

Department of Motor Vehicles

Preferred Services Report for June 2007

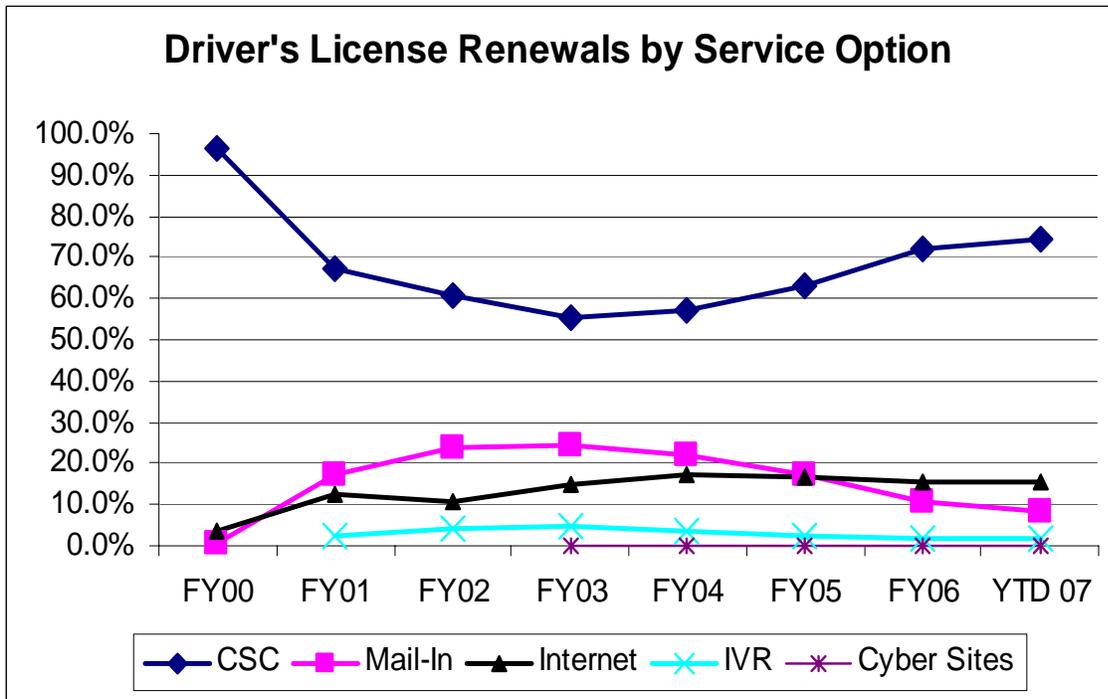
Driver's License Renewal Volumes by Service Option

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	79,239	100.0%	77,329	100.0%	1,910	2.5%
<i>Eligible to Use Preferred Service</i>	42,184	53.2%	38,601	49.9%	3,583	9.3%
<i>Ineligible to Use Preferred Service</i>	37,055	46.8%	38,728	50.1%	-1,673	-4.3%
CSCs	55,993	70.7%	57,779	74.7%	-1,786	-3.1%
Preferred Services:	23,246	29.3%	19,550	25.3%	3,696	18.9%
Mail-In	9,249	11.7%	6,609	8.5%	2,640	39.9%
Internet	12,661	16.0%	11,489	14.9%	1,172	10.2%
IVR	1,281	1.6%	1,362	1.8%	-81	-5.9%
Cyber Sites	55	0.1%	90	0.1%	-35	-38.9%

*Note: Statistical Repository generated these numbers.

Between June 2006 and June 2007, the proportion of customers who used a preferred service increased by 4%. The total number of customers who renewed their driver's license rose by 2.5%, and the percentage of customers eligible to use a preferred service also increased. The percentage usage of the mail-in and Internet options increased the most of all preferred services.

