



National Automotive Service Task Force

NASTF

LSID Application Status

There have been 899 Locksmith or Auto Repair Companies who applied for the SDRM LSID Registry from January 2008 through September 25, 2011. There are a total of 895 companies who have been accepted and enrolled

- 4 were rejected or not completed for the following reasons:
 - Two asked for a refund because they didn't understand the program
 - Two had a felony listed on their background check and were denied
 - One of the above is appealing their denial
- As of April 30, 2011 there are a total of 1089 LSID account holders
 - There are 14 Manufacturer account holders (Saab was added in January 2011)
 - There are 767 Primary account holders
 - There are 176 Subordinate account holders
- Of the total Primary account holders:
 - 292 are Automotive Aftermarket Service companies
 - 607 are Locksmith Companies
 - Of these 350 are ALOA members
- Four companies have been suspended due to failure to provide backup documentation for transactions
- Six companies LSID accounts have been disabled pending investigation of backup documentation for transactions



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NASTF SDRM Query Data

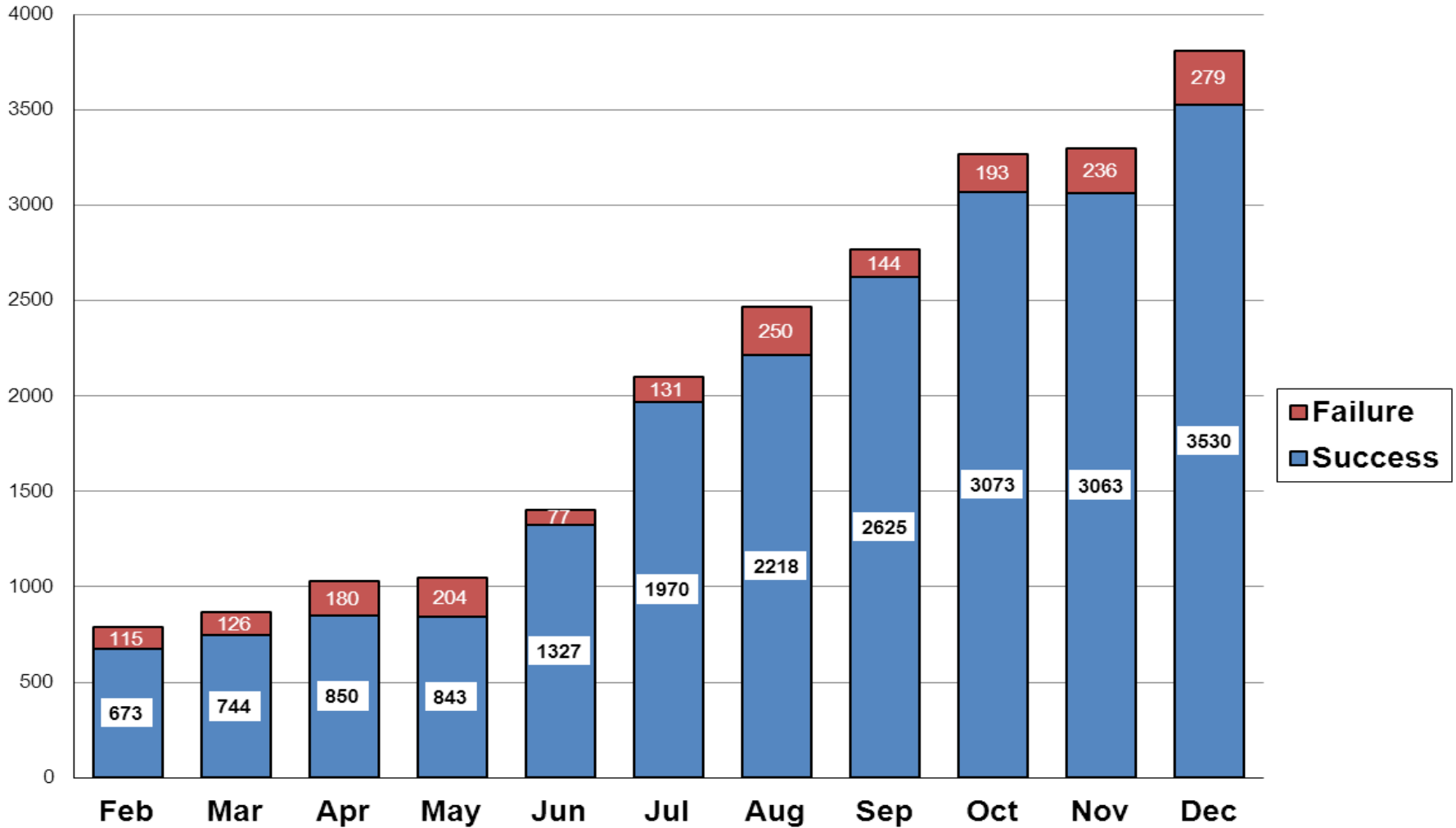
On the following charts there is a breakdown by month of the total number of transactions. There are a minimal number (usually under 3%) of unsuccessful queries each month.

