



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION
Division of Motor Vehicles

1800 Kanawha Boulevard East • Building Three
Charleston, West Virginia 25317-0910

Bob Wise
Governor

Fred VanKirk, P.E.
Secretary

Roger Pritt
Commissioner

December 31, 2002

The Honorable Bob Wise
Governor of West Virginia
State Capitol
Charleston, WV 25305

Dear Governor Wise:

Pursuant to Constitutional requirements, I am pleased to submit to you the Division of Motor Vehicles' Annual Report for the fiscal year ending June 30, 2002.

This report is statistical in format and summarizes DMV's operations.

DMV revenue collections for Fiscal Year 2002 totaled \$281,353,927. I note with satisfaction that, in spite of increased budgetary pressure as the agency's mission grows more complex, DMV required only 14 percent of this total to meet its operating expenses.

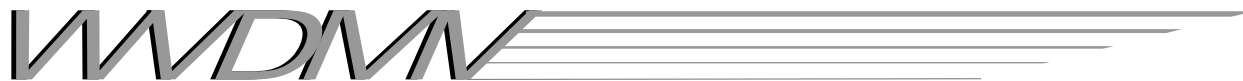
Sincerely,

A handwritten signature in cursive script that reads "Roger Pritt".

Roger Pritt
Commissioner

RLP/mjl

cc: Fred VanKirk, P.E.
Secretary of Transportation



FY 2002 ANNUAL REPORT

ROGER PRITT

Commissioner of Motor Vehicles

THOMAS D. SPRINKLE

Deputy Commissioner

STEVEN O. DALE

Assistant to the Commissioner

DAVID H. BOLIYARD

Director, Driver Services

RICHARD M. JOHNSTON

Director, Management Services

JILL M. BISSETT

General Counsel, Legal Services

LACY MORGAN, JR

Director, Information Services

GLENN O. PAULEY

Director, Vehicle Services

DMV REGIONAL OFFICES

**BECKLEY
CLARKSBURG
ELKINS
FLATWOODS
HUNTINGTON
KANAWHA CITY**

**LOGAN
MARTINSBURG
MOOREFIELD
MORGANTOWN
MOUNDSVILLE
LEWISBURG
PARKERSBURG**

**POINT PLEASANT
PRINCETON
ROMNEY
SPENCER
WILLIAMSON
WINFIELD**

LICENSE EXAMINATION CENTERS

**BUCKHANNON
CLAY
FRANKLIN
GAULEY BRIDGE
GLENVILLE
GRAFTON
GRANTSVILLE
HAMLIN
HARRISVILLE**

**HINTON
JESSE
KEYSER
KINGWOOD
MADISON
MARLINTON
NEW CUMBERLAND
OAK HILL
PARSONS**

**PADEN CITY
PETERSBURG
PHILLIPI
RAINELLE
RICHWOOD
RIPLEY
ST. MARYS
SOUTH CHARLESTON
SUMMERSVILLE**

**UNION
WAYNE
WEBSTER SPRINGS
WELCH
WELLSBURG
WESTON
WEST UNION
WHEELING
WHITESVILLE**

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COMMISSIONER'S FOREWORD



I am pleased to report that DMV both continued and added new dimensions to its tradition of service to West Virginia motorists during FY 2002.

Facilitating e-commerce is a key priority for Governor Wise, and DMV continues to do its part. Making our NASCAR collector plates available on-line is a major advance in state government's provision of e-commerce options to the public. DMV customers may now pay for transactions by credit card. We continue to explore options for Internet renewal of license plates.

This past year we maintained momentum to bring motor vehicle services to the citizens of West Virginia. Offices were opened in Lewisburg and Williamson, and office hours were extended in Martinsburg. Our rigorous employee training program continues to ensure excellent customer service.

We have maintained our focus on highway safety issues. As the Governor's Highway Safety representative, I am proud that we saw a 20% increase in seat belt usage during FY 2002. I hope to have similar success lowering blood alcohol content (BAC) rates during FY 2003.

Other highlights of DMV's year included:

- ◆ honoring West Virginia's veterans by adding five new combat decoration license plates to DMV's line of special plates;
- ◆ increasing West Virginia's seat belt usage rate from 52% to 72% through support of the Click It or Ticket program;
- ◆ placing DMV's Driver Handbook on the Department of Transportation's web site (WVDOT.com);
- ◆ inauguration of payment by credit card for DMV customers;
- ◆ making NASCAR commemorative plates available through our web site;
- ◆ offering a special designation to deaf and hard-of-hearing drivers, which appears as a symbol on their licenses;

- ◆ providing state-of-the-art service to 1,157,138 regional office customers;
- ◆ collection of a record \$281,353, 927 in revenues, 86% of which went into the West Virginia Road Fund;
- ◆ inauguration of two new license plates -- a Classic Car plate for vintage autos, and a new Nongame Wildlife Fund plate, which features a handsome white-tailed deer buck;
- ◆ awarding a new contract for DMV's motorcycle safety course to the Motorcycle Safety Foundation;
- ◆ continued implementation of an electronic titling system, which enables motor vehicle dealers to issue license plates and transmit fee payments to DMV electronically;
- ◆ the opening of 786 new commercial vehicle accounts -- 351 through the International Registration Program (IRP), and 435 through the International Fuel Tax Agreement (IFTA);
- ◆ renewal of 3,264 commercial vehicle accounts, covering approximately 11,000 power units;
- ◆ the earning of three awards from the American Association of Motor Vehicle Administrators for DMV's publicity campaigns covering special license plates for veterans, a highway safety public service announcement, and the Click It or Ticket Program.

I appreciate the opportunity to present this compilation of DMV efforts of the past fiscal year, and I look forward to another successful year for DMV in FY 2003.


Commissioner of Motor Vehicles



F Y 2 0 0 2 A N N U A L R E P O R T

NEW MOTOR VEHICLE LEGISLATION

Selected Summary

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE



SENATE BILL 156

Revisions to handicapped parking placard and license plate laws

SB 156 expands eligibility for display of handicapped parking placards and license plates. Formerly, such placards and plates could be displayed only by persons with a mobility impairment, and designated organizations which provide transportation to the mobility-impaired. Such placards and plates may now also be displayed by relatives of mobility-impaired persons, persons who regularly reside with a mobility-impaired person, and private individuals who regularly provide transportation to mobility-impaired persons.

Although more categories of persons may now **display** handicapped placards and license plates, the number of handicapped plates or placards that may be **issued** in the name of a mobility-impaired person (two plates, or two placards, or one of each) is unchanged.

This bill also establishes new penalties for handicapped placard and license plate fraud, including false application or certification, forgery, false sale or use, and illegal transfer.

Fines for the above violations will be remitted to the jurisdiction that issued the relevant citation. Said jurisdiction will use the proceeds to fund a local citizen enforcement program, if any such exists. Alternately, a citation-issuing jurisdiction may commit fine payments to its general revenue fund.

DMV is now required to provide a brochure to handicapped placard and license plate holders, which details the penalties for misuse of these items.

SENATE BILL 278

Regarding proper procedures for approaching a stopped emergency vehicle, and penalties for failure to do so

SB 278 requires drivers approaching a stopped emergency vehicle to reduce their speed to 15 m.p.h. on nondivided highways, and 25 m.p.h. on multilane highways. Drivers on multilane highways are also required (when it is possible to do so) to change to a lane that is not adjacent to a stopped emergency vehicle.

DMV must suspend the license of any driver who, in the course of violating this law, damages property (90 day suspension), injures another person (6 month suspension), or causes the death of another person (2 year suspension).

NEW MOTOR VEHICLE LAWS

SENATE BILL 438 **Optional Selective Service registration**

SB 438 gives men ages 18-26 the option of registering with the U.S. Selective Service when they apply for a driver's license. DMV forwards the relevant information to the Selective Service.

SENATE BILL 541 **Lien perfection procedure**

SB 541 establishes a procedure whereby motor vehicle lienholders may record a lien with DMV before the agency receives the actual application for title paperwork.

SENATE BILL 543 **Authorizes DMV to issue new types of special license plates, and changes certain special license plate application procedures**

SB 543 authorizes the following procedural changes:

- ◆ Legislators are now eligible for more than two legislative (Class AI) license plates; circuit court judges are now eligible for class AI license plates.
- ◆ Combat decoration license plate holders (excepting Bronze Star plate holders) will now pay a one-time \$10 fee and a regular annual fee of \$30. Formerly, such plates required a \$45 annual Class AV fee.

SB 543 authorizes DMV to issue the following new types of special license plate. All fees shown are in addition to an annual \$45 fee.

