

Department of Motor Vehicles

Preferred Services Report for August 2008

Individual Customers

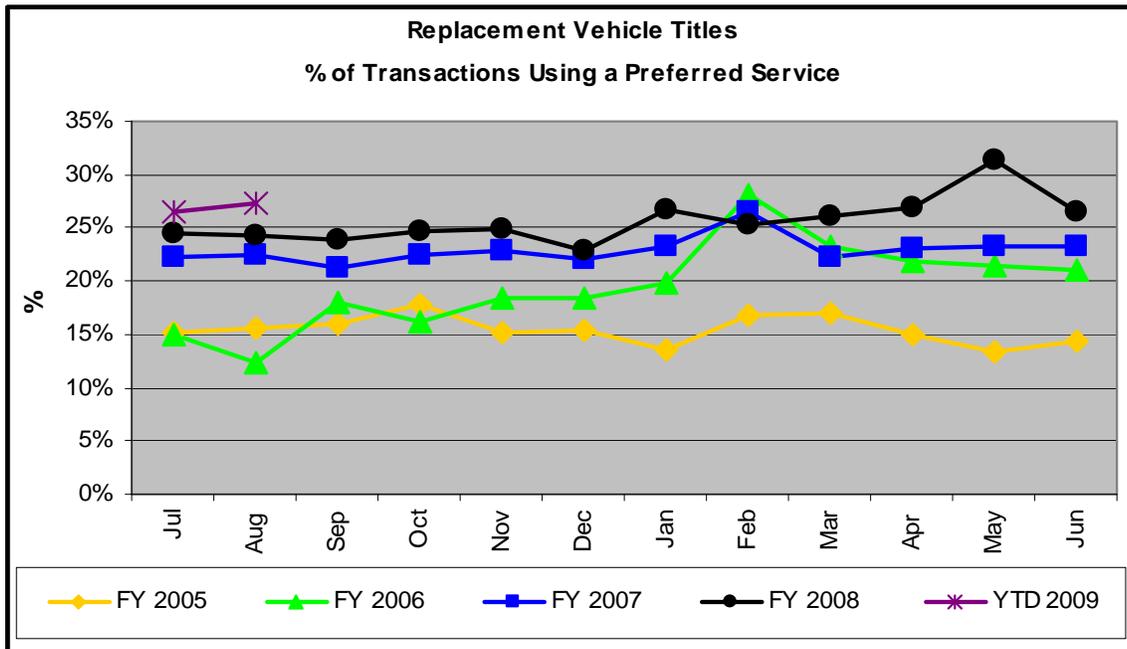
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	10,648	100.0%	11,768	100.0%
CSCs	7,738	72.7%	8,922	75.8%
Preferred Services:	2,910	27.3%	2,846	24.2%
Mail-In	821	7.7%	744	6.3%
Internet*	560	5.3%	540	4.6%
DMV Direct	14	0.1%	10	0.1%
DMV Select	1,515	14.2%	1,552	13.2%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Customers increased their percentage use of preferred services for Replacement Vehicle Titles by 3.1% from August 2007 to August 2008. During this time period, customers increased their percentage use of the Internet, Mail-in and DMV Select options. As shown in the chart, the percentage use of preferred services for the first two months of FY 2009 was greater than the same months for the previous four years.



