

Department of Motor Vehicles

Preferred Services Report for March 2009

Individual Customers

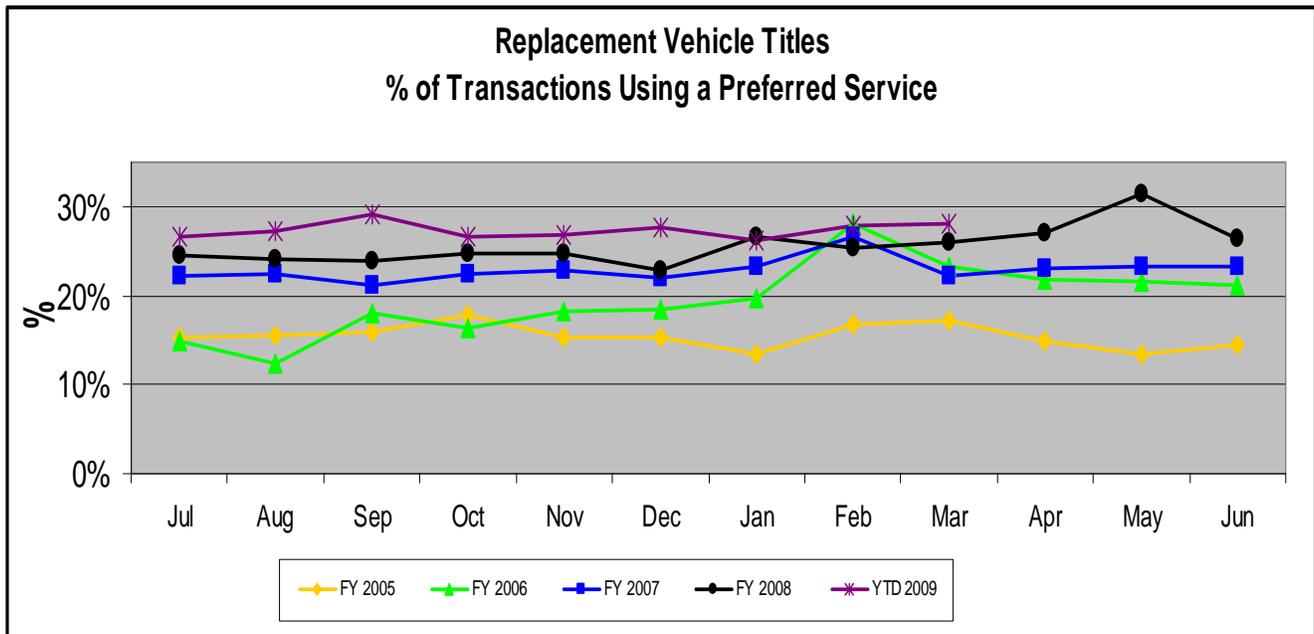
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	11,045	100.0%	11,095	100.0%
CSCs	7,933	71.8%	8,201	73.9%
Preferred Services:	3,112	28.2%	2,894	26.1%
Mail-In	936	8.5%	911	8.2%
Internet*	555	5.0%	462	4.2%
DMV Direct	5	0.0%	8	0.1%
DMV Select	1,616	14.6%	1,513	13.6%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by 8% when comparing March 2008 to March 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 years.