Trends in Renewals by Service Option



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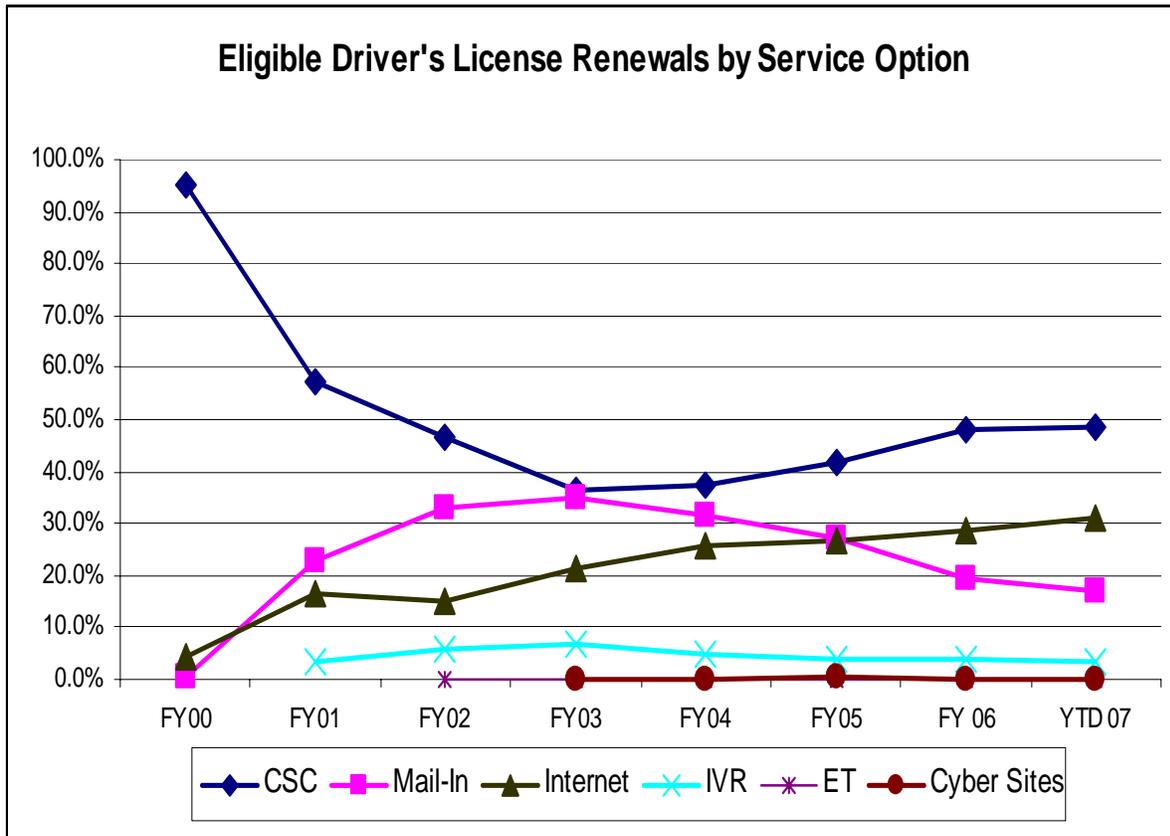
Driver's License Volumes by Service Option – for Renewals Eligible for Preferred Services

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	42,184	100.0%	38,601	100.0%	3,583	9.3%
CSC	18,938	44.9%	19,051	49.4%	-113	-0.6%
Preferred Services:	23,246	55.1%	19,550	50.6%	3,696	18.9%
Mail-In	9,249	21.9%	6,609	17.1%	2,640	39.9%
Internet	12,661	30.0%	11,489	29.8%	1,172	10.2%
IVR	1,281	3.0%	1,362	3.5%	-81	-5.9%
Cyber Sites	55	0.1%	90	0.2%	-35	-38.9%

*Note: Statistical Repository generated these numbers which have been validated.

Between June 2006 and June 2007, the proportion of customers who were eligible to use a preferred service for their driver renewals increased by 3.3%. Of those eligible, the percentage of customers who chose to use a preferred service option rose by 4.5%, with 55.1% of eligible drivers choosing to renew via a preferred service in June 2007. Among the preferred service options, there were increases in mail-in and Internet usage, and declines in IVR and cyber-site usage.

Trends in Renewals by Service Option



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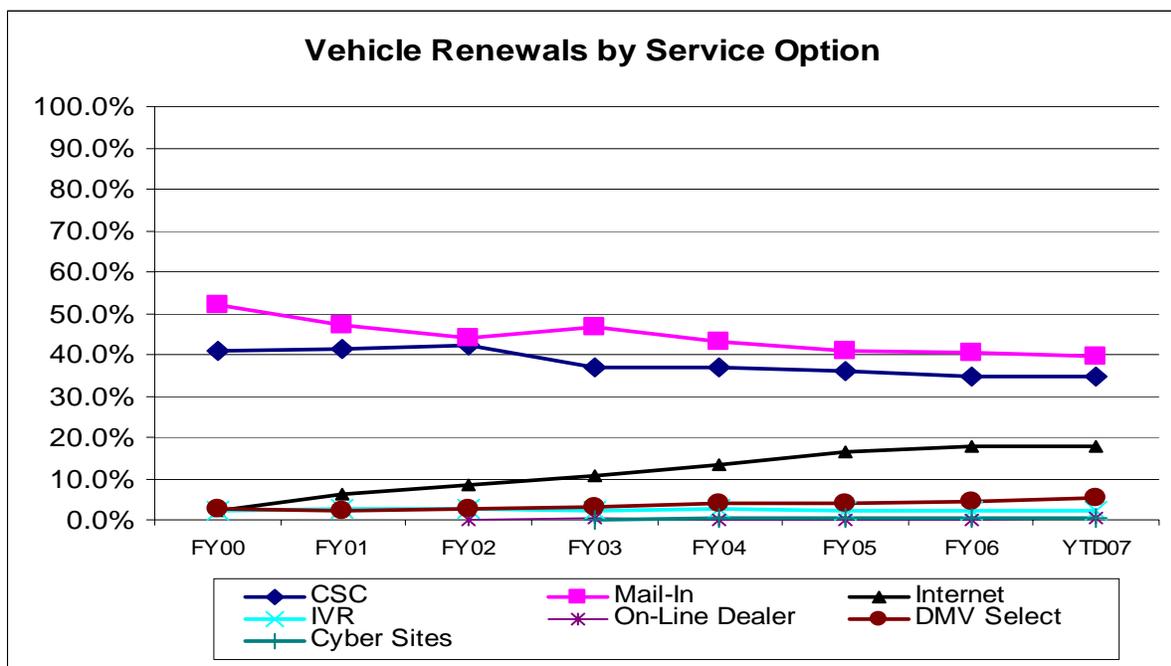
Vehicle Renewal Volumes by Service Option

