

Department of Motor Vehicles

Preferred Services Report for March 2008

Individual Customers

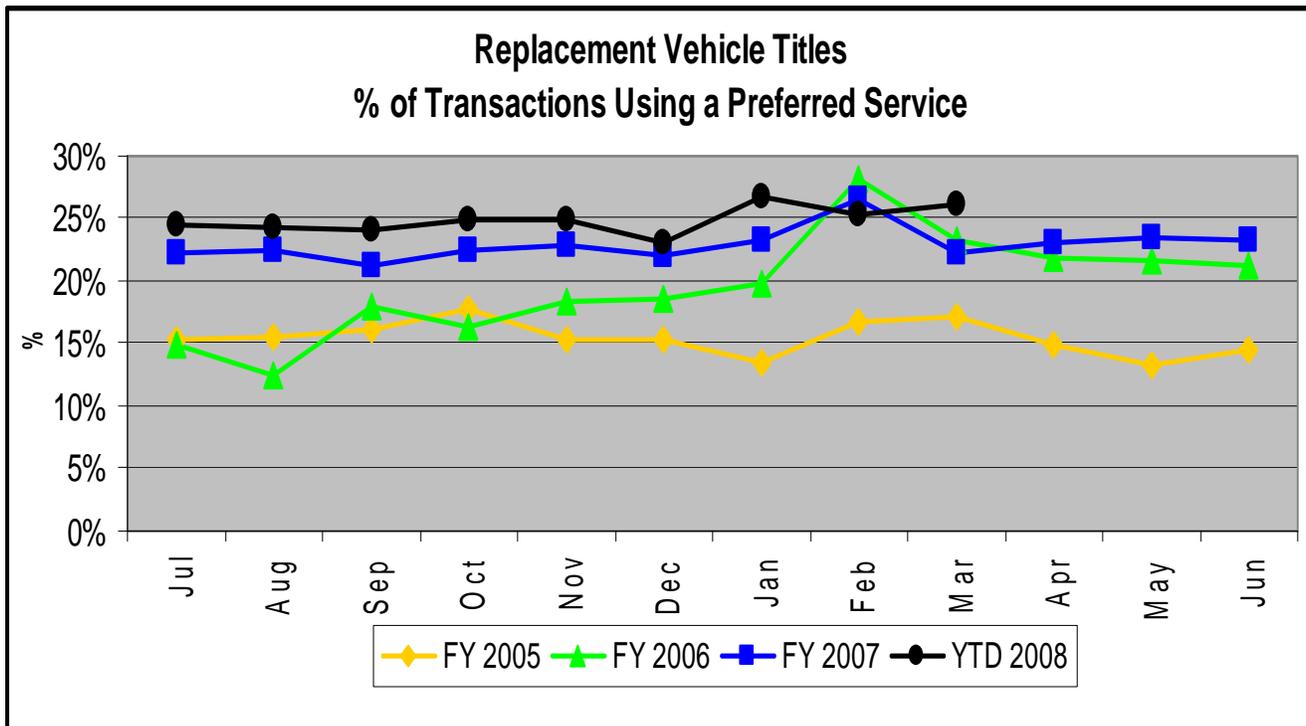
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	11,095	100.0%	11,113	100.0%
CSCs	8,201	73.9%	8,638	77.7%
Preferred Services:	2,894	26.1%	2,475	22.3%
Mail-In	911	8.2%	691	6.2%
Internet*	462	4.2%	454	4.1%
Touchtone	8	0.1%	7	0.1%
DMV Select	1,513	13.6%	1,323	11.9%

Source: Statistical Repository

* GATARS transactions are included the Internet numbers.

The percentage use of Preferred Services for Replacement Vehicle Titles increased by 3.8% from March 2007 to March 2008. As shown in the chart, the percentage use of preferred services is slightly higher for most months in FY 2008 compared to the same months in the last three fiscal years.



