

Department of Motor Vehicles

Preferred Services Report for July 2009

Individual Customers

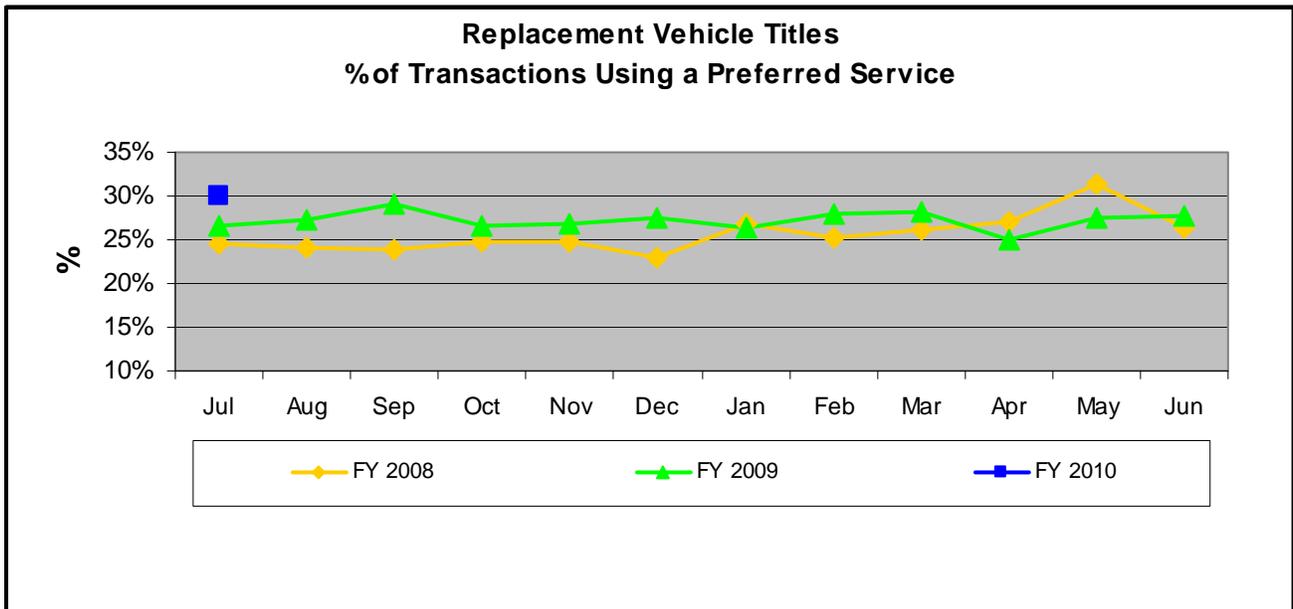
Replacement Vehicle Title Volumes by Service Option

	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	10,587	100.0%	11,125	100.0%	0.0%	0.0%
CSCs	7,421	70.1%	8,166	73.4%	-4.5%	-4.5%
Preferred Services:	3,166	29.9%	2,959	26.6%	12.4%	12.4%
Mail-In	637	6.0%	744	6.7%	-10.4%	-10.4%
Internet*	582	5.5%	592	5.3%	3.8%	3.8%
DMV Direct	6	0.1%	9	0.1%	0.0%	0.0%
DMV Select	1,941	18.3%	1,614	14.5%	26.2%	26.2%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by 12.4% when comparing July 2008 to July 2009. The largest increase in percent of total was in the use of DMV Select from 14.5% in July 2008 to 18.3% in July 2009. As you can see from the chart below July 2009 was higher than the past 2 years.



