

**DMV Business Profile: a snapshot of DMV's performance during fiscal year 2010**

<b>Revenues</b>		<b>Vehicle registration renewal transactions</b>	
Gross revenue collected	\$2.055 billion	CSC renewals	934,546
Net revenue collected <sup>1</sup>	\$1.840 billion	Preferred Services Renewals	3,777,537
		Percent renewing at a CSC	19.8%
<b>Customers</b>		Percent renewing by mail	37.0%
Number of licensed drivers <sup>2</sup>	5,402,347	Percent renewing by Internet	32.4%
Number of registered vehicles	7,568,965	Percent renewing by DMV Select	7.8%
Total drivers and vehicles	12,971,312	Percent renewing by telephone	2.3%
		Percent renewing by online dealers	0.5%
<b>Expenditures</b>		Percent renewing by other methods	0.2%
DMV's operating budget	\$198.5 million		
DMV's capital budget (biennium)	\$865,000	<b>Annual transaction volumes</b>	
		Driver licensing transactions <sup>3</sup>	2,277,125
<b>Operations</b>		Commercial driver's licenses	71,145
Full-time employees	1,811	License reinstatements	232,364
Number of customer service centers (CSC)	73	Uninsured motorist transactions	38,230
Satellite offices	1	Total vehicle registrations	6,059,902
DMV Select agents	57	Multi-year registrations <sup>4</sup>	1,111,003
Weigh stations (permanent)	13	Vehicle titles	2,219,322
Weigh stations (mobile)	12		
Number of trucks weighed	16,512,193	<b>Dealer activity</b>	
		Dealer licenses	4,465
<b>License Plates</b>		Salesperson licenses	19,083
Total license plate sets sold	1,422,625		
Personalized plates	773,179		

1 This is a "proforma" number for statistical purposes and is not subject to accounting treatment.

2 Excludes driver licenses with stops, and licenses that expired during the fiscal year.

3 Includes learners permits and ID cards

4 Includes originals and renewals.