

Department of Motor Vehicles

Preferred Services Report for September 2008

Individual Customers

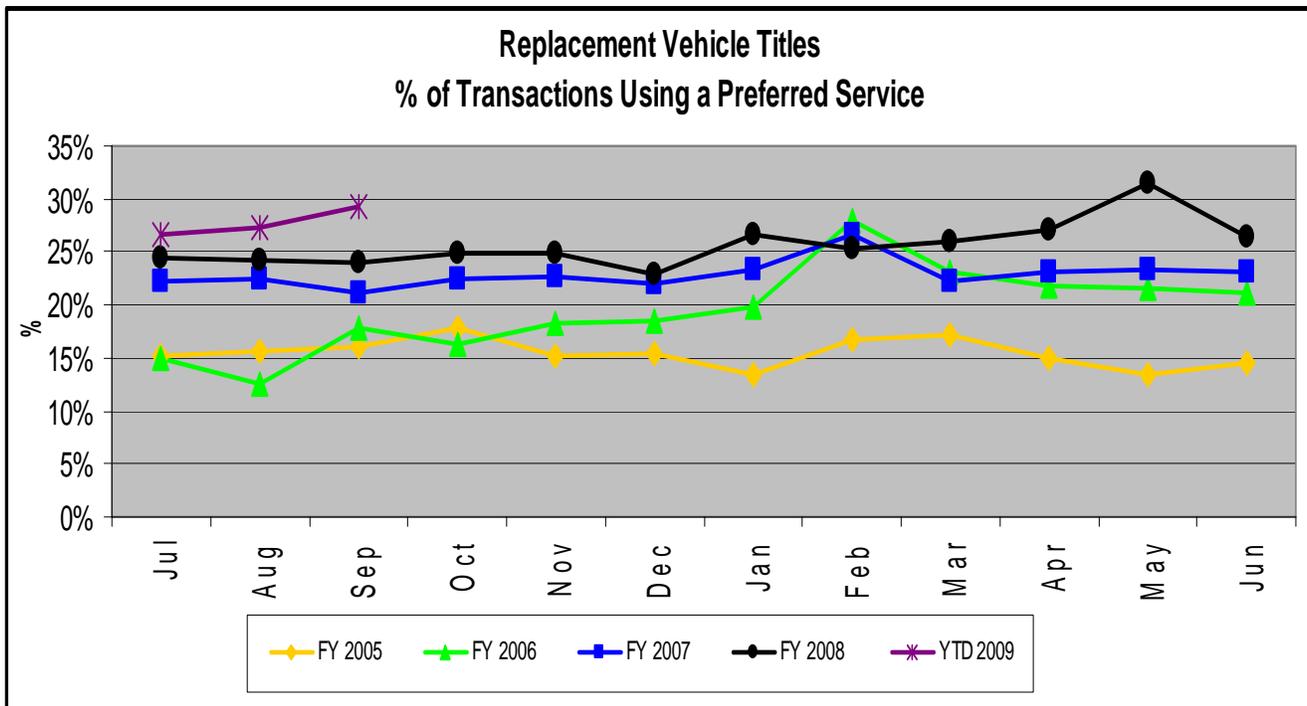
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	10,497	100.0%	10,005	100.0%
CSCs	7,433	70.8%	7,612	76.1%
Preferred Services:	3,064	29.2%	2,393	23.9%
Mail-In	961	9.2%	588	5.9%
Internet*	585	5.6%	471	4.7%
DMV Direct	13	0.1%	10	0.1%
DMV Select	1,505	14.3%	1,324	13.2%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

DMV customers conducted a greater percentage of Replacement Vehicle Title transactions by preferred services when comparing September 2008 (29.2%) with September 2007 (23.9%). During this time period, customers increased their percentage use of the Internet, Mail-in and DMV Select options as each of these options had an increase in their percentage of total transactions. As shown in the chart, the percentage of total transactions for preferred services for the first three months of FY 2009 was greater than the same months for the previous four years.



