

# Department of Motor Vehicles

## Preferred Services Report for November 2010

### Individual Customers

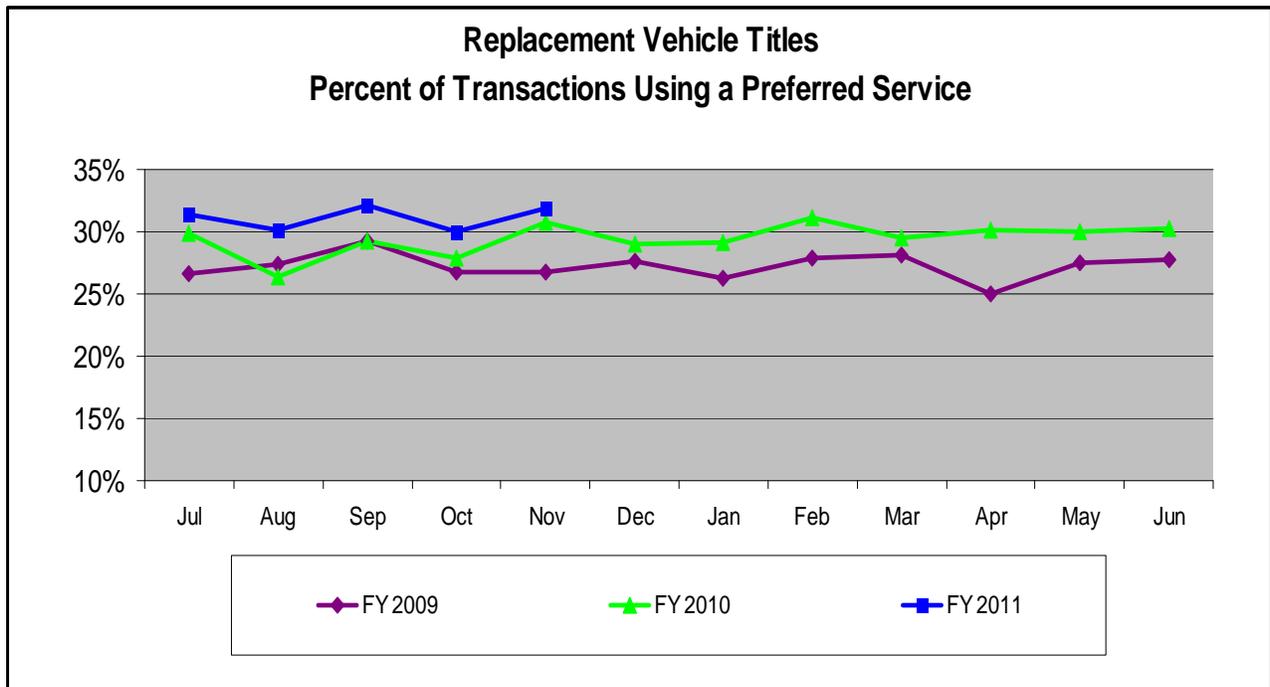
#### Replacement Vehicle Title Volumes by Service Option

	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	9,825	100.0%	8,521	100.0%	0.0%	0.0%
<b>CSCs</b>	6,698	68.2%	5,897	69.2%	-1.4%	-3.4%
<b>Preferred Services:</b>	3,127	31.8%	2,624	30.8%	3.2%	8.4%
Mail-In	549	5.6%	674	7.9%	-29.1%	-17.5%
Internet*	1,103	11.2%	489	5.7%	96.5%	71.4%
DMV Direct	0	0.0%	3	0.0%	0.0%	-100.0%
DMV Select	1,475	15.0%	1,458	17.1%	-12.3%	-2.9%

Source: Statistical Repository

\* GATARS transactions are included in the Internet numbers.

Preferred service usage, as indicated in the column entitled, "Adjusted Month to Date," increased by 3.2% from November 2009 to November 2010. The largest increase in the percent of total transactions was for the Internet option which increased from 5.7% in November 2009 to 11.2% in November 2010. As indicated in the chart below, the percentage of Preferred Services transactions for all months in FY 2011 was higher than the same months for the last two FYs.



