

Department of Motor Vehicles

Preferred Services Report for November 2008

Individual Customers

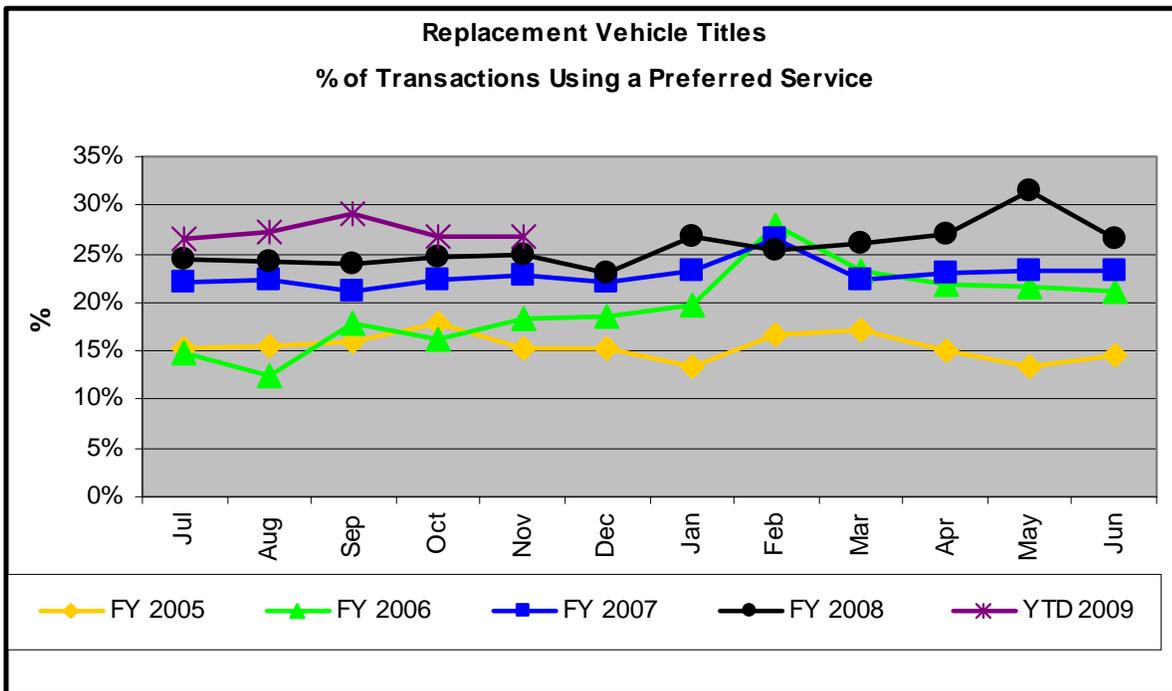
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	7,911	100.0%	9,321	100.0%
CSCs	5,790	73.3%	7,010	75.2%
Preferred Services:	2,115	26.7%	2,311	24.8%
Mail-In	610	7.7%	625	6.7%
Internet*	373	4.7%	389	4.2%
DMV Direct	6	0.0%	4	0.0%
DMV Select	1,132	14.3%	1,293	13.9%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

DMV customers conducted a greater percentage of the total Replacement Vehicle Title transactions by preferred services when comparing November 2008 (26.7%) with November 2007 (24.8%). During this time period, customers increased their percentage of the total for the mail-in, Internet, and DMV Select options. As shown in the chart, the percentage of total transactions for preferred services for the first five months of FY 2009 was greater than the same months for the previous four years.



