

Customer Service Management Administration

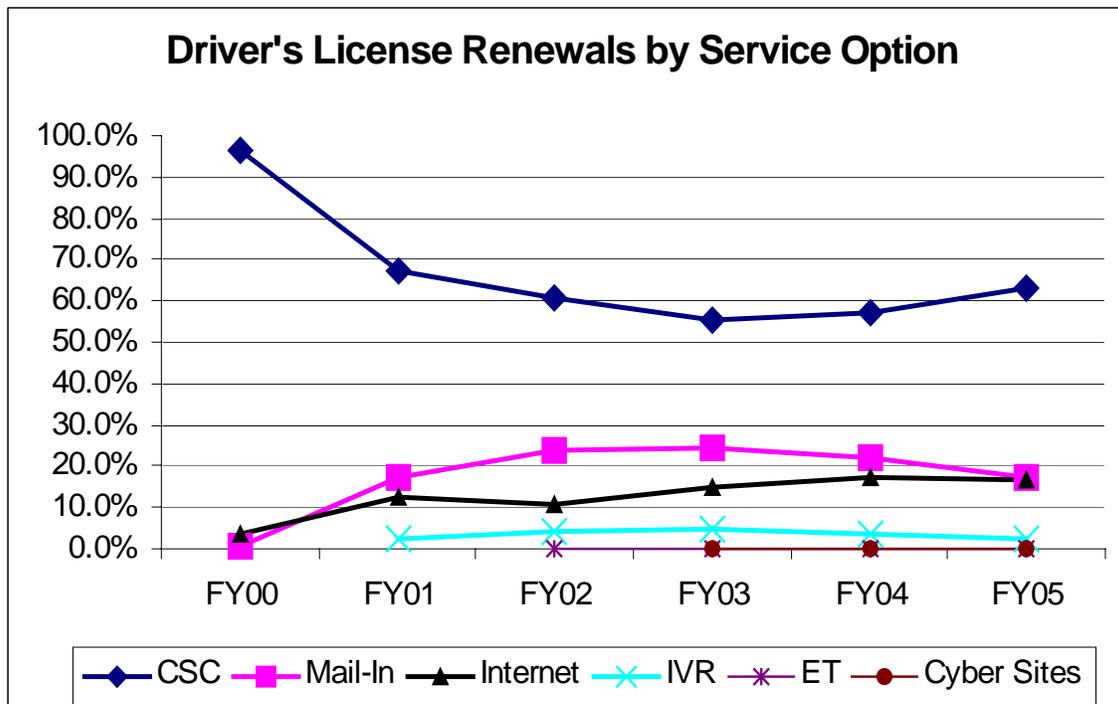
Alternative Services Report for June 2005

Driver's License Renewal Volumes by Service Option

Driver's License Renewals						
	This Month		Same Month Last Year		Variance	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Number of Transactions	Percent Variance
Total	76,128	100.0%	75,760	100.0%	368	0.5%
<i>Eligible to Use Alternative Service</i>	47,496	62.4%	51,852	68.4%	-4,356	-8.4%
<i>Ineligible to Use Alternative Service</i>	28,632	37.6%	23,908	31.6%	4,724	19.8%
CSCs	53,112	69.8%	50,669	66.9%	2,443	4.8%
Alternative Services:	23,016	30.2%	25,091	33.1%	-2,075	-8.3%
Mail-In	10,827	14.2%	12,763	16.8%	-1,936	-15.2%
Internet	10,488	13.8%	10,902	14.4%	-414	-3.8%
IVR	1,602	2.1%	1,269	1.7%	333	26.2%
ET	23	0.0%	75	0.1%	-52	-69.3%
Cyber Sites	76	0.1%	82	0.1%	-6	-7.3%

Compared to last month, a substantially higher percentage of customers were eligible to use alternative services in June (62.4% in June compared to 52.4% in May). Despite the higher rate of eligibility this month, use of alternative services for driver's license renewals in June (30.2%) declined compared to both last month (31.8%) and the same month last year (33.1%). Declines have occurred in both the mail-in and Internet options.

