

Department of Motor Vehicles

Preferred Services Report for March 2010

Individual Customers

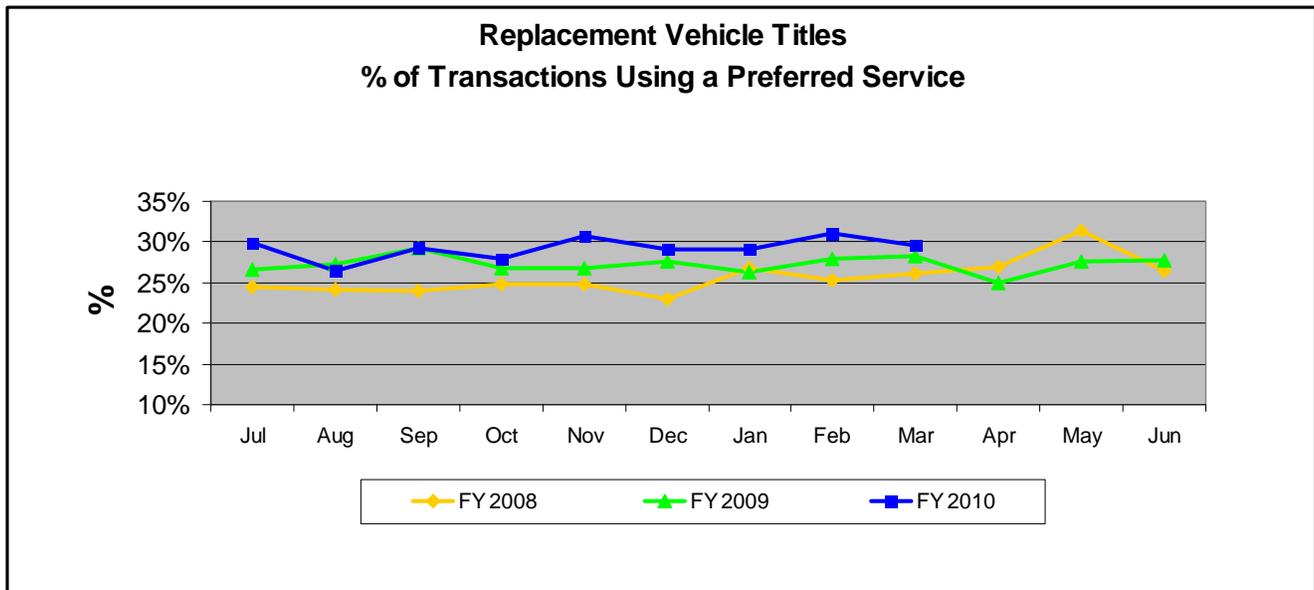
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	12,589	100.0%	11,045	100.0%	0.0%	0.0%
CSCs	8,874	70.5%	7,933	71.8%	-1.8%	-2.3%
Preferred Services:	3,715	29.5%	3,112	28.2%	4.6%	6.2%
Mail-In	697	5.5%	936	8.5%	-35.3%	-25.3%
Internet*	760	6.0%	555	5.0%	20.0%	9.8%
DMV Direct	0	0.0%	5	0.0%	0.0%	-100.0%
DMV Select	2,258	17.9%	1,616	14.6%	22.6%	22.2%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by 4.6% when comparing March 2009 to March 2010. The largest increase in the percent of total transactions was for the DMV Select option which increased from 14.6% in March 2009 to 17.9% in March 2010. As indicated in the chart below, the percentage of Preferred Services transactions for September 2009 through March 2010 was slightly higher than the same months during the last Fiscal Year (FY).