Bronze Star	\$10 one-time fee	Class AM
WW II	" "	" "
Korean Conflict	" "	" "
Vietnam Conflict	" "	" "
Persian Gulf War	" "	" "
War on Terrorism	" "	" "
Patriotic	" "	Class APA
9/11 Commemorative	" *	Class ACO
Certified Firefighter	" "	Class ACF
Volunteer Firefighter	" "	Class AVF
Educators	" *	Class AO
4H/FFA	" *	Class AO

* PLUS \$15 ANNUAL FEE

SENATE BILL 563

Driver education will now include motorcycle awareness instruction

SB 563 requires the Department of Education to ensure that driver education students have knowledge and awareness of their obligation to safely share public roads with motorcyclists.

SENATE BILL 631

Authorizes a new license plate design for county sheriff department vehicles

SB 631 authorizes issuance of a new license plate for county sheriff department vehicles, which was designed by DMV in cooperation with the West Virginia Sheriffs' Association. Formerly, such vehicles were issued a white-on-red license plate, on which the word "county" was stamped.

SENATE BILL 638

Optional "deaf and hard of hearing" designation for driver's licenses

SB 638 enables drivers who are deaf and hard of hearing to receive an optional endorsement on their licenses which indicates their condition. An appropriate symbol will be affixed to a driver's license upon certification by a physician or licensed hearing specialist. This program is similar to the diabetic endorsement which DMV already offers.

SENATE BILL 664

Establishes disqualification periods for Commercial Driver's License (CDL) holders convicted of railroad crossing offenses, enumerates "prohibited actions" for commercial vehicle operators.

SB 664 implements federal rules which require states to establish minimum disqualification periods for CDL holders upon conviction of railroad crossing violations, and adds several new "prohibited actions" for commercial motor vehicle operators. CDL disqualifications for railroad crossing violations shall be: first conviction, 60 days; second conviction within three years, 120 days; third or subsequent conviction, one year. The following commercial vehicle types must stop before proceeding through a railroad crossing: buses transporting passengers; vehicles transporting hazardous materials; tank vehicles, loaded or empty, used for hazmat transportation; employer-owned vehicles carrying six or more employees. Commercial vehicles may not traverse a railroad crossing if lateral space or undercarriage clearance are insufficient.

SENATE BILL 682

Defines “motorized wheelchairs” and “electronic personnel assistive mobility device” (EPAMP)

SB 682 also specifically exempts such devices from being defined as vehicles or motor vehicles, and thus also exempts such devices from any provisions in state motor vehicle law, except as provided in West Virginia Code 17C-10A-1 et seq.

SENATE BILL 695

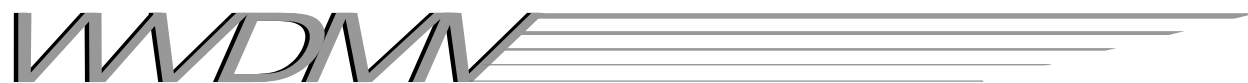
Concerning vehicle dealer licensing reciprocity for trade shows

SB 695 enables vehicle dealers licensed in another state to participate in public trade shows in West Virginia, provided that the dealer’s home state extends such privilege to West Virginia-licensed dealers.

SENATE BILL 725

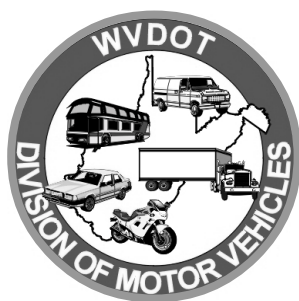
Concerning the activities of used vehicle dealers and vehicle auctioneers

SB 725 allows Class DUC (used vehicle) dealers to purchase and then sell a new vehicle without first obtaining a Class D (new vehicle dealer) license. This bill also repeals prohibitions against the sale of salvage vehicles at auction, and imposes prohibition against the operation of salvage vehicles on public roads by auctioneers.



FY 2002 ANNUAL REPORT

VEHICLE



SERVICES

DMV – KEEPING WEST VIRGINIANS ON THE MOVE

VEHICLE SERVICES

The Vehicle Services Section titles and registers motor vehicles, licenses and monitors motor vehicle dealers, and operates regional offices in Beckley, Clarksburg, Elkins, Flatwoods, Huntington, Kanawha City, Lewisburg, Logan, Martinsburg, Morgantown, Moorefield, Moundsville, Parkersburg, Point Pleasant, Princeton, Romney, Spencer, Williamson and Winfield.

TITLES AND REGISTRATION

The Titles and Registration Unit processes registrations and titles for all motor vehicles, (including motorboats), and issues special license plates and parking permits to handicapped drivers. 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. Titles and Registration 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.

DEALER SERVICES/LEASING

Dealer Services issues motor vehicle dealer licenses and license service operation permits, inspects reconstructed vehicles, and oversees temporary registration plate issuance by dealers and license services. West Virginia assesses leased vehicle taxes according to the value of a vehicle's lease, rather than the value of the vehicle itself. DMV accordingly follows a special process for titling leased vehicles. Dealer Services processed 4,170 leased-vehicle titles during FY 2002. Annual revenues under this program have increased from \$854,000 to \$5,992,809 since FY 1995.

REGIONAL OFFICE OPERATIONS

As DMV's regional office network expands, it becomes necessary for the Division to devote greater management resources to its operation. Accordingly, a separate Regional Office Operations Unit was established within Vehicle Services during FY 1999. This unit ensures that DMV's customer service activities are administratively centralized, while remaining operationally decentralized. The combination yields maximum customer service flexibility and efficiency.

DRIVER EXAMINATIONS

DMV now has sole responsibility for all steps in the driver's license applicant examination process. Previously, DMV only handled the processing and issuance phases, while the State Police were in charge of the actual administration of examinations. The change not only enhances the speed and efficiency of DMV's customer service, it relieves the State Police of a drain on their manpower resources, and allows them to concentrate on law enforcement and criminal investigation.

VEHICLE SERVICES

VEHICLE DEALER OVERSIGHT

	FY 2001	FY 2002
Dealers licensed	1,937	1,968
Dealer pre-application inspections	261	331
Dealer applicant investigations	179	197
Dealer compliance investigations	1,378	996
Unlicensed dealer investigations	186	167
Reconstructed vehicle inspections	4,355	4,939
Temporary registration plates issued:	169,999	210,731
To dealers	125,232	162,503
To license services	42,472	44,493
To auto auctions	2,295	3,735

TITLE & REGISTRATION TRANSACTIONS

	FY 2001	FY 2002
Titles processed	655,139	781,501
License plate transfers	226,879	224,078
License plate exchanges	376	212
License plate duplicate issues	5,141	6,107
Duplicate decal issues	5,326	7,045
Lien recordings	279,203	268,602
Title file scans	714,220	782,767



VEHICLE SERVICES

REGISTRATIONS BY CLASS

CLASS	FY 2001	FY 2002
A -- Passenger	1,343,471	1,354,551
B -- Trucks	49,284	49,111
C -- Trailers, semis	62,982	73,156
G -- Motorcycles	27,265	30,290
H -- Buses	336	315
J -- Taxicabs	207	213
M -- Special mobile equipment	1,961	1,811
P -- Government	<i>no report</i>	28,614
R -- Camping trailers	30,882	22,241
T -- Boat trailers	84,366	65,705
V -- Antique vehicles	7,586	8,480
X -- Farm vehicles	<u>3,188</u>	<u>3,232</u>
TOTAL	1,611,528	1,637,719

REGISTRATIONS BY COUNTY

	FY 2001	FY 2002
Barbour	13,387	13,835
Berkeley	72,676	75,626
Boone	20,989	21,135
Braxton	12,804	13,329
Brooke	19,270	19,442
Cabell	80,706	80,370
Calhoun	6,741	6,829
Clay	9,153	9,109
Doddridge	4,969	5,018
Fayette	41,516	42,082
Gilmer	5,781	5,847
Grant	12,257	12,724
Greenbrier	35,871	36,598
Hampshire	21,376	22,178
Hancock	30,646	30,885
Hardy	13,076	13,456
Harrison	62,103	63,019
Jackson	27,527	27,901
Jefferson	42,766	44,464
Kanawha	173,468	175,953

