

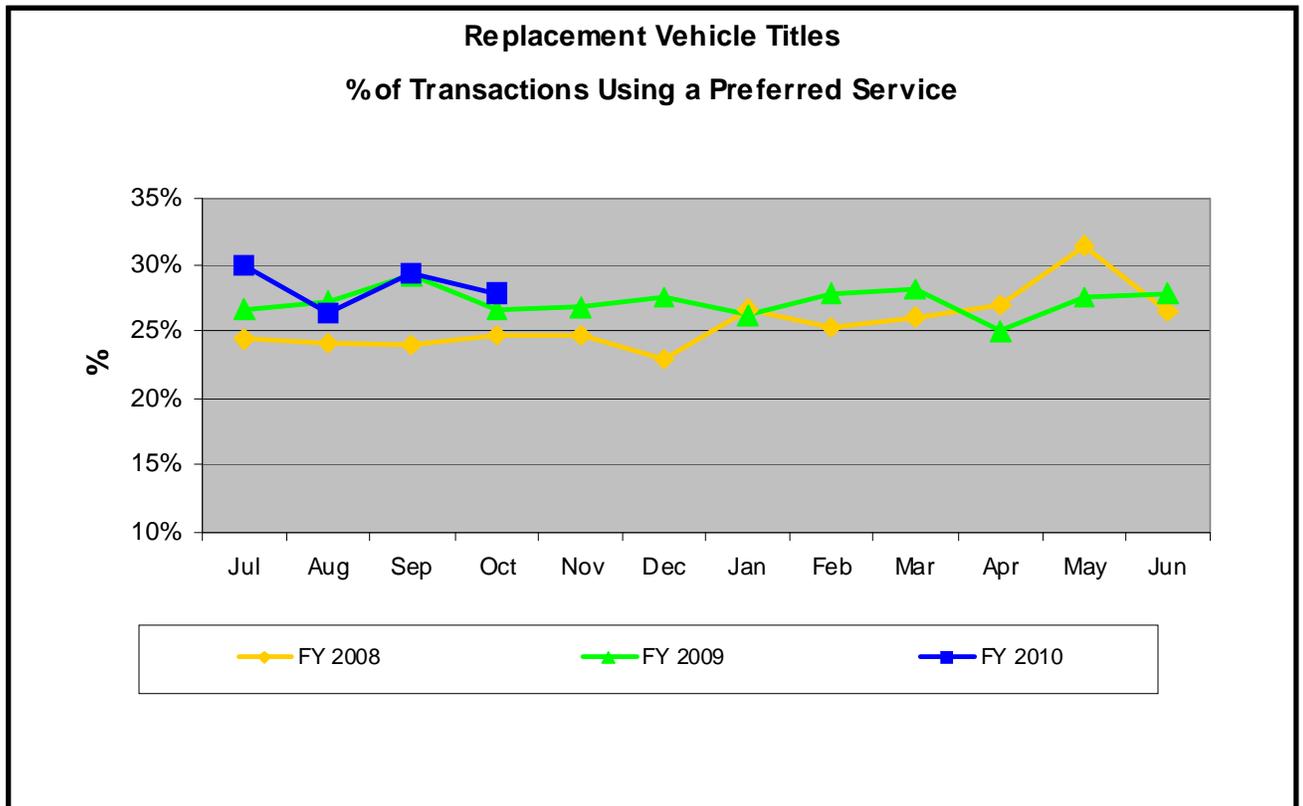
## Replacement Vehicle Title Volumes by Service Option

	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	9,738	100.0%	10,267	100.0%	0.0%	0.0%
<b>CSCs</b>	7,024	72.1%	7,530	73.3%	-1.6%	-5.7%
<b>Preferred Services:</b>	2,714	27.9%	2,737	26.7%	4.5%	17.9%
Mail-In	509	5.2%	813	7.9%	-34.2%	-32.1%
Internet*	514	5.3%	461	4.5%	17.8%	5.8%
DMV Direct	7	0.1%	5	0.0%	0.0%	0.0%
DMV Select	1,684	17.3%	1,458	14.2%	21.8%	59.6%

Source: Statistical Repository

\* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by 4.5% when comparing October 2008 to October 2009. The largest increase in the percent of total was in the use of DMV Select from 14.2% in October 2008 to 17.3% in October 2009. As indicated in the chart below, the percentage of Preferred Services transactions for October 2009 was slightly higher than the past two Fiscal Years (FY).