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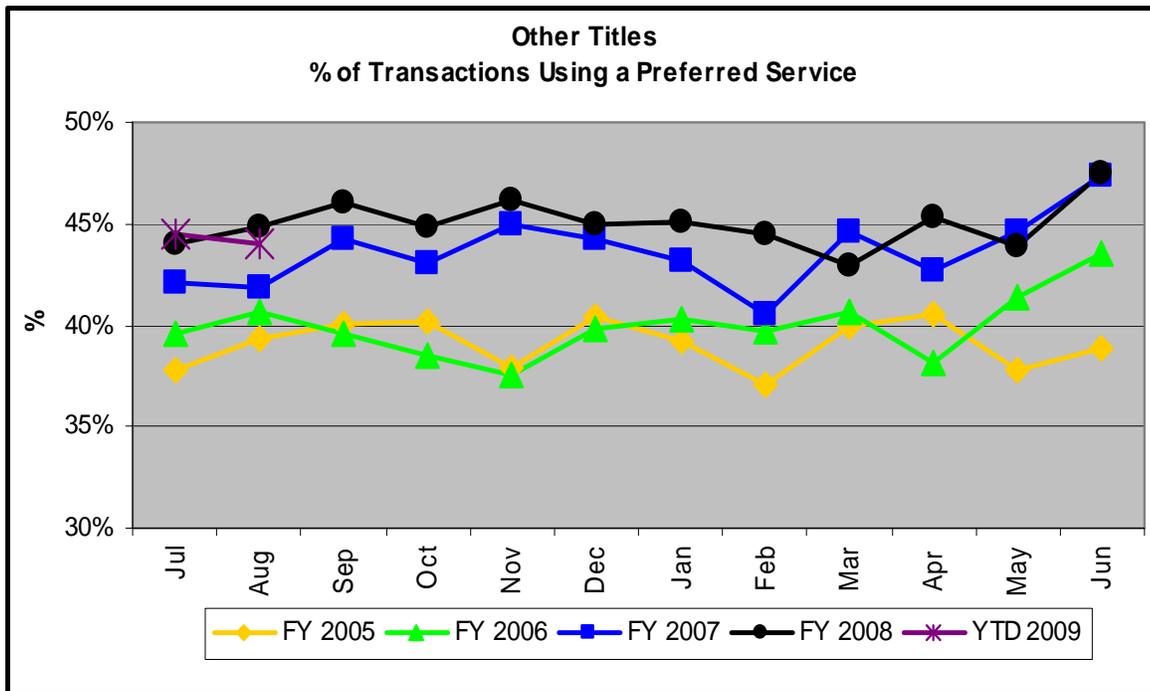
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	187,776	100.0%	225,614	100.0%
CSCs	105,215	56.0%	124,494	55.2%
Preferred Services:	82,561	44.0%	101,120	44.8%
Mail-In	6,855	3.7%	11,127	4.9%
GATARS	74	0.0%	48	0.0%
On-Line Dealer	49,842	26.5%	64,321	28.5%
DMV Select	25,790	13.7%	25,624	11.4%

Source: Statistical Repository

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

Between August 2007 and August 2008, the percentage use of preferred services for other vehicle titles declined slightly, although the percentage use in August 2008 was higher than the same month for FYs 2005 to 2007. Between August 2007 and August 2008, the use of DMV Selects increased by 2.3%, while the percentage usage of the Mail-in and On-Line Dealer options decreased.



