

# Department of Motor Vehicles

## Preferred Services Report for December 2009

### Individual Customers

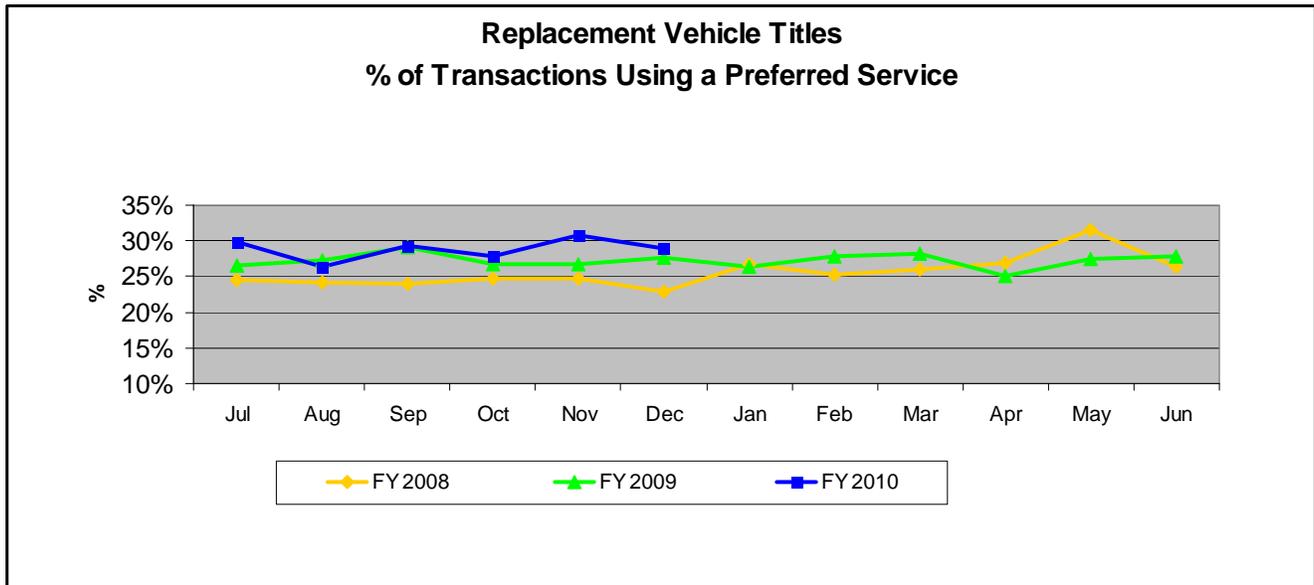
#### Replacement Vehicle Title Volumes by Service Option

	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	9,007	100.0%	8,794	100.0%	0.0%	0.0%
<b>CSCs</b>	6,393	71.0%	6,368	72.4%	-1.9%	-1.9%
<b>Preferred Services:</b>	2,614	29.0%	2,426	27.6%	5.1%	5.1%
Mail-In	609	6.8%	729	8.3%	-18.1%	-25.3%
Internet*	438	4.9%	450	5.1%	-3.9%	7.8%
DMV Direct	6	0.1%	3	0.0%	0.0%	0.0%
DMV Select	1,561	17.3%	1,244	14.1%	22.7%	21.0%

Source: Statistical Repository

\* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by 5.1% when comparing December 2008 to December 2009. The largest increase in the percent of total transactions was for the DMV Select option which increased from 14.1% in December 2008 to 17.3% in December 2009. As indicated in the chart below, the percentage of Preferred Services transactions for September through December 2009 was slightly higher between September and December than the same months during the last Fiscal Year (FY).