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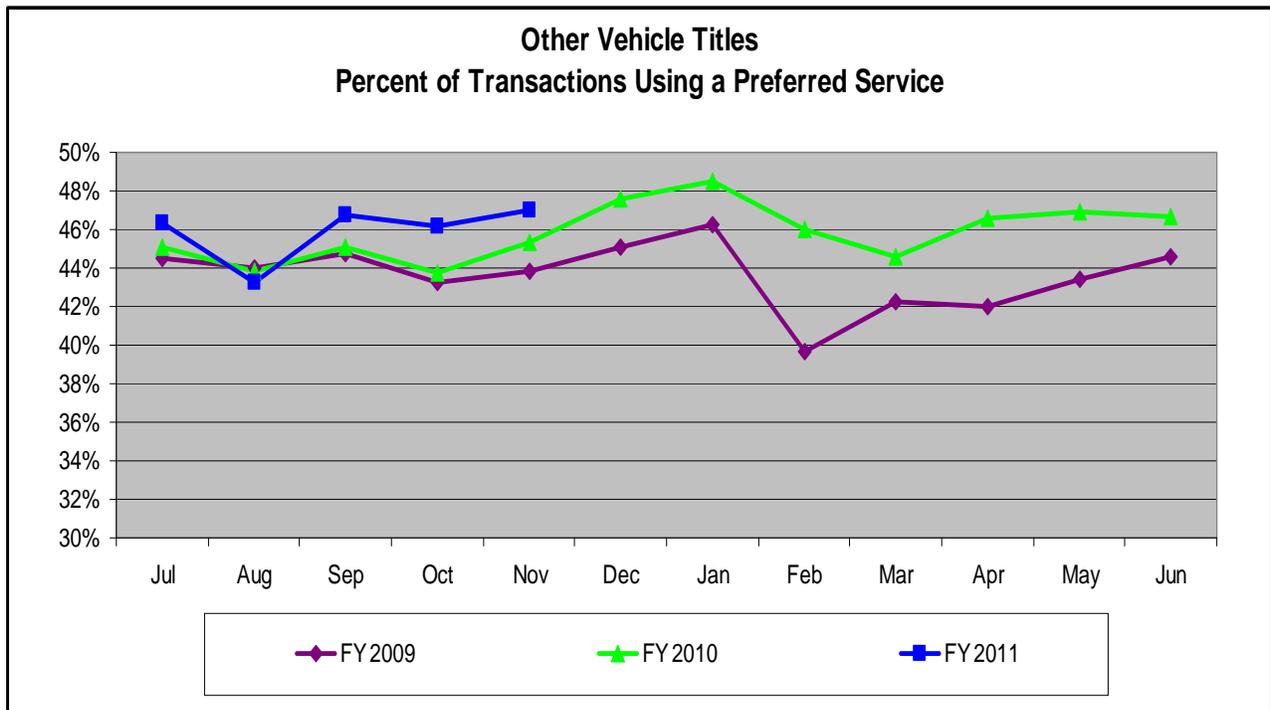
### Other Vehicle Title Volumes by Service Option\*

	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	161,446	100.0%	139,631	100.0%	0.0%	0.0%
<b>CSCs</b>	85,587	53.0%	76,338	54.7%	-3.1%	-0.9%
<b>Preferred Services:</b>	75,859	47.0%	63,293	45.3%	3.8%	1.1%
Mail-In	5,886	3.6%	7,173	5.1%	-29.4%	0.0%
GATARS	9	0.0%	60	0.0%	0.0%	0.0%
On-Line Dealer	47,531	29.4%	33,384	23.9%	23.0%	6.5%
DMV Select	22,433	13.9%	22,676	16.2%	-14.2%	-7.7%

Source: Statistical Repository

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

Preferred service usage increased by 3.8% when comparing November 2009 to November 2010. The On-line Dealer option increased while the Mail-in and DMV Select options declined. The chart below shows that Preferred Services usage was higher for most months in FY 2011 compared to the same months for the last two FYs.