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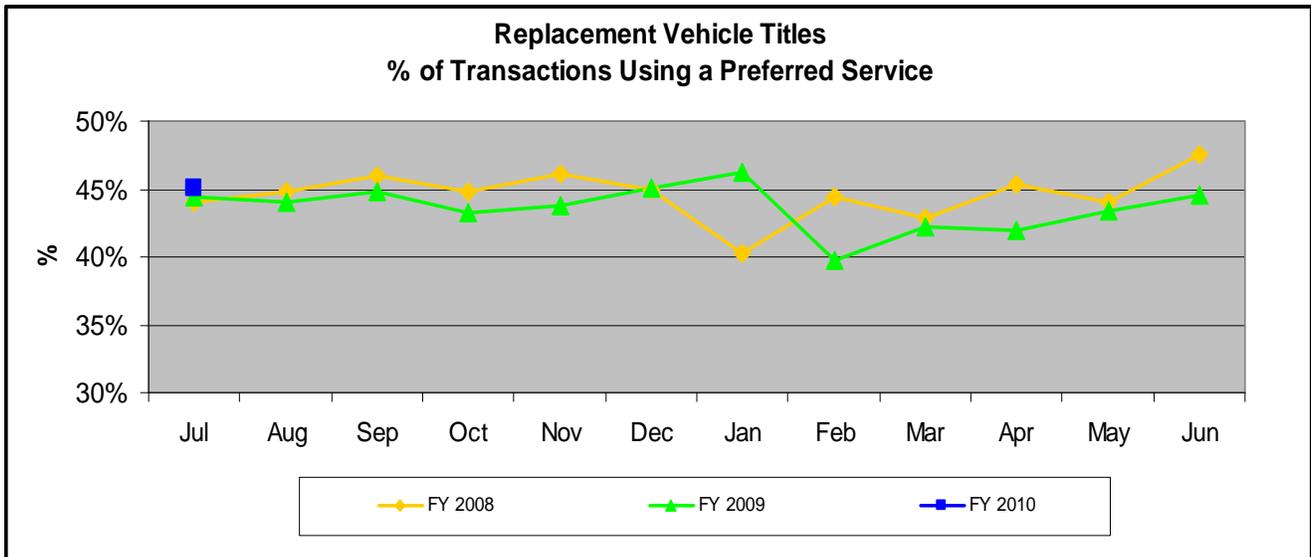
Other Vehicle Title Volumes by Service Option*

	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	177,781	100.0%	198,467	100.0%	0.0%	0.0%
CSCs	97,637	54.9%	110,216	55.5%	-1.1%	-1.1%
Preferred Services:	80,144	45.1%	88,251	44.5%	1.3%	1.3%
Mail-In	5,337	3.0%	6,498	3.3%	-9.1%	-9.1%
GATARS	91	0.1%	124	0.1%	0.0%	0.0%
On-Line Dealer	47,632	26.8%	52,639	26.5%	1.1%	1.1%
DMV Select	27,084	15.2%	28,990	14.6%	4.1%	4.1%

Source: Statistical Repository

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

Preferred service usage increased by 1.3% when comparing July 2008 to July 2009. The largest percent increase in the percent of total came from DMV Select with 14.6% in July 2008 to 15.2% in July 2009 creating an increase in preferred service usage of 4.1%.



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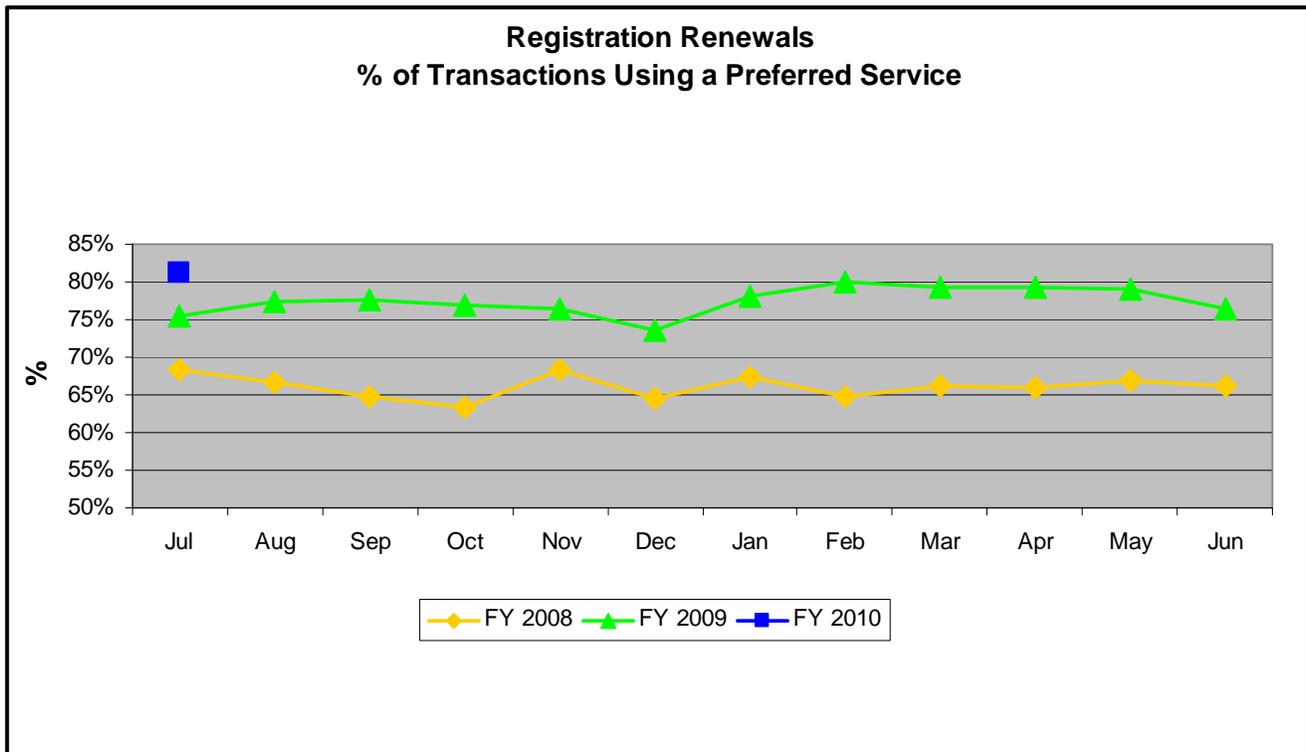
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Registration Renewal Volumes by Service Option

