

Department of Motor Vehicles

Preferred Services Report for May 2008

Individual Customers

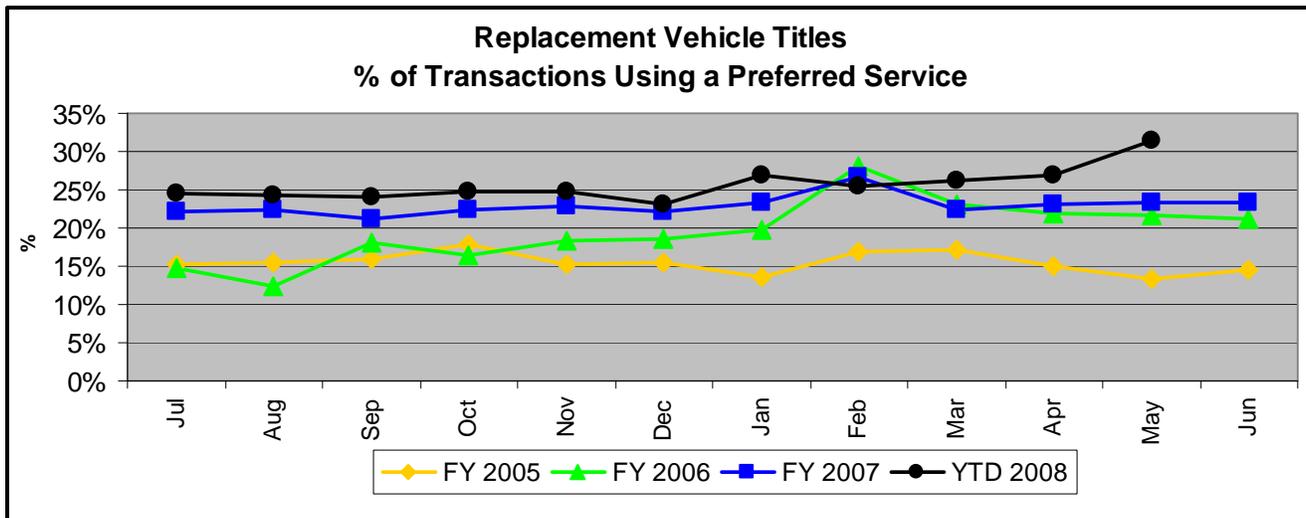
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	11,487	100.0%	11,385	100.0%
CSCs	7,877	68.6%	8,727	76.7%
Preferred Services:	3,610	31.4%	2,658	23.3%
Mail-In	1,619	14.1%	798	7.0%
Internet*	488	4.2%	515	4.5%
Touchtone	5	0.0%	7	0.1%
DMV Select	1,498	13.0%	1,338	11.8%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Customers increased their percentage use of preferred services for Replacement Vehicle Titles by 8.1% from May 2007 to May 2008. As shown in the chart, the percentage use of preferred services has been increasing since February 2008.



