

Department of Motor Vehicles

Preferred Services Report for June 2008

Individual Customers

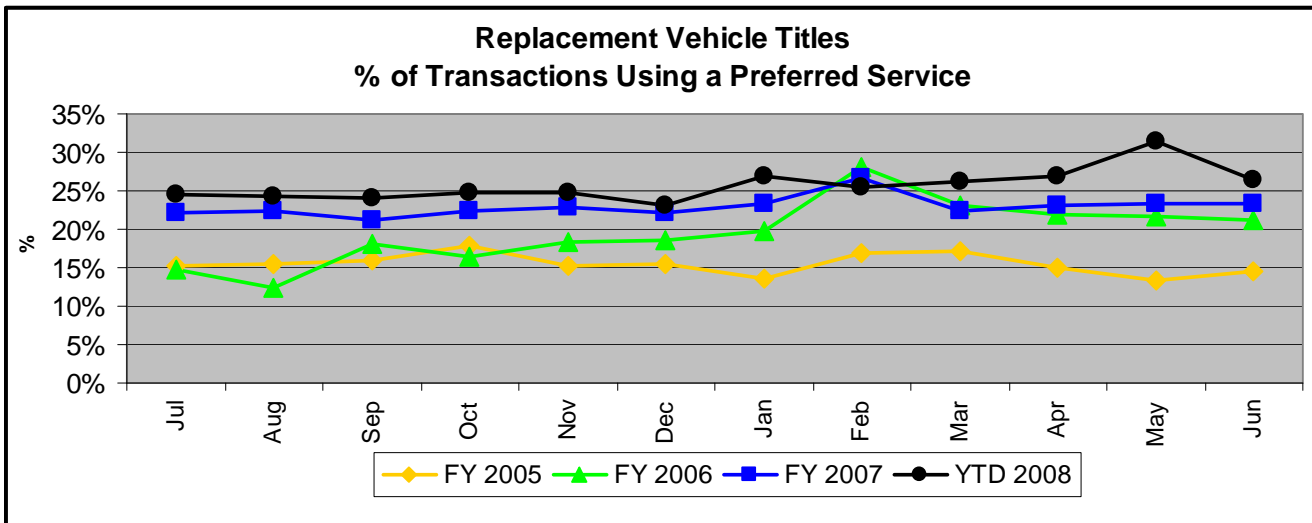
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	11,128	100.0%	11,852	100.0%
CSCs	8,185	73.6%	9,106	76.8%
Preferred Services:	2,943	26.4%	2,746	23.2%
Mail-In	890	8.0%	801	6.8%
Internet*	494	4.4%	503	4.2%
Touchtone	9	0.1%	6	0.1%
DMV Select	1,550	13.9%	1,436	12.1%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Customers increased their percentage use of preferred services for Replacement Vehicle Titles by 3.2% from June 2007 to June 2008. During this time period, customers increased their percentage use of the Mail-in, Internet, and DMV Select options. As shown in the chart, the percentage use of preferred services did decrease from May 2008 but still trending above 2007 figures.