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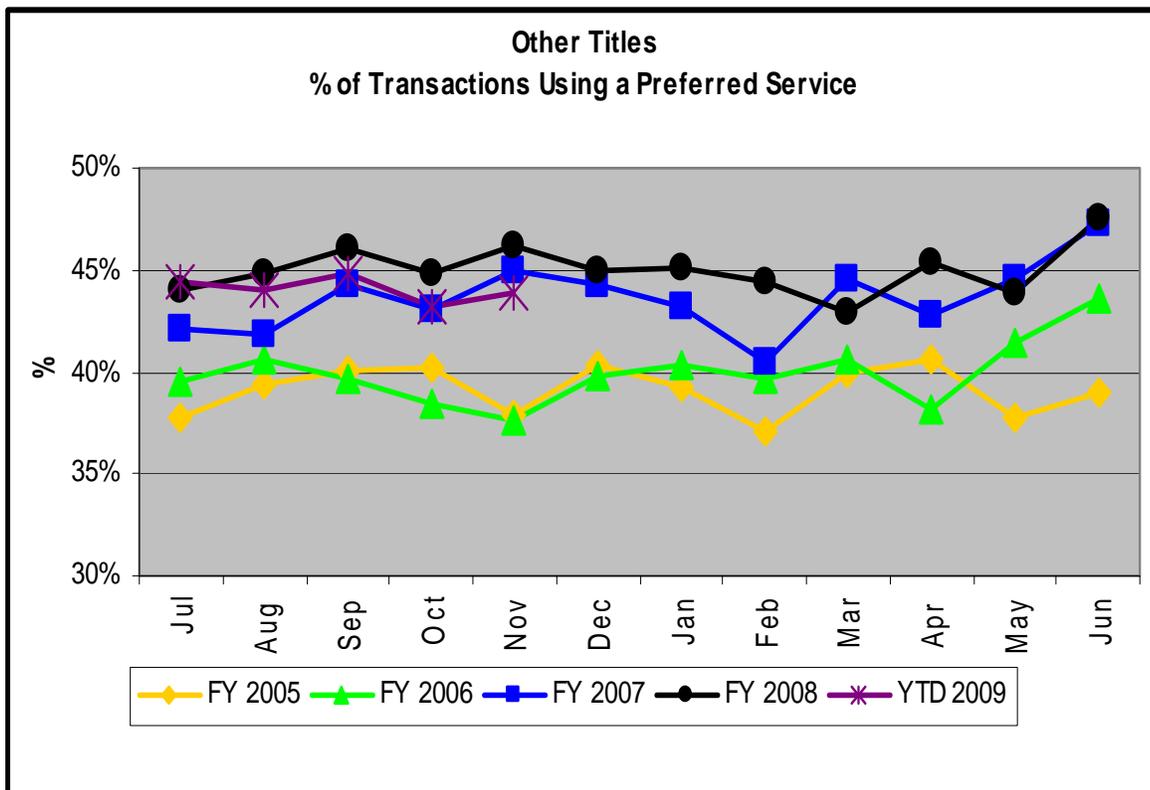
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	130,173	100.0%	175,948	100.0%
CSCs	73,133	56.2%	94,721	53.8%
Preferred Services:	57,040	43.8%	81,227	46.2%
Mail-In	5,553	4.3%	9,167	5.2%
GATARS	56	0.0%	127	0.1%
On-Line Dealer	33,217	25.5%	50,769	28.9%
DMV Select	18,214	14.0%	21,164	12.0%

Source: Statistical Repository

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

Between November 2007 and November 2008, the percentage of the total number of transactions performed by preferred services for other vehicle titles declined by 2.4% from 46.2% in November 2007 to 43.8% in November 2008. The percentage of the total transactions for preferred services in November of FY 2009 has declined slightly since November for FYs 2007 and 2008.