	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	409,865	100.0%	473,169	100.0%	0.0%	0.0%
CSCs	77,606	18.9%	115,776	24.5%	-22.9%	-22.9%
Preferred Services:	332,259	81.1%	357,393	75.5%	7.4%	7.4%
Mail-In	158,868	38.8%	185,283	39.2%	-1.0%	-1.0%
Internet	134,981	32.9%	131,891	27.9%	17.9%	17.9%
On-Line Dealer	1,784	0.4%	2,794	0.6%	-33.3%	-33.3%
DMV Direct	8,982	2.2%	10,578	2.2%	0.0%	0.0%
DMV Select	27,644	6.7%	25,757	5.4%	24.1%	24.1%
Cyber Sites	0	0.0%	1,090	0.2%	-100.0%	-100.0%

Source: Statistical Repository

Preferred service usage increased by 7.4% when comparing July 2008 to July 2009. Internet usage went from 17.9% July 2008 to 32.9% in July 2009, while DMV Select went from 5.4% in July 2008 to 6.7% in July 2009. Internet and DMV Select usage contributed to the overall increase in July 2009. 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 seen in the graph below FY 2010 has started higher than any FY 2008 and 2009.



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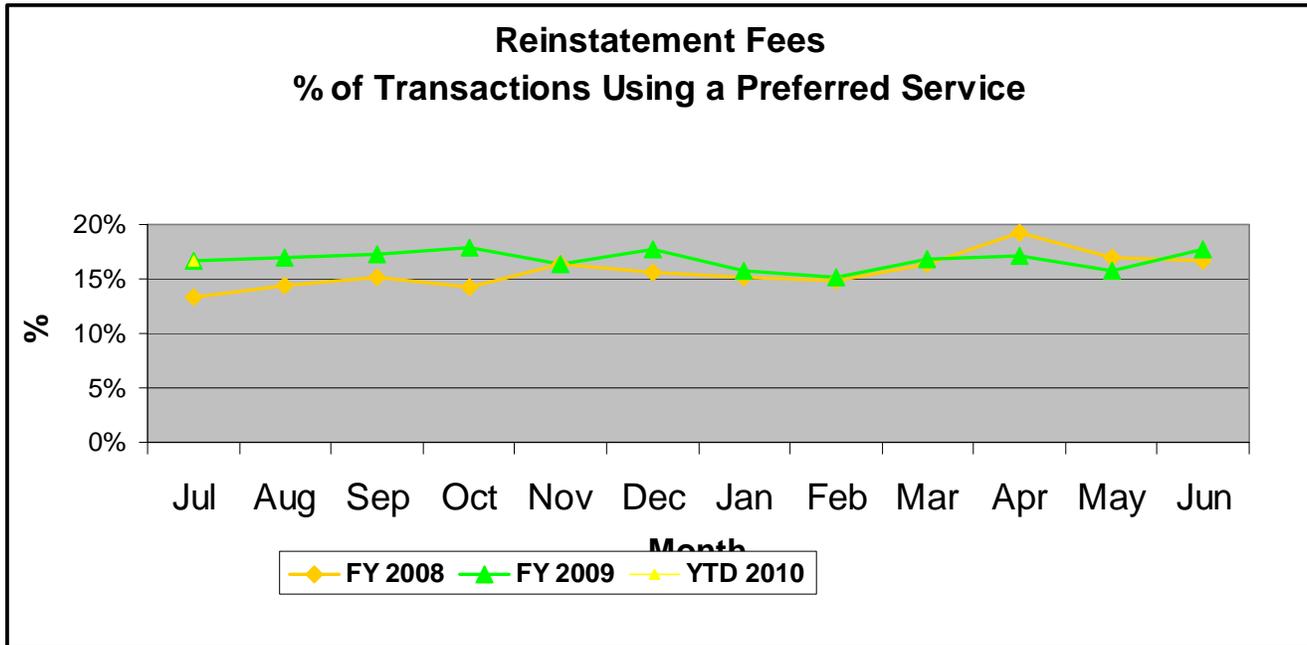
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Reinstatement Fee Volumes by Service Option

