

Department of Motor Vehicles

Preferred Services Report for August 2010

Individual Customers

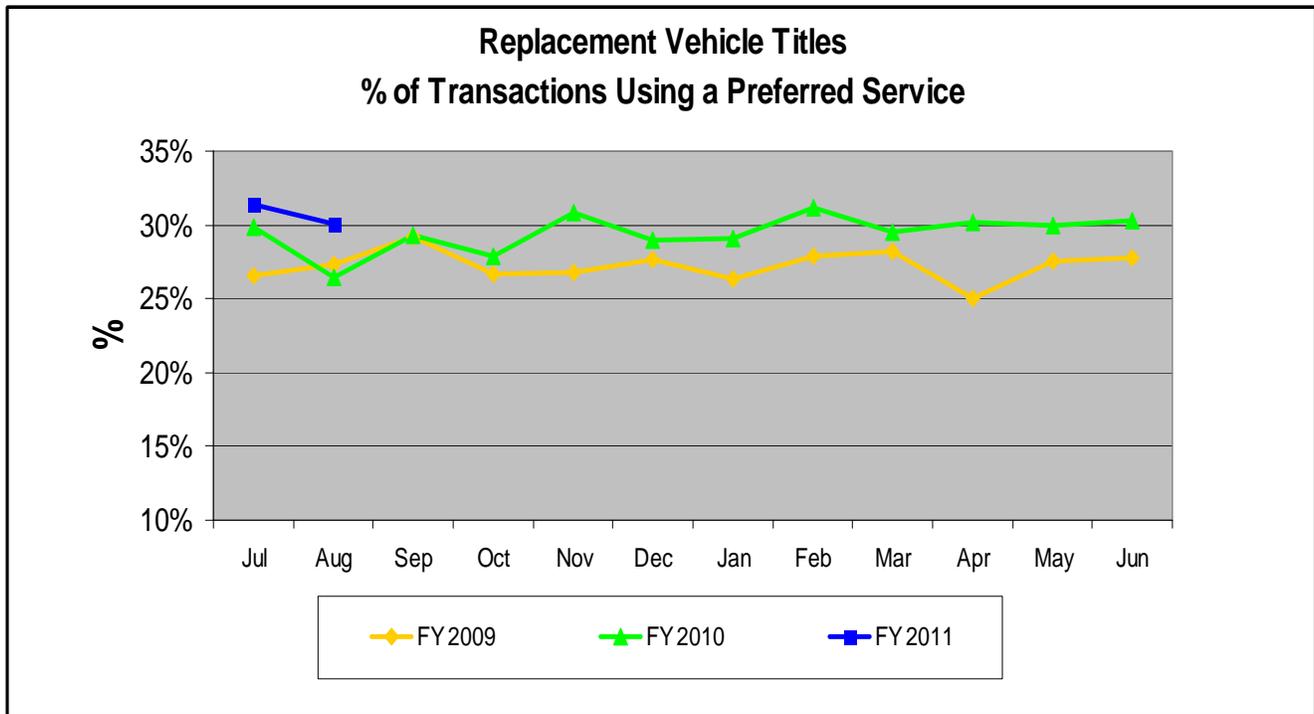
Replacement Vehicle Title Volumes by Service Option

	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	11,455	100.0%	12,350	100.0%	0.0%	0.0%
CSCs	8,010	69.9%	9,087	73.6%	-5.0%	-3.8%
Preferred Services:	3,445	30.1%	3,263	26.4%	14.0%	9.6%
Mail-In	487	4.3%	495	4.0%	7.5%	-16.3%
Internet*	1,071	9.3%	712	5.8%	60.3%	62.5%
DMV Direct	0	0.0%	7	0.1%	-100.0%	-100.0%
DMV Select	1,887	16.5%	2,049	16.6%	-0.6%	0.0%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by 14% when comparing August 2009 to August 2010. The largest increase in the percent of total transactions was for the Internet option which increased from 5.8% in August 2009 to 9.3% in August 2010. As indicated in the chart below, the percentage of Preferred Services transactions for August 2010 was higher than August 2009.



