

Department of Motor Vehicles

Preferred Services Report for February 2009

Individual Customers

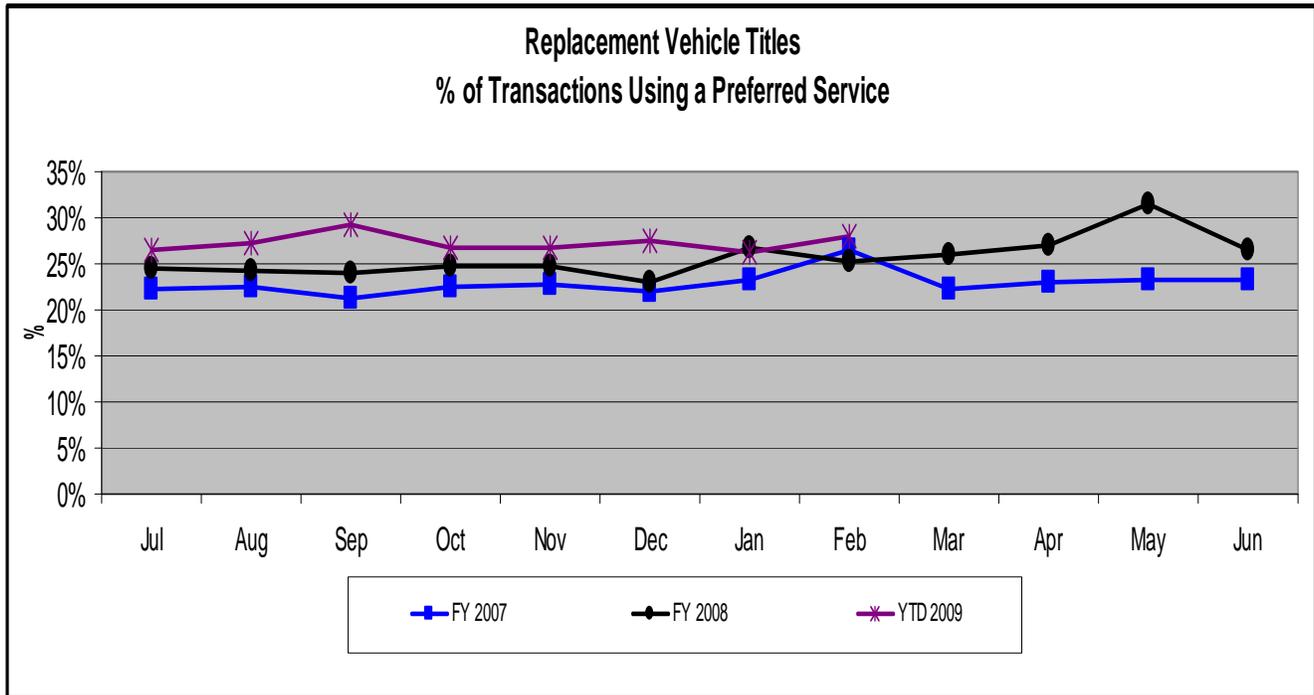
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	9,696	100.0%	10,282	100.0%
CSCs	6,994	72.1%	7,677	74.7%
Preferred Services:	2,702	27.9%	2,605	25.3%
Mail-In	818	8.4%	652	6.3%
Internet*	459	4.7%	495	4.8%
DMV Direct	12	0.1%	5	0.0%
DMV Select	1,413	14.6%	1,453	14.1%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

DMV customers conducted a higher percentage of the total Replacement Vehicle Title transactions by preferred services when comparing February 2008 (25.3%) with February 2009 (27.9%). During this time period, customers slightly increased their percentage of the total for Mail-In and DMV Select options while Internet usage remained about the same. As shown in the chart, the percentage of total transactions for preferred services for most months of FY 2009 were greater than the same months for the previous four years.