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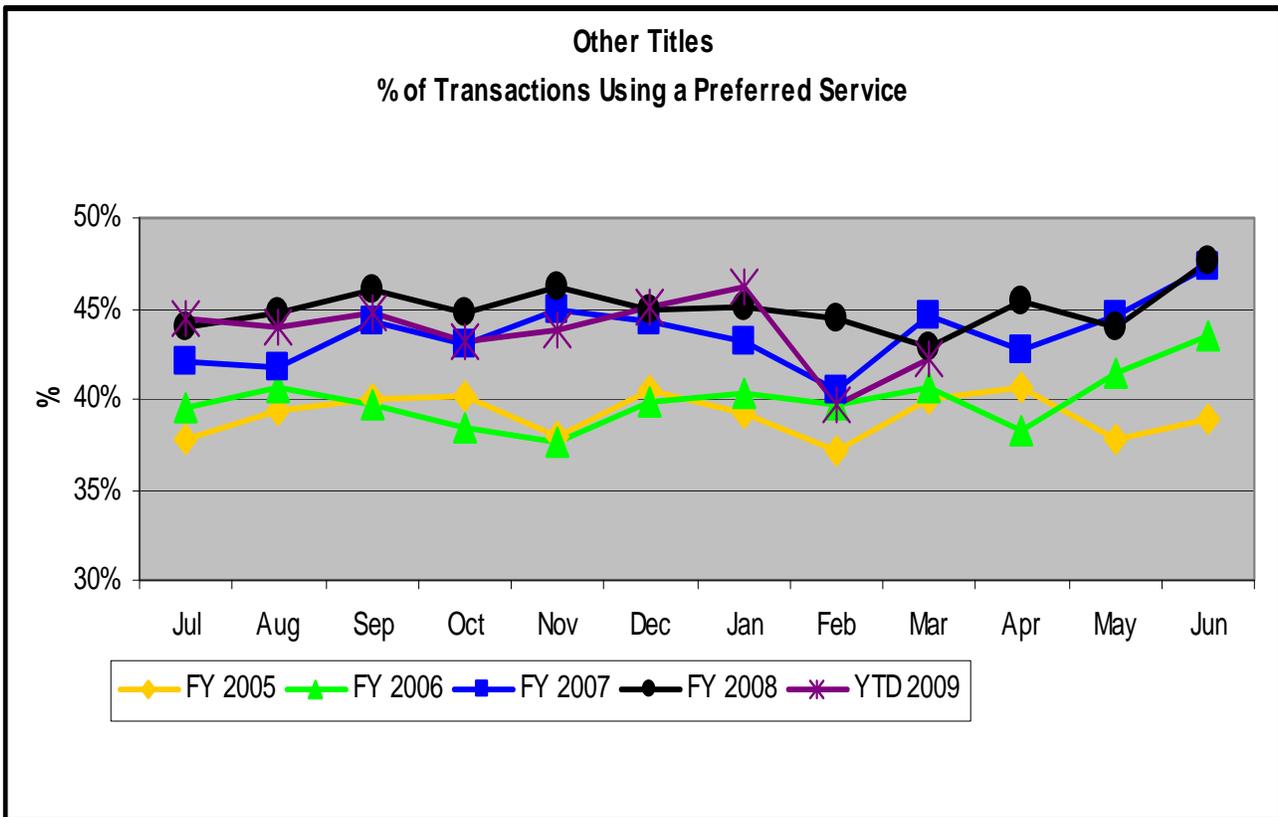
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	186,166	100.0%	197,795	100.0%
CSCs	107,508	57.7%	112,905	57.1%
Preferred Services:	78,658	42.3%	84,890	42.9%
Mail-In	7,954	4.3%	5,295	2.7%
GATARS	19	0.0%	143	0.1%
On-Line Dealer	44,132	23.7%	53,584	27.1%
DMV Select	26,553	14.3%	25,868	13.1%

Source: Statistical Repository

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

Preferred service usage decreased slightly by 1.4% when comparing March 2008 to March 2009. Although there was a dip in preferred service usage in February 2009, it has since increased by 2.6 percentage points in March 2009.



