

Department of Motor Vehicles

Preferred Services Report for May 2010

Individual Customers

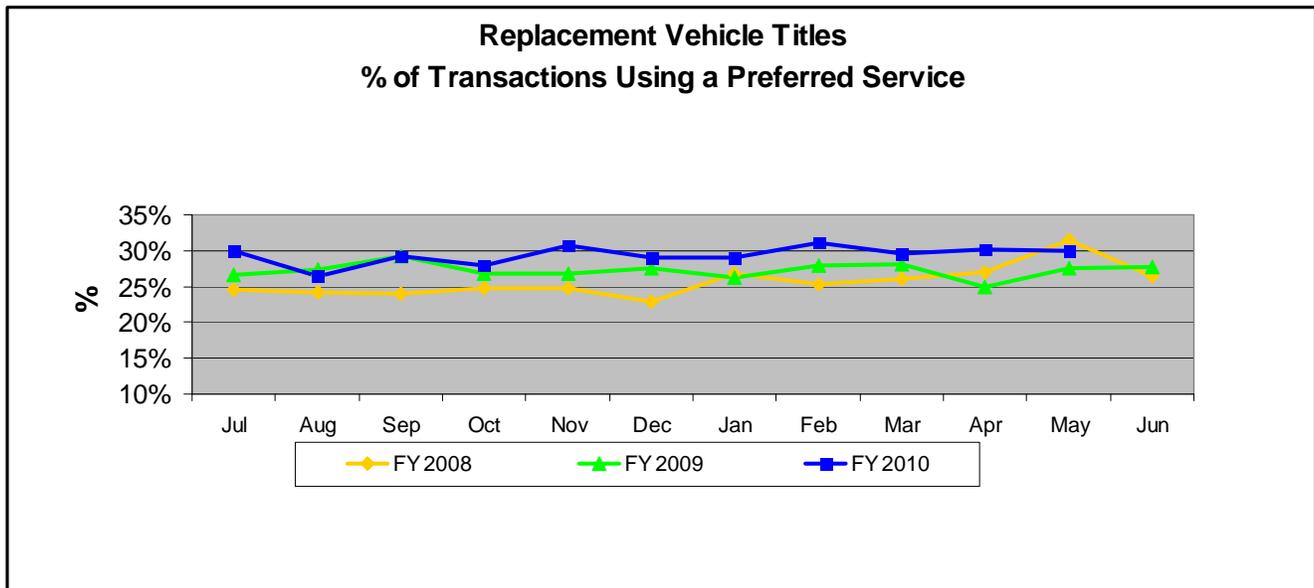
Replacement Vehicle Title Volumes by Service Option

	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	10,179	100.0%	9,893	100.0%	0.0%	0.0%
CSCs	7,121	70.0%	7,167	72.4%	-3.3%	-3.0%
Preferred Services:	3,058	30.0%	2,726	27.6%	8.7%	8.1%
Mail-In	498	4.9%	379	3.8%	28.9%	-20.5%
Internet*	853	8.4%	517	5.2%	61.5%	20.0%
DMV Direct	0	0.0%	6	0.1%	-100.0%	-100.0%
DMV Select	1,707	16.8%	1,824	18.4%	-8.7%	18.2%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by 8.7% when comparing May 2009 to May 2010. The largest increase in the percent of total transactions was for the Internet option which increased from 5.2% in May 2009 to 8.4% in May 2010. As indicated in the chart below, the percentage of Preferred Services transactions for May 2010 was higher than May 2009, but slightly lower than May 2008.