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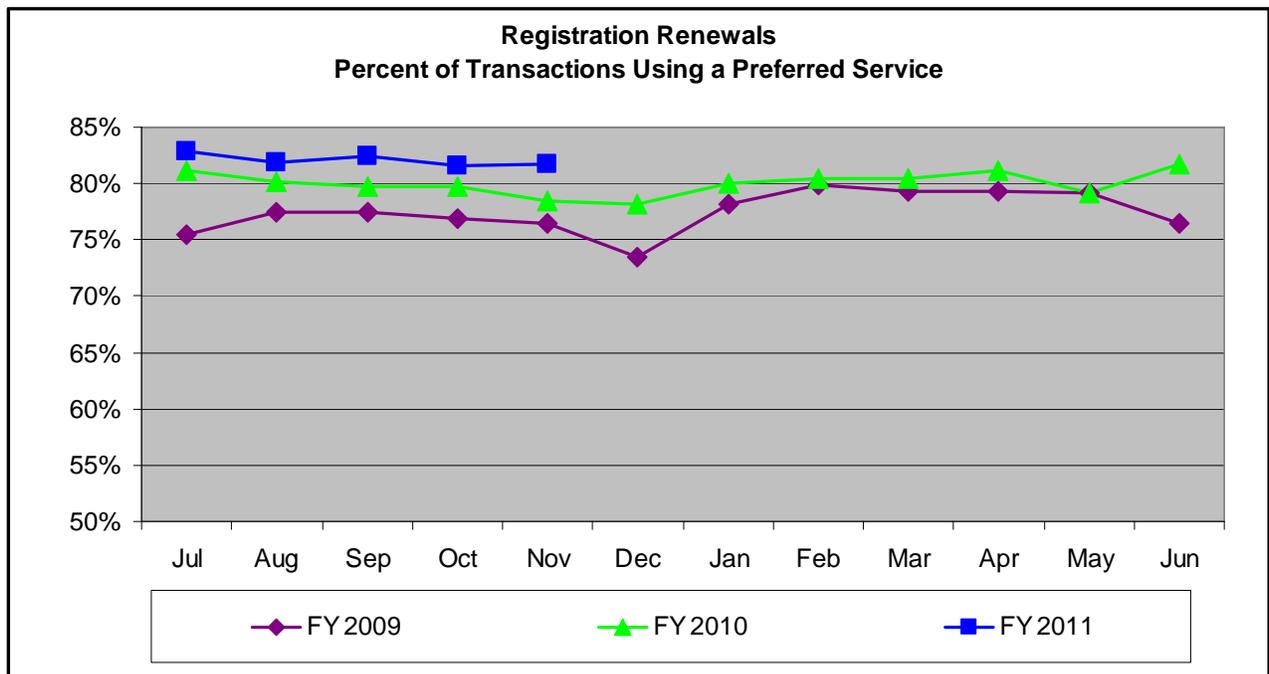
## Preferred Services Report for November 2010

### 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	352,760	100.0%	312,434	100.0%	0.0%	0.0%
<b>CSCs</b>	64,272	18.2%	67,219	21.5%	-15.3%	-10.9%
<b>Preferred Services:</b>	288,488	81.8%	245,215	78.5%	4.2%	2.8%
Mail-In	115,547	32.8%	116,440	37.3%	-12.1%	-4.2%
Internet	136,018	38.6%	98,371	31.5%	22.5%	10.0%
On-line Dealer	1,871	0.5%	1,288	0.4%	25.0%	0.0%
DMV Direct	7,185	2.0%	5,925	1.9%	5.3%	-4.5%
DMV Select	27,867	7.9%	23,191	7.4%	6.8%	9.7%

Source: Statistical Repository

Preferred Service usage increased by 4.2% when comparing November 2009 to November 2010. The percentage of total transactions for the Internet, On-line Dealer, DMV Direct, and DMV Select options showed increased usage during November 2010 compared to the same month last year while the Mail-In option showed a drop in Preferred Services usage. As shown in the following chart, the percentage of total transactions that were completed through a Preferred Service has been higher for each month in FY 2011 compared to the same months the last two years.



