



FY 2008 ANNUAL REPORT

JOSEPH CICCHIRILLO
Commissioner of Motor Vehicles

MONICA J. PRICE
Executive Assistant to the Commissioner

STEVEN O. DALE
Executive Assistant to the Commissioner

DAVID H. BOLYARD
Director, Driver Services

GLENN O. PAULEY
Director, Vehicle Services, IRP, Dealers

JILL C. DUNN
General Counsel, Legal Services

RICHARD M. JOHNSTON
Director, Management Services

PETE LAKE
Director, Regional Offices, Call Center

BOBBY TIPTON
Director, Governor's Highway Safety Office

STEVE EDENS
Director, Support Services, Investigations, Security

DMV REGIONAL OFFICES

BECKLEY
CHARLES TOWN
CLARKSBURG
ELKINS
FLATWOODS
FRANKLIN
HUNTINGTON
KANAWHA CITY

LEWISBURG
LOGAN
MARTINSBURG
MOOREFIELD
MORGANTOWN
MOUNDSVILLE
PARKERSBURG
PT. PLEASANT

PRINCETON
ROMNEY
SPENCER
WEIRTON
WELCH
WILLIAMSON
WINFIELD

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COMMISSIONER'S FOREWORD

The accomplishments in this report will demonstrate that we have kept operation costs down and continued to return a high percentage of revenue to the West Virginia Road Fund.

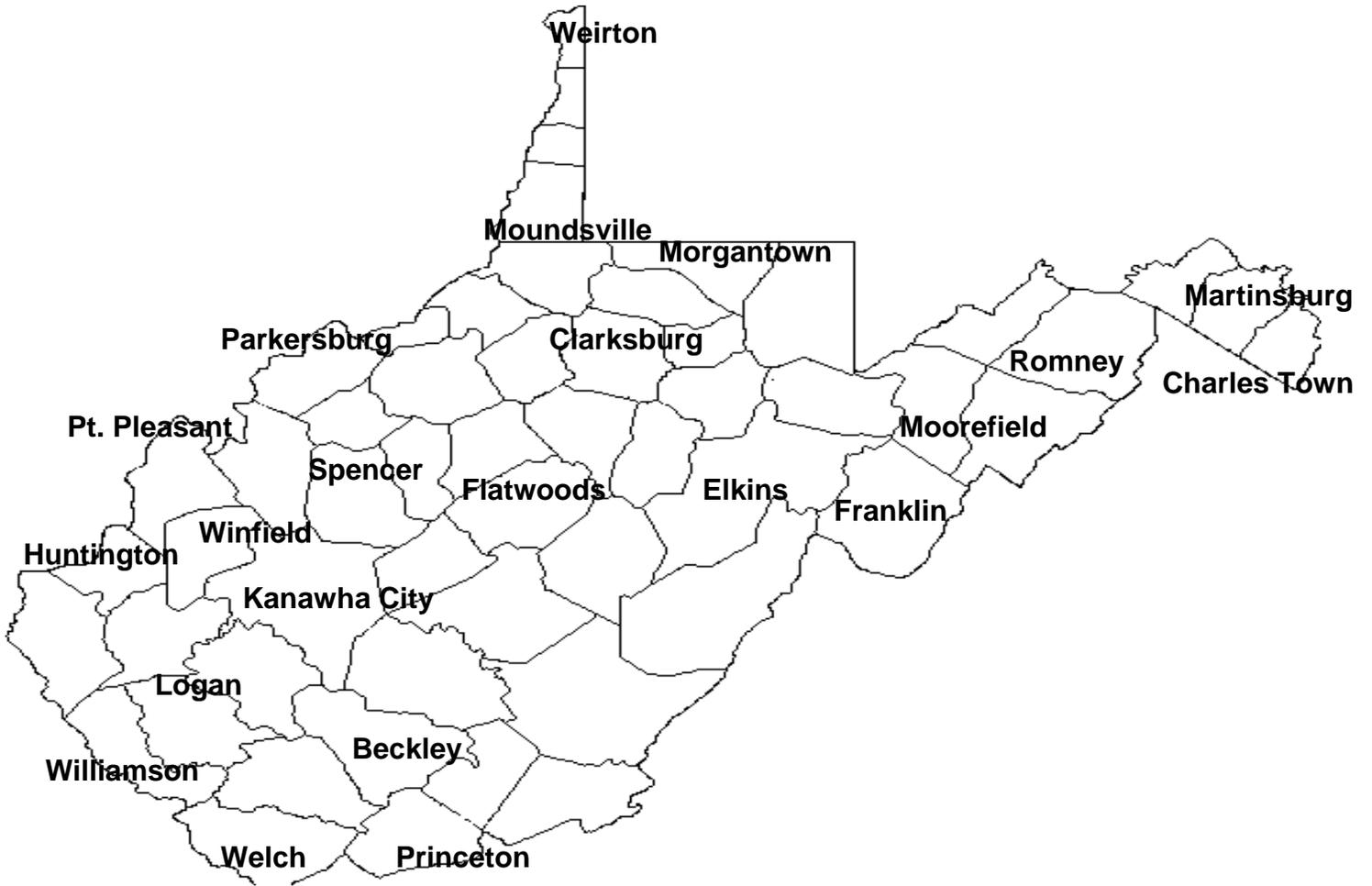
Other highlights of FY 2008 for the Division of Motor Vehicles (DMV) include:

