS (4/29/2009 10:48:35 AM)
- **Vehicle:** this is SO much easier than the printed form. That form needs work. (4/29/2009 12:03:52 PM)
- **Driver:** I am both pleased and impressed by the "user friendly" nature of your site and the license renewal process. This is one of the best initiatives that DMV has ever undertaken! Thanks! (4/8/2009 3:01:27 PM)
- **Vehicle:** Rate the Virginia DMV website...does that mean the DMV NOW website? The renewal notice specified the NOW website. I registered a high-security password for myself but then found no easy access to paying online, only resource articles. Very confusing. The instructions to enter your title number and last-four digits of VIN can be found only in the body of the paragraph instructions. Why not ask for this information and state where the information can be found in parenthesis or right with the request for information. Very time consuming process. It is doubtful that I will remember my lengthy, punctuated, capital-letter intermixed password in two years. Please revise this process by then. (4/30/2009 7:29:16 PM)