

Department of Motor Vehicles

Preferred Services Report for December 2010

Individual Customers

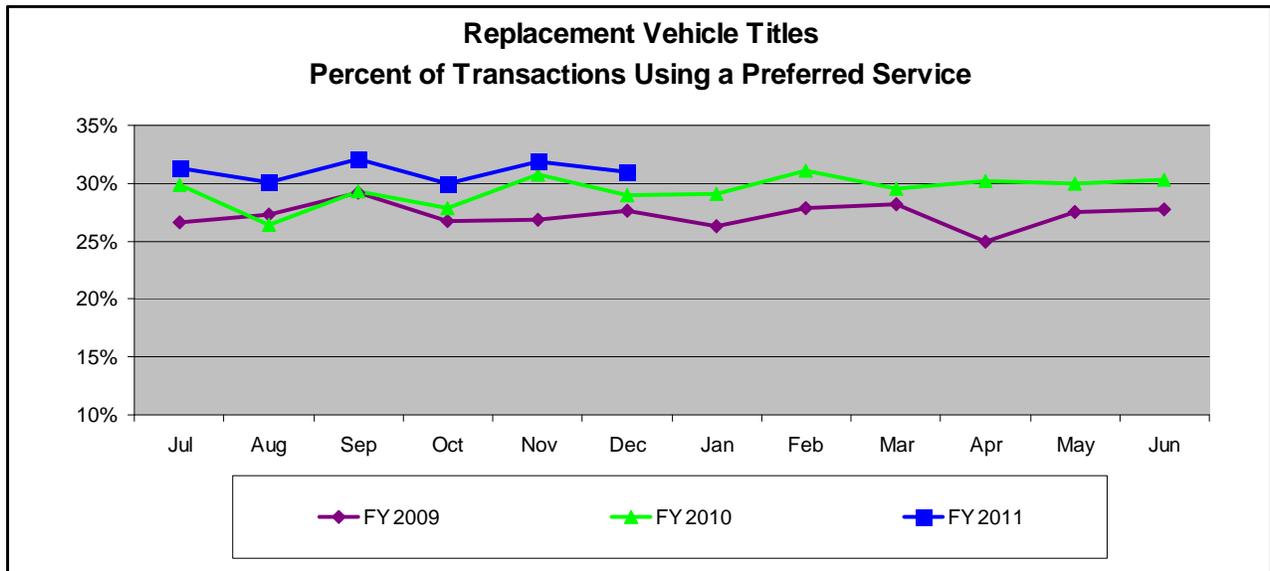
Replacement Vehicle Title Volumes by Service Option

	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	9,363		9,007		4.0%	
CSCs	6,465	69.0%	6,399	71.0%	1.0%	-2.0%
Preferred Services:	2,898	31.0%	2,608	29.0%	11.1%	2.0%
Mail-In	508	5.4%	609	6.8%	-16.6%	-1.3%
Internet*	922	9.8%	438	4.9%	110.5%	5.0%
DMV Select	1,468	15.7%	1,561	17.3%	-6.0%	-1.7%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage, as indicated in the "Adjusted Month to Date" column, increased by 11.1 percent from December 2009 to December 2010. As indicated in the chart below, the percentage of Preferred Services transactions for all months in FY 2011 was higher than the same months for the last two FYs.



