

Customer Service Management Administration

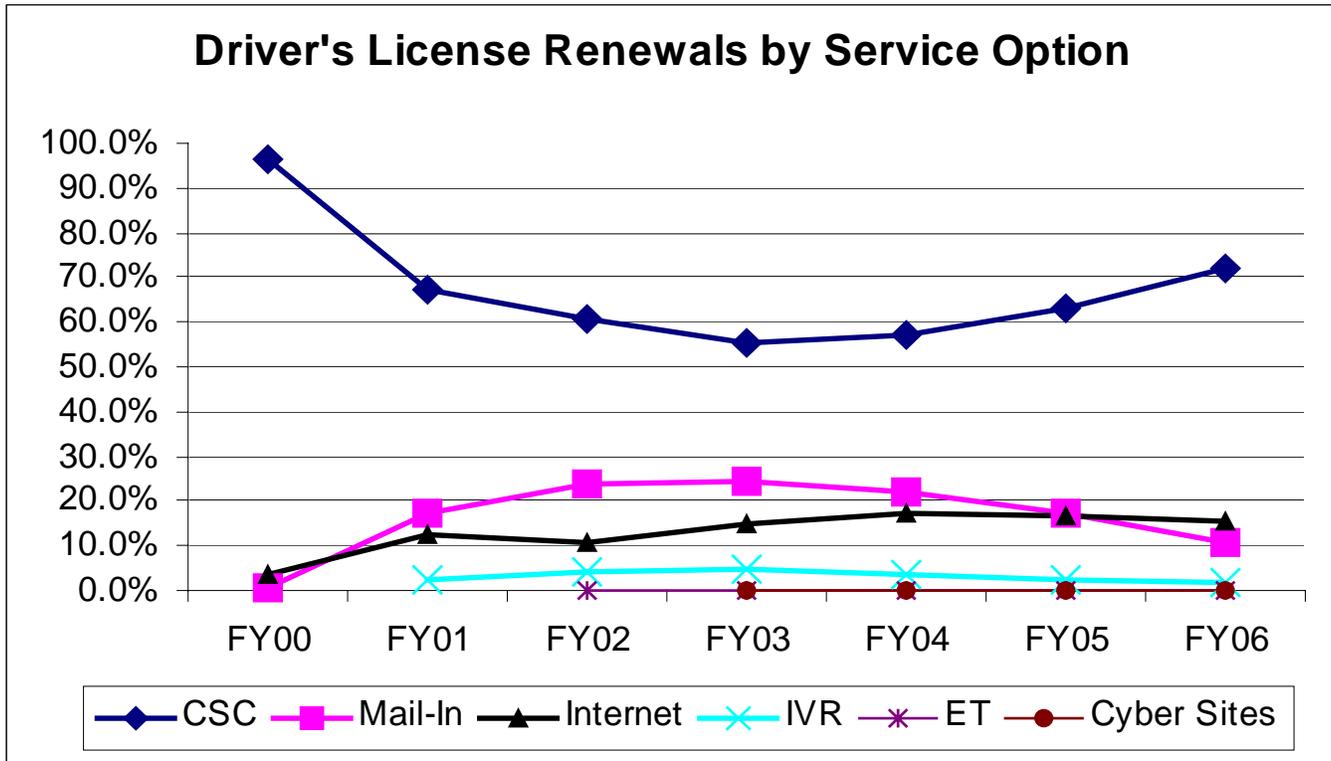
Alternative Services Report for June 2006

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	77,329	100.0%	76,128	100.0%	1,201	1.6%
<i>Eligible to Use Alternative Service</i>	38,601	49.9%	47,496	62.4%	-8,895	-18.7%
<i>Ineligible to Use Alternative Service</i>	38,728	50.1%	28,632	37.6%	10,096	35.3%
CSCs	58,743	76.0%	53,112	69.8%	5,631	10.6%
Alternative Services:	18,586	24.0%	23,016	30.2%	-4,430	-19.2%
Mail-In	6,591	8.5%	10,827	14.2%	-4,236	-39.1%
Internet	10,543	13.6%	10,488	13.8%	55	0.5%
IVR	1,362	1.8%	1,602	2.1%	-240	-15.0%
ET	0	0.0%	23	0.0%	-23	-100%
Cyber Sites	90	0.1%	76	0.1%	14	18.4%

Usage of alternative services for driver's license renewals decreased by 6% between June 2005 and June 2006. A decrease in customer eligibility continues to be the major factor in the overall decline.

