

Department of Motor Vehicles

Preferred Services Report for August 2009

Individual Customers

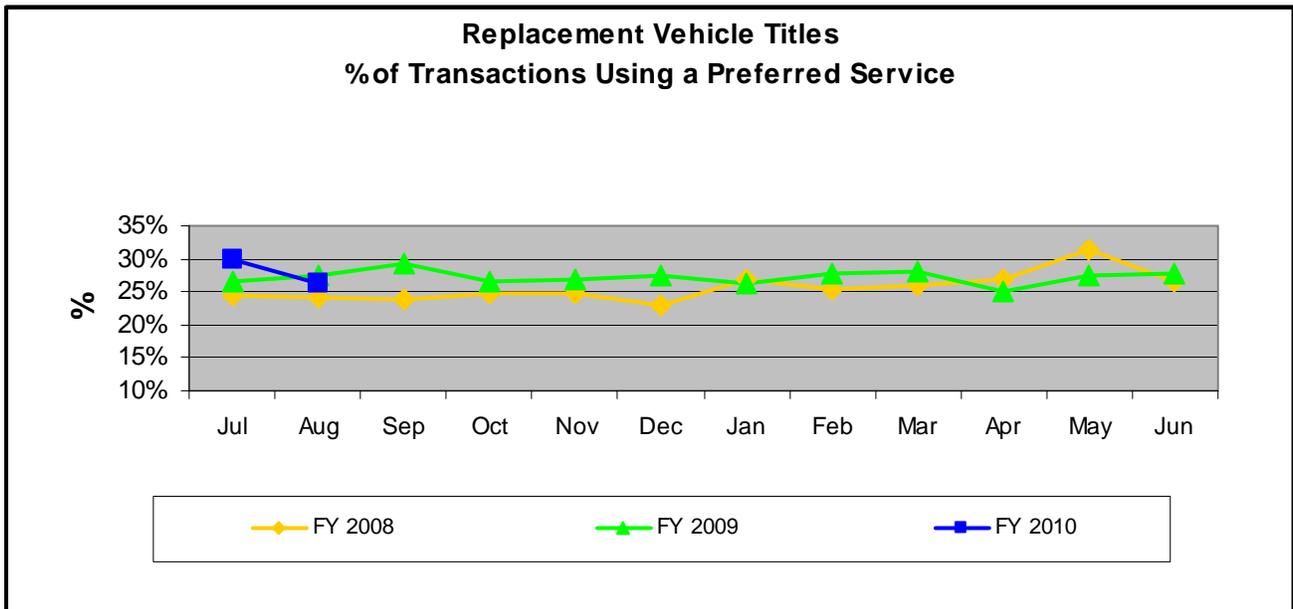
Replacement Vehicle Title Volumes by Service Option

	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	12,350	100.0%	10,648	100.0%	0.0%	0.0%
CSCs	9,087	73.6%	7,738	72.7%	1.2%	10.1%
Preferred Services:	3,263	26.4%	2,910	27.3%	-3.3%	-27.4%
Mail-In	495	4.0%	821	7.7%	-48.1%	-31.9%
Internet*	712	5.8%	560	5.3%	9.4%	5.7%
DMV Direct	7	0.1%	14	0.1%	0.0%	0.0%
DMV Select	2,049	16.6%	1,515	14.2%	16.9%	-38.2%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage decreased by 3.3% when comparing August 2008 to August 2009. The largest increase in percent of total was in the use of DMV Select from 14.2% in August 2008 to 16.6% in August 2009. As you can see from the chart below August 2009 was slightly lower than the past two years.