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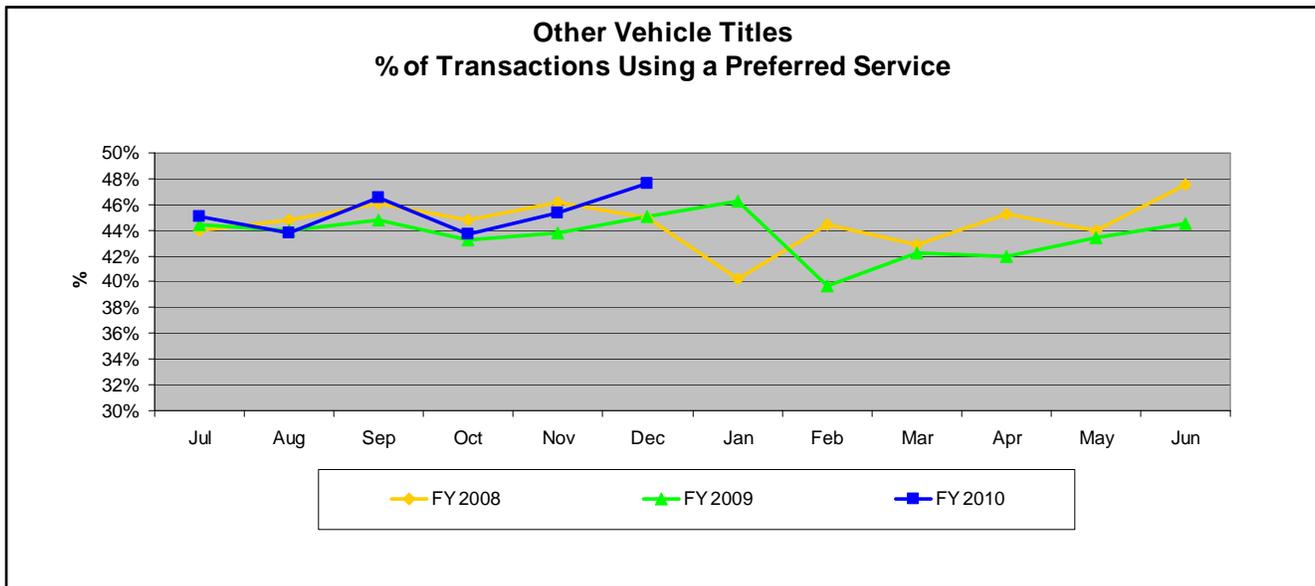
### Other Vehicle Title Volumes by Service Option\*

	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	149,069	100.0%	147,207	100.0%	0.0%	0.0%
<b>CSCs</b>	78,046	52.4%	80,851	54.9%	-4.6%	-2.7%
<b>Preferred Services:</b>	71,023	47.6%	66,356	45.1%	5.5%	3.4%
Mail-In	8,728	5.9%	8,997	6.1%	-3.3%	-4.8%
GATARS	14	0.0%	49	0.0%	0.0%	0.0%
On-Line Dealer	38,369	25.7%	36,058	24.5%	4.9%	0.4%
DMV Select	23,912	16.0%	21,252	14.4%	11.1%	10.6%

Source: Statistical Repository

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

Preferred service usage increased by 5.5% when comparing December 2008 to December 2009. The largest increase in the percent of total came from the DMV Select option with 14.4% in December 2008 to 16.0% in December 2009. As indicated in the chart below, the percentage of Preferred Services transactions in December 2009 is slightly higher than the same month for the past two FY's.



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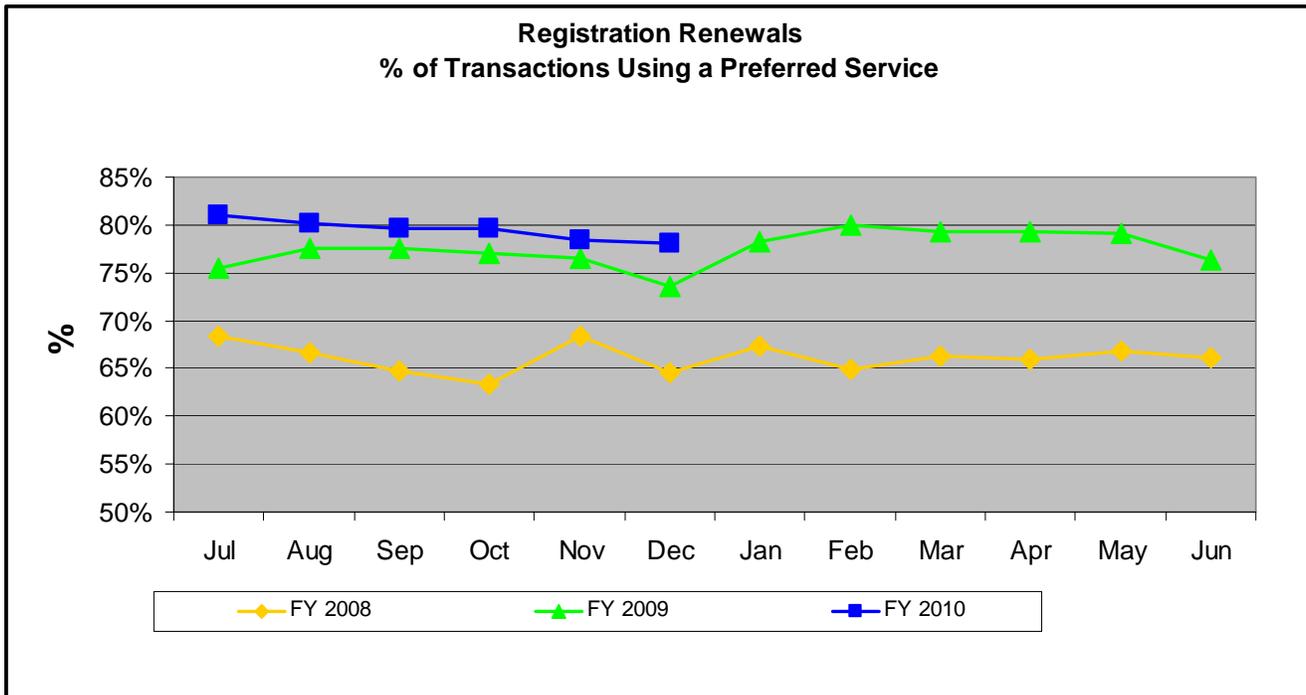
## Preferred Services Report for December 2009