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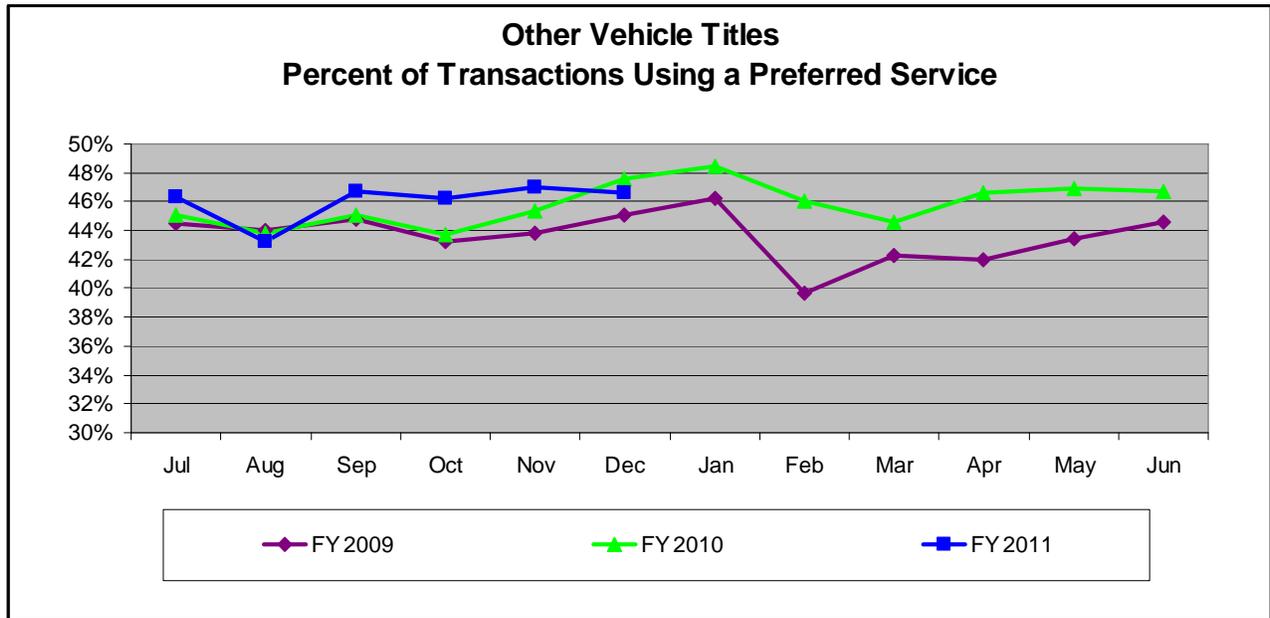
Other Vehicle Title Volumes by Service Option*

	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	153,480		149,069		3.0%	
CSCs	81,963	53.4%	78,046	52.4%	5.0%	1.0%
Preferred Services:	71,517	46.6%	71,023	47.6%	0.7%	-1.0%
Mail-In	7,578	4.9%	8,728	5.9%	-13.2%	-0.9%
GATARS	11	0.0%	14	0.0%	-21.4%	0.0%
On-Line Dealer	42,040	27.4%	38,369	25.7%	9.6%	1.7%
DMV Select	21,888	14.3%	23,912	16.0%	-8.5%	-1.8%

Source: Statistical Repository

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

Preferred service usage increased by 0.7 percent (“Adjusted Month to Date” column) when comparing December 2009 to December 2010. The chart below shows Preferred Services usage was lower in December 2010 than it was in December 2009 by 1.0 percent (“Adjusted Year to Date”).



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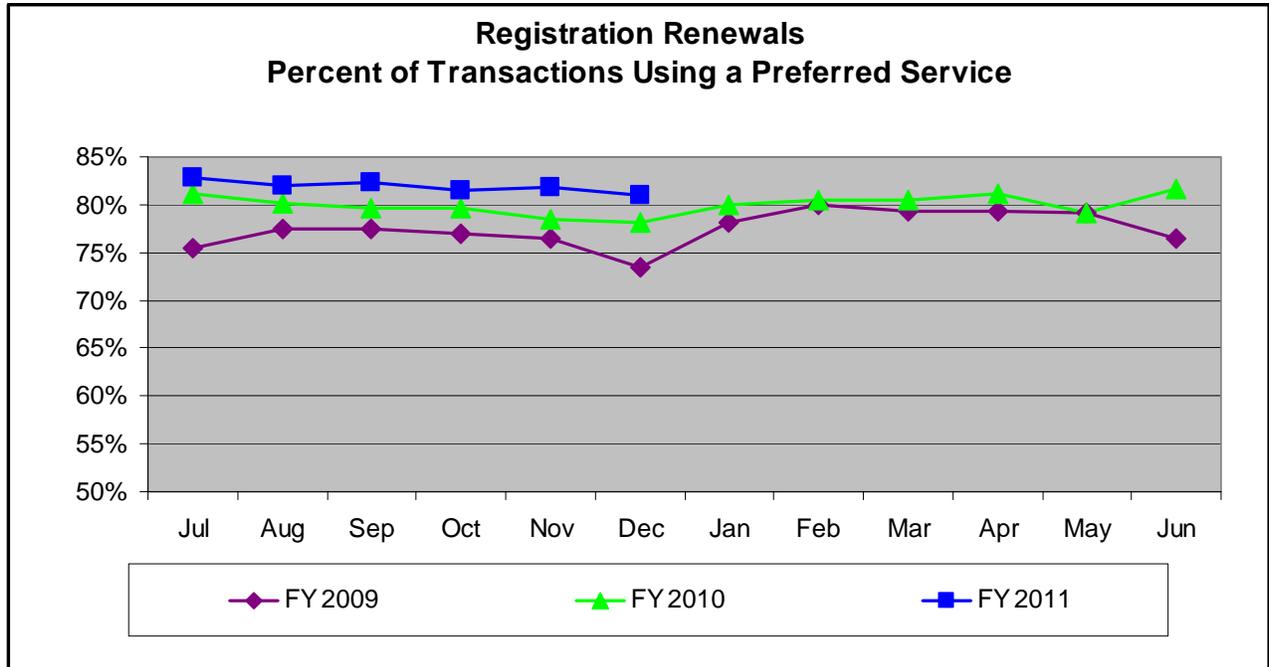
Preferred Services Report for December 2010