- *The most common reason for an unsuccessful transaction is the user forgot his login or his password*
- *The next most common reason for an unsuccessful transaction is inexperience with the computer, internet and or login procedures.*
- *Another common reason for an unsuccessful transaction is that many of the manufacturers suspend the login at their site due to inactivity. GM for instance requires at least one transaction every 30 days or the login is suspended.*
- *The remainder of issues relate to problems experienced after they have logged into the Registry and are trying to access the various manufacturers sites.*
- *These are all issues that ALOA/NASTF admin takes care of on a daily basis.*



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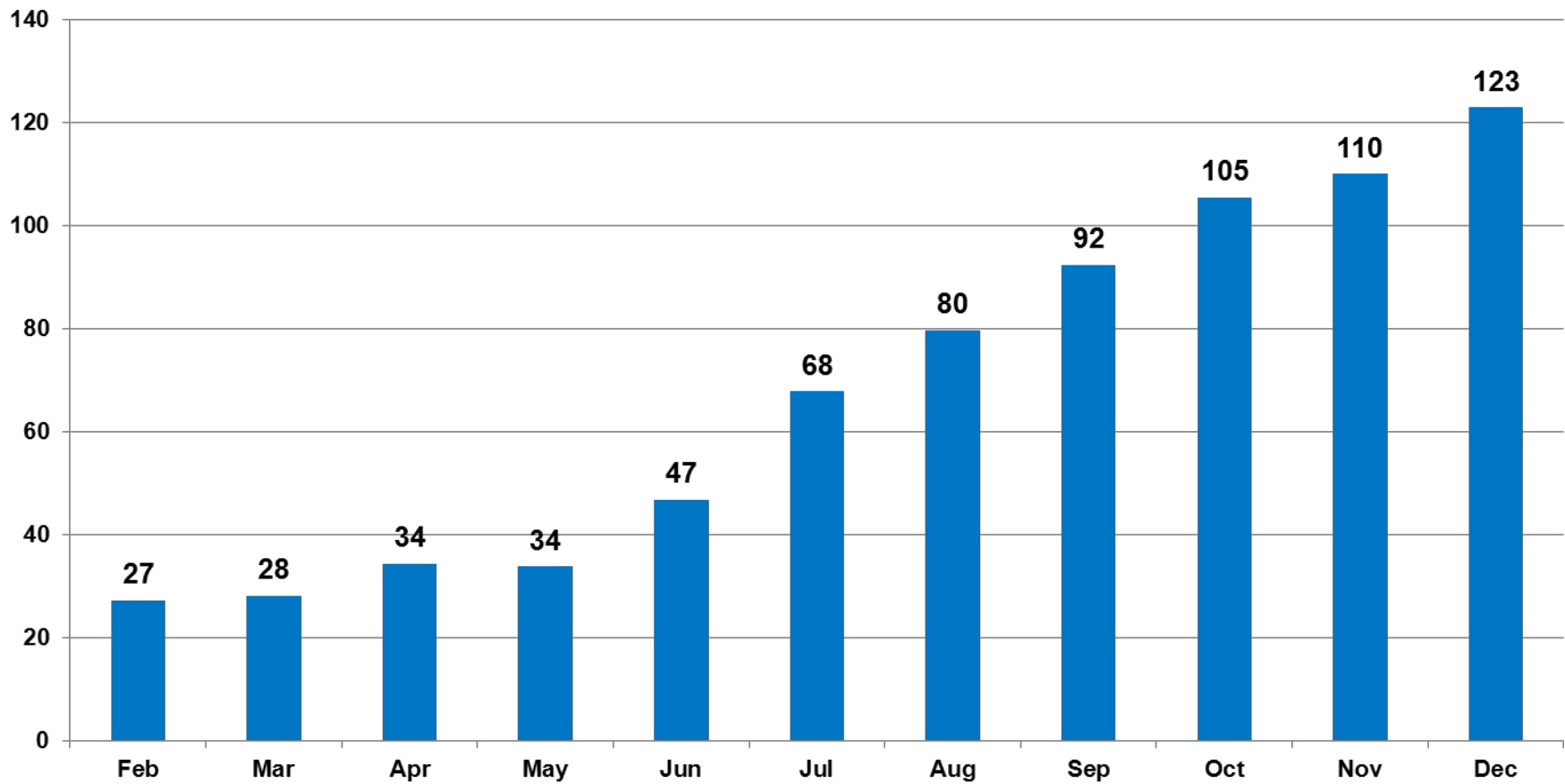
2008 Transactions





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2008 Average queries per day