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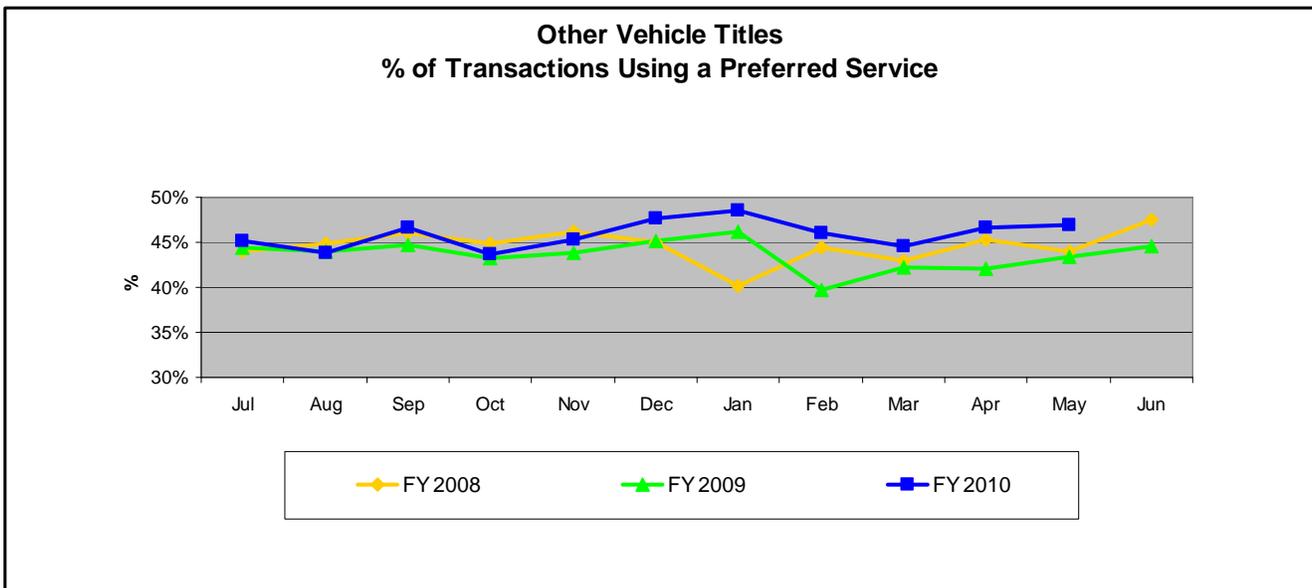
Other Vehicle Title Volumes by Service Option*

	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	174,831	100.0%	161,907	100.0%	0.0%	0.0%
CSCs	92,785	53.1%	91,764	56.7%	-6.3%	-3.9%
Preferred Services:	82,046	46.9%	70,143	43.3%	8.3%	5.0%
Mail-In	6,700	3.8%	3,109	1.9%	100.0%	0.0%
GATARS	23	0.0%	102	0.1%	-100.0%	0.0%
On-Line Dealer	48,059	27.5%	42,304	26.1%	5.4%	1.6%
DMV Select	27,264	15.6%	24,628	15.2%	2.6%	11.9%

Source: Statistical Repository, note: does not include 3 transactions for DMV Direct in April 2009.

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

Preferred service usage increased by 8.3% when comparing May 2009 to May 2010. On-Line Dealer, Mail-In, and DMV Select usage contributed to the overall increase in May 2010. As indicated in the chart below, the percentage of Preferred Services transactions in May 2010 is higher than the same month for the past two FY's.



