

Department of Motor Vehicles

Preferred Services Report for December 2008

Individual Customers

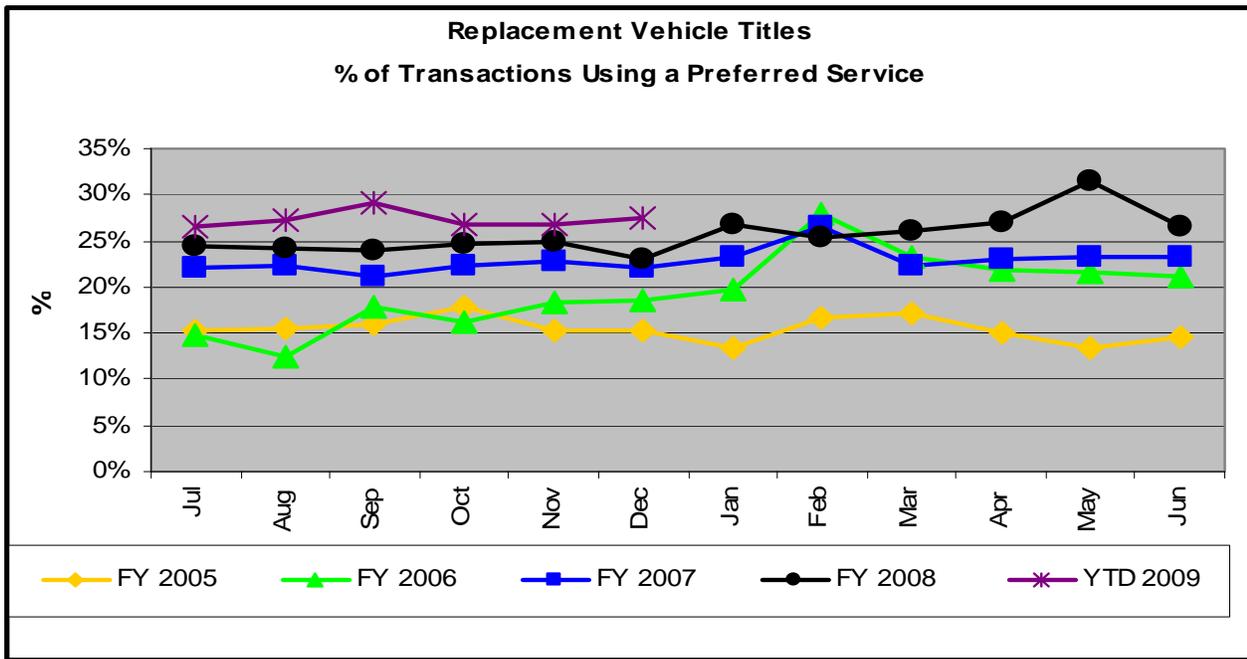
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	8,794	100.0%	8,963	100.0%
CSCs	6,368	72.4%	6,907	77.1%
Preferred Services:	2,426	27.6%	2,056	22.9%
Mail-In	729	8.3%	636	7.1%
Internet*	450	5.1%	346	3.9%
DMV Direct	3	0.0%	5	0.1%
DMV Select	1,244	14.1%	1,069	11.9%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

DMV customers conducted a greater percentage of the total Replacement Vehicle Title transactions by preferred services when comparing December 2008 (27.6%) with December 2007 (22.9%). During this time period, customers increased their percentage of the total for the mail-in, Internet, and DMV Select options. As shown in the chart, the percentage of total transactions for preferred services for the first six months of FY 2009 was greater than the same months for the previous four years.