	FY 2001	FY 2002
Lewis	17,809	17,938
Lincoln	17,294	17,513
Logan	29,608	29,754
McDowell	19,985	19,958
Marion	52,480	53,263
Marshall	25,556	25,699
Mason	22,655	22,978
Mercer	55,687	55,894
Mineral	27,289	27,770
Mingo	23,446	23,872
Monongalia	55,783	57,628
Monroe	12,991	13,240
Morgan	15,067	15,556
Nicholas	26,178	26,317
Ohio	39,520	40,425
Pendleton	8,605	8,890
Pleasants	6,380	6,463
Pocahontas	9,464	9,591
Preston	28,144	28,933
Putnam	45,582	45,719

VEHICLE SERVICES

REGISTRATIONS BY COUNTY

continued

	FY 2001	FY 2002
Raleigh	65,277	65,994
Randolph	26,159	26,784
Ritchie	9,944	10,088
Roane	12,559	12,740
Summers	10,544	10,583
Taylor	12,351	12,495
Tucker	6,828	6,905
Tyler	7,851	7,872
Upshur	21,334	27,028
Wayne	27,252	27,016
Webster	8,941	8,949
Wetzel	18,384	18,490
Wirt	5,501	5,584
Wood	78,757	79,153
Wyoming	22,141	22,072
Out-of-State	31,100	28,764
Total	1,611,528	1,637,719

PERSONALIZED LICENSE PLATES



***ANY
WEST VIRGINIA
LICENSE PLATE***



***CAN BE
PERSONALIZED
TO ORDER***



	PERSONALIZED PLATES ISSUED
1986	13,210
1987	16,267
1988	18,674
1989	20,841
1990	24,137
1991	25,725
1992	25,388
1993	25,992
1994	26,014
1995	26,192
1996	30,635
1997	31,908
1998	31,799
1999	31,262
2000	34,043
2001	35,156
2002	36,497

VEHICLE SERVICES

SPECIAL & ORGANIZATIONAL PLATES

	FY 2001	FY 2002
Personalized	35,156	36,497
Veteran	17,928	18,005
EMS	914	929
Firefighter/EMS	4,056	4,361
Medal of Honor	1	1
Pearl Harbor	90	81
Purple Heart	4,357	4,173
Prisoner of War	401	386
Disabled Veteran	1,798	2,041
National Guard	392	447
Governor's Numbers	1,156	1,206
Legislative	163	144
Ham radio	1,395	1,451
Antique	9,794	11,081
Handicapped	6,838	6,928
Special Organizations	3,724	3,717
Military Organizations	646	879
DNR Nongame Wildlife Fund	20,279	21,667
Silver-Haired Legislature	12	11
NASCAR	4,053	8,606

REGISTERED VEHICLE DEALERS

DEALER CLASSES: **D** -- New and used vehicles other than motorcycles **DTR** -- Trailers, semi-trailers, house trailers
DUC -- Used vehicles other than motorcycles **F** -- New and used motorcycles **MFG** -- Reconstructors, assemblers,
andreassemblers of vehicles with special bodies **TRS** -- Transporters of vehicles to or from plants or agents of a
manufacturer or 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

COUNTY	CLASS D	DTR	DUC	F	MFG	TRS	REP	DRV	AA	WDR	=
Barbour	2	1	13	0	0	0	0	1	0	3	20
Berkeley	5	14	73	2	0	0	0	4	1	13	111
Boone	2	3	11	2	0	0	0	2	0	0	19
Braxton	4	2	11	2	0	0	0	6	0	3	27
Brooke	2	1	8	1	0	0	0	1	0	3	16
Cabell	13	10	41	5	0	0	0	7	0	10	86
Calhoun	0	1	8	0	0	0	0	1	0	0	10
Clay	1	1	4	0	0	0	0	0	0	0	6
Doddridge	0	0	2	0	0	0	0	0	0	2	4
Fayette	5	2	17	0	0	0	0	0	0	0	24
Gilmer	0	1	3	0	0	0	0	0	0	0	4
Grant	3	1	13	1	0	0	0	1	0	0	19
Greenbrier	7	5	21	1	0	0	0	3	0	3	40
Hampshire	1	7	23	3	1	0	0	3	0	0	38
Hancock	6	2	14	1	0	0	0	1	0	3	27
Hardy	1	3	18	0	0	0	0	1	0	1	24
Harrison	8	7	66	4	0	0	0	6	1	2	94
Jackson	3	2	16	1	0	0	0	0	1	6	29

VEHICLE SERVICES

REGISTERED VEHICLE DEALERS

continued

COUNTY	CLASS										=
	D	D T R	D U C	F	M F G	T R S	R E P	D R V	A A	W D R	
Jefferson	3	2	15	0	0	0	0	0	1	8	29
Kanawha	23	17	65	6	0	0	0	13	2	12	138
Lewis	5	1	13	1	0	0	0	3	0	4	27
Lincoln	0	1	10	0	0	0	0	0	0	3	14
Logan	4	4	21	2	0	0	0	6	0	1	38
Marion	4	1	17	0	0	0	0	1	0	5	28
Marshall	0	1	6	0	0	0	0	0	0	3	10
Mason	0	1	11	0	0	0	0	0	0	0	12
McDowell	8	7	54	2	1	0	0	4	0	8	84
Mercer	9	11	56	3	0	0	0	4	1	9	93
Mineral	4	5	28	1	0	0	0	2	0	4	44
Mingo	5	1	9	2	0	0	0	1	0	1	19
Monongalia	7	4	49	2	1	0	0	2	1	18	84
Monroe	1	1	10	0	0	0	0	0	0	1	13
Morgan	0	4	9	1	0	0	0	2	0	2	18
Nicholas	3	7	19	2	0	0	0	5	0	2	38
Ohio	12	5	18	3	0	0	0	3	0	2	43
Pendleton	0	1	7	0	0	0	0	0	0	0	8
Pleasants	3	2	3	0	1	0	0	2	0	0	11
Pocahontas	2	0	4	0	0	0	0	0	0	2	8
Preston	6	3	38	0	0	0	0	2	0	4	53

VEHICLE SERVICES

REGISTERED VEHICLE DEALERS

continued

COUNTY	CLASS										=
	D	D T R	D U C	F	M F G	T R S	R E P	D R V	A A	W D R	
Putnam	5	7	14	4	1	0	0	4	0	3	38
Raleigh	11	19	54	4	0	0	0	6	0	1	95
Randolph	8	7	29	3	0	0	0	5	0	3	55
Ritchie	2	3	2	0	1	0	0	2	0	0	10
Roane	2	1	12	0	0	0	0	0	0	1	16
Summers	0	0	7	0	0	0	0	1	0	0	8
Taylor	1	2	15	0	0	0	0	0	0	6	24
Tucker	1	0	4	0	0	0	0	0	0	1	6
Tyler	2	1	3	0	0	0	0	1	0	1	8
Upshur	3	1	18	1	0	0	0	3	0	1	27
Wayne	2	1	22	1	0	1	0	5	0	8	39
Webster	1	1	7	0	0	0	0	1	0	2	12
Wetzel	3	1	10	1	0	0	0	1	0	2	18
Wirt	0	0	4	0	0	0	0	0	0	1	5
Wood	10	10	72	4	3	1	0	10	0	6	116
Wyoming	0	2	10	0	0	0	0	0	0	1	13
TOTAL	213	199	1,114	67	10	1	0	129	7	174	1,914

VEHICLE SERVICES

REGIONAL OFFICE REVENUE -- FY '02

Beckley	\$	6,413,987.52
Capitol Complex		7,994,799.45
Clarksburg		5,751,372.63
Elkins		3,975,122.44
Flatwoods		2,242,890.15
Huntington		12,973,018.00
Kanawha City		9,051,861.74
Lewisburg		703,290.30
Logan		6,134,086.41
Martinsburg		15,088,130.48
Moorefield		2,539,280.27
Morgantown		8,106,663.11
Moundsville		9,265,704.06
Parkersburg		8,592,711.85
Point Pleasant		2,540,998.07
Princeton		6,901,679.33
Romney		8,714,143.30
Spencer		463,285.04
Winfield		<u>13,663,600.23</u>
TOTAL REGIONAL OFFICE REVENUE	\$	131,116,624.38

MOTORBOAT REGISTRATIONS

LENGTHS : A,E,I = less than 16 ft. B,F,J = 16 - 25 ft. C,G,K = 26 - 39 ft. D,H,L = more than 39 ft.

