

Department of Motor Vehicles

Preferred Services Report for January 2010

Individual Customers

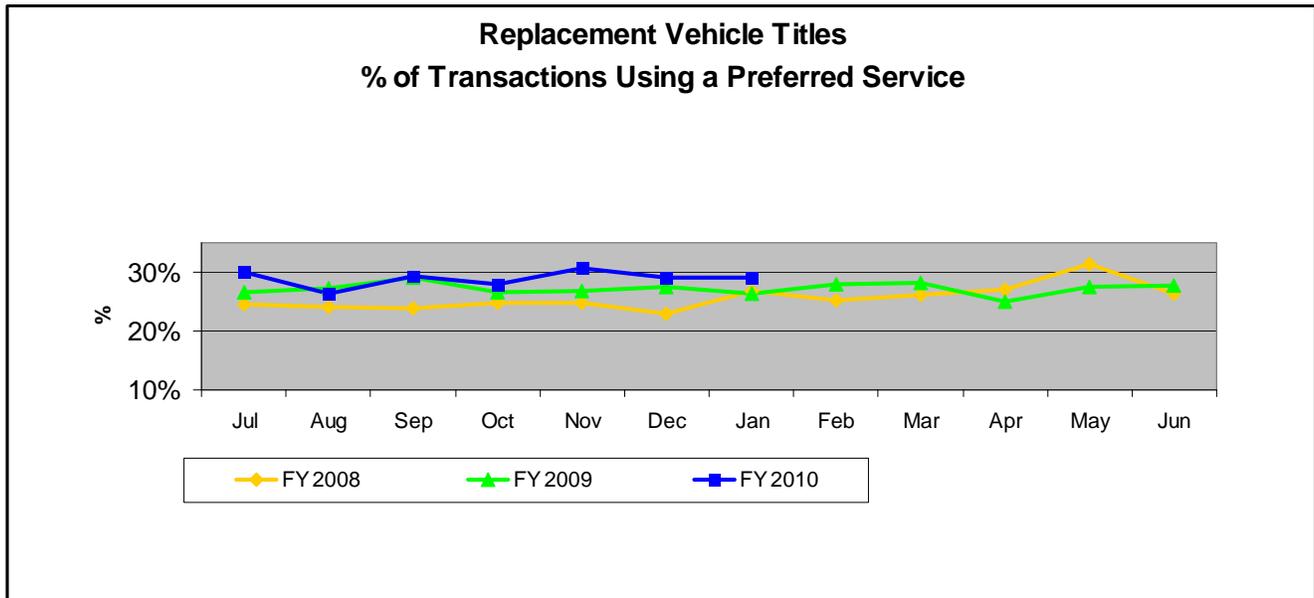
Replacement Vehicle Title Volumes by Service Option

	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	8,979	100.0%	8,698	100.0%	0.0%	0.0%
CSCs	6,368	70.9%	6,411	73.7%	-3.8%	-2.2%
Preferred Services:	2,611	29.1%	2,287	26.3%	10.6%	5.9%
Mail-In	471	5.2%	540	6.2%	-16.1%	-24.7%
Internet*	499	5.6%	479	5.5%	1.8%	5.8%
DMV Direct	0	0.0%	5	0.1%	-100.0%	0.0%
DMV Select	1,641	18.3%	1,263	14.5%	26.2%	22.4%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by 10.6% when comparing January 2009 to January 2010. The largest increase in the percent of total transactions was for the DMV Select option which increased from 14.5% in January 2009 to 18.3% in January 2010. As indicated in the chart below, the percentage of Preferred Services transactions for September through January 2010 was slightly higher between September and January than the same months during the last Fiscal Year (FY).