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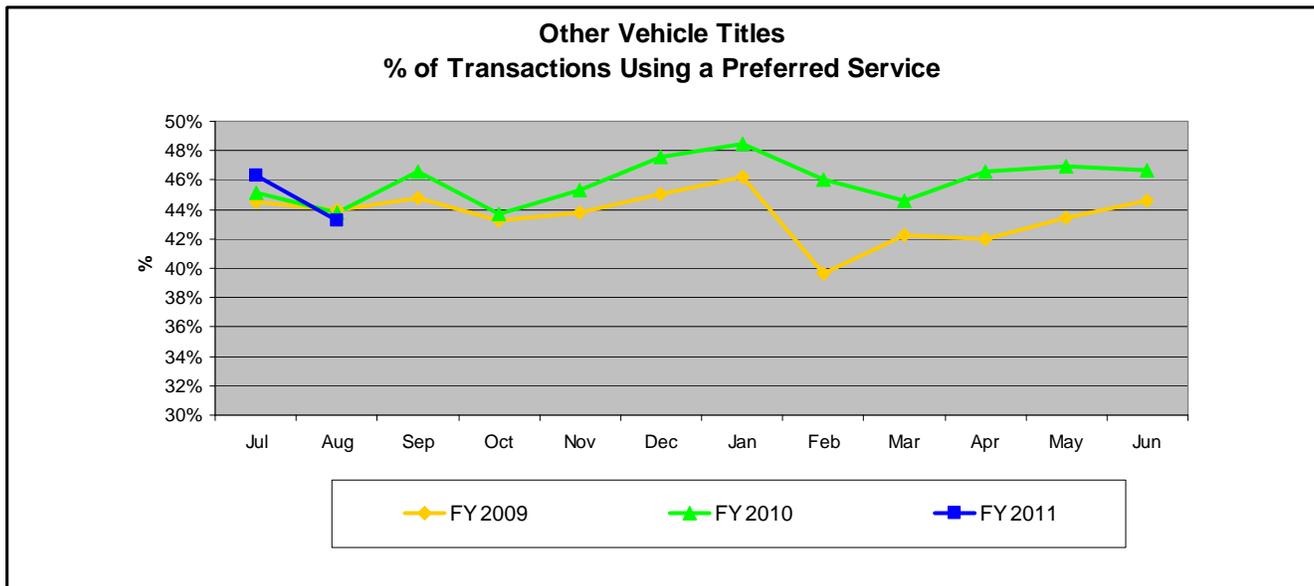
Other Vehicle Title Volumes by Service Option*

	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	190,383	100.0%	181,099	100.0%	0.0%	0.0%
CSCs	108,078	56.8%	101,815	56.2%	1.1%	-0.7%
Preferred Services:	82,305	43.2%	79,284	43.8%	-1.4%	0.9%
Mail-In	7,066	3.7%	6,148	3.4%	8.8%	18.8%
GATARS	13	0.0%	51	0.0%	0.0%	0.0%
On-Line Dealer	48,058	25.2%	45,692	25.2%	0.0%	1.5%
DMV Select	27,168	14.3%	27,393	15.1%	-5.3%	-3.9%

Source: Statistical Repository

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

Preferred service usage decreased by 1.4% when comparing August 2009 to August 2010. The Mail-In option, however, had an increase between August 2009 and August 2010. As indicated in the chart below, the percentage of Preferred Services transactions in August 2010 was lower than the same month for FYs 2009 and 2010.