Department of Motor Vehicles

Preferred Services Report for June 2008

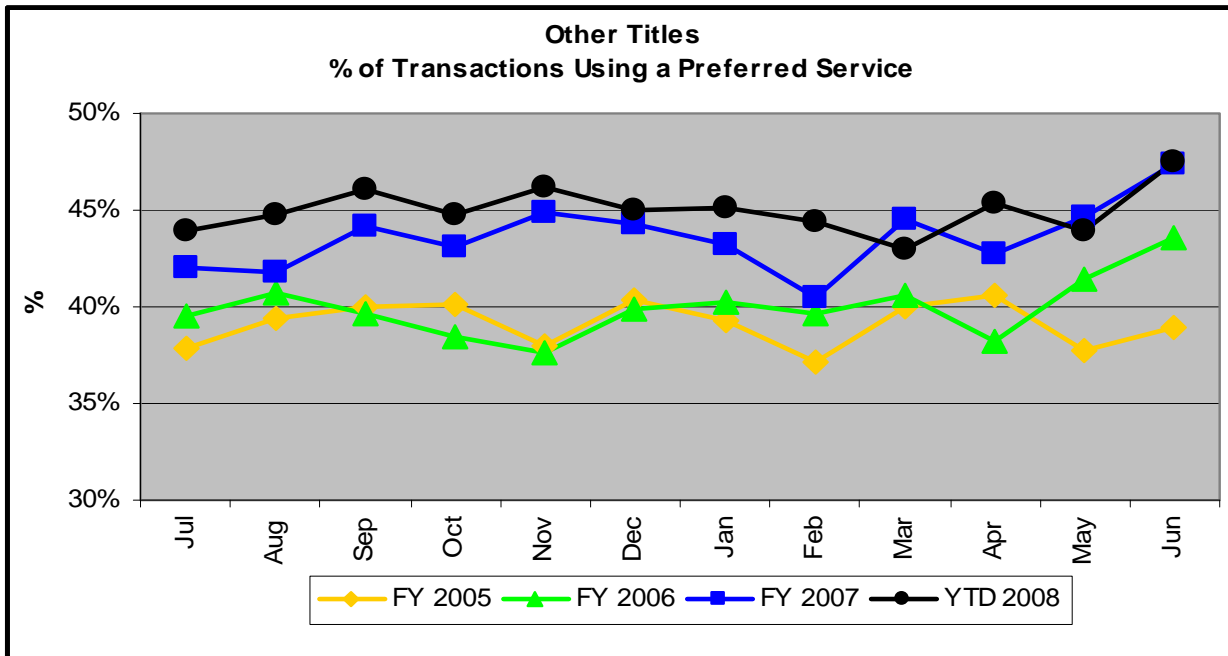
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	210,141	100.0%	242,800	100.0%
CSCs	110,232	52.5%	127,887	52.7%
Preferred Services:	99,909	47.5%	114,913	47.3%
Mail-In	8,045	3.8%	9,537	3.9%
GATARS	192	0.1%	244	0.1%
On-Line Dealer	62,391	29.7%	80,121	33.0%
DMV Select	29,281	13.9%	25,011	10.3%

Source: Statistical Repository

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

Between June 2007 and June 2008, the percentage use of preferred services for other Vehicle Titles stayed about the same. During this period, the percentage use of the On-Line Dealer option declined and was offset by an increase in the use of the DMV Select option. As shown in the chart, the percentage use of preferred services for other Titles had an increase from May to June of 2008.