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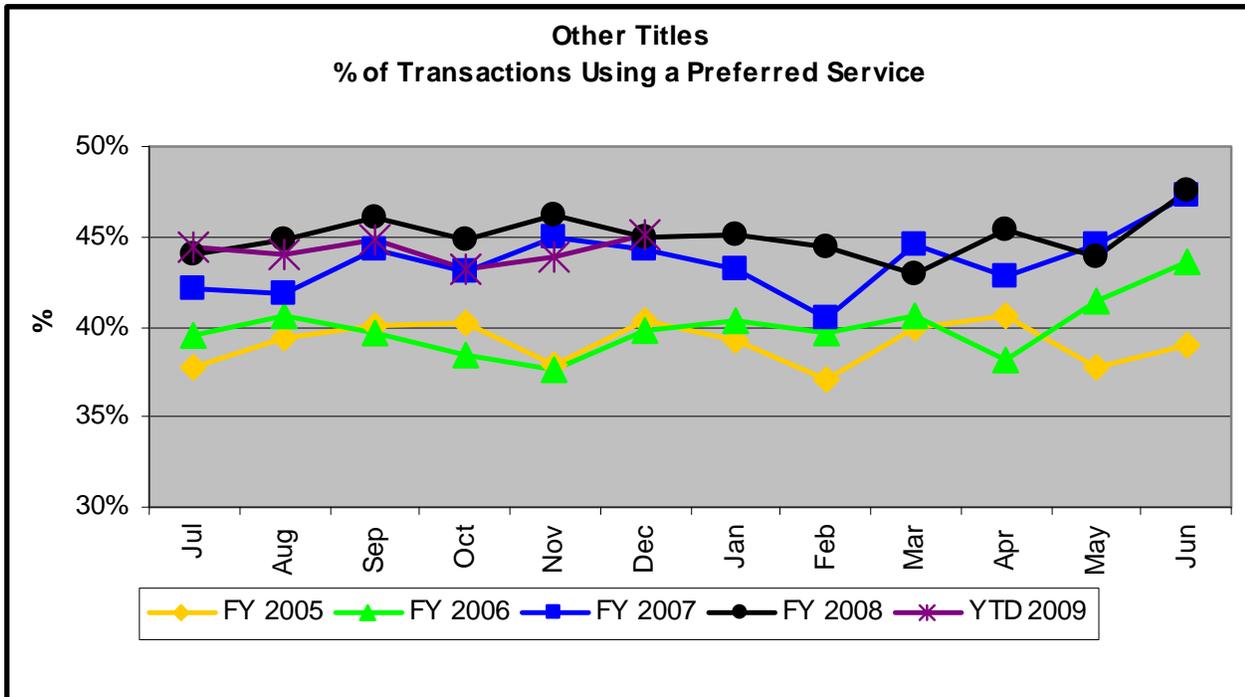
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	147,207	100.0%	157,212	100.0%
CSCs	80,851	54.9%	86,500	55.0%
Preferred Services:	66,356	45.1%	70,712	44.9%
Mail-In	8,997	6.1%	5,761	3.7%
GATARS	49	0.0%	111	0.1%
On-Line Dealer	36,058	24.5%	46,391	29.5%
DMV Select	21,252	14.4%	18,449	11.7%

Source: Statistical Repository

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

Between December 2007 and December 2008, the percentage of the total number of transactions performed by preferred services for other vehicle titles increased by 0.2% from 44.9% in December 2007 to 45.1% in December 2008. Over the past 3 months in FY 2009, October (43.2%), November (43.8%), and December (45.1%), transaction volume has steadily risen.