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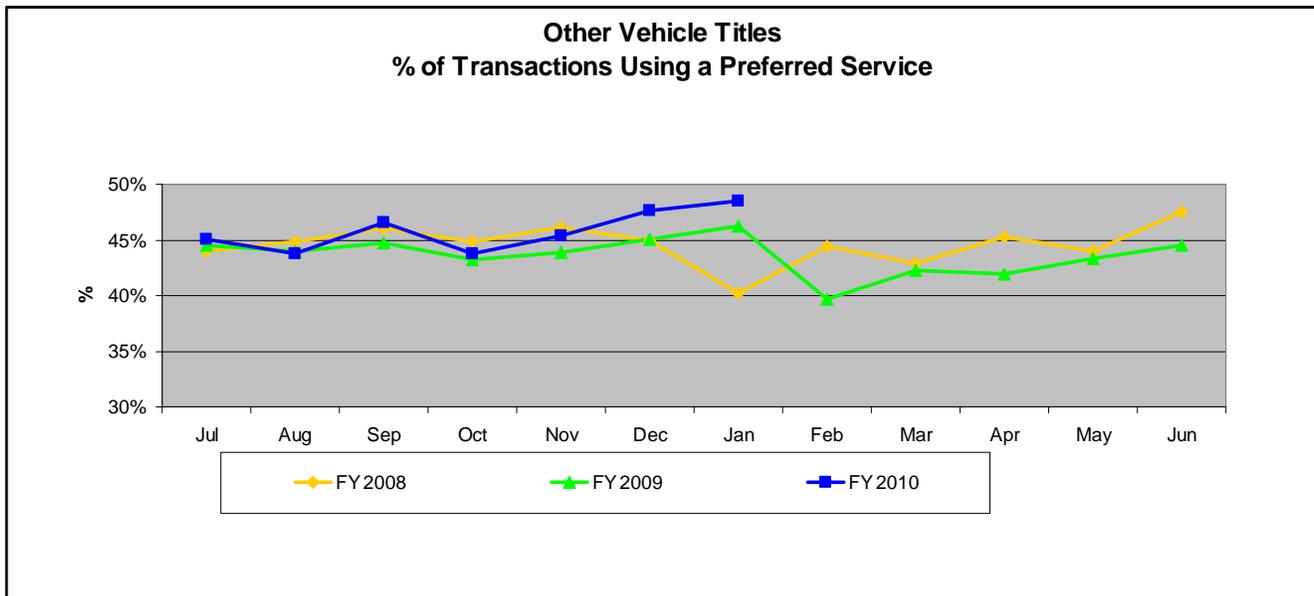
Other Vehicle Title Volumes by Service Option*

	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	154,402	100.0%	156,095	100.0%	0.0%	0.0%
CSCs	79,563	51.5%	83,909	53.8%	-4.3%	-2.9%
Preferred Services:	74,839	48.5%	72,186	46.2%	5.0%	3.6%
Mail-In	6,617	4.3%	7,450	4.8%	-10.4%	-4.7%
GATARS	8	0.0%	23	0.0%	0.0%	0.0%
On-Line Dealer	43,674	28.3%	42,579	27.3%	3.7%	0.8%
DMV Select	24,540	15.9%	22,134	14.2%	12.0%	11.3%

Source: Statistical Repository

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

Preferred service usage increased by 5.0% when comparing January 2009 to January 2010. The largest increase in the percent of total came from the DMV Select option with 14.2% in January 2009 to 15.9% in January 2010. As indicated in the chart below, the percentage of Preferred Services transactions in January 2010 is slightly higher than the same month for the past two FY's.