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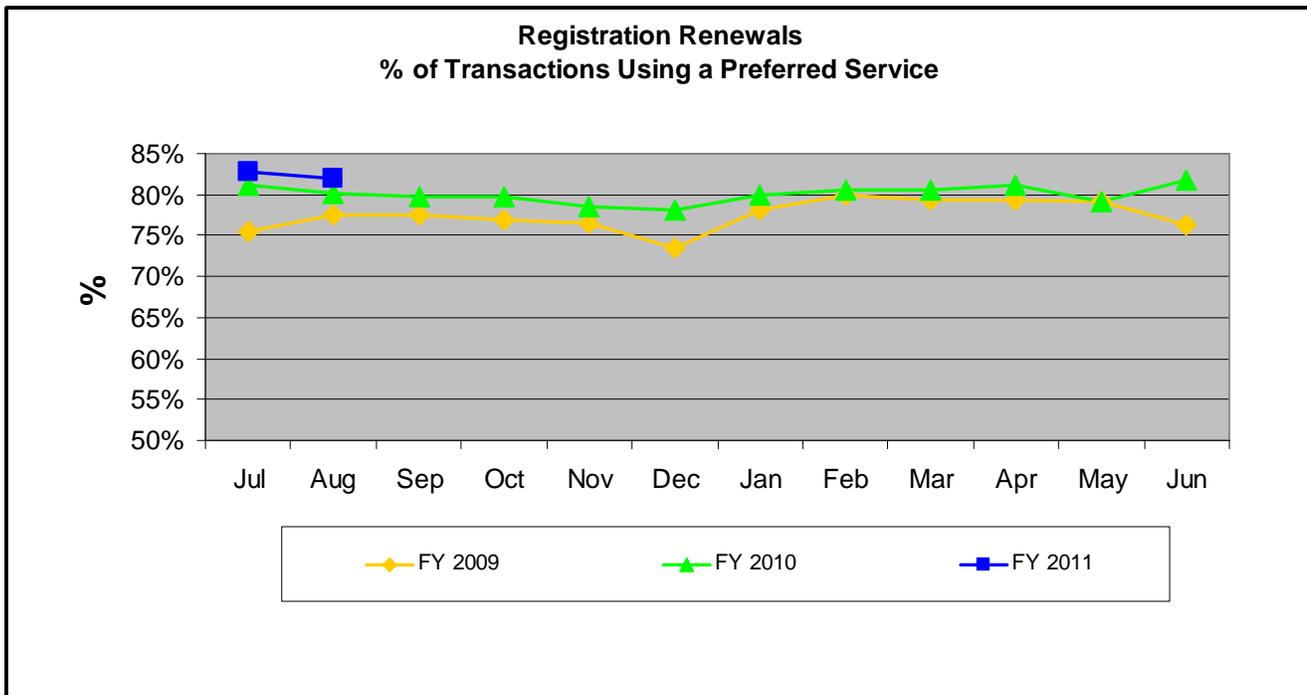
Preferred Services Report for August 2010

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	445,645	100.0%	423,553	100.0%	0.0%	0.0%
CSCs	80,636	18.1%	83,740	19.8%	-8.6%	-9.3%
Preferred Services:	365,009	81.9%	339,813	80.2%	2.1%	2.2%
Mail-In	158,164	35.5%	160,155	37.8%	-6.1%	-5.7%
Internet	161,933	36.3%	137,872	32.6%	11.3%	9.8%
On-Line Dealer	2,334	0.5%	2,142	0.5%	0.0%	0.0%
DMV Direct	9,805	2.2%	9,725	2.3%	-4.3%	0.0%
DMV Select	32,773	7.4%	29,919	7.1%	4.2%	10.1%

Source: Statistical Repository

Preferred service usage increased by 2.1% when comparing August 2009 to August 2010. Internet and DMV Select usage showed an increase in their percentage change from August 2009 to August 2010. As indicated in the graph below, the percentage of registration renewal transactions through Preferred Services for the first two months of FY 2011 was higher than the same months for FYs 2009 and 2010.