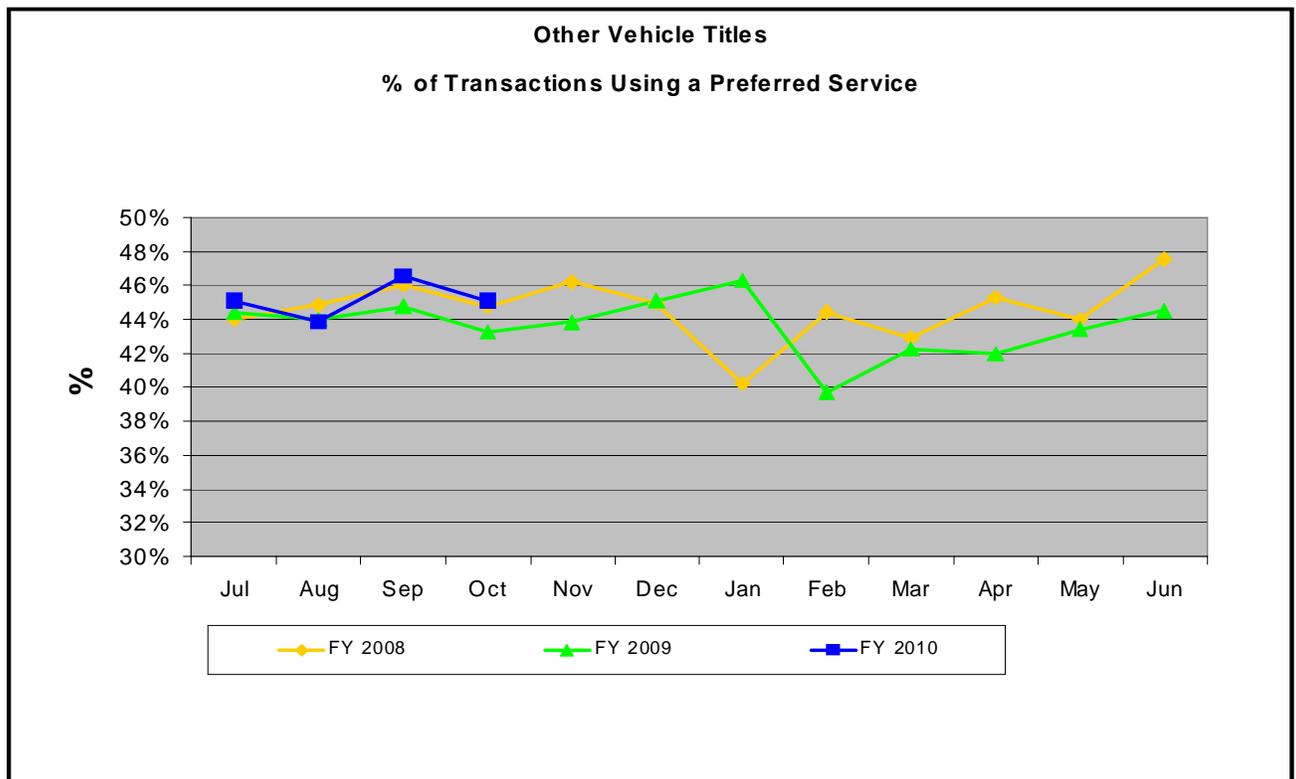
## Other Vehicle Title Volumes by Service Option\*

	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	169,057	100.0%	172,589	100.0%	0.0%	0.0%
<b>CSCs</b>	92,751	54.9%	97,965	56.8%	-3.3%	-2.0%
<b>Preferred Services:</b>	76,306	45.1%	74,624	43.2%	4.4%	2.5%
Mail-In	7,184	4.2%	7,541	4.4%	-4.5%	-10.5%
GATARS	50	0.0%	107	0.1%	-100%	-100%
On-Line Dealer	41,063	24.3%	42,727	24.8%	-2.0%	0.8%
DMV Select	28,009	16.6%	24,249	14.1%	17.7%	8.5%

Source: Statistical Repository

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

Preferred service usage increased by 4.4% when comparing October 2008 to October 2009. The largest percent increase in the percent of total came from DMV Select with 14.1% in October 2008 to 16.6% in October 2009. As indicated in the chart below, the percentage of Preferred Services transactions for the first four months of FY 2010 was in line with the same months during the previous two FYs.



