

Department of Motor Vehicles

Preferred Services Report for January 2009

Individual Customers

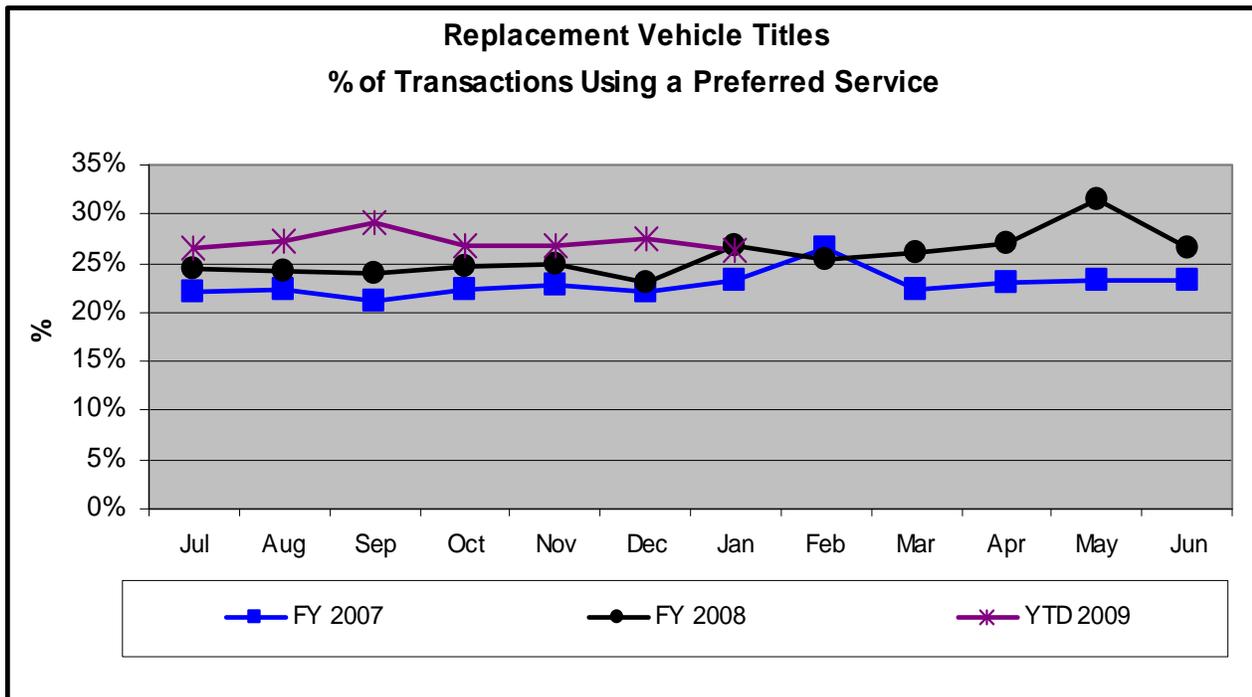
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	8,698	100.0%	10,349	100.0%
CSCs	6,411	73.7%	7,584	73.3%
Preferred Services:	2,287	26.3%	2,765	26.7%
Mail-In	540	6.2%	822	7.9%
Internet*	479	5.5%	531	5.1%
DMV Direct	0	0.0%	9	0.1%
DMV Select	1,268	14.6%	1,403	13.6%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