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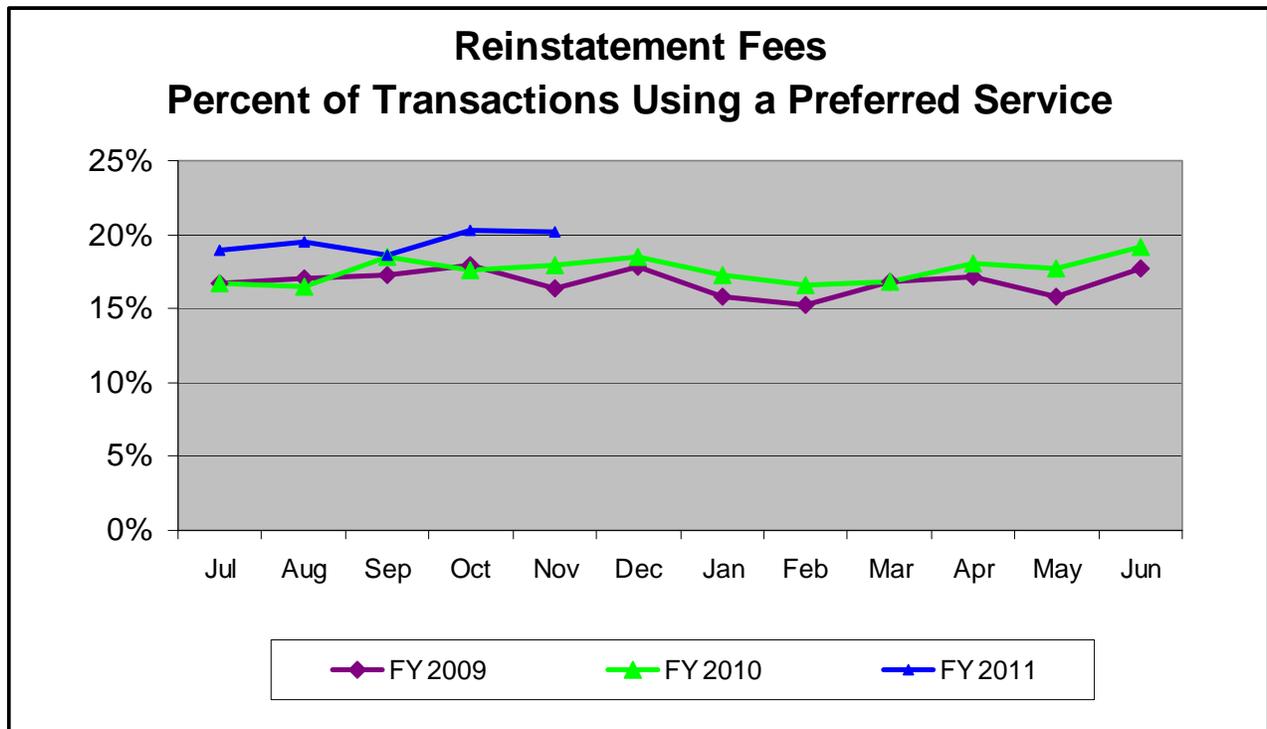
## Preferred Services Report for November 2010

### 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	16,577	100.0%	15,788	100.0%	0.0%	0.0%
<b>CSCs</b>	13,230	79.8%	12,949	82.0%	-2.7%	-2.5%
<b>Preferred Services:</b>	3,347	20.2%	2,839	18.0%	12.2%	12.1%
DMV Direct	2406	14.5%	2339	14.8%	-2.0%	-0.7%
Internet	716	4.3%	216	1.4%	207.1%	164.3%
Mail In	216	1.3%	267	1.7%	-23.5%	-6.3%
Weigh Station	9	0.1%	17	0.1%	0.0%	0.0%

Source: Statistical Repository

Preferred service usage increased by 12.2% from November 2009 to November 2010. The largest increase in the percent of total transactions was for the Internet option which increased from 1.4% in November 2009 to 4.3% in November 2010, an Adjusted Month to Date increase of 207.1%. The percentage of Reinstatement Fee transactions by Preferred Services, as shown in the chart below, have been greater for most months in FY 2011 than the same months for the last two FYs.