Department of Motor Vehicles

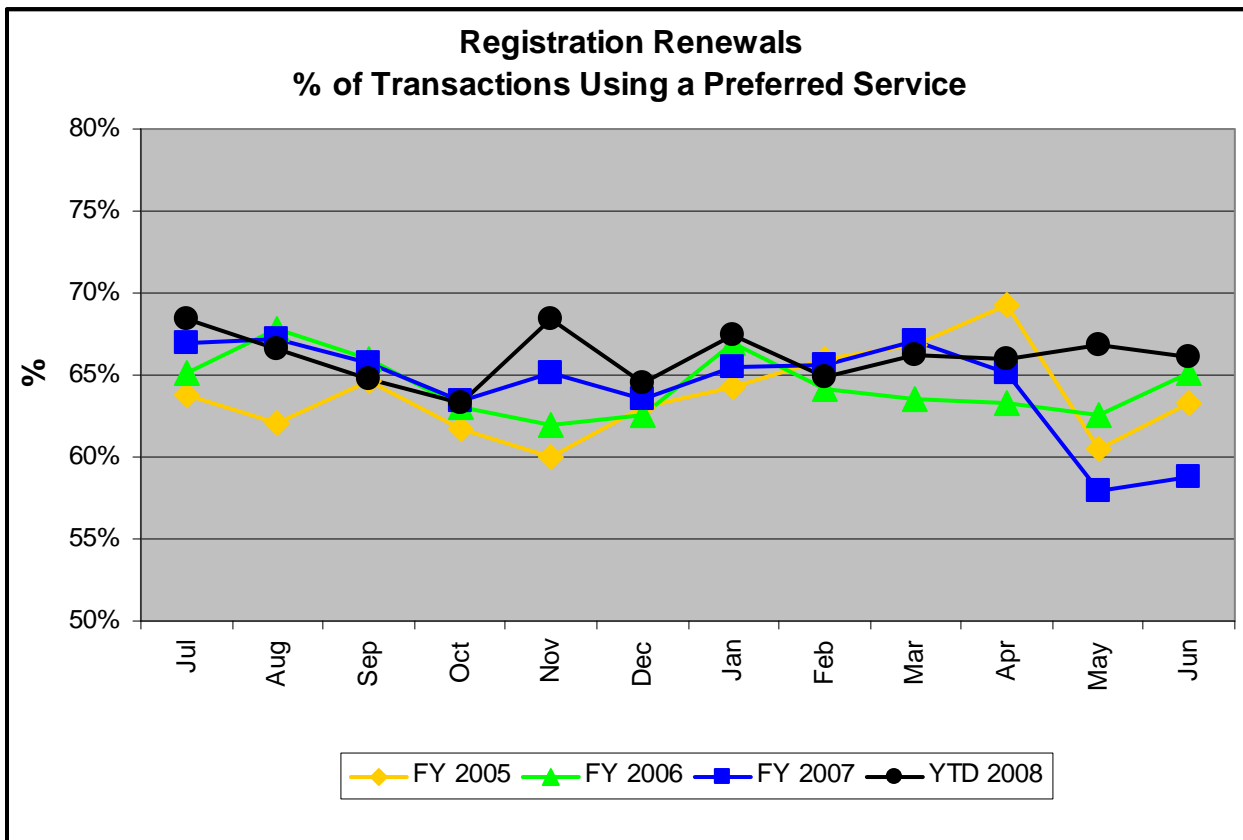
Preferred Services Report for June 2008

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	420,707	100.0%	375,092	100.0%
CSCs	142,754	33.9%	154,386	41.2%
Preferred Services:	277,953	66.1%	220,706	58.8%
Mail-In	152,100	36.2%	117,569	31.3%
Internet	90,267	21.5%	67,026	17.9%
On-Line Dealer	2,602	0.6%	2,968	0.8%
Touchtone	7,544	1.8%	7,619	2.0%
DMV Select	24,325	5.8%	23,818	6.3%
Cyber Sites	1,115	0.3%	1,706	0.5%

Source: Statistical Repository

The percentage of vehicle registration renewals completed by a preferred service increased by 7.3% when comparing June 2008 with June 2007. While the percentage use of the Touchtone and DMV Select options declined, the percentage use of the Internet and Mail-in options increased. As shown in the following chart, the percentage use of preferred services by customers has remained fairly consistent in 2008 where other years have shown larger variations during this time period.



