

Department of Motor Vehicles

Preferred Services Report for September 2010

Individual Customers

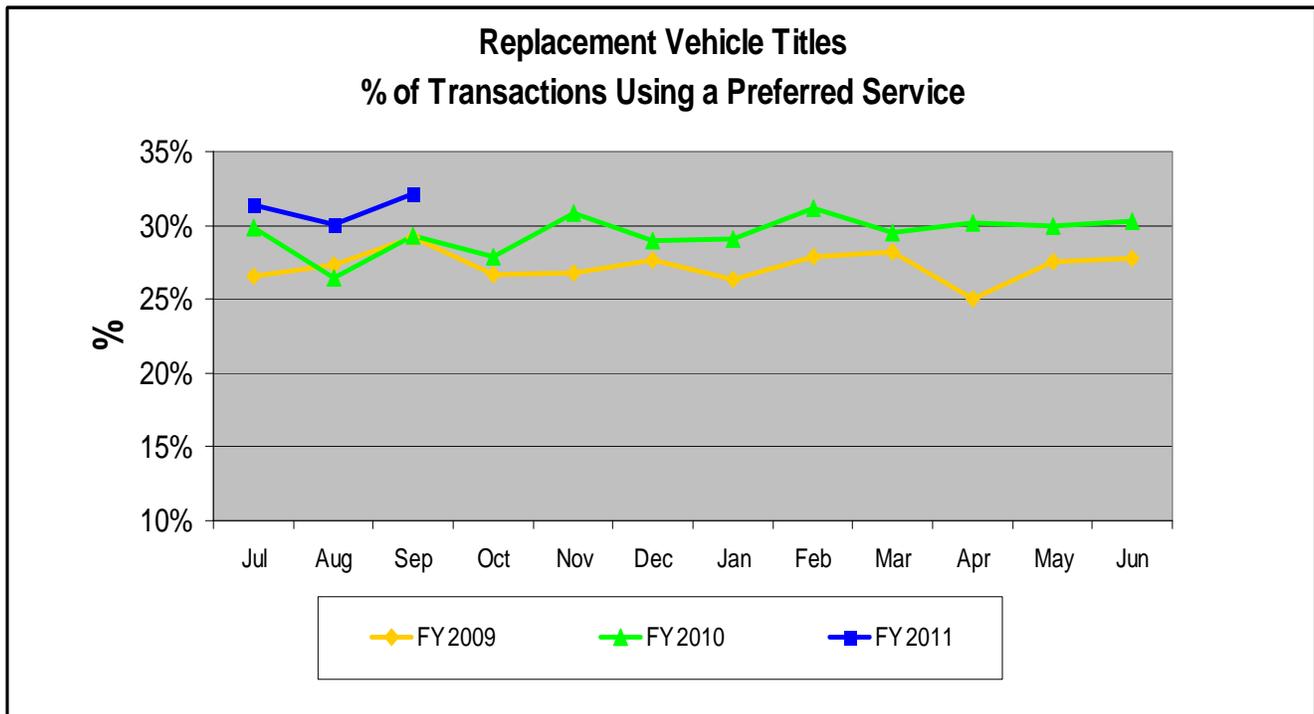
Replacement Vehicle Title Volumes by Service Option

	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	11,086	100.0%	10,591	100.0%	0.0%	0.0%
CSCs	7,528	67.9%	7,489	70.7%	-4.0%	-3.9%
Preferred Services:	3,558	32.1%	3,102	29.3%	9.6%	9.9%
Mail-In	574	5.2%	653	6.2%	-16.1%	-15.1%
Internet*	1,077	9.7%	589	5.6%	73.2%	66.1%
DMV Direct	0	0.0%	9	0.1%	-100.0%	-100.0%
DMV Select	1,907	17.2%	1,851	17.5%	-1.7%	0.0%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage, as shown in the column, "Adjusted Month to Date," increased by 9.6% when comparing September 2009 to September 2010. The largest increase in the percent of total transactions was for the Internet option which increased from 5.6% in September 2009 to 9.7% in September 2010. As indicated in the chart below, the percentage of Preferred Services transactions for September 2010 was higher than September 2009.