- ◆ Processed 159,833 credit card transactions worth \$16,271,433.
- ◆ The ATV Safety Awareness Program trained 1,410 riders.
- ◆ The DMV received a \$485,000 Federal Motor Carrier Safety Administration grant for the implementation of Phase II for the eCDL project. This grant will fund upgrades to hardware and software, email capability between the DMV and third party commercial driver examiners, a calendar function for scheduling of CDL tests, fraud prevention, test results on demand, training materials, installation of wireless equipment and laptop computers with GPS technology
- ◆ The West Virginia Motorcycle Safety and Awareness Program (MSAP) contacted over 2,300 students and trained 1,885 students with a successful completion rate of 95 percent. The MSAP received a Federal Highway Grant of \$100,000 and purchased a mobile training unit, which is presently being equipped and will be available for training starting in the spring of 2009. When fully equipped and operational, the new mobile unit will provide motorcycle safety training in four new locations throughout the state. The MSAP again received an additional \$100,000 Federal Highway Safety Grant. These funds were used to produce three, 30-second commercials on motorcycle licensing, endorsements, operator and motorcycle safety and also to purchase statewide television commercial spots.
- ◆ The Governor's Highway Safety Program (GHSP) became eligible for NHTSA Section 406 Funding in the amount of \$5 Million in 2008 because they met the funding criterion for a seatbelt usage rate of 85 percent or greater in 2006 and 2007. The funding will be used to facilitate the compliance of electronic submission of traffic safety related police reports. Examples include: the Uniform Crash Report, the Uniform Traffic Citation & Warnings, the DUI Information Sheet, and the WV Motor Vehicle Stop Form. There are 185 Municipal Agencies, 55 Sheriffs Departments, 4 State Agencies, 13 College Police Agencies and approximately 3,285 Police Officers that submit these reports. Our goal is to have everyone submitting these reports electronically by July 2009.

- ◆ The DMV is responsible for developing and maintaining the state's registry of organ donation volunteers. The registry was somewhat archaic and had only one access point for the public. In 2007, the DMV applied for and received a second grant from the Office of Health and Human Resources. West Virginia was one of four states to receive a grant for the modernization of its organ donation registry. The \$77,000 grant was awarded to technologically upgrade the Registry in partnership with the three organ procurement agencies serving West Virginia, the Center for Organ Recovery and Education (CORE), Lifeline of Ohio and Kentucky Organ Donor Affiliates (KODA). The DMV and its partners were also required to develop and implement a second public access point to the registry. West Virginia currently has 587,379 registered organ donors.

A link to an on-line donor registration form is now available in the Citizen Services Section on the web portal, www.wv.gov.

***DIVISION OF MOTOR VEHICLES
REGIONAL OFFICES***





FY 2008 ANNUAL REPORT

NEW

MOTOR VEHICLE

LEGISLATION

Selected Summary

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

NEW MOTOR VEHICLE LAWS

Senate Bill 217

Non-Residents who get tickets in West Virginia

This bill reduces the time period courts must give to non-residents who fail to respond to traffic tickets from six months to eighty days before reporting the ticket as unpaid.