DMV customers conducted a slightly less percentage of the total Replacement Vehicle Title transactions by preferred services when comparing January 2008 (26.7%) with January 2009 (26.3%). During this time period, customers slightly increased their percentage of the total for Internet and DMV Select options, however, the percentage of the total for mail-in declined. 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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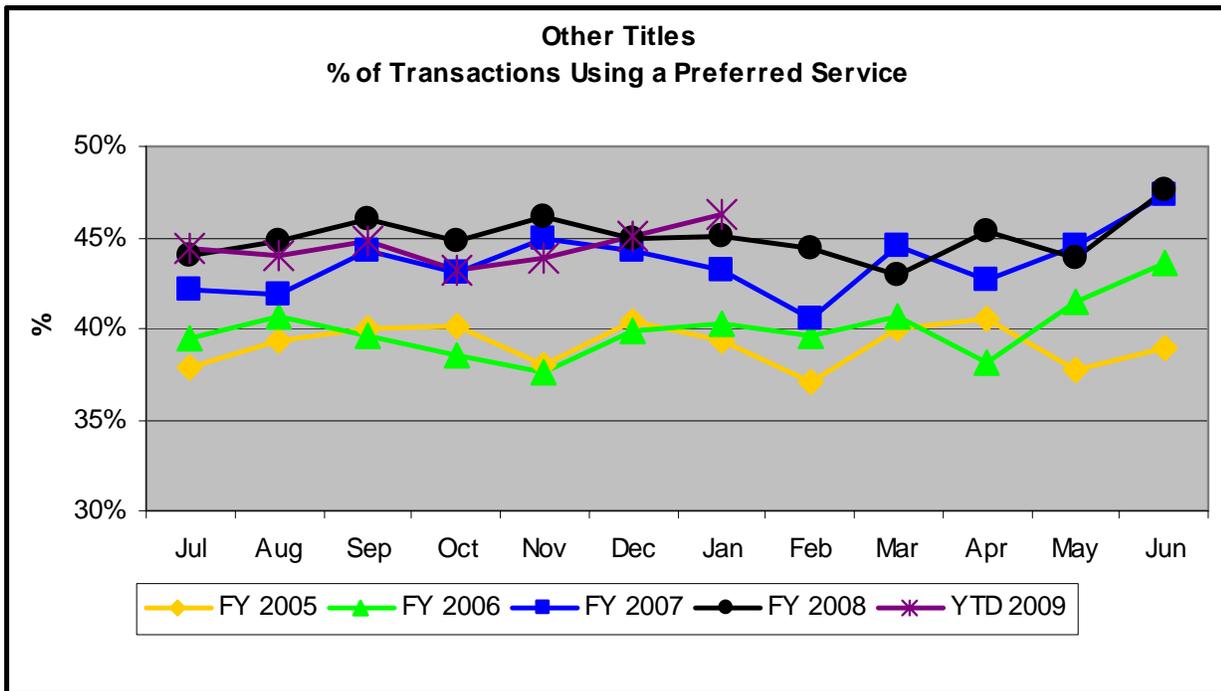
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	156,095	100.0%	187,545	100.0%
CSCs	83,909	53.8%	102,941	54.9%
Preferred Services:	72,186	46.2%	84,604	45.1%
Mail-In	7,450	4.8%	6,095	3.2%
GATARS	23	0.0%	139	0.1%
On-Line Dealer	42,579	27.3%	51,700	27.6%
DMV Select	0	0.0%	1	0.0%
DMV Direct	22,134	14.2%	26,669	14.2%

Source: Statistical Repository

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

Between January 2008 and January 2009, the percentage of the total number of transactions performed by preferred services for other vehicle titles increased by 1.1% from 45.1% in January 2008 to 46.2% in January 2009. Over the past four months in FY 2009, the percentage of the total number of transactions performed by preferred services has steadily risen.



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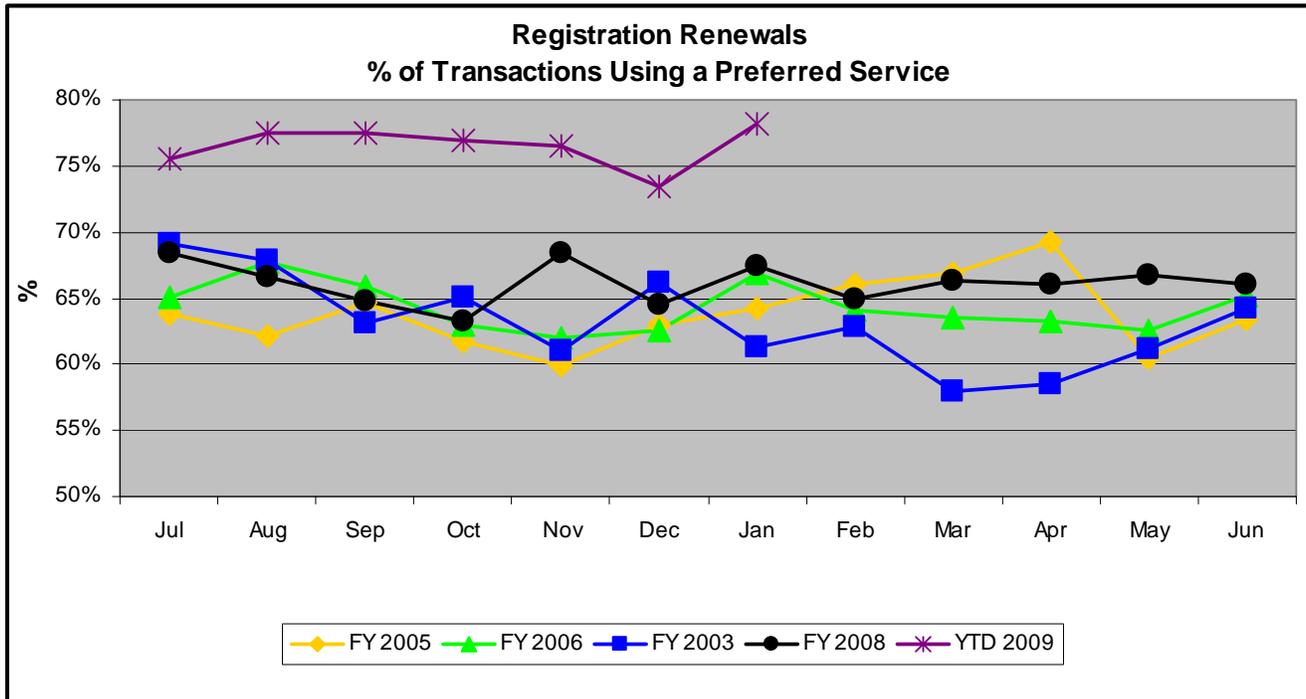
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	338,829	100.0%	378,748	100.0%
CSCs	73,877	21.8%	123,472	32.6%
Preferred Services:	264,952	78.2%	255,276	67.4%
Mail-In	131,152	38.7%	149,404	39.4%
Internet	101,920	30.1%	74,025	19.5%
On-Line Dealer	2,511	0.7%	1,997	0.5%
DMV Direct	7,911	2.3%	7,198	1.9%
DMV Select	21,458	6.3%	21,522	5.7%
Cyber Sites	0	0.0%	1,130	0.3%