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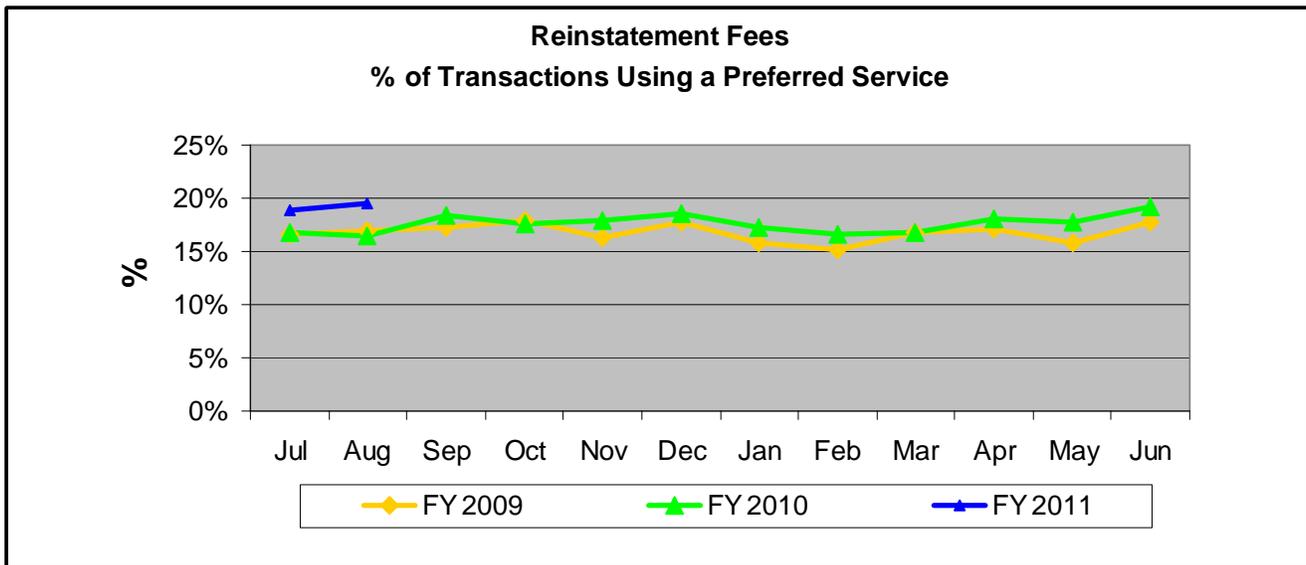
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Reinstatement Fee Volumes by Service Option

	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	17,740	100.0%	18,247	100.0%	0.0%	0.0%
CSCs	14,271	80.4%	15,234	83.5%	-3.7%	-3.1%
Preferred Services:	3,469	19.6%	3,013	16.5%	18.8%	15.7%
DMV Direct	2,529	14.3%	2,452	13.4%	6.7%	5.9%
Internet	643	3.6%	256	1.4%	157.1%	128.6%
Mail In	288	1.6%	287	1.6%	0.0%	6.3%
Weigh Station	9	0.1%	18	0.1%	0.0%	0.0%

Source: Statistical Repository

Preferred service usage increased by 18.8% when comparing August 2009 to August 2010. The largest increase in the percent of total transactions was for the Internet option which increased from 1.4% in August 2009 to 3.6% in August 2010. As indicated in the chart below, the percentage of Preferred Services transactions for August 2010 was higher than the same month for the last two fiscal years.



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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** So glad to do transactions on line! (8/31/2010 5:43:08 PM)
- **Plate:** This is a fun, pleasant alternative to waiting in line. (8/31/2010 5:06:30 PM)
- **Driver:** it was very convenient and secure. Good Site! (8/20/2010 2:40:53 PM)
- **Address:** If only other government agencies could be so efficient! Thank you Virginia DMV for your commitment to using technology to improve our experience with you. (8/20/2010 2:25:39 PM)
- **Vehicle:** Make the discount bigger and more obvious on the renewal form you mail. Make an iPhone/Blackberry/Android app for this (8/31/2010 4:55:43 PM)