

# Department of Motor Vehicles

## Preferred Services Report for June 2009

### Individual Customers

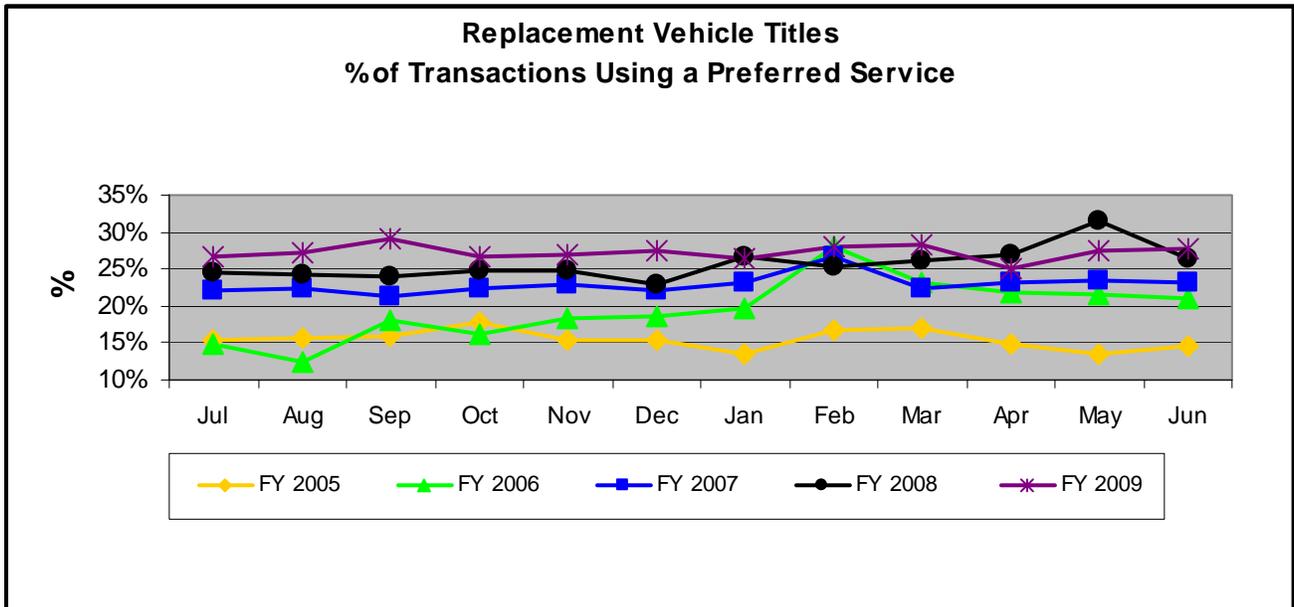
#### Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	12,018	100.0%	11,128	100.0%
<b>CSCs</b>	8,678	72.2%	8,185	73.6%
<b>Preferred Services:</b>	3,340	27.8%	2,943	26.4%
Mail-In	873	7.3%	890	8.0%
Internet*	597	5.0%	494	4.4%
DMV Direct	8	0.1%	9	0.1%
DMV Select	1,862	15.5%	1,550	13.9%

Source: Statistical Repository

\* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by 5.3% when comparing June 2008 to June 2009. As shown in the graph below, the percentage of transactions conducted through preferred services for most months of FY 2009 were greater than the same months for the previous four fiscal years.