COUNTY	FEE-PAYING (lengths A,B,C,D)	NON-FEE PAYING (lengths E,F,G,H)	GOVERNMENT (lengths I,J,K,L)	TOTAL
Barbour	347	59	0	406
Berkeley	1,461	194	0	1,655
Boone	655	38	1	694
Braxton	505	82	7	594
Brooke	520	62	1	583
Cabell	1,825	95	2	1,922
Calhoun	143	25	0	168
Clay	291	42	2	335
Doddridge	102	55	0	157
Fayette	1,258	67	8	1,333
Gilmer	100	20	0	120
Grant	254	65	0	319
Greenbrier	672	210	7	889
Hampshire	430	162	5	597
Hancock	575	65	4	644
Hardy	280	124	1	405
Harrison	1,561	353	3	1,917
Jackson	906	89	2	997
Jefferson	662	83	1	746
Kanawha	4,858	348	116	5,322

VEHICLE SERVICES

MOTORBOAT REGISTRATIONS

continued

LENGTHS : A,E,I = less than 16 ft. B,F,J = 16 - 25 ft. C,G,K = 26 - 39 ft. D,H,L = more than 39 ft.				
COUNTY	FEE-PAYING (lengths A,B,C,D)	NON-FEE PAYING (lengths E,F,G,H)	GOVERNMENT (codes I,J,K,L)	TOTAL
Lewis	706	56	5	767
Lincoln	556	38	1	595
Logan	883	75	3	961
Marion	1,353	201	11	1,565
Marshall	597	160	2	759
Mason	660	104	6	770
McDowell	352	28	0	380
Mercer	1,331	115	0	1,446
Mineral	508	147	4	659
Mingo	666	59	0	725
Monongalia	1,520	119	9	1,648
Monroe	235	30	6	271
Morgan	357	97	0	454
Nicholas	964	89	1	1,054
Ohio	680	105	6	791
Pendleton	77	35	5	117
Pleasants	237	49	4	290
Pocahontas	119	28	0	147
Preston	453	89	0	542
Putnam	1,389	108	3	1,500

VEHICLE SERVICES

MOTORBOAT REGISTRATIONS

continued

LENGTHS : A,E,I = less than 16 ft. B,F,J = 16 - 25 ft. C,G,K = 26 - 39 ft. D,H,L = more than 39 ft.

COUNTY	FEE-PAYING (lengths A,B,C,D)	NON-FEE PAYING (lengths E,F,G,H)	GOVERNMENT (lengths I,J,K,L)	TOTAL
Raleigh	1,948	91	4	2,043
Randolph	503	97	3	603
Ritchie	210	98	1	309
Roane	344	102	1	447
Summers	331	10	4	345
Taylor	433	34	0	467
Tucker	126	23	0	149
Tyler	239	133	1	373
Upshur	733	47	19	799
Wayne	1,065	31	1	1,097
Webster	287	28	0	315
Wetzel	416	105	0	521
Wirt	179	37	0	216
Wood	2,137	399	24	2,560
Wyoming	909	56	2	967
Out-of-state	128	13	0	141
TOTAL	41,164	5,287	286	46,596

VEHICLE SERVICES

DRIVER EXAMINATION TOTALS -- FY '02

Graduated Driver's License & Learner's Permit

GDL LEVEL 1 WRITTEN		GDL LEVEL 2 SKILLS		LEARNER'S PERMIT		GDL & LEARNER'S TOTAL EXAMS	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
12,761	16,552	12,600	2,761	18,012	18,354	43,373	37,667
29,313		15,361		36,366		81,040	

Class E (regular driver's license)

DRIVING SKILLS	
<i>pass</i>	<i>fail</i>
9,928	3,600
13,528	

Commercial Driver's License

GENERAL KNOWLEDGE		AIR BRAKES		COMBINATION TRAILERS		DOUBLES & TRIPLES	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
2,804	1,455	2,738	604	2,029	603	664	206
4,259		3,342		2,632		870	

TANKER TRAILERS		HAZARDOUS MATERIALS		PASSENGER ENDORSEMENT		PRE-TRIP INSPECTION	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
1,230	150	3,072	1,520	550	164	2,670	98
1,380		4,592		714		2,768	

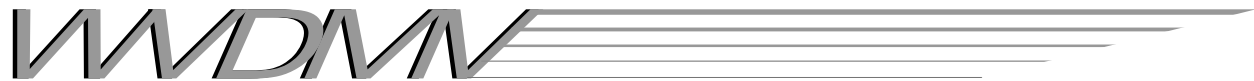
DRIVER EXAMINATION TOTALS -- FY '02

Commercial Driver's License (continued)

BASIC CONTROL SKILLS		SKILLS TESTING		CDL TOTAL EXAMS	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
2,653	126	2,617	69	21,027	4,995
2,779		2,686		26,022	

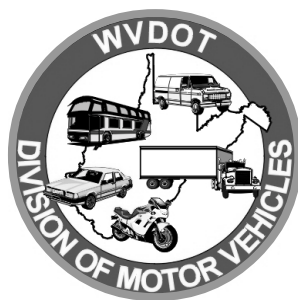
Motorcycle

MOTORCYCLE SKILLS		MOTORCYCLE WRITTEN		MOTORCYCLE TOTAL EXAMS	
<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>	<i>pass</i>	<i>fail</i>
1,563	433	5,375	2,466	6,945	2,899
1,996		7,841		9,837	



FY 2002 ANNUAL REPORT

MOTOR CARRIER



SERVICES

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE

MOTOR CARRIER SERVICES

This branch of DMV oversees credential issuance to and revenue collection from the commercial trucking industry.

Motor Carrier Services administers West Virginia's participation in two multijurisdictional revenue and credential reciprocity compacts: the International Fuel Tax Agreement (IFTA), and the International Registration Plan (IRP). IFTA administers credentialing for commercial fuel taxes. IRP regulates commercial vehicle registration.

These two compacts spearhead a technology-driven effort to simplify legal compliance procedures for the trucking industry, and bring maximum economic efficiency to interstate and U.S.-Canadian commerce. IRP and IFTA enable U.S. and Canadian commercial motor carriers to operate throughout most of North America with tax and registration credentials issued by their home jurisdictions.

The compacts require all vehicles of more than 26,000 pounds GVW and having three or more axles to register their vehicles and pay their fees in their home jurisdictions.

Nine Canadian provinces and all the states of the continental U.S. recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental US.

The Motor Carrier Services Section also serves as the lead agency for the Commercial Vehicle Information Systems Network (CVISN) and other Intelligent Transportation System/Commercial Vehicle Operations (ITS/CVO) initiatives directed by the Federal Motor Carrier Safety Administration. CVISN and ITS/CVO initiatives are focused on streamlining government regulatory processes by consolidation of functions and electronic data exchanges.

OTHER OPERATIONS

- Collection of apportioned ad valorem fees for WV 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

GOALS & OBJECTIVES

- Reduce the registration/application-processing burden for West Virginia's motor carriers
- Relocate IRP office to a more convenient location for WV motor carriers
- Make IRP/IFTA credentialing available through DMV regional offices
- Develop electronic credentialing and self-credentialing for motor carriers
- Streamline administration of motor carrier credentialing and taxation
- Continue implementation of national ITS/CVO initiatives
- Reduce administrative paperwork through application of state-of-the-art technology
- Enhance compliance with motor carrier regulations through application of state-of-the-art technology
- Initiate the PRISM program to improve the safety performance of high-risk carriers

FY 2003 PROJECTIONS

Carriers registered in IRP	3,200	IFTA decal issues	15,500
Trucks registered in IRP	12,500	Road tax accounts	2,650
IFTA accounts	2,750	Road tax decals issued	7,500

MOTOR CARRIER SERVICES

IRP REGISTRANTS

	FY 2001	FY 2002
Power units	11,126	10,890
Carriers	2,938	3,168

IRP REVENUE

	FY 2001	FY 2002
For West Virginia	11,160,193	9,079,869
For all other states	3,735,241	3,940,389
Ad valorem fees	10,962,582	7,878,870

IFTA PARTICIPATION

	FY 2001	FY 2002
Members	2,524	2,938
Decals issued	14,922	15,013

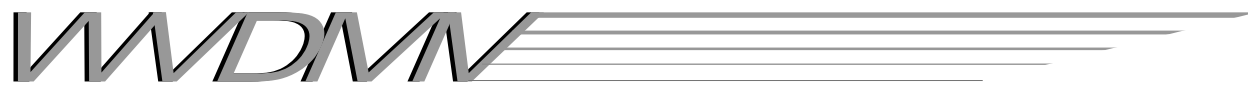
MOTOR CARRIER SERVICES

ROAD TAX REGISTRANTS

	FY 2001	FY 2002
Members	2,413	2,528
Decals issued	6,158	7,357

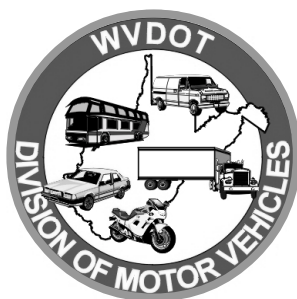
COMMERCIAL DRIVER'S LICENSE HOLDERS

	FY 2001	FY 2002
	76,014	68,343



F Y 2 0 0 2 A N N U A L R E P O R T

L E G A L



S E R V I C E S

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE

LEGAL SERVICES

The Legal Services Section serves as DMV's in-house counsel, conducts administrative hearings that arise from disciplinary actions taken by DMV against drivers, license services and motor vehicle dealerships, and tracks relevant court proceedings.