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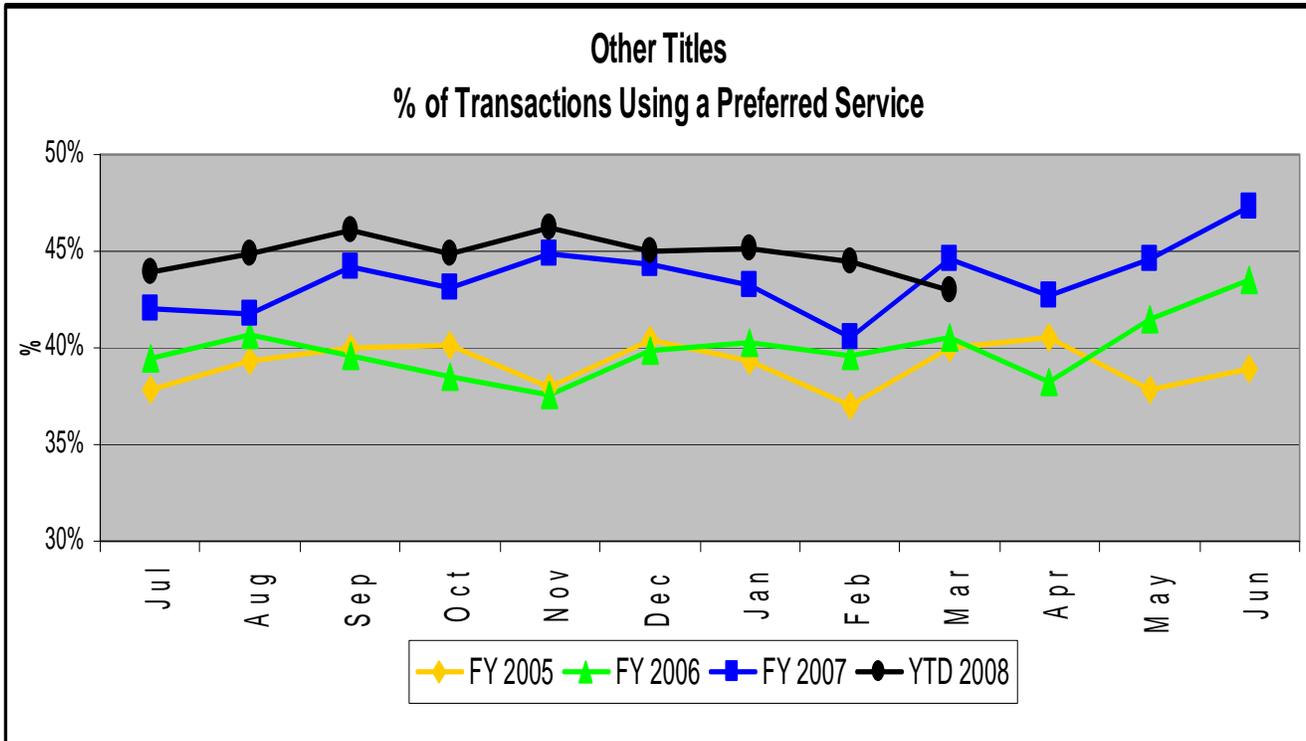
Other Vehicle Titles Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	197,795	100.0%	224,004	100.0%
CSCs	112,905	57.1%	124,189	55.4%
Preferred Services:	84,890	42.9%	99,815	44.6%
Mail-In	5,322	2.7%	7,730	3.5%
GATARS	140	0.1%	53	0.0%
On-Line Dealer	53,584	27.1%	69,221	30.9%
DMV Select	25,844	13.1%	22,811	10.2%

Source: Statistical Repository

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

The percentage use of Preferred Services for other Vehicle Titles decreased by 1.7% from March 2007 to March 2008. As shown in the chart, the percentage use of preferred services for other Titles, however, is slightly higher for most months in FY 2008 compared to the same months in the last three fiscal years.