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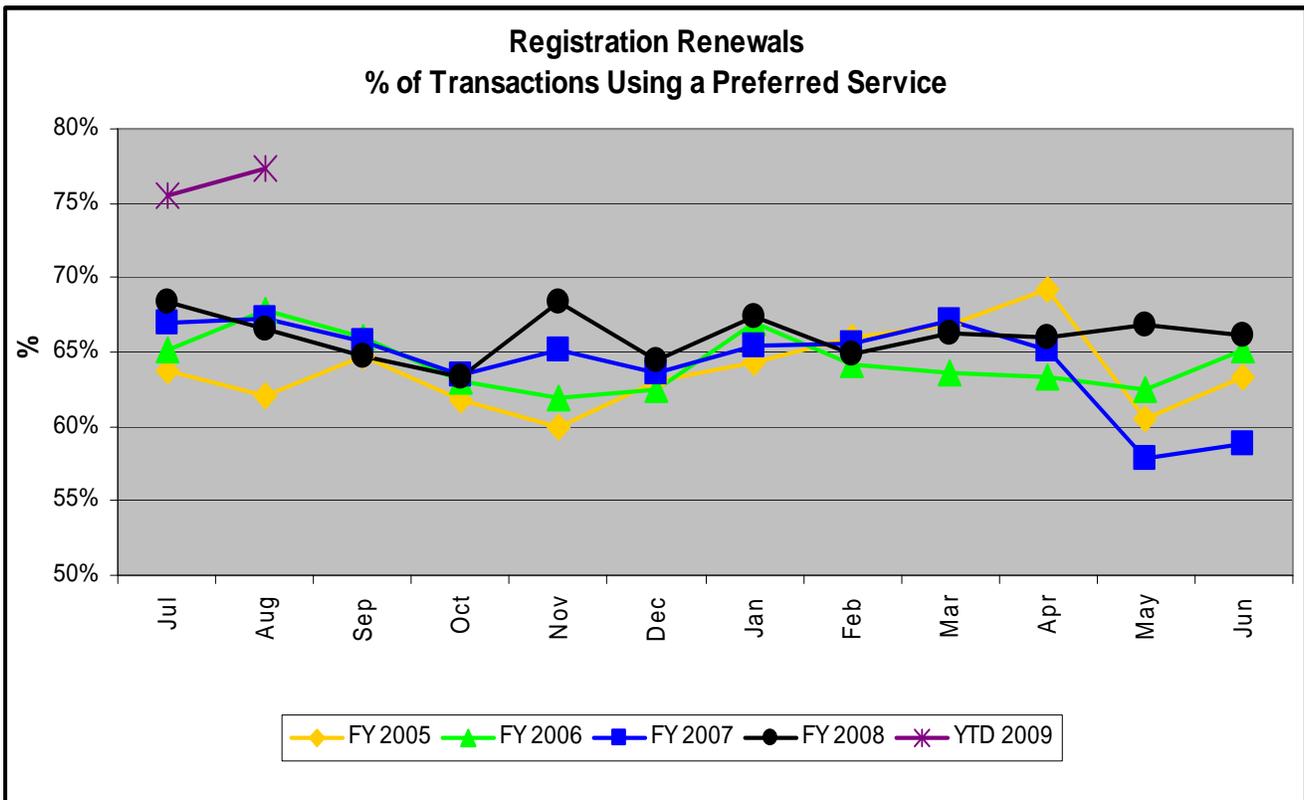
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	428,296	100.0%	473,461	100.0%
CSCs	96,376	22.5%	158,322	33.4%
Preferred Services:	331,920	77.5%	315,139	66.6%
Mail-In	172,120	40.2%	191,894	40.5%
Internet	122,415	28.6%	84,717	17.9%
On-Line Dealer	2,127	0.5%	1,967	0.4%
DMV Direct	10,297	2.4%	9,613	2.0%
DMV Select	23,971	5.6%	25,382	5.4%
Cyber Sites	990	0.2%	1,566	0.3%

Source: Statistical Repository

The percentage of vehicle registration renewals completed by a preferred service increased by 10.9% when comparing August 2008 with August 2007. The key reason for the increase was the 10.7% increase in the percentage usage of the Internet which offset the decline in Mail-in use. The increase in Internet usage can be attributed to the mandate of SB116 which makes the Internet a less expensive option than using a CSC. **As shown in the following chart, the percentage use of preferred services by customers for July and August 2008 was higher than any month for the last four FYs.**