Trends in Renewals by Service Option



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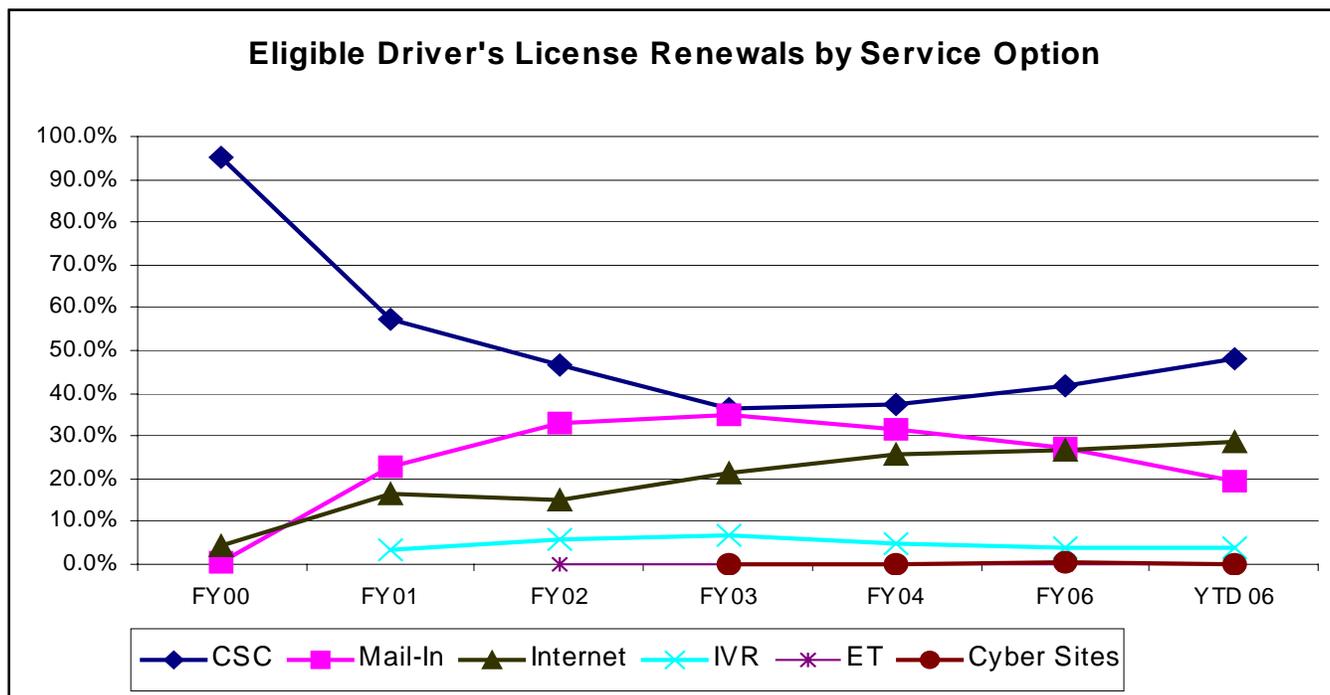
Alternative Services Report for June 2006

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	38,601	100.0%	47,496	100.0%	-8,895	-18.7%
CSC	20,015	51.9%	24,480	51.5%	-4,465	-18.2%
Alternative Services:	18,586	48.1%	23,016	48.5%	-4,430	-19.2%
Mail-In	6,591	17.1%	10,827	22.8%	-4,236	-39.1%
Internet	10,543	27.3%	10,488	22.1%	55	0.5%
IVR	1,362	3.5%	1,602	3.4%	-240	-15.0%
ET	0	0.0%	23	0.0%	0	0%
Cyber Sites	90	0.2%	76	0.2%	14	18.4%