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	318,938		318,009		0.3%	
CSCs	60,929	19.1%	69,739	21.9%	-12.6%	-2.8%
Preferred Services:	258,009	80.9%	248,270	78.1%	3.9%	2.8%
Mail-In	116,652	36.6%	114,577	36.0%	1.8%	0.5%
Internet	107,555	33.7%	97,836	30.8%	9.9%	3.0%
On-line Dealer	1,625	0.5%	1,292	0.4%	25.8%	0.1%
DMV Direct	6,310	2.0%	6,860	2.2%	-8.0%	-0.2%
DMV Select	25,867	8.1%	27,705	8.7%	-6.6%	-0.6%

Source: Statistical Repository

Preferred Service usage in December 2010 increased by 3.9 percent over December 2009 (“Adjusted Month to Date” column). As shown in the Registration Renewals graph, the percent of total transactions completed through Preferred Services has been higher for each month in FY 2011 compared to the same months the last two years.



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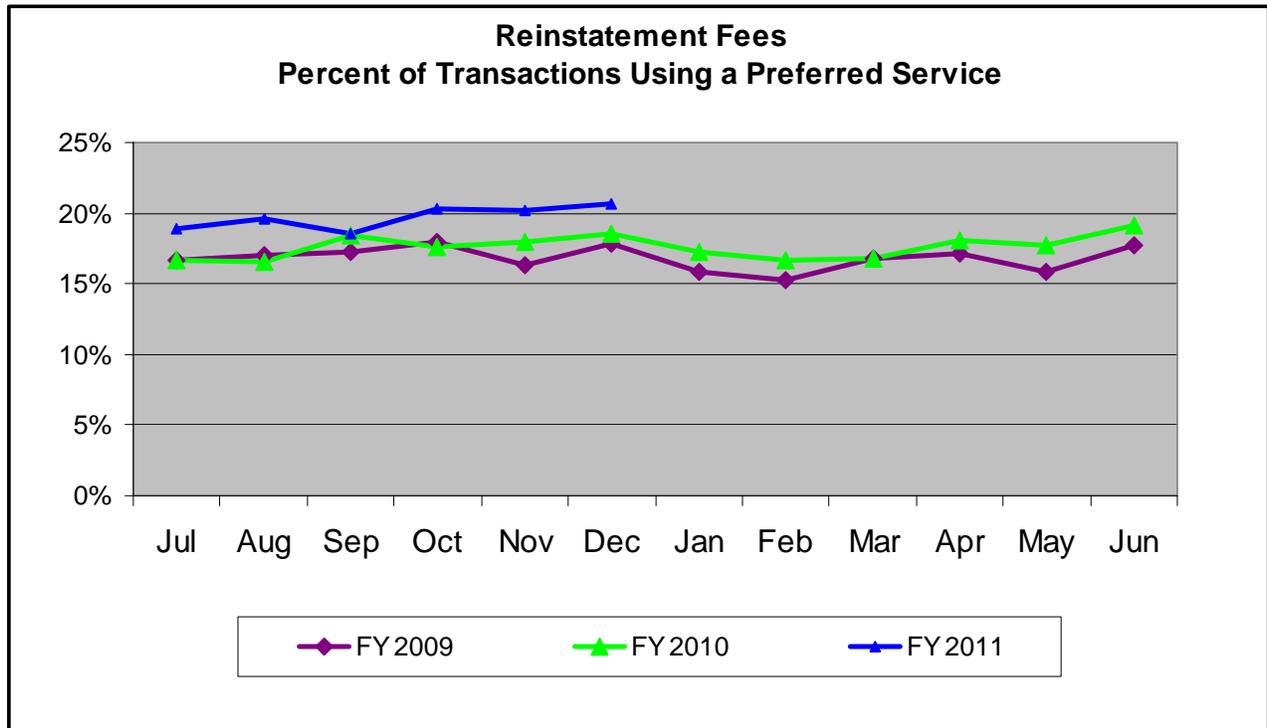
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Reinstatement Fee Volumes by Service Option