Trends in Renewals by Service Option



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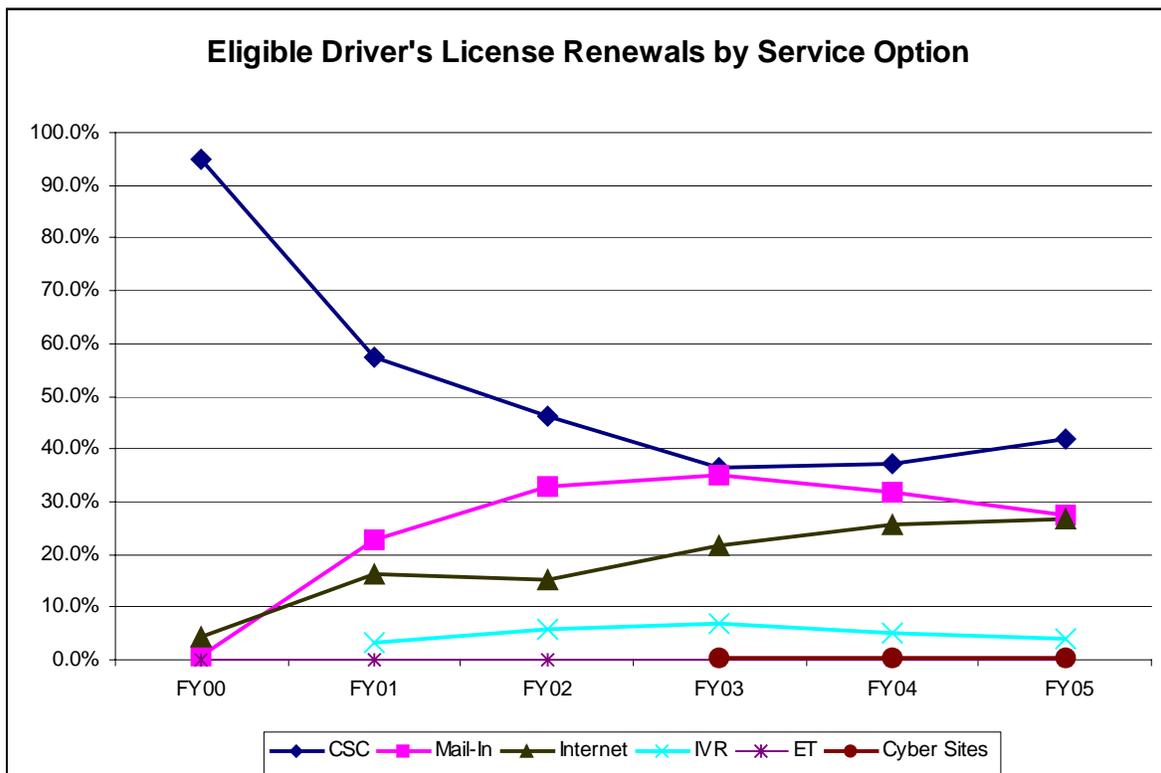
Alternative Services Report for June 2005

Driver's License Volumes by Service Option – for Renewals Eligible for Alternative Services

Eligible Driver's License Renewals						
	This Month		Same Month Last Year		Variance	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Number of Transactions	Percent Variance
Total	47,496	100.0%	51,852	100.0%	-4,356	-8.4%
CSC	24,480	51.5%	26,761	51.6%	-2,281	-8.5%
Alternative Services:	23,016	48.5%	25,091	48.4%	-2,075	-8.3%
Mail-In	10,827	22.8%	12,763	24.6%	-1,936	-15.2%
Internet	10,488	22.1%	10,902	21.0%	-414	-3.8%
IVR	1,602	3.4%	1,269	2.4%	333	26.2%
ET	23	0.0%	75	0.1%	-52	-69.3%
Cyber Sites	76	0.2%	82	0.2%	-6	-7.3%

As with the same month last year, a relatively low proportion of customers who were eligible to use alternative services actually used these options in June. In general, the data reflect a trend toward greater customer service center usage during the summer months. DMV will be conducting a series of focus groups with customers across the state this fall to better understand why those eligible to use alternative services instead choose to come to a customer service center.