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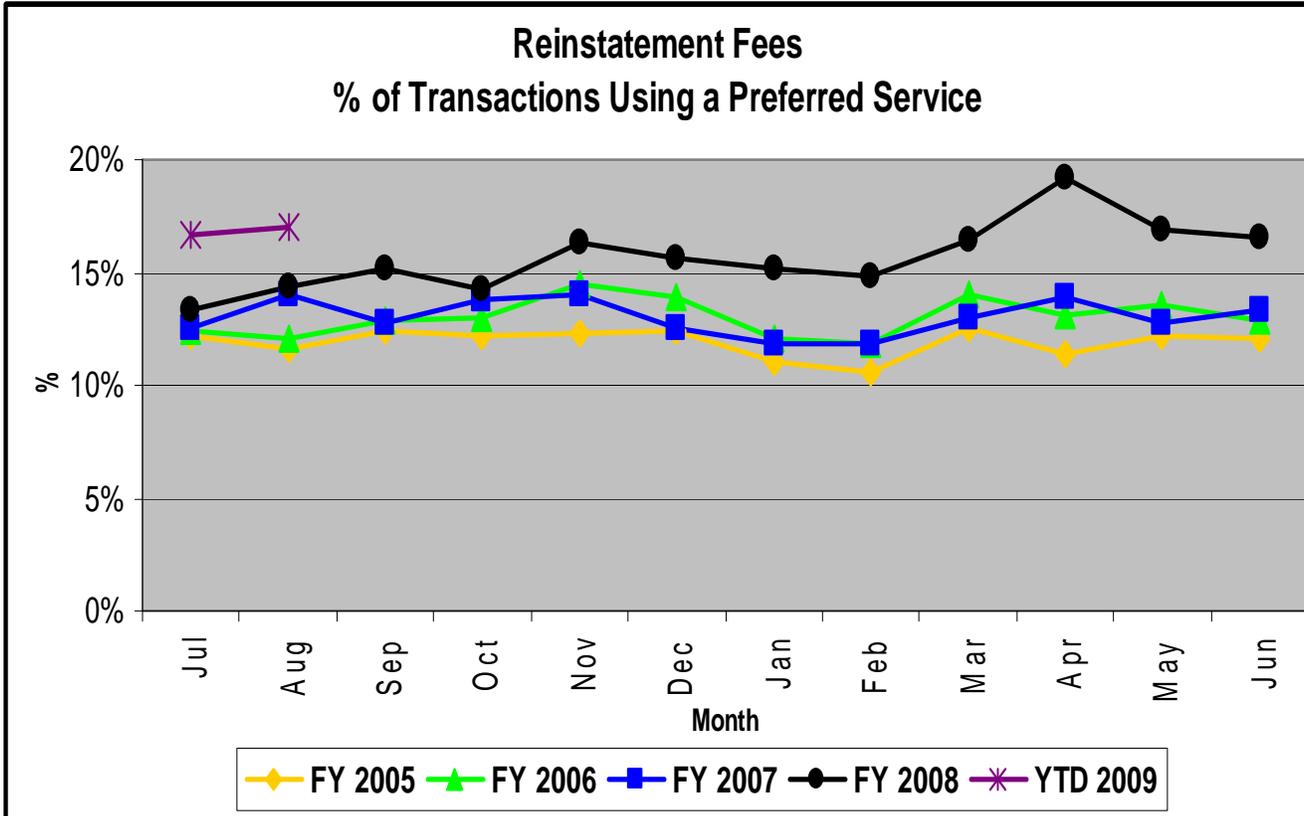
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	17,833	100.0%	19,912	100.0%
CSCs	14,801	83.0%	17,048	85.6%
Preferred Services:	3,032	17.0%	2,864	14.4%
DMV Direct	2,486	13.9%	2,276	11.4%
Internet	208	1.2%	0	0.0%
Mail In	322	1.8%	551	2.8%
Weigh Station	16	0.1%	37	0.2%

Source: Statistical Repository

The percentage of customers who paid their reinstatement fee by a preferred service increased by 2.6% for August 2008 versus August 2007. DMV Direct and Internet options increased, more than offsetting the decline in Mail In and Weigh Station options. As shown in the chart, the percentage use of preferred services by customers during the first two months of FY 2009 was higher than the same months for the last four years.