Department of Motor Vehicles

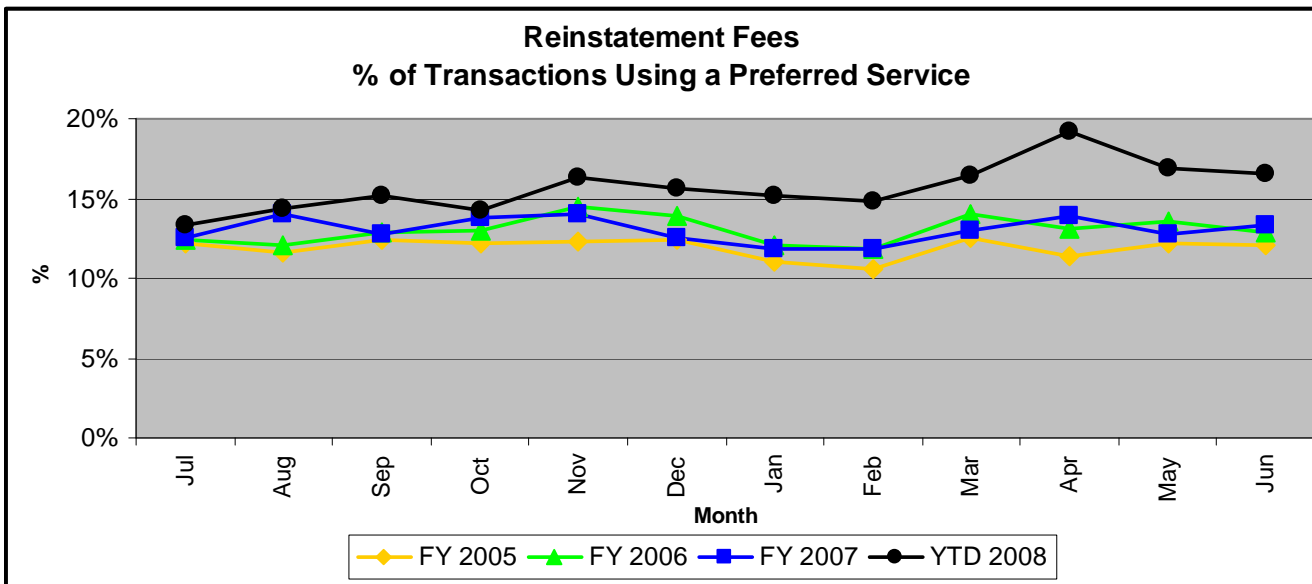
Preferred Services Report for June 2008

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	19,620	100.0%	19,778	100.0%
CSCs	16,359	83.4%	17,145	86.7%
Preferred Services:	3,261	16.6%	2,633	13.3%
DMV Direct	1,537	7.8%	2,139	10.8%
Internet	198	1.0%	1	0.0%
Mail In	1,493	7.6%	457	2.3%
Weigh Station	33	0.2%	36	0.2%

Source: Statistical Repository

The percentage of customers who paid their reinstatement fee by a preferred service increased by 3.3% for June 2008 versus June 2007. Mail in and Internet options increased, more than offsetting the decline in DMV Direct. As shown in the chart, the percentage use of preferred services by customers for June 2008 was slightly below May 2008 but still remains above the past 3 years.



Department of Motor Vehicles

Preferred Services Report for June 2008

Business Customers

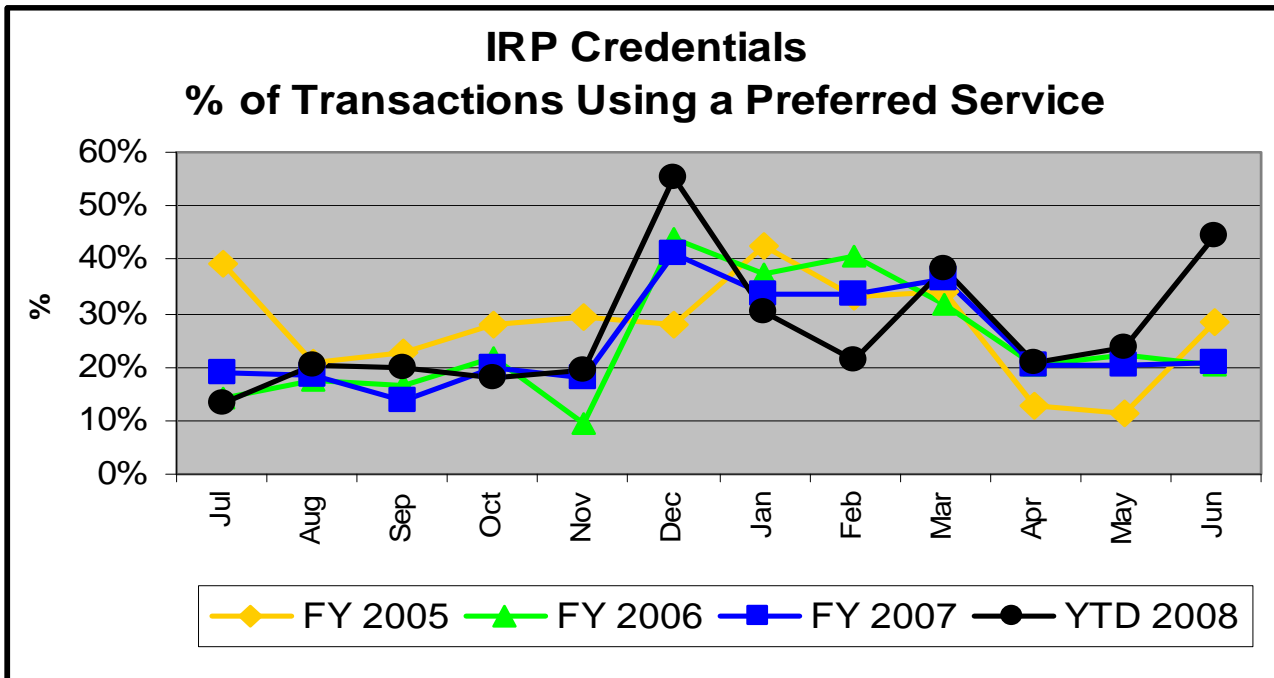
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	3,863	100.0%	3,607	100.0%
CSCs	2,139	55.4%	2,857	79.2%
Preferred Services:	1,724	44.6%	750	20.8%
Mail-In/Fax	368	9.5%	300	8.3%
WebCAT	1,356	35.1%	450	12.5%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