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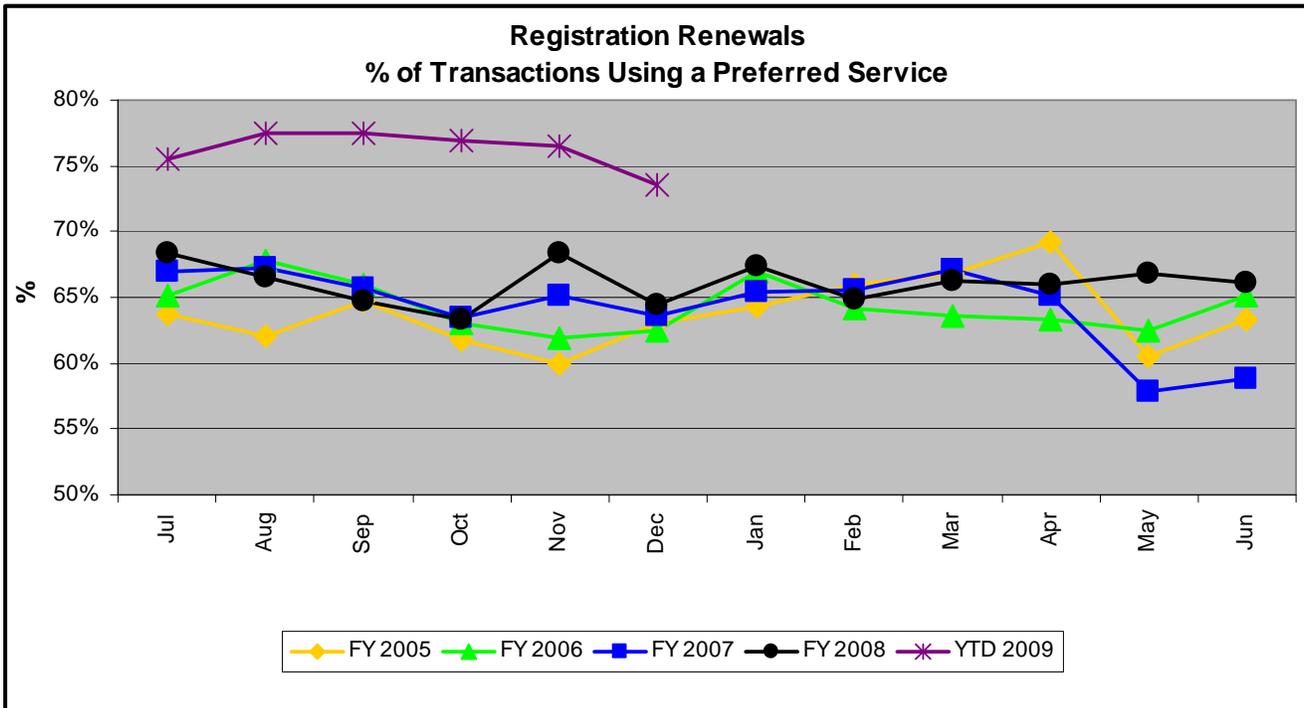
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	314,615	100.0%	314,126	100.0%
CSCs	83,320	26.5%	111,585	35.5%
Preferred Services:	231,295	73.5%	202,541	64.5%
Mail-In	101,342	32.2%	123,691	39.4%
Internet	97,699	31.1%	53,206	16.9%
On-Line Dealer	1,704	0.5%	1,255	0.4%
DMV Direct	7,784	2.5%	5,502	1.8%
DMV Select	22,766	7.2%	17,852	5.7%
Cyber Sites	0	0.0%	1,035	0.3%

Source: Statistical Repository

The percentage of the total vehicle registration renewals completed by a preferred service increased by 9% from 64.5% in December 2007 to 73.5% in December 2008. One key reason for the increase was the 14.2% increase in the percent of the total transactions through the Internet from 16.9% in December 2007 to 31.1% in December 2008, noted in red. 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 chart, the percentage of total transactions that customers conducted by preferred services for FY 2009 has remained higher than the past four years.



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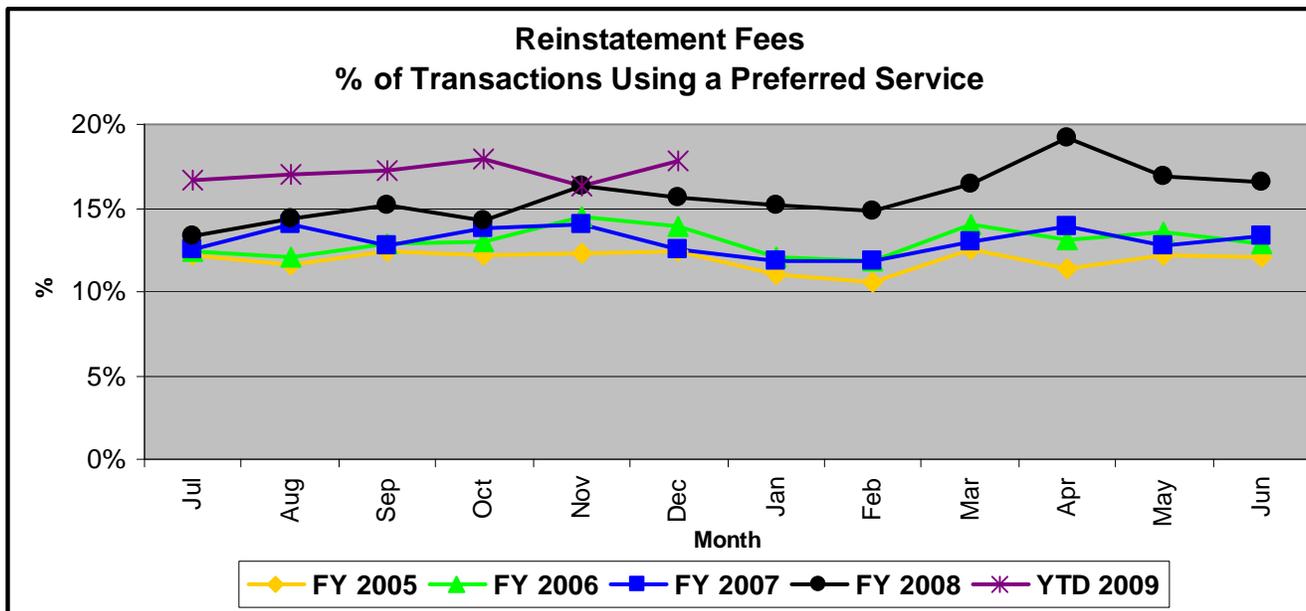
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	18,147	100.0%	16,180	100.0%
CSCs	14,909	82.2%	13,653	84.4%
Preferred Services:	3,238	17.8%	2,527	15.6%
DMV Direct	2684	14.8%	2,055	12.7%
Internet	222	1.2%	85	0.5%
Mail In	311	1.7%	373	2.3%
Weigh Station	21	0.1%	14	0.1%