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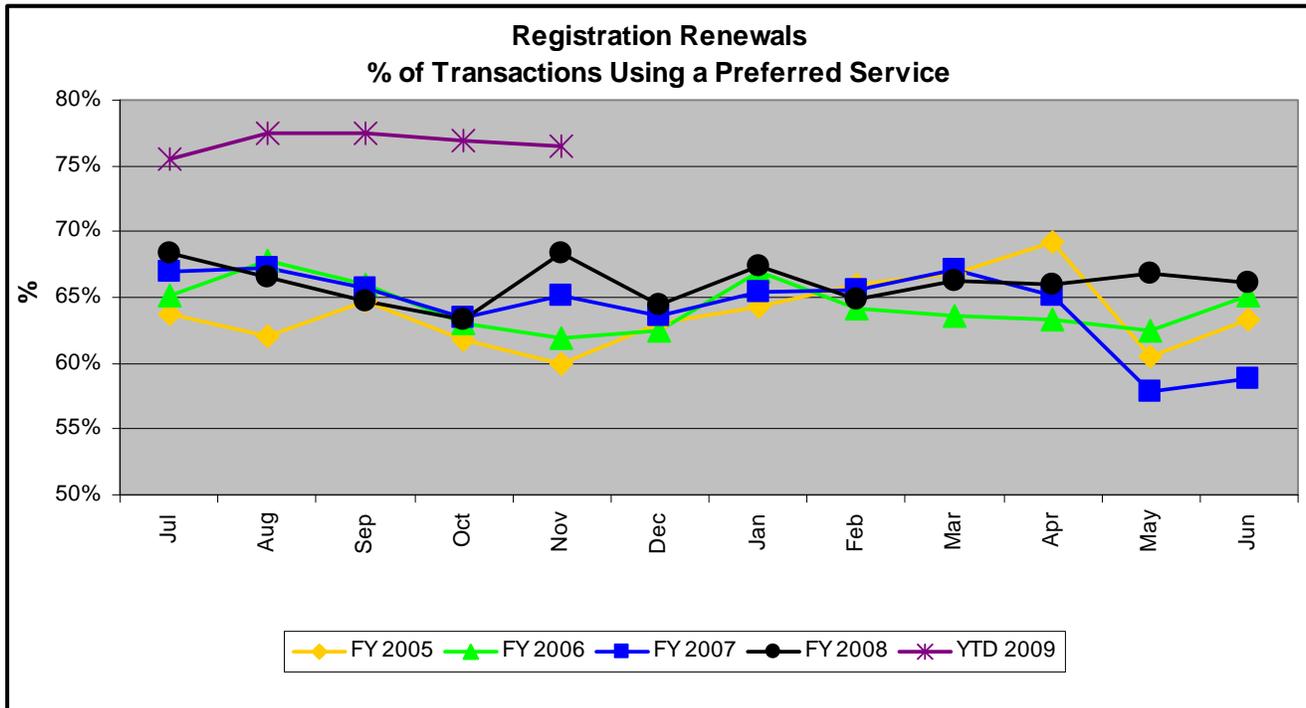
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	312,638	100.0%	395,571	100.0%
CSCs	73,647	23.6%	125,086	31.6%
Preferred Services:	238,991	76.4%	270,485	68.4%
Mail-In	129,215	41.3%	173,555	43.9%
Internet	82,123	26.3%	66,830	16.9%
On-Line Dealer	1,269	0.4%	1,169	0.3%
DMV Direct	6,370	2.0%	6,847	1.7%
DMV Select	20,014	6.4%	21,010	5.3%
Cyber Sites	0	0.0%	1,074	0.3%

Source: Statistical Repository

The percentage of the total vehicle registration renewals completed by a preferred service increased by 8% from 68.4% in November 2007 to 76.4% in November 2008. The key reason for the increase was the 9.4% increase in the percent of the total transactions through the Internet from 16.9% in November 2007 to 26.3% in November 2008. 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 chart, the percentage of total transactions that customers conducted by preferred services for July through November 2008 has remained higher than the past four years.