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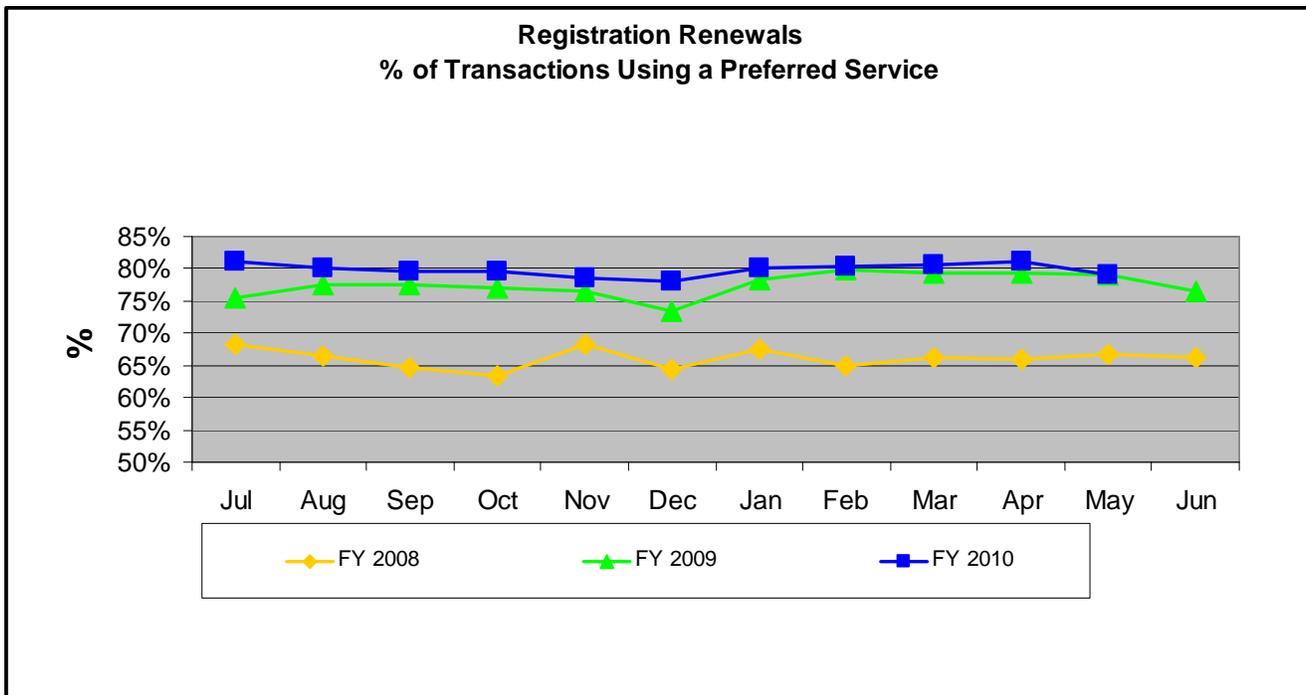
Preferred Services Report for May 2010

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	347,247	100.0%	423,707	100.0%	0.0%	0.0%
CSCs	72,127	20.8%	88,303	20.8%	0.0%	-14.2%
Preferred Services:	275,120	79.2%	335,404	79.2%	0.0%	4.3%
Mail-In	115,495	33.3%	171,811	40.5%	-17.8%	-5.6%
Internet	119,395	34.4%	123,910	29.2%	17.8%	13.8%
On-Line Dealer	2,288	0.7%	2,462	0.6%	16.7%	0.0%
DMV Direct	7,430	2.1%	9,422	2.2%	-4.5%	-4.3%
DMV Select	30,515	8.8%	27,799	6.6%	33.3%	25.8%

Source: Statistical Repository

Preferred service usage was the same when comparing May 2009 to May 2010. Internet, On-line Dealer, and DMV Select usage showed an increase in their percentage change from May 2009 to May 2010. As indicated in the graph below, the percentage of registration renewal transactions through Preferred Services for the eleven months of FY 2010 is following the same trend as the same months for FY 2009.