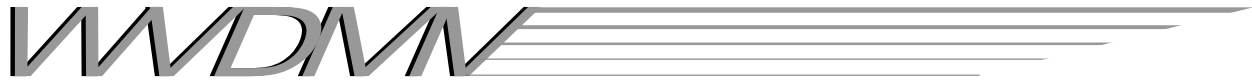
Legal Services also provides a liaison with the Attorney General's Office, and with county prosecuting attorneys who represent DMV in criminal proceedings. Legal Services' other duties include representing DMV in personnel grievances, and assisting in the drafting of DMV's legislative proposals.

Semiannual conferences keep the Section's hearing examiners informed of new case law and legislative revisions of the West Virginia Code. Legal Services' computer system is being updated so that hearing examiners may adjudicate hearings with maximum speed.

ADMINISTRATIVE HEARINGS

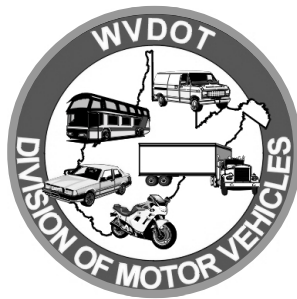
TYPE OF HEARING	FY 2001	FY 2002
Driving under the influence of alcohol	3,241	3,351
Refusal to submit to blood alcohol content test	624	411
Under 21, any measurable blood alcohol content	41	24
Point system	32	24
Compulsory insurance	198	148
Medical suspensions	32	24
Fraudulent driver's license	4	1
Motor vehicle dealer revocations	7	5
Unpaid tickets	6	7
Student attendance program	2	2
Identity	*	34
Mandatory revocations	*	5
Total Administrative Hearings Held	4,187	4,036
TOTAL ADMINISTRATIVE DECISIONS RENDERED	3,621	3,385

* *new statistical category for fy 2002*



F Y 2 0 0 2 A N N U A L R E P O R T

INFORMATION



S E R V I C E S

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE



DATA ENTRY UNIT

The Data Entry Unit verifies and enters vehicle titling and licensing information, verifies and distributes title documents, registration cards and related reports, assists DMV regional offices, and performs general information troubleshooting services agency-wide.

RECORDS UNIT

The Records Unit maintains the agency's records, and responds to access requests from legally authorized sources. The Unit is also responsible for the optical imaging of all DMV files.

DRIVER'S HELP DESK UNIT

The Driver's Help Desk Unit provides support and training to all issuing agents.

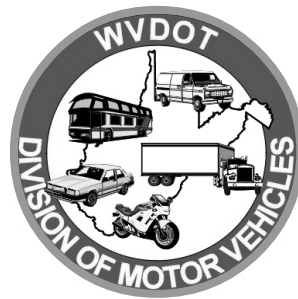
PROGRAM ANALYSIS UNIT

The Program Analysis Unit provides inhouse technical support, including computer-generated job distribution, ad hoc reporting, project development, and special assignments.



F Y 2 0 0 2 A N N U A L R E P O R T

D R I V E R



S E R V I C E S

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE

DRIVER LICENSING

West Virginia's classified driver's license system specifies what types of vehicle a licensee may operate. The classes 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.

DMV is linked to the Problem Driver Pointer System (PDPS) for interjurisdictional tracking of driving records. The computerized system searches the driving records of license applicants by name, birthdate, and in the case of commercial applicants only, Social Security number.

On January 1, 2001, West Virginia implemented graduated driver licensing. Under the new system, teen drivers are eligible for an instruction permit (Level 1) at age 15, an intermediate license (Level 2) at 16, and a full license (Level 3) at 17. Licensees must complete a given period of infraction-free driving at each level before advancing to the next. At level one, unsupervised driving is prohibited. Limited unsupervised driving is allowed at level two. Level one and two licensees are also limited in the number of passengers they may carry, and in the hours during which they may drive. By requiring that young people learn to drive in carefully-measured steps, graduated licensing creates a safer, more low-pressure learning environment. The statistical evidence is overwhelming that our highways and our young drivers are both safer under graduated licensing. In order to combat illegal alcohol and tobacco sales, DMV now issues color-coded, vertically oriented licenses to all motorists under age 21. Licenses issued to motorists under age 18 have a red background, meaning the bearer is barred from purchasing tobacco or alcohol. Motorists between ages 18 and 21 are issued a license with a blue background, indicating the bearer is eligible to purchase tobacco, but not alcohol.

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

LICENSE TRANSACTIONS

Instruction permits	18,987
Motorcycle instruction permits	6,417
New driver's licenses	9,928
Duplicate driver's licenses	39,127
Out-of-state transfers	22,922
Driver's license renewals	191,027
CDL instruction permits	<u>4,546</u>
Total licenses issued	292,954

LICENSED DRIVERS by COUNTY

	CLASS E	CLASS D	CDL	TOTAL
Barbour	10,137	373	727	11,237
Berkeley	55,131	1,247	2,905	59,283
Boone	17,322	570	1,165	19,057
Braxton	8,897	461	889	10,247
Brooke	17,097	304	815	18,216
Cabell	71,554	1,883	2,597	76,034
Calhoun	5,259	160	387	5,806
Clay	6,655	414	608	7,677
Doddridge	4,015	184	293	4,492
Fayette	33,393	1,326	2,081	36,800
Gilmer	4,312	172	353	4,837

LICENSED DRIVERS by COUNTY

continued

	CLASS E	CLASS D	CDL	TOTAL
Grant	7,703	111	750	8,564
Greenbrier	25,617	1,266	1,547	28,430
Hampshire	14,233	189	1,213	15,635
Hancock	26,595	313	1,019	27,927
Hardy	8,706	101	758	9,565
Harrison	51,056	1,994	2,301	55,351
Jackson	20,559	537	1,204	22,300
Jefferson	32,566	521	1,336	34,423
Kanawha	145,437	5,017	6,232	156,686
Lewis	12,486	509	1,065	14,060
Lincoln	13,613	556	1,253	15,422
Logan	26,391	952	1,546	28,889
Marion	42,174	1,709	1,696	45,579
Marshall	22,489	411	1,179	24,079
Mason	18,133	417	956	19,506
McDowell	18,281	591	994	19,866
Mercer	45,102	1,085	2,373	48,560
Mineral	20,332	347	1,176	21,855
Mingo	20,508	527	1,272	22,307
Monongalia	49,925	1,424	1,429	52,778

DRIVER SERVICES

LICENSED DRIVERS by COUNTY

continued

	CLASS E	CLASS D	CDL	TOTAL
Monroe	9,310	345	608	10,263
Morgan	10,593	273	678	11,544
Nicholas	18,477	737	1,511	20,725
Ohio	35,498	682	1,366	37,546
Pendleton	5,619	70	498	6,187
Pleasants	4,915	192	332	5,439
Pocahontas	6,123	256	556	6,935
Preston	20,424	781	1,636	22,841
Putnam	35,669	1,219	2,091	38,979
Raleigh	53,437	1,760	2,684	57,881
Randolph	19,699	845	1,341	21,885
Ritchie	7,213	315	533	8,061
Roane	9,816	267	721	10,804
Summers	8,344	308	481	9,133
Taylor	9,649	369	547	10,565
Tucker	5,099	188	331	5,618
Tyler	6,290	156	335	6,781
Upshur	15,373	548	1,172	17,093
Wayne	22,957	520	1,438	24,915
Webster	6,279	364	518	7,161

DRIVER SERVICES

LICENSED DRIVERS by COUNTY

continued

	CLASS E	CLASS D	CDL	TOTAL
Wetzel	14,209	477	745	15,431
Wirt	4,068	132	297	4,497
Wood	63,932	1,745	2,709	68,386
Wyoming	17,531	347	1,096	18,974
TOTAL	1,266,202	31,473	68,343	1,366,108

TOTAL CREDENTIALS CURRENTLY ISSUED

TOTAL MALE LICENSED DRIVERS	690,793
TOTAL FEMALE LICENSED DRIVERS	682,319
CHILDREN'S IDs	4,521
EMPLOYEE IDs	20,510
NON-DRIVER IDs	79,544

SAFER
OF ALL AGES
KEEPS WEST VIRGINIANS
GRADUATED LICENSING

DRIVER IMPROVEMENT

DMV's Driver Improvement Unit administers laws and regulations governing the restriction, suspension, revocation, and restoration of driving privileges. The unit also schedules driver reexaminations, issues driving records, and administers DMV's Safety and Treatment Program for DUI offenders.