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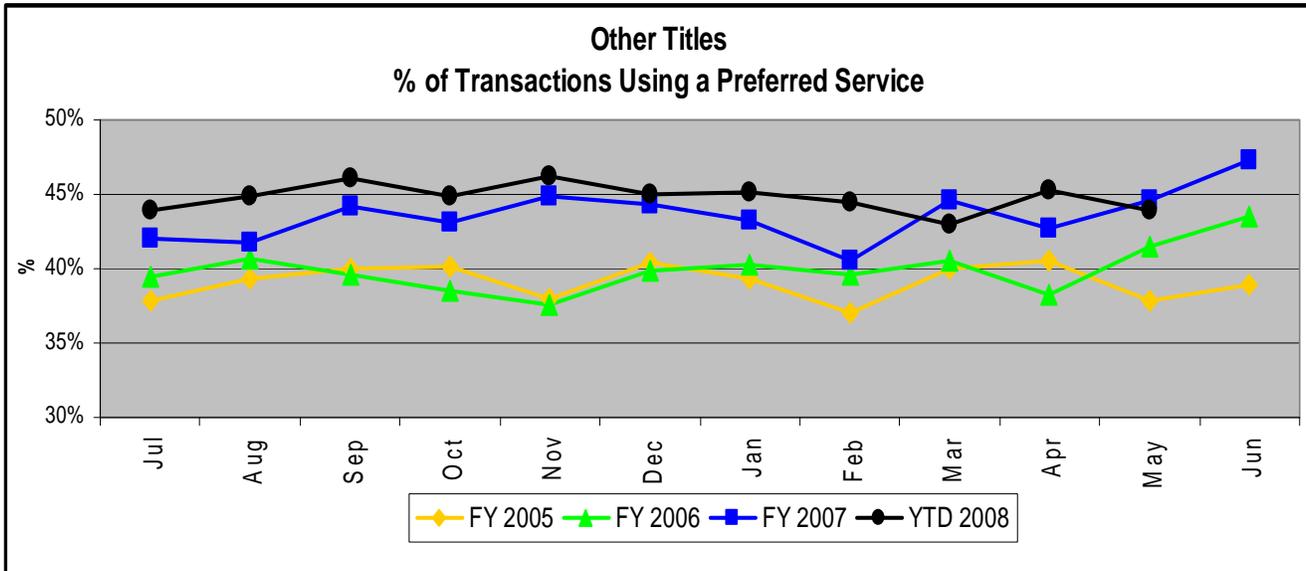
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	189,832	100.0%	222,788	100.0%
CSCs	106,436	56.1%	123,447	55.4%
Preferred Services:	83,396	43.9%	99,341	44.6%
Mail-In	8,379	4.4%	9,204	4.1%
GATARS	157	0.1%	128	0.1%
On-Line Dealer	50,435	26.6%	66,078	29.7%
DMV Select	24,425	12.9%	23,931	10.7%

Source: Statistical Repository

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

Between May 2007 and May 2008, the percentage use of preferred services for other Vehicle Titles stayed about the same. As shown in the chart, the