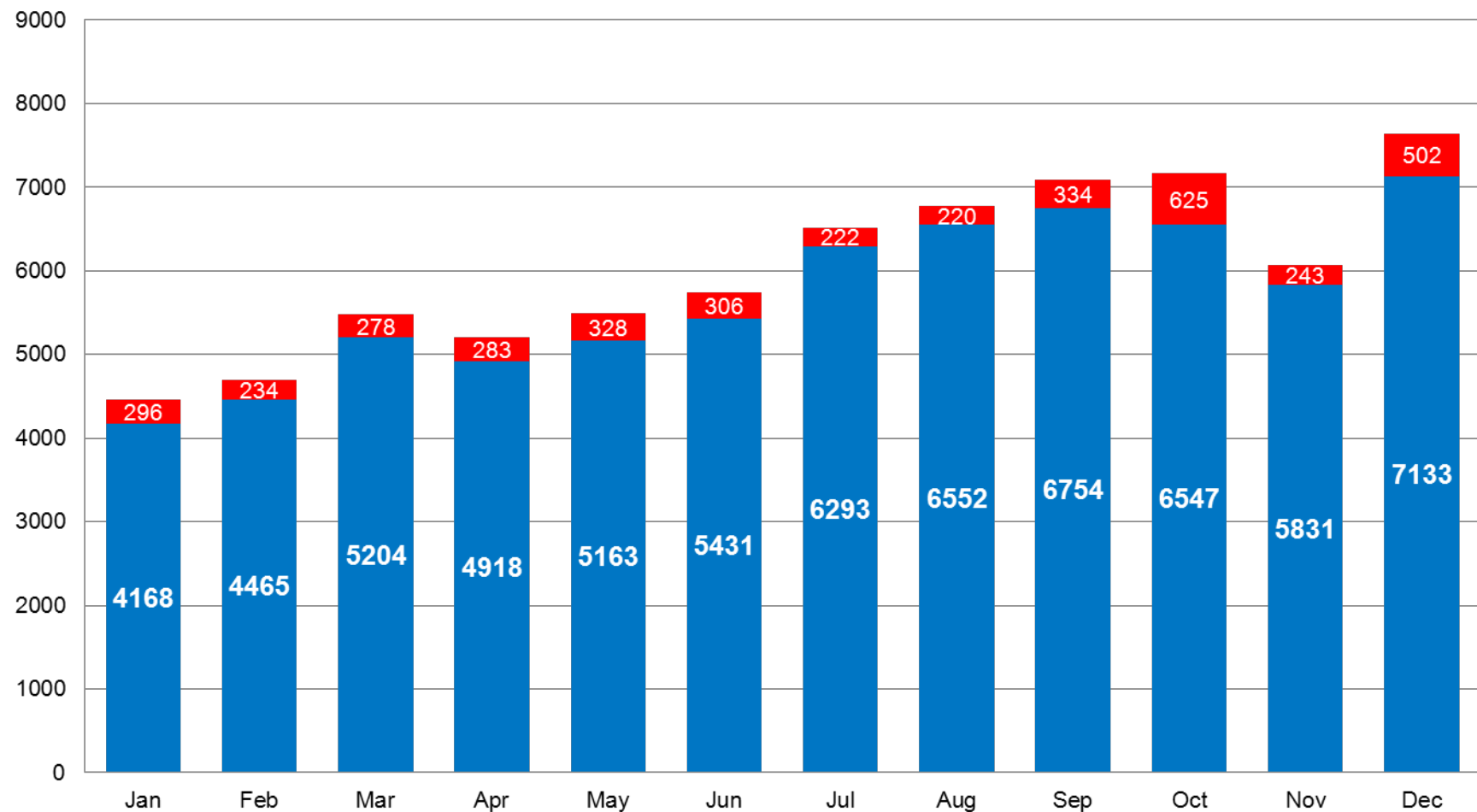




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2009 Transactions

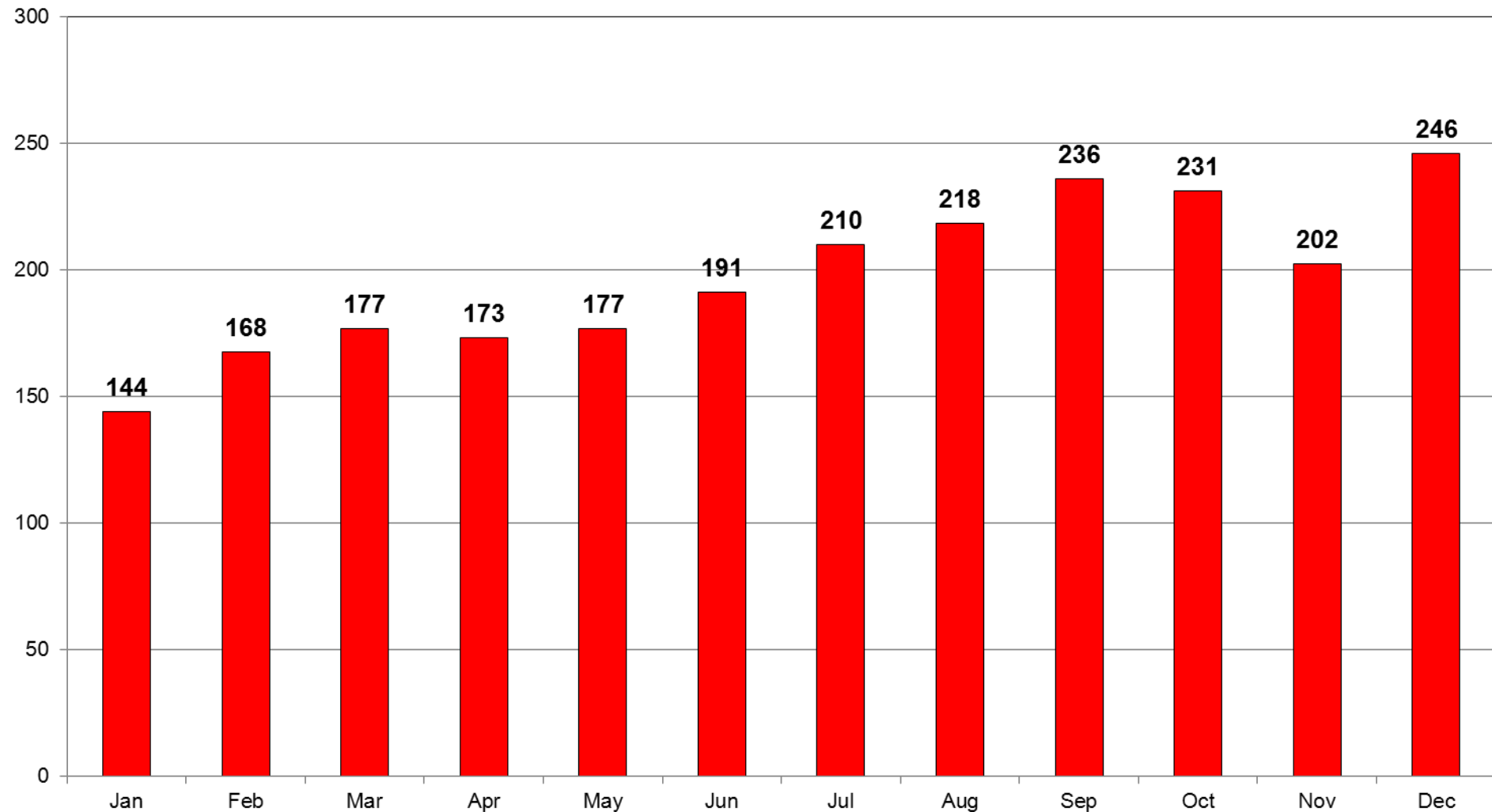
■ Failure ■ Success





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2009 Average queries per day