# Department of Motor Vehicles

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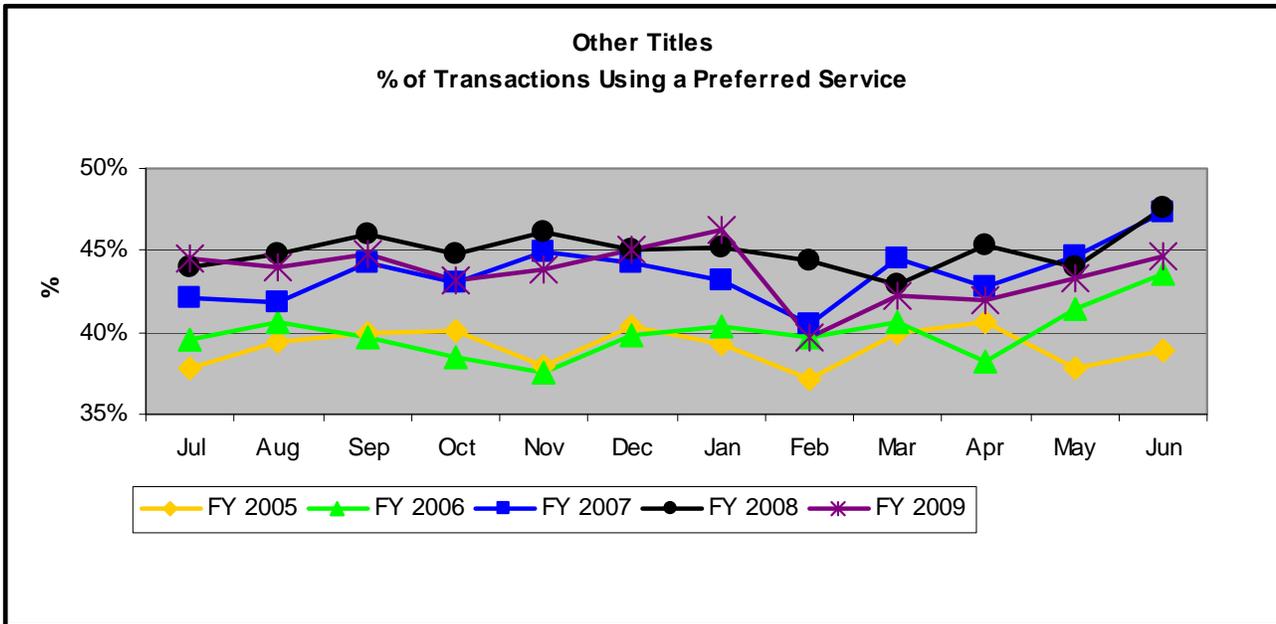
### Other Vehicle Title Volumes by Service Option\*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	199,746	100.0%	210,333	100.0%
<b>CSCs</b>	110,846	55.5%	110,232	52.4%
<b>Preferred Services:</b>	88,900	44.5%	100,101	47.6%
Mail-In	6,783	3.4%	8,045	3.8%
GATARS	92	0.0%	192	0.1%
On-Line Dealer	51,354	25.7%	62,391	29.7%
DMV Select	30,671	15.4%	29,473	14.0%

Source: Statistical Repository

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

Preferred service usage decreased by 6.5% when comparing June 2008 to June 2009. Between February and June of 2009, the percentage of transactions for preferred services has been lower than the same months for the prior two fiscal years.



# Department of Motor Vehicles

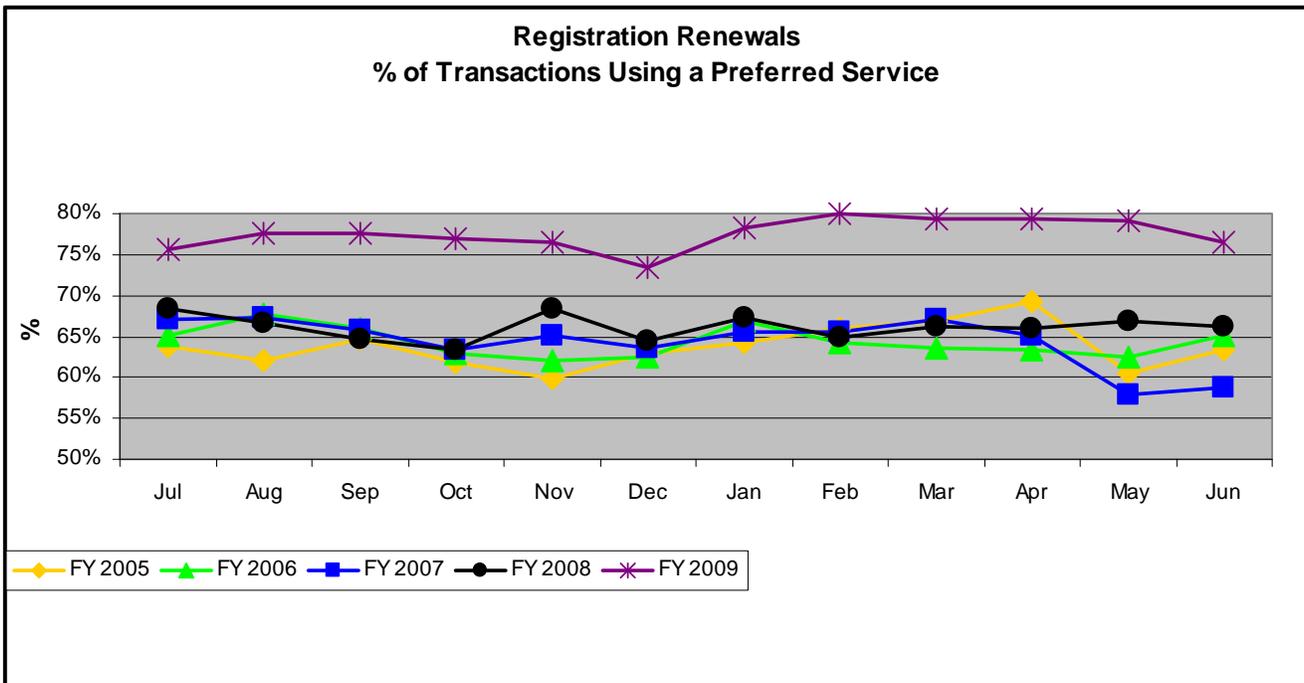
## Preferred Services Report for June 2009