### 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	318,009	100.0%	314,615	100.0%	0.0%	0.0%
<b>CSCs</b>	69,739	21.9%	83,320	26.5%	-17.4%	-13.9%
<b>Preferred Services:</b>	248,270	78.1%	231,295	73.5%	6.3%	4.3%
Mail-In	114,577	36.0%	101,342	32.2%	11.8%	-2.8%
Internet	97,836	30.8%	97,699	31.1%	-1.0%	11.6%
On-Line Dealer	1,292	0.4%	1,704	0.5%	-20.0%	0.0%
DMV Direct	6,860	2.2%	7,784	2.5%	-12.0%	-4.3%
DMV Select	27,705	8.7%	22,766	7.2%	20.8%	21.3%

Source: Statistical Repository

Preferred service usage increased by 6.3% when comparing December 2008 to December 2009. Mail-In and DMV Select usage contributed to the overall increase in December 2009. The percentage of transactions by the Mail-In increased from 32.2% in December 2008 to 36.0% in December 2009. DMV Select also increased from 7.2% in December 2008 to 8.7% in December 2009. This month shows the 1<sup>st</sup> month since SB116 was enacted that the percent increase for Internet usage was not shown. As indicated in the graph below, the percentage of registration renewal transactions through Preferred Services for the first six months of FY 2010 is higher than the same months for FYs 2008 and 2009.



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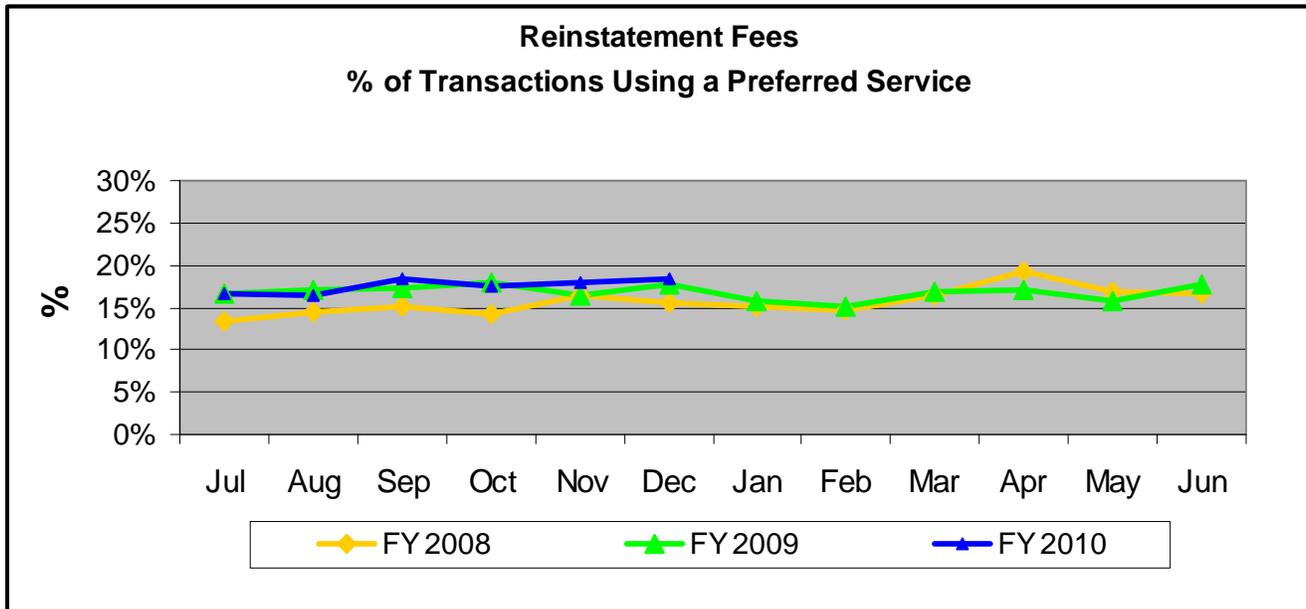
## Preferred Services Report for December 2009