Source: Statistical Repository

The percentage of the total vehicle registration renewals completed by a preferred service increased by 10.8% from 67.4% in January 2008 to 78.2% in January 2009. One key reason for the increase was the 10.6% increase in the percent of the total transactions through the Internet from 19.5% in January 2008 to 30.1% in January 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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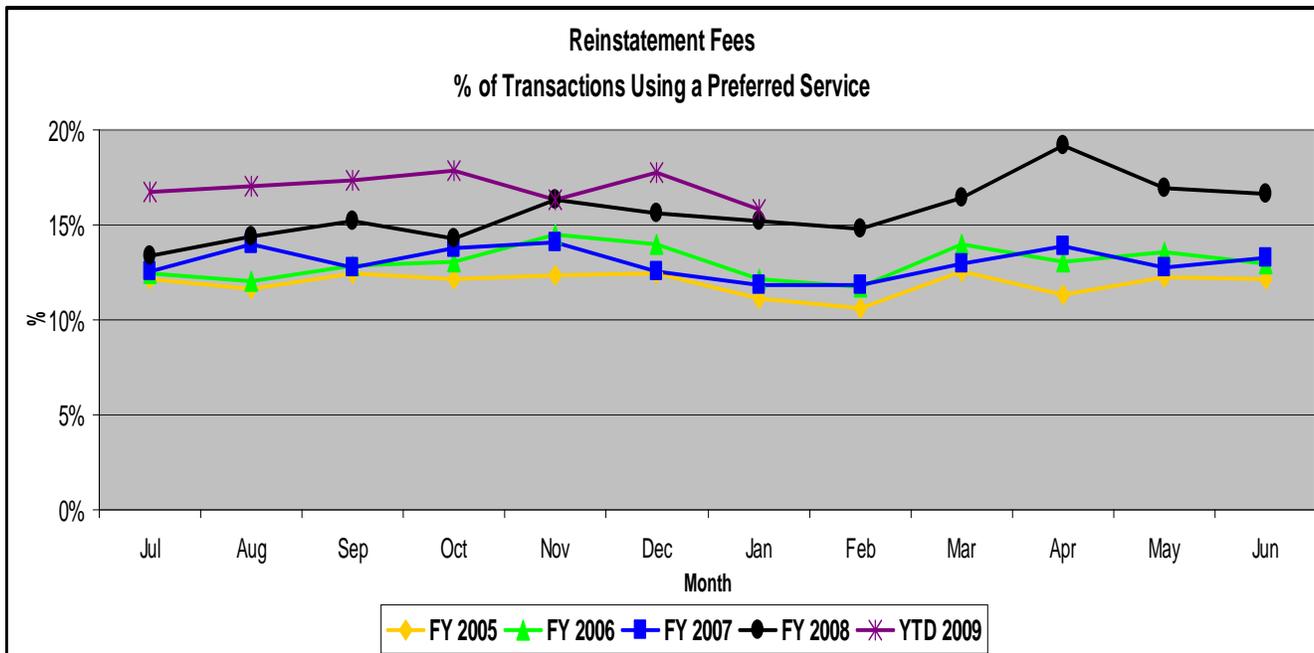
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	19,758	100.0%	20,772	100.0%
CSCs	16,635	84.2%	17,618	84.8%
Preferred Services:	3,123	15.8%	3,154	15.2%
DMV Direct	2504	12.7%	2,505	12.1%
Internet	265	1.3%	231	1.1%
Mail In	340	1.7%	395	1.9%
Weigh Station	14	0.1%	23	0.1%