Senate Bill 535

DUI Changes

Numerous changes to the DUI Process – 1) Adds new, additional offense of aggravated DUI (.15 BAC and above); 2) Reduces first offense DUI minimum revocation if Interlock is used from thirty days to fifteen days; 3) Reduces first offense DUI criminal from minimum twenty-four hours jail to minimum time served; and 4) Reduces administrative penalties for driving while revoked or suspended.

House Bill 2503

Driver License and ID Card

This bill allows DMV to issue an ID Card to an applicant who already possesses a Driver's License.

House Bill 2881

Antique Plate Noon Friday to Noon Monday

This bill expands the time that Antique-plated vehicles may operate for general recreational use.

House Bill 4023

Satisfactory Progress in School to keep Driver License

This bill adds additional criteria of "attendance" and "satisfactory progress" for persons under the age of 18 to the reasons for triggering either the school notice to DMV to suspend, or the refusal of the school to issue the document required to obtain a driver's license.

House Bill 4059

Diabetic Bus Drivers

Allows currently employed school bus drivers who are insulin dependent and who qualify for a CDL Intrastate Waiver to continue employment as a school bus driver under the supervision of an attending physician.

House Bill 4069
Vision Screening at Renewal

This bill will require all applicants to pass a vision screening to renew their driver's license every five years.

House Bill 4139
Low Vision Driving

This bill allows applicants with bioptic lenses who complete a low vision driving program to obtain limited driving privileges.

House Bill 4331
Driver Licensing Process

Numerous changes to the Driver Licensing Process – 1) DMV may notify other states of transfers electronically instead of returning the actual surrendered driver's license to the former state of new transferees; 2) Applicants may use a valid unexpired U.S. Passport in lieu of birth certificates; 3) Applicant for instruction permit pays upfront fee of \$5 entitling the applicant to two attempts at the written knowledge test; 4) Instruction permit for applicants age 18 and over increased from sixty days to ninety days; 5) DMV allowed more latitude to use mailing addresses on the face of the license instead of actual physical address; and 6) Provides exceptions for use of an alternative address on the face of the license for domestic violence victims enrolled in address confidentiality programs, and at the discretion of the Commissioner, certain members of law enforcement agencies, protected witnesses and members of the state and federal judicial systems.

House Bill 4364
Motor Vehicle Dealers

Numerous changes to the laws applying to Motor Vehicle Dealers – 1) Increases the Dealer Bond from \$10,000 to \$25,000; 2) Allows DMV to enter into reciprocal agreements with other states for electronic registration (CVR); 3) Expands authority of Dealer Recovery Fund Control Board to consider claims up to \$50,000 if the claims would have been payable under a dealer bond with certain limitations; 4) Establishes minimum annual sales of 18 vehicles for renewal of dealer license; 5) Authorizes DMV to require participation in electronic temporary registrations systems; and 6) Grants Commissioner the authority to set the title document fee and authorizes the dealer board to advise the Commissioner as to the amount.

House Bill 4515
Immunity for Doctors Reporting Unsafe Drivers

This bill limits liability for doctors who in good faith notify DMV of patients who in their opinion suffer from conditions that prevent the patient from safely operating a motor vehicle.

GOVERNOR'S HIGHWAY SAFETY OFFICE

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 Division of Motor Vehicles oversees the GHSP, which is located at #2 Hale Street, Charleston, West Virginia 25301. The Division's Commissioner, Joseph Cicchirillo, is Governor Manchin's representative for highway safety.

The National Highway Traffic Safety Administration (NHTSA) awards highway safety enhancement funding to the various states according to their specific needs. The areas of need that NHTSA considers include: Substance Impaired Driving Prevention, Vehicle Occupant Protection, Police Traffic Services, Traffic Records, Motorcycle/Bicycle/ Pedestrian Safety, and Emergency Medical Services.

In turn, the Governor's Highway Safety Program encourages, promotes and supports eight (8) traffic safety programs throughout West Virginia. These traffic safety programs cover all fifty-five (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. The entire state is covered by these eight (8) programs. Traffic safety programs receive approximately sixty percent (60%) of West Virginia's federal highway safety improvement funding. These traffic safety programs also assist the GHSP and the Division 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 meeting the following goals in FY 2008.

