

Department of Motor Vehicles

Preferred Services Report for September 2009

Individual Customers

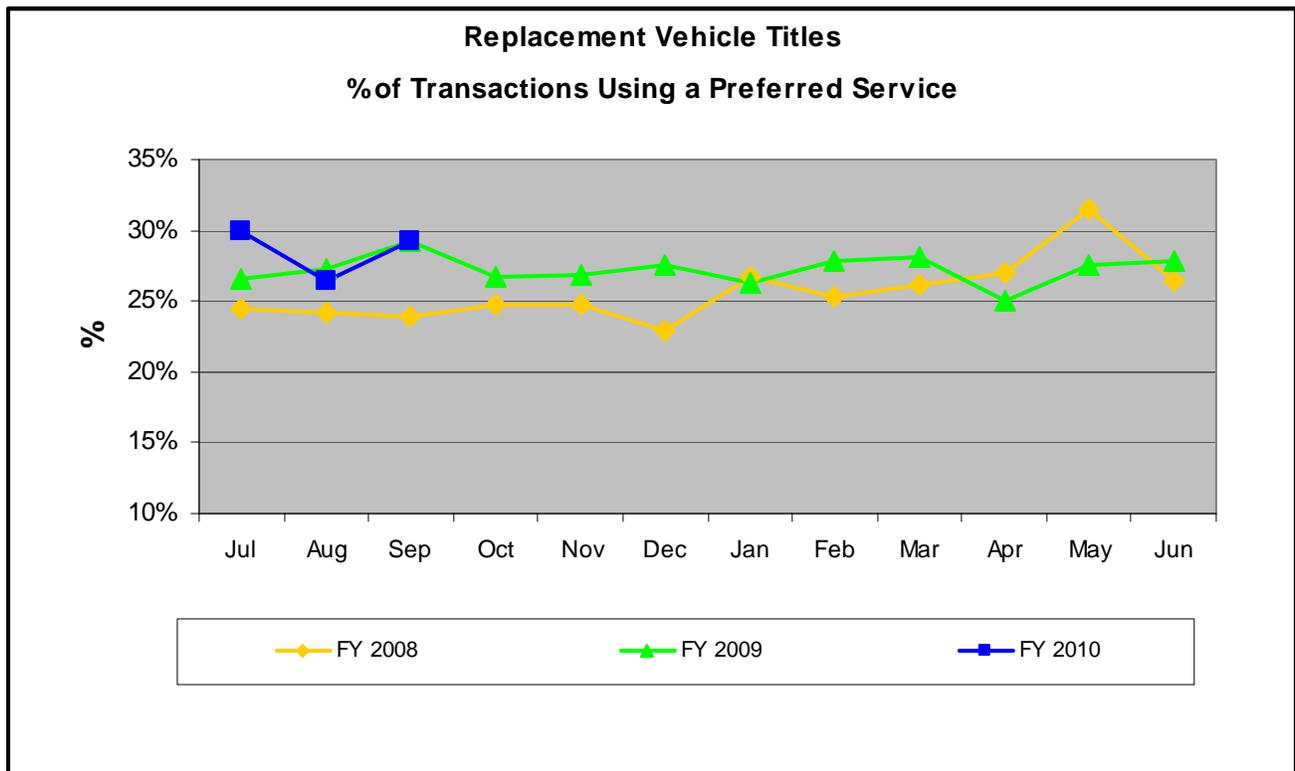
Replacement Vehicle Title Volumes by Service Option

	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	10,591	100.0%	10,497	100.0%	0.0%	0.0%
CSCs	7,489	70.7%	7,433	70.8%	-0.1%	-1.0%
Preferred Services:	3,102	29.3%	3,064	29.2%	0.3%	2.5%
Mail-In	653	6.2%	961	9.2%	-32.6%	-32.1%
Internet*	589	5.6%	585	5.6%	0.0%	3.7%
DMV Direct	9	0.1%	13	0.1%	0.0%	0.0%
DMV Select	1,851	17.5%	1,505	14.3%	22.4%	0.0%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage increased by .3% when comparing September 2008 to September 2009. The largest increase in the percent of total was in the use of DMV Select from 14.3% in September 2008 to 17.5% in September 2009. As indicated in the chart below, the percentage of Preferred Services transactions for August and September 2009 was at the same level as the same months during the last Fiscal Year (FY).