### 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	16,606	100.0%	18,147	100.0%	0.0%	0.0%
<b>CSCs</b>	13,528	81.5%	14,909	82.2%	-0.9%	-0.5%
<b>Preferred Services:</b>	3,078	18.5%	3,238	17.8%	3.9%	2.3%
DMV Direct	2,483	15.0%	2,684	14.8%	1.4%	2.9%
Internet	286	1.7%	222	1.2%	41.7%	25.0%
Mail In	297	1.8%	311	1.7%	5.9%	-10.5%
Weigh Station	12	0.1%	21	0.1%	0.0%	0.0%

Source: Statistical Repository

Preferred service usage increased by 3.9% when comparing December 2008 to December 2009. The key reason for the increase was the rise in the use of the Internet and DMV Direct options. As indicated in the graph below, the percentage of transactions via Preferred Services has remained about the same for the first six months of FY 2010 compared to the first six months of FY 2009.



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## Preferred Services Report for December 2009

### Business Customers

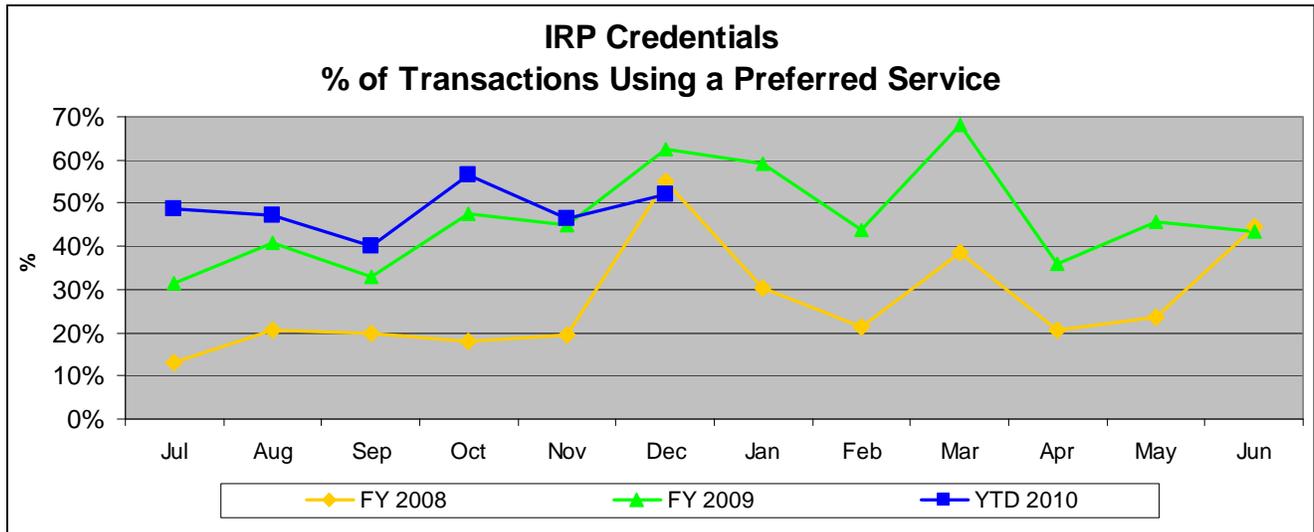
#### IRP Transaction Volumes by Service Option\*

	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	2,004	100.0%	2,936	100.0%	0.0%	0.0%
<b>CSCs</b>	959	47.9%	1,101	37.5%	27.7%	-8.7%
<b>Preferred Services:</b>	1,045	52.1%	1,835	62.5%	-16.6%	11.3%
Mail-In/Fax	577	28.8%	1,261	42.9%	-32.9%	4.3%
WebCAT	468	23.4%	574	19.6%	19.4%	22.7%

Source: VISTA/RS

\* IRP transaction numbers reflect where transactions originated.