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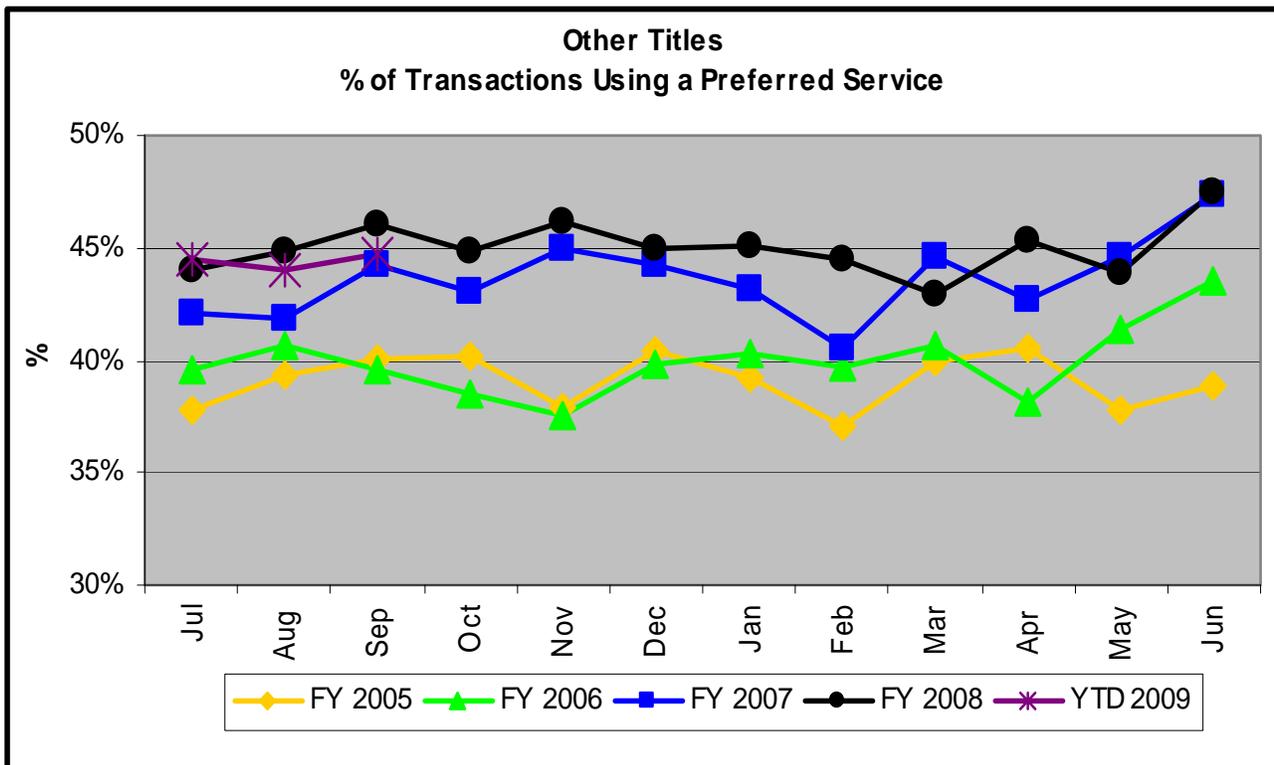
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	182,762	100.0%	191,636	100.0%
CSCs	100,938	55.2%	103,429	54.0%
Preferred Services:	81,824	44.8%	88,207	46.0%
Mail-In	7,115	3.9%	8,358	4.4%
GATARS	94	0.1%	52	0.0%
On-Line Dealer	49,892	27.3%	57,566	30.0%
DMV Select	24,723	13.5%	22,231	11.6%

Source: Statistical Repository

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

Between September 2007 and September 2008, the percentage of the total number of transactions performed by preferred services for other vehicle titles declined slightly from 46% in September 2007 to 44.8% in September 2008. The percentage of the total transactions for preferred services in September 2008 was higher than the preferred services usage percentage for September of FY's 2005, 2006, and 2007, as shown in the following chart.