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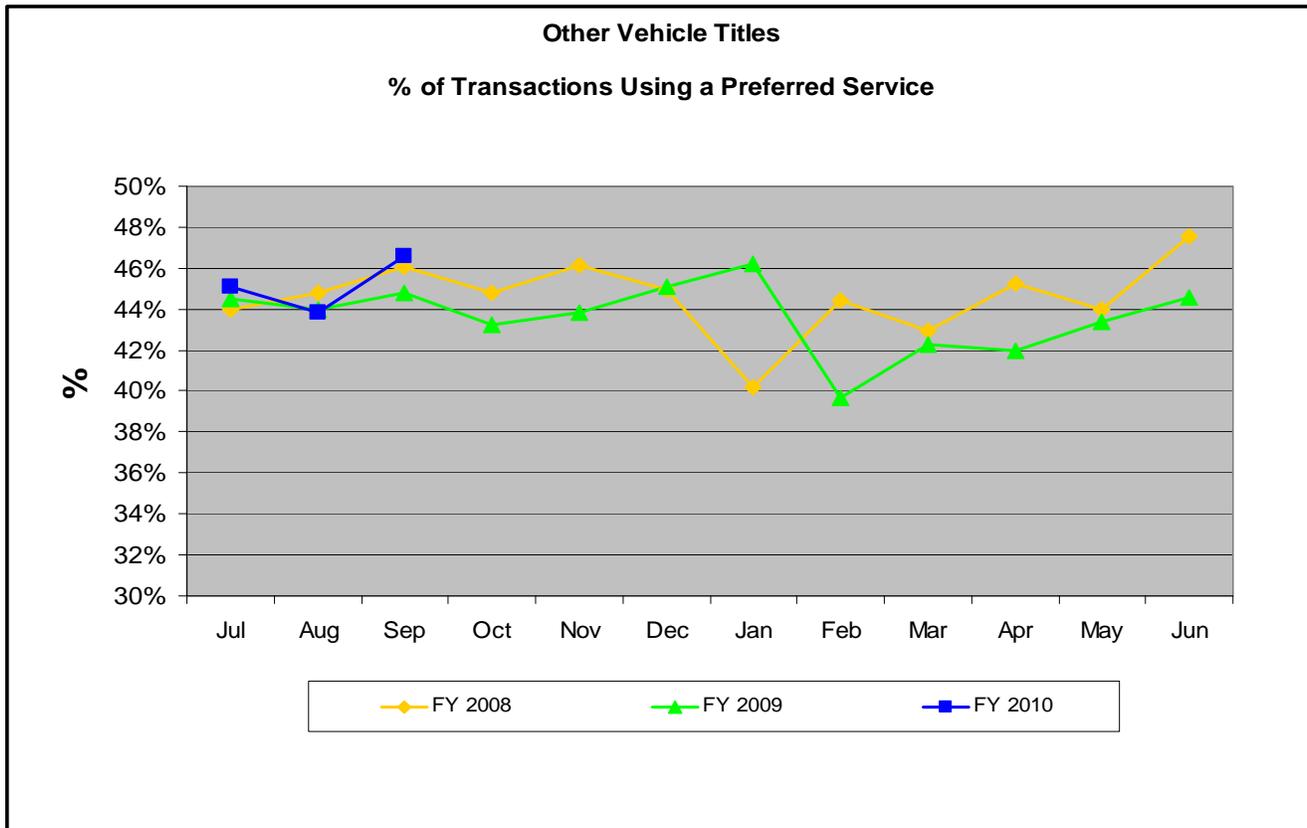
Other Vehicle Title Volumes by Service Option*

	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	188,928	100.0%	182,762	100.0%	0.0%	0.0%
CSCs	99,138	52.5%	100,938	55.2%	-4.9%	-2.3%
Preferred Services:	89,790	47.5%	81,824	44.8%	6.0%	2.9%
Mail-In	5,970	3.2%	7,115	3.9%	-17.9%	-8.6%
GATARS	29	0.0%	94	0.1%	-100%	-100%
On-Line Dealer	55,550	29.4%	49,892	27.3%	7.7%	2.6%
DMV Select	28,241	14.9%	24,723	13.5%	10.4%	6.3%

Source: Statistical Repository

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

Preferred service usage increased by 6% when comparing September 2008 to September 2009. The largest percent increase in the percent of total came from DMV Select with 13.5% in September 2008 to 14.9% in September 2009. As indicated in the chart below, the percentage of Preferred Services transactions for the first three months of FY 2010 was in line with the same months during the previous two FYs.



