

DMV Business Profile: a snapshot of DMV's performance during fiscal year 2009

Revenues		Vehicle registration renewal transactions	
Gross revenue collected	\$2,062,292,528	CSC renewals	1,116,499
Net revenue collected ¹	\$1,831,680,020	Preferred Services Renewals	3,867,775
		Percent renewing at a CSC	22.4%
Customers		Percent renewing by mail	39.3%
Number of licensed drivers ²	5,347,755	Percent renewing by Internet	29.0%
Number of registered vehicles	7,515,113	Percent renewing by DMV Select	6.3%
Total drivers and vehicles	12,862,868	Percent renewing by telephone	2.2%
		Percent renewing by online dealers	0.5%
Expenditures		Percent renewing by other methods	0.2%
DMV's operating budget	\$220,444,208		
DMV's capital budget (biennium)	\$6,106,000	Annual transaction volumes	
		Driver licensing transactions ³	2,187,858
Operations		Commercial driver's licenses	72,386
Full-time employees	1,796	License reinstatements	240,237
Number of customer service centers (CSC)	73	Uninsured motorist transactions	41,269
Satellite offices	1	Total vehicle registrations	6,341,513
DMV Select agents	57	Multi-year registrations ⁴	1,157,741
Weigh stations (permanent)	13	Vehicle titles	2,181,208
Weigh stations (mobile)	12		
Number of trucks weighed	16,343,403	Dealer activity	
		Dealer licenses	4,439
License Plates		Salesperson licenses	19,784
Total license plate sets sold	1,431,225		
Personalized plates	821,166		

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.