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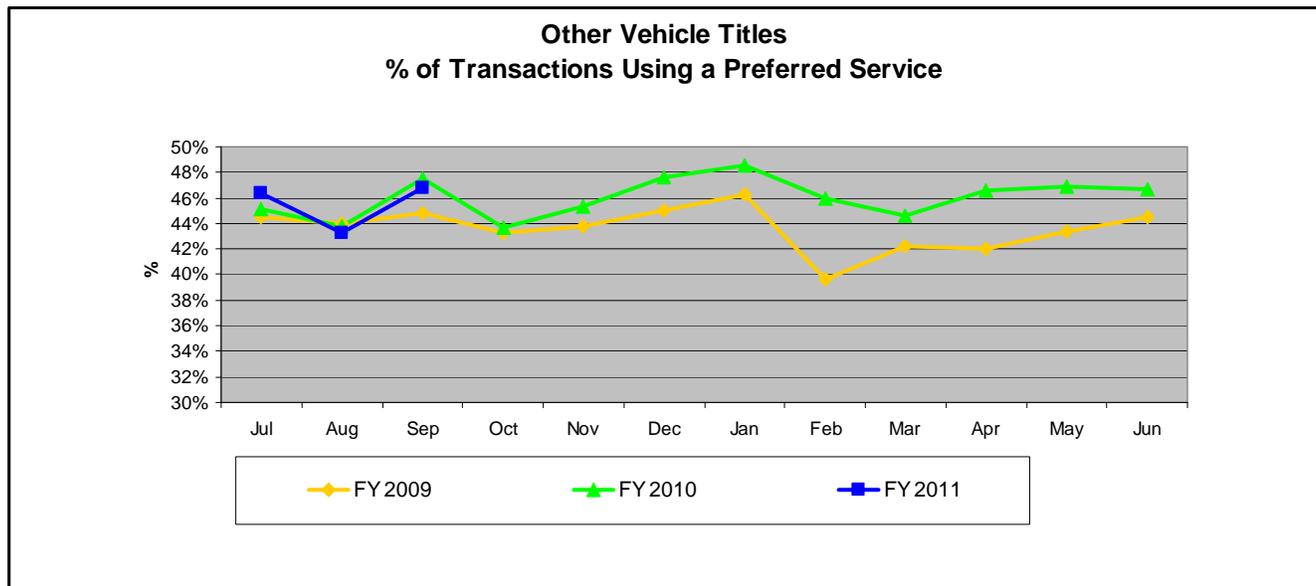
Other Vehicle Title Volumes by Service Option*

	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	191,102	100.0%	188,928	100.0%	0.0%	0.0%
CSCs	101,783	53.3%	99,138	52.5%	1.5%	0.2%
Preferred Services:	89,319	46.7%	89,790	47.5%	-1.7%	-0.2%
Mail-In	5,899	3.1%	5,970	3.2%	-3.1%	9.4%
GATARS	30	0.0%	29	0.0%	0.0%	0.0%
On-Line Dealer	56,785	29.7%	55,550	29.4%	1.0%	1.1%
DMV Select	26,605	13.9%	28,241	14.9%	-6.7%	-4.6%

Source: Statistical Repository

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

Preferred service usage decreased by 1.7% when comparing September 2009 to September 2010. The On-line Dealer option, however, had an increase between September 2009 and September 2010. As indicated in the chart below, the percentage of Preferred Services transactions in September 2010 was lower than the same month for FY 2010.