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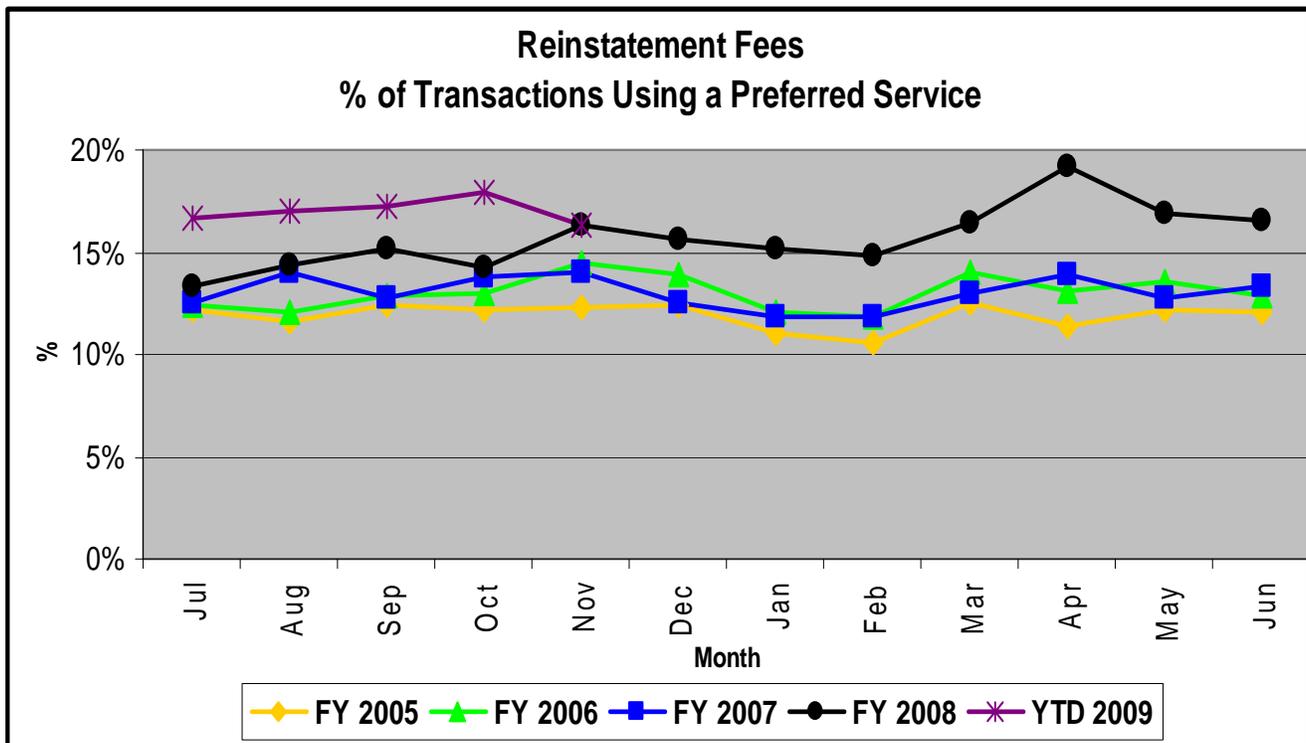
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	17,073	100.0%	17,572	100.0%
CSCs	14,281	83.6%	15,101	85.9%
Preferred Services:	2,792	16.4%	2,471	14.1%
DMV Direct	2,303	13.5%	1,928	11.0%
Mail-In	475	2.8%	509	2.9%
Weigh Station	14	0.1%	34	0.2%

Source: Statistical Repository

The percentage of the total customers who paid their reinstatement fee by a preferred service increased by 2.3% from 14.1% in November 2007 to 16.4% in November 2008. The DMV Direct option had an increase in its percentage of total transactions, more than offsetting the decline in the mail-in and Weigh Station options. As shown in the chart, the percentage of the total transactions though preferred services was higher during the first five months of FY 2009 than almost all of the same months for the last four years.