The percentage of business customers who completed IRP transactions via a preferred service increased about 23.8% when comparing June 2007 with June 2008. While the Mail-in/Fax increased slightly, the percentage use of WebCAT increased by 22.6% from 12.5% to 35.1%. One key reason for the WebCAT increase is DMV's promotion to the carriers in early June that if they want same day service, they must use WebCat.



Department of Motor Vehicles

Preferred Services Report for June 2008

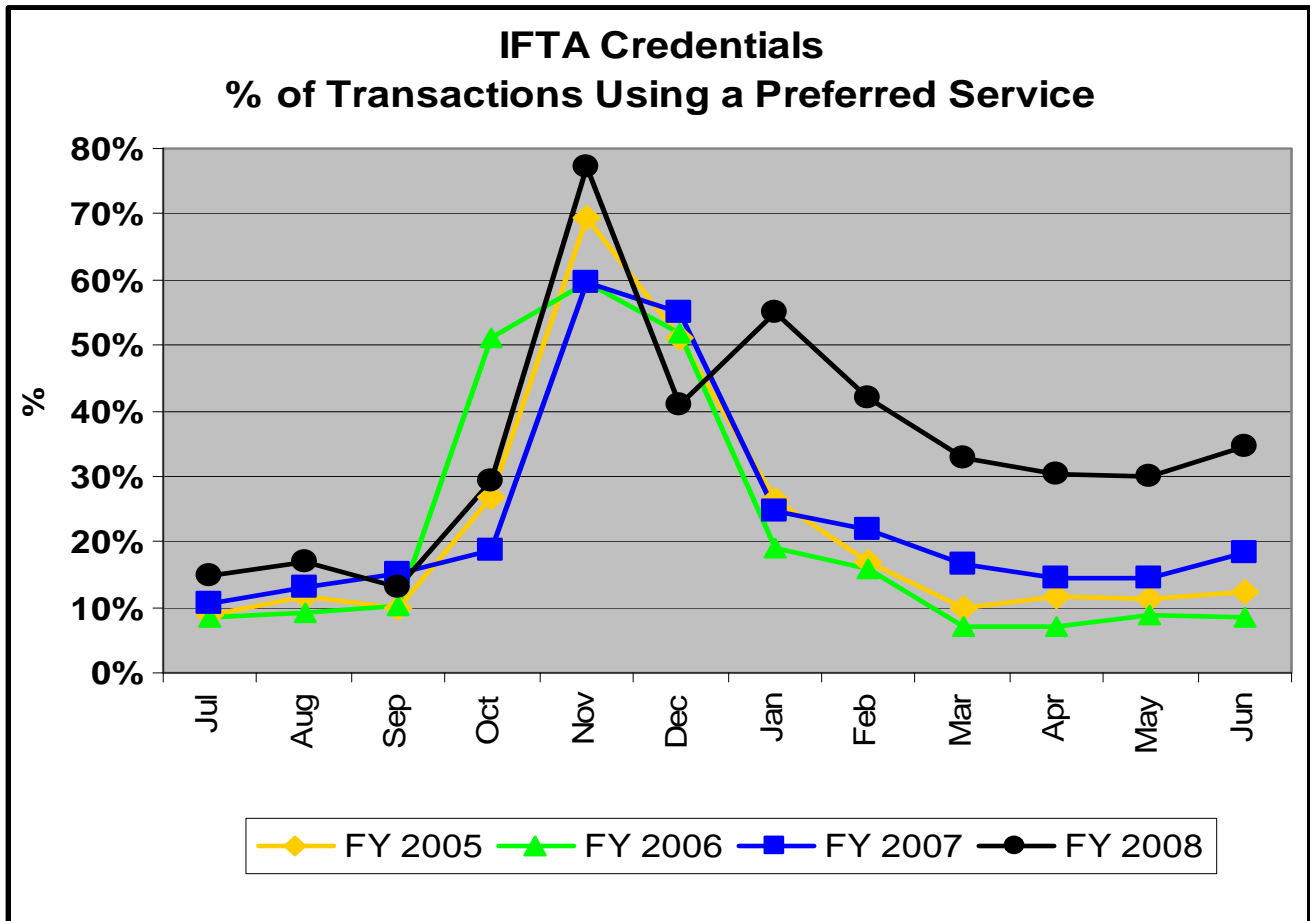
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	260	100.0%	367	100.0%
CSCs	170	65.4%	300	81.7%
Preferred Services:	90	34.6%	67	18.3%
Mail-In/Fax	74	28.5%	55	15.0%
WebCAT	16	6.2%	12	3.3%