Department of Motor Vehicles

Preferred Services Report for March 2010

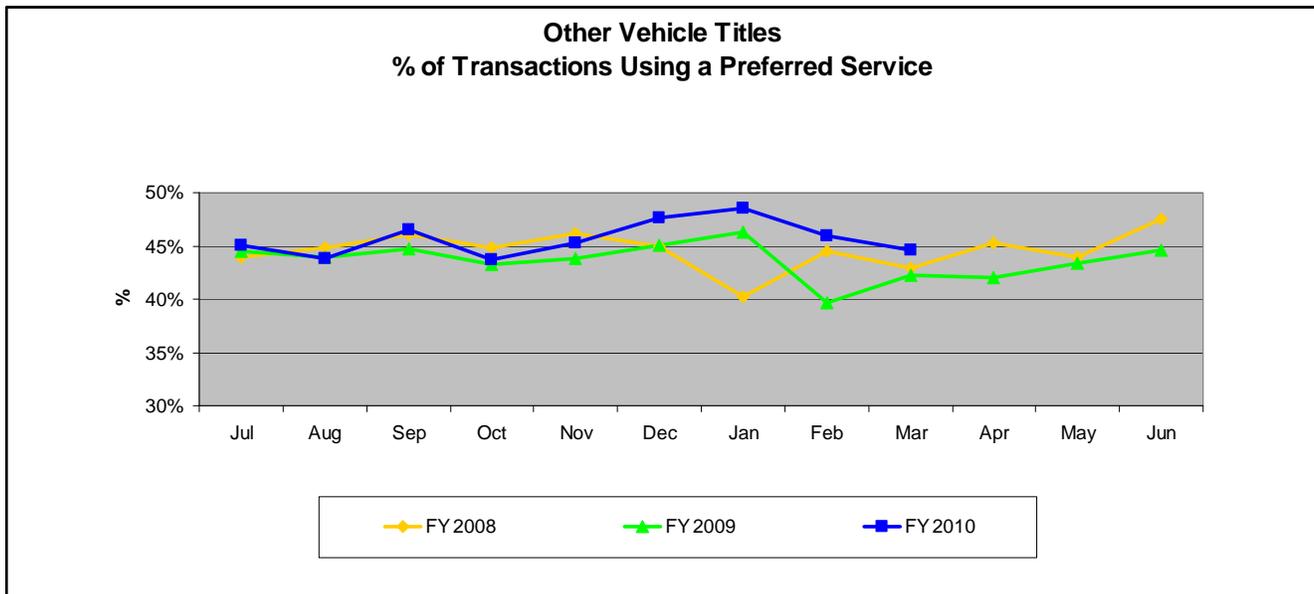
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	210,158	100.0%	186,166	100.0%	0.0%	0.0%
CSCs	116,484	55.4%	107,508	57.7%	-4.0%	-3.9%
Preferred Services:	93,674	44.6%	78,658	42.3%	5.4%	5.0%
Mail-In	6,840	3.3%	7,954	4.3%	-23.3%	-7.0%
GATARS	66	0.0%	19	0.0%	0.0%	0.0%
On-Line Dealer	51,442	24.5%	44,132	23.7%	3.4%	2.0%
DMV Select	35,326	16.8%	26,553	14.3%	17.5%	12.7%

Source: Statistical Repository

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

Preferred service usage increased by 5.4% when comparing March 2009 to March 2010. On-Line Dealer and DMV Select usage contributed to the overall increase in March 2010. As indicated in the chart below, the percentage of Preferred Services transactions in March 2010 is higher than the same month for the past two FY's.