### 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	476,521	100.0%	420,707	100.0%
<b>CSCs</b>	112,438	23.6%	142,754	33.9%
<b>Preferred Services:</b>	364,083	76.4%	277,953	66.1%
Mail-In	174,215	36.6%	152,100	36.2%
Internet	141,671	29.7%	90,267	21.5%
On-Line Dealer	2,128	0.4%	2,602	0.6%
DMV Direct	10,281	2.2%	7,544	1.8%
DMV Select	35,788	7.5%	24,325	5.8%
Cyber Sites	0	0.0%	1,115	0.3%

Source: Statistical Repository

Preferred service usage increased by 15.6% when comparing June 2008 to June 2009. One key reason is the increase in the percent of the total transactions conducted through the Internet from 21.7% in June 2008 to 29.7% in June 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 shown in the following graph, the percentage of transactions that customers conducted by preferred services for FY 2009 has remained higher than the past four fiscal years.



# Department of Motor Vehicles

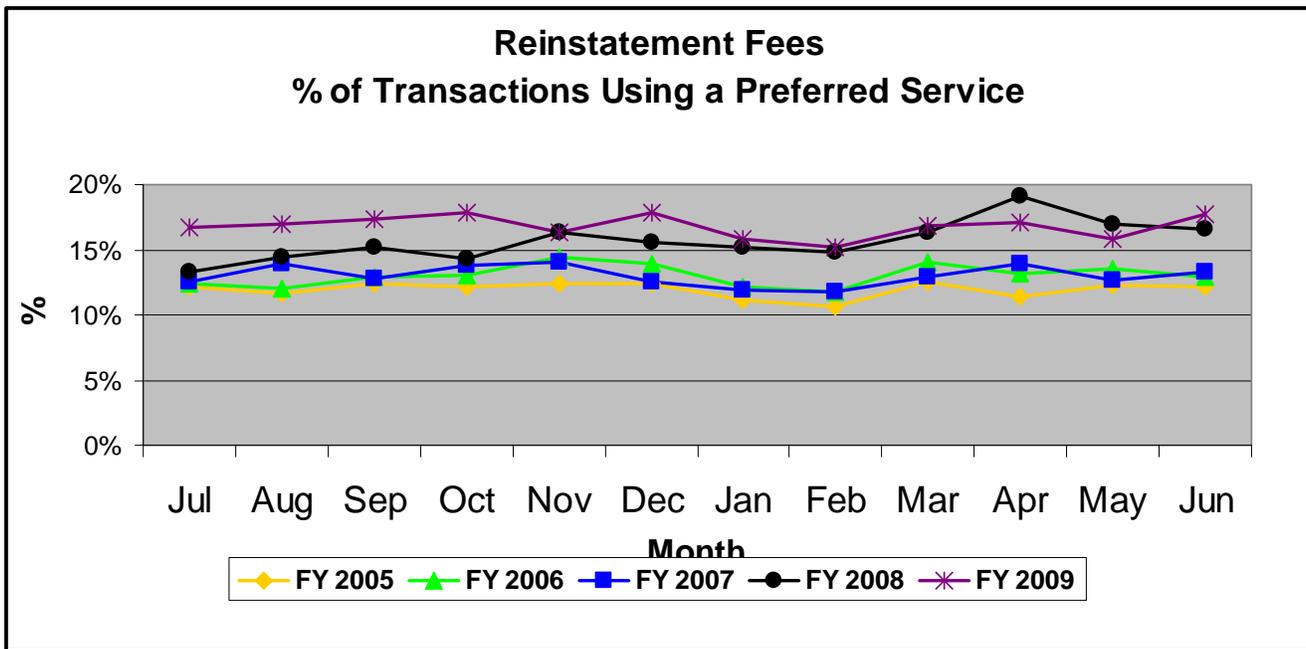
## Preferred Services Report for June 2009

