



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

**Division of Motor Vehicles**

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**M E M O R A N D U M**

**To:** All Advisory Committee Participants

**From:** Deborah L. Fields, Manager

**Date:** May 1, 2013

**Subject:** WVOLV Update

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I would like to take this opportunity to provide a brief update on the WVOLV program and our recent legislative session. Unfortunately, our changes did not pass this legislative session. The notice of cancellation (WV-2B) requirement in WV Motor Vehicle Code 17D-2A-5 and §33-6A-1 (B-E) is still in effect.

We are progressing well on the WVOLV project. We have approximately 96% of the insurance market share in testing or connected according to the Insurance Commission's report. One significant element that will have a great impact on the program's success, will be the policy number. During DMV's testing, we have found that entering the policy number as listed on the ID card often returns an "unconfirmed" response. To gain "confirmation" frequently requires compressing or manipulating the policy number. Mind you, this is only possible in the testing phase and cannot be programmed for each variable before our GO-Live date. If the ID card policy number matched the web service field for policy number, it would yield much fewer "unconfirms". **We are currently getting a 50% or greater mismatch on policy numbers entered directly from ID cards** according to the vendor-produced reports. One insurance company has changed the primary search from the policy number and it has allowed for a much higher "confirmation" rate!

We continue to find a substantial amount of serial number (vin) mismatches which will be a problem in the web service. We have completed PR for the vin issue and address update issue attempting to educate the public and lessen the impact on the program. Some other examples are listing only the last four of the vin or placing only ones(1) or twos (2) in the vin field. The later was explained as existing policyholders adding an additional vehicle and not having the vin available. There is supposed to be a follow-up to correct the vin, which doesn't always happen apparently.

We have continued our outreach for copies of the ID cards through registration renewals and continue to add the information to the database. Many of the insurance ID cards have the NAIC already in place, some do not. We have much to complete during the next 8 months. We will not look at the law enforcement piece until later in 2014 after all fine-tuning has been completed.

We are hopeful of a smooth, successful transition for you, the division and your insured's as we move closer to the Go-live date of 1-1-2014. We continue to be proactive in our public outreach and welcome your feedback and/or suggestions. Thank you for your willingness to improve the project by supplying data either one time and/or on a monthly cycle. This assistance helps us achieve our goal of identifying the "uninsured" and protecting the legal motoring public.

**PLEASE POST OR FORWARD THIS TO YOUR RESPECTIVE COUNTERPARTS.**