Preferred service usage decreased by 16.6% when comparing December 2008 to December 2009. Even though the December 2009 usage has decreased from December 2008, the year to date preferred service usage has increase by 11.3% when comparing FY 2009 to FY 2010. The WebCat option has shown an increase in its percentage of total transactions from 19.6% in December 2008 to 23.4% in December 2009. As shown in the graph below, the percentage of IRP Credential transactions via a Preferred Services for December 2009 did increase from November 2009 but was below the past two FY's for the same month.



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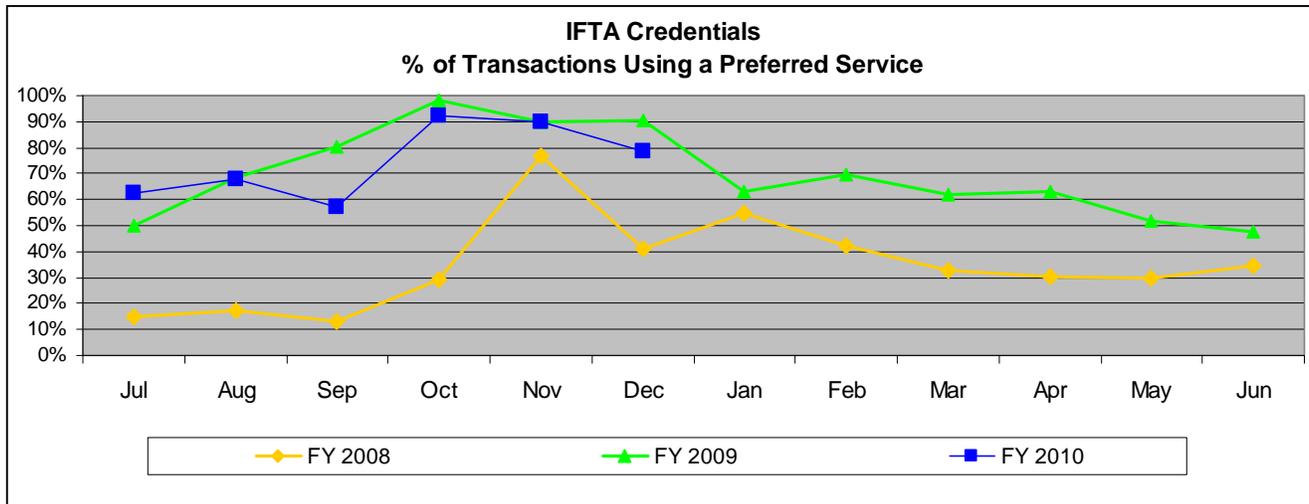
### IFTA Transaction Volumes by Service Option\*

	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	1,474	100.0%	1,403	100.0%	0.0%	0.0%
<b>CSCs</b>	317	21.5%	132	9.4%	128.7%	64.4%
<b>Preferred Services:</b>	1,157	78.5%	1,271	90.6%	-13.4%	-7.2%
Mail-In/Fax	878	59.6%	1,087	77.5%	-23.1%	-13.9%
WebCAT	279	18.9%	184	13.1%	44.3%	41.1%

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 13.4% when comparing December 2008 to December 2009. The reason for the decrease was the decline in usage of the Mail In/Fax option. The decline is due to more Motor Carrier customers choosing to file their IFTA forms at CSCs as oppose to faxing them to headquarters between the two periods. As seen in the graph below the past five months of FY 2010 is below the same five months of FY 2009.



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

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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 feature. I love that Virginia allows us to renew more than one year and we get a discount for doing it as well. It is a win-win situation. Great idea!!! Saves time and frustration as if we were to go to the DMV and wait. Just a few clicks and your done!!! Awesome job DMV! (12/31/2009 2:54:20 PM)
- **Driver:** This is so convenient when you have little ones running around. So much better then having to wait in line with children to entertain. Please keep this going! (12/9/2009 9:36:45 PM)
- **General:** I have been using this service for many years now and it has always been excellent! (12/17/2009 9:31:48 PM)
- **General:** The ability to update records online is a great timesaver. Thank you so much!! (12/19/2009 12:12:39 AM)
- **Driver:** I found this service to be very convenient for a busy person. The instructions were quite simple to follow. Thank you (12/2/2009 6:21:41 AM)
- **Vehicle:** the renewal notice information plus the web site instructions made the process very simple. You should consider an option which permits a customer who wants to replace banged up plates, with new plates having the same number, to simply check a box without having to go through a lengthy process. (12/2/2009 2:32:53 PM)