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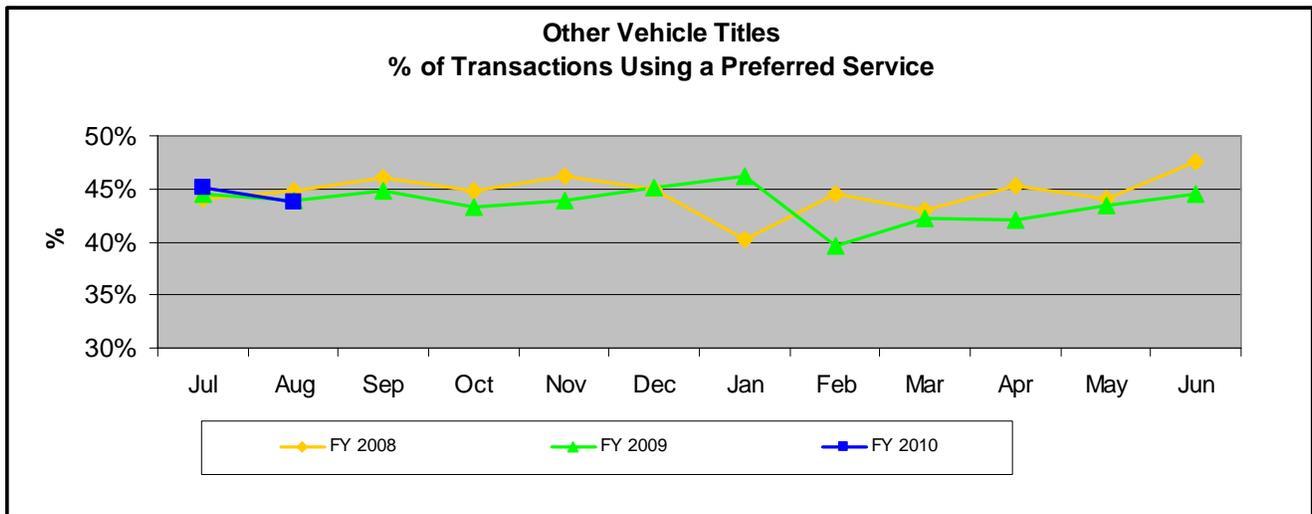
Other Vehicle Title Volumes by Service Option*

	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	181,099	100.0%	187,776	100.0%	0.0%	0.0%
CSCs	101,815	56.2%	105,215	56.0%	0.4%	-1.4%
Preferred Services:	79,284	43.8%	82,561	44.0%	-0.5%	1.8%
Mail-In	6,148	3.4%	6,855	3.7%	-8.1%	-8.6%
GATARS	51	0.0%	74	0.0%	0.0%	-100%
On-Line Dealer	45,692	25.2%	49,842	26.5%	-4.9%	-1.9%
DMV Select	27,393	15.1%	25,790	13.7%	10.2%	10.6%

Source: Statistical Repository

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

Preferred service usage decreased by 0.5% when comparing August 2008 to August 2009. The largest percent increase in the percent of total came from DMV Select with 13.7% in August 2008 to 15.1% in August 2009.



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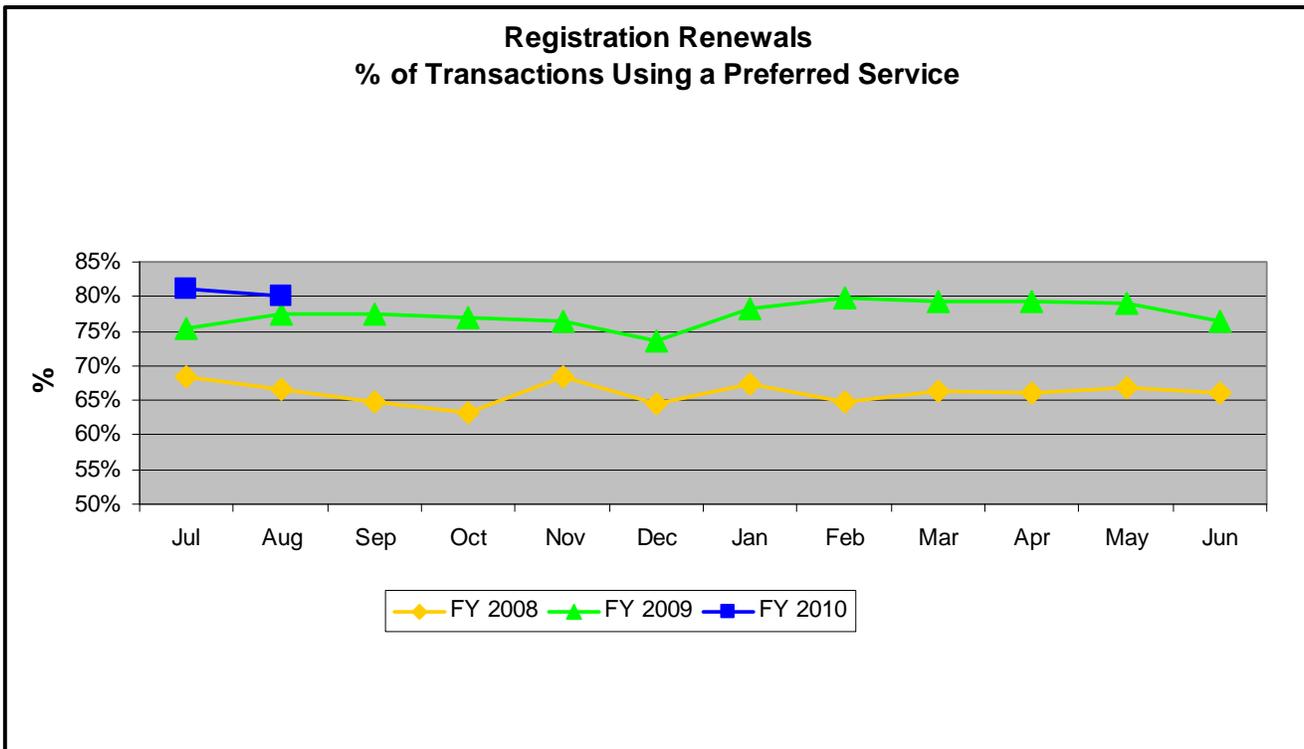
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Registration Renewal Volumes by Service Option