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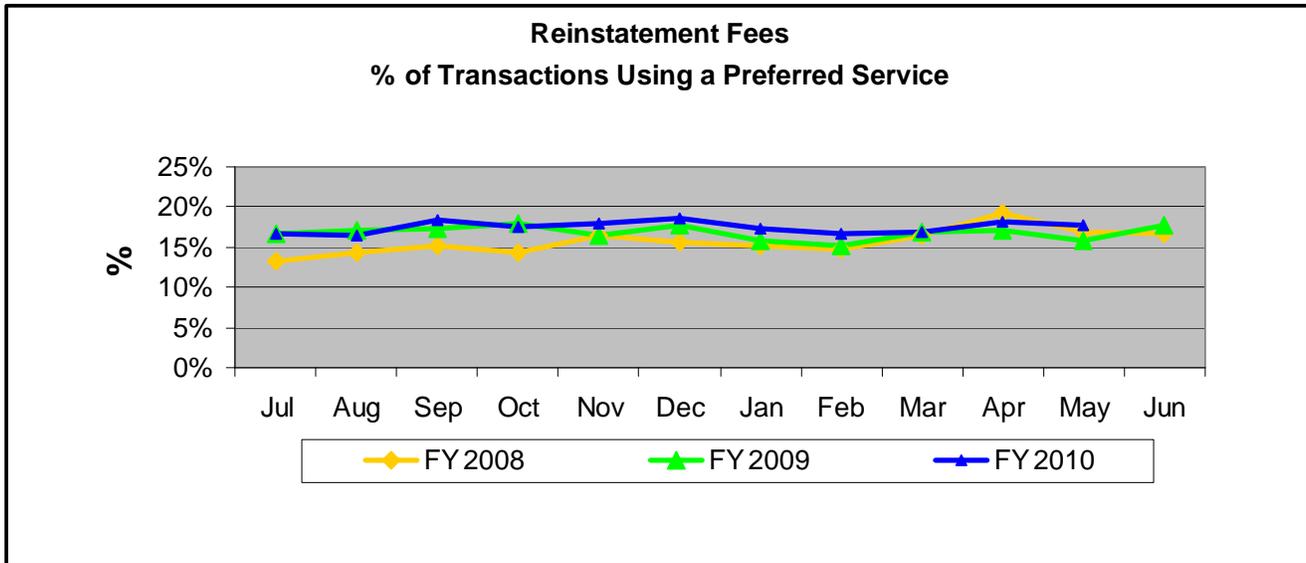
Preferred Services Report for May 2010

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	17,096	100.0%	17,696	100.0%	0.0%	0.0%
CSCs	14,064	82.3%	14,898	84.2%	-2.3%	-0.8%
Preferred Services:	3,032	17.7%	2,798	15.8%	12.0%	4.2%
DMV Direct	2370	13.9%	2,235	12.6%	10.3%	3.7%
Internet	400	2.3%	222	1.3%	76.9%	33.3%
Mail In	248	1.5%	311	1.8%	-16.7%	-11.1%
Weigh Station	14	0.1%	30	0.2%	-50.0%	0.0%

Source: Statistical Repository

Preferred service usage increased 12.0% when comparing May 2009 to May 2010. The Internet and DMV Direct options showed an increase in their percentage change from May 2009 to May 2010. However, the Mail-In option and Weigh Station had a slight decrease from May 2009 to May 2010. As indicated in the graph below, the percentage of transactions via Preferred Services has remained about the same for most months of FY 2010 compared to the first eleven months of FY 2009.



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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** It's more convenient and it takes less time as oppose to going to a center. I think this was a very smart decision. (5/31/2010 10:33:39 PM)
- **PIN:** Thank you for making these processes quick, easy, and efficient! (5/29/2010 6:30:31 PM)
- **General:** I have always found the Virginia DMV and all Virginia.gov sites easy to use and most importantly, all Virginia.gov sites I have used are screen reader friendly which is very important to me as a visually impaired citizen. (5/29/2010 12:24:16 PM)
- **Plate:** Love being able to transact business online - was pleasantly surprised to have the pop-up advising my plates were getting old and being allowed to arrange for new plates online as well as my registration ! Thanks for making it so easy. (5/28/2010 5:22:17 PM)
- **Driver:** What a pleasure. Needed info was in good, plain language and well presented. thanks (5/28/2010 1:15:20 PM)
- **Replacement:** I work for the USDA Forest Service out of the Supervisors Office located next to the new DMV office on Valley Pointe Parkway. I could have walked up the street to do this, but I thought that Id give it a try. Very nice. Thanks. (5/28/2010 8:31:27 AM)