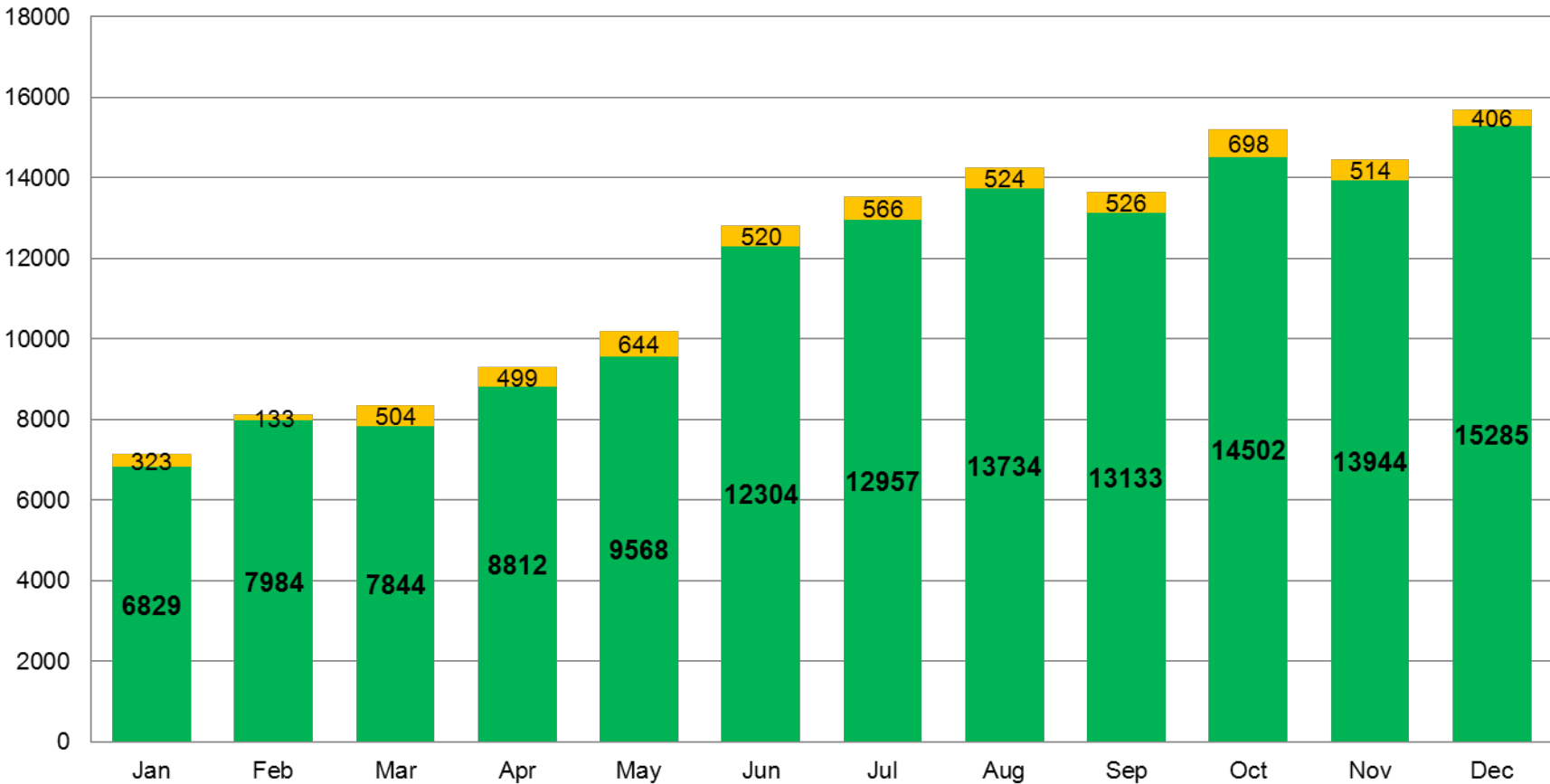




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2010 Transactions

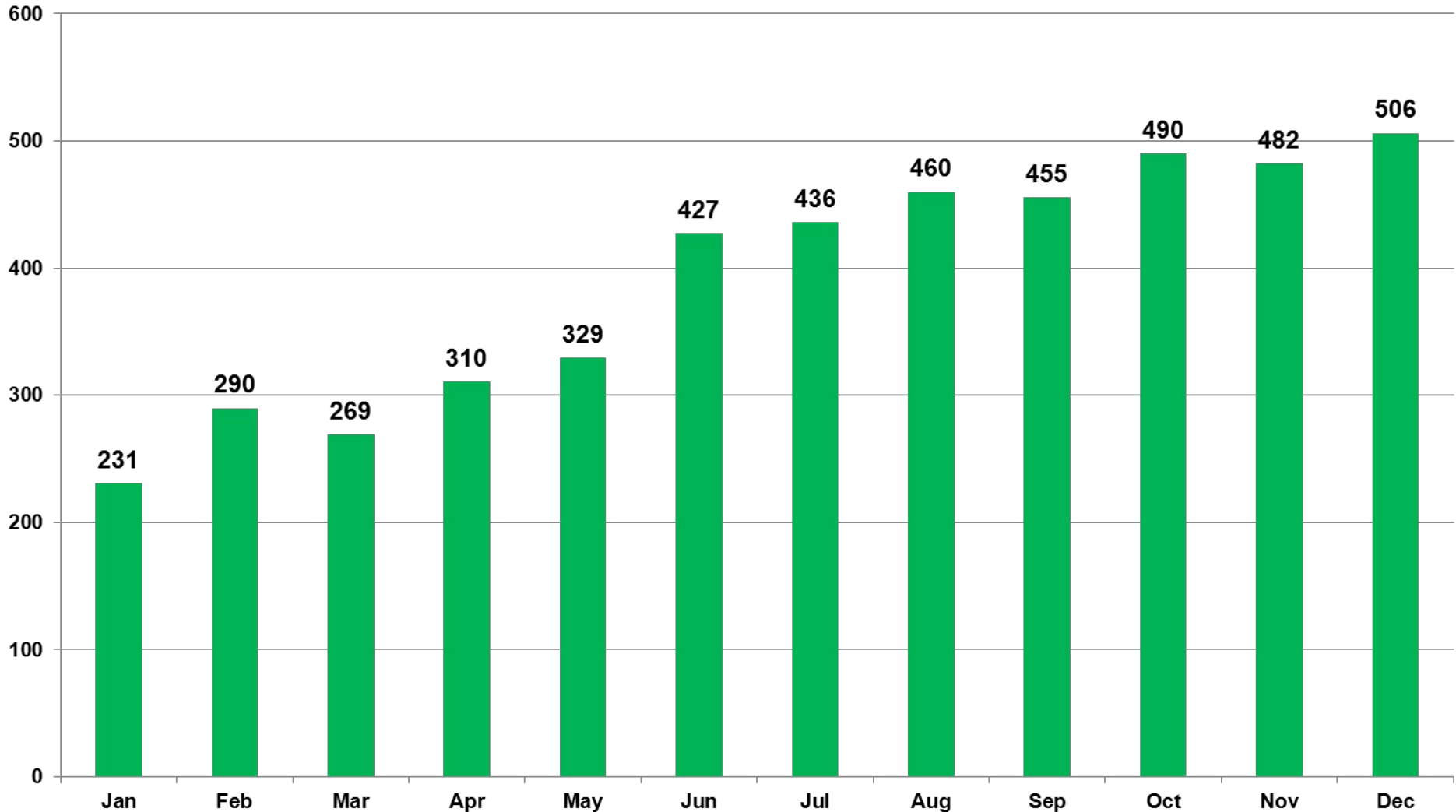
■ Failure ■ Success