	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	423,553	100.0%	428,296	100.0%	0.0%	0.0%
CSCs	83,740	19.8%	96,376	22.5%	-12.0%	-18.2%
Preferred Services:	339,813	80.2%	331,920	77.5%	3.5%	5.6%
Mail-In	160,155	37.8%	172,120	40.2%	-6.0%	-3.3%
Internet	137,872	32.6%	122,415	28.6%	14.0%	16.0%
On-Line Dealer	2,142	0.5%	2,127	0.5%	0.0%	0.0%
DMV Direct	9,725	2.3%	10,297	2.4%	-4.2%	-4.3%
DMV Select	29,919	7.1%	23,971	5.6%	26.8%	25.5%
Cyber Sites	0	0.0%	990	0.2%	-100.0%	-100.0%

Source: Statistical Repository

Preferred service usage increased by 3.6% when comparing August 2008 to August 2009. Internet usage went from 28.6% August in 2008 to 32.6% in August 2009, while DMV Select went from 5.6% in August 2008 to 7.1% in August 2009. Internet and DMV Select usage contributed to the overall increase in August 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 seen in the graph below the first two months of FY 2010 has started higher than the first two months of FY 2008 and 2009.



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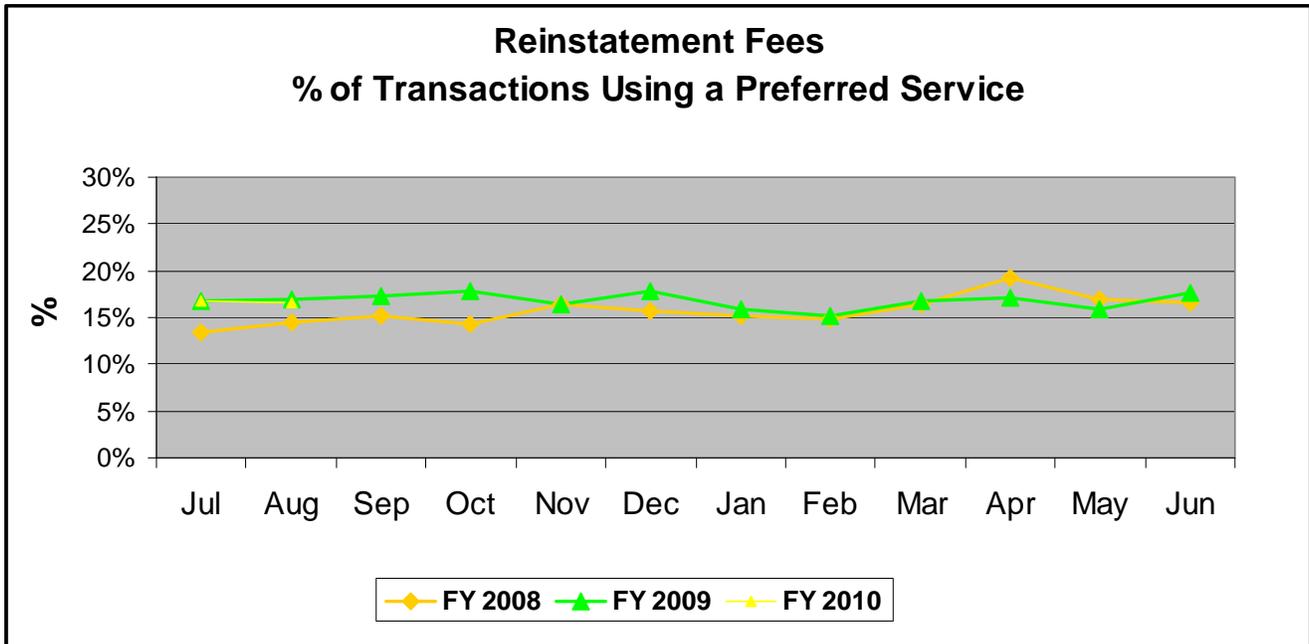
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Reinstatement Fee Volumes by Service Option