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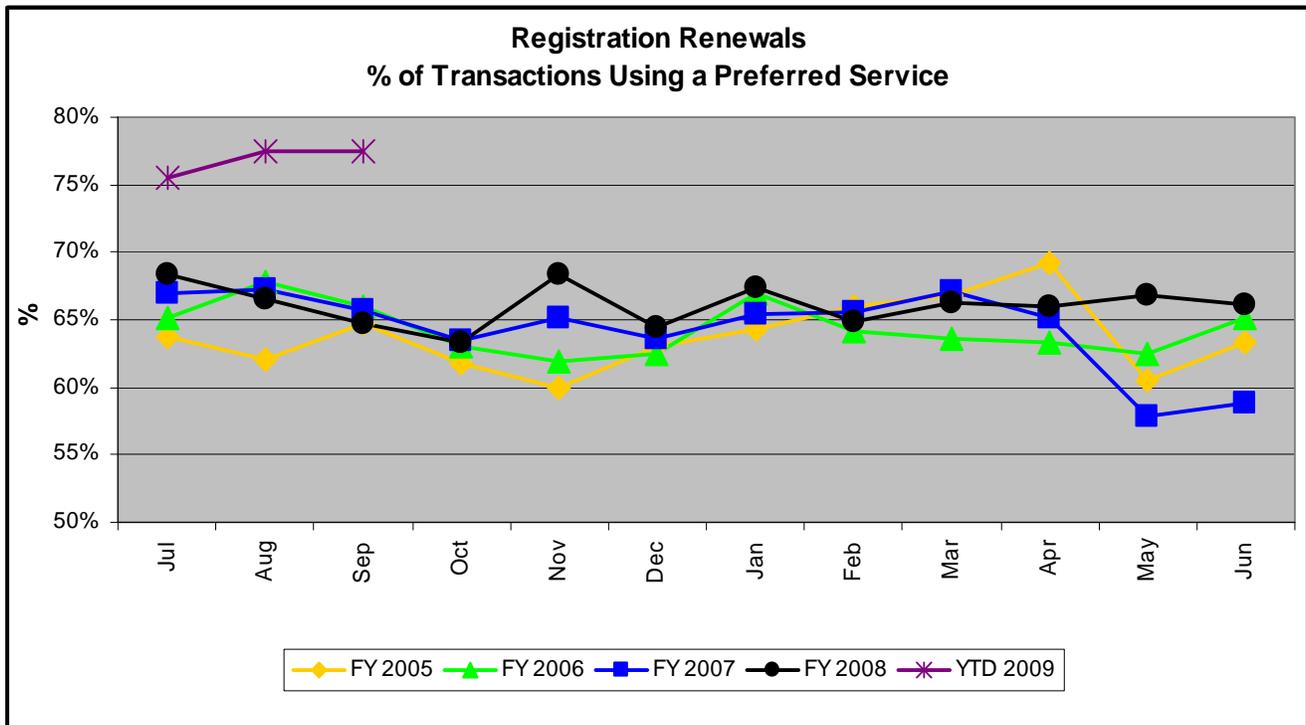
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	423,908	100.0%	366,339	100.0%
CSCs	95,364	22.5%	129,177	35.3%
Preferred Services:	328,544	77.5%	237,162	64.7%
Mail-In	169,024	39.9%	138,705	37.9%
Internet	120,736	28.5%	66,918	18.3%
On-Line Dealer	2,235	0.5%	1,686	0.5%
DMV Direct	10,233	2.4%	7,074	1.9%
DMV Select	25,191	5.9%	21,148	5.8%
Cyber Sites	1,125	0.3%	1,631	0.4%

Source: Statistical Repository

The percentage of the total vehicle registration renewals completed by a preferred service increased by 12.8% from 64.7% in September 2007 to 77.5% in September 2008. The key reason for the increase was the 10.2% increase in the percent of the total transactions through the Internet from 18.3% in September 2007 to 28.5% in September 2008. The increase in Internet usage can 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 use of preferred services by customers for July through September 2008 was higher than any month for the last four fiscal years.