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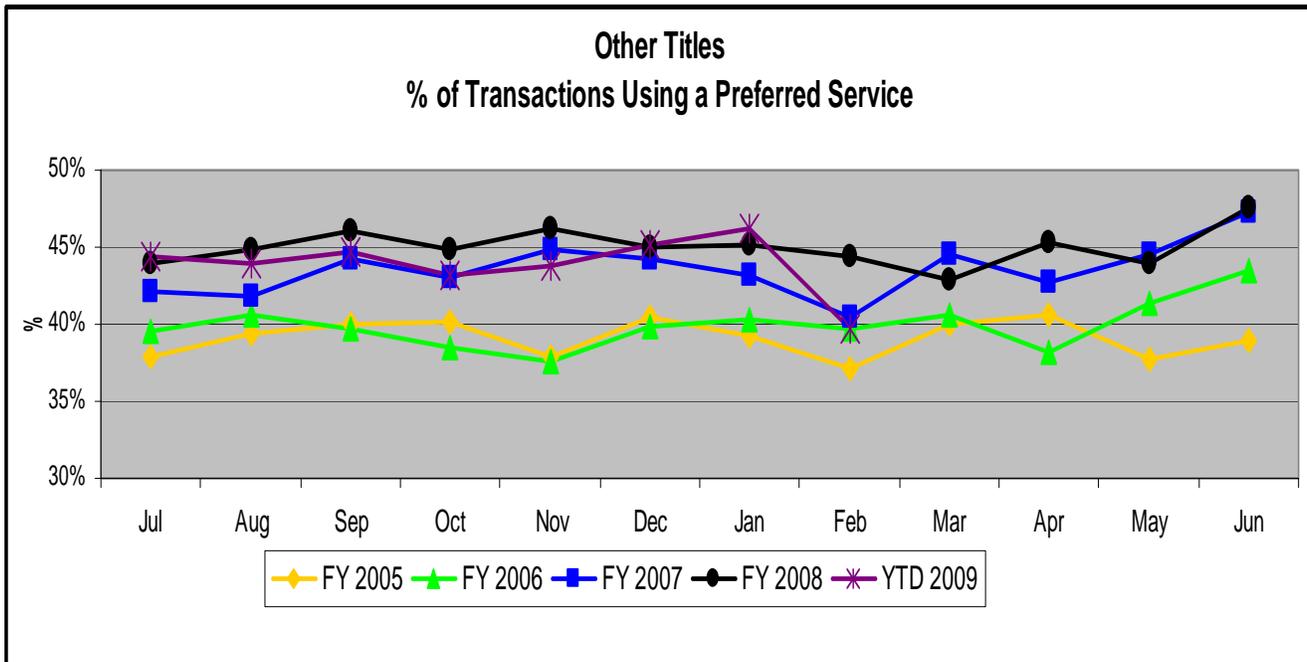
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	157,996	100.0%	187,880	100.0%
CSCs	95,302	60.3%	104,387	55.6%
Preferred Services:	62,694	39.7%	83,493	44.4%
Mail-In	6,649	4.2%	6,529	3.5%
GATARS	16	0.0%	99	0.1%
On-Line Dealer	32,670	20.7%	50,867	27.1%
DMV Select	23,359	14.8%	25,998	13.8%

Source: Statistical Repository

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

Between February 2008 and February 2009, the percentage of the total number of transactions performed by preferred services for other vehicle titles decreased by 4.7% from 44.4% in February 2008 to 39.7% in February 2009. While the Mail-In and DMV Select show a slight increase in usage, the percentage of the total for On-Line Dealer transactions fell 6.4% from February 2008 to February 2009.