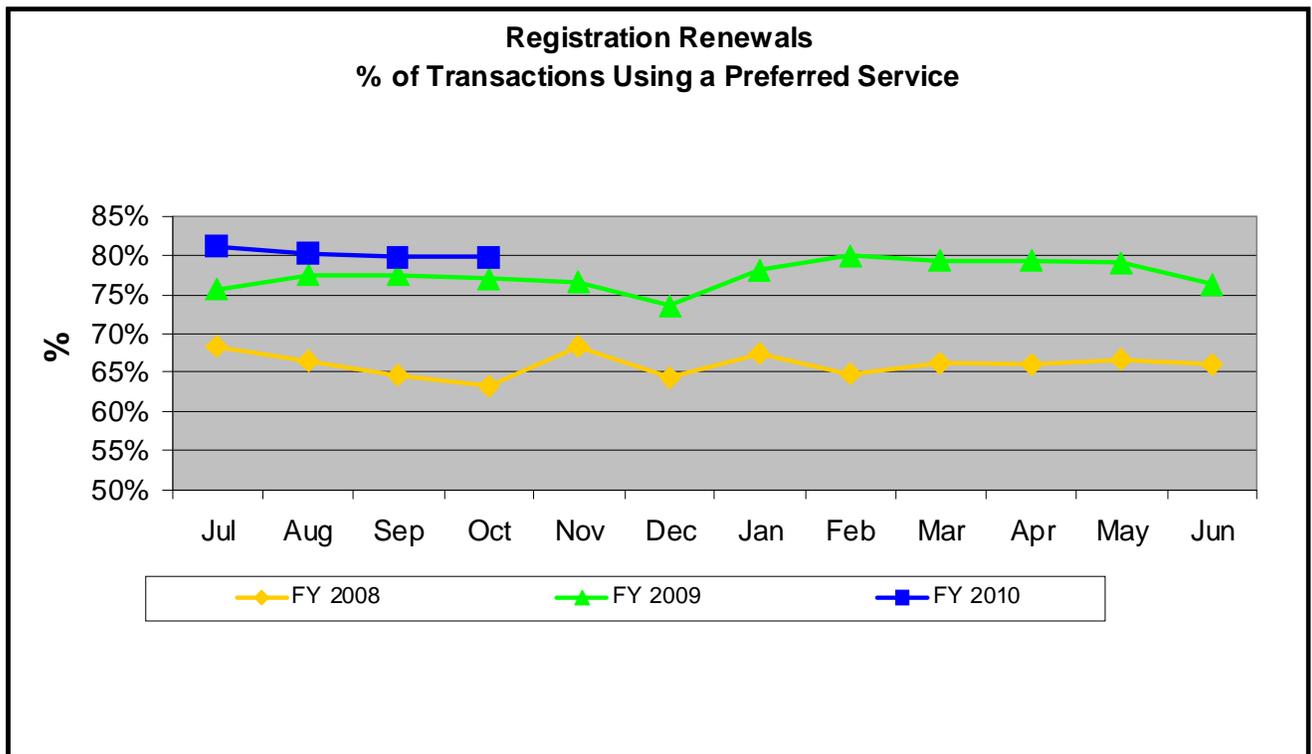
### Registration Renewal Volumes by Service Option

	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	397,653	100.0%	413,772	100.0%	0.0%	0.0%
<b>CSCs</b>	80,732	20.3%	95,388	23.1%	-12.1%	-14.7%

<b>Preferred Services:</b>	316,921	79.7%	318,385	76.9%	3.6%	4.4%
Mail-In	151,590	38.1%	160,283	38.7%	-1.6%	-3.5%
Internet	124,907	31.4%	119,158	28.8%	9.0%	13.0%
On-Line Dealer	2,686	0.7%	2,680	0.6%	16.7%	-16.7%
DMV Direct	9,136	2.3%	9,385	2.3%	0.0%	0.0%
DMV Select	28,602	7.2%	26,361	6.4%	12.5%	22.4%
Cyber Sites	0	0.0%	517	0.1%	-100.0%	-100.0%

Source: Statistical Repository

Preferred service usage increased by 3.4% when comparing October 2008 to October 2009. Internet and DMV Select usage contributed to the overall increase in October 2009. The percentage of transactions by the Internet increased from 28.8% in October 2008 to 31.4% in October 2009. DMV Select also increased from 6.4% in October 2008 to 7.2% in October 2009. 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 indicated in the graph below, the percentage of registration renewal transactions through Preferred Services for the first four months of FY 2010 is higher than the same months for FYs 2008 and 2009.