Source: Statistical Repository

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



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Business Customers

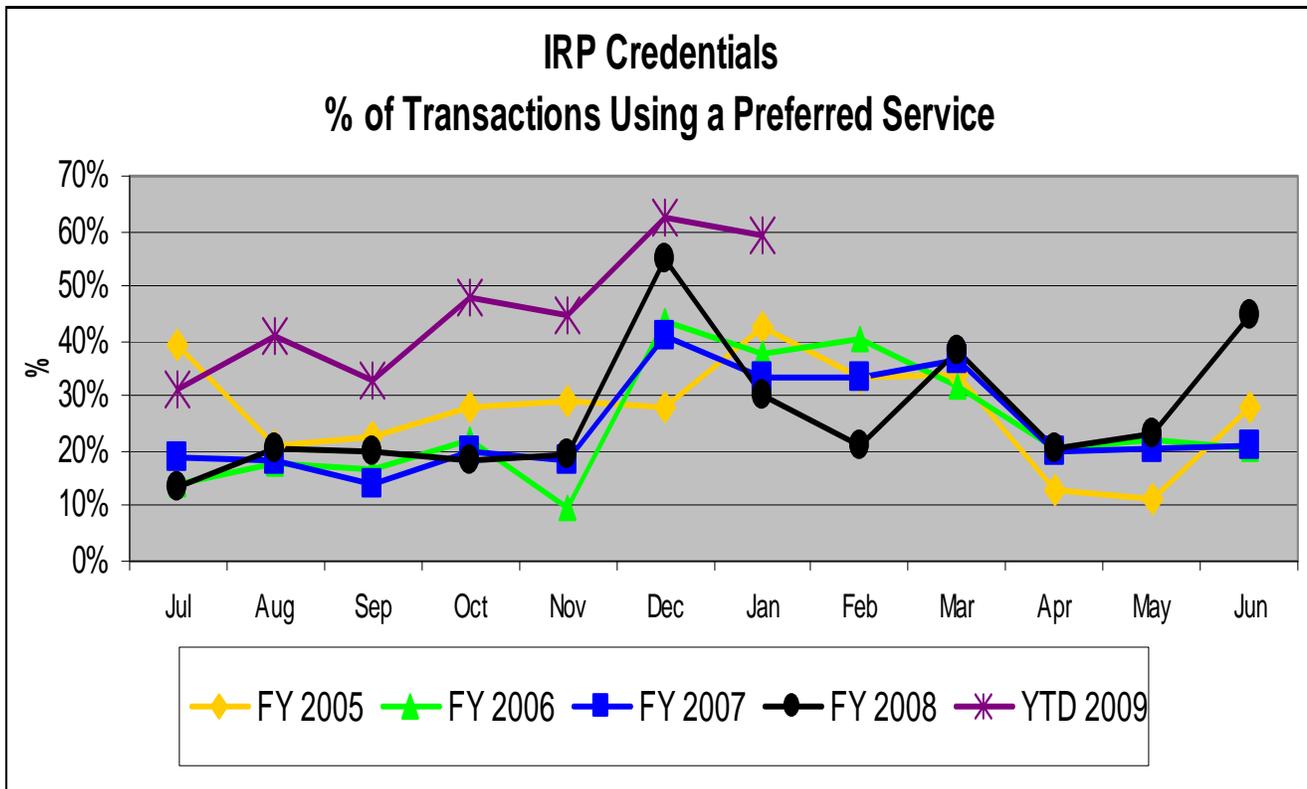
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	3,500	100.0%	3,387	100.0%
CSCs	1,436	41.0%	2,366	69.9%
Preferred Services:	2,064	59.0%	1,021	30.1%
Mail-In/Fax	552	15.8%	632	18.7%
WebCAT	1,512	43.2%	389	11.5%

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 28.9% when comparing January 2008 (30.1%) with January 2009 (59%). WebCAT has shown a 31.7% increase, from January 2008 (11.5%) to January 2009 (43.2%), noted in red. The percentage of IRP transactions completed via a preferred service has been the highest from August 2008 to January 2009 when compared to the same months in each of the previous four years.