	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	15,283		16,606		-8.0%	
CSCs	12,121	79.3%	13,528	81.5%	-10.4%	-2.2%
Preferred Services:	3,162	20.7%	3,078	18.5%	2.7%	2.2%
DMV Direct	2201	14.4%	2483	15.0%	-11.4%	-0.6%
Internet	687	4.5%	286	1.7%	140.2%	2.8%
Mail In	259	1.7%	297	1.8%	-12.8%	-0.1%
Weigh Station	15	0.1%	12	0.1%	25.0%	0.0%

Source: Statistical Repository

Preferred service usage increased by 2.7 percent (“Adjusted Month to Date” column) in December 2010 compared to December 2009. The percentage of Reinstatement Fee transactions by Preferred Services, as shown in the chart below, has been greater for most months in FY 2011 than the same months for the last two years.



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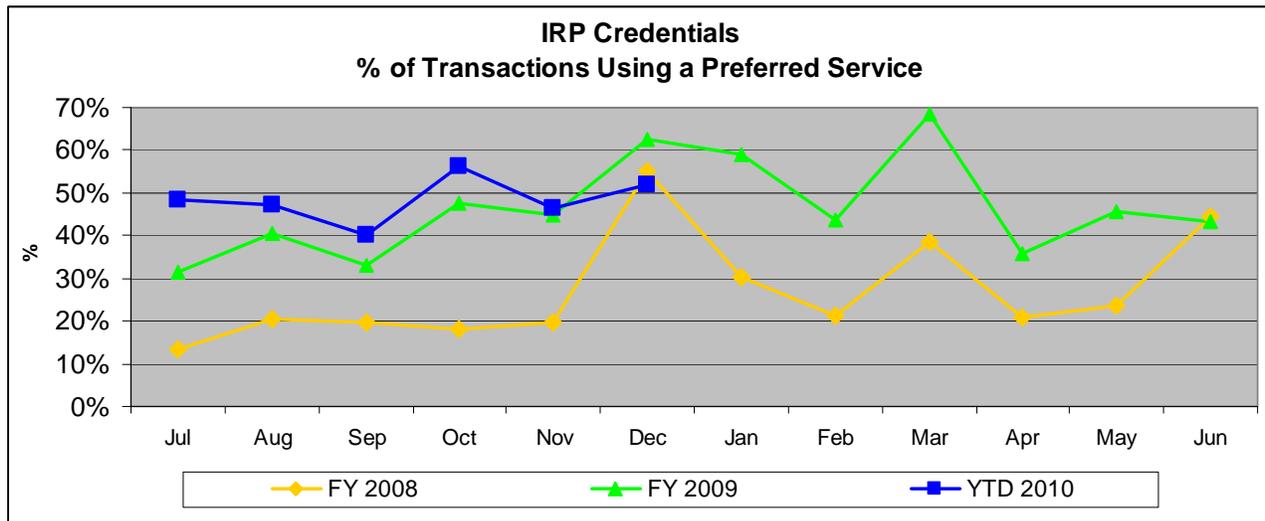
Business Customers

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	2,258		2,018		11.9%	
Non-WebCAT	1,472	65.2%	1,530	75.8%	-3.8%	-10.6%
WebCAT:	786	34.8%	482	23.9%	63.1%	10.9%

Source: VISTA/RS

WebCAT usage for IRP transactions declined slightly in December compared to November, but remains high compared to fiscal year 2010 and the same month last year.



In December 74.6 percent of customers with IRP transactions conducted at least part of their business (dropping off the paperwork and/or picking up the credentials) using a CSC. This is down from 78.8 percent in November.