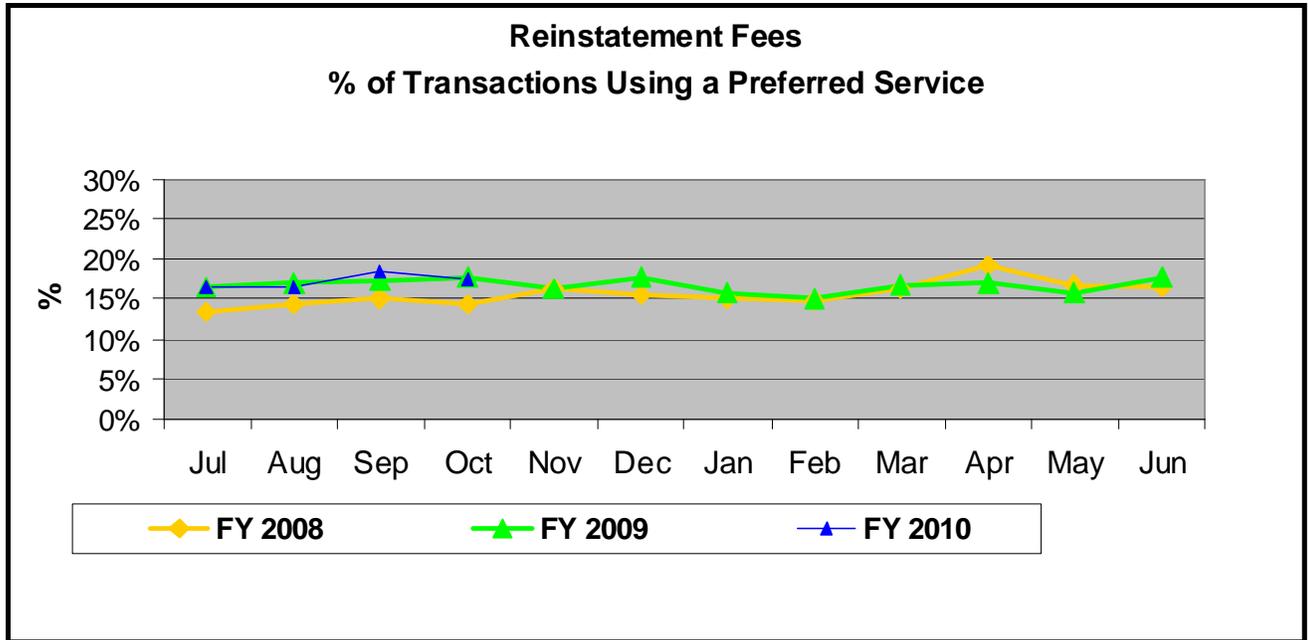
### Reinstatement Fee Volumes by Service Option

	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	18,451	100.0%	19,485	100.0%	0.0%	0.0%
<b>CSCs</b>	15,210	82.4%	16,006	82.1%	0.4%	-0.1%
<b>Preferred Services:</b>	3,241	17.6%	3,479	17.9%	-1.7%	0.6%
DMV Direct	2640	14.3%	2,810	14.4%	-0.7%	1.4%
Internet	298	1.6%	255	1.3%	23.1%	16.7%

Mail In	284	1.5%	384	2.0%	-25.0%	-15.8%
Weigh Station	19	0.1%	30	0.2%	-50.0%	0.0%

Source: Statistical Repository

Preferred service usage decrease by 1.7% when comparing October 2008 to October 2009. There was an increase in the Internet usage but was offset by the decrease in Mail in and Weigh Station volume. As indicated in the graph below, the percentage of transactions via Preferred Services has remained about the same for the first four months of FY 2010 compared to the first three months of FY 2009.