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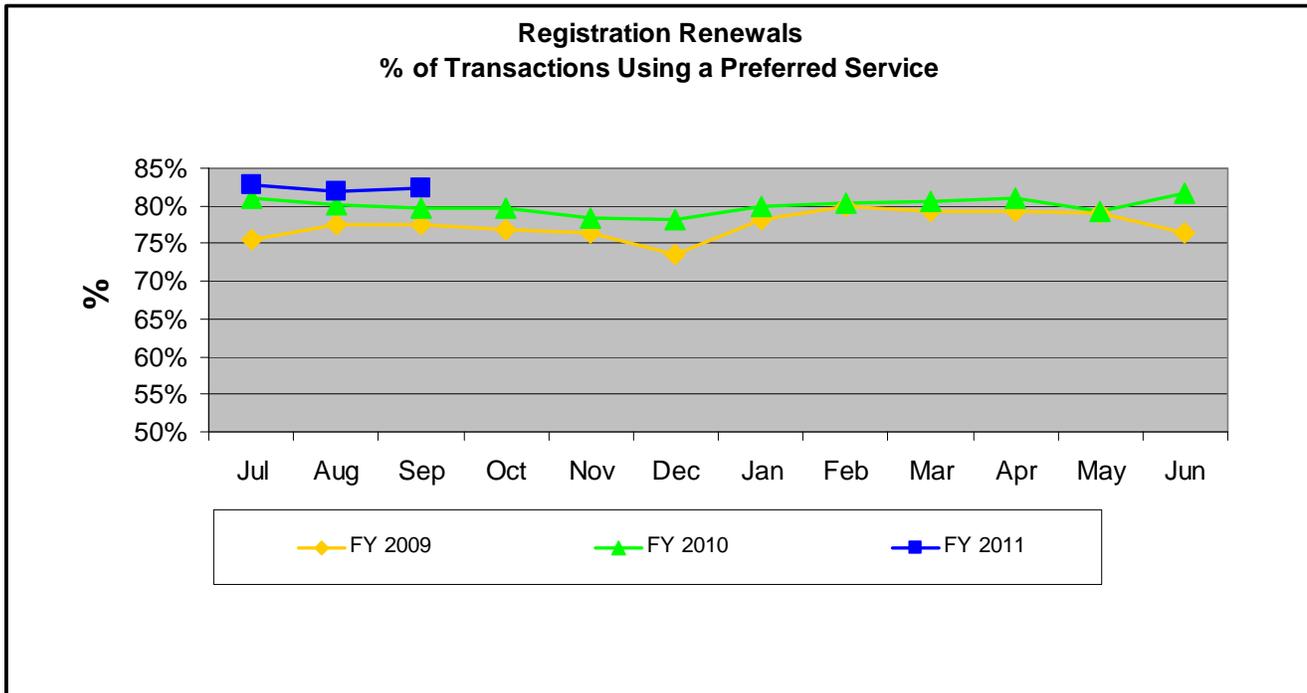
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Registration Renewal Volumes by Service Option

	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	434,788	100.0%	411,859	100.1%	-0.1%	0.0%
CSCs	76,614	17.6%	83,751	20.3%	-13.3%	-10.7%
Preferred Services:	358,174	82.4%	328,108	79.7%	3.4%	2.6%
Mail-In	166,799	38.4%	155,999	37.9%	1.3%	-3.4%
Internet	146,796	33.8%	129,705	31.5%	7.3%	9.0%
On-Line Dealer	2,419	0.6%	2,383	0.6%	0.0%	0.0%
DMV Direct	8,371	1.9%	9,342	2.3%	-17.4%	-8.7%
DMV Select	33,789	7.8%	30,679	7.4%	5.4%	8.5%

Source: Statistical Repository

Preferred service usage increased by 3.4% when comparing September 2009 to September 2010. Internet, Mail-In and DMV Select usage showed an increase in their percentage change from September 2009 to September 2010. As indicated in the graph below, the percentage of registration renewal transactions through Preferred Services for the first three months of FY 2011 was higher than the same months for FYs 2009 and 2010.