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2010 Average Queries/Day

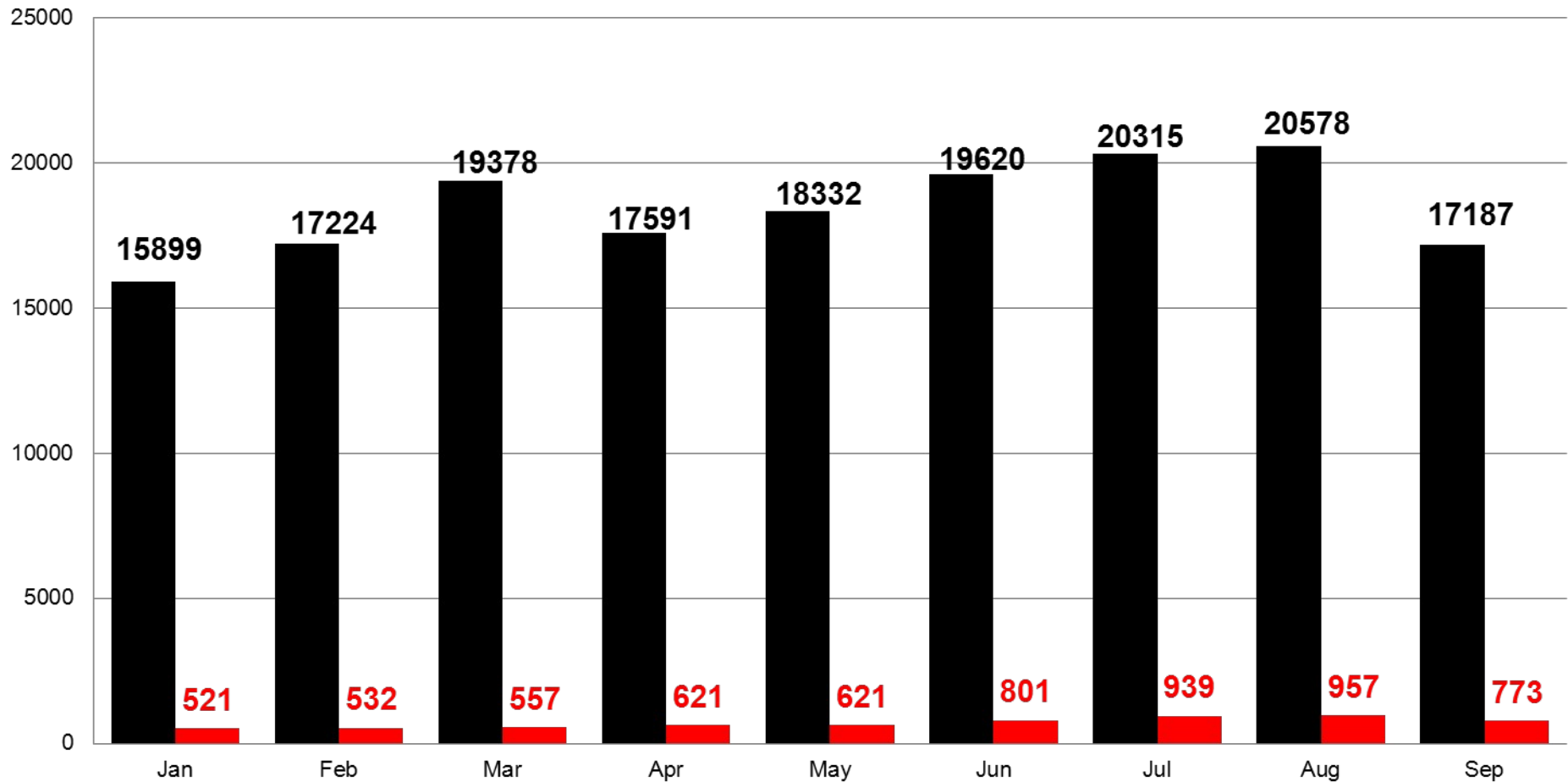




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2011 