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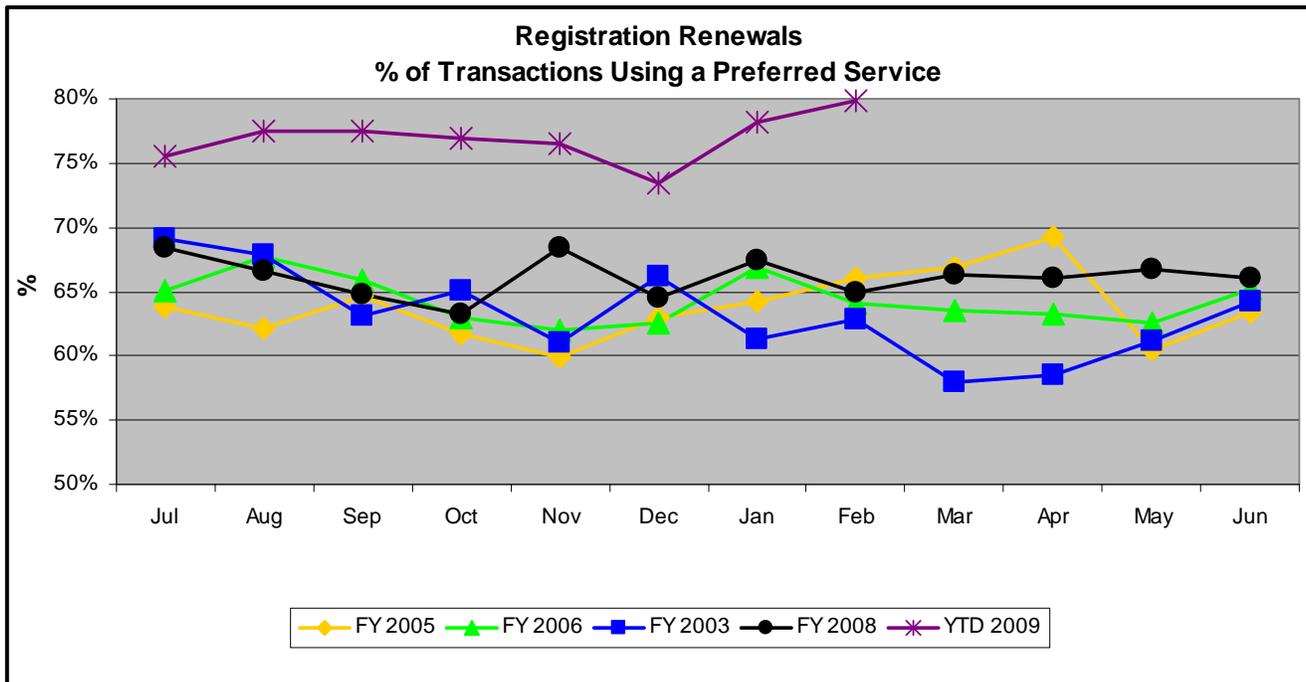
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	427,292	100.0%	358,940	100.0%
CSCs	85,979	20.1%	126,098	35.1%
Preferred Services:	341,313	79.9%	232,842	64.9%
Mail-In	182,248	42.7%	138,884	38.7%
Internet	121,490	28.4%	63,428	17.7%
On-Line Dealer	1,468	0.3%	1,310	0.4%
IVR	10,140	2.4%	6,289	1.8%
DMV Select	25,967	6.1%	22,197	6.2%
Cyber Sites	0	0.0%	734	0.2%

Source: Statistical Repository

The percentage of the total vehicle registration renewals completed by a preferred service increased by 15.0% from 64.9% in February 2008 to 79.9% in February 2009. One key reason for the increase was the 10.7% increase in the percent of the total transactions through the Internet from 17.7% in February 2008 to 28.4% in February 2009, 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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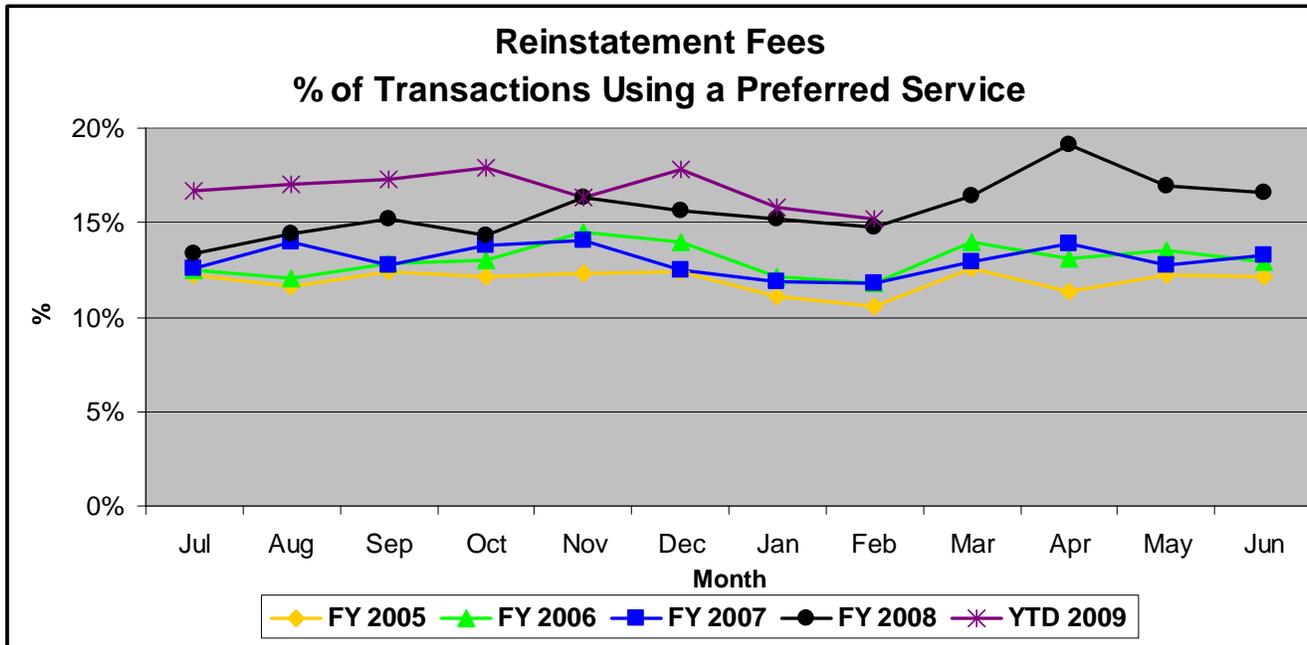
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	27,459	100.0%	25,781	100.0%
CSCs	23,279	84.8%	21,971	85.2%
Preferred Services:	4,180	15.2%	3,810	14.8%
DMV Direct	3,497	12.7%	3,112	12.1%
Internet	312	1.1%	279	1.1%
Mail In	352	1.3%	398	1.5%
Weigh Station	19	0.1%	21	0.1%