	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	17492	100.0%	19,725	100.0%	0.0%	0.0%
CSCs	14,570	83.3%	16,434	83.3%	0.0%	0.0%
Preferred Services:	2,922	16.7%	3,291	16.7%	0.0%	0.0%
DMV Direct	2,375	13.6%	2,663	13.5%	0.7%	0.7%
Internet	237	1.4%	237	1.2%	16.7%	16.7%
Mail In	296	1.7%	372	1.9%	-10.5%	-10.5%
Weigh Station	14	0.1%	19	0.1%	0.0%	0.0%

Source: Statistical Repository

The percentage of preferred service usage remained the same when comparing July 2008 to July 2009.



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Business Customers

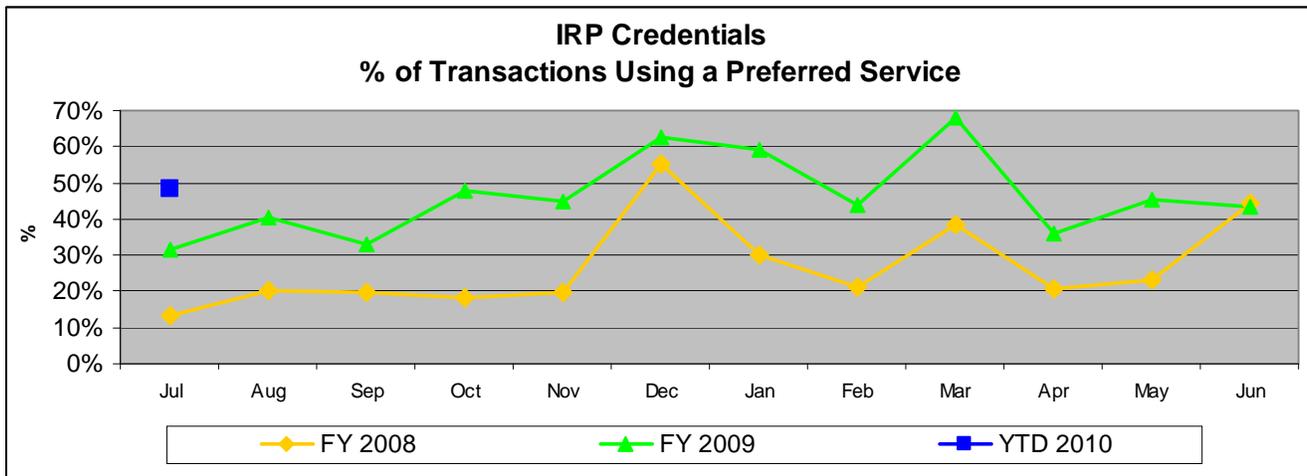
IRP Transaction Volumes by Service Option*

	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	2,907	100.0%	2,979	100.0%	0.0%	0.0%
CSCs	1,496	51.5%	2,042	68.5%	-24.8%	-24.8%
Preferred Services:	1,411	48.5%	937	31.5%	54.0%	54.0%
Mail-In/Fax	630	21.7%	344	11.5%	88.7%	88.7%
WebCAT	781	26.9%	593	19.9%	35.2%	35.2%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

Preferred service usage increased by 54% when comparing July 2008 to July 2009. Mail-in/Fax has shown the largest increase in its percentage of total transactions from 11.5% in July 2008 to 21.7% in July 2009.