Usage of alternative services for driver's license renewals by customers eligible to use an alternative service did not change significantly in June 2006 (48.1%) compared to June 2005 (48.5%). As previously noted, the proportion of customers eligible to renew via an alternative service has declined during the past year. The Alternative Services Team is researching why the use of the mail-in option in particular has declined among DMV customers.

Trends in Renewals by Service Option



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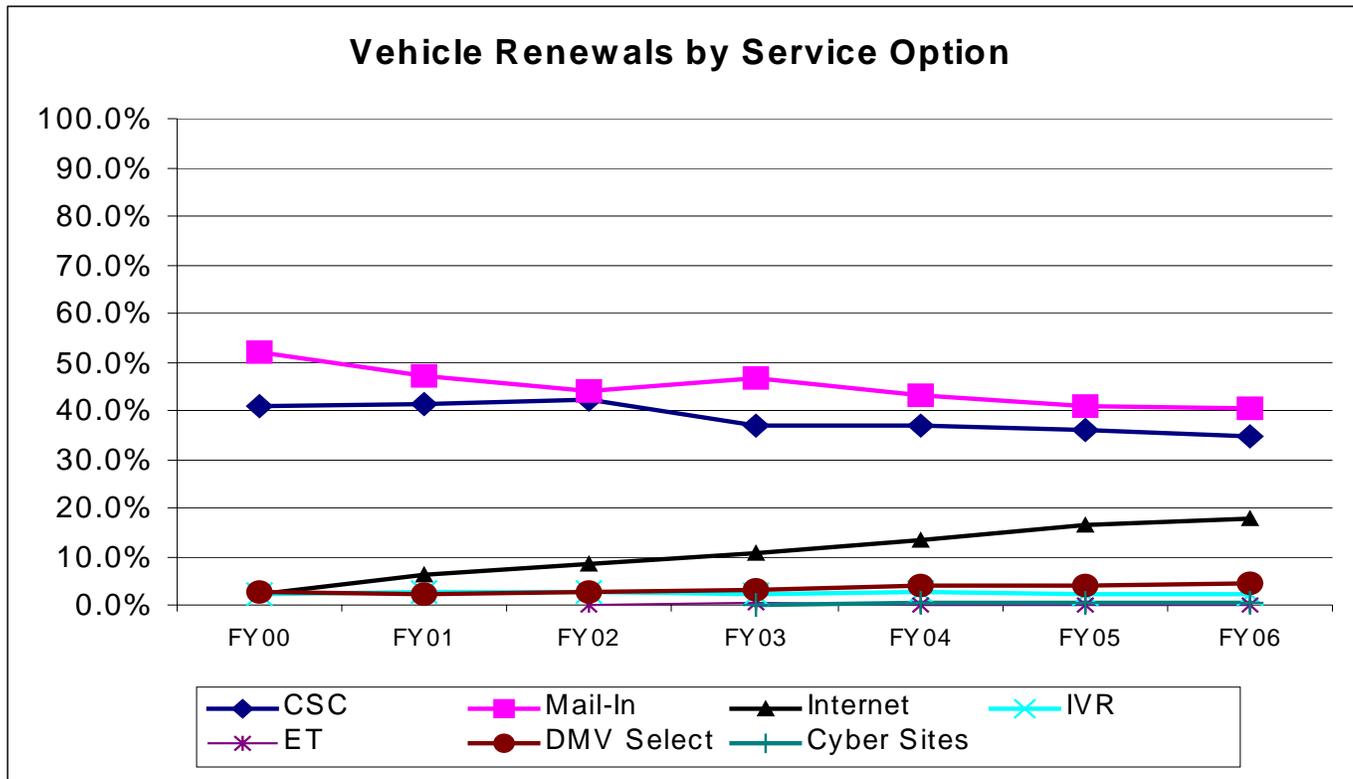
Alternative Services Report for June 2006