The Division's Safety and Treatment Program allows both private mental health providers and state-funded facilities to offer educational and rehabilitative services, thus maximizing availability of the program to DUI offenders. The Division's Safety and Treatment Program helps DUI offenders acknowledge the effects of alcohol on their lives, and provides them the means to resolve their alcohol-related problems. DMV employs a chemical dependency specialist to oversee the treatment of DUI offenders.

DMV's Alcohol Test and Lock 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 participants' vehicles. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineligible for Test and Lock if they appeal their license revocations, have a previous conviction for driving while revoked/suspended within the last two years, or have been convicted of DUI involving death, serious injury, or controlled substances. Participants must first serve a 30-day license revocation (first offense), and enroll in safety and treatment programs. They may drive only to or from work, school, AA meetings, or safety and treatment programs. Test and Lock enables participants to avoid the disruption of their efforts to lead orderly lives that license revocation would cause. DMV statistics show that the rate of DUI recidivism is much lower among Test and Lock participants than among the general population. Thus, Test and Lock benefits both society and the problem driver.

West Virginia cooperates with other states in tracking unpaid and unresolved traffic citations. DMV suspends the licenses of West Virginia motorists who fail to satisfy a complaint originating from other U.S. jurisdictions. Licenses are reinstated upon proof of satisfaction.

DMV tracks problem drivers and takes corrective action when necessary to ensure that all licensees drive responsibly. Those who fail may lose their driving privilege through the accumulation of points against their license. The Division also suspends the license of any person under age 18 who is not a high school graduate or currently enrolled in school or a general educational development (GED) program.

LICENSE REVOCATIONS / SUSPENSIONS

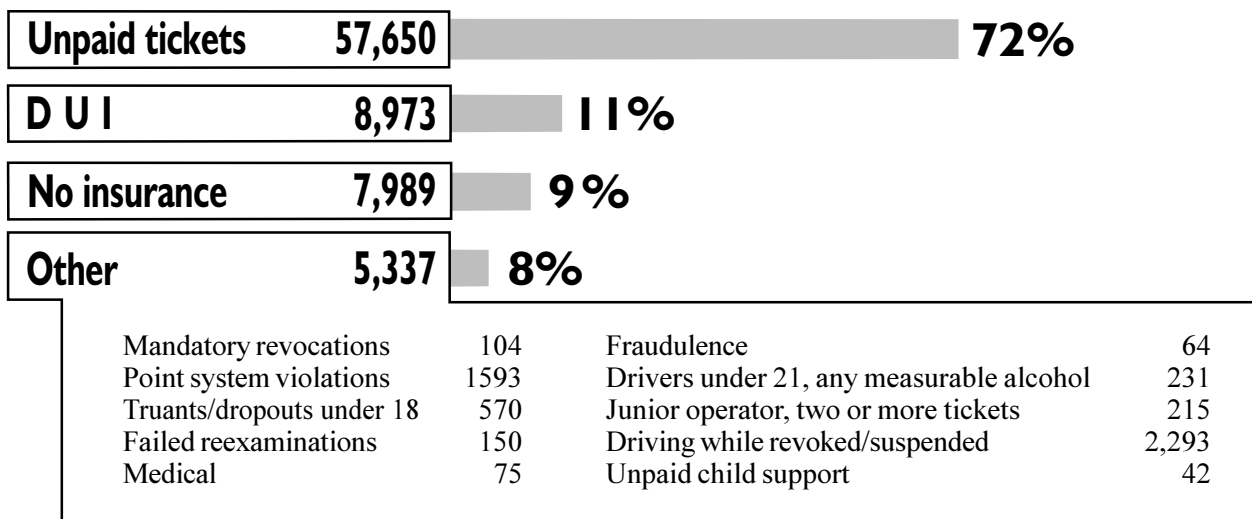
DMV’s responsibility does not end with the issuance of driver’s licenses. The division monitors the driving activity of all licensees through a number of methods.

The Driver’s License Advisory Board is appointed by the Governor, with the advice and consent of the Senate. The Board advises the Commissioner of Motor Vehicles on vision standards and medical criteria relevant to the licensing of drivers. The Board’s five members are all physicians, one of whom must be an ophthalmologist.

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.

West Virginia was one of the first states to implement extrajudicial administrative sanctions for DUI offenders. The federal government followed West Virginia’s lead, and now requires all states to perform an administrative review of all DUI arrests, in order to remain eligible for certain federal transportation and safety grants.

REVOCATION / SUSPENSION TOTALS -- FY '02



DRIVER IMPROVEMENT STATISTICS

DRIVING UNDER THE INFLUENCE	FY 2001	FY 2002
DUI revocations	9,546	8,973
Under 21, any measurable blood alcohol content	264	231
Hearings held	3,865	3,786
Decisions rendered	3,405	3,178
Revocations upheld	2,391	2,198
Revocations dismissed	1,014	980
Insufficient evidence	484	400
Arresting officer did not appear	439	477
Arresting officer did not present evidence	91	103
Total convictions from magistrate courts	3,919	3,579
Total convictions from circuit court	142	180
Total convictions from municipal court	314	318
Persons completing safety and treatment program	3,803	4,000
Alcohol Test and Lock Program		
Applications	648	449
Installations	351	292
Enrollees completing program	297	284
RESIDENT VIOLATORS		
License suspensions	58,900	55,700
License reinstatements	32,251	32,985
STUDENT ATTENDANCE PROGRAM		
Notices received	NA	1,893
License suspensions	791	570
License reinstatements	553	560

DRIVER IMPROVEMENT STATISTICS

continued

OFFENSES REQUIRING REVOCATION	FY 2001	FY 2002
Reckless driving (third offense in 24 months)	0	0
Driving while revoked or suspended	2,200	2,293
Speed racing (on a public street or highway)	20	49
Hit and run (personal injury)	5	9
Manslaughter (negligent homicide)	0	0
Leaving the scene of an accident	17	46
 POINT SYSTEM		
Letters of caution issued	NA	10,531
Suspensions	658	1,593
Probations	781	NA
Hearings	76	24
Suspension time reduced after hearing	17	NA
Reinstatements	478	891
Medical file hearings held	73	75
 REPORTED TRAFFIC CONVICTIONS		
Reckless driving	1,048	1,110
Speeding in a school zone	224	204
Speeding	32,858	28,385
Hit and run (property damage)	15	5
Leaving accident (property damage)	494	495
Passing stopped school bus	79	53