percentage use of preferred services for other Titles is slightly higher for most months in FY 2008 compared to the same months in the last three fiscal years.



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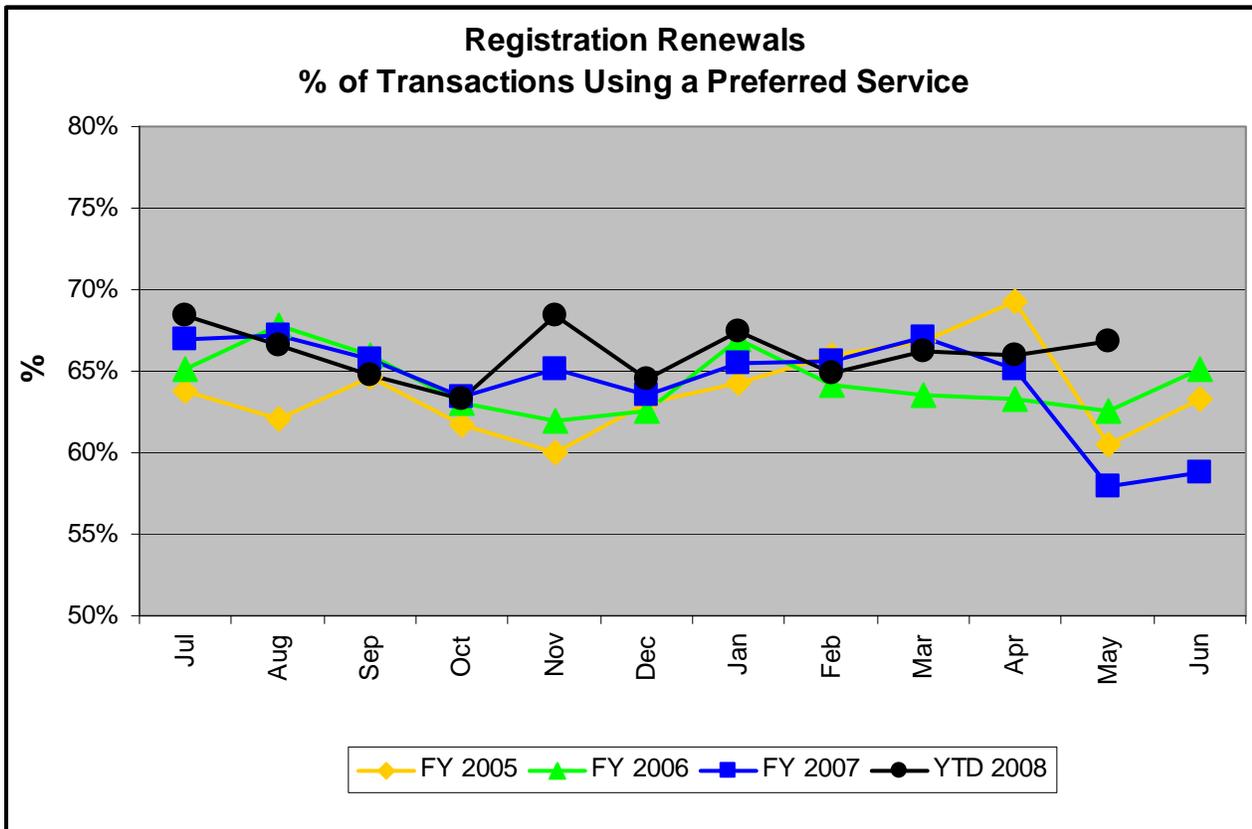
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	409,530	100.0%	339,457	100.0%
CSCs	135,976	33.2%	142,954	42.1%
Preferred Services:	273,554	66.8%	196,503	57.9%
Mail-In	153,209	37.4%	102,186	30.1%
Internet	85,284	20.8%	60,901	17.9%
On-Line Dealer	2,716	0.7%	2,033	0.6%
Touchtone	6,754	1.6%	7,140	2.1%
DMV Select	24,326	5.9%	22,625	6.7%
Cyber Sites	1,265	0.3%	1,618	0.5%