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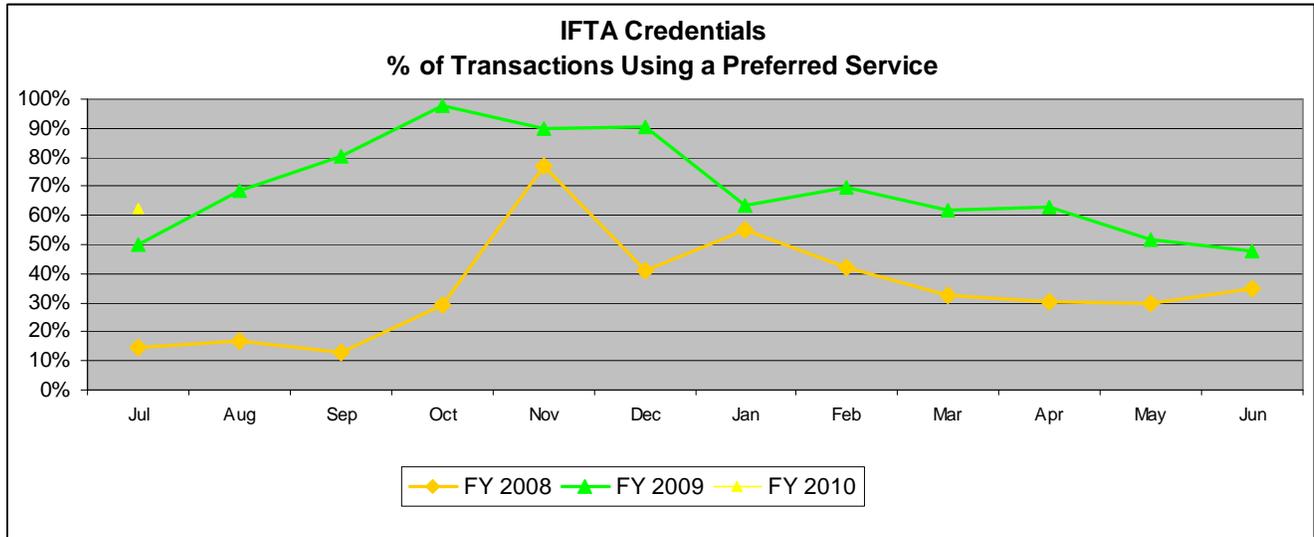
IFTA Transaction Volumes by Service Option*

	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	305	100.0%	253	100.0%	0.0%	0.0%
CSCs	115	37.7%	126	49.8%	-24.3%	-24.3%
Preferred Services:	190	62.3%	127	50.2%	24.1%	24.1%
Mail-In/Fax	149	48.9%	110	43.5%	12.4%	12.4%
WebCAT	41	13.4%	17	6.7%	100.0%	100.0%

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 increased by 24.1% when comparing July 2008 to July 2009. The percentage of total transactions for Mail-in/Fax increased from 43.5% in July 2008 to 48.9% in July 2009. WebCAT also showed an increase from 6.7% in July 2008 to 13.4% in July 2009.



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

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Plate:** Simple to use, seemed to follow my logic in how to navigate the site. (7/30/2009 4:17:05 PM)
- **Plate:** thanks for offering this, what a gift! I am passing this on to others so that they may show their support! (7/18/2009 7:41:17 AM)
- **Vehicle:** Fantastic! The whole transaction took less than five minutes. Great job! (7/17/2009 7:38:27 PM)
- **Driver:** It is so user friendly. I would recommend it to everyone I know. I absolutely love it!!! (7/9/2009 10:37:39 AM)
- **Replacement:** I wish that receipt of items ordered would/could be faster....wish you had a priority mail service for emergencies which customers would be happy I am sure to pay an additional fee for. (7/23/2009 1:36:38 PM)