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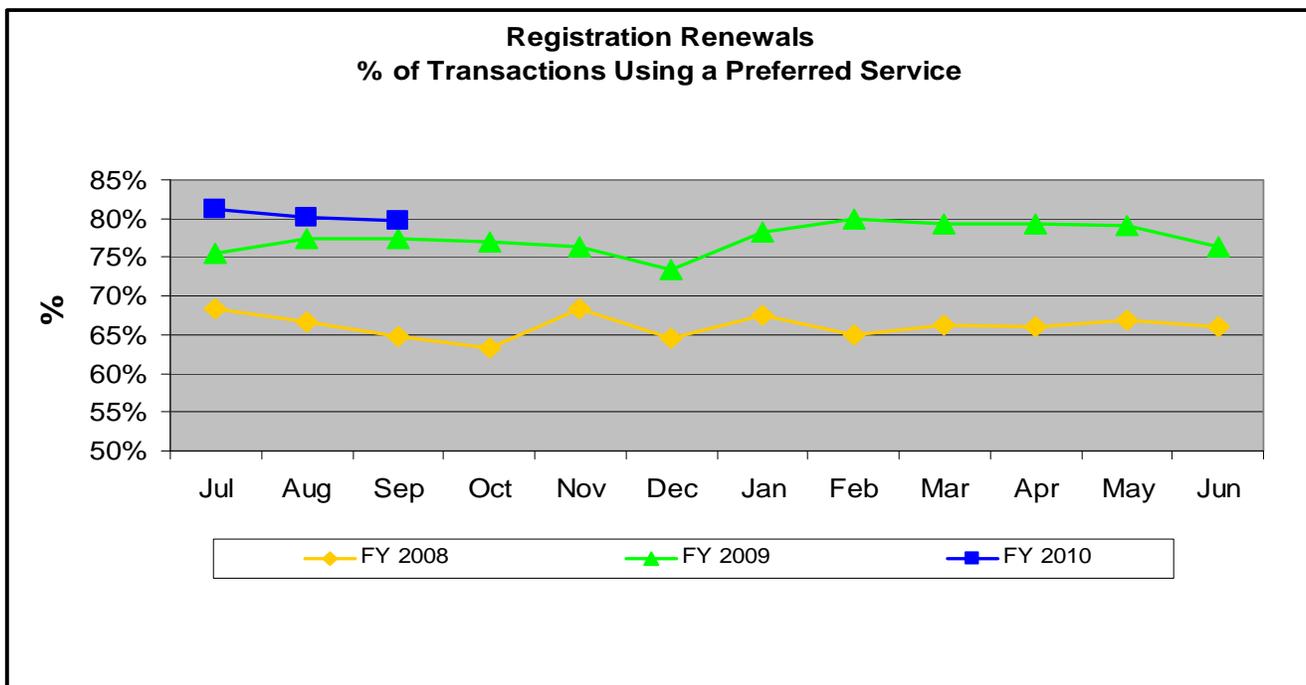
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Registration Renewal Volumes by Service Option

	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	411,859	100.0%	423,908	100.0%	0.0%	0.0%
CSCs	83,751	20.3%	95,364	22.5%	-9.8%	-15.1%
Preferred Services:	328,108	79.7%	328,544	77.5%	2.8%	4.6%
Mail-In	155,999	37.9%	169,024	39.9%	-5.0%	-4.0%
Internet	129,705	31.5%	120,736	28.5%	10.5%	14.1%
On-Line Dealer	2,383	0.6%	2,235	0.5%	20.0%	0.0%
DMV Direct	9,342	2.3%	10,233	2.4%	-4.2%	0.0%
DMV Select	30,679	7.4%	25,191	5.9%	25.4%	24.6%
Cyber Sites	0	0.0%	1,125	0.3%	-100.0%	-100.0%

Source: Statistical Repository

Preferred service usage increased by 2.8% when comparing September 2008 to September 2009. Internet and DMV Select usage contributed to the overall increase in September 2009. The percentage of transactions by the Internet increased from 28.5% in September 2008 to 31.5% in September 2009. DMV Select also increased from 5.9% in September 2008 to 7.4% in September 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 three months of FY 2010 is higher than the same months for FYs 2008 and 2009.