- ◆ Reduce the fatality rate per 100 million miles traveled (VMT) from 2.08 in 1998 to 1.75 in 2010. (FY 2007 rate 2.18)
- ◆ Reduce the fatality rate per 10,000 residents from 2.13 in 1998 to 1.8 in 2010. (FY 2007 rate 2.34)
- ◆ Reduce the number of A&B injuries per 100 million miles traveled from 66.5 in 1998 to 50 in 2008. (FY 2007 – 55.20)
- ◆ Reduce the alcohol fatality rate of .84 in 1998 to less than .50 in 2010. (FY 2007 - .72)
- ◆ Reduce the percentage of alcohol related fatalities from 42% in 1998 to less than 30% in 2010. (FY 2007 – 33%)

Final Alcohol Fatality rates for 2008 are not currently available.

GHSP is pleased to report that we are making steady progress toward the 2009 goals. The objectives are to be met by combining state, regional and local efforts. Years of declining injuries and deaths suggest that our efforts are having an effect on driver behavior in West Virginia.

GHSP PUBLIC INFORMATION

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 and bicycle safety. Changing driver behavior is emphasized as the key to successful highway safety programs.

In September 2004 the Governor's Highway Safety Program and its law enforcement partners kicked off a year-long sustained enforcement campaign which has extended through 2008. The plan was to commit to 1,526 high visibility enforcement events and 780 public education events along with training, media events and age specific activities. High visibility enforcement events include sobriety checkpoints, low manpower checkpoints, saturation patrols and point of sales enforcement directed patrols. This renewed emphasis on sustained enforcement coupled with the recently passed .08 BAC Bill should help reduce the number of alcohol-related fatalities, injuries and crashes.

The GHSP participates in a NHTSA Region III Impaired Driving Initiative – "Checkpoint Strike Force". We are working closely with the Commission on Drunk Driving Prevention and state and local law enforcement agencies on reducing the alcohol-involved fatality rate from its current level of 33%.

In FY 2006 there were 299 sobriety checkpoints and 243 DUI arrests. Saturation and directed patrols resulted in 39,356 driver contacts with 1,079 persons arrested for DUI offenses. In FY 2007 there were 350 sobriety checkpoints and 168 DUI arrests. Saturation and directed patrols resulted in 51,880 driver contacts and 1,353 DUI arrests. In FY 2008, there were 471 sobriety checkpoints with 204 DUI arrests. Saturation and directed patrols yielded 52,441 driver contacts and 1,602 DUI arrests. Significant progress has been achieved in this area. Funding is in place to continue this effort through 2009.

The GHSP offered the following training to law enforcement in FY 2008: 1) Operating sobriety checkpoints – 2 classes, 27 students; 2) Detecting the impaired driver – 2 classes, 22 students; 3) DUI overview – 2 classes, 33 students; 4) Child passenger safety – 5 classes, 65 students; and 5) DUI update – 3 classes, 38 students. In FY 2008 we trained over 2,000 Law Enforcement Officers in the proper completion of the new WV Crash Report.

The GHSP's goal for FY 2009 will be to broaden its training activities and increase the number of students completing training.

GHSP SEAT BELT INITIATIVES

In 2000, West Virginia had the lowest seatbelt usage rate in the country at 49.5%, at which time the GHSP developed and implemented the "Click It or Ticket Challenge". By November of

2001, the seatbelt usage rate climbed to 52%. As a direct result of the “Click It or Ticket” program, with the assistance of our law enforcement partners and a large paid media effort, our seat belt usage rate soared to an all time high of 71.6% in June 2002. FY 2003 was another successful year with our seat belt usage rate jumping to 74% and climbing to 76% in FY 2004, 84.9% in FY 2005 and 88.5% for FY 2006. In June of 2007 a scientific seatbelt survey was conducted in West Virginia. The results of this study revealed that 89.6% of front seat occupants were wearing their seatbelt. This is a 40.1% increase since FY 2000. We are striving for a 92% usage by FY 2010.

The GHSP has designated occupant protection as our number one priority. We have contracted the services of a full-time law enforcement liaison to coordinate our efforts with the law enforcement community. Agencies who fully participate in this project are awarded funding for training, equipment and overtime enforcement projects. The GHSP also offers two (2) training classes in occupant protection issues – Traffic Occupant Protection Strategies (TOPS) and Child Passenger Safety Technician (CPS). 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 2008, the GHSP conducted five thirty-two hour NHTSA Child Passenger Safety Technician classes with 75 students successfully completing the course.

