

# Department of Motor Vehicles

## Alternative Services Report for Fiscal Year 2005

### Driver's License Renewal Volumes by Service Option

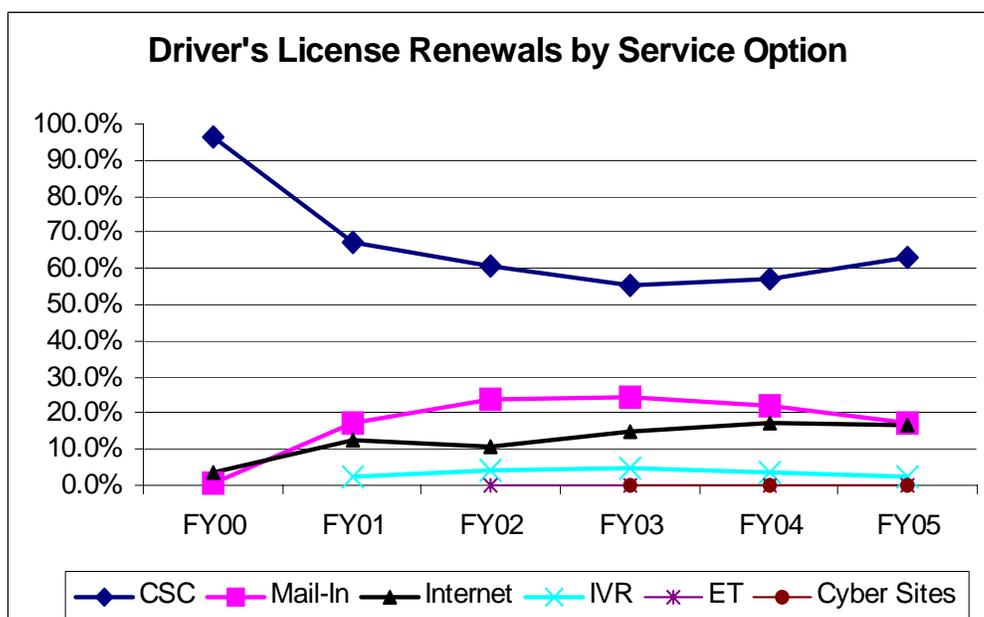
Driver's License Renewals						
	Fiscal Year 2005		Fiscal Year 2004*		Variance	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Number of Transactions	Percent Variance
Total	850,183	100.0%	891,041	100.0%	-40,858	-4.6%
<i>Eligible to Use Alternative Service</i>	539,808	63.5%	613,008	68.8%	-73,200	-11.9%
<i>Ineligible to Use Alternative Service</i>	310,375	36.5%	278,033	31.2%	32,342	11.6%
<b>CSCs</b>	535,609	63.0%	506,673	56.9%	28,936	5.7%
<b>Alternative Services:</b>	314,574	37.0%	384,368	43.1%	-69,794	-18.2%
Mail-In	147,181	17.3%	193,922	21.8%	-46,741	-24.1%
Internet	143,510	16.9%	156,255	17.5%	-12,745	-8.2%
IVR	21,670	2.5%	31,179	3.5%	-9,509	-30.5%
ET	716	0.1%	1,040	0.1%	-324	-31.2%
Cyber Sites	1,497	0.2%	1,441	0.2%	56	3.9%

\* Note: Travel Teams performed 531 transactions in FY 2004.

Overall for FY 2005, there has been a decrease in driver's license renewals conducted through alternative services compared to FY 2004. In part, the decline is attributable to a smaller proportion of customers who were eligible to use alternative services for renewals. In the coming years, eligibility will pose a growing hurdle to increasing alternative service use due to the requirement that customers must renew in person every other license cycle as well as implementation of the federal Real ID Act. On the other hand, a change in the law effective July 1 provides access to alternative services for an additional group of customers – those with 2 or more moving violations.

Consistent with past years, a higher percentage of customers renew at customer service centers during the summer months. DMV will be conducting a series of focus groups with customers across the state this fall to better understand why those eligible to use alternative services instead choose to come to a customer service center.