Source: Statistical Repository

The percentage of the total number of reinstatement fee transactions completed by a preferred service slightly increased between February 2008 and February 2009. The DMV Direct 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 most of FY 2009 than all of the same months for the last four years.



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Business Customers

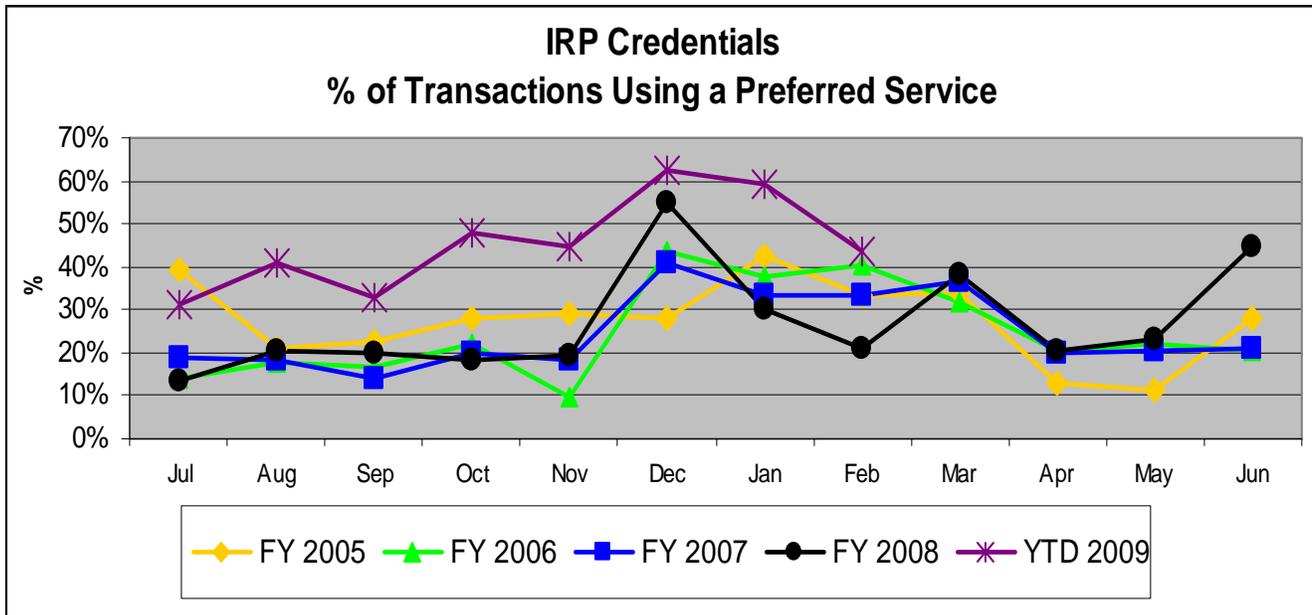
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	3,186	100.0%	3,631	100.0%
CSCs	1,790	56.2%	2,862	78.8%
Preferred Services:	1,396	43.8%	769	21.2%
Mail-In/Fax	989	31.0%	215	5.9%
WebCAT	407	12.8%	554	15.3%

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 22.6% when comparing February 2008 (21.2%) with February 2009 (43.8%). Mail-in/Fax has shown a huge increase of 25.1%, from February 2008 to February 2009 as shown in red. From August 2008 to February 2009 the percentage of IRP transactions completed via a preferred service has been higher than the same months in each of the previous four years.