GHSP FUNDING SOURCES & EXPENDITURES - FY 08

	FEDERAL FUNDS	MATCHING FUNDS
PLANNING AND ADMINISTRATION	\$ 90,213	\$ 90,213
PROJECT FUNDS	<u>\$ 5,008,948</u>	<u>\$ 2,010,000</u>
	\$ 5,099,161	\$ 2,100,213

GHSP FEDERAL FUNDING POLICY COMPLIANCE

NHTSA grant funding policy states that no more than 10% of a NHTSA grant may be expended on administrative cost. Federal statute requires that local political subdivisions be allocated at least 40% of all federal highway safety funding the State receives. GHSP distributed 60% of its FY 2008 federal funding to various local governments, exceeding the requirements.

NHTSA requires that the State match at least 25% of all NHTSA funding received by the GHSP. West Virginia’s FY 2008 allocation exceeded this requirement.

GHSP CRASH INFORMATION	FY 2005	FY 2006
Crashes	47,100	46,632
Fatalities	374	410
Serious Injuries	11,619	11,472
Total Injuries	23,246	22,947
Alcohol Related Crashes	3,395	3,574
Alcohol Related Fatalities	127	136
Alcohol Related Injuries	2,445	2,572
Alcohol Related Fatality Percentages	33.25%	33.17%
Underage Alcohol Sales	16.43%	18.95%
Seatbelt Usage Rates	84.90%	88.50%
Motorcycle Crashes	662	764
Motorcycle Fatalities	34	39
Motorcycle Serious Injuries	519	591
Speed Related Fatalities	82	65
Speed Related Fatality Percentages	22%	15%
Pedestrian Fatalities	24	20
ATV Fatalities	40	54
ATV No Helmets	23	47
ATV Unknown Helmets	14	1

(INFORMATION PROVIDED IS THE MOST CURRENT ON FILE)



FY 2008 ANNUAL REPORT

DRIVER



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

DRIVER SERVICES

DRIVER LICENSING

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 Division of Motor Vehicles is linked to the National Problem Driver Pointer Systems (PDPS) for inter-jurisdictional tracking of driving records. The computerized system searches the driving records of licensed applicants by name, birth date, and in the case of commercial applicants only, Social Security number.

West Virginia implemented the graduated driver licensing program. Under the new system, 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 Division'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 Division of Motor Vehicles' Regional Office. The computer-generated license system 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.

DRIVER EXAMINATIONS

With the Division of Motor Vehicles taking over sole responsibility for all steps of the driver's license applicant examination process, we also inherited over forty (40) remote sites throughout West Virginia where testing was performed. Most sites were in local State Police detachments that were not built to accommodate the amount of traffic this process created. Some of these sites only provided testing opportunities once or twice a month. In order to provide more efficient testing, the Division has pursued the elimination of the remote sites this year. Instead of reducing the number of testing days, we have actually increased testing in all of our regional offices to five (5) days a week.

LICENSED DRIVERS BY COUNTY



	CLASS E	CLASS D	CDL	TOTAL
Barbour	9,686	456	676	10,818
Berkeley	64,511	1,368	3,439	69,318
Boone	15,744	502	975	17,221
Braxton	8,604	471	807	9,882
Brooke	15,280	224	785	16,289
Cabell	64,950	1,662	2,338	68,950
Calhoun	4,714	215	374	5,303
Clay	6,030	405	548	6,983
Doddridge	3,564	174	302	4,040
Fayette	30,024	1,253	1,925	33,202
Gilmer	3,994	177	333	4,504