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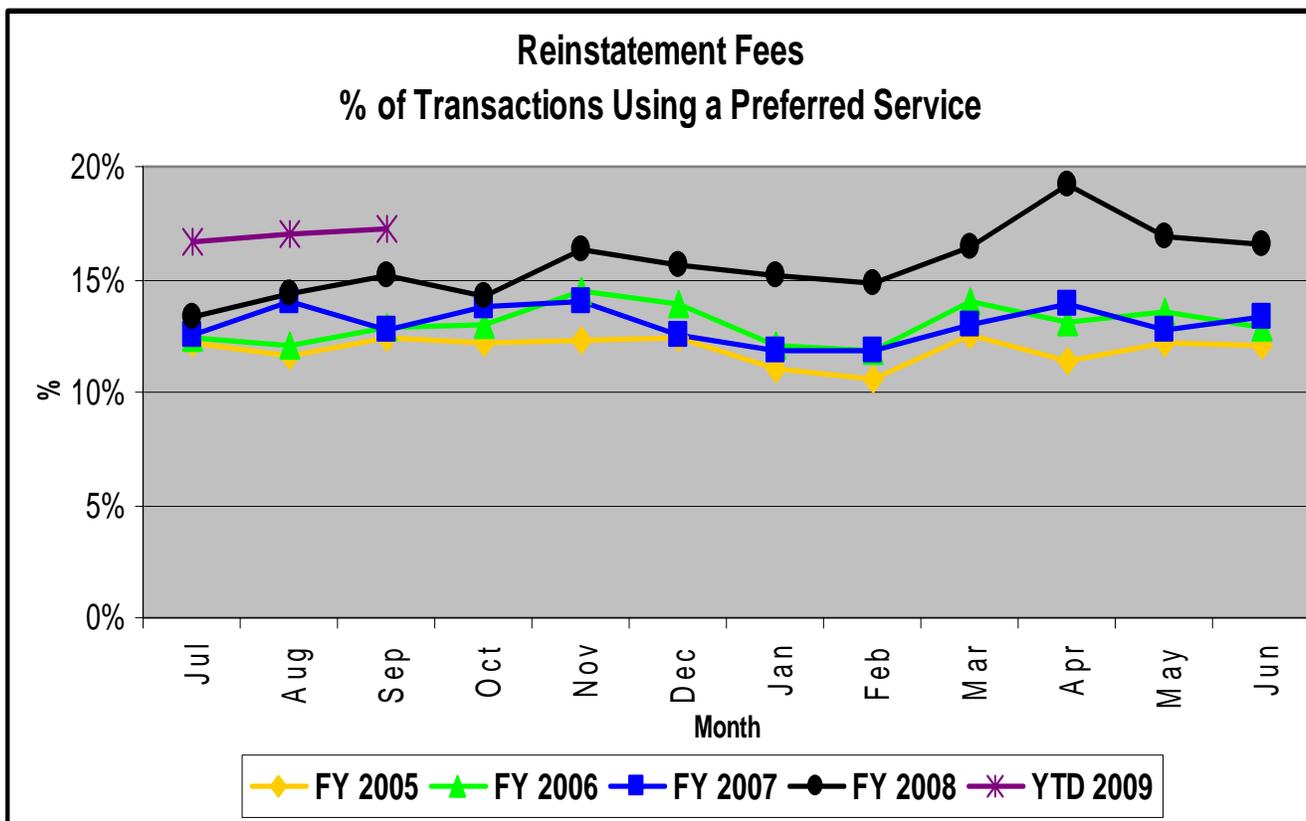
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	18,719	100.0%	17,154	100.0%
CSCs	15,481	82.7%	14,549	84.8%
Preferred Services:	3,238	17.3%	2,605	15.2%
DMV Direct	2,661	14.2%	2,130	12.4%
Internet	179	1.0%	0	0.0%
Mail In	372	2.0%	451	2.6%
Weigh Station	26	0.1%	24	0.1%

Source: Statistical Repository

The percentage of the total customers who paid their reinstatement fee by a preferred service increased by 2.1% from 15.2% in September 2007 to 17.3% in September 2008. DMV Direct and Internet options had an increase in their percentage of total transactions, more than offsetting the decline in the Mail In option. As shown in the chart, the percentage of the total transactions through preferred services was higher during the first two months of FY 2009 than the same months for the last four years.