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	375,092	100.0%	449,529	100.0%	-74,437	-16.6%
CSCs	154,386	41.2%	156,614	34.8%	-2,228	-1.4%
Preferred Services:	220,706	58.8%	292,915	65.2%	-72,209	-24.7%
Mail-In	117,569	31.3%	182,283	40.5%	-64,714	-35.5%
Internet	67,026	17.9%	74,759	16.6%	-7,733	-10.3%
On-Line Dealer	2,968	0.8%	2,432	0.5%	536	22.0%
IVR	7,619	2.0%	10,902	2.4%	-3,283	-30.1%
DMV Select	23,818	6.3%	20,920	4.7%	2,898	13.9%
Cyber Sites	1,706	0.5%	1,619	0.4%	87	5.4%

*Note: Statistical Repository generated these numbers which have been validated.

The total number of vehicle renewals decreased by 16.6% in June 2007 compared to the same month last year. According to Vehicle Services, the decline experienced during the past two months was due to the late mailing of July 2007 renewal notices (a result of legislative changes that had to be in place prior to mailing the July renewals). Customers' overall use of preferred services also declined. While the Internet and DMV Selects saw an increase in their percentage usage during this period, use of the mail-in option declined substantially.

Trends in Renewals by Service Option



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Internet Customers

On-Line Survey – June 2007 Responses to the Following Question: How would you rate the Virginia DMV website?		
Rating	Number of Responses	Percentage of Responses
Excellent	3,941	74.7%
Good	1,191	22.6%
Fair	104	2.0%
Poor	21	0.4%
Unanswered	18	0.3%
<i>Total Responses:5,275 (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	403,458	396,738	6,720	1.7%
CDL	17,266	18,421	-1,155	-6.3%
Motorcycle	24,052	24,975	-923	-3.7%
Dealer/Study Guide	4,957	6,466	-1,509	-23.3%

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Excellent...keep up the good 21st century work. (6/19/2007 5:00:00 PM)
- **Driver:** Very user friendly, thanks! (6/22/2007 10:07:30 AM)
- **Driver:** Excellent way to conduct business. Easy to navigate, excellent feature. Thanks (6/15/2007 6:30:42 AM)
- **Vehicle:** Didn't realize my registration was expired until got a ticket. Policeman told me about the online service. I was very glad to know it since I am leaving town on Sunday and wouldn't have time to get to the DMV. THANKS! (6/8/2007 7:34:57 PM)
- **Vehicle:** Searching the Home Page was a little bit confusing. After locating how to get to the form, filling it out was easy. (6/8/2007 5:24:27 PM)

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Recent Activities to Promote Preferred Services

- A new online transaction was implemented July 1st. ID cards can now be renewed via dmvNOW.com.
- One new DMV Select opened in June. The Stafford DMV Select opened on June 25, 2007.
- Online newspaper flash ads promoting DMV's website continued on the following four online newspapers: Washington Post, Virginian Pilot, Richmond Times-Dispatch, and Roanoke Times.

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	278,612	45.8%	292,779	45.9%	-14,167	-4.8%
Check	154,394	25.4%	183,422	28.7%	-29,028	-15.8%
Charge	175,784	28.9%	161,894	25.4%	13,890	8.6%
Total	608,790	100.0%	638,095	100.0%	-29,305	-4.6%
Preferred Services						
Cash	23,363	14.1%	22,016	13.7%	1,347	6.1%
Check/E-check	44,987	27.1%	41,769	26.0%	3,218	7.7%
Charge	97,739	58.8%	96,994	60.3%	745	0.8%
Total	166,089	100.0%	160,779	100.0%	5,310	3.3%

*Note: The methodology changed for calculating transactions between CSCs and Preferred Services (i.e. DMV Selects are correctly being reported in the Preferred Services section now.)