LICENSED DRIVERS BY COUNTY

	CLASS E	CLASS D	CDL	TOTAL
Grant	7,675	203	738	8,616
Greenbrier	24,631	1,212	1,473	27,316
Hampshire	14,742	242	1,297	16,281
Hancock	23,482	181	1,044	24,707
Hardy	8,899	183	793	9,875
Harrison	47,850	1,969	2,246	52,065
Jackson	19,842	610	1,195	21,647
Jefferson	35,267	550	1,393	37,210
Kanawha	130,202	4,425	5,600	140,227
Lewis	11,772	584	1,179	13,535
Lincoln	12,750	709	1,159	14,618
Logan	22,995	1,003	1,375	25,373
Marion	39,769	1,736	1,643	43,148
Marshall	20,314	271	982	21,567
Mason	17,151	413	942	18,506
McDowell	14,301	419	861	15,581
Mercer	40,635	967	2,172	43,774
Mineral	19,585	410	1,129	21,124
Mingo	18,149	485	1,056	19,690
Monongalia	49,129	1,321	1,337	51,787
Monroe	8,893	292	623	9,808
Morgan	10,910	264	720	11,894
Nicholas	17,357	696	1,344	19,397
Ohio	31,866	462	1,219	33,547
Pendleton	5,259	158	499	5,916
Pleasants	4,584	161	319	5,064
Pocahontas	5,530	296	555	6,381

LICENSED DRIVERS BY COUNTY

	CLASS E	CLASS D	CDL	TOTAL
Preston	20,185	865	1,614	22,664
Putnam	36,259	1,327	1,817	39,403
Raleigh	49,146	1,699	2,429	53,274
Randolph	18,729	948	1,277	20,954
Ritchie	6,796	288	520	7,604
Roane	9,411	357	714	10,482
Summers	7,450	246	461	8,157
Taylor	9,201	397	532	10,130
Tucker	4,597	227	327	5,151
Tyler	5,849	146	306	6,301
Upshur	14,786	641	1,142	16,569
Wayne	20,622	465	1,241	22,328
Webster	5,875	325	462	6,662
Wetzel	12,826	431	715	13,972
Wirt	3,839	139	305	4,283
Wood	58,966	1,510	2,577	63,053
Wyoming	15,009	355	933	16,297
TOTAL	1,190,186	37,495	64,767	1,292,448

TOTAL CREDENTIALS CURRENTLY ISSUED

TOTAL FEMALE LICENSED DRIVERS	651,826
TOTAL MALE LICENSED DRIVERS	640,622
CHILDREN'S IDs	7,465
EMPLOYEE IDs	23,666
NON-DRIVER IDs	177,736

GRADUATED LICENSING KEEPS WEST VIRGINIANS OF ALL AGES SAFE

DRIVER EXAMINATION TOTALS - FY '08

GRADUATED DRIVER'S LICENSE & LEARNER'S PERMIT

GDL LEVEL 1 WRITTEN		GDL LEVEL 2 SKILLS		LEARNER'S PERMIT		GDL & LEARNER'S TOTAL EXAMS	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
15,094	19,927	10,324	2,230	21,685	23,794	47,103	45,951

CLASS E (REGULAR DRIVER'S LICENSE)

DRIVING SKILLS	
Pass	Fail
16,957	4,439

COMMERCIAL DRIVER'S LICENSE

GENERAL KNOWLEDGE		AIR BRAKES		COMBINATION TRAILERS		DOUBLES & TRIPLES	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
2,158	2,147	2,053	894	1,368	709	374	193

TANKER TRAILERS		HAZARDOUS MATERIALS		PASSENGER ENDORSEMENT		PRE-TRIP INSPECTION	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
851	182	1,743	807	662	316	2,108	168

DRIVER EXAMINATION TOTALS - FY '08

COMMERCIAL DRIVER'S LICENSE (CONTINUED)

BASIC CONTROL SKILLS		SKILLS TESTING		SCHOOL BUS		CDL TOTAL EXAMS	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
2,129	104	2,090	80	545	136	15,536	5,600

MOTORCYCLE

MOTORCYCLE SKILLS		MOTORCYCLE WRITTEN		MOTORCYCLE TOTAL EXAMS	
Pass	Fail	Pass	Fail	Pass	Fail
1,959	634	10,051	5,650	12,010	6,284

MOTORCYCLE SAFETY TRAINING

Trained

1,885

DRIVER IMPROVEMENT

The Division of Motor Vehicles' Driver Improvement Unit administers laws and regulations governing the restriction, suspension, revocation and restoration of driving privileges. The Unit also schedules driver re-examinations, issues driving records and administers the Divisions' Safety and Treatment Program for DUI offenders.

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

The Division'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 during any appeal of their license revocations, have a previous conviction for driving while revoked/suspended within the last six months, or have been convicted of DUI involving a controlled substance. Participants must first serve a license revocation and enroll in an approved DUI Safety and Treatment program. Test and Lock enables participants to avoid the disruption to their lives that a DUI would cause. The Division of Motor Vehicles' 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. The Division suspends the licenses of West Virginia motorists who fail to satisfy a complaint originating from other U.S. jurisdictions. Licenses are eligible to be reinstated upon proof of satisfaction.