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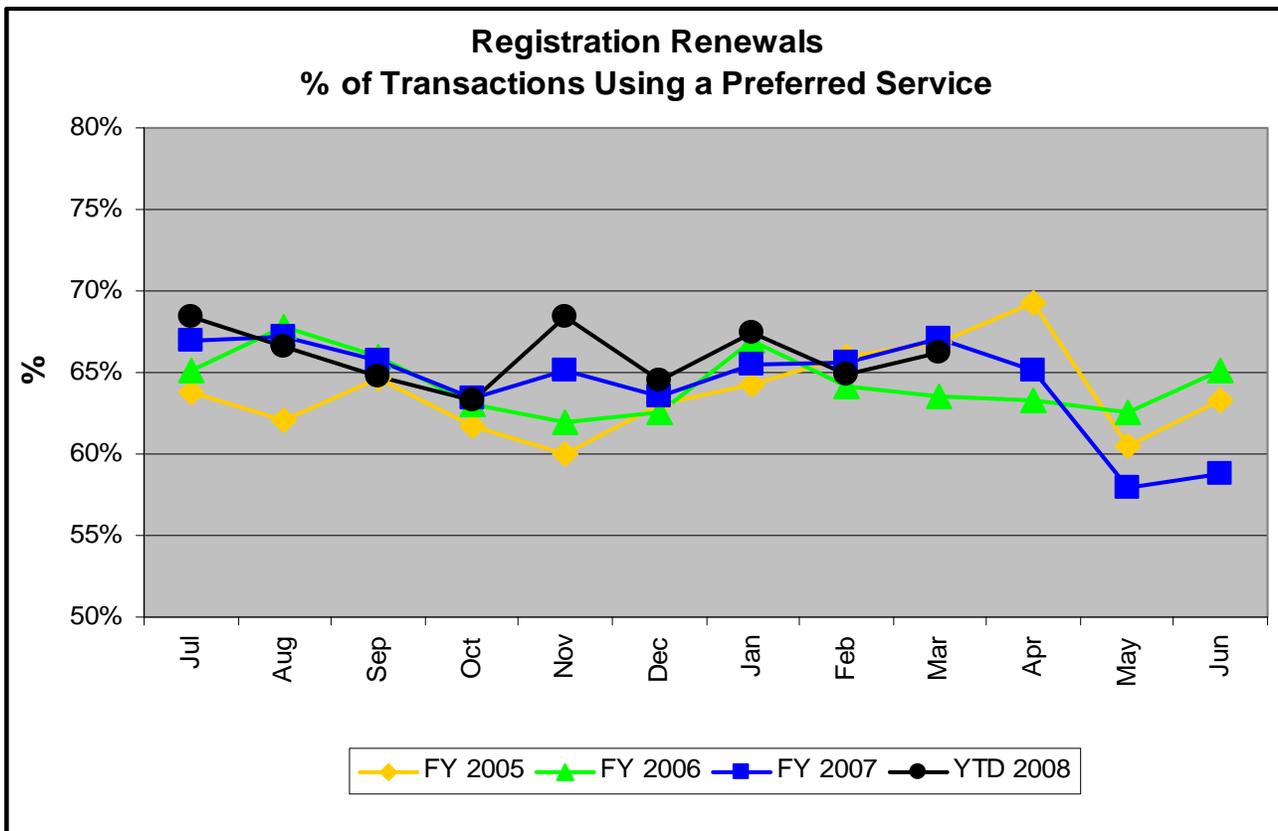
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	441,531	100.0%	458,270	100.0%
CSCs	148,974	33.7%	150,944	32.9%
Preferred Services:	292,557	66.3%	307,326	67.1%
Mail-In	178,263	40.4%	195,156	42.6%
Internet	78,465	17.8%	75,437	16.5%
On-Line Dealer	2,103	0.5%	2,093	0.5%
Touchtone	7,200	1.6%	9,799	2.1%
DMV Select	25,349	5.7%	23,146	5.1%
Cyber Sites	1,177	0.3%	1,695	0.4%

Source: Statistical Repository

Between March 2007 and March 2008, the percentage of customers who renewed their vehicle registration by a preferred service declined slightly. While the Touchtone and Mail-in options declined, the percentage use of the Internet and DMV Select options increased. As shown in the chart, the percentage use of Preferred Services by customers has stayed about the same for the months in FY 2008 as compared to similar months in FY 2007.