Trends in Renewals by Service Option



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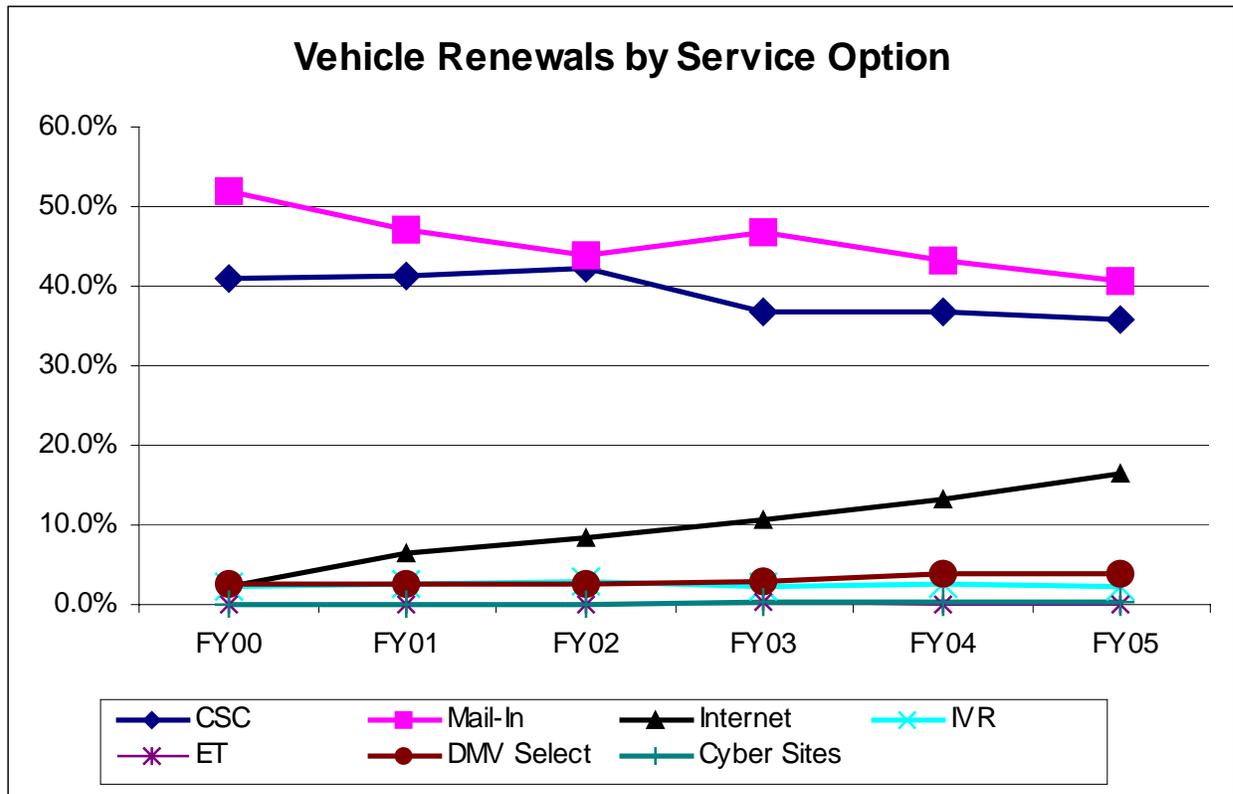
Alternative Services Report for June 2005