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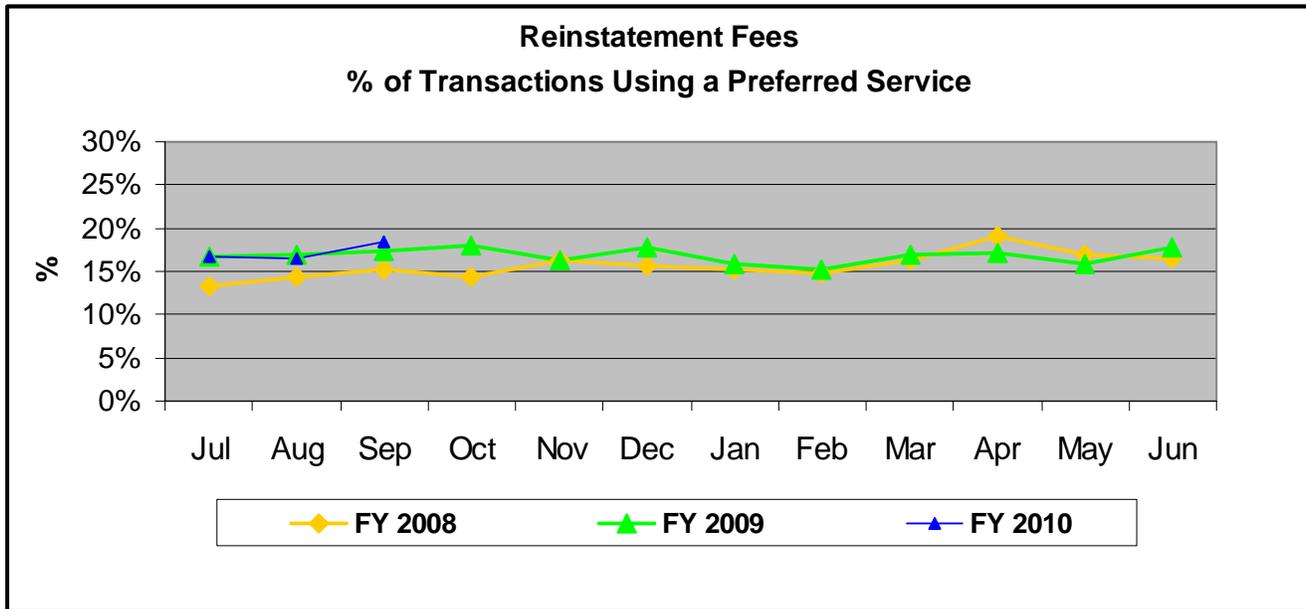
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Reinstatement Fee Volumes by Service Option

	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	18,721	100.0%	18,719	100.0%	0.0%	0.0%
CSCs	15,266	81.5%	15,481	82.7%	-1.5%	-0.2%
Preferred Services:	3,455	18.5%	3,238	17.3%	6.9%	1.2%
DMV Direct	2,874	15.4%	2,661	14.2%	8.5%	1.4%
Internet	258	1.4%	179	1.0%	40.0%	27.3%
Mail In	309	1.7%	372	2.0%	-15.0%	-15.8%
Weigh Station	14	0.1%	26	0.1%	0.0%	0.0%

Source: Statistical Repository

Preferred service usage increased by 6.9% when comparing September 2008 to September 2009. The key reason for the increase was the rise in the use of the DMV Direct and Internet options. As indicated in the graph below, the percentage of transactions via Preferred Services has remained about the same for the first three months of FY 2010 compared to the first three months of FY 2009.