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Business Customers

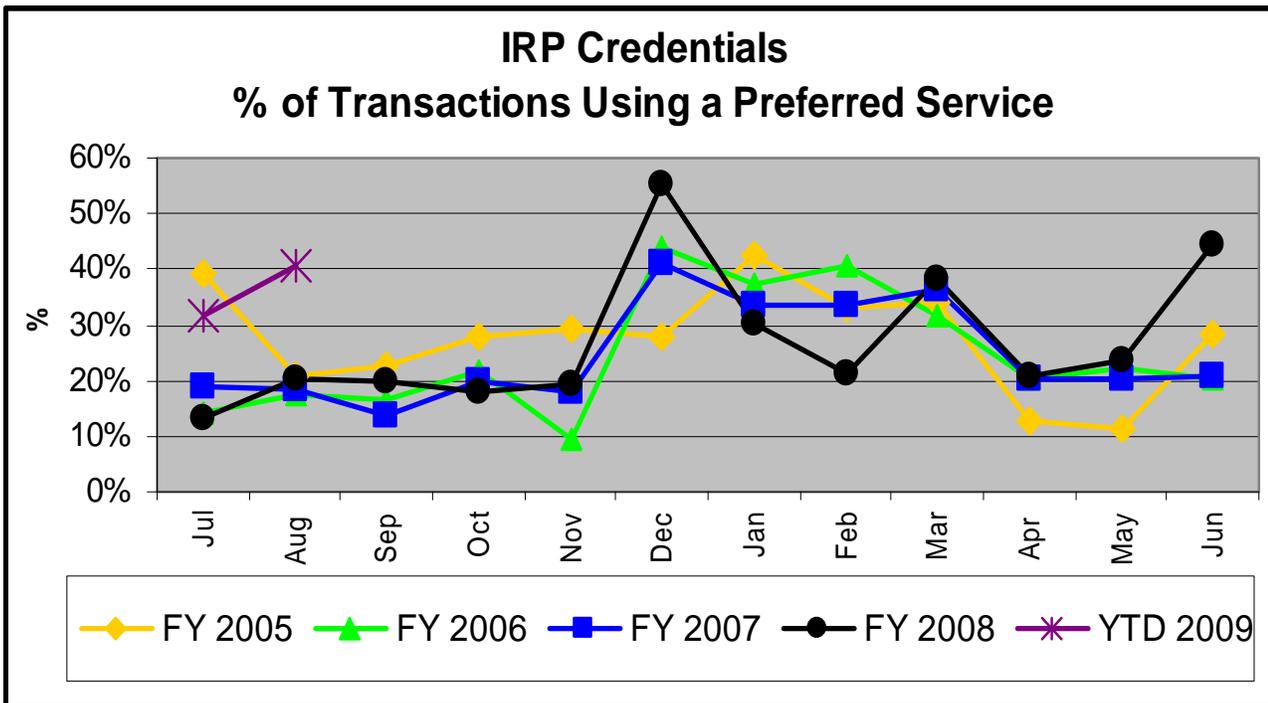
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	2,491	100.0%	2,979	100.0%
CSCs	1,478	59.3%	2,370	79.6%
Preferred Services:	1,013	40.7%	609	20.4%
Mail-In/Fax	732	29.4%	475	15.9%
WebCAT	281	11.3%	134	4.5%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

The percentage of business customers who completed IRP transactions via a preferred service increased about 20.3% when comparing August 2007 with August 2008. Both the Mail-in/Fax and the WebCAT options increased with the Mail-in/Fax option showing the larger increase. The percentage use of preferred services by motor carrier customers for IRP transactions was significantly higher in August 2009 than in each of the previous years.