### Trends in Renewals by Service Option



# Department of Motor Vehicles

## Alternative Services Report for Fiscal Year 2005

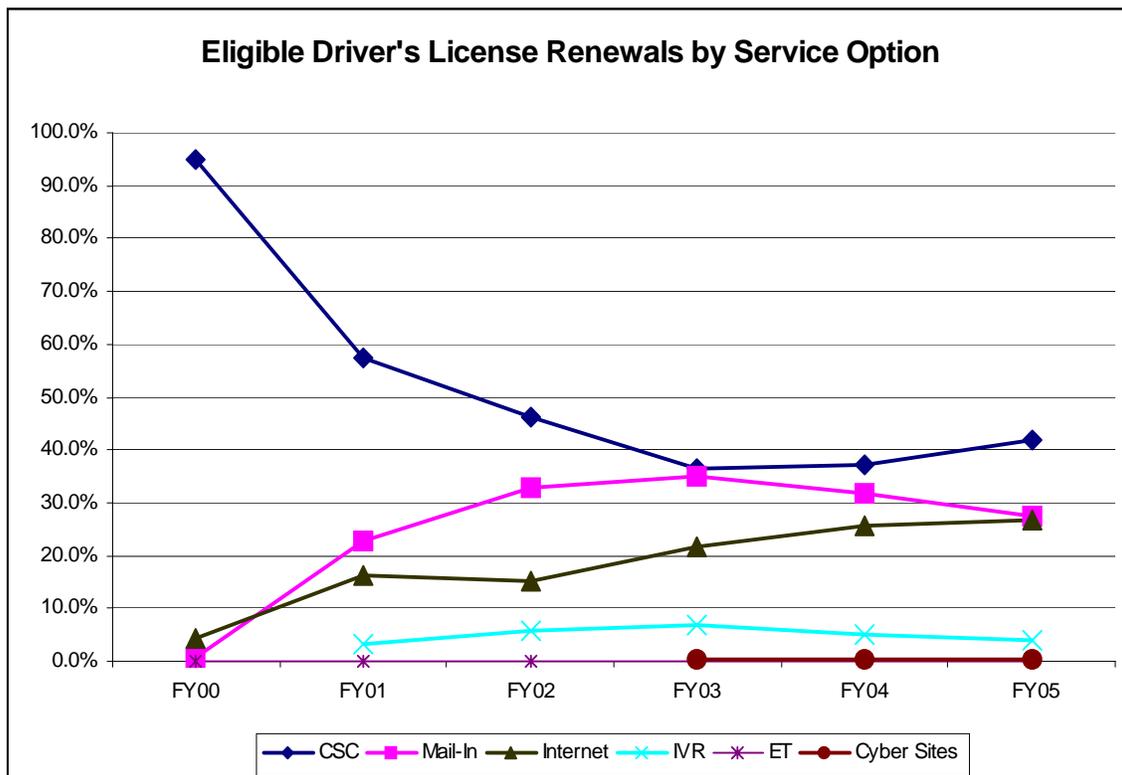
### Driver's License Volumes by Service Option – for Renewals Eligible for Alternative Services

Eligible Driver's License Renewals						
	Fiscal Year 2005		Fiscal Year 2004*		Variance	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total	Number of Transactions	Percent Variance
Total	539,808	100.0%	613,008	100.0%	-73,200	-11.9%
<b>CSC</b>	225,234	41.7%	228,640	37.3%	-3,406	-1.5%
<b>Alternative Services:</b>	314,574	58.3%	384,368	62.7%	-69,794	-18.2%
Mail-In	147,181	27.3%	193,922	31.6%	-46,741	-24.1%
Internet	143,510	26.6%	156,255	25.5%	-12,745	-8.2%
IVR	21,670	4.0%	31,179	5.1%	-9,509	-30.5%
ET	716	0.1%	1,040	0.2%	-324	-31.2%
Cyber Sites	1,497	0.3%	1,441	0.2%	56	3.9%

\* Note: Travel Teams performed 531 transactions in FY 2004.

Despite being eligible to use alternative services to renew their driver's licenses, fewer customers chose to use these services in FY 2005 compared to FY 2004. In particular, there has been a decrease in customers' use of the mail-in option. As noted on the previous page, DMV will be conducting a series of focus groups with customers to better understand why those eligible to use alternative services instead choose to come to a customer service center.

### Trends in Renewals by Service Option



# Department of Motor Vehicles

## Alternative Services Report for Fiscal Year 2005

### Vehicle Renewal Volumes by Service Option

Vehicle Renewals						
	Fiscal Year 2005		Fiscal Year 2004*		Variance	
	Number of Transactions	Percent of Total	Number of Transactions*	Percent of Total	Number of Transactions	Percent Variance
Total	4,548,576	100.0%	4,521,500	100.0%	27,076	0.6%
<b>CSCs</b>	1,635,689	36.0%	1,663,012	36.8%	-27,323	-1.6%
<b>Alternative Services:</b>	2,912,887	64.0%	2,858,488	63.2%	54,399	1.9%
Mail-In	1,851,219	40.7%	1,950,406	43.1%	-99,187	-5.1%
Internet	741,758	16.3%	593,104	13.1%	148,654	25.1%
IVR	108,499	2.4%	114,471	2.5%	-5,972	-5.2%
ET	6,629	0.1%	6,891	0.2%	-262	-3.8%
DMV Select	182,962	4.0%	177,542	3.9%	5,420	3.1%
Cyber Sites	21,820	0.5%	15,794	0.3%	6,026	38.2%

\* Travel teams performed 280 transactions during FY 2004

Overall use of alternative services for vehicle renewals remained steady in FY 2005 compared to FY 2004 – with almost two-thirds of customers conducting vehicle renewals through DMV’s alternative services. Among alternative service options, an increasing proportion of customers used the Internet while a decreasing proportion used the mail-in option.

### Trends in Renewals by Service Option