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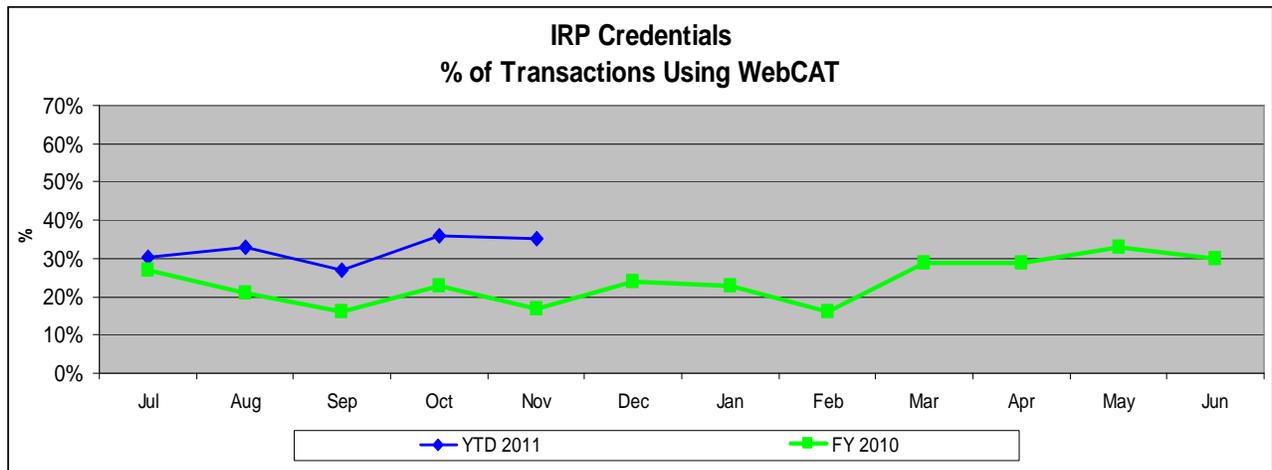
### Business Customers

#### IRP Transaction 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	2,072	100.0%	1,816	100.0%	0.0%	0.0%
<b>Non-WebCAT</b>	1,340	64.7%	1,500	82.6%	-21.7%	-27.5%
<b>WebCAT:</b>	732	35.3%	316	17.4%	102.9%	74.4%

Source: VISTA/RS

The percentage of IRP transactions conducted by WebCAT increased from 17.4% in November 2009 to 35.3% in November 2010. As indicated in the following chart, the percentage of WebCAT transactions has been higher for each month of FY 2011 as compared to the same months in FY 2010.



When Motor Carrier customers conduct IRP transactions, they can choose to use CSCs to drop-off their paperwork or pick up their credentials. As an alternative, these customers can mail-in/fax their paperwork to headquarters and receive their credentials through the mail. As shown in the table below, about 78.8% of Motor Carrier customers who complete non-WebCAT transactions go to CSCs to drop-off their paperwork or to pick up their credentials.

<b>CSC Involvement in Non-WebCAT Transactions</b>		
		<b>% of Total</b>
IRP Transactions with CSCs	516	78.8%
IRP Transactions with no CSC Involvement	139	21.2%
Total	655	100.0%

