



# MEMO

**Date:** December 19, 2012

**To :** ADMINISTRATION COMMITTEE  
PETER HOFFMAN, CHAIR  
RYAN BROOKS, MEMBER

**From :** WILLIAM G. BRENNAN  
KATHY TOMONO

**Subject:** ANNUAL UPDATE CONCERNING THE DEVELOPMENT AND USE OF THE BOARD'S WEBSITE

At the September 2007, General Meeting, the Board requested an annual update concerning the utilization of its website.

Board staff continues to monitor the website and make revisions and improvements as needed throughout the fiscal year. The changes and additions listed below were made since previously reported in December 2011.

- The Overview of Consumer Mediation now includes a translated version entirely in Spanish, eliminating the pamphlet "Folleto en Espanol", and providing more in depth information for our Spanish consumers.
- Added to the Mediation Request Form is a check box for a selection of entities to choose from for "Where did you hear about us?"
- A Mediation link was added to the rotating banner on DMV's website.
- The Roundtable registration was available online and the Roundtable topic presentations were available to view following the meeting. We will continue this for all upcoming Roundtables.
- The site continues to receive new subscriptions.

Unfortunately, the website was compromised on September 7, 2012, by an unknown source. Upon notifying our webmaster at DMV, the Office of Technology Services (OTECH) was contacted and deemed several sections of the site as being vulnerable. DMV added extra security to the site and beta tested all of the functions and features to ensure they are secure.

The chart below reflects the top 10 pages that were viewed during visits to the website over fiscal year 11/12.

Pages	
1	Home Page
2	Mediation
3	Forms
4	Board Members
5	Protest
6	FAQ
7	Regulations
8	Agenda/Meetings
9	Statutes
10	Regulatory Actions

Due to DMV's discontinuance of the Urchin search engine, the page view hit statistics are not available.

This matter is for information only. If you have any comments or questions, please contact me at (916) 324-6197 or Kathy Tomono at (916) 323-7203.

cc: Ramon Alvarez C., President