Transactions

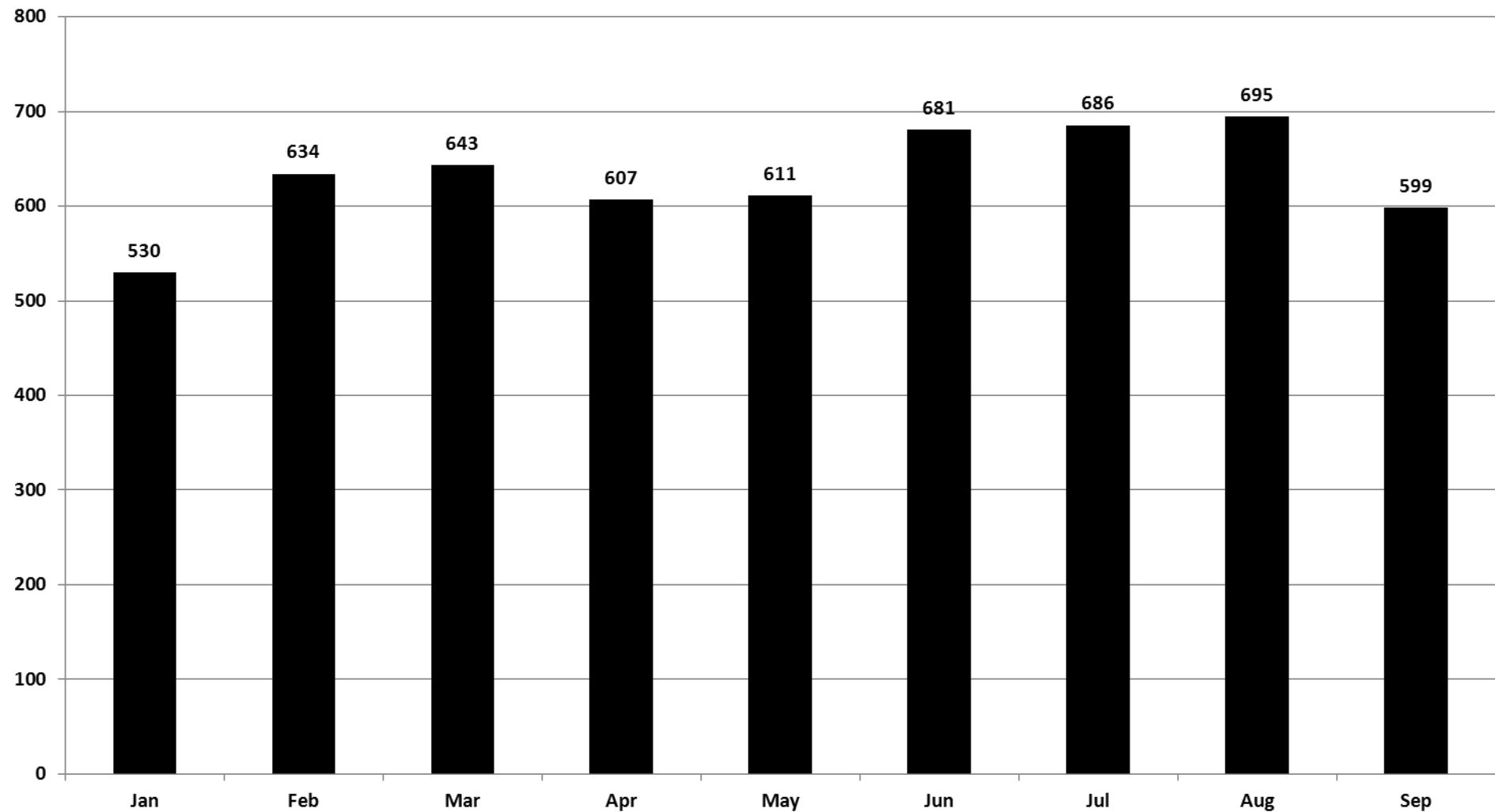
■ Success ■ Failure





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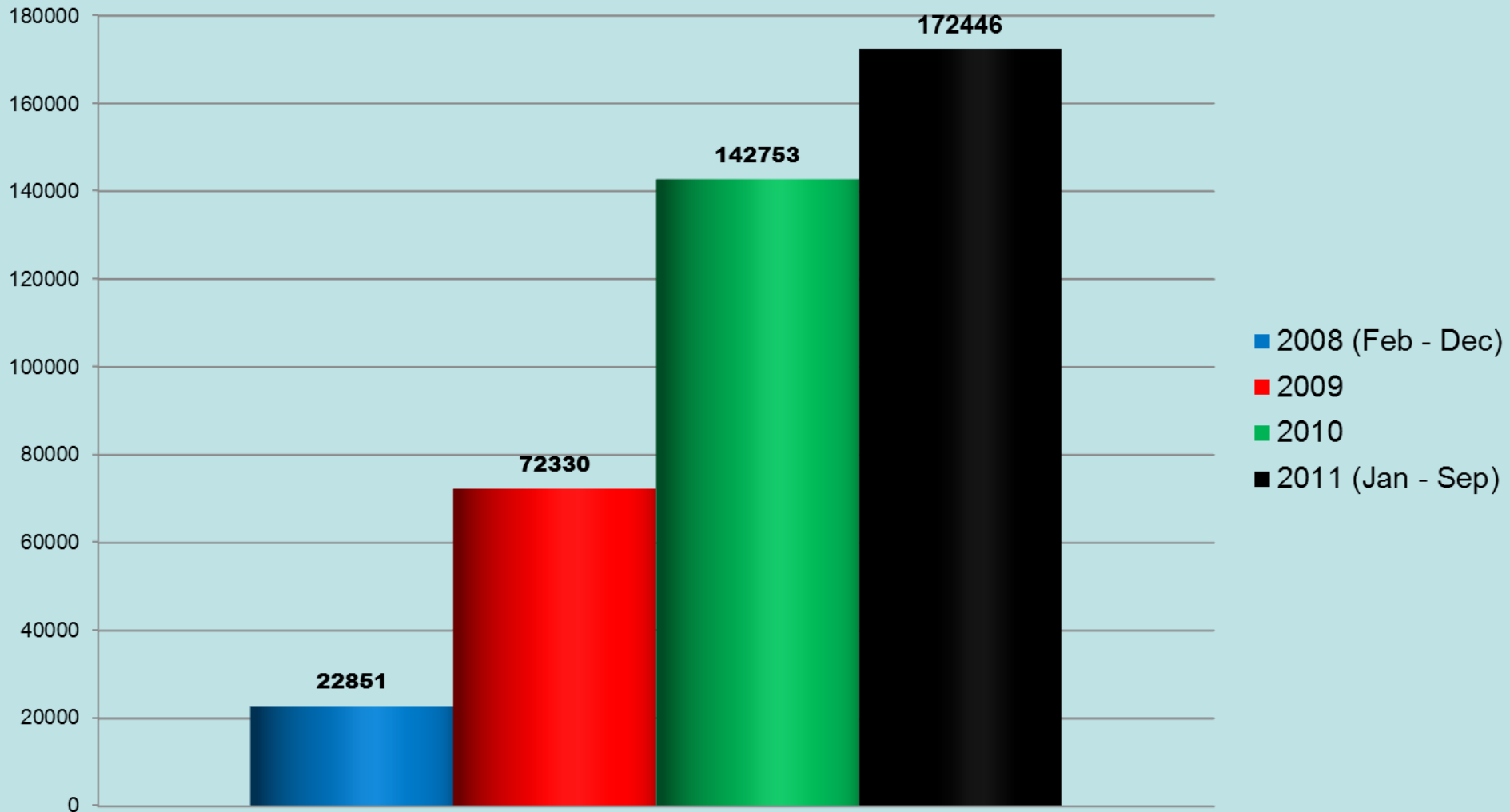