Department of Motor Vehicles

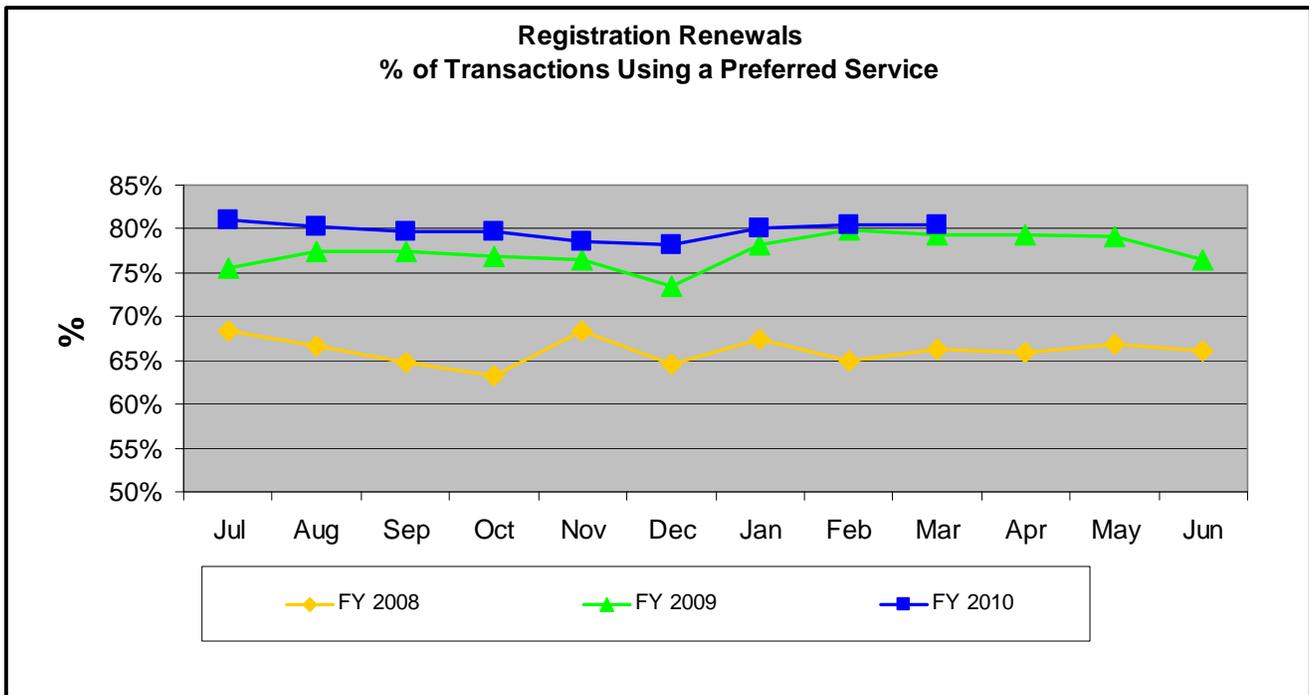
Preferred Services Report for March 2010

Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	482,984	100.0%	480,767	100.0%	0.0%	0.0%
CSCs	94,257	19.5%	99,733	20.7%	-5.8%	-11.5%
Preferred Services:	388,727	80.5%	381,034	79.3%	1.5%	3.4%
Mail-In	180,459	37.4%	189,837	39.5%	-5.3%	-4.6%
Internet	155,921	32.3%	146,585	30.5%	5.9%	10.7%
On-Line Dealer	2,532	0.5%	2,809	0.6%	-16.7%	0.0%
DMV Direct	10,091	2.1%	11,096	2.3%	-8.7%	-4.3%
DMV Select	39,724	8.2%	30,707	6.4%	28.1%	24.6%

Source: Statistical Repository

Preferred service usage increased by 1.5% when comparing March 2009 to March 2010. Internet and DMV Select usage contributed to the overall increase in March 2010. As indicated in the graph below, the percentage of registration renewal transactions through Preferred Services for the first nine months of FY 2010 is slightly higher than the same months for FYs 2008 and 2009.