	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	18247	100.0%	17,833	100.0%	0.0%	0.0%
CSCs	15,234	83.5%	14,801	83.0%	0.6%	0.2%
Preferred Services:	3,013	16.5%	3,032	17.0%	-2.9%	-1.2%
DMV Direct	2452	13.4%	2486	13.9%	-3.6%	-1.5%
Internet	256	1.4%	208	1.2%	16.7%	16.7%
Mail In	287	1.6%	322	1.8%	-11.1%	-11.1%
Weigh Station	18	0.1%	16	0.1%	0.0%	0.0%

Source: Statistical Repository

Preferred service usage decreased by 2.9% when comparing August 2008 to August 2009. Internet usage went from 1.2% in August 2008 to 1.4% in August 2009. Internet usage was the only preferred service to increase between August 2008 and August 2009. As you can see in the graph below there isn't much variation between FY 2008 through FY 2010.



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Business Customers

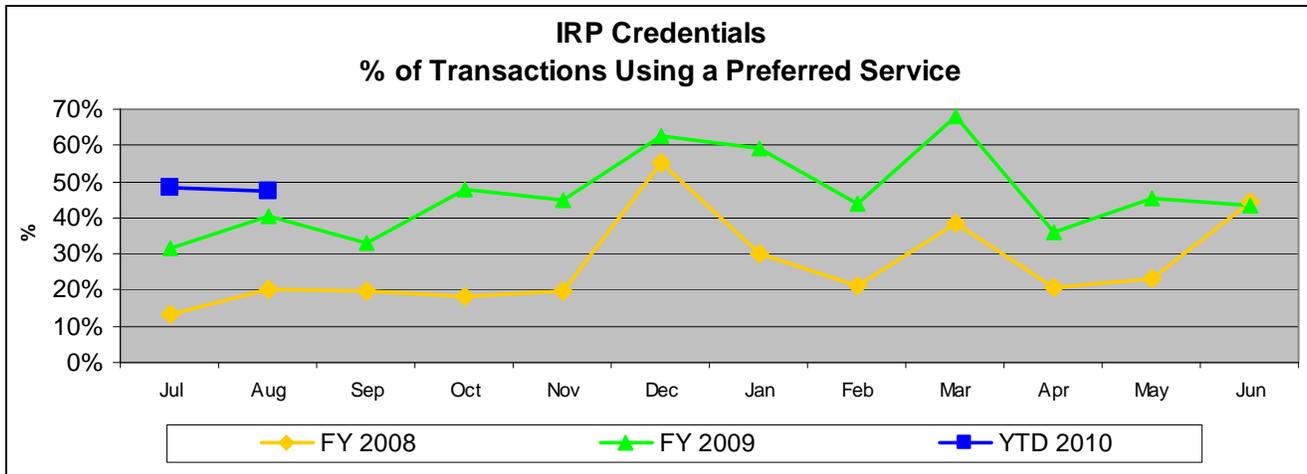
IRP Transaction Volumes by Service Option*

	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	2,847	100.0%	2,491	100.0%	0.0%	0.0%
CSCs	1,499	52.7%	1,478	59.3%	-11.1%	-19.1%
Preferred Services:	1,348	47.3%	1,013	40.7%	16.2%	34.5%
Mail-In/Fax	749	26.3%	732	29.4%	-10.5%	21.8%
WebCAT	599	21.0%	281	11.3%	85.8%	50.1%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

Preferred service usage increased by 16.2% when comparing August 2008 to August 2009. Web Cat has shown the largest increase in its percentage of total transactions from 11.3% in August 2008 to 21.0% in August 2009.