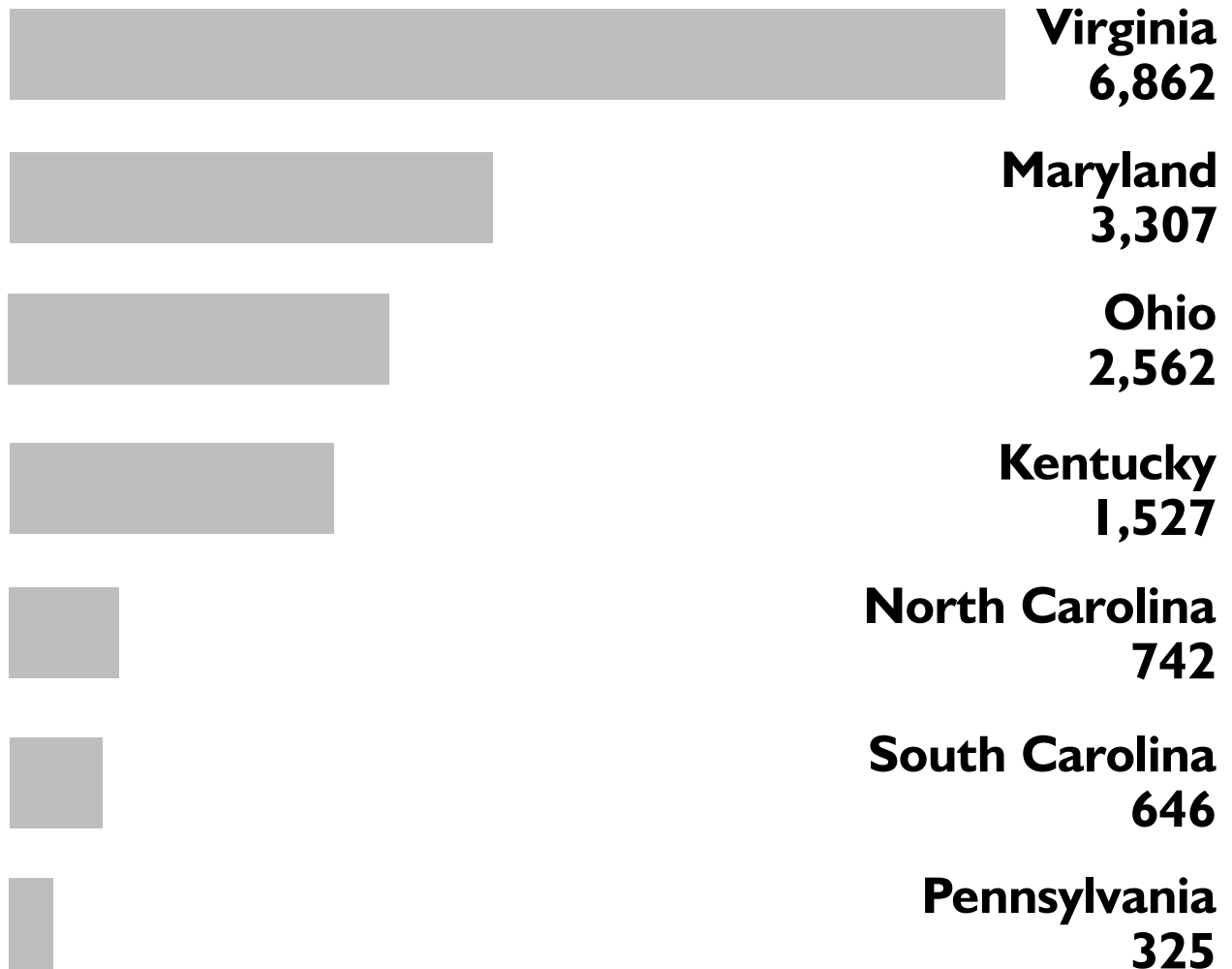
DRIVER IMPROVEMENT STATISTICS*continued*

	FY 2001	FY 2002
Improper passing	878	798
Improper signal/no signal	110	141
Improper lane change	170	150
Failure to keep in proper lane	39	78
Failure to follow police officer's instructions	11	15
Failure to yield to an emergency vehicle	41	49
Driving with defective brakes	1	0
Failure to yield to overtaking vehicle	0	0
Failure to obey traffic sign/control device	4,388	4,196
Driving left of center	770	743
Driving too fast for conditions	138	106
Failure to keep vehicle under control	2,156	2,129
Hazardous driving	82	144
Failure to yield when merging	1,724	1,685
Following too closely	422	431
Driving with more than three people in front	60	52
Driving wrong way on a one-way street	183	144
Driving on wrong side of road	1	0
Making improper turn	499	399
Improper backing	110	109

DRIVER'S LICENSE COMPACT

The Driver's License Compact is an agreement among 46 states (excluding Wisconsin, Michigan, Kentucky and Georgia) to report nonresident traffic offenders to their home jurisdictions.

VIOLATIONS BY W.VA. DRIVERS, NEARBY STATES



VIOLATIONS REPORTED, ALL STATES

	FY 2001	FY 2002
Alabama	91	86
Alaska	<i>no report</i>	<i>no report</i>
Arizona	17	31
Arkansas	25	15
California	21	38
Colorado	14	24
Connecticut	19	25
Delaware	97	79
Dist. of Columbia	<i>no report</i>	<i>no report</i>
Florida	198	101
Georgia	168	136
Hawaii	<i>no report</i>	<i>no report</i>
Idaho	14	15
Illinois	51	126
Indiana	150	132
Iowa	27	46
Kansas	36	62
Kentucky	230	1,527
Louisiana	28	12
Maine	8	10
Maryland	1,176	3,307

VIOLATIONS REPORTED, ALL STATES

continued

	FY 2001	FY 2002
Massachusetts	7	13
Michigan	115	108
Minnesota	21	13
Mississippi	40	26
Missouri	73	74
Montana	14	18
Nebraska	7	14
Nevada	20	13
New Hampshire	<i>no report</i>	<i>no report</i>
New Jersey	58	59
New Mexico	30	1
New York	261	222
N. Carolina	932	742
N. Dakota	30	33
Ohio	584	2,562
Oklahoma	15	26
Oregon	27	19
Pennsylvania	334	325
Rhode Island	<i>no report</i>	<i>no report</i>
S. Carolina	497	646
S. Dakota	8	3

DRIVER SERVICES

VIOLATIONS REPORTED, ALL STATES *continued*

	FY 2001	FY 2002
Tennessee	163	160
Texas	46	57
Utah	20	23
Vermont	4	2
Virginia	1,976	6,862
Washington	36	36
Wisconsin	20	26
Wyoming	33	42
TOTAL	7,741	17,897

NONRESIDENT VIOLATOR COMPACT

Forty-four states (excluding California, Oregon, Montana, Wisconsin, Michigan and Alaska) allow nonresident motorists to accept a traffic citation for certain violations and proceed on their way without delay. Member states reciprocally suspend the driver's licenses of their residents who fail to satisfy a traffic complaint issued in another state.

	FY 2001	FY 2002
Noncompliance reports from other states	3,280	3,355
Noncompliance files closed upon proof of compliance	1,114	922

DRIVER SERVICES

	FY 2001	FY 2002
License suspended for failure to comply	1,473	1,365
Notices mailed to other states	15,113	12,535

COMPULSORY INSURANCE

DMV monitors motorist compliance with West Virginia's compulsory automobile insurance law in several ways. Vehicle registrants are required to complete an owner's statement of insurance when a vehicle is registered. Through random sample verification procedures, motorists are asked to provide current proof of insurance, and insurance companies are asked to confirm owners' statements of insurance. Accident reports submitted by investigating law enforcement officers are checked for insurance information. Court reports of citations for failure to have insurance are also used. Penalties for driving without insurance include both license and registration suspension. Below is an accounting of the Division's insurance-related administrative actions.

	FY 2001	FY 2002
Court Reports		
Suspension letters	10,030	8,493
Hearings requested	102	69
Driver's license suspensions	5,142	4,415
Vehicle license suspensions	3,396	2,984
State Police serve orders	1,532	1,157
Total accident/court susp. letters	13,411	13,430

	FY 2001	FY 2002
Verifications		
Verifications requested	11,968	12,133
Certified suspension letters	3,453	2,420
Driver's licenses revoked	432	677
Vehicle licenses suspended	579	734
State Police serve orders	358	480

COMPULSORY INSURANCE*continued*

	FY 2001	FY 2002
Accident Reports		
Pending suspension letters	3,535	5,350
Hearings requested	25	50
Driver's license suspensions	1,187	2,246
Vehicle license suspensions	860	1,552
State Police serve orders	661	759
Administrative Hearings		
Hearing requests	130	120
Appellant did not appear	43	24
Final orders	85	94
Final orders—serve orders	0	0
Transcript requests	6	2
Cancellations		
Pending suspension letters	2,566	2,654
Hearings requested	1	1
Driver's license suspensions	373	390
Vehicle license suspensions	413	421
Certified suspension letters	368	262
Judgments		
Suspension letters	258	242
Driver's license suspensions	245	261
Vehicle license suspensions	44	64
State Police serve orders	12	21

GOVERNOR'S HIGHWAY SAFETY 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. DMV oversees GHSP, with Commissioner Pritt acting as Governor Bob Wise's highway safety liaison with the federal government.

The National Highway Traffic Safety Administration (NHTSA) awards highway safety-enhancement funds to the various states, according to their specific needs. The areas of need that NHTSA consider include substance-impaired driving prevention, vehicle occupant protection, police traffic services, motorcycle/bicycle/pedestrian safety, emergency medical services, and traffic offense recordkeeping.

In turn, the Governor's Highway Safety Program encourages formation of local Safe Community Programs, which develop and implement the measures that their specific needs require. This decentralized plan allows for maximum flexibility and accuracy in the identification of highway safety problems, and prevents one-size-fits-all solutions. All West Virginians reside within the coverage area of a Safe Community Program, of which there are eight. They receive approximately 50 percent of West Virginia's federal highway safety improvement funding. Safe Community Programs also assist GHSP and DMV in informing the public about highway safety enhancement legislation.