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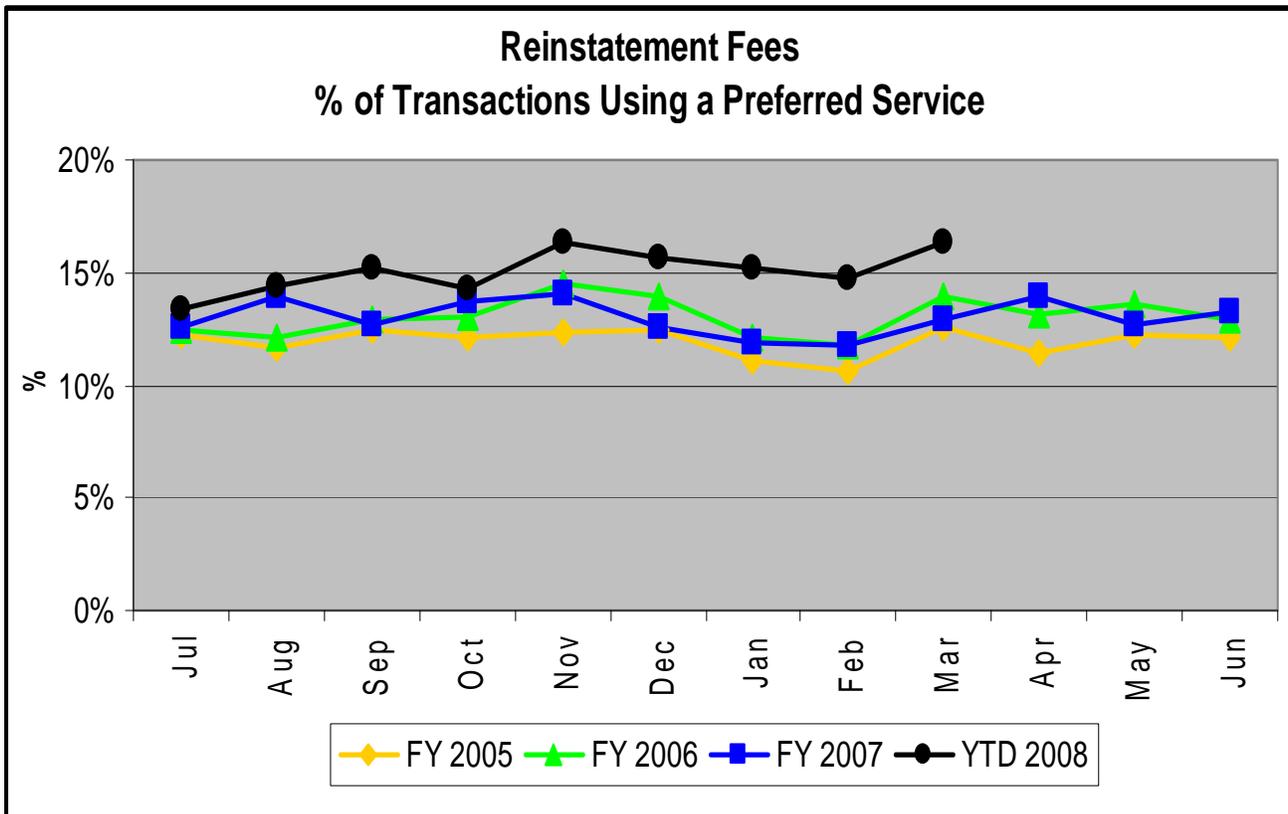
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Reinstatement Fees by Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	22,582	100.0%	23,169	100.0%
CSCs	18,881	83.6%	20,171	87.1%
Preferred Services:	3,701	16.4%	2,998	12.9%
DMV Direct	2,978	13.2%	2,301	9.9%
Internet	243	1.1%	0	0.0%
Mail In	450	2.0%	652	2.8%
Weigh Station	30	0.1%	45	0.2%

Source: Statistical Repository

The percentage of customers who paid their reinstatement fee by a preferred service increased by 3.5% for March 2008 versus March 2007. While the weigh station and mail-in options declined slightly, the percentage use of the CCC and Internet options increased. As shown in the chart, the percentage use of Preferred Services by customers has been higher during each month of this Fiscal Year as compared to the same months of the last three Fiscal Years.