Source: Statistical Repository

The percentage of the total number of reinstatement fee transactions completed by a preferred service increased by 2.2% from 15.6% in December 2007 to 17.8% in December 2008. The DMV Direct and Internet options had an increase in its percentage of total transactions, more than offsetting the decrease in the mail-in option. As shown in the chart, the percentage of the total transactions through preferred services was higher during the first six months of FY 2009 than almost all of the same months for the last four years.



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Business Customers

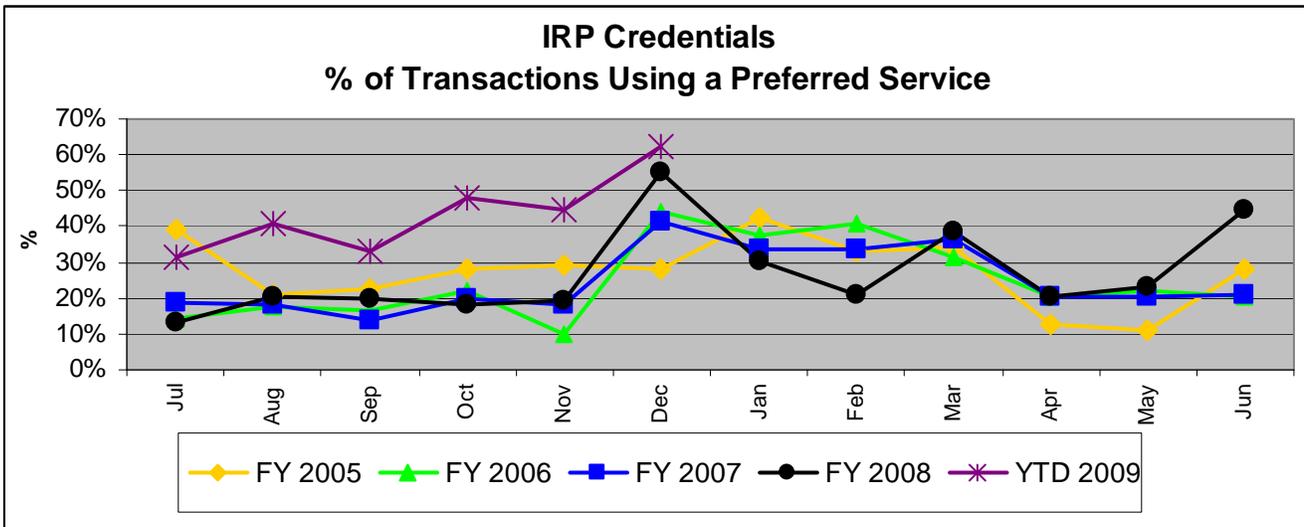
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	2,936	100.0%	3,622	100.0%
CSCs	1,101	37.5%	1,623	44.8%
Preferred Services:	1,835	62.5%	1,999	55.2%
Mail-In/Fax	1,261	42.9%	1820	50.2%
WebCAT	574	19.6%	179	4.9%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

The percentage of the total number of IRP transactions completed via a preferred service increased by 7.3% when comparing December 2007 (55.2 %) with December 2008 (62.5%). WebCAT has shown a 14.7% increase, from December 2007 (4.9%) to December 2008 (19.6%), noted in red. The percentage of IRP transactions completed via a preferred service has been the highest from August to December 2008 when compared to the same months in each of the previous four years.