The Division of Motor Vehicles tracks problem drivers and takes corrective measures 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 the age of eighteen (18) who is not a high school graduate or currently enrolled in school or a general educational development (GED) program.

LICENSE REVOCATIONS/SUSPENSIONS

The Division of Motor Vehicles' responsibility does not end with the issuance of a driver's license. 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 (5) 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; now requiring 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 '08

Unpaid tickets	53,059	60.23%	
DUI	9,338	10.60%	
No insurance	11,334	12.87%	
Other	14,368	16.30%	
Mandatory Revocations	6,246		Fraudulent Applications 24
Point System Violations	1,682		Drivers < 21, Any Measurable Alcohol 134
Truants/Dropouts Under 18	979		GDL, 2 or More Tickets 210
Failed Re-examinations	141		Driving While Revoked/Susp. 4,746
Medical	188		Unpaid Child Support 18

DRIVER IMPROVEMENT STATISTICS

DRIVING UNDER THE INFLUENCE	<i>FY 2007</i>	<i>FY 2008</i>
DUI Revocations	9,877	9,338
Under 21, any measurable blood alcohol content	127	134
Hearings Held	3,109	2,351
Decisions Rendered	2,599	2,399
Concurrent Revocation (Two Issues)	787	488
Total Convictions From Magistrates	4,095	3,754
Total Convictions From Circuit Court	101	153
Total Convictions from Municipal Court	453	32,225
Persons Completing Safety and Treatment Program	4,853	5,387
Alcohol Test and Lock Program		
Applications	854	1,052
Installations	683	893
Enrollees Completing Program	376	574
Person's Disqualified	135	159
RESIDENT VIOLATORS		
Notices Received	79,388	75,854
License Suspensions	59,472	53,059
License Reinstatements	34,532	32,492
STUDENT ATTENDANCE PROGRAM		
Notices Received	3,625	3,567
License Suspensions	946	979
License Reinstatements	773	712
OFFENSES REQUIRING REVOCATION		
Reckless Driving (Third Offense in 24 Months)	0	1
Driving While Revoked or Suspended	7,705	4,746
Speed Racing (On a Public Street or Highway)	20	30
Hit and Run (Personal Injury)	2	0
Manslaughter (Negligent Homicide)	1	6
Leaving the Scene of an Accident	24	25

DRIVER IMPROVEMENT STATISTICS

POINT SYSTEM	<i>FY 2007</i>	<i>FY 2008</i>
Letters of Caution Issued	11,381	14,182
Suspensions	1,362	1,682
Hearings	16	13
Reinstatements	1,200	1,399
Medical Suspensions	157	188
Re-Exam Suspensions	165	141
REPORTED TRAFFIC CONVICTIONS		
Reckless/Hazardous Driving	1,657	1,353
Speeding in a School Zone	253	253
Speeding	27,543	20,895
Hit and Run (Property Damage)	0	0
Leaving an Accident (Property Damage)	736	585
Passing Stopped School Bus	71	54
Improper Passing	801	614
Improper Signal/No Signal	318	250
Improper Lane Change	240	223
Failure to Keep in Proper Lane	269	114
Failure to Follow Police Officer's Instructions	30	17
Failure to Yield to an Emergency Vehicle	108	85
Failure to Obey Traffic Signal/Control Device	4,195	3,644
Driving Left of Center	828	634
Driving Too Fast for Conditions	147	103
Failure to Keep Vehicle Under Control	2,733	2,009
Failure to Yield When Merging	1,543	1,167
Following Too Closely	431	337
Driving with More Than Three People in Front	38	33
Driving Wrong Way on a One-Way Street	200	173
Driving on Wrong Side of Road	3	4
Making Improper Turn	287	225
Improper Backing	105	86

DRIVER'S LICENSE COMPACT

The Driver's License Compact is an agreement among forty-six (46) states to report non-resident traffic offenders to their home jurisdictions.