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	456,969	100.0%	444,247	100.0%	12,722	2.9%
CSCs	160,448	35.1%	162,313	36.5%	-1,865	-1.1%
Alternative Services:	296,521	64.9%	281,934	63.5%	14,587	5.2%
Mail-In	185,085	40.5%	170,759	38.4%	14,326	8.4%
Internet	79,233	17.3%	82,954	18.7%	-3,721	-4.5%
IVR	9,861	2.2%	9,734	2.2%	127	1.3%
ET	0	0.0%	509	0.1%	-509	-100.0%
DMV Select	20,723	4.5%	16,349	3.7%	4,374	26.8%
Cyber Sites	1,619	0.4%	1,629	0.4%	-10	-0.6%

About two thirds of vehicle renewal customers choose an alternative service option, indicating a strong preference to use alternative services. In June, usage of the alternative options remained fairly stable compared to a year ago, with a small increase in the proportion of customers using the mail-in and DMV Select options and a small decrease in Internet customers.

Trends in Renewals by Service Option



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Alternative Services Report for June 2006

Internet Customers

On-Line Survey – June 2006 Responses to the Following Question: <i>How would you rate the Virginia DMV website?</i>		
Rating	Number of Responses	Percentage of Responses
Excellent	4,291	78.4%
Good	1,066	19.5%
Fair	75	1.4%
Poor	16	0.3%
Unanswered	26	0.5%
<i>Total Responses: 5,474 (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	396,738	367,987	28,751	7.8%
CDL	18,421	15,361	3,060	19.9%
Motorcycle	24,975	21,643	3,332	15.4%
Dealer/Study Guide	6,466	3,629	2,837	78.2%

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- Site has improved since the last time I accessed it. Registration feature is a breeze to use. (6/28/2006 10:39:33 AM)
- Thank you for the web site and many easy to use programs to help with DMV renewals from home with the computer/ (6/11/2006 3:14:00 PM)
- Excellent web site and easy to use. Thanks for making it so easy. (6/12/2006 8:24:44 PM)
- This is by far the fastest, easiest, and most convenient way to conduct "most" of my DMV business. Especially the renewals. Thanks! (6/11/2006 11:20:52 AM)
- THOUGHT WEBSITE GREAT, BUT MY MAILED RENEWAL FORM DID NOT HAVE A PIN ASSIGNED/PRINTED ON FORM - WHICH IS WHAT WEBSITE SAYS SHOULD HAVE HAPPENED. (6/9/2006 12:34:48 PM)

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Alternative Services Report for June 2006

Recent Activities to Promote Alternative Services

- A transaction was added to Webcat which allows customers the option of making single overweight citation payments online.
- The new Lovingson DMV Select was opened on June 5th.
- DMV issued a press release the third week of June regarding the July 4th holiday and encouraging customers to use our Internet or touchtone telephone system for service.
- Requested separate Alternative Services TPR prioritization list to assist in getting approval to schedule highest priority alternative services systems work. Executive Staff approved use of separate listing.

Financial Transactions

Financial Transactions for the Month						
Source	This Month		Same Month Last Year		Variance	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Number of Transactions	Percent Variance
CSCs						
Cash	292,779	45.9%	314,573	47.5%	-21,794	-6.9%
Check	183,422	28.7%	204,611	30.9%	-21,189	-10.4%
Charge	161,894	25.4%	143,474	21.7%	18,420	12.8%
Total	638,095	100.0%	662,658	100.0%	-24,563	-3.7%
Alternative Services						
E-Check	11,181	11.4%	10,335	11.9%	846	8.2%
Credit Card	87,000	88.6%	76,227	88.1%	10,773	14.1%
Total	98,181	100.0%	86,562	100.0%	11,619	13.4%