Vehicle Renewal Volumes by Service Option

Vehicle Renewals						
	This Month		Same Month Last Year		Variance	
	Number of Transactions	Percent of Total	Number of Transactions*	Percent of Total	Number of Transactions	Percent Variance
Total	444,247	100.0%	438,590	100.0%	5,657	1.3%
CSCs	162,313	36.5%	172,569	39.3%	-10,256	-5.9%
Alternative Services:	281,934	63.5%	266,021	60.7%	15,913	6.0%
Mail-In	170,759	38.4%	181,715	41.4%	-10,956	-6.0%
Internet	82,954	18.7%	55,266	12.6%	27,688	50.1%
IVR	9,734	2.2%	10,312	2.4%	-578	-5.6%
ET	509	0.1%	0	0.0%	509	100.0%
DMV Select	16,349	3.7%	17,198	3.9%	-849	-4.9%
Cyber Sites	1,629	0.4%	1,530	0.3%	99	6.5%

After declining in May, usage of alternative services for vehicle renewals rose in June by 2.5%. Also, usage was approximately 3% greater in June compared to the same month a year ago. This increase is due to increased use of the Internet for conducting vehicle transactions.

Trends in Renewals by Service Option



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Internet Customers

On-Line Survey -- June 2005 Responses to the Following Question: How would you rate the Virginia DMV website?		
Rating	Number of Responses	Percentage of Responses
Excellent	4,218	72.1%
Good	1,511	25.8%
Fair	94	1.6%
Poor	23	0.4%
Unanswered	1	0.0%
<i>Total Responses: 5,887 (for customers completing an on-line transaction)</i>		

Sample Knowledge Exams Taken On-Line				
Exam	This Month	Same Month Last Year	Variance	Percent Variance
Driver's License	367,987	291,587	76,400	26.2%
CDL	15,361	9,859	5,502	55.8%
Motorcycle	21,643	16,116	5,527	34.3%
Dealer/Study Guide	3,629	2,188	1,441	65.9%

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- Very nice option! I am out of state currently, and had someone mail this renewal form to me. I looked at it and saw that the transaction could be completed online and thought... wow! If I had known that this could have been done already. Great feature that I will use again. Thanks! (6/13/2005 11:42:19 PM)
- The offices are often crowded and busy and involve a wait even with what I view as a well organized process. With a busy personal business schedule it was a great convenience to be able to re-register my license on-line. I appreciate having this option. (6/13/2005 11:21:25 AM)
- Sure beats standing in line for two-three hours (which I have done). Thank you for this service. (6/9/2005 5:35:56 PM)
- Excellent web site-- As a collector, it's cool to get an actual plate w/ what you want-- not just one that says sample.... All my other plates have been gifts from family or friends-- this is the first I've actually paid for!! Thank you VA-- a beautiful state!! (6/24/2005 10:38:26 PM)
- I realize it is just a "verbage thing", but it would be helpful if your menu choices included "plate/tag renewal" as well as "vehicle registration renewal". Although incorrect, many think of the process as "tag renewal." (6/9/2005 4:21:53 PM)

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Alternative Services Report for June 2005

Recent Activities to Promote Alternative Services

- A press release was issued and two radio interviews conducted to promote DMV's two new touchtone transactions (sold vehicle and driver transcript).
- Members of the Alternative Services Team met with Tim Stewart from AutoNexus to discuss the company's offer of allowing DMV to promote alternative service transactions, at no charge, on a variety of web sites it owns. The team is currently seeking guidance from the Attorney General's Office on the feasibility of this option.
- Sixty-six percent of CCC customers in June were provided information about DMV's alternative services -- a 12 percent increase compared to May.
- The Alternative Services Team is drafting a TPR that will add "payment of reinstatement fees" to the transactions that can be conducted via the internet.

Financial Transactions

Financial Transactions for the Month						
	This Month		Same Month Last Year		Variance	
Source	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Number of Transactions	Percent Variance
CSCs						
Cash	314,573	47.5%	N/A	N/A	N/A	N/A
Check	204,611	30.9%	N/A	N/A	N/A	N/A
Charge	143,474	21.7%	N/A	N/A	N/A	N/A
Total	662,658	100.0%	N/A	N/A	N/A	N/A
Alternative Services						
E-Check	10,335	11.9%	8,109	10.6%	2,226	27.5%
Credit Card	76,227	88.1%	68,106	89.4%	8,121	11.9%
Total	86,562	100.0%	76,215	100.0%	10,347	13.6%