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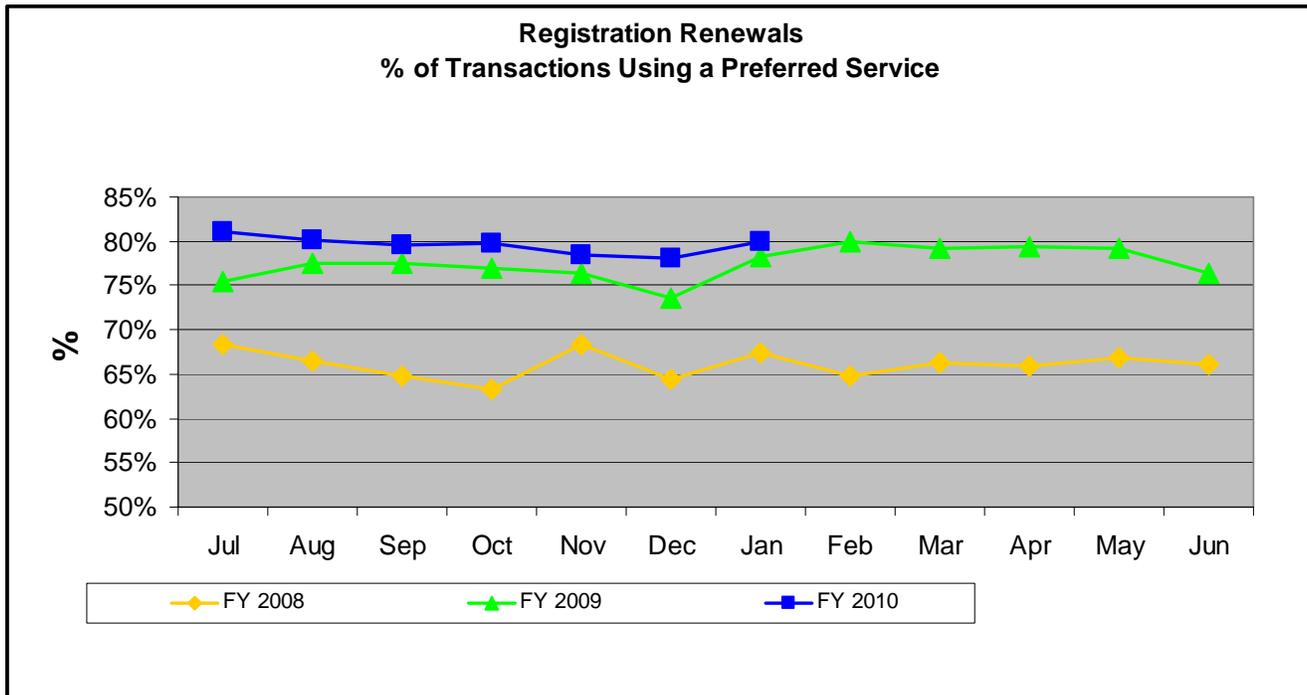
Preferred Services Report for January 2010

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	328,509	100.0%	338,829	100.0%	0.0%	0.0%
CSCs	65,546	20.0%	73,877	21.8%	-8.3%	-13.2%
Preferred Services:	262,963	80.0%	264,952	78.2%	2.3%	4.0%
Mail-In	117,099	35.6%	131,152	38.7%	-8.0%	-3.4%
Internet	111,202	33.9%	101,920	30.1%	12.6%	11.8%
On-Line Dealer	1,795	0.5%	2,511	0.7%	-28.6%	-16.7%
DMV Direct	7,777	2.4%	7,911	2.3%	4.3%	-4.3%
DMV Select	25,090	7.6%	21,458	6.3%	20.6%	21.3%

Source: Statistical Repository

Preferred service usage increased by 2.3% when comparing January 2009 to January 2010. Internet and DMV Select usage contributed to the overall increase in January 2010. The percentage of transactions by the Internet increased from 30.1% in January 2009 to 33.9% in January 2010. DMV Select also increased from 6.3% in January 2009 to 7.6% in January 2010. We are starting to see a leveling off in the percentage increase since SB116 was enacted. As indicated in the graph below, the percentage of registration renewal transactions through Preferred Services for the first seven months of FY 2010 is higher than the same months for FYs 2008 and 2009.