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Business Customers

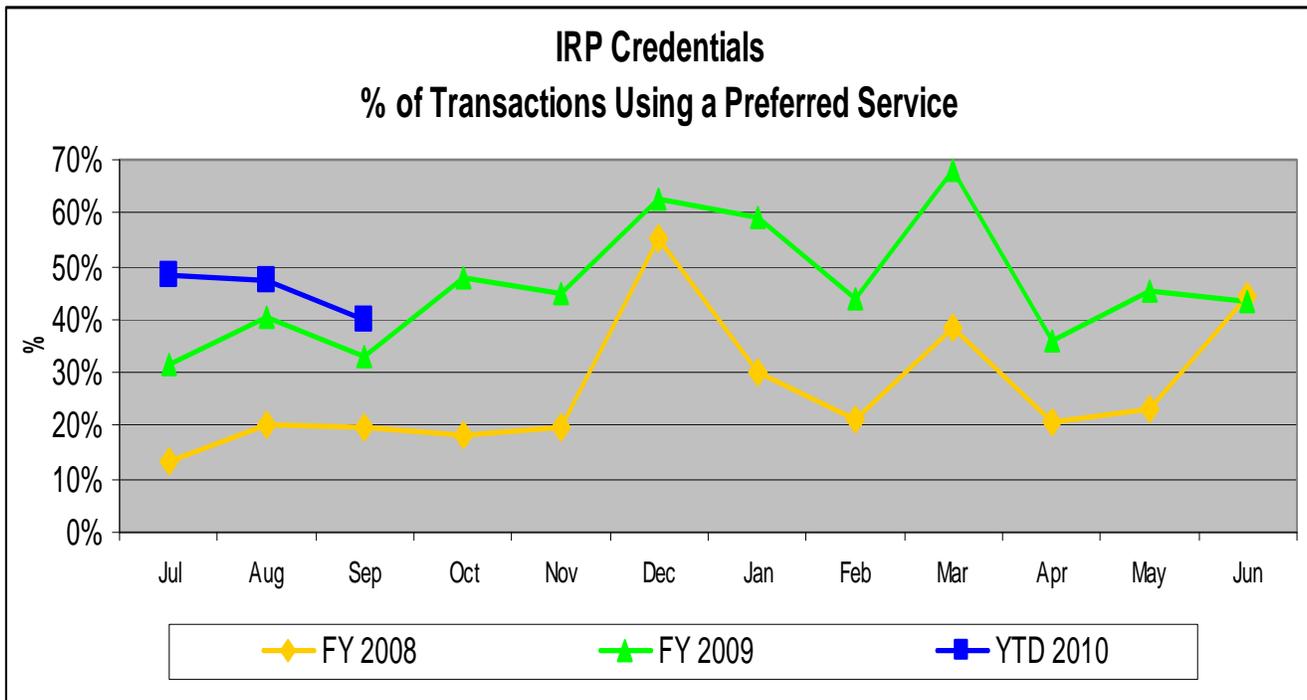
IRP Transaction Volumes by Service Option*

	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	2,286	100.0%	2,554	100.0%	0.0%	0.0%
CSCs	1,370	59.9%	1,711	67.0%	-10.6%	-16.7%
Preferred Services:	916	40.1%	843	33.0%	21.5%	31.3%
Mail-In/Fax	544	23.8%	452	17.7%	34.5%	25.8%
WebCAT	372	16.3%	391	15.3%	6.5%	38.0%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

Preferred service usage increased by 21.5% when comparing September 2008 to September 2009. The Mail-In/Fax option has shown the largest increase in its percentage of total transactions from 17.7% in September 2008 to 23.8% in September 2009. As shown in the graph below, the percentage of IRP Credential transactions via a Preferred Services for the first three months of FY 2010 is higher than the same months for the last two FYs.