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Business Customers

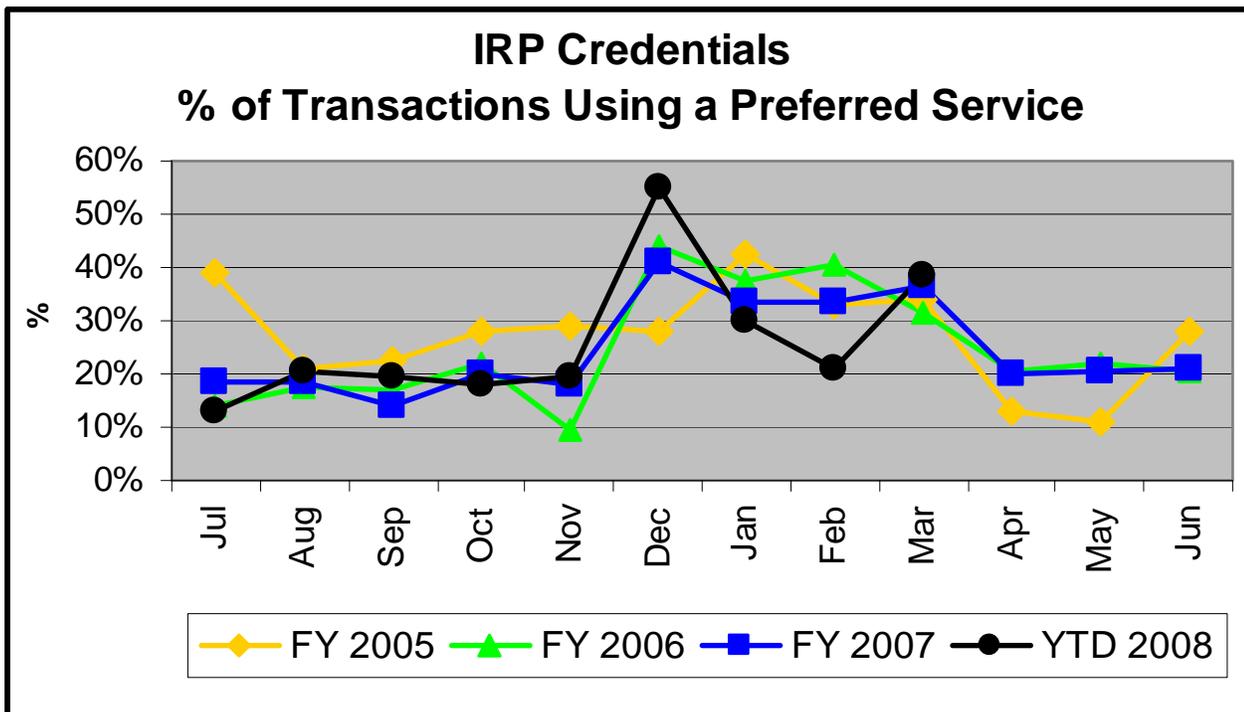
IRP Transaction Volumes by Service Option*

	This Month*		Same Month Last Year*	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	7,099	100.0%	7,816	100.0%
CSCs	4,372	61.6%	4,973	63.6%
Preferred Services:	2,727	38.4%	2,843	36.4%
Mail-In/Fax	1,465	20.6%	1,096	14.0%
WebCAT	1,262	17.8%	1,747	22.4%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated. Although the processing of Richmond CSC and Portsmouth District are centralized in headquarters, customers still originated their transactions at a CSC.

The percentage of business customers who completed IRP transactions via a Preferred Service increased by 2% when comparing March 2007 with March 2008. The use of the Mail-in/Fax option increased by 6.6%, offsetting the decline in the use of WebCAT. As shown in the chart, during December 2007 customers used Preferred Services at the highest monthly rate during the past four years. While the percentage use of Preferred Services was less during January and February 2008 than the same months the last two fiscal years, the percentage use of Preferred Services increased during March 2008.