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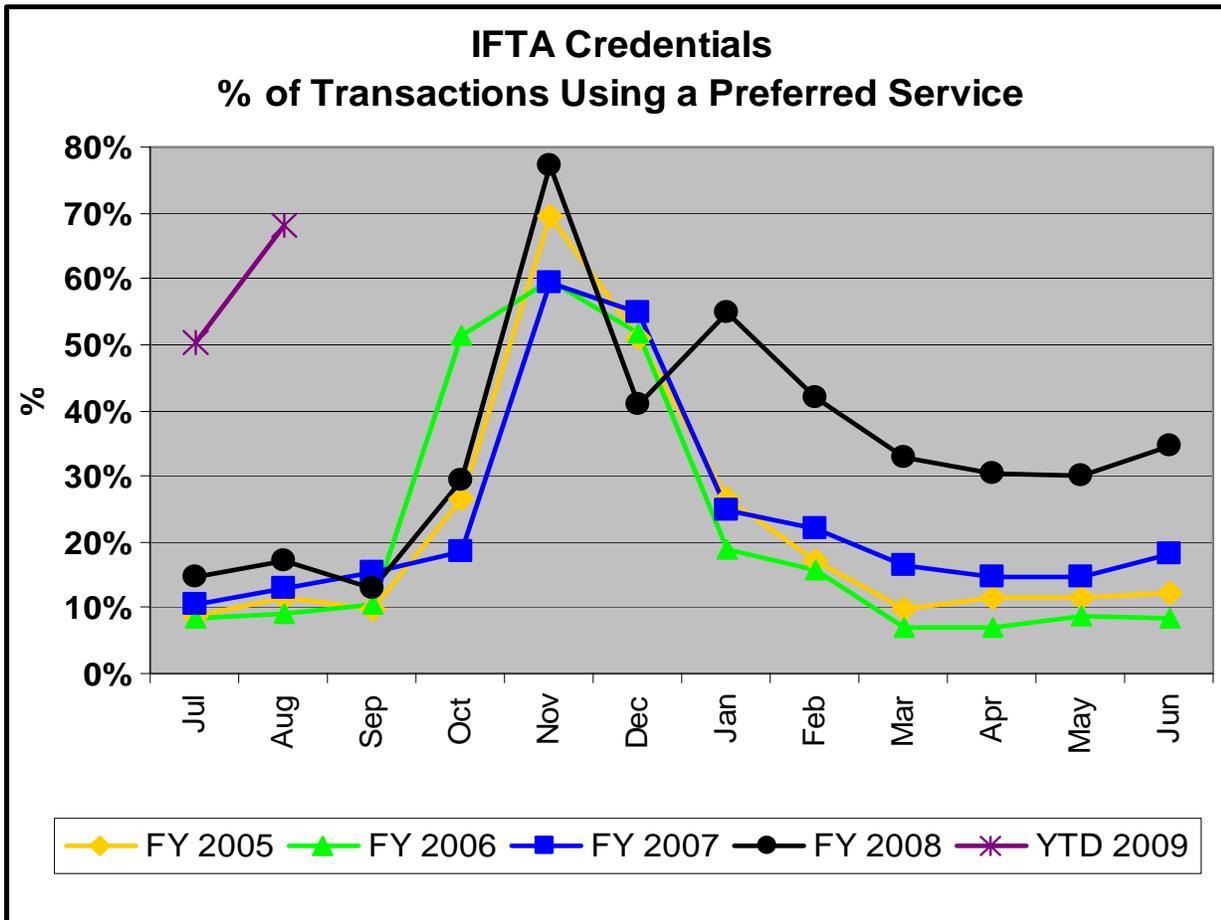
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	268	100.0%	358	100.0%
CSCs	85	31.7%	297	83.0%
Preferred Services:	183	68.3%	61	17.0%
Mail-In/Fax	159	59.3%	54	15.1%
WebCAT	24	9.0%	7	2.0%

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 51.3% from 17% in August 2007 to 68.3% in August 2008. As shown in the graph below, Preferred Service usage for August 2008 is over three times higher than the same month for the last 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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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** That was soooo easy and I like saving \$1.00 by doing it online. I will do all companies and personal renewals on line from now on..if I can. (8/28/2008 1:13:34 PM)
- **Driver:** This was the easiest, quickest transaction I have every had with DMV. Thank you! (8/23/2008 11:46:24 AM)
- **Plate:** This is so much more convenient for the working class than waiting in line at the DMV. (8/18/2008 12:40:00 PM)
- **Vehicle:** Very convenient and time saving. I also save on gas from not driving to DMV. I give it an A+ (8/6/2008 8:14:32 AM)
- **Vehicle:** While I appreciate the opportunity to conduct routine business online, there are times I prefer to speak to a human being either face to face or on the telephone Please do not eliminate humans from the customer service equation. (8/28/2008 11:43:17 AM)