**IRP Transaction Volumes by Service Option\***

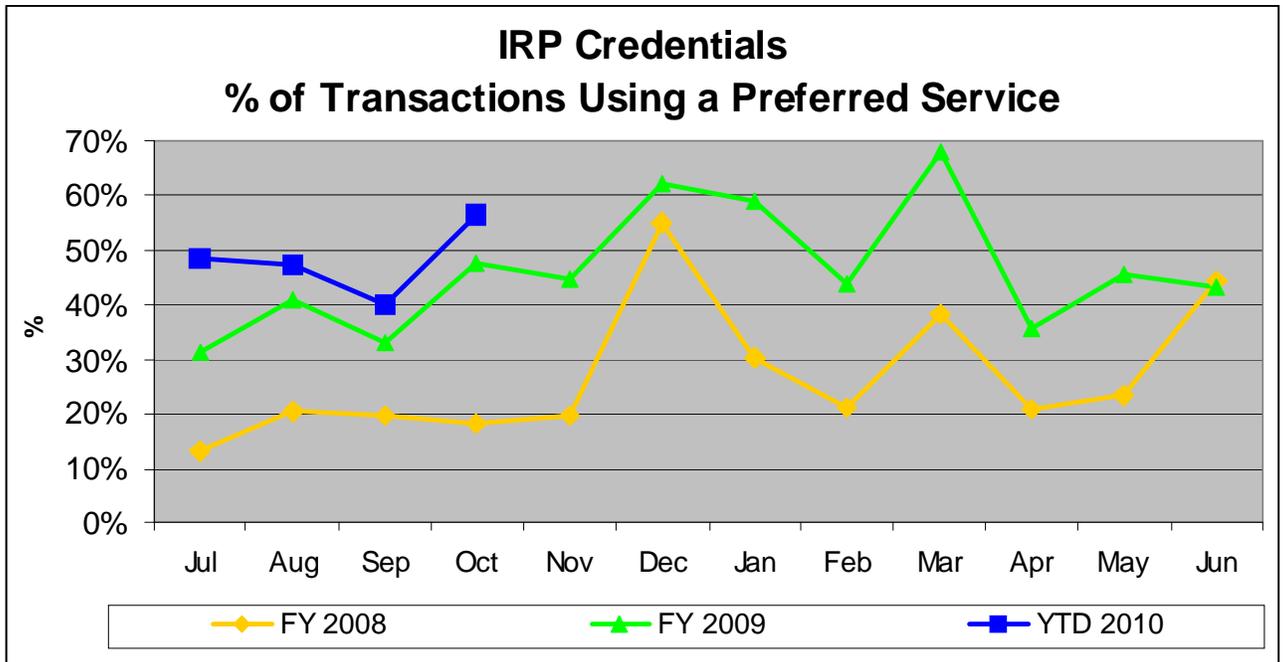
	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	2,086	100.0%	2,277	100.0%	0.0%	0.0%
CSCs	909	43.6%	1,190	52.3%	-16.6%	-16.4%
<b>Preferred Services:</b>	1,177	56.4%	1,087	47.7%	18.2%	27.1%

Mail-In/Fax	706	33.8%	626	27.5%	22.9%	24.4%
WebCAT	471	22.6%	461	20.2%	11.9%	31.0%

Source: VISTA/RS

\* IRP transaction numbers reflect where transactions originated.

Preferred service usage increased by 18.2% when comparing October 2008 to October 2009. The Mail-In/Fax option has shown the largest increase in its percentage of total transactions from 27.5% in October 2008 to 33.8% in October 2009. As shown in the graph below, the percentage of IRP Credential transactions via a Preferred Services for the first four months of FY 2010 is higher than the same months for the last two FYs.