Source: Statistical Repository

The percentage of vehicle registration renewals completed by a preferred service increased by 8.9% when comparing May 2008 with May 2007. While the percentage use of the Touchtone and DMV Select options declined, the percentage use of the Internet and Mail-in options increased. As shown in the following chart, the percentage use of preferred services by customers has remained between 60% and 70% for all months in FY 2008.



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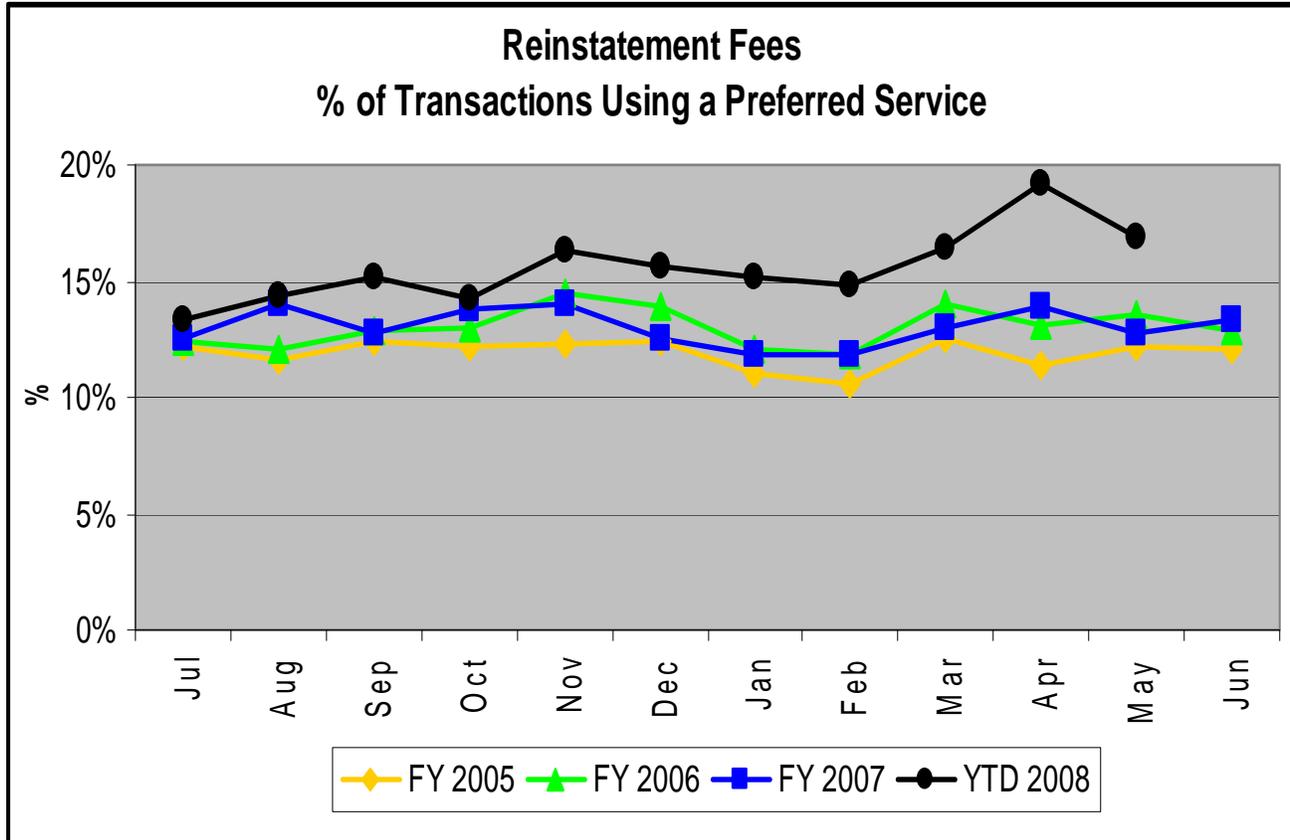
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	19,031	100.0%	19,804	100.0%
CSCs	15,812	83.1%	17,287	87.3%
Preferred Services:	3,219	16.9%	2,517	12.7%
DMV Direct	2,682	14.1%	1,945	9.8%
Internet	194	1.0%	0	0.0%
Mail In	323	1.7%	532	2.7%
Weigh Station	20	0.1%	40	0.2%

Source: Statistical Repository

The percentage of customers who paid their reinstatement fee by a preferred service increased by 4.2% for May 2008 versus May 2007. The DMV Direct and Internet options increased, more than offsetting the decline in the mail-in and weigh station options. As shown in the chart, the percentage use of preferred services by customers for May 2008 was not as high as April but remains above the past three fiscal years.