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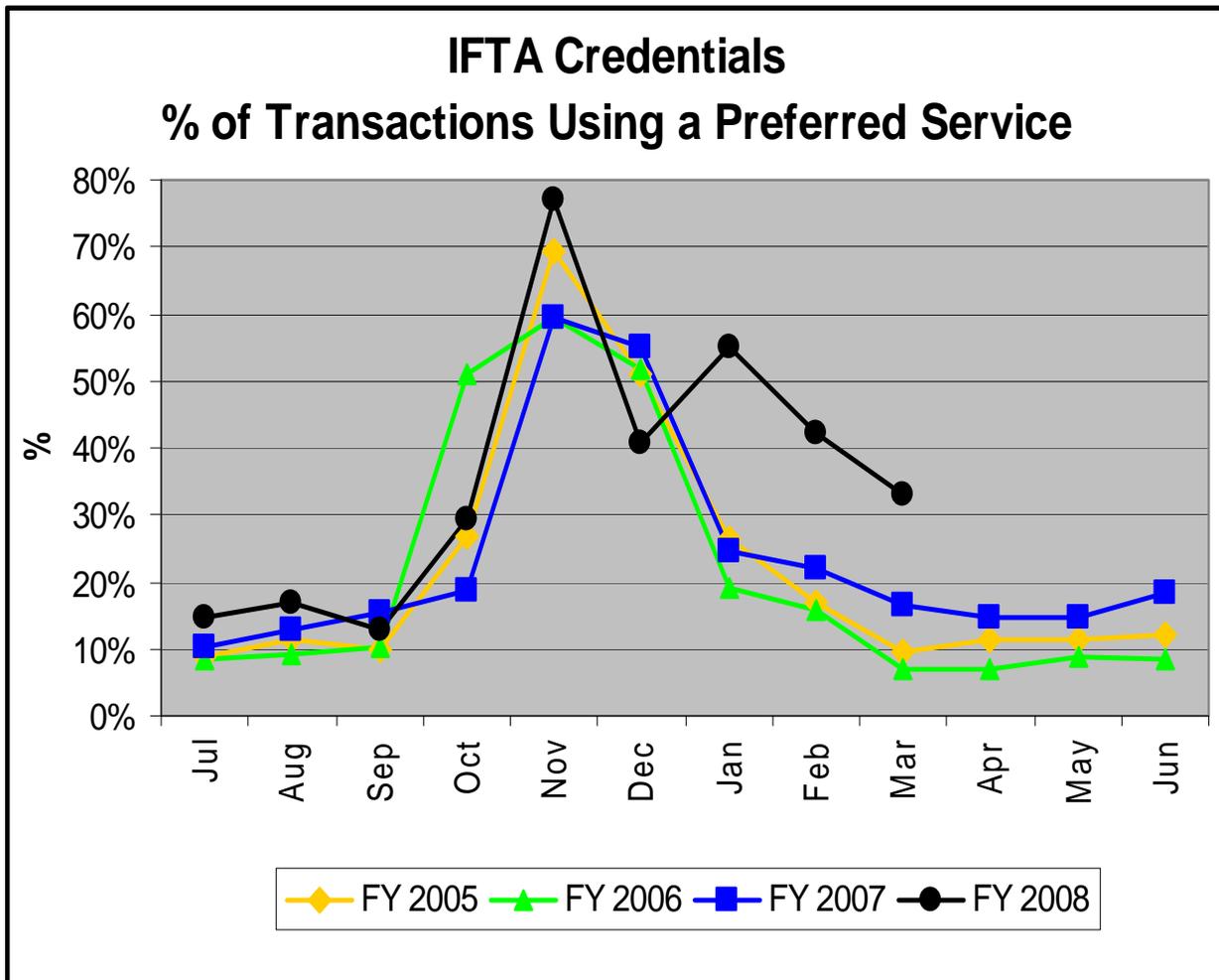
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	487	100.0%	632	100.0%
CSCs	327	67.1%	528	83.5%
Preferred Services:	160	32.9%	104	16.5%
Mail-In/Fax	138	28.3%	77	12.2%
WebCAT	22	4.5%	27	4.3%

Source: VISTA/TS

* IFTA numbers reflect where transactions originated. Includes IFTA credentials only and does not include IFTA tax transactions.

The percentage of IFTA credentialing transactions via Preferred Services about doubled from 16.5% in March 2007 to 32.9% in March 2008. While the percentage use of WebCAT increased slightly, the percentage use of Mail-In/Fax increased by over 16%. As shown in the graph below, the percentage use of Preferred Services is higher for the majority of months in FY 2008 than similar months in the last three fiscal years.



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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Completely painless, right down to the built in spell checker! I have been on commercial sites that could not hold a candle to your site. (3/31/2008 9:24:12 PM)
- **Driver:** MUCH MORE PLEASANT THAN DOING IT IN PERSON. (3/27/2008 6:05:15 PM)
- **Driver:** This is easily the most convenient way to renew a driver's license. (3/18/2008 12:16:22 PM)
- **Vehicle:** I got my registration bill this afternoon, and now I have taken care of the renewal within 5 minutes. I can't think of anything easier. This is a wonderful service, and it beats the heck out of going to DMV and waiting in line. WONDERFUL! (3/12/2008 5:32:49 PM)
- **Vehicle:** the link dmvNOW is hard to follow, but once I got into the DMV site, I was able to find my way to renew and did so quite simply - thanks. (3/28/2008 10:01:17 PM)

Recent Activities to Promote Preferred Services

- DMV implemented a digital photo retrieval and photo exchange with the Virginia State Police, effective 4/1/08.
- DMV formed a team to examine the process used to serve customers via email. Based on this review, the team has identified eight potential process improvement opportunities to streamline this service option. Work is underway to begin implementing the changes.

Financial Transactions

Financial Transactions for the Month				
	This Month		Same Month Last Year	
Source	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
CSCs				
Cash	282,714	46.4%	314,326	47.3%
Check	140,821	23.1%	170,493	25.7%
Charge	185,271	30.4%	179,860	27.1%
Total	608,806	100.0%	664,679	100.0%
Preferred Services				
Cash	23,840	12.6%	24,044	13.4%
Check/E-check	48,276	25.5%	46,467	25.9%
Charge	117,002	61.9%	109,073	60.7%
Total	189,118	100.0%	179,584	100.0%