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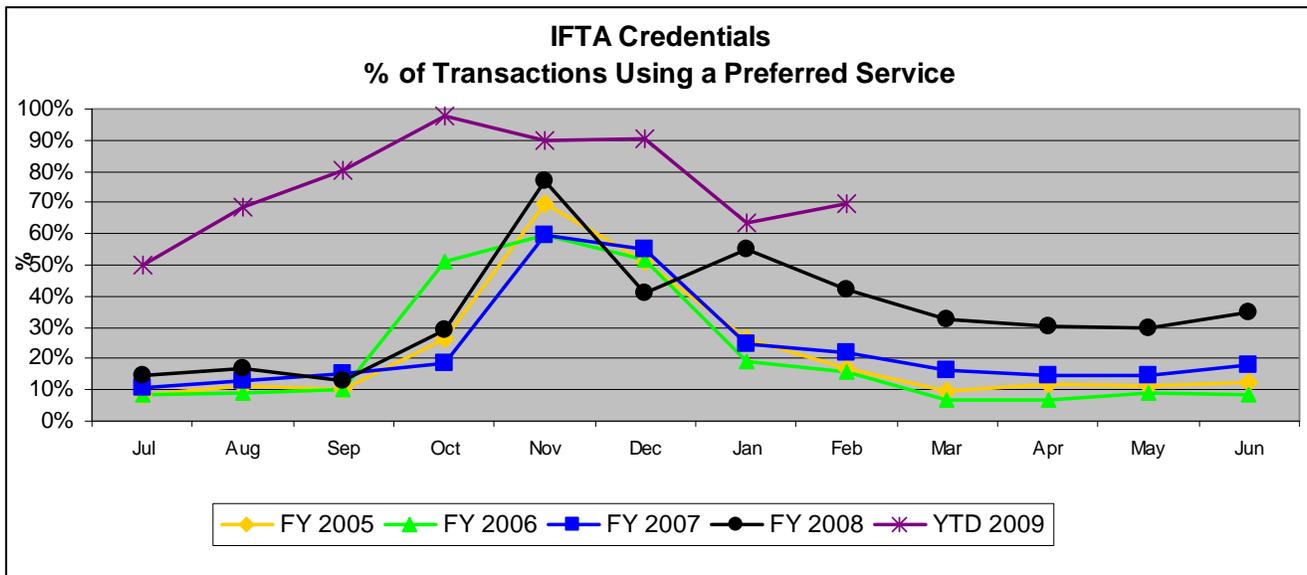
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions**	Percent of Total	Number of Transactions	Percent of Total
Total	630	100.0%	659	100.0%
CSCs	192	30.5%	382	58.0%
Preferred Services:	438	69.5%	277	42.0%
Mail-In/Fax	399	63.3%	254	38.5%
WebCAT	39	6.2%	23	3.5%

Source: VISTA/TS and Motor Carrier Log

* 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 27.5%, from 42.0% in February 2008 to 69.5% in February 2009. Mail-in/Fax jumped from 38.5% February 2008 to 63.3% in February 2009, an increase of 24.8% as shown in red. As shown in the graph below, the percentage of total IFTA transactions conducted through preferred services was higher then the same months for each of the last 4 fiscal years. 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: the use of Motor Carrier Logs to report transactions was used in November 2008 through February 2009.

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** This site is great and it made this whole transaction very easy and stress free. No lines! I like that!! (2/28/2009 7:42:25 PM)
- **Driver:** This was so easy! Thank you. It probably saved me hours over driving to an office and waiting in line. (2/28/2009 3:52:27 PM)
- **Plate:** Saving gas to get to DMV and a \$1.00 off fee, plus not having to wait in line at DMV was well worth doing it via internet. (2/10/2009 11:23:19 AM)
- **General:** I absolutely loved taking care of all of my business online today. I am very pleased with this website and its efficiency. (2/10/2009 9:47:18 AM)
- **Vehicle:** The only thing I would suggest is a place for when to debit funds from my account, Such as a Date to withdraw (2/16/2009 3:43:51 PM)
- **Driver:** I will also be using it to obtain vehicle registration renewal either today or within the next few days... (2/17/2009 1:18:11 PM)