### 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	20,955	100.0%	19,620	100.0%
<b>CSCs</b>	17,239	82.3%	16,349	83.3%
<b>Preferred Services:</b>	3,716	17.7%	3,271	16.7%
DMV Direct	3,102	14.8%	2,726	13.9%
Internet	254	1.2%	198	1.0%
Mail In	333	1.6%	314	1.6%
Weigh Station	27	0.1%	33	0.2%

Source: Statistical Repository

Preferred service usage increased by 6.0% when comparing June 2008 to June 2009. During this timeframe, the DMV Direct option increased their percentage of total transactions, leading to the overall lower preferred service usage. As shown below, the percentage of transactions using a preferred service is higher for June 2009 than the same months for FYs 2005 through 2008.



# Department of Motor Vehicles

## Preferred Services Report for June 2009

### Business Customers

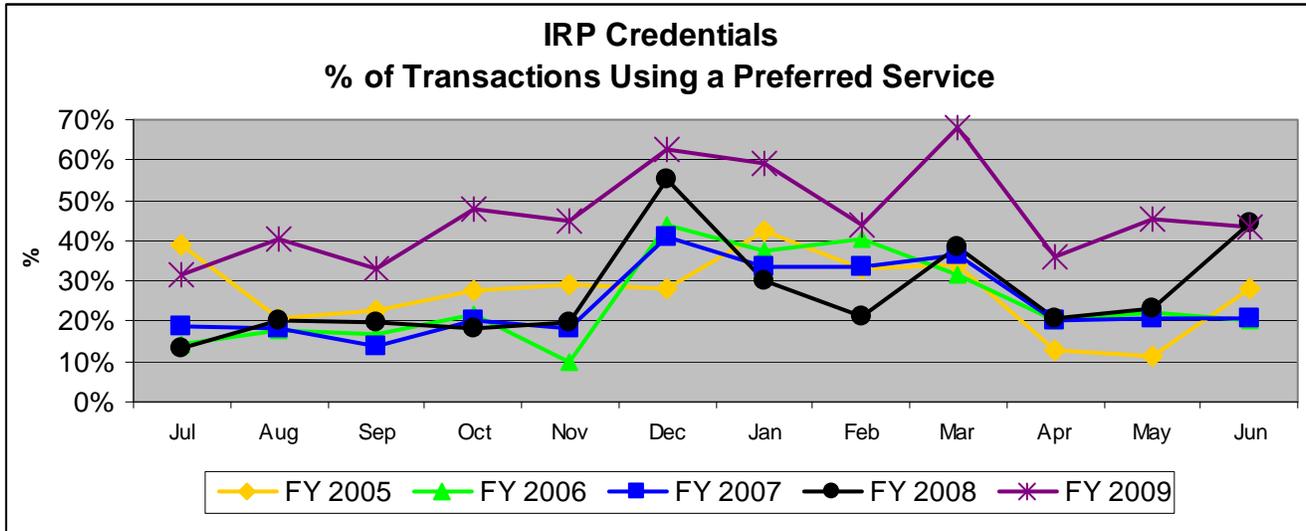
#### IRP Transaction Volumes by Service Option\*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	2,706	100.0%	3,863	100.0%
CSCs	1,534	56.7%	2,139	55.4%
<b>Preferred Services:</b>	1,172	43.3%	1,724	44.6%
Mail-In/Fax	714	26.4%	368	9.5%
WebCAT	458	16.9%	1356	35.1%

Source: VISTA/RS

\* IRP transaction numbers reflect where transactions originated.