CSC Involvement in Non-WebCAT Transactions		
		% of Total
IRP Transactions with CSCs	474	74.6%
IRP Transactions with no CSC Involvement	161	25.4%
Total	635	

Source: IFTA/IRP Performance Tracking System

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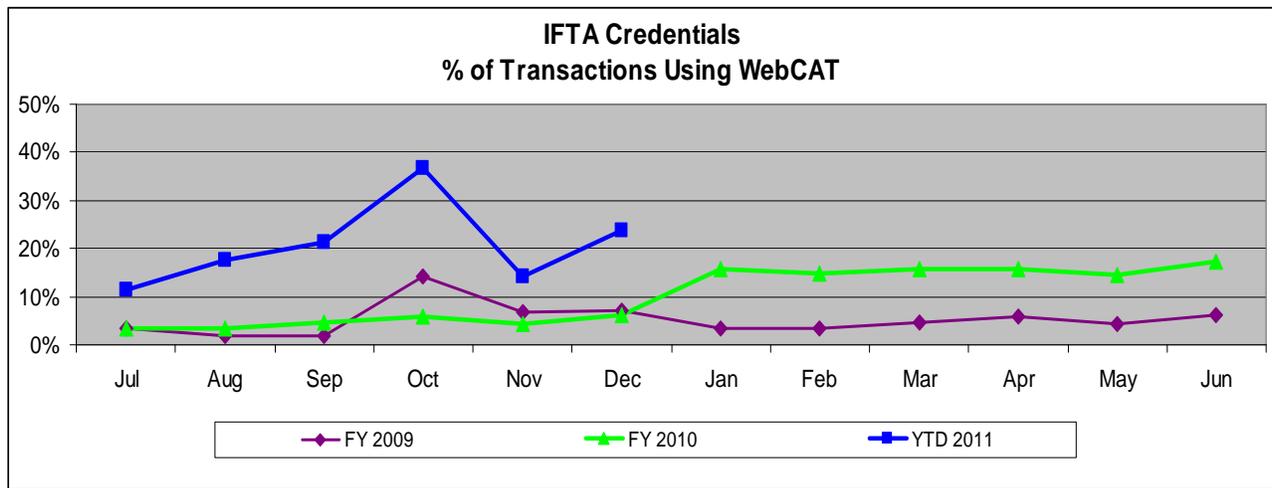
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IFTA Credentialing Transaction Volumes by Service Option

	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	1,843		1474			
Non-Webcat	1,400	75.9%	1195	81.1%	-6.4%	-5.9%
WebCAT	437	24.1%	279	18.9%	27.5%	33.1%

Source: VISTA/RS

WebCAT usage for IFTA transactions increased in December compared to November and was higher than any month in the last two fiscal years.



In December 75.8 percent of customers with IFTA transactions conducted at least part of their business (dropping off the paperwork and/or picking up the credentials) using a CSC. This is up from 63.8 percent in November.

CSC Involvement in Non-WebCAT Credentialing Transactions		
		% of Total
IFTA Transactions with CSCs	467	75.8%
IFTA Transactions with no CSC Involvement	149	24.2%
Total	616	

Source: IFTA/IRP Performance Tracking System

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions Online

- **Address:** I definitely prefer to complete these types of transactions online. I dont have to wait in long lines at the DMV and I dont have to risk taking any personal documents with me. This is one of the greatest things VA has done in recent years to make things easier on us! (12/10/2010 11:38:42 AM)
- **Driver:** Im so happy the DMV is trying to save the environmentby (sic) eliminating as much paper as possible. (12/30/2010 7:57:42 PM)
- **Plate:** I liked the option to purchase new plates as part of my renewal process. Thanks. (12/10/2010 4:55:12 PM)
- **Reg Repl:** The feture was very easy to use ; it just took a few different searches to find it (12/28/2010 2:54:28 PM)
- **Vehicle:** This is an excellent service. Very quick and complete. It is painful if you actually have to visit a physical DMV office but the web site and the online services are first rate. You folks should be commended for a fine job with this. (12/30/2010 10:55:53 PM)
- **Insurance:** A print button needs to added to the screen for printing a receipt (12/13/2010 3:17:18 PM)
- **Vehicle:** I would add one feature on the temporary web page. A print button would be nice (12/6/2010 9:30:32 AM)