2011 Average Queries/Day





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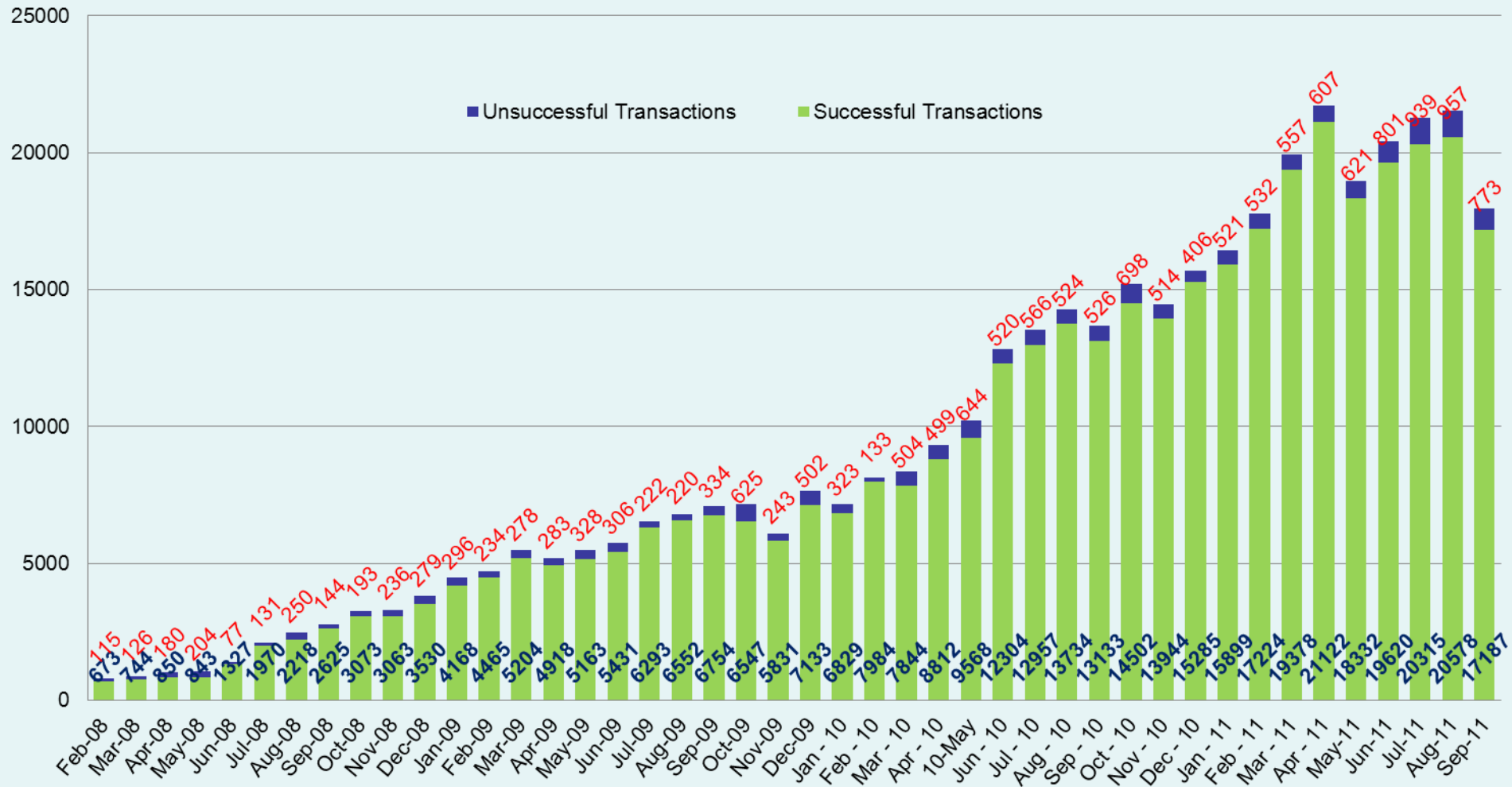
Total Transactions by Year





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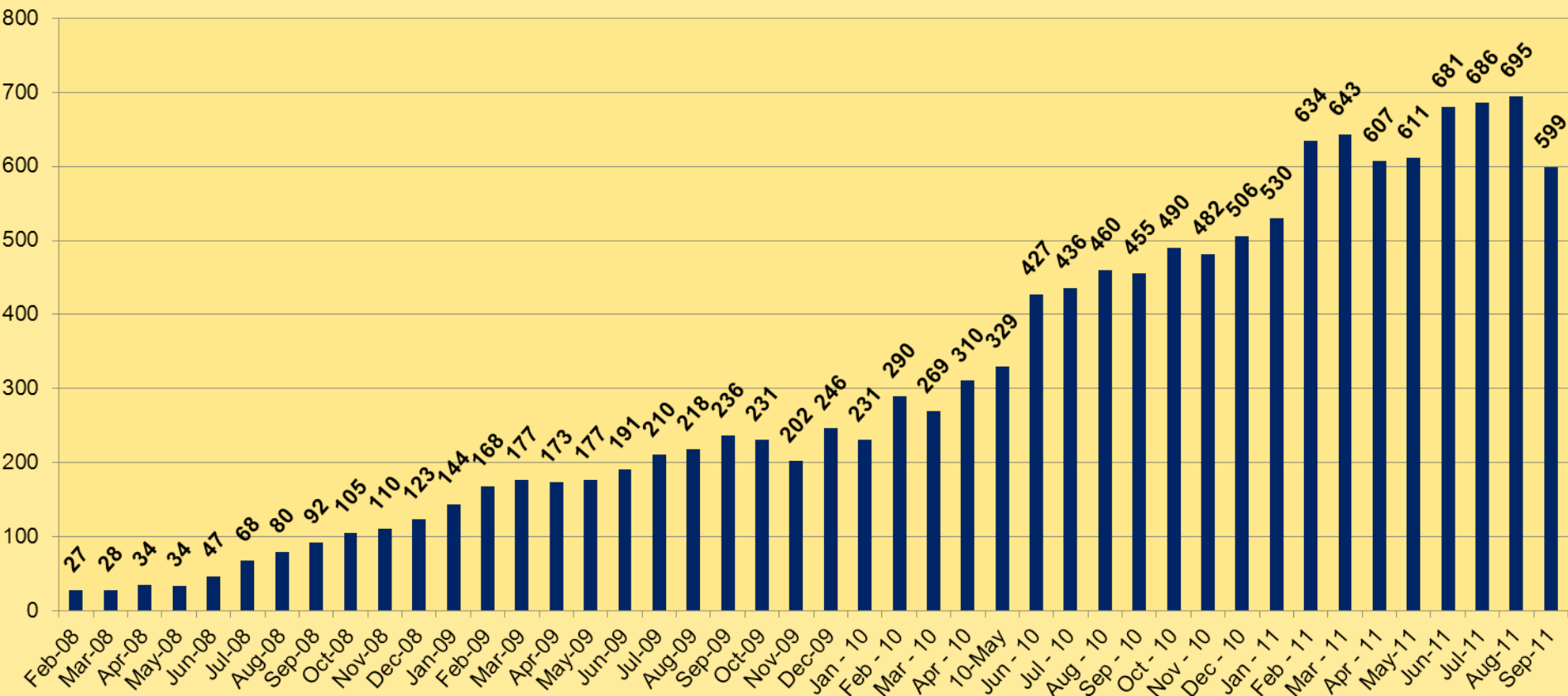
Monthly Transactions from implementation





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Average Queries/Day from implementation to 09/28/2011





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Total NASTF Primary & Sub-account holders by State

As of 09/25/2011 (some of these may have not renewed their accounts yet)

State	Primary	Su b	State	Primary	Su b	State	Primary	Su b	State	Primary	Su b
Alabama	7	3	Illinois	28	5	Montana	2	0	Puerto Rico	0	0
Alaska	1	0	Indiana	16	0	Nebraska	5	0	Rhode Island	3	0
Arizona	16	2	Iowa	3	0	Nevada	8	1	South Carolina	19	3
Arkansas	5	3	Kansas	7	0	New Hampshire	6	2	South Dakota	2	1
California	173	27	Kentucky	16	0	New Jersey	31	9	Tennessee	34	2
Colorado	22	6	Louisiana	16	11	New Mexico	10	0	Texas	79	15
Connecticut	13	0	Maine	7	1	New York	56	6	Utah	8	1
Delaware	0	0	Marshall Islands	0	0	North Carolina	31	3	Vermont	5	0
District of Columbia	1	0	Maryland	14	0	North Dakota	0	0	Virginia	25	6
Florida	105	36	Massachusetts	17	1	Ohio	18	0	Washington	16	2
Georgia	28	5	Michigan	19	2	Oklahoma	16	1	West Virginia	2	0
Guam	0	0	Minnesota	12	0	Oregon	14	2	Wisconsin	13	1
Hawaii	4	0	Mississippi	8	2	Palau	0	0	Wyoming	2	0
Idaho	5	0	Missouri	15	3	Pennsylvania	27	3			



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As of 9/25/2011, we have enrolled 237 new subscribers.

There are 196 companies up for renewal in 2011 – 108 have renewed as of 9/25/2011.

Often, renewals come in from previous months due to the account needing to login and finding that the account is locked out due to non payment of renewal and submission of documentation. Generally the paperwork is on their desk and they haven't gotten around to submitting it until they need to access the SDRM.