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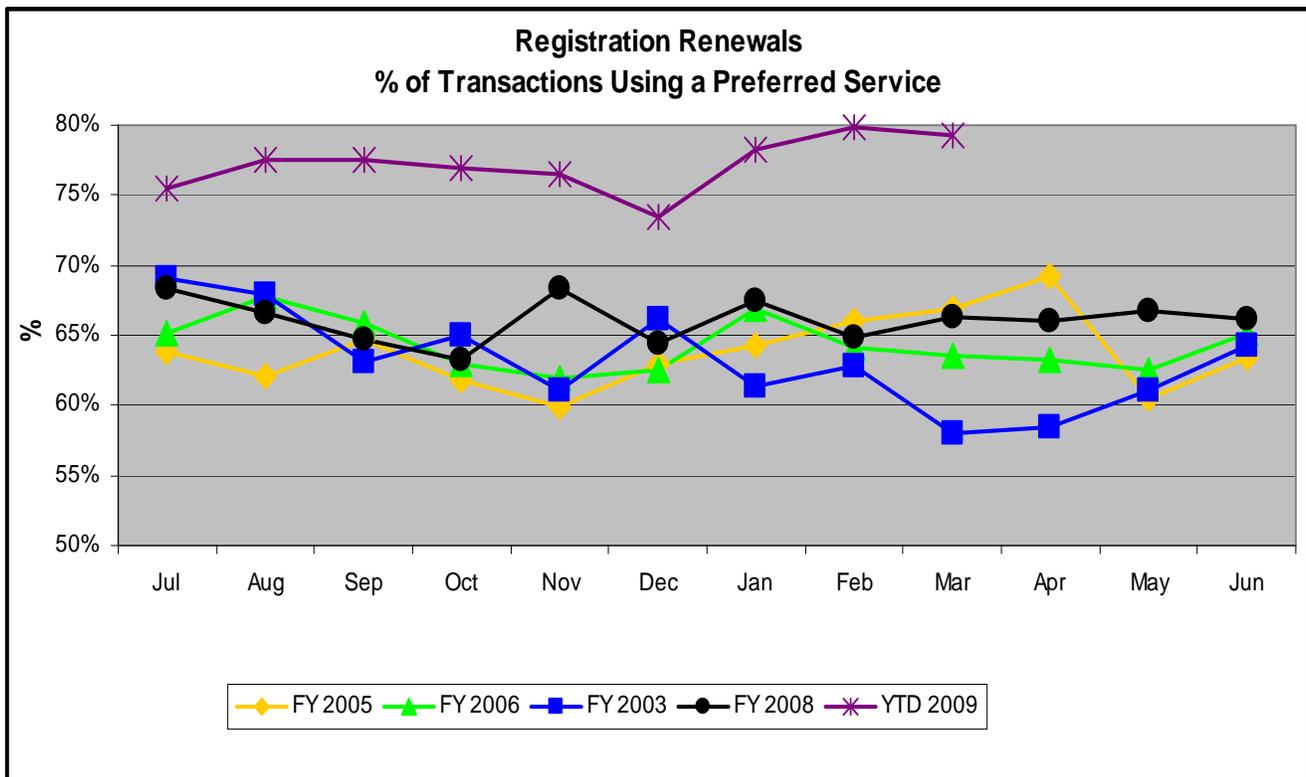
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	480,767	100.0%	441,824	100.0%
CSCs	99,733	20.7%	149,121	33.8%
Preferred Services:	381,034	79.3%	292,703	66.2%
Mail-In	189,837	39.5%	178,357	40.4%
Internet	146,585	30.5%	78,495	17.8%
On-Line Dealer	2,809	0.6%	2,103	0.5%
DMV Direct	11,096	2.3%	7,201	1.6%
DMV Select	30,707	6.4%	25,370	5.7%
Cyber Sites	0	0.0%	1,177	0.3%

Source: Statistical Repository

Preferred service usage increased by 19.8% when comparing March 2008 to March 2009. One key reason is the increase in the percent of the total transactions conducted through the Internet from 17.8% in March 2008 to 30.5% in March 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 years.



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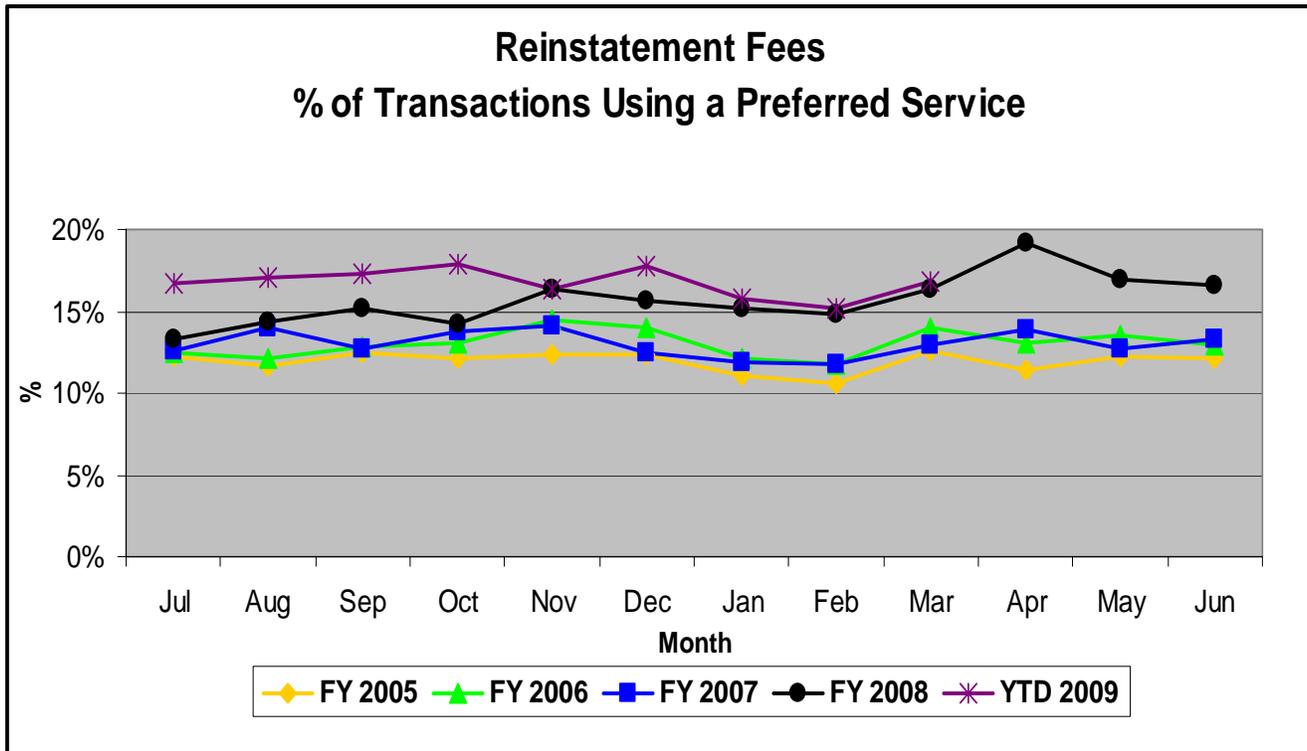
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	24,220	100.0%	22,582	100.0%
CSCs	20,142	83.2%	18,882	83.6%
Preferred Services:	4,078	16.8%	3,700	16.4%
DMV Direct	3,339	13.8%	2,978	13.2%
Internet	276	1.1%	242	1.1%
Mail In	436	1.8%	450	2.0%
Weigh Station	27	0.1%	30	0.1%