Department of Motor Vehicles

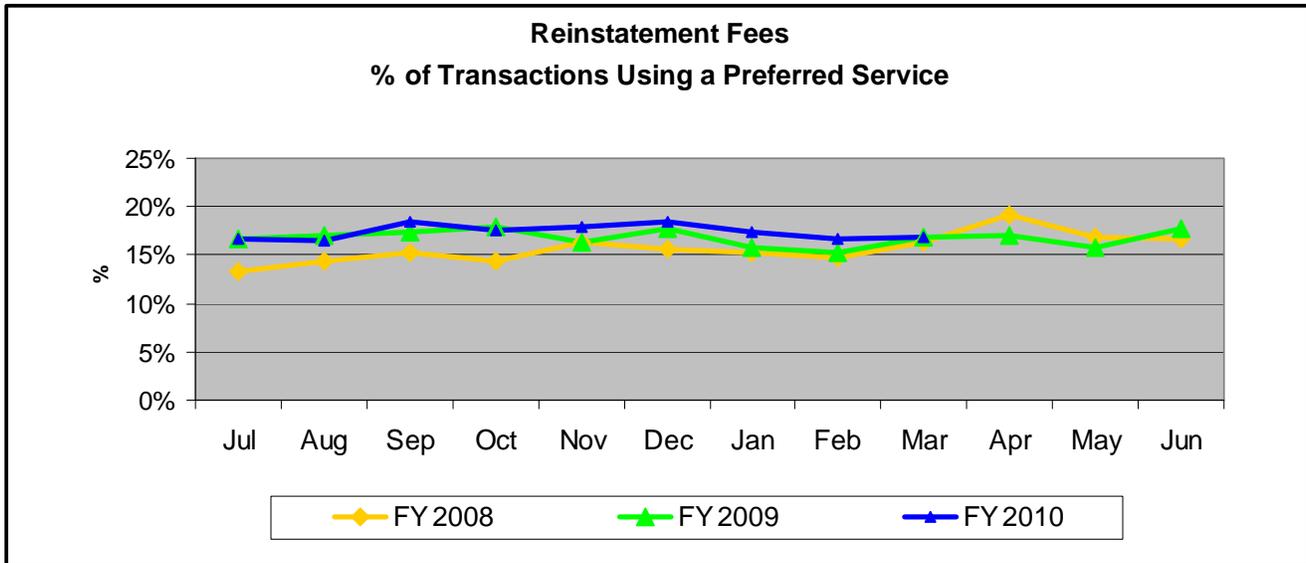
Preferred Services Report for March 2010

Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	26,718	100.0%	24,220	100.0%	0.0%	0.0%
CSCs	22,230	83.2%	20,142	83.2%	0.0%	-0.7%
Preferred Services:	4,488	16.8%	4,078	16.8%	0.0%	3.6%
DMV Direct	3,586	13.4%	3,339	13.8%	-2.9%	3.7%
Internet	431	1.6%	276	1.1%	45.5%	25.0%
Mail In	436	1.6%	436	1.8%	-11.1%	-11.1%
Weigh Station	35	0.1%	27	0.1%	0.0%	0.0%

Source: Statistical Repository

Preferred service usage remained the same when comparing March 2009 to March 2010. The Internet option showed an increase in their percentage change from March 2009 to March 2010. However, the Mail-In and DMV Direct options had a slight decrease from March 2009 to March 2010. As indicated in the graph below, the percentage of transactions via Preferred Services has remained about the same for the first nine months of FY 2010 compared to the first nine months of FY 2009.



Department of Motor Vehicles

Preferred Services Report for March 2010

DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** WOW! So much easier than going to the DMV office. Thanks! (3/30/2010 10:58:58 AM)
- **Driver:** Congratulations on the website and the ease of interface that I experienced. (3/15/2010 1:21:56 PM)
- **General:** This was a very easy transaction and such a relief for me as a mother of 2 to not wait in line with my children at the DMV. Thank you for offering such a fabulous service! (3/31/2010 8:43:16 AM)
- **PIN:** Although I am highly content with this web-site, I wish to address that I also rate the Virginia DMV-Fair Oaks Mall location an A for their professionalism and attempts to expedite each customer's transaction(s). Kudos to Virginias DMV! (3/12/2010 6:05:07 PM)
- **Vehicle:** This is an excellent feature, easy to use and convenient. Great that this can be done online as information on inspections is also instantaneous and saves time, money and the environment. Thank you for this feature. (3/12/2010 7:46:35 AM)
- **Plate:** This is great. I can get online and take care of my DMV needs while sitting in my office at work. No long lines no waiting for my number to be called and everything is explained clearly so I have no questions that need to be answered. Now if you could get snazzier colors to look at on your page it'd be perfect! Thanks for all the help. (3/11/2010 10:56:49 AM)