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Business Customers

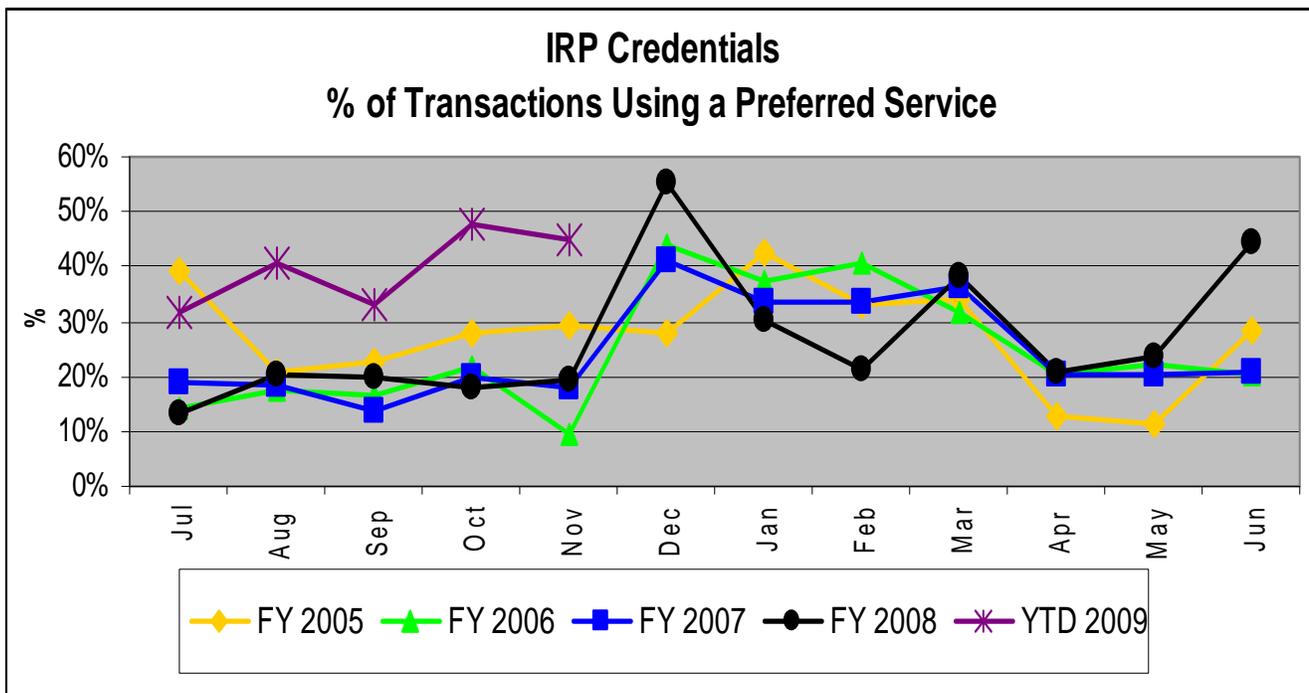
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	1,764	100.0%	2,188	100.0%
CSCs	973	55.2%	1,761	80.5%
Preferred Services:	791	44.8%	427	19.5%
Mail-In/Fax	446	25.3%	282	12.9%
WebCAT	345	19.6%	145	6.6%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

The percentage of the total number of business customers who completed IRP transactions via a preferred service increased by 25.3% when comparing November 2007 (19.5 %) with October 2008 (44.8%). Both the Mail-In/Fax and the WebCAT options had an increase in their percentage of total transactions. The percentage of business customers who used a preferred service for IRP transactions was highest in November 2008 compared to the same month in each of the previous four years.



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IFTA Transaction Volumes by Service Option*