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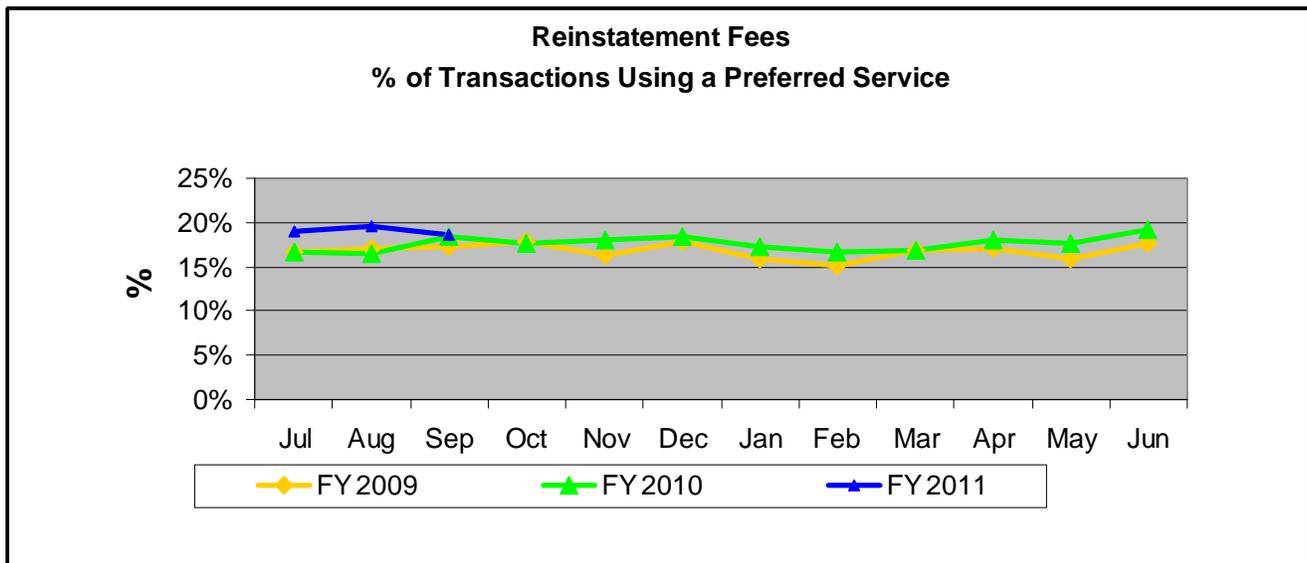
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Reinstatement Fee Volumes by Service Option

	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	17,606	100.0%	18,721	100.0%	0.0%	0.0%
CSCs	14,334	81.4%	15,266	81.5%	-0.1%	-2.2%
Preferred Services:	3,272	18.6%	3,455	18.5%	0.5%	10.5%
DMV Direct	2,333	13.3%	2,874	15.4%	-13.6%	-0.7%
Internet	688	3.9%	258	1.4%	178.6%	142.9%
Mail In	237	1.3%	309	1.7%	-23.5%	0.0%
Weigh Station	14	0.1%	14	0.1%	0.0%	0.0%

Source: Statistical Repository

Preferred service usage increased by .5% when comparing September 2009 to September 2010. The largest increase in the percent of total transactions was for the Internet option which increased from 1.4% in September 2009 to 3.9% in September 2010. As indicated in the chart below, the percentage of Preferred Services transactions for September 2010 was about the same as the percentages for September 2009 and 2010.



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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Excellent service that sure beats waiting in long lines at DMV office. (9/28/2010 11:15:47 AM)
- **General:** I put off changing my address because in the past it was always so hard to do, but online it was simple and very easy. (9/28/2010 8:42:21 AM)
- **Plate:** This was so easy! Thank you! (9/28/2010 12:46:44 AM)
- **Driver:** Very user friendly, quick easy! (9/28/2010 12:07:56 AM)
- **Reg Repl:** The multiple security questions seem like overkill. (9/20/2010 10:20:58 AM)