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Business Customers

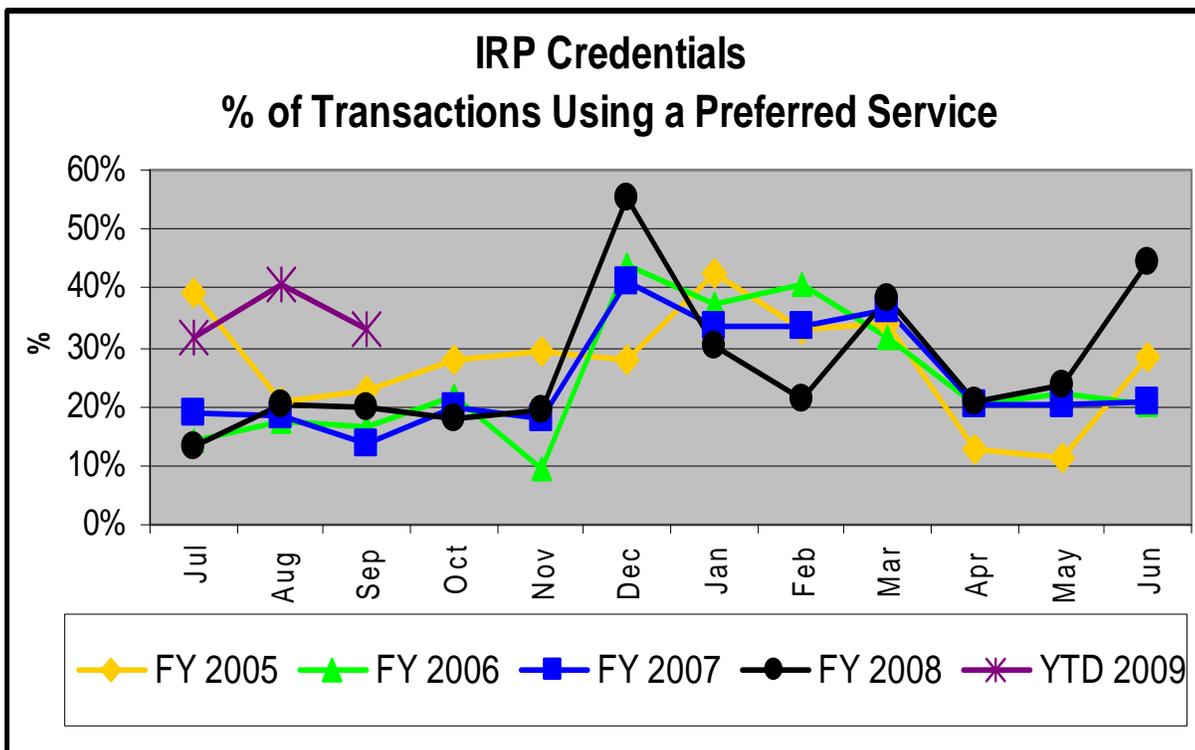
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	2,554	100.0%	2,631	100.0%
CSCs	1,711	67.0%	2,112	80.3%
Preferred Services:	843	33.0%	519	19.7%
Mail-In/Fax	452	17.7%	308	11.7%
WebCAT	391	15.3%	211	8.0%

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 13.3% when comparing September 2007 (19.7%) with September 2008 (33%). Both the Mail-In/Fax and the WebCAT options had an increase in their percentage of total transactions. The percentage of business customers who use a preferred services for IRP transactions was highest in September 2008 compared to in the same month in each of the previous four years.



