

DMV Business Profile: a snapshot of DMV's performance during fiscal year 2019

Revenues		Vehicle registration renewal transactions	
Gross revenue collected	\$2.86 billion	CSC renewals	857,978
Commonwealth Transportation Fund	\$2.19 billion	Preferred Services Renewals	3,977,180
		Percent renewing at a CSC	17.7%
Customers		Percent renewing by mail	16.1%
Number of licensed drivers	5,888,198 ¹	Percent renewing by Internet	55.5%
Number of registered vehicles	8,384,067	Percent renewing by DMV Select	9.3%
Total drivers and vehicles	14,272,265	Percent renewing by telephone	0.0%
		Percent renewing by online dealers	0.6%
Expenditures		Percent renewing by DMV Direct	0.4%
DMV's operation expenditures	\$259.9 million	Percent renewing by other methods	0.4%
DMV's capital expenditures	513,738.94		
		Annual transaction volumes	
Operations		Driver licensing transactions	1,743,461
Full-time employees	1934	Commercial driver's licenses	68,447
Number of customer service centers (CSC)	75	License reinstatements	204,887
Number of DMV Mobile Units	4	Total vehicle registrations	6,404,295
DMV Select agents	55	Multi-year registrations	1,274,733
Weight stations (permanent)	13	Vehicle titles	2,650,395
Weight stations (mobile)	12		
Number of trucks weighed	20,124,598	Dealer activity	
		Dealer licenses	4,261
License Plates		Salesperson licenses	25,439
Total license plate sets sold	1,737,886		
Personalized plates	742,773		

1 Includes Regular and CDL Licenses