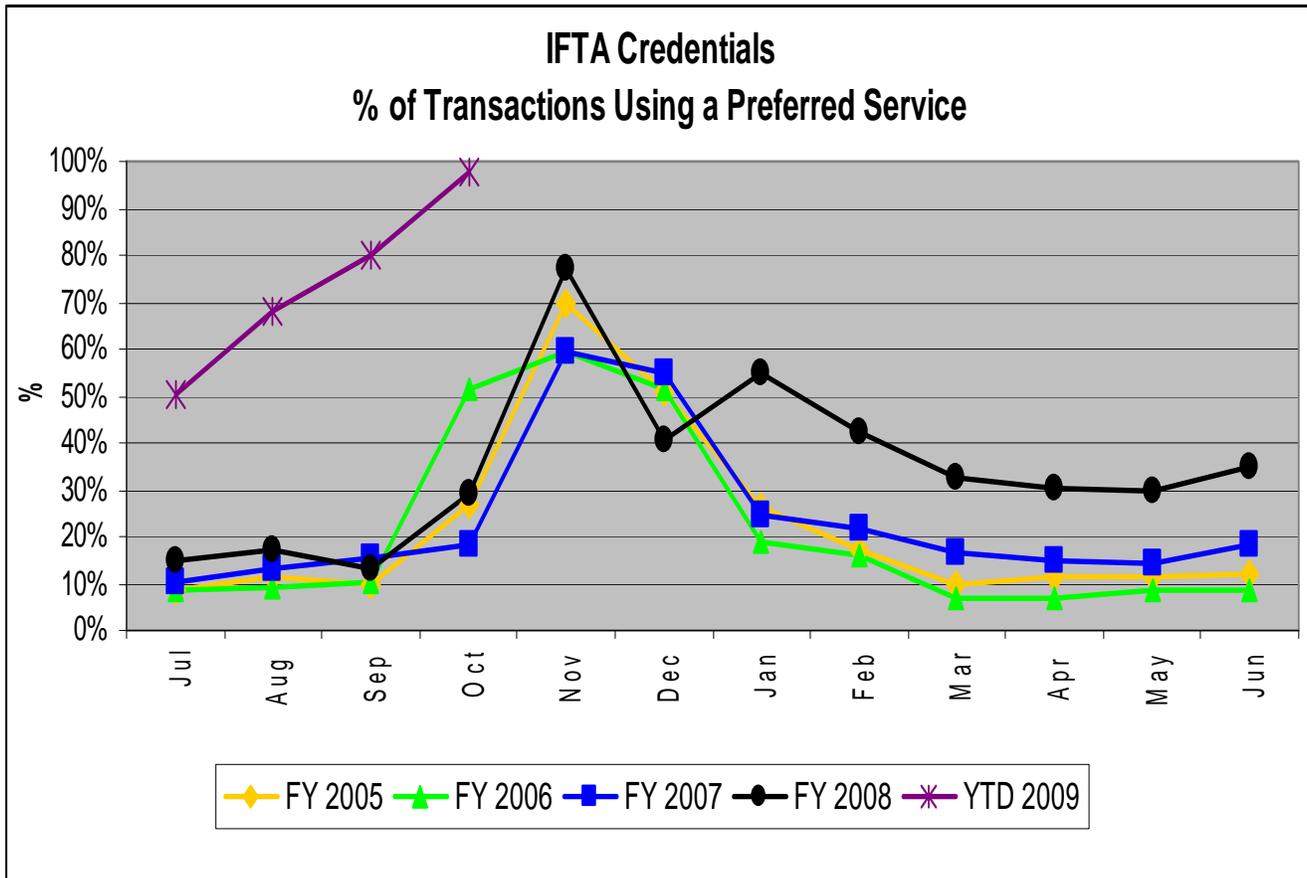
	This Month		Same Month Last Year	
	Number of Transactions**	Percent of Total	Number of Transactions	Percent of Total
Total	1,453	100.0%	2,104	100.0%
CSCs			483	23.0%
Preferred Services:			1,621	77.0%
Mail-In/Fax			1,480	70.3%
WebCAT			141	6.7%

Source: VISTA/TS

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

** Note: Accurate transaction numbers were not available from ACS, vendor who houses DMV data.

Accurate IFTA transaction data was not available for the current month. DMV has asked the vendor to verify the accuracy of the reports for this month. The graph below has not been updated due to the reporting issues.



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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Site is set up nicely and was easy to use. Renewed both my husband's and my registration in less than 5 minutes total. Thank you. (11/22/2008 9:23:24 AM)
- **Driver:** This is wonderful, because I don't have to wait for hours in the DMV office. Thanks to who ever thought of this. (11/21/2008 6:06:38 PM)
- **Plate:** This should be used as a model for how all government can and should serve the citizens of the State. VERY WELL DONE!!!! (11/21/2008 9:32:32 PM)
- **General:** Love it! (11/17/2008 5:12:31 PM)
- **Vehicle:** It would be helpful to be able to get a receipt of the transaction emailed to me, if I were willing to provide my email address. (11/22/2008 12:27:37 PM)