The Governor's Highway Safety Program evaluates its performance annually, according to the progress it has made in reaching three goals for calendar year 2002:

- ◆ Reduction of West Virginia's fatality rate per 100 million vehicle miles traveled from 1998's rate of 2.08 to 1.75 by 2005 (2001 rate was 1.997)
- ◆ Reduction of the state's motor vehicle fatality rate per 10,000 residents from 1998's rate of 2.13 to 1.9 by 2005 (2001 rate was 2.08)
- ◆ Reduction of injuries per 100 million miles traveled from 1998's total of 135 to 120 in 2005 (2001 total was 136)

GHSP PUBLIC INFORMATION

GHSP's public information efforts emphasize the positive and negative effects that the behavior of individual drivers have on highway safety. Changing driver behavior is emphasized as being the key to making West Virginia's highways safer.

GHSP's media campaign emphasizes the consequences of substance-impaired driving, failure to use seat belts, and unsafe driving by young people. The proper use of protective helmets is encouraged. Child passenger safety and bicycle safety are also emphasized.

DUI COUNTERMEASURES

GHSP continues to support lowering of the permissible blood alcohol level for drivers from .10 to .08 percent. GHSP participates in NHTSA's Impaired Driving Initiative Checkpoint Strike Force, and intends to sponsor a minimum of one sobriety checkpoint per week in West Virginia during FY 2003. GHSP works closely with the Commission on Drunk Driving, and also with state and local law enforcement agencies, to lower the alcohol-related fatality rate on West Virginia's roads.

GHSP SEAT BELT INITIATIVES

During the time that GHSP's Click It or Ticket program has been operational, the seat belt usage rate among West Virginia drivers has risen from 49.5% to 71.6%. GHSP hopes to further increase the state's seat belt usage rate to 78% in 2003 and to 85% by 2005.

GHSP offers training and funding awards to encourage law enforcement agency participation in vehicle occupant safety programs. The funding awards help defray the costs of training, equipment, and personnel overtime. GHSP also funds child passenger safety clinics and safety seat loaner programs.



DRIVER SERVICES

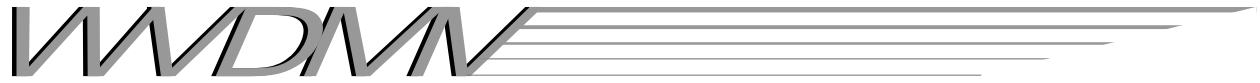
GHSP FUNDING SOURCES & EXPENDITURES -- FY '02

	\$ Federal Funds	\$ Matching Funds
Planning and administration	104,737	104,737
Project funds	<u>1,041,505</u>	<u>1,085,000</u>
	1,145,505	1,189,737

GHSP FEDERAL FUNDING POLICY COMPLIANCE

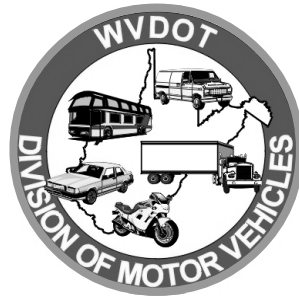
NHTSA grant funding policy states that no more than 10 percent of a NHTSA grant may be expended on administrative costs. GHSP's administrative cost expenditures equaled only 5 percent of NHTSA funding received during FY 2002. Federal statute requires that local political subdivisions be allocated at least 40 percent of all federal highway safety funding the state receives. GHSP distributed 60 percent of its FY 2002 federal funding to various local governments, thereby exceeding the federal requirement by 50 percent.

NHTSA requires that the state match only 25 percent of all NHTSA funding received by GHSP. Reflecting Governor Bob Wise's active interest in highway safety, West Virginia matched NHTSA dollar for dollar in FY 2002.



F Y 2 0 0 2 A N N U A L R E P O R T

MANAGEMENT



S E R V I C E S

DMV -- KEEPING WEST VIRGINIANS ON THE MOVE

MANAGEMENT SERVICES

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

Management Services processes title work and vehicle renewals received via U.S. Mail. During FY 2002, the Receiving and Processing Unit of Management Services processed 247,924 vehicle titles and title applications. The efficient operation of this unit enables DMV to deposit privilege tax remittances from vehicle owners within 24 hours of receipt, and to track the status of vehicle title work during processing.

DMV now accepts credit card payment for specialty plates purchased via internet or U.S. Mail.

Management Services sent 476,637 customer checks to the state Treasurer's office for remittance processing during FY 2002. Over 1,600 checks, drafted in the total amount of \$278,622 were returned to DMV for insufficient funds. Management Services has secured \$198,918 in payments for 1,319 of these checks.

DMV collected \$281,353,927 in revenue during FY 2002 primarily through privilege tax and registration fee collection. Privilege taxes, which the state uses to match federal highway construction grants, accounted for \$172,471,532 of the total.

The Purchasing and Accounts Payable Unit oversees DMV's expenditures, facility maintenance, employee travel reimbursement training, and provides budgetary and administrative support. This unit has greatly enhanced DMV's purchasing efficiency by expanding its use of State Purchasing Cards.

Management Services oversaw extensive renovation of DMV offices, which included painting, expansions, and new carpeting.

Working in cooperation with the state Department of Transportation, DMV installed equipment to accept credit cards in 13 of its regional offices during FY 2002, which processed over 7,000 transactions. Installation of credit card acceptance equipment will be completed during FY 2003 in the remainder of DMV's regional offices.

DMV's Call Center answered more than 436,300 customer inquiries during FY 2002.

State Auditor Glen B. Gainer, III granted his Award of Excellence to the Accounting Unit of Management Services for the fourth consecutive year. The award acknowledges the Accounting Unit's exceptional accuracy in processing DMV's accounting transactions.

MANAGEMENT SERVICES

AGENCY GROSS ANNUAL REVENUE

FY	GROSS REVENUE (\$)	
82	107,783,154	+14%
83	110,646,761	+3%
84	123,219,966	+11%
85	133,902,935	+9%
86	138,534,722	+3%
87	148,709,918	+7%
88	143,457,034	-4%
89	153,941,653	+7%
90	161,981,910	+5%
91	163,242,281	+1%
92	167,928,903	+3%
93	174,318,216	+4%
94	191,307,717	+10%
95	200,489,013	+5%
96	207,700,601	+4%
97	210,776,804	+1%
98	226,104,741	+7%
99	236,675,098	+4%
00	261,008,299	+10%
01	255,387,466	-2%
02	281,353,927	+4%

AGENCY REVENUE BY SOURCE

	\$ FY 2001	\$ FY 2002
ROAD FUND		
Registration fees	77,440,489	85,929,273
Privilege tax	154,369,975	172,471,532
Litter control fee	1,482,659	1,743,722
GENERAL REVENUE (Instruction permits)	165,892	76,290
	\$ FY 2001	\$ FY 2002
SPECIAL REVENUE		
Boat license (DMV)	75,973	783,877
Boat license (DNR)	76,300	782,855
International Registration Plan	3,735,241	3,940,390
Returned check fees	14,813	12,940
Insurance fees	803,926	849,774
Driver rehabilitation fees (mental health centers)	161,065	137,235
Hearing docket fees (DMV witness fees)	49,730	45,243
Driver license reinstatement	685,934	712,575
Special plates	423,026	402,254
Motorcycle safety (DMV) fund	72,438	218,778
Motorcycle safety (DPS) exam fund	64,659	64,203
CDL program (DMV)	861,528	772,992
Inspection of reconstructed vehicles	155,357	170,205

MANAGEMENT SERVICES

AGENCY REVENUE BY SOURCE

continued

	\$ FY 2001	\$ FY 2002
Voter Registration Fee (Secretary of State)	93,300	106,650
DMV/DNR Nongame Wildlife Fund (1 year)	214,507	204,188
DMV/DNR Nongame Wildlife Fund (2 year)	93,167	93,325
Ad Valorem	10,962,582	7,878,871
Ad Valorem Administrative Fund	111,134	97,909
Environmental Cleanup	3,273,771	3,638,346
Dealer Recovery Fund	<i>began in fy 2002</i>	<u>220,500</u>
TOTAL REVENUE	255,387,466	281,353,927

MANAGEMENT SERVICES

AGENCY EXPENDITURES

	\$ FY 2001	\$ FY 2002
Personnel services	11,875,105	12,977,829
Increment pay	176,370	177,421
Fringe benefits	3,993,165	4,421,688
Operating/overhead	<u>22,333,520</u>	<u>22,364,844</u>
TOTAL EXPENDITURES, FY '02	38,360,160	39,941,782