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Business Customers

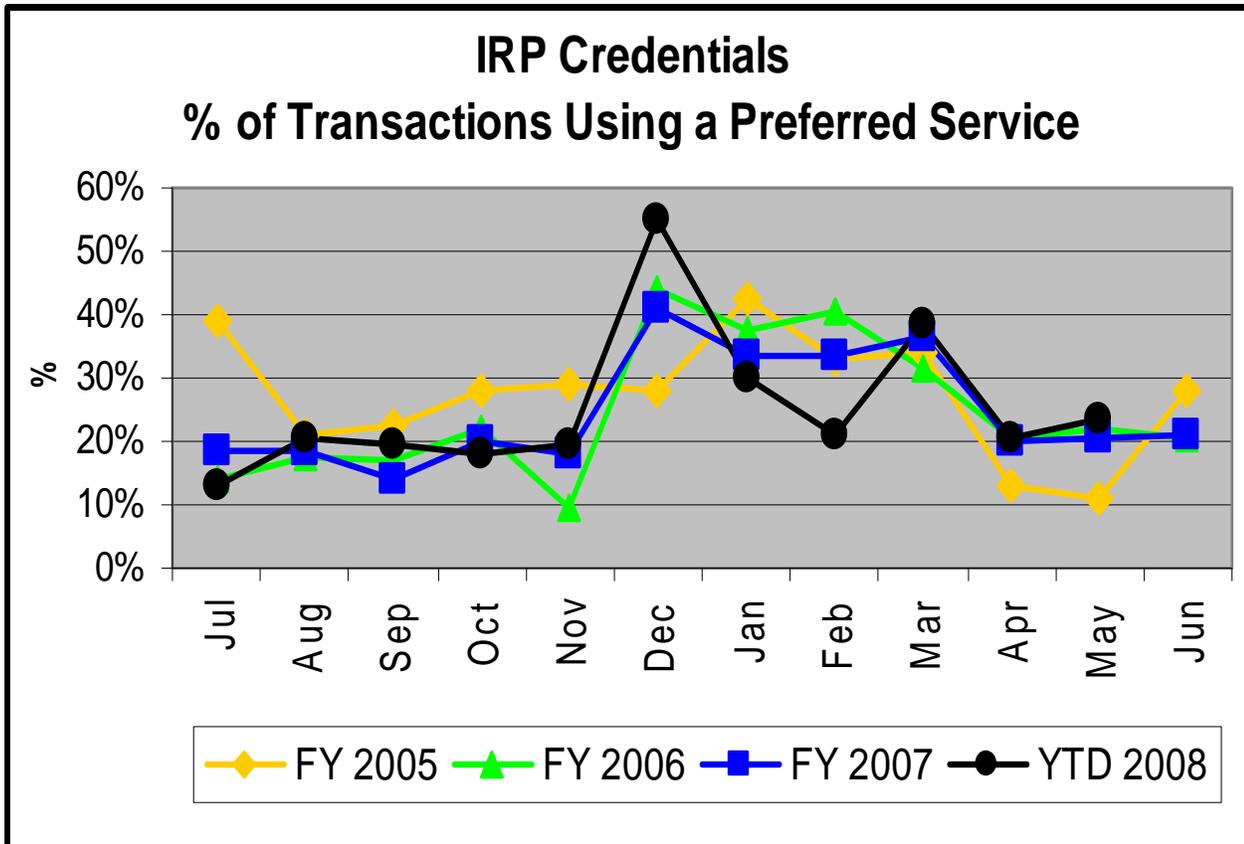
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	3,206	100.0%	3,328	100.0%
CSCs	2,455	76.6%	2,647	79.5%
Preferred Services:	751	23.4%	681	20.5%
Mail-In/Fax	337	10.5%	443	13.3%
WebCAT	414	12.9%	238	7.2%

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 about 2.9% when comparing May 2007 with May 2008. The percentage use of the WebCAT option increased by 5.7%, offsetting the decrease in the use of Mail-in/Fax.