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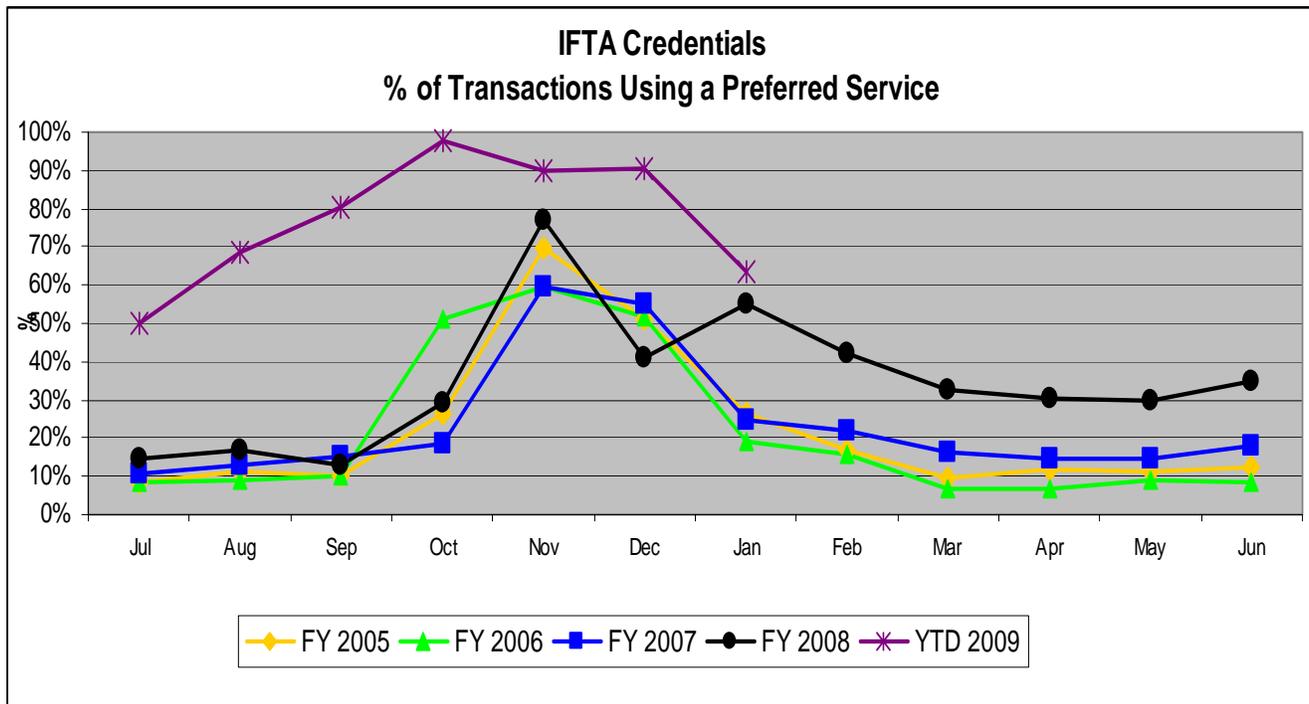
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions**	Percent of Total	Number of Transactions	Percent of Total
Total	1,169	100.0%	2,025	100.0%
CSCs	429	36.7%	914	45.1%
Preferred Services:	740	63.3%	1,111	54.9%
Mail-In/Fax	635	54.3%	1,045	51.6%
WebCAT	105	9.0%	66	3.3%

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 8.4%, from 54.9% in January 2008 to 63.3% in January 2009. 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: the use of Motor Carrier Logs to report transactions was used in November 2008 and in January 2009.

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Used your site several times now...vehicle & drivers license renewals. Excellent, time-saver. You've made some changes and it is even easier than before. Thank you for saving me time. (1/31/2009 7:09:48 PM)
- **Driver:** VERY CONVENIENT THANK YOU (1/22/2009 4:10:39 PM)
- **Plate:** I will recommend this to anyone! Thanks for your help! (1/23/2009 12:55:45 AM)
- **Address:** Great use of technology to make people's lives easier and DMV's reputation better. (1/21/2009 4:10:16 PM)
- **Driver:** I would have preferred to have the option NOT to change my PIN from the one received on my driver's license renewal application. (1/23/2009 2:32:49 PM)