Source: IFTA/IRP Performance Tracking System

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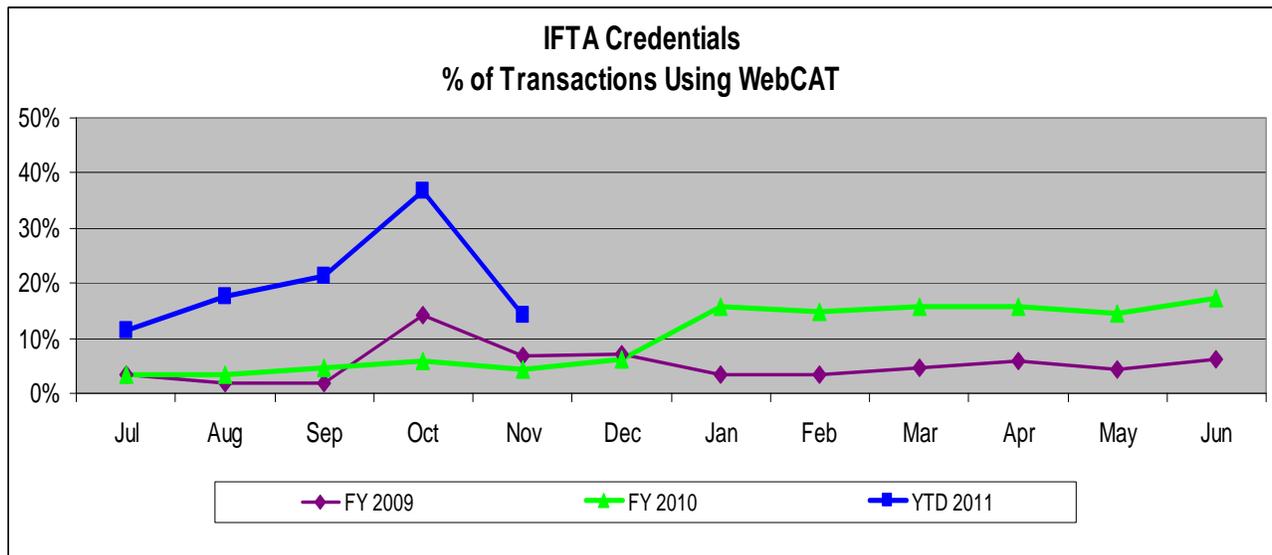
## Preferred Services Report for November 2010

### IFTA Credentialing Transaction 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	2,352	100.0%	1,303	100.0%	0.0%	0.0%
<b>Non-Webcat</b>	2,015	85.7%	1,177	90.3%	-5.1%	-9.0%
<b>WebCAT</b>	337	14.3%	126	9.7%	47.4%	52.4%

Source: VISTA/RS

The percentage of IFTA credentialing transactions conducted by WebCAT increased from 9.7% in November 2009 to 14.3% in November 2010. As indicated in the following chart, the percentage of WebCAT transactions has been higher for each month of FY 2011 as compared to the same months in FY 2010.



Like IRP transactions, Motor Carrier customers can choose to use CSCs to drop-off their paperwork or to pick up their credentials. These customers also have the option of mailing or faxing their paperwork to headquarters and to receive their credentials through the mail. As shown in the table below, about 63.8% of Motor Carrier customers who complete non-WebCAT transactions go to CSCs to drop-off their paperwork or to pick up their credentials.

		% of Total
IFTA Transactions with CSCs	292	63.8%
IFTA Transactions with no CSC Involvement	166	36.2%
<b>Total</b>	<b>458</b>	<b>100.0%</b>

Source: IFTA/IRP Performance Tracking System

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### DMV's Promotion of Preferred Services

#### Quotes from Customers Who Recently Completed DMV Transactions Online

- **Vehicle:** I love the ease and convenience of online services. (11/30/2010 4:46:03 PM)
- **Address:** This is the best feature that the DMV could have ever come up with. Thank you so much!!! (11/16/2010 6:56:02 PM)
- **Driver:** This site is so easy to use; what a great job! (11/17/2010 8:48:25 AM)
- **Records:** OMG, I don't have to pack lunch and dinner for this transaction, unlike a visit in person to the DMV! (11/16/2010 7:32:56 PM)
- **Plate:** Well done to your site manager (LAN). Everything was well laid out and easy to use! (11/16/2010 8:02:14 PM)
- **Vehicle:** I did notice that on the option for Vehicle Registration Renewal 1yr, 2yrs or 3yrs no price was given for the 3 year renewal. Not even on the registration card sent in the mail. Also, there should be an option available, on the payment screen that would enable me to go back and change my year renewal. (11/30/2010 10:21:02 AM)