Source: Statistical Repository

Preferred service usage increased by 2.4% when comparing March 2008 to March 2009. As shown in the graph below, the percentage of transactions conducted through preferred services was higher during most of FY 2009 than all of the same months for the last four years.



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Business Customers

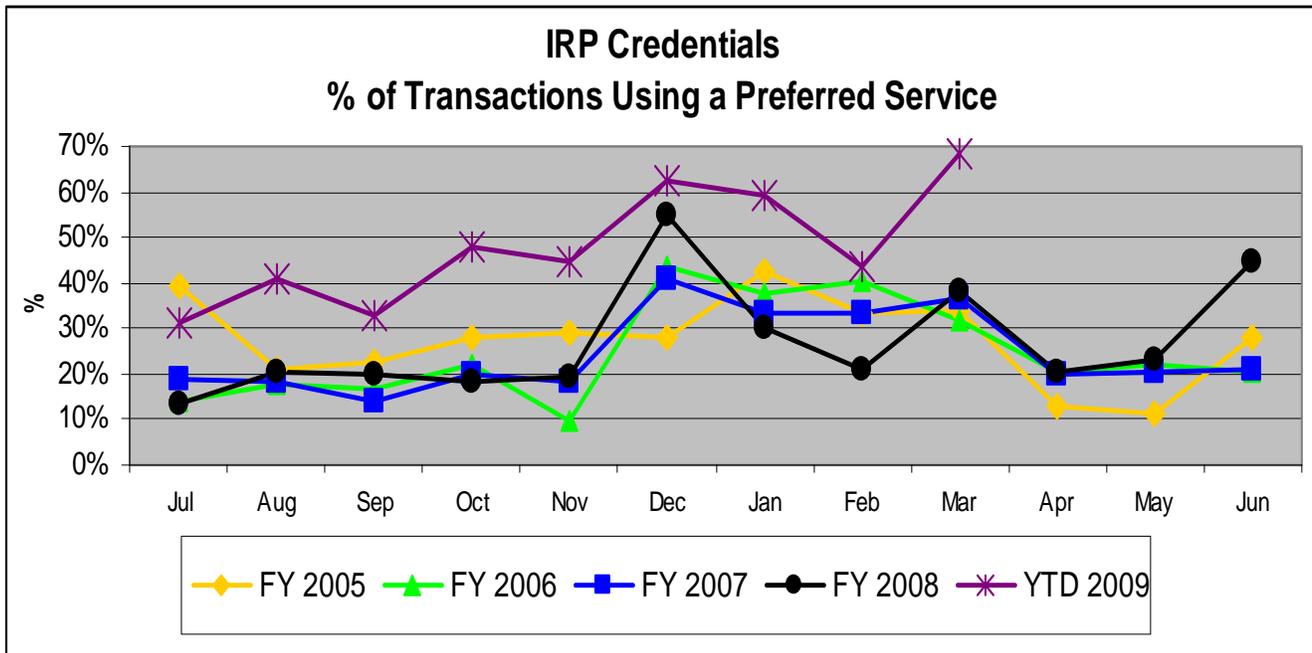
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	6,867	100.0%	7,099	100.0%
CSCs	2,172	31.6%	4,372	61.6%
Preferred Services:	4,695	68.4%	2,727	38.4%
Mail-In/Fax	3,177	46.3%	1,465	20.6%
WebCAT	1,518	22.1%	1262	17.8%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