**IFTA Transaction Volumes by Service Option\***

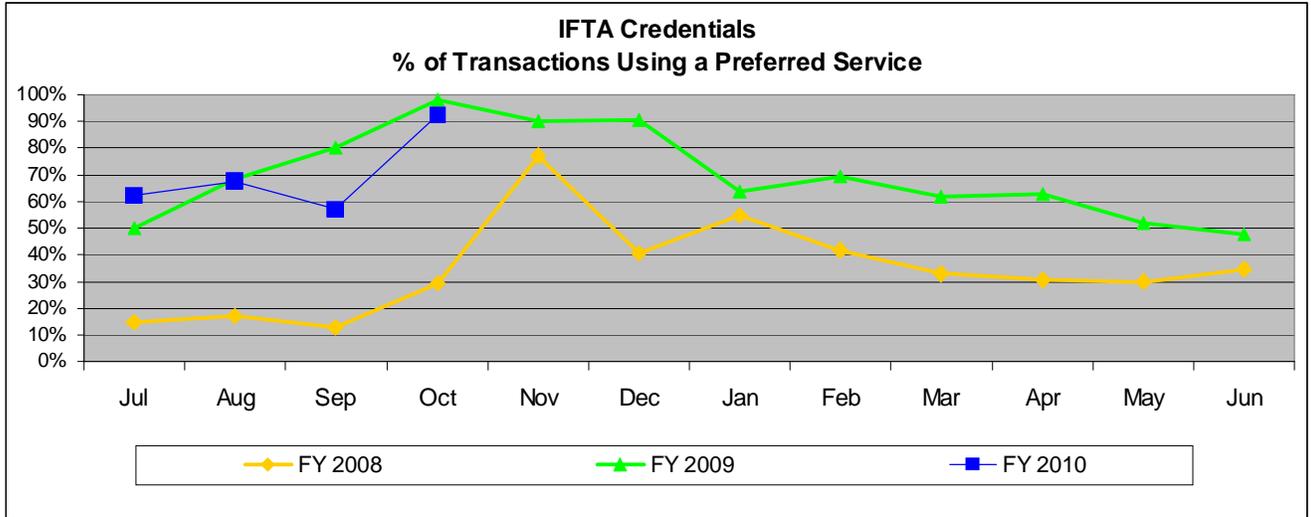
	This Month		Same Month Last Year		Percent Change	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Adjusted Month to Date	Adjusted Year to Date
Total	1,998	100.0%	2,099	100.0%	0.0%	0.0%
<b>CSCs</b>	158	7.9%	42	2.0%	295.0%	56.9%
<b>Preferred Services:</b>	1,840	92.1%	2,057	98.0%	-6.0%	-7.0%
Mail-In/Fax	1,521	76.1%	1,817	86.6%	-12.1%	-13.6%
WebCAT	319	16.0%	240	11.4%	40.4%	39.6%

Source: VISTA/TS and Motor Carrier Log

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

Preferred service usage decreased by 6.0% when comparing October 2008 to October 2009.

The reason for the decrease was the decline in usage of the Mail In/Fax option. The decline is due to more Motor Carrier customers choosing to file their IFTA forms at CSCs as oppose to faxing them to headquarters between the two periods. As indicated in the graph below preferred service usage did increase from last month and seems to be following the past two years trend.



\* Note: the use of Motor Carrier Logs to report transactions was used starting November 2008

## DMV's Promotion of Preferred Services

### Quotes from Customers Who Recently Completed DMV Transactions On-Line

- 1 **Vehicle:** Your input screens should default to the first field on the screen. Rather, the user must click the first input field. this is most annoying (10/31/2009 1:58:06 PM)
- 2 **Driver:** So easy!! Much better than renewing in person. Thank you!!! (10/30/2009 2:23:03 PM)
- 3 **General:** I recently moved and titled my vehicle in another state. I was told by the DMV that I had to update the vehicle disposition online. I had no idea where to do that online until I stumbled upon it at Report Vehicle Sold or Traded. It would be nice to know to use that link before clicking on it. (10/5/2009 4:57:23 PM)
- 4 **Plate:** I find the need to have a PIN to conduct certain services a hassle. I understand the need for security and perhaps both could be achieved by asking additional security questions....Don't get me wrong a pin is nice but if a crook wanted he would request a pin to my address and then just steal it when it comes in the mail. The site is very good and this is the only issue which is a good thing (10/5/2009 12:42:13 PM)
- 5 **Address:** I was confused with all the options for changing addresses. I first changed all address since I didn't know what one I was supposed to change. Later, I got some one to help and I fixed it right. in that way, going to the place is easier but this way is faster with no waiting. (10/3/2009 4:57:45 PM)