

DMV Business Profile: a snapshot of DMV's performance during fiscal year 2013

Revenues		Vehicle registration renewal transactions	
Gross revenue collected	\$2.190 billion	CSC renewals	875,154
Commonwealth Transportation Fund	\$1.752 billion	Preferred Services Renewals	4,014,686
		Percent renewing at a CSC	17.9%
Customers		Percent renewing by mail	29.9%
Number of licensed drivers ¹	5,602,765	Percent renewing by Internet	40.6%
Number of registered vehicles	7,794,688	Percent renewing by DMV Select	8.6%
Total drivers and vehicles	13,397,453	Percent renewing by telephone	1.7%
		Percent renewing by online dealers	0.6%
Expenditures		Percent renewing by DMV Direct	0.4%
DMV's operating budget	\$214.7 million	Percent renewing by other methods	0.3%
DMV's capital expenditures	\$494,404		
		Annual transaction volumes	
Operations		Driver licensing transactions ²	2,594,145
Full-time employees	1,787	Commercial driver's licenses	78,030
Number of customer service centers (CSC)	75	License reinstatements	209,050
Number of DMV Mobile Units	5	Uninsured motorist transactions	37,524
DMV Select agents	57	Total vehicle registrations	6,356,832
Weigh stations (permanent)	13	Multi-year registrations ³	1,270,021
Weigh stations (mobile)	12	Vehicle titles	2,481,534
Number of trucks weighed	18,194,882		
		Dealer activity	
License Plates		Dealer licenses	4,214
Total license plate sets sold	1,555,526	Salesperson licenses	22,418
Personalized plates	794,323		

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

2 Includes learners permits, ID cards, and address changes.

3 Includes originals and renewals.