Preferred service usage decreased by 3.0% when comparing June 2008 to June 2009. Mail-in/Fax has shown the largest increase in its percentage of total transactions from 9.5% in June 2008 to 26.4% in June 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 over the past several years.



# Department of Motor Vehicles

## Preferred Services Report for June 2009

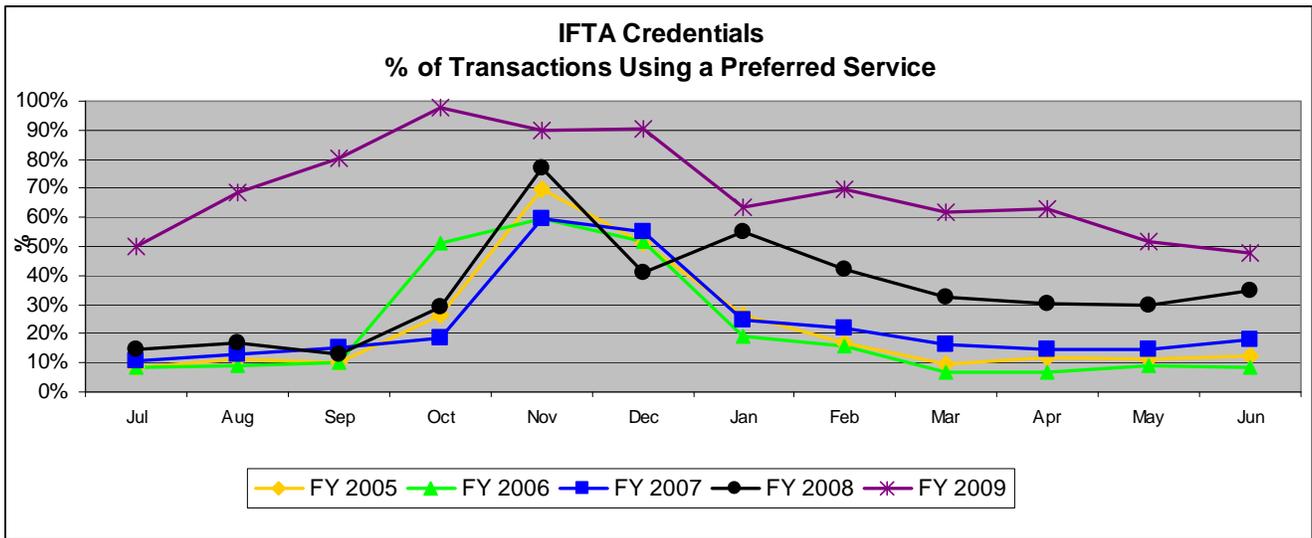
### IFTA Transaction Volumes by Service Option\*

	This Month		Same Month Last Year	
	Number of Transactions*	Percent of Total	Number of Transactions	Percent of Total
Total	269	100.0%	260	100.0%
<b>CSCs</b>	141	52.4%	170	65.4%
<b>Preferred Services:</b>	128	47.6%	90	34.6%
Mail-In/Fax	87	32.3%	74	28.5%
WebCAT	41	15.2%	16	6.2%

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 37.6% when comparing June 2008 to June 2009. The percentage of total transactions for Mail-in/Fax jumped from 28.5% in June 2008 to 32.3% in June 2009. WebCAT also shows an increase from 6.2% in June 2008 to 15.2% in June 2009. As shown in the graph below, the percentage of IFTA transactions conducted through preferred services was higher than the same months for each of the last four 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 June 2009.

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### DMV's Promotion of Preferred Services

#### Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** I find this site easy to use and recommend it to all my friends as I have had good experiences each time I have used it (6/28/2009 7:38:01 PM)
- **Driver:** Thank you for saving me half a day's work to go personally. (6/27/2009 2:40:52 PM)
- **General:** This was so much easier and more convenient for both DMV as well as myself. No waiting in line!!! (6/3/2009 5:53:49 PM)
- **PIN:** This completely takes away all the stress of spending half a day at the DMV. My license was renewed in 5 minutes. I love it. Thanks! (6/27/2009 12:22:08 PM)
- **Vehicle:** I like renewing via internet, however I believe sending a paper renewal through the mail is a big waste of tax payer's money. If people renew via the web they should have the option to get email renewal and an auto renewal option would be great too. I would sign up for these things and I am sure others would also. Thanks (6/30/2009 8:22:09 PM)