VIOLATIONS BY WV DRIVERS, NEARBY STATES

<i>10,181</i>	<i>Virginia</i>
<i>4,458</i>	<i>Maryland</i>
<i>6,144</i>	<i>Ohio</i>
<i>1,375</i>	<i>Kentucky</i>
<i>1,100</i>	<i>North Carolina</i>
<i>1,063</i>	<i>South Carolina</i>
<i>1,853</i>	<i>Pennsylvania</i>

VIOLATIONS REPORTED - ALL STATES

	FY 2007	FY 2008
Alabama	62	74
Alaska	2	5
Arizona	47	47
Arkansas	21	19
California	74	74
Colorado	57	31
Connecticut	38	24
Delaware	123	87
Dist. Of Columbia	9	2
Florida	49	350
Georgia	299	194
Hawaii	<i>no report</i>	9
Idaho	24	21
Illinois	213	183
Indiana	201	254
Iowa	51	41
Kansas	81	48
Kentucky	1,680	1,375
Louisiana	51	29
Maine	11	8
Maryland	6,266	4,458
Massachusetts	20	15
Michigan	148	95
Minnesota	20	16
Mississippi	40	0
Missouri	88	75
Montana	25	12
Nebraska	34	30

VIOLATIONS REPORTED - ALL STATES

	<i>FY 2007</i>	<i>FY 2008</i>
Nevada	19	17
New Hampshire	12	4
New Jersey	219	172
New Mexico	7	7
New York	277	378
North Carolina	1,973	1,100
North Dakota	34	18
Ohio	6,820	6,144
Oklahoma	58	32
Oregon	29	13
Pennsylvania	1,892	1,853
Rhode Island	<i>no report</i>	<i>no report</i>
South Carolina	1,084	1,063
South Dakota	20	12
Tennessee	307	256
Texas	148	61
Utah	30	13
Vermont	3	4
Virginia	10,362	10,181
Washington	71	19
Wisconsin	50	48
Wyoming	79	52
<i>TOTAL</i>	33,188	29,023

Forty-four states allow non-resident 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.

NON-RESIDENT VIOLATOR

	<i>FY 2007</i>	<i>FY 2008</i>
Non-compliance reports from other states	4,767	4,592
Non-compliance files closed upon proof of compliance	1,410	1,416
License suspended for failure to comply	3,229	3,002
Notices mailed to other states	8,605	7,897

RESIDENT VIOLATOR

	<i>FY 2007</i>	<i>FY 2008</i>
Notices received	79,388	75,854
Suspensions	59,472	53,059
Reinstatements/Cleared	34,532	32,492

COMPULSORY INSURANCE

The Division of Motor Vehicles 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.

	<i>FY 2007</i>	<i>FY 2008</i>
COURT REPORTS		
Suspension Letters	10,851	19,417
Driver's License Suspensions	5,872	8,930
Vehicle License Suspensions	3,313	5,106
State Police (serve orders)	1,694	2,329
Total Accident/Court Suspension Letters	17,102	22,314
ACCIDENT REPORTS		
Pending Suspension Letters	4,853	2,897
Driver's License Suspensions	2,364	1,808
Vehicle License Suspensions	1,421	1,096
State Police (serve orders)	890	621
CANCELLATIONS		
Driver's License Suspensions	261	228
Vehicle License Suspensions	229	233
Certified Suspension Letters	843	810
State Police (secure orders)	175	360
JUDGMENTS		
Pending Suspension Letters	401	373
Driver's License Suspensions	401	355
Vehicle License Suspensions	60	50
State Police (serve orders)	2	2
FRAUDULENT	<i>FY 2007</i>	<i>FY 2008</i>
Fraudulent Suspension Letters Processed	48	29
Driver's License Suspensions (Stops on file)	65	13
Vehicle License Suspensions (Stops on file)	40	8
State Police Secure Orders	8	18
DRIVING RECORDS		
Total Driving Records Processed	57,242	50,048
Certifications	18,611	14,033



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INFORMATION



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

INFORMATION SERVICES

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. This Unit also assists the Division of Motor Vehicles' 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. This Unit is also responsible for the optical imaging of all Division of Motor Vehicles files.

HELP DESK

The Driver's Help Desk Unit provides support and training to Division of Motor Vehicles' employees responsible for processing driver's license applications.



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**INVESTIGATION,
SECURITY AND SUPPORT
SERVICES**



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

INVESTIGATION, SECURITY AND SