

WEST VIRGINIA DIVISION OF MOTOR VEHICLES
ANNUAL REPORT

2015

EARL RAY TOMBLIN
GOVERNOR
STATE OF WEST VIRGINIA

PAUL MATTOX, JR, PE
SECRETARY
DEPARTMENT OF
TRANSPORTATION

PAT REED
COMMISSIONER
DIVISION OF
MOTOR VEHICLES

Division of Motor Vehicles



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Commissioner

Dempsey Totten
Deputy Commissioner

Terri Shafii
Executive Assistant to the Commissioner

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Human Resources
Monica Price, Director

Management Services
Jerry Conrad, Director

Information Services
Wilbur Thaxton II, Director

Investigation & Security Services
Ken Cassidy, Director

Vehicle Services
Michael Maggard, Director

Driver Services
Dave Bolyard, Director

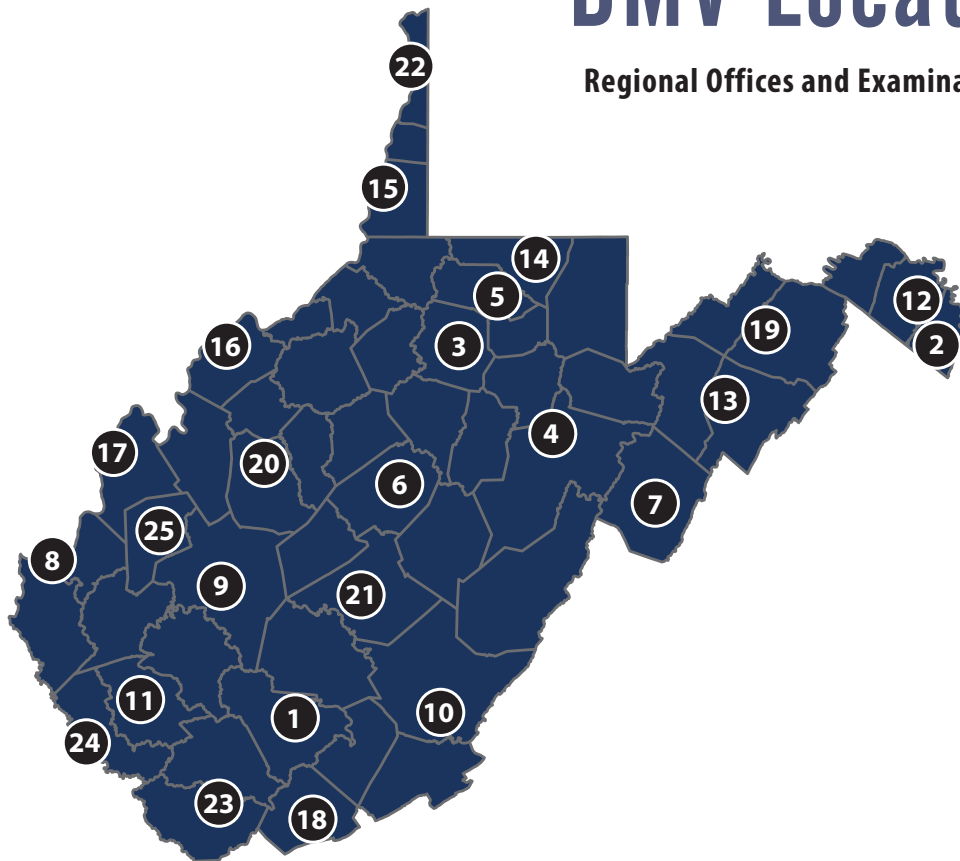
Legal Services
Jill Dunn, General Counsel, Director

Public Information Specialist
Natalie Holcomb

Governor's Highway Safety Program
Bob Tipton, Director

DMV Locations

Regional Offices and Examination Centers



1) BECKLEY

107 Pinecrest Drive
Beckley, WV 25801

2) CHARLES TOWN

24 Ruland Road
Kearneysville, WV 25430

3) CLARKSBURG

105 Platinum Drive, Suite D
Bridgeport, WV 26330

4) ELKINS

1029 North Randolph Avenue
Elkins, WV 26241

**5.) FAIRMONT
EXAMINATION CENTER**

9395 Middletown Mall
Fairmont, WV 26554

6) FLATWOODS

295 Skidmore Lane
Sutton, WV 26601

7) FRANKLIN

100 Thorn Creek Road,
Suite 300
Franklin, WV 26807

8) HUNTINGTON

801 Madison Avenue
Huntington, WV 25701

9) KANAWHA CITY

5707 MacCorkle Avenue, SE
Suite 400
Charleston, WV 25317

10) LEWISBURG

148 Maplewood Avenue
Lewisburg, WV 24901

11) LOGAN

428 Main Street
Logan, WV 25601

12) MARTINSBURG

38 Severna Parkway
Martinsburg, WV 25403

13) MOOREFIELD

410 South Main Street
Moorefield, WV 26836

14) MORGANTOWN

1525 Deckers Creek Boulevard
Morgantown, WV 26505

15) MOUNDSVILLE

400 Teletech Drive, Suite 100
Moundsville, WV 26041

16) PARKERSBURG

601 Lubeck Avenue
Parkersburg, WV 26101

17) POINT PLEASANT

1408 Kanawha Street
Point Pleasant, WV 25550

18) PRINCETON

198 Davis Street
Princeton, WV 24740

19) ROMNEY

HC 60, Box 2570
(Route 50 & Ridge Loop Rd.)
Romney, WV 26757

20) SPENCER

115 Church Street
Spencer, WV 25276

21) SUMMERSVILLE

2 Armory Way
Summersville, WV 26651

22) WEIRTON

100 Municipal Plaza, Suite 100
Weirton, WV 26062

23) WELCH

92 McDowell Street
Welch, WV 24801

24) WILLIAMSON

225 East 3rd Avenue
Williamson, WV 25661

25) WINFIELD

116 Liberty Square
Winfield, WV 25526

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2015 Forward



Pat Reed, *Commissioner, Division of Motor Vehicles*

"Our mission is to provide essential motor vehicle and driver services, facilitate interstate travel by promoting reciprocity for West Virginia vehicles and drivers in other states, promote highway safety, and collect revenue for highway maintenance and construction programs."

The Division of Motor Vehicles (DMV) focuses on maintaining excellent customer service while keeping operational costs drawn from the State Road Fund minimal. The Division's return on the investment of \$324,568,507 in revenue versus \$55,002,728 in expenses utilizes the West Virginia Road Fund by leveraging federal government grants. This report depicts the outstanding service to the citizens of West Virginia through 24 fully-staffed Regional Offices across the State, the Headquarters in Charleston, and the Fairmont Exam Site.

2015 Highlights and Accomplishments

- DMV spent significant time this past year developing a new cash and inventory management system. This new system is a high priority and scheduled for implementation in the third quarter of 2016 to replace a 35 year old system. This modernized and updated system will be more user-friendly thus allowing the Division to provide greater customer service. The new system will also replace a manual and labor-intensive inventory tracking process with an electronic inventory control system. The technology being developed will encourage open interfaces with other systems and agencies.*
- DMV collaborated with the Secretary of State's Office to provide an avenue for electronic motor voter application utilizing its credential issuance system (driver's license system). All paper-based application questions, answers, and signatures are collected and transferred via web services to the Secretary of State's Office. This single collection of a signature allowed us to meet the requirements of the Help America Vote Act (HAVA), while allowing the customer to provide consent for the application process. Prior to the implementation of this process, we required the customer to sign their name twice. An online voter registration application process was also established for those customers that are not renewing their driver's license but still wish to register to vote. These efforts have helped reduce the use of paper voter registration applications.*
- As part of the ongoing business modernization plan, DMV continues to add online services and electronic signatures to the website. The new DMV website, implemented in October of 2015, contains the online services portal, allowing citizens to perform requests for vehicle registration renewals, duplicate registration cards, duplicate Class A license plate decals or plates, and update their address of record with the DMV. Customers can also pay their driver's license reinstatement fees and purchase their driving record.*
- DMV driver examiners continue to be among the best in the nation by achieving full national certification. The DMV strives to maintain the highest level of performance among our driver examiners through training and education. During FY 2015, over 87% of our driver examiners received additional training for driver, motorcycle and CDL examinations.*

- *The West Virginia Governor's Highway Safety Program (GHSP) continues to show a downward trend in roadway fatalities for 2015 and 2016. This trend was successful due to the 89% seat belt usage rate, high visibility enforcement campaigns and strong media messaging. The State of West Virginia had the lowest number of motor vehicle fatalities ever, at 272, in 2014. This was an 18% reduction from the 332 fatalities in 2013. In addition to occupant protection, the GHSP also focuses on impaired driving prevention and awareness. In FY15, the GHSP provided \$861,578 in federal DUI funding to 178 law enforcement agencies, resulting in 3,418 DUI arrests, 32,271 driver contacts, and 16,204 additional traffic citations.*

2016 and Beyond...

The accomplishments of the Division over the last year will stimulate improvements in a number of its processes. Several key projects are underway in FY 2016. Those projects include:

- ***Install flat screen monitors in the DMV Regional Offices to broadcast public service announcements and news.*** *These monitors will serve to educate the public and raise awareness of DMV's many programs, as well as other divisions of the State. This monitor will also serve as a queuing system to advise of wait times.*
- ***Phasing in a complete reissuance of vehicle license plates with digitalized plate technology.***
- ***Continue modernizing outdated mainframe based technology.***
- ***Continue to promote the usage of the online vehicle registration renewal system through the new DMV website.***
- ***Begin issuing driver's license renewals online. This will be a major step in having all services available online by June 30, 2016.***

Legislative Changes

Summary for Fiscal Year 2015

Senate Bill 192

Changes aspects of the issuance and renewal of certain driver's licenses and Identification cards

This legislation provides the following:

- Allows U.S. Passports currently valid or expired for less than two years, to be used as proof of legal presence on a Not for Federal driver's license or ID card. (An expired U.S. Passport cannot be used as an identity document to obtain a For Federal Use (REAL ID) driver's license. This change has limited application in practice because current statute requires that for original license applications, only a valid and unexpired U.S. Passport can substitute for a birth certificate);
- Allows military discharge DD214 and Medicare Cards as additional documents that may be used for verification of a social security number for a Not for Federal Use driver's license or ID card; It also requires renewal form to contain the document requirements for both types of licenses. (This is already in place on renewal forms, brochures and on the DMV website);
- Adds a Gender Designation Form with "certification by a medical doctor of the person's gender" completion requirement for gender changes on driver's licenses and ID cards;
- Allows commercial driver license holders to have three years to correct a medical downgrade without retesting for the commercial driver's license;
- Allows general practitioners and Endocrinologists to certify that diabetes is controlled for applicants of intrastate only commercial driving privileges.

Amending Codes: 91 C.S.R. Series 4 Legislative Rules

Senate Bill 248

Changes to require more specific contact information after a crash

Requires drivers to exchange additional information after a crash. Persons involved in a crash with an attended vehicle are now required to provide name, phone number, insurance information, name and address of the insured, contact information of the insurance company and the insurance policy number.

Amending Code: §17C-4-3

Senate Bill 373

Allowing mobile device image to serve as proof of motor vehicle insurance

Allows electronic insurance certificates on mobile devices to be used in lieu of paper insurance certificates.

Amending Code: §17D-2A-4

Senate Bill 403

Increasing the period during which a motor vehicle lien is valid

Increases the lien period from 10 years to 15 years. It also increases subsequent liens lengths from two years to five years. Currently, vehicle liens on motor vehicles are considered "dead" or "expired" after 10 years.

Amending Codes: §17A-4A-15

Senate Bill 486

Special license plates for Civil Air Patrol vehicles

Requires the DMV to issue Civil Air Patrol special plates in lieu of the standard state vehicle Green plate. Civil Air Patrol has about 17 plates. DMV will collect \$10 each to cover the cost of the customized plate.

Amending Codes: §17A-3-23

House Bill 2148

Open Container

Adopts the Federal Open Container compliance requirement. Previously, West Virginia was not in compliance. Now, \$9 million in highway construction money may be used for highway construction that was previously “diverted” to highway safety initiatives. Passage of this bill would leave those funds in the general road building account.

Amending Codes: §§17C-5D-1-4; 60-6-9

House Bill 2234

Divorce Name Change Document

Allows a judge in a divorce case to issue a separate, one-page name change certificate, that would include the style of the divorce case, the birth certificate name, the date of birth, the social security number, the effective date of the name change, and the new name for Driver License name change purposes.

Amending Code: §48-5-613

House Bill 2264

Creating "Andrea and Willy's law, increasing certain criminal penalties for DUI

Increases fines, increases and sets minimum jail time for some criminal DUI offenses. Rewrites §17C-5-2. Also amends §17C-5A-2 that applies to OAH hearings providing that the rules of evidence apply in administrative hearings.

Amending Codes: §§17C-5-2; 17C 5A-2

House Bill 2790

Increase minimum car insurance liabilities

The purposes of this legislation is to raise the minimum liability insurance amounts effective January 1, 2016 for a motor vehicle insurance policy as follows:

\$20,000 to \$25,000 for injury or death to one person in any one crash,

\$40,000 to \$50,000 for injury or death to two or more persons in any one crash, and

\$10,000 to \$25,000 for injury or destruction of property of others in any one crash.

It adds a new section, WV Code §33-6-31h to address a Supreme Court decision pertaining to the liability of an insurance company to cover damages caused by a driver specifically excluded in the policy.

Amending Code: §§17D-4-2, 7, and 12; 33-6-31

Highway Safety

The West Virginia Governor's Highway Safety Program

Bob Tipton, Director

About the Program

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally mandated and funded highway safety improvement measures. The DMV oversees the GHSP, and the DMV's Commissioner, Pat Reed, serves as Governor Tomblin's representative for highway safety.

The GHSP encourages, promotes, and supports eight (8) regional traffic safety programs throughout West Virginia. These traffic safety programs cover all 55 counties in West Virginia and are located in the population centers of Beckley, Bluefield, Charleston, Clarksburg, Huntington, Parkersburg, Martinsburg, and Wheeling. Their mission is to develop and implement the measures that their regions require to lower crashes, injuries, and fatalities on the roadways in West Virginia. This decentralized plan allows for maximum flexibility and accuracy in the identification of highway safety problems. Traffic safety programs receive approximately 60% of West Virginia's federal highway safety driver behavior funding. These traffic safety programs also assist the GHSP and the DMV in informing the public about highway safety enhancement legislation.

The GHSP evaluates its performance annually according to the progress it has made in meeting its goals.

GHSP Totals

For Counts, Recoveries, and Arrests

	2015
<i>Under Age Drinking</i>	702
<i>DUI Arrests</i>	3,518
<i>Child Restraints</i>	285
<i>Driver's License Revoked</i>	933
<i>Driver's License Suspended</i>	2,742
<i>Felony Arrests</i>	466
<i>Misdemeanor Arrests</i>	2,586
<i>Fugitives Recovered</i>	65
<i>Weapons Recovered</i>	59
<i>Property Value Recovered</i>	\$442,183
<i>Drug Value Recovered</i>	\$134,172

In 2015 the GHSP Funded...

202 Full Sobriety Checkpoints

0 Phantom Checkpoints

16 Occupant Protection Checkpoints

218 Total Checkpoints in WV

103,388 Total Vehicles Contacted

125,956 Total Vehicle Occupants

81 DUI Arrests at Checkpoints

2,881 Citations Issued at Checkpoints

29,701 Hours of Directed and Saturation Patrols

16,022 Citations Issued for All DUI Work

12,713 Man-Hours Invested in Sobriety Checkpoints

GHSP Goals

- Reduce the five (5) year rolling average of traffic fatalities by 6.7% from 336 to 314 by 12/31/2015 (2014 - 272)
- Decrease unrestrained passenger vehicle occupant fatalities 10.9% from 142 to 126 by 12/31/2015 (2014 - 95)
- Increase statewide (observed) seat belt use by front seat occupants to 92% by 12/31/2015 (2014 - 89%)
- Decrease total of drivers age 20 or under involved in fatal crashes 10.9% from 44 to 39 by 12/31/2015 (2014 - 38)
- Reduce fatalities per number of vehicle miles travelled (VMT) from 1.78 to 1.64 total, 2.20 to 1.96 for rural driving, and 1.16 to 1.04 for urban driving by 12/31/2015 (2014 - Total 1.43, Rural 1.72, & Urban .35)
- Reduce serious type A injuries by 7.4% from 1,962 to 1,817 by 12/31/2015 (2014 - 1335)
- Decrease unhelmeted motorcyclist fatalities 10.9% from nine (9) to eight (8) by 12/31/2015 (2014 - 6)
- Decrease overall motorcycle fatalities 10.9% from 34 to 30 by 12/31/2015 (2014 - 26)
- Reduce pedestrian fatalities 10.9% from 20 to 18 by 12/31/2015 (2014 - 20)
- Decrease impaired driving fatalities 10% from 103 to 91 by 12/31/2015 (2014 - 84)

Public Information

The GHSP is pleased to report that steady progress is being made towards the 2015 goals. The objectives are to be met by combining state, regional, and local efforts. Years of declining injuries and deaths suggest that GHSP efforts are having an effect on driver behavior in West Virginia.

The GHSP public information efforts focus on awareness, education, and the promotion of highway safety initiatives such as seat belt use, consequences of impaired driving, child passenger safety, motorcycle safety, and ATV safety. Changing driver behavior is emphasized as the key to successful highway safety programs.

The GHSP participates in the NHSTA Region 3 Impaired Driving Initiative “Checkpoint

StrikeForce”, and works closely with the Commission on Drunk Driving Prevention and state and local law enforcement agencies to reduce the alcohol-involved fatality rate from its level of 33%.

Seat Belt Incentives

In 2000, West Virginia had the lowest seat belt usage rate in the country at 49.5%. At that time, the GHSP developed and adopted the Click It or Ticket (CIOT) enforcement model. Since then, seat belt usage rates have climbed considerably, with the use of aggressive high visibility enforcement, targeted media messages, and the passing of the primary seat belt law. In FY 2015, the seat belt usage rate reached 89%.

The GHSP has designated occupant protection as a top priority. A full-time law enforcement liaison to coordinate our efforts with the law enforcement community has been extremely beneficial. Agencies who fully participate in this effort are awarded funding for training, equipment, and overtime enforcement projects. The GHSP also offers four (4) training classes in occupant protection issues: Traffic Occupant Protection Strategies (TOPS), Child Passenger Safety (CPS), Kidz In Motion classes, and CPS recertification classes. Along with training on these issues, the GHSP also provides funding for Child Passenger Safety Clinics and Safety Seat programs throughout West Virginia. In FY 2015, the GHSP conducted six (6) thirty-two hour NHSTA Child Passenger Safety Technician certification classes with 63 students successfully completing the course.

GHSP Federal Funding Policy Compliance

NHTSA grant funding policy states that no more than 10% of a NHTSA grant may be expended on administrative costs. Federal statute requires that local political subdivisions be allocated at least 40% of all federal highway safety funding the State receives. GHSP distributed over 75% of its FY 2014 federal funding to various local governments, exceeding the requirements.

For certain grant fund programs NHTSA requires that the State match at least 25% of all NHSTA funding received by GHSP. West Virginia's FY 2014 allocation exceeded this requirement.

Law Enforcement Training

	CLASSES	STUDENTS
<i>CPS Certification (32 hr.)</i>	6	63
<i>CPS Recertification (8 hr.)</i>	1	8
<i>Kidz in Motion (8 hr.)</i>	3	11
<i>Driving Under the Influence (DUI)</i>	51	1,576
<i>Occupant Protection</i>	7	108
<i>Pursuit Policy</i>	2	23
<i>Radar/Speed Enforcement</i>	7	65
<i>Motorcycle LE</i>	0	0
<i>Can Am Spyder Motorcycle (24 hr.)</i>	1	6
<i>Other Classes</i>	2	46
Total Man Hours	14,368	

GHSP Crash Information

	2015
<i>Crashes</i>	37,951
<i>Fatalities</i>	272
<i>Serious Injuries</i>	4,437
<i>Total Injuries</i>	14,523
<i>Seat Belt Usage Rates</i>	89%
<i>Alcohol Related Crashes</i>	1,889
<i>Alcohol Related Fatalities .08+</i>	84
<i>Alcohol Related Injuries</i>	1,139
<i>Alcohol Related Fatality %</i>	31%
<i>Underage Alcohol Sales</i>	24.03%
<i>Motorcycle Crashes</i>	535
<i>Motorcycle Fatalities</i>	26
<i>Motorcycle Injuries</i>	490
<i>ATV Fatalities on Public Roadways</i>	14
<i>ATV No Helmets</i>	13
<i>ATV Unknown Helmets</i>	1
<i>Speed Related Fatalities</i>	66
<i>Speed Related Fatality %</i>	24%
<i>Pedestrian Fatalities</i>	20

Sources: NHTSA, FARS, WVDOH, and GHSP. Totals annotated with N/A were unavailable as of the date this report was published.

GHSP Funding Sources & Expenditures

Federal Funds	99%	Project Funds \$12,262,546
	1%	Planning & Administration \$157,425
Matching Funds	96%	Project Funds \$4,256,628
	4%	Planning & Administration \$157,425

Law Enforcement Citations and Warnings

	Citations	Warnings
<i>Child Restraint</i>	285	52
<i>Insurance</i>	6,286	1,619
<i>Other</i>	12,882	23,063
<i>Reckless Driving</i>	168	345
<i>Red Light & Stop Sign</i>	2,274	2,006
<i>Seat belt</i>	15,002	2,382
<i>Speeding</i>	11,279	11,779
<i>Cellphone</i>	6,924	1,426
<i>Texting</i>	613	108

Driver Services

David Bolyard, *Director*

West Virginia's classified driver's license system specifies vehicle types that a licensee may operate. The class of licensees range from operators of 80,000 pound combination vehicles (Class A) to persons who are restricted to the operation of motorcycles only (Class F). The classified driver's license system ensures that licensees operate only those types of vehicles for which they have the proper training and safety record.

The DMV is linked to the National Problem Driver Point Systems (PDPS) for inter-jurisdictional tracking of driver records. The computerized system searches the driving records of licensed applicants by name and birthday.

West Virginia implemented the graduated driver licensing (GDL) program on January 1, 2001. Under this program, teen drivers are eligible for an instruction permit (Level 1) at age 15, an intermediate license (Level 2) at age 16, and a full license (Level 3) at age 17.

The DMV's innovative digitized driver's license system has introduced one-stop-shopping to its customers and virtually eliminated the delays inherent in doing business with the agency via U.S. mail. New licenses, duplicates, and renewals are available in minutes at any DMV Regional Office. The computer-generated license system reduces the risk of fraudulent issuance and increases the efficiency of record keeping. The system also stores the facial images of licensees, thus providing reliable identification for subsequent transactions. Licensees have the option to store a digital fingerprint image in their license record as an extra security precaution.

The WV DMV offers two types of driver's licenses and identification cards: a Not for Federal USE driver's license or ID card, or a REAL/ID, For Federal Use card that contains a gold star, indicating that the card meets full federal requirements for future use at airports and other designated federal facilities and uses nationwide.

License & Identification Card Totals

<i>Female Licensed Drivers</i>	657,097
<i>Male Licensed Drivers</i>	647,458
<i>Graduated Licenses</i>	39,749
<i>Child ID Cards</i>	5,539
<i>Employee ID Cards</i>	45,751
<i>Total Drivers with License Restrictions</i>	627,584
<i>All Non-Driver ID Cards*</i>	137,219

**Includes salesperson license ID cards, employee, child, barber/cosmetologist, DHHR REDI, secondary, and adult identification cards.*

License Indicators & Restrictions

<i>Total Diabetic Indicators</i>	2,445
<i>Total Organ Donors</i>	501,368
<i>Total Hearing Impaired</i>	702

Licensed Drivers by County & Class

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
<i>Barbour</i>	10,067	619	571	11,257	<i>Mingo</i>	17,264	446	698	18,408
<i>Berkeley</i>	74,019	1,352	2,710	78,081	<i>Monongalia</i>	57,308	1,593	1,173	60,074
<i>Boone</i>	14,905	537	651	16,093	<i>Monroe</i>	8,938	316	456	9,710
<i>Braxton</i>	8,701	623	593	9,917	<i>Morgan</i>	12,927	285	640	13,852
<i>Brooke</i>	15,204	199	562	15,965	<i>Nicholas</i>	17,332	817	1,097	19,246
<i>Cabell</i>	63,102	1,598	1,517	66,217	<i>Ohio</i>	32,265	420	935	33,620
<i>Calhoun</i>	4,465	370	252	5,087	<i>Pendleton</i>	5,203	177	370	5,750
<i>Clay</i>	5,842	425	376	6,643	<i>Pleasants</i>	4,722	209	273	5,204
<i>Doddridge</i>	3,262	256	245	3,763	<i>Pocahontas</i>	5,464	338	459	6,261
<i>Fayette</i>	29,751	1,359	1,434	32,544	<i>Preston</i>	20,921	1,075	1,284	23,280
<i>Gilmer</i>	3,822	306	233	4,361	<i>Putnam</i>	38,379	1,532	1,336	41,247
<i>Grant</i>	7,741	287	582	8,610	<i>Raleigh</i>	48,631	1,794	1,763	52,188
<i>Greenbrier</i>	24,994	1,233	1,115	27,342	<i>Randolph</i>	18,867	1,103	1,066	21,036
<i>Hampshire</i>	15,407	318	926	16,672	<i>Ritchie</i>	6,762	384	421	7,567
<i>Hancock</i>	23,667	214	744	24,625	<i>Roane</i>	9,785	596	548	10,929
<i>Hardy</i>	9,322	229	650	10,201	<i>Summers</i>	6,801	257	323	7,381
<i>Harrison</i>	47,816	2,831	1,918	52,565	<i>Taylor</i>	12,028	742	579	13,349
<i>Jackson</i>	20,074	790	874	21,738	<i>Tucker</i>	4,662	250	278	5,190
<i>Jefferson</i>	40,276	578	987	41,841	<i>Tyler</i>	5,562	177	243	5,982
<i>Kanawha</i>	127,536	4,986	3,684	136,206	<i>Upshur</i>	14,919	1,032	1,031	16,982
<i>Lewis</i>	11,890	937	1,024	13,851	<i>Wayne</i>	22,451	490	822	23,763
<i>Lincoln</i>	12,961	728	938	14,444	<i>Webster</i>	5,712	352	354	6,418
<i>Logan</i>	22,129	1,042	886	24,109	<i>Wetzel</i>	12,595	482	576	13,653
<i>Marion</i>	36,992	1,992	1,145	40,129	<i>Wirt</i>	3,606	173	212	3,991
<i>Marshall</i>	19,715	277	675	20,667	<i>Wood</i>	60,412	1,585	2,101	64,098
<i>Mason</i>	17,635	465	680	18,780	<i>Wyoming</i>	14,179	454	637	15,270
<i>McDowell</i>	12,561	390	636	13,587	TOTALS	E	D	CDL	Total
<i>Mercer</i>	40,660	955	1,573	43,188		1,212,366	43,448	48,650	1,304,464
<i>Mineral</i>	20,001	465	865	21,331					

Motorcycle Exams & Safety Training

	PASS	FAIL
<i>Motorcycle Skills Test</i>	939	195
<i>Motorcycle Written Exam</i>	5,715	3,388
Exams Total	6,654	3,583
<i>Safety Training Total</i>	934	38

Driver Examination Totals

Graduated Licenses & Learner's Permits

	PASS	FAIL
<i>GDL Level 2 Skills Exam</i>	10,292	2,777
<i>Learner's Permit Exams</i>	41,097	49,515
Total Exams	51,389	52,292
<small>Learners permit exam total includes GDL 1 and Non-GDL Permits. In previous years the GDL 1 numbers were reported separately. Separate reporting is no longer an option as of July 2011 due to programing changes.</small>		

Driver Examination Totals

Regular Driver's Licenses

	PASS	FAIL
<i>Driving Skills Test</i>	19,799	6,154

Driver Examination Totals

Commercial Driver's Licenses

	PASS	FAIL
<i>General Knowledge</i>	2,780	2,304
<i>Air Brakes</i>	2,351	997
<i>Combination Trailers</i>	2,073	844
<i>Doubles & Triples</i>	494	155
<i>Tanker Trailers</i>	1,759	320
<i>Hazardous Materials</i>	1,342	550
<i>Passenger Endorsement</i>	798	423
<i>Pre-Trip Inspections</i>	2,691	433
<i>Basic Control Skills</i>	2,667	354
<i>Skills Testing</i>	2,661	197
<i>School Bus</i>	628	109
CDL Totals	20,244	6,668

Revocations & Suspensions

The DMVs' responsibility does not end with the issuance of a driver's license. DMV monitors the driving activity of all licensees through a number of methods.

The main purpose of any license suspension is to protect the public from drivers who operate their vehicle in an unsafe or illegal manner, and to offer opportunities for motorists to improve their driving through participation in safety and training programs.

DUI Programs

The DUI Program Unit administers court conviction revocations and administrative revocations for driving under the influence of alcohol or drugs. The unit also handles restoration of driving privileges which entails working in conjunction with the Bureau of Behavioral Health to assure the offender has completed the Safety and Treatment Program for DUI offenders.

The Safety and Treatment program allows private behavioral health providers and state-funded facilities to offer educational and rehabilitative services. This collaboration maximizes the availability

of the program to DUI offenders and helps offenders to acknowledge the effects of alcohol on their lives while providing the means to resolve their alcohol-related problems.

DMV's Ignition Interlock Program makes it possible to restrict, rather than revoke, the driving privileges of DUI offenders. A breath alcohol content monitor is wired into the ignition of a participant's vehicle. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineligible for Ignition Interlock during any appeal of their license revocations, or if they have a previous conviction for driving while revoked or suspended within the last six (6) months, or if they have been convicted of DUI involving a controlled substance. Participants may be required to first serve a license revocation and must enroll in an approved DUI Safety and Treatment program. Ignition Interlock enables participants to avoid the disruption of their lives that a DUI would cause.

Our statistics show that the rate of DUI recidivism is much lower among Ignition Interlock participants than among the general population. Thus, the Ignition Interlock Program benefits both society and the problem driver.

Driver Improvement

The Driver Improvement Unit administers laws and regulations to ensure that all licensees drive responsibly. This governing often requires the restriction, suspension, revocation, or disqualification of the licensee's privilege to drive. Restoration of driving privilege may be met when the driver takes the necessary corrective measures required by state or federal laws.

The Driver Improvement unit also handles multiple types of offense related files including: Nonpayment of court ordered child support, fraudulent license suspensions, passing a stopped school bus, failure to pay for gasoline, driving on a suspended license, excessive points accumulation, student attendance for under age persons, unpaid citations through an in-state court, Coal Resource Transportation

Offenses Requiring Revocations

	2015 Total
<i>Reckless Driving (3rd Offense in 24 Mo.)</i>	0
<i>Driving While Revoked or Suspended</i>	4,751
<i>Speed Racing (On a Public Highway or Street)</i>	26
<i>Hit & Run (Personal Injury)</i>	23
<i>Manslaughter (Negligent Homicide)</i>	4
<i>Leaving the Scene of an Accident</i>	23

Driving Under the Influence

	2015 Total
<i>DUI Revocations</i>	10,112
<i>Under 21 Any Measurable Alcohol</i>	133
<i>Concurrent Revocation (2 Issues)</i>	1,486
<i>Magistrates Total Convictions</i>	5,813
<i>Circuit Court Total Convictions</i>	79
<i>Municipal Court Total Convictions</i>	516

Ignition Interlock Program

	2015 Total
<i>Applications Approved & Denied</i>	5,969
<i>Installations</i>	3,976
<i>Enrollees Completing & Removed</i>	2,748
<i>Persons Disqualified</i>	700

Point System

	2015 Total
<i>Suspensions</i>	741
<i>Reinstatements</i>	771

System violations, GDL suspensions, and commercial driver convictions causing suspensions and disqualifications based upon state and federal law.

A. Non-Resident Violator Compact

West Virginia cooperates with other states in tracking unpaid and unresolved traffic citations. Member states reciprocally suspend the driver’s licenses of their residents who fail to satisfy a traffic citation issued in another state. Restoration of driving privilege may be met when the driver provides proof of resolution of the outstanding traffic citation.

B. Driver’s License Compact

The Driver’s License Compact is an agreement among 46 states to report court convictions of non-resident traffic offenders to their home jurisdictions. Forty-four states allow non-resident motorists to accept a traffic citation for certain violations and proceed on their way without delay with the obligation of resolving the court issue later. Upon receipt of the court conviction from any member state, the appropriate information is applied to the West Virginia driver’s record.

Medical Review Unit

The Medical Review Unit maintains files on all drivers who have been reported as having medical or visual conditions that could impact their driving. Cases are reviewed on an individual basis to determine the appropriate course of action. Periodic medical visual examinations and/or driver re-examination may be required of at-risk drivers and commercial drivers with intrastate waivers that do not meet the federal standards due to diabetes, vision, or limb impairments.

The unit also consults with the Driver’s License Advisory Board for recommendations as necessary. The Driver’s License Advisory Board consists of five (5) physicians who are appointed by the Governor. These physicians advise the Commissioner of Motor Vehicles on vision standards and medical criteria that are relevant to driver licensing.

Revocation/Suspension Totals

Other Breakdown	2015 Total
<i>Fraudulent Applications</i>	3
<i>GDL (2 or More Tickets)</i>	132
<i>Unpaid Child Support</i>	6

Student Attendance Program

	2015 Total
<i>Notices Received</i>	3,328
<i>License Suspensions</i>	599
<i>License Reinstatements</i>	781

Medical Unit Statistics

	2015 Total
<i>Medical Suspensions</i>	171
<i>Re-Exam Suspensions</i>	158
<i>New Medical Files</i>	337
<i>Vision Report Reviews</i>	2,974

Resident Violator

	2015 Total
<i>Notices Received</i>	76,936
<i>Suspensions</i>	59,556
<i>Reinstatements/Cleared</i>	39,652

Non-Resident Violator

	2015 Total
<i>Non-Compliance Reports for Other States/License Suspended for Failure to Comply</i>	4,584
<i>Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed Fees</i>	1,673
<i>Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid</i>	2,294
<i>Notices Mailed to Other States</i>	8,781

Compulsory Insurance

DMV monitors motorist compliance with West Virginia's compulsory automobile insurance law in several ways. The unit takes administrative action through citations for "no insurance", review of crash reports submitted by law enforcement, court-ordered judgments awarding monies due to an uninsured crash, random ongoing verification of registrants insurance information, and insurance fraud.

The unit also processes all requests for driving records. Each request is reviewed to ensure proper disclosure of records, correct fees, and proper identification of the requestor. The request may be either by the licensee, an employer or an attorney.

Additionally, this unit handles all requests for certification of driving records and corresponding suspension and revocation files. These types of requests are from law enforcement, all branches of the judicial system, county prosecutors, etc. The majority of which are received through the West Virginia portal of Law Enforcements' weapons system, and must be handled expeditiously for proper prosecution or dismissal through the court

Other Totals

	2015
<i>Crash/Court Suspension Letters from Court Reports</i>	6,699
<i>Driving Records Processed by DMV</i>	55,429
<i>Driving Record Certifications</i>	14,457
<i>Insurance Waiver Program Participants</i>	687

Driver's License Suspensions

	2015
<i>Cancellations</i>	0
<i>Court Reports</i>	3,962
<i>Crash Reports</i>	536
<i>Fraudulent</i>	107
<i>Judgements</i>	264
<i>Verification Process</i>	3

Vehicle License Suspensions

	2015
<i>Cancellations</i>	0
<i>Court Reports</i>	826
<i>Crash Reports</i>	85
<i>Fraudulent</i>	100
<i>Judgements</i>	0
<i>Verification Process</i>	3

Suspension Letters

	2015
<i>Cancellations</i>	0
<i>Court Reports</i>	5,717
<i>Crash Reports - Pending</i>	994
<i>Fraudulent - Processed</i>	97
<i>Judgements - Pending</i>	313
<i>Verification - Processed</i>	0

State Police Serve Orders

	2015
<i>Cancellations</i>	0
<i>Court Reports</i>	403
<i>Crash Reports</i>	32
<i>Fraudulent</i>	58
<i>Judgements</i>	0
<i>Verification Process</i>	2

Reported Traffic Convictions

	2015		2015
<i>Reckless/Hazardous Driving</i>	857	<i>Failure to Obey Traffic Signal/Control Device</i>	3,749
<i>Speeding in a School Zone</i>	342	<i>Driving Left of Center</i>	499
<i>Speeding</i>	17,672	<i>Driving Too Fast for Conditions</i>	116
<i>Hit and Run (Bodily Injury)</i>	5	<i>Failure to Keep Vehicle Under Control</i>	1,305
<i>Leaving Scene of Accident</i>	346	<i>Failure to Yield When Merging</i>	847
<i>Passing a School Bus</i>	81	<i>Following Too Closely</i>	308
<i>Improper Passing</i>	482	<i>Driving with More Than 3 People in Front</i>	13
<i>Improper Signal / No Signal</i>	92	<i>Driving Wrong Way on a One-Way Street</i>	127
<i>Improper Lane Change</i>	170	<i>Driving on Wrong Side of Road</i>	20
<i>Failure to Keep in Proper Lane</i>	258	<i>Making Improper Turn</i>	175
<i>Failure to Follow Police Officer's Instructions</i>	22	<i>Improper Backing</i>	51
<i>Failure to Yield to an Emergency Vehicle</i>	140	<i>Using a Hand-Held Mobile Phone/Device</i>	6,348
<i>Texting While Driving</i>	252		

Violations by WV Drivers Reported Other Jurisdictions

State	2015	State	2015	State	2015
<i>Alabama</i>	52	<i>Kansas</i>	61	<i>North Carolina</i>	52
<i>Alaska</i>	0	<i>Kentucky</i>	816	<i>North Dakota</i>	53
<i>Arizona</i>	26	<i>Louisiana</i>	45	<i>Ohio</i>	9,455
<i>Arkansas</i>	27	<i>Maine</i>	3	<i>Oklahoma</i>	44
<i>California</i>	9	<i>Maryland</i>	3,704	<i>Oregon</i>	29
<i>Colorado</i>	35	<i>Massachusetts</i>	4	<i>Pennsylvania</i>	2,121
<i>Connecticut</i>	42	<i>Michigan</i>	59	<i>Rhode Island</i>	0
<i>Delaware</i>	99	<i>Minnesota</i>	18	<i>South Carolina</i>	1,128
<i>District of Columbia</i>	1	<i>Mississippi</i>	16	<i>South Dakota</i>	11
<i>Florida</i>	353	<i>Missouri</i>	87	<i>Tennessee</i>	132
<i>Georgia</i>	267	<i>Montana</i>	27	<i>Texas</i>	171
<i>Hawaii</i>	26	<i>Nebraska</i>	29	<i>Utah</i>	22
<i>Idaho</i>	18	<i>Nevada</i>	11	<i>Vermont</i>	0
<i>Illinois</i>	110	<i>New Hampshire</i>	2	<i>Virginia</i>	11,428
<i>Indiana</i>	151	<i>New Jersey</i>	97	<i>Washington</i>	53
<i>Iowa</i>	33	<i>New Mexico</i>	14	<i>Wisconsin</i>	39
		<i>New York</i>	288	<i>Wyoming</i>	53

Information Technology Services]

Wilbur Thaxton II, *Director*

Information Technology (IT) Services houses the IT Systems & National Motor Vehicle Titling Information System (NMVTIS) Service Desk, the DMV Programming unit, and the Data Processing & Records Retention units.

IT Services is responsible for creating, modifying, and modernizing all DMV related systems to meet industry standards while maintaining appropriate access for overall data security. Additionally, IT Services works with the Office of Technology (OT) to improve efficiency in current systems and processes, as well as researching, selecting, and implementing new systems for the DMV to use for its ever changing customer service demands. The most recent addition was DMV Online Services, providing a way for citizens to conduct some of the more common DMV transactions from a computer or wireless communications device.

IT Services also maintains the required privacy and security standards set forth by state and federal law, while adhering to best practice standards set forth by Information Technology Industry.

IT Systems/NMVTIS Service Desk

The IT Systems/ NMVTIS Service Desk assists all agency employees, DMV assists vendors and the DMV regional offices by performing general information and technology troubleshooting services statewide, as well as providing support to other agencies nationwide. This area also creates, modifies, deletes and audits user access to network and mainframe and all related systems.

IT Systems serves as the primary contact for technical support to DMV and other state agencies pertaining to DMV systems operations. IT Systems is also responsible for performing any necessary maintenance of information on the systems as well as providing appropriate access for overall data security. These systems include the Automated Testing System (ATS), the credential issuance camera system, mainframe, and the National Motor Vehicle Titling Information System (NMVTIS).

Data Processing & Retention Unit

The Data Processing & Retention Unit verifies, enters, and distributes vehicle title and registration information as well as maintains all DMV records. This unit responds to information requests from legally authorized sources and is responsible for the optical imaging and document management of all DMV files.

Investigation, Security & Support Services

Ken Cassidy, Director

Investigation, Security, and Support Services (IS&S) is responsible for conducting internal and external investigations including:

- Internal employee fraud
- External customer fraud
- Title fraud
- License fraud
- Odometer fraud
- Vehicle tax fraud
- Identity theft
- Stolen vehicles

Additionally, this section is responsible for all fingerprint based and name based background checks of all qualifying DMV employees as well as the Third Party CDL Examiners in compliance with the REAL ID Act.

Investigations, Security, and Support Services provides all training and certifications, required by AAMVA, for all driver's license, motorcycle license, and commercial driver examiners as well as all third party CDL examiners.

While utilizing West Virginia's Electronic Commercial Driver's License (eCDL) program, this unit received federal grant funding for continued research and development of the program's software. This software permits third party CDL examiners to test multiple state residents in a professional and wireless manner.

The section is responsible for the managing and coordination of the DMVs' fleet vehicles, serving as the central point of contact between the Fleet Management Office, Agency Drivers, and other personnel. This includes maintaining and verifying eligibility records of all assigned drivers, and assuring that all drivers are aware of the proper use of State vehicles as well as Policies and Procedures.

This section also provides program oversight and monitors the administration of CDL skills tests given by Third Party Examiners, conducts low vision Bi-Optic testing for the DMV.

IS&S Statistics

	2015
<i>External Investigations Completed</i>	1334
<i>Internal Investigations Completed</i>	20
<i>CDL Tests (Normal Observation)</i>	2,391
<i>CDL Tests (Covert Observation)</i>	250
<i>Employees Train - CDE & CME Training Classes</i>	57
<i>Employees Trained CDL (Recertification)</i>	33
<i>Employees Trained CDE (Certification)</i>	59
<i>Low Vision Skills Tests</i>	14
<i>Fingerprint & Background Checks</i>	157

Legal Services]

Jill Dunn, *General Counsel*

The Legal Services Section ensures the ethical interpretation and enforcement of all laws within the agency's purview, provides legal advice on all issues before the DMV and its boards, and directs representation of the agency before administrative and civil tribunals.

Additionally, this section reviews, prepares, and advises the Commissioner regarding legal documents, statutes, regulations, policies, and procedures, responds to all DMV litigation, FOIA requests, Driver Privacy Protection Act Requests, and writes contracts for the Division.

Litigation Statistics

	2015
<i>Administrative Driver's License Hearings (OAH)</i>	1,896
<i>Circuit Court</i>	47
<i>Supreme Court</i>	6
<i>Bankruptcy</i>	4
<i>General Litigation</i>	10

WV Circuit Court Cases FY 2015

<i>Received</i>	34
<i>Won</i>	24
<i>Lost</i>	10

WV Supreme Court Cases FY 2015

<i>Decided</i>	13
<i>Won</i>	9

Management Services

Jerry Conrad, Director

Management Services performs for the DMV various administrative and fiscal tasks including revenue control, bad check collection, purchasing, auditing, accounting, and title entry.

Receiving & Processing

The Receiving & Processing Unit processes title work and vehicle renewals received via U.S. mail. In FY 2015 the efficient operation of this unit enabled the DMV to deposit \$48,955,117 in privilege tax remittances from vehicle owners within hours of receipt, while tracking the status of "in process" title work. This unit also processed checks from customers, totaling \$67,779,423 in FY 2015.

This unit also sends certified mail for the DMV and saved the DMV thousands of dollars by processing most of this certified mail electronically. The recipients signatures are then verified online to ensure proper delivery.

Accounting

The Accounting Unit is responsible for depositing and recording all accounting transactions. In FY 2015 \$324,568,507 was collected in revenue. This includes the \$206,026,136 collected in privilege taxes, which the state uses to match federal highway construction grants. Additionally, \$119,229 in checks that were received were returned to the DMV for insufficient funds, of this total \$99,313 was recovered.

Credit cards are accepted at most DMV offices. During FY 2015, 348,696 credit card transactions were processed, totaling approximately

Receiving & Processing Transactions

	2015 Total
<i>Vehicle Titles & Applications Processed</i>	207,178
<i>Total Checks Processed</i>	219,242
<i>Total Pieces of Certified Mail Sent Out</i>	108,732
<i>Total Pieces Electronic Certified Mail</i>	107,482

Accounting Transactions

	2015 Total
<i>Total Checks Returned for Insufficient Funds</i>	659
<i>Returned Checks Recovered</i>	502
<i>Total Credit Card Transactions Processed</i>	348,696

Agency Expenditures

56%	<i>Operating & Overhead Costs</i> \$30,715,826
30%	<i>Personnel Services</i> \$16,432,032
13%	<i>Fringe Benefits</i> \$7,511,039
1%	<i>Increment Pay</i> \$343,831

\$31,625,190. A total of \$603,932 was paid by the DMV in user fees.

Purchasing & Accounts Payable

The Purchasing & Accounts Payable unit oversees all DMV purchases, expenditures, facility maintenance, employee travel and training costs, and fixed assets. This section also maintains office supplies, forms, and manuals for distribution to the DMV's offices.

Warehouse & Inventory Supply

The Division's Warehouse & Inventory Supply unit is responsible for ordering and maintaining all DMV license plates, decals, titles, and registration documents. The warehouse is also responsible for distribution to the DMV's offices, County Sheriff's offices, and CVR participating dealerships.

Revenue Trend in U.S. Dollars

FY 2005 - FY 2015

2015	\$324,568,507
2014	\$312,635,977
2013	\$285,630,817
2012	\$297,811,535
2011	\$284,115,429
2010	\$254,019,887
2009	\$260,318,868
2008	\$276,438,497
2007	\$280,214,210
2006	\$278,864,176
2005	\$284,062,765

Agency Revenue by Source

Road Fund	2015 Total
<i>Other Road Fund Revenue (600)</i>	<i>\$96,136,306</i>
<i>Privilege Tax</i>	<i>\$206,026,136</i>
<i>Litter Control Fees</i>	<i>\$1,517,384</i>
<i>Miscellaneous Fees (611)</i>	<i>\$1,082,004</i>

Special Revenue	
<i>Motor Vehicle Fees Fund (8223)</i>	<i>\$5,172,343</i>
<i>Boat License (DNR)</i>	<i>\$171,169</i>
<i>Motorcycle Safety (DMV)</i>	<i>\$314,553</i>
<i>Voter Registration Fees (Secretary of State)</i>	<i>\$128,501</i>
<i>DMV/DNR Non-game Wildlife Fund (1 year)</i>	<i>\$175,815</i>
<i>DMV/DNR Non-game Wildlife Fund (2 year)</i>	<i>\$162,628</i>
<i>Ad Valorem</i>	<i>\$10,515,799</i>
<i>Environmental Cleanup</i>	<i>\$2,975,164</i>
<i>Dealer Recovery Fund</i>	<i>\$190,705</i>
<i>Prior Year Expiring Funds</i>	<i>\$0</i>
Total Revenue	\$324,568,507

Call Center Services

Dempsey Totten, Director

The first DMV Call Center opened in 1979 and has been serving as the first point of person to person contact for customer inquiries since. The center is staffed to handle a high volume of calls regarding everything DMV related.

In FY 2015, the Call Center had a total of 625,067 inbound calls, of which 83% (516,918) were answered regarding various facets of DMV issues, including 3,855 that were questions that needed rerouted to other state agencies.

In an effort decrease wait times on the phone, the Call Center implemented an email service as another avenue of contact for customers. People may now send their questions directly to DMVCallCenter@wv.gov. Employees are trained to disseminate the emails to the appropriate section for response, with response times averaging less than 24 hours during the course of a normal business week.

Call Center Inquiries

	2015
<i>Driver's Licenses</i>	160,540
<i>DUI, Points, Citations, Etc.</i>	119,300
<i>Titles</i>	106,197
<i>Registration & Plates</i>	71,925
<i>Addresses, Hours & Locations</i>	25,360
<i>Other Miscellaneous</i>	16,545
<i>Insurance</i>	11,359
<i>Mobility Impaired Services</i>	2,174
<i>Special License Plates</i>	2,932
<i>Boats & Watercrafts</i>	2,688
<i>Questions for Other State Agencies</i>	3,855
<i>Dealers</i>	2,029
<i>IRP/IFTA</i>	2,026
<i>Vehicle Leasing</i>	576

Regional Office Services

Linda Ellis, Director

The first regional office of the DMV opened its doors in Winfield in 1975 and over the last 39 years, the number of regional full service offices available to the public has grown to 24.

In addition to the regional offices, there is one testing site that is open to the public and staffed and maintained by the closest regional office, providing 25 total locations staffed to handle general customer inquiries and process DMV transactions on behalf of the agency.

Across the state the DMV regional offices process the majority of all customer transactions.

Regional Office Operation Totals

	2015
Dealer Revenue Collected	\$46,257,513
Titles Instant Printed	101,544
Titles Processed	383,504
Operator Renewals	476,282
Vehicle Renewals	324,343
Driver Exams (skills)	25,953
CDL Exams (knowledge)	18,508

Examples of what the regional offices do include:

- *Conducts all drivers, commercial drivers' knowledge, and motorcycle knowledge and skills examinations.*
- *Provides information and DMV publications and forms.*
- *Determines eligibility of all WV license and ID card applicants ensuring compliance with the REAL ID Act of 2005.*
- *Verifies school enrollment forms provided for all Graduated Driver's License (GDL) transactions.*
- *Confirms legal and valid driver license status via the Problem Driver Point System (PDPS).*
- *Processes driver's license card issuances, duplicates, and renewals.*
- *Transfers new resident title work, registration, and drivers licenses.*
- *Processes ID card issuances, duplicates, and renewals for adults and children.*
- *Processes state employee ID cards.*
- *Issues mobility impaired parking placards and license plates.*
- *Verifies liens and encumbrances.*
- *Verifies insurance coverage and payment of personal property taxes in conjunction with vehicle registration renewals.*
- *Assists customers in electronic voter registration.*
- *Collects fees for the West Virginia Road Fund and other state agency programs.*
- *Distributes information on alcohol awareness, motorcycle safety, ATV safety, child passenger safety, and the Governor's Highway Safety Program.*
- *Host sites for administrative hearings.*

Regional Office Totals & Revenues

Office Location	Customers	Transactions	Revenue
Beckley	63,852	80,404	\$4,036,084
Charles Town	80,702	105,551	\$6,293,571
Clarksburg	92,891	117,336	\$7,218,362
Elkins	55,012	71,048	\$3,493,407
Fairmont (Test Site)	15,163	15,109	\$208,392
Flatwoods	34,830	51,896	\$2,332,252
Franklin	12,273	21,246	\$1,981,293
Huntington	88,954	118,749	\$11,933,222
Kanawha City	152,121	195,209	\$7,428,071
Lewisburg	43,735	54,066	\$2,795,737
Logan	44,630	53,998	\$2,983,191
Martinsburg	86,956	121,436	\$7,201,753
Moorefield	33,495	42,113	\$2,081,314
Morgantown	101,384	129,929	\$10,099,413
Moundsville	65,343	89,110	\$9,295,469
Parkersburg	88,721	121,366	\$11,553,665
Point Pleasant	28,844	38,028	\$2,745,988
Princeton	51,588	67,123	\$2,870,153
Romney	35,689	60,493	\$3,263,056
Spencer	24,771	35,676	\$1,749,063
Summersville	40,909	82,632	\$8,915,673
Weirton	40,443	54,205	\$4,701,380
Welch	25,901	31,464	\$1,138,534
Williamson	23,353	29,297	\$2,152,638
Winfield	96,719	129,101	\$10,736,189
Total	1,428,279	1,916,585	\$129,207,870

Vehicle Services

Michael Maggard, *Director*

The Vehicle Services section is composed of three units within DMV that are connected by the requirement to title and register vehicles in West Virginia. They are as follows: Titles & Registrations, Dealer Services and Motor Carrier Services.

Titles & Registrations

The titles and registrations unit processes registrations and titles for all vehicles (including motorboats) and issues special license plates. Technological innovation has enabled the unit to process all title work promptly upon receipt, track all title work in progress, and provide comprehensive information to customers who call in with questions.

This unit has been aggressive in implementing federal mandates that require increased scrutiny of odometer statements and the use of special tamper-resistant forms for many title transactions.

This unit also handles all customer requests through DMV online services for duplicate titles, decals, and license plates as well as registration renewals.

Dealer/Leasing Services

The Dealer Services unit issues motor vehicle dealer licenses and license service operation permits. They also inspect reconstructed vehicles, oversee temporary registration plate issuances by dealers and license services, conduct inspections and investigations of licensed dealers and license services annually, and the issuance of salesperson licenses.

Title & Registration Transactions

	2015 Total
<i>Titles Processed</i>	769,869
<i>Title File Scans</i>	729,543
<i>License Plate Transfers</i>	198,516
<i>License Plate Exchanges</i>	666
<i>Duplicate Plate Issues</i>	6,970
<i>Duplicate Decal Issues</i>	7,857
<i>Lien Recordings</i>	305,271

Registrations by Class

	Class	2015 Total
A	<i>Passenger</i>	1,280,718
B	<i>Trucks</i>	23,005
C	<i>Trailers & Semis</i>	210,366
G	<i>Motorcycles</i>	50,637
H	<i>Buses</i>	139
J	<i>Taxicabs</i>	45
M	<i>Special Mobile Equipment</i>	423
P	<i>Government</i>	44,453
R	<i>Camping Trailers</i>	32,066
T	<i>Boat Trailers</i>	86,600
V	<i>Antique Vehicles</i>	4,250
X	<i>Farm Vehicles</i>	1,182

Vehicle Registrations by County

County	2015 Total	County	2015 Total
Barbour	14,595	Mineral	29,947
Berkeley	102,564	Mingo	22,880
Boone	20,031	Monongalia	69,003
Braxton	14,660	Monroe	14,559
Brooke	17,885	Morgan	17,757
Cabell	77,751	Nicholas	28,379
Calhoun	7,473	Ohio	38,447
Clay	8,832	Pendleton	9,458
Doddridge	5,256	Pleasants	6,965
Fayette	41,037	Pocahontas	10,382
Gilmer	6,824	Preston	33,435
Grant	13,941	Putnam	50,742
Greenbrier	38,385	Raleigh	66,493
Hampshire	25,997	Randolph	28,643
Hancock	27,978	Ritchie	12,185
Hardy	15,975	Roane	14,097
Harrison	68,977	Summers	10,642
Jackson	30,759	Taylor	14,061
Jefferson	55,468	Tucker	7,136
Kanawha	172,387	Tyler	8,581
Lewis	20,804	Upshur	30,734
Lincoln	18,238	Wayne	26,948
Logan	28,030	Webster	9,149
Marion	55,721	Wetzel	18,652
Marshall	25,087	Wirt	6,172
Mason	24,063	Wood	80,062
McDowell	16,944	Wyoming	19,678
Mercer	53,378	Out-of-State	39,662
2015 TOTAL 1,733,889			

West Virginia assesses leased vehicle taxes according to the value of a vehicle's lease, rather than the value of the vehicle itself. The DMV accordingly allows a special process for titling leased vehicles.

Annual revenues under this program have increased from \$854,000 to \$6,393,108 since FY 1995.

Special & Organizational Plates

Plate Style	2015
<i>Amateur Radio</i>	520
<i>Antique</i>	5,666
<i>Breast Cancer Awareness</i>	868
<i>Certified Firefighter</i>	66
<i>Character Education</i>	32
<i>Disabled Veteran</i>	2,257
<i>DNR Wildlife (Bird)</i>	8,422
<i>DNR Wildlife (Deer)</i>	6,715
<i>Donate Life</i>	128
<i>Educator</i>	289
<i>EMS</i>	378
<i>Firefighter</i>	483
<i>Former Legislator</i>	61
<i>Governor's Numbers</i>	456
<i>Legislative</i>	165
<i>Medal of Honor</i>	0
<i>Military Organizations</i>	4,017
<i>Mobility Impaired</i>	3,570
<i>National Guard</i>	1,994
<i>NASCAR</i>	325
<i>Patriotic</i>	3,300
<i>Pearl Harbor Survivor</i>	10
<i>Personalized</i>	40,064
<i>Prisoner of War</i>	60
<i>Purple Heart</i>	1,212
<i>Silver-Haired Legislature</i>	4
<i>Special Organizations</i>	3,354
<i>Veteran</i>	12,504
<i>Volunteer Firefighter</i>	712
<i>Whitewater Rafting</i>	376
<i>Wounded Law Enforcement</i>	18
<i>4H/FFA</i>	81
<i>9-11 Commemorative</i>	5,417

Vehicle Dealer Oversight

	2015 Total		2015 Total
<i>Dealers Licenses</i>	1,489	<i>Temporary Plates Issued to Motorcycles</i>	2,078
<i>Dealer Pre-Application Inspections</i>	156	<i>Temporary Plates Issued to Dealers</i>	85,040
<i>Dealer Applicant Investigations</i>	224	<i>Temporary Plates Issued to License Services</i>	11,414
<i>Dealer Compliance Investigations</i>	3,350	<i>Temporary Plates Issued to Auto Auctions</i>	310
<i>Unlicensed Dealer Investigations</i>	135	<i>Revenue Leased Vehicles</i>	\$7,202,109
<i>Reconstructed Vehicle Inspections</i>	3,647	<i>Rental Taxes Collected</i>	\$1,555,584
<i>Total Temporary Plates Issued</i>	98,842		

Motorboat Registrations by County

County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	340	81	1	422	Mingo	805	118	4	927
Berkeley	1,753	272	2	2,027	Monongalia	1,835	147	16	1,998
Boone	704	58	0	762	Monroe	342	43	1	386
Braxton	398	60	0	458	Morgan	421	119	0	540
Brooke	382	72	1	455	Nicholas	699	80	1	780
Cabell	1,834	102	6	1,942	Ohio	691	136	0	827
Calhoun	192	43	0	235	Pendleton	101	12	0	113
Clay	221	62	0	283	Pleasants	85	79	6	170
Doddridge	106	42	0	148	Pocahontas	271	63	2	336
Fayette	1,290	83	2	1,375	Preston	150	50	1	201
Gilmer	90	16	0	106	Putnam	639	104	0	743
Grant	281	82	0	363	Raleigh	1,592	168	2	1,762
Greenbrier	673	255	6	934	Randolph	2,048	121	0	2,169
Hampshire	485	220	0	705	Ritchie	493	153	2	648
Hancock	585	65	3	653	Roane	310	128	5	443
Hardy	312	197	1	510	Summers	468	179	2	649
Harrison	1,305	251	2	1,558	Taylor	411	26	3	440
Jackson	955	146	3	1104	Tucker	478	54	0	532
Jefferson	892	126	3	1021	Tyler	108	28	0	136
Kanawha	4,827	446	215	5,488	Upshur	289	99	2	390
Lewis	509	61	7	577	Wayne	679	67	1	747
Lincoln	688	47	2	737	Webster	1,122	36	4	1,162
Logan	931	106	1	1,038	Wetzel	192	22	0	214
Marion	1,282	208	2	1,492	Wirt	485	121	1	607
Marshall	673	188	2	863	Wood	212	76	0	288
Mason	759	150	2	911	Wyoming	2,238	466	13	2,717
McDowell	415	60	0	475	Out-of-State	956	59	0	1,015
Mercer	1,578	121	0	1,699					
Mineral	607	199	0	806	TOTAL	43,187	6,573	327	50,087

Registered Dealers & Types

County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total	County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total
Barbour	0	1	0	0	6	0	0	0	0	3	10	Mineral	0	3	3	3	12	1	0	0	0	2	24
Berkeley	2	4	4	8	70	5	0	2	0	8	103	Mingo	0	2	1	0	3	1	0	1	0	2	10
Boone	0	2	1	1	9	1	0	1	0	0	15	Monongalia	0	10	1	4	36	4	0	1	0	6	62
Braxton	0	2	5	3	7	3	0	0	0	1	21	Monroe	0	0	0	1	3	0	0	1	0	0	5
Brooke	0	1	1	0	7	2	0	0	0	2	13	Morgan	0	1	1	1	3	1	0	1	0	0	8
Cabell	0	9	7	4	36	4	0	3	0	7	70	Nicholas	0	3	1	3	13	0	0	0	0	2	22
Calhoun	0	0	1	1	3	0	0	1	0	0	6	Ohio	0	11	6	5	19	3	0	1	0	2	47
Clay	0	0	0	0	2	0	0	0	0	1	3	Pendleton	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6
Doddridge	0	0	1	1	2	0	0	0	0	0	4	Pleasants	0	1	1	2	5	0	0	0	0	0	9
Fayette	0	2	1	0	17	0	0	2	0	1	23	Pocahontas	0	1	0	0	2	0	0	0	0	1	4
Gilmer	0	0	0	1	3	0	1	0	0	0	5	Preston	1	2	1	3	19	1	0	0	0	1	28
Grant	0	0	1	1	6	1	0	1	0	0	10	Putnam	1	5	3	4	10	1	2	0	0	1	27
Greenbrier	0	3	2	0	17	0	0	1	0	5	28	Raleigh	1	9	10	10	34	4	0	0	0	2	70
Hampshire	0	1	4	3	15	2	0	2	0	0	27	Randolph	0	5	4	7	20	4	0	3	0	1	44
Hancock	0	1	1	0	7	1	0	1	0	0	11	Ritchie	0	0	0	3	5	1	2	0	0	0	11
Hardy	0	3	1	0	7	1	0	2	0	0	14	Roane	0	1	0	0	5	0	0	0	0	0	6
Harrison	1	9	4	4	45	9	0	0	0	4	76	Summers	0	0	0	0	1	0	0	0	0	0	1
Jackson	1	1	5	5	23	1	2	2	0	1	41	Taylor	0	1	0	0	5	0	0	0	1	2	9
Jefferson	1	2	1	1	12	0	0	0	0	1	18	Tucker	0	1	0	0	1	0	0	0	0	1	3
Kanawha	1	19	15	20	60	8	0	5	1	7	136	Tyler	0	2	0	0	1	0	0	1	0	0	4
Lewis	0	4	2	0	9	0	0	1	0	2	18	Upshur	1	2	1	2	13	1	0	0	0	2	22
Lincoln	0	0	0	0	5	0	0	0	0	4	9	Wayne	0	2	4	1	11	0	0	0	0	4	22
Logan	0	3	2	3	7	2	0	1	0	0	18	Webster	0	0	1	1	3	0	0	0	0	0	5
Marion	0	6	6	6	35	3	0	1	0	5	62	Wetzel	0	1	3	3	5	1	0	0	0	0	13
Marshall	0	4	2	1	12	1	0	1	0	4	25	Wirt	0	0	0	0	3	0	0	0	0	0	3
Mason	0	0	0	1	4	0	0	0	0	1	6	Wood	0	10	13	9	47	7	1	6	0	7	100
McDowell	0	0	0	0	6	0	0	1	0	0	7	Wyoming	0	0	1	2	2	0	0	0	0	0	5
Mercer	0	7	9	6	35	5	0	1	0	6	69	TOTAL	10	157	131	134	748	79	8	44	2	99	1412

Registered Dealer Key Dealer Types

D	New & used vehicles, not including motorcycles
DTR	Trailers, semi-trailers, and/or house trailers
DUC	Used vehicles, not including motorcycles
F	New & used motorcycles
MFG	Reconstructors, assemblers, and/or reassemblers of vehicles with special bodies
TRS	Transporters of vehicles to and/or from plants and agents of a manufacturer of purchaser
REP	Financial institutions authorized to repossess vehicles
DRV	Recreational vehicle dealers
AA	Auctioneers
WDR	Dealers in used parts, wreckers, and dismantlers of vehicles for resale of parts

Motor Carrier Services

This unit of the DMV Vehicle Services Section oversees credential issuance to and revenue collection from the commercial trucking industry. The Motor Carrier Services section administers West Virginia's participation in two, multi-jurisdictional, revenue and credential reciprocity compacts:

1) [International Registration Plan \(IRP\)](#): IRP regulates commercial vehicle registration.

2) [International Fuel Tax Agreement \(IFTA\)](#): IFTA administers credentialing for commercial fuel taxes.

The two compacts spearhead a technology-driven effort to simplify legal compliance procedures for the trucking industry and bring maximum economic efficiency to interstate and US-Canadian commerce.

IRP and IFTA enable United States and Canadian commercial motor carriers to operate throughout most of North America with tax and registration credentials issued by their home jurisdiction. The compacts require all vehicles of more than 26,000 pounds gross vehicle weight (GVW) and having three (3) or more axles to register their vehicles and pay their fees in their home jurisdictions. Ten Canadian provinces and all of the states of the continental United States recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental United States.

This unit also utilizes the Commercial Vehicle Information Systems Network (CVISN) and other Intelligent Transportation Systems/Commercial Vehicle Operations (ITS/CVO) initiatives directed by the Federal Motor Carrier Safety Administration (FMCSA). CVISN and ITS/CVO initiatives are focused on streamlining government regulatory processes by consolidation of functions and electronic data exchanges.

Other Motor Carrier Operations

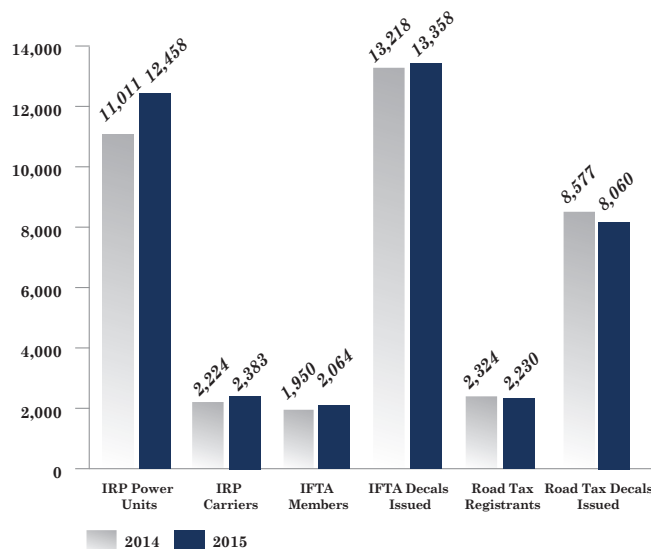
- *Collection of apportioned ad valorem fees for West Virginia counties*
- *Advice and training for law enforcement personnel and others concerning policies, regulations, and statutes pertaining to commercial vehicles*
- *Processing and issuance of fuel tax decals for intrastate motor carriers*

Motor Carrier Goals & Objectives

- *Continue to introduce new motor carriers to electronic credentialing and self-credentialing*
- *Streamline administration of motor carrier credentialing and taxation*
- *Reduce administrative paperwork and enhance compliance with motor carrier regulations through technology*
- *Continue the PRISM program to improve the safety performance of high-risk carriers*

Motor Carrier Totals

IRP, IFTA, and Road Tax



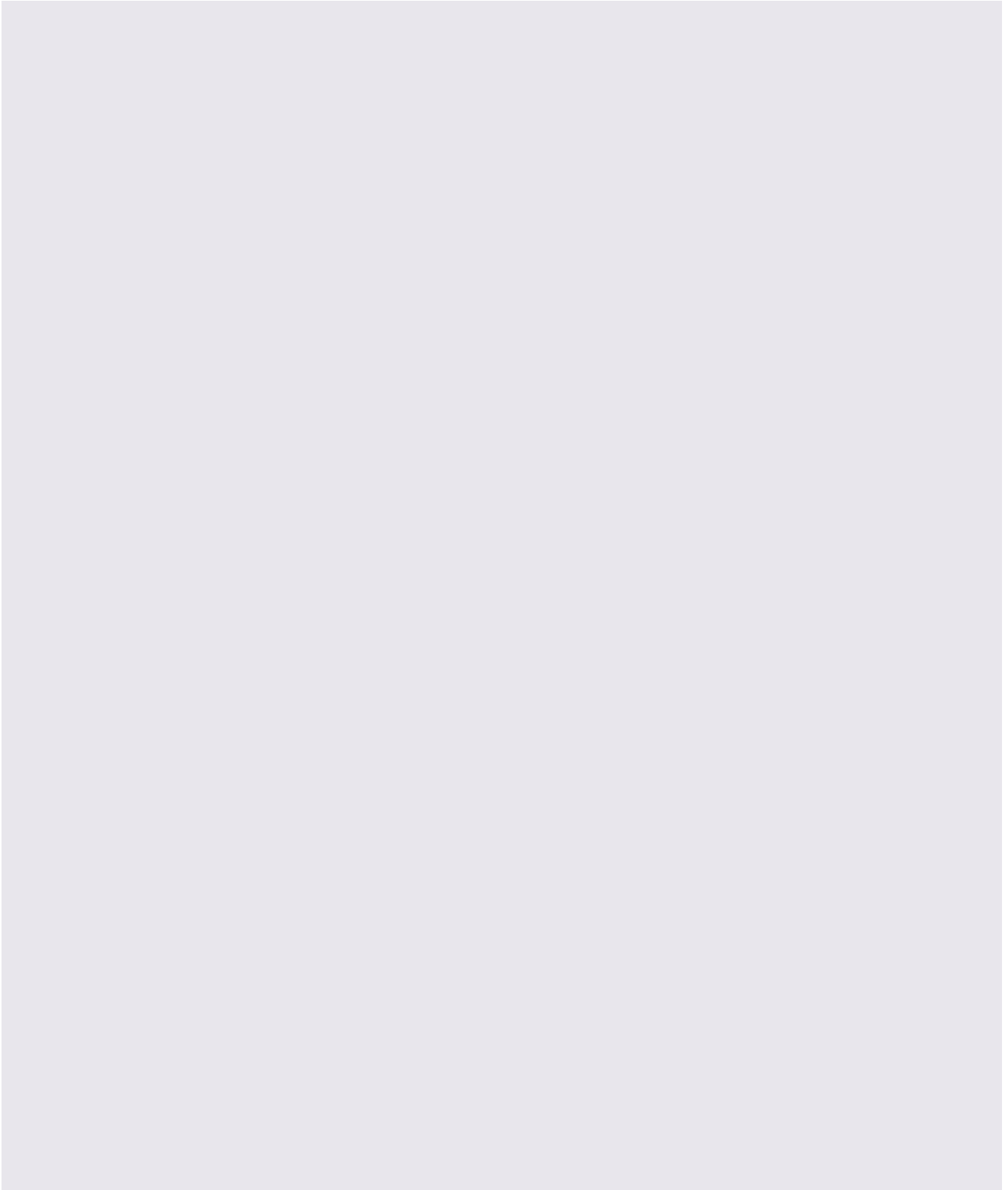
Commercial Driver's License Holders

	2015
Holders	48,650

IRP Revenue

	2015
Collected from WV Based Carriers	\$34,660,722
Collected from Other States	\$25,171,722
Paid to Other States	\$5,478,953
Ad Valorem	\$11,933,198

Notes]





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