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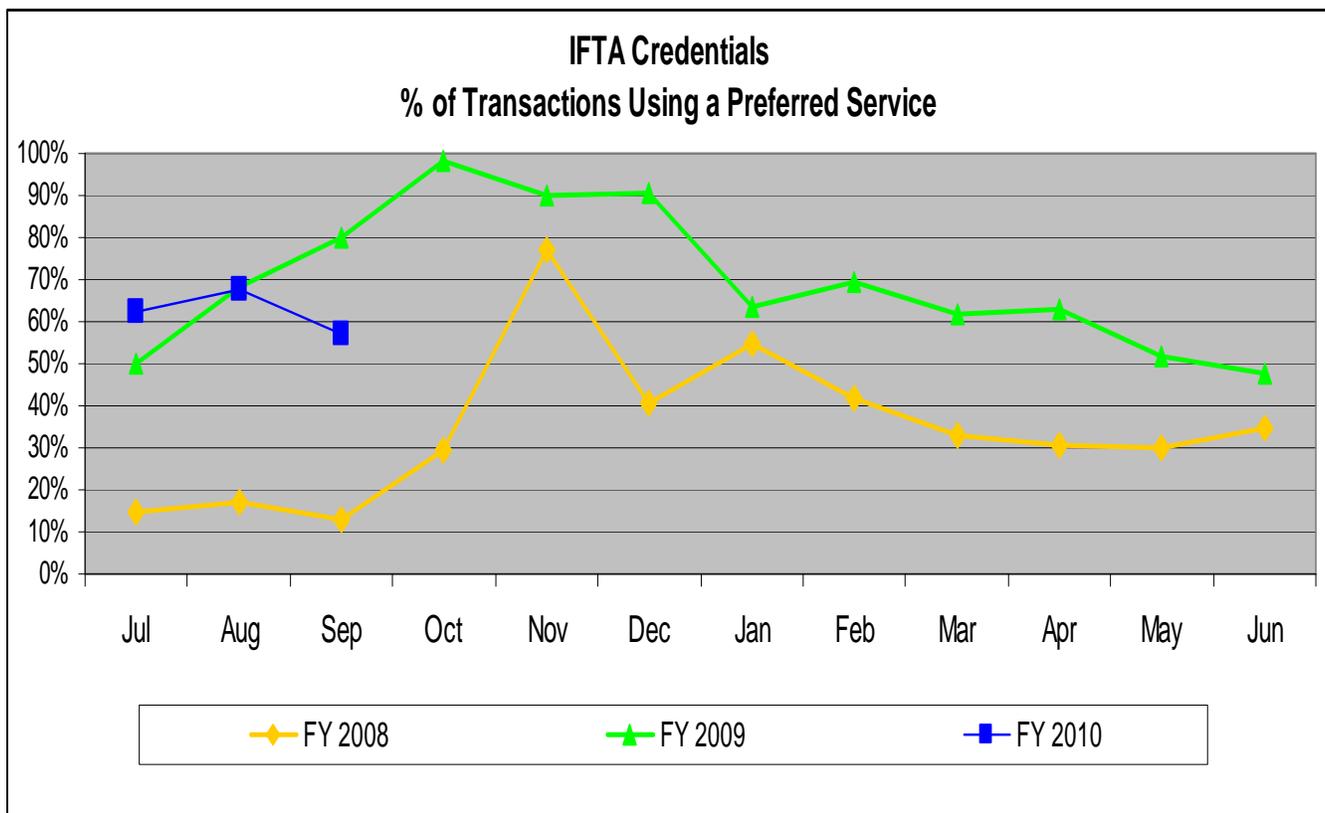
IFTA Transaction Volumes by Service Option*

	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	272	100.0%	364	100.0%	0.0%	0.0%
CSCs	117	43.0%	72	19.8%	117.2%	20.6%
Preferred Services:	155	57.0%	292	80.2%	-28.9%	-9.7%
Mail-In/Fax	112	41.2%	242	66.5%	-38.0%	-18.7%
WebCAT	43	15.8%	50	13.7%	15.3%	40.8%

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 28.9% when comparing September 2008 to September 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.



* Note: the use of Motor Carrier Logs to report transactions was used in November 2008 through September 2009.

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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Much better and faster than going to our local office. Saves money and time. (9/30/2009 10:57:16 PM)
- **Driver:** Quick and easy to use. No going in line. Save time and money. (9/23/2009 9:17:09 PM)
- **Records:** good job guys. Don't smile about it, but you have made it easier for me to do to what I need to do. (9/13/2009 10:55:55 AM)
- **General:** You should do this long ago (9/11/2009 3:12:22 PM)
- **Address:** It was difficult to get a pin number to change my address as I requested mine before my husbands and mine came over 2 weeks later in the mail after my husbands. I had e-mailed and received a response which was only minimally helpful. Yet online is easier to do then spending time sitting at the DMV waiting. (9/14/2009 2:19:38 PM)