Preferred service usage increased by 78.1% when comparing March 2008 to March 2009. Mail-in/Fax has shown a huge increase in its percentage of total transactions from 20.6% in March 2008 to 46.3% in March 2009. As indicated in the graph below, the percentage of transactions conducted through preferred services was higher since August 2008 than all of the same months for the last four 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.



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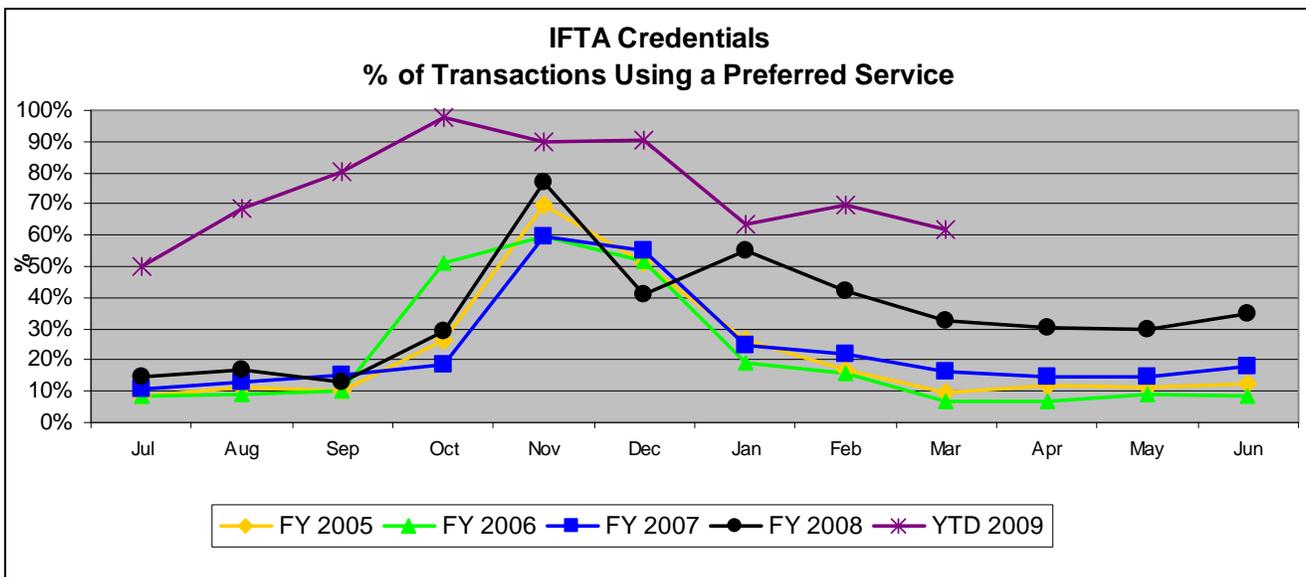
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions*	Percent of Total	Number of Transactions	Percent of Total
Total	461	100.0%	487	100.0%
CSCs	175	38.0%	327	67.1%
Preferred Services:	286	62.0%	160	32.9%
Mail-In/Fax	232	50.3%	138	28.3%
WebCAT	54	11.7%	22	4.5%

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 88.4% when comparing March 2008 to March 2009. Mail-in/Fax jumped from 28.3% in March 2008 to 50.3% in March 2009. As shown in the graph below, the percentage of IFTA transactions conducted through preferred services was higher then the same months for each of the last 4 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 March 2009.

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Painless way of doing things. Saves wear-and-tear on body, saves gas, saves time, saves frustration of WAITING in line. So---DO IT ONLINE (3/31/2009 4:39:11 PM)
- **General:** Extremely easy to use. I loved it! Thank you for making it such a nice experience. (3/17/2009 10:27:40 AM)
- **Plate:** GREAT TIME (AND MONEY) SAVER! (3/17/2009 10:44:44 AM)
- **Driver:** Wish everything was this easy! (3/9/2009 11:12:20 AM)
- **Driver:** I would have preferred to have it deduct from my checking account to using my credit card. (3/9/2009 7:41:04 PM)