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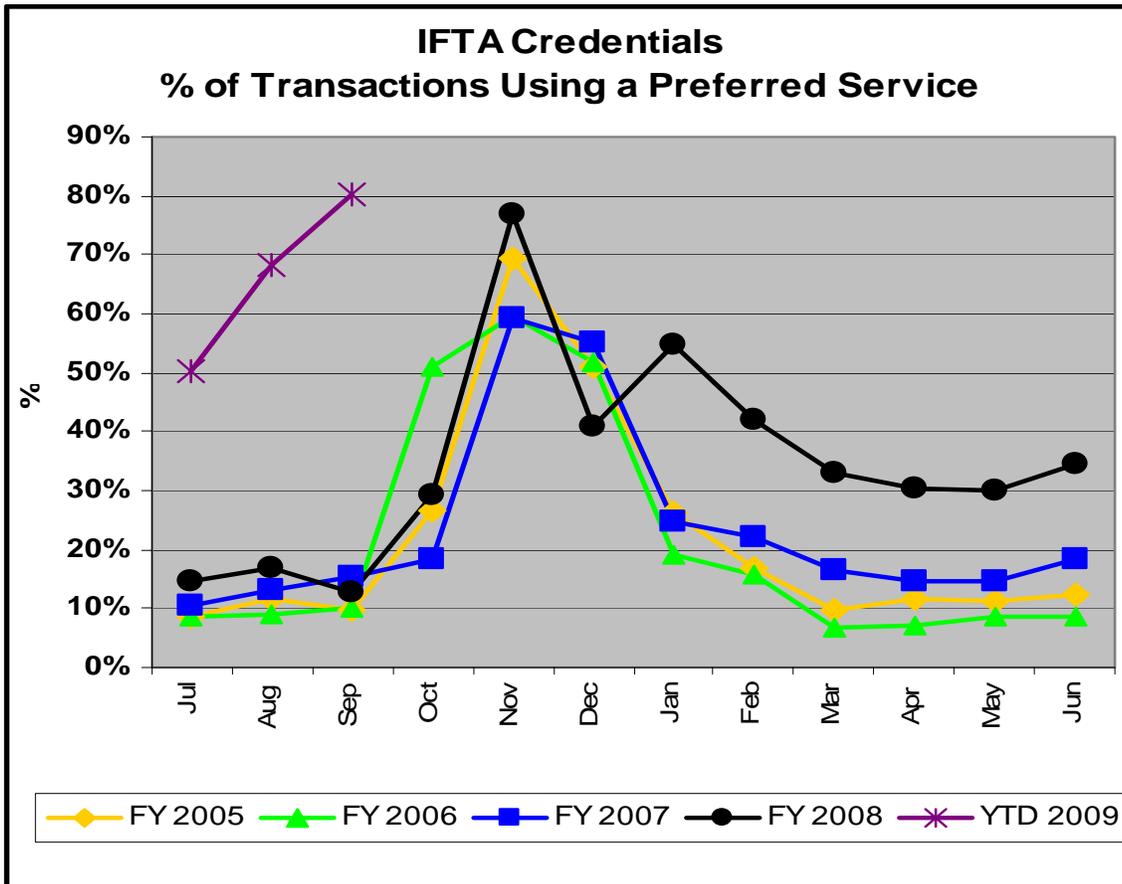
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	364	100.0%	272	100.0%
CSCs	72	19.8%	237	87.1%
Preferred Services:	292	80.2%	35	12.9%
Mail-In/Fax	242	66.5%	30	11.0%
WebCAT	50	13.7%	5	1.8%

Source: VISTA/TS

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

The percentage of customers who performed IFTA credentialing transactions via preferred services increased 67.3% from 12.9% in September 2007 to 80.2% in September 2008. As shown in the graph below, the percentage of total IFTA transactions through preferred services is over four times higher in September 2008 than the same month for the last four years. DMV's promotion to carriers about the faster service through WebCAT and the Mail-In/Fax options is a key reason for the increased usage in preferred services.



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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Big improvement over waiting in line at the DMV! (9/30/2008 9:22:40 PM)
- **Driver:** This is too good and easy to be true! (9/18/2008 8:53:53 AM)
- **Plate:** This is awesome! Thank you for making this so convenient. If I never have to go to the DMV site again it will be too soon. (9/17/2008 9:10:34 AM)
- **Address:** I WISH EVERY TRANSACTION IN LIFE WERE THIS EASY. THANKS (9/17/2008 4:16:20 PM)
- **Vehicle:** Registered both cars last year via internet and will continue to do so. Bravo for an easy DMV procedure! Thank you!! (9/14/2008 3:50:30 PM)
- **Vehicle:** The printing instructions are not clear. There is no "print" button. It is not clear what will be printed, or why one would want to do this. (9/6/2008 11:35:25 AM)