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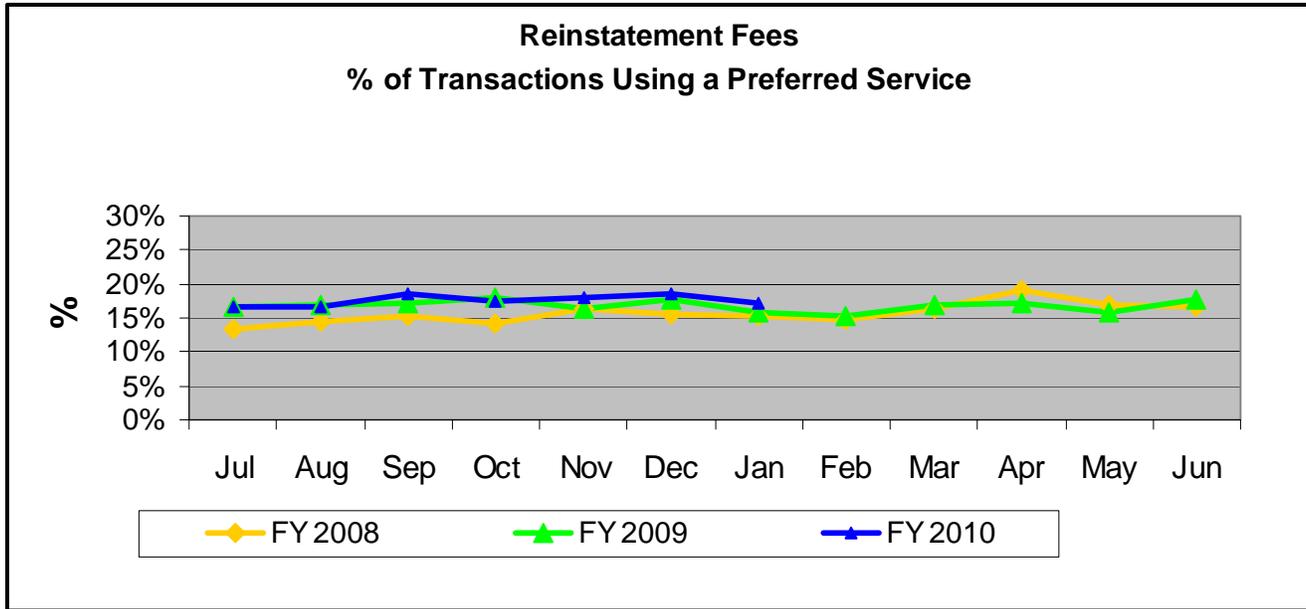
Preferred Services Report for January 2010

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	18,534	100.0%	19,758	100.0%	0.0%	0.0%
CSCs	15,328	82.7%	16,635	84.2%	1.8%	-0.7%
Preferred Services:	3,206	17.3%	3,123	15.8%	-8.0%	3.5%
DMV Direct	2,585	13.9%	2,504	12.7%	-7.9%	3.6%
Internet	309	1.7%	265	1.3%	6.3%	25.0%
Mail In	291	1.6%	340	1.7%	-20.0%	-15.8%
Weigh Station	21	0.1%	14	0.1%	0.0%	0.0%

Source: Statistical Repository

Preferred service usage decreased by 8.0% when comparing January 2009 to January 2010. The Internet option did show an increase from 1.6% in January 2009 to 1.7% in January 2010. However, both DMV Direct and Mail-In options are showing a decrease from January 2009 to January 2010. As indicated in the graph below, the percentage of transactions via Preferred Services has remained about the same for the first seven months of FY 2010 compared to the first six months of FY 2009.



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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** I wish renewing all registrations, including boat, commercial fishing license, etc., could be this great!! THANK YOU SO MUCH (1/31/2010 10:54:07 AM))
- **Vehicle:** Fantastic - a pleasure utilizing the tool. One suggestion - let us provide our email address so that when the expiration is up - we have the option to get an email notification to renew vs. something in the mail. Cost Savings for the county to eliminate mailings. (1/28/2010 2:39:52 PM)
- **Replacement:** I just want to find the address of an office to replace my lost DL. Was very easy to follow the steps and make the payment. It was a very unexpected surprised and thank you for making my life easy. (1/28/2010 2:46:32 PM)
- **General:** Excellent idea to do business via the internet. Saves me time and travel to the DMV office. No waiting in line or parking problems. (1/30/2010 1:02:50 PM)
- **Driver:** This is much better than waiting in a long line. Thank you! (1/27/2010 3:29:56 PM)
- **Driver:** I still like the personal service of an office. I had trouble out of my computer today and was worried about not getting my transaction done. (1/27/2010 9:49:20 AM)