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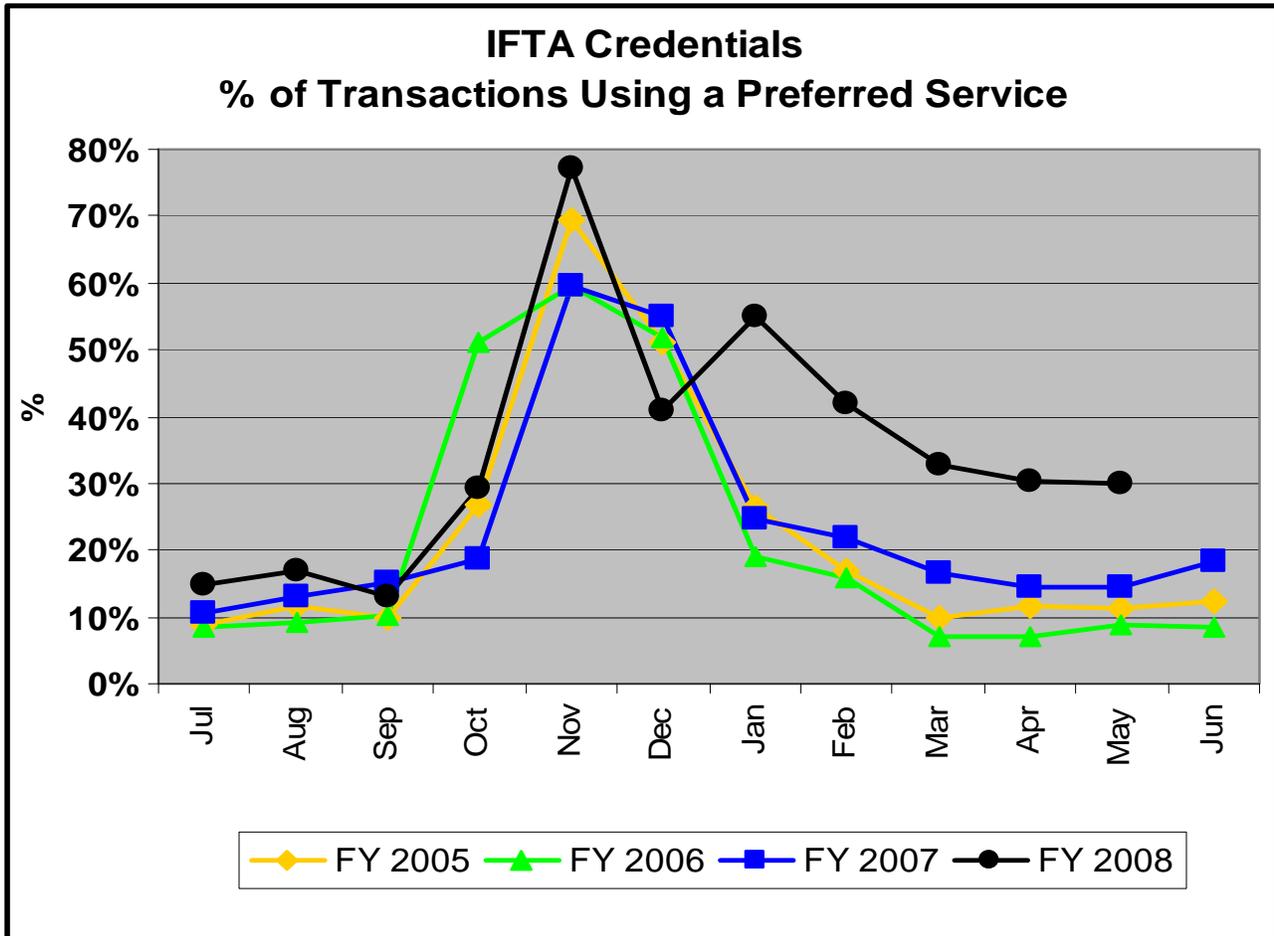
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	310	100.0%	427	100.0%
CSCs	217	70.0%	365	85.5%
Preferred Services:	93	30.0%	62	14.5%
Mail-In/Fax	80	25.8%	48	11.2%
WebCAT	13	4.2%	14	3.3%

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 increased by 15.5%, from 14.5% in May 2007 to 30.0% in May 2008. While the percentage use of WebCAT increased slightly, the percentage use of Mail-In/Fax increased by 14.6%. As shown in the graph below, for the months of January through May the percentage use of preferred services in FY 2008 has out-paced 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:** So much easier and more efficient than mailing it in. I am VERY SATISFIED!!! (5/14/2008 5:52:31 PM)
- **Driver:** EXCELLENT ONLINE SERVICE.VERY VERY EASY. (5/13/2008 3:20:29 PM)
- **Vehicle:** Nicely done, user friendly web site. It was a breeze to use. Congrats to the brains and brawn behind this service. (5/7/2008 7:12:10 PM)
- **Driver:** Much better than standing in line for hours! It would be nice if we could submit a current photo to use. (5/2/2008 11:51:17 AM)
- **Vehicle:** System had server trouble the first time I logged on - but the second time - very quick and smooth (5/2/2008 8:42:33 PM)

Recent Activities to Promote Preferred Services

- Cumberland, Goochland, and Hanover DMV Selects were opened during May 2008, bringing the total number of select locations to 53.
- Provided promotional verbiage to DMV Selects regarding the vehicle renewal fee changes in SB116.
- Promotional WebCat CD and brochure are complete and distribution will begin on July 1st.

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	265,091	45.2%	279,819	46.0%
Check	135,066	23.0%	157,212	25.8%
Charge	186,365	31.8%	171,383	28.2%
Total	586,522	100.0%	608,414	100.0%
Preferred Services				
Cash	24,185	12.8%	22,100	14.1%
Check/E-check	47,148	24.9%	43,110	27.5%
Charge	118,308	62.4%	91,725	58.4%
Total	189,641	100.0%	156,935	100.0%