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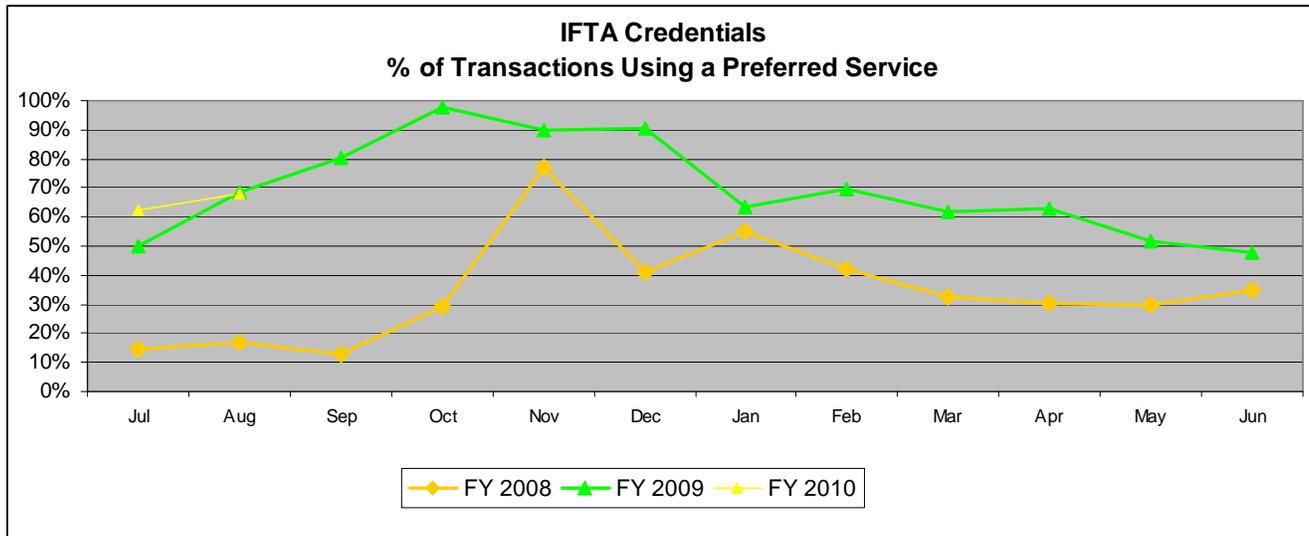
IFTA Transaction Volumes by Service Option*

	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	272	100.0%	268	100.0%	0.0%	0.0%
CSCs	96	35.3%	85	31.7%	11.4%	-9.6%
Preferred Services:	176	64.7%	183	68.3%	-5.3%	6.6%
Mail-In/Fax	137	50.4%	159	59.3%	-15.0%	-3.9%
WebCAT	39	14.3%	24	9.0%	58.9%	75.9%

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 decreased by 5.3% when comparing August 2008 to August 2009. The reason for the decrease was the decline in usage of the Mail In/Fax option which has a larger volume than Web Cat. The percentage of total transactions for Web Cat increased from 9.0% in August 2008 to 14.3% in August 2009.



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

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** The online site makes it fast, easy, and effortless to do our transactions. We will be using it again as our primary method. (8/31/2009 9:33:31 PM)
- **Plate:** Wish to see more selection of license plates when it comes to selecting backgrounds or views...Perhaps I overlooked, but I wish to see a chat section to where I could chat with someone if I need questions answered on the spot. Thanks you (8/8/2009 3:09:03 PM)
- **Vehicle:** I really appreciate this website. It has been tremendously helpful to me as I am currently out of state in grad school. My only very small complaint is I think there can be a better way than the PIN feature to access personal information. (8/28/2009 5:30:28 PM)
- **Driver:** Printing a little awkward to get receipt but other than that good process. (8/29/2009 4:40:17 PM)
- **Insurance:** The website makes it very difficult to find something if you don't know exactly what the DMV calls what you are looking for. (8/11/2009 1:58:52 PM)