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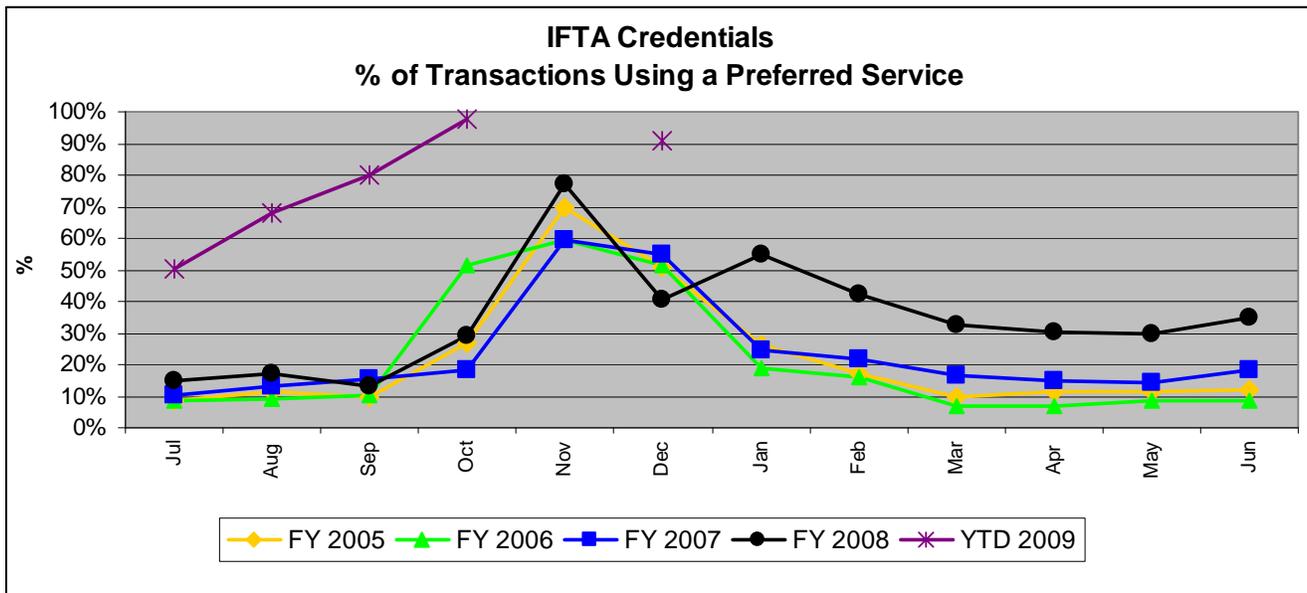
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions**	Percent of Total	Number of Transactions	Percent of Total
Total	1,403	100.0%	1,655	100.0%
CSCs	132	9.4%	980	59.2%
Preferred Services:	1,271	90.6%	675	40.8%
Mail-In/Fax	1,087	77.5%	557	33.7%
WebCAT	184	13.1%	118	7.1%

Source: VISTA/TS

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

The percentage of IFTA transactions completed via preferred services increased 49.8%, from 40.8% in December 2007 to 90.6% in December 2008. As shown in the graph below, the percentage of total IFTA transactions conducted through preferred services is the highest during FY 2009. 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: Accurate data for November 2008 was not available.

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** This is a great service! I work all day and am a caregiver for my mom who has dementia. I am limited in my "spare" time because I need to be home at a certain time to relieve the daily sitters who take care of her while I am working. Thank you for providing this stress-free manner to renew my registration. (12/15/2008 10:23:56 AM)
- **Driver:** this was a lot better than standing outside in the cold waiting until the office open to be first in line, and the long wait as well. Very happy wish I could do an ownership change online as well. (12/30/2008 7:33:31 AM)
- **Plate:** Thank you for this service, it is very convenient and so much better than doing it in person or by mail. I thought I would have to go in person if I wanted a new (standard) plate, and was pleased to see you had that option available online! (12/23/2008 9:08:03 AM)
- **General:** THIS IS A GREAT HELP, DON'T HAVE TO WAIT IN LINE, WONDERFUL (12/3/2008 3:37:47 PM)
- **Vehicle:** At first, it would not allow me to enter my whole vehicle emissions inspection Transaction ID, not accepting the last digit. Since the first digit was a zero, I tried leaving the zero off, and entered the rest, and it did accept it. You might modify the instructions for entering the Transaction ID number to say, "If the first digit is a zero, do not include it." (12/1/2008 4:57:16 PM)