Source: VISTA/TS

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

The percentage of IFTA credentialing transactions via preferred services increased by 16.3% from 18.3% in June 2007 to 34.6% in June 2008. The percentage use of WebCAT and Mail-In/Fax both almost doubled from June 2007 to June 2008. As shown in the graph below, for the months of January through June the percentage use of preferred services in FY 2008 has out-paced the last three fiscal years. One reason for the increases is DMV's promotion to the carriers in early June that faster service is available with WebCAT and the Mail-in/Fax options.



Department of Motor Vehicles

Preferred Services Report for June 2008

DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Thank you very much for offering this online option. It is much more convenient than either sending it in with a check and hoping that it gets there in time or trying to find the time during business hours to stand in line. Thanks again! (6/30/2008 9:03:56 PM)
- **Vehicle:** I was able to complete the entire transaction in the comfort of my home in less than 15 minutes. Job well done DMV! (6/30/2008 7:43:45 PM)
- **Driver:** I am impressed and appreciative of the customer interfaces provided by VA DMV. Whether online, in the Pentagon office, or in the Fair Oaks Mall office, your services are painless and professional. As a taxpayer, I'm very satisfied with your business processes - as a Virginian, it's another reason to tell my friends from Maryland and DC that they're living in the wrong place! Thanks...Mike Knollmann, Fairfax County (6/29/2008 1:06:03 PM)
- **Driver:** I spent an hour yesterday trying to complete my transaction. I assumed it was just a typical poor quality government site. When I tried again this morning everything worked great. It would have been nice if there had been a notice at the beginning of the process warning to try later since it was not working properly. (6/28/2008 9:06:46 AM)
- **Vehicle:** I had to submit proof of insurance on another vehicle the other day. The penalty for not doing so is revocation of my license (very stiff). With this hanging over my head, there is no way to verify on line that the information "took" in your system. This is a very serious flaw. At least with this transaction I could print a receipt to prove I paid. (6/30/2008 9:43:22 PM)

Recent Activities to Promote Preferred Services

- Paid media campaign was launched, buying radio and newspaper ads encouraging customers to avoid the \$5 service fee for registration renewals.
- The commissioner emailed all state lawmakers and provided SB116 point sheet and encouraged them to talk about the law change during constituent meetings.
- An aggressive media campaign in June was aimed at getting more news coverage.

Department of Motor Vehicles
Preferred Services Report for June 2008

Financial Transactions

Financial Transactions for the Month				
	This Month		Same Month Last Year	
Source	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
CSCs				
Cash	259,264	45.2%	278,612	45.8%
Check	131,625	22.9%	154,394	25.4%
Charge	182,769	31.9%	175,784	28.9%
Total	573,658	100.0%	608,790	100.0%
Preferred Services				
Cash	24,213	11.9%	23,363	14.1%
Check/E-check	51,584	25.3%	44,987	27.1%
Charge	127,930	62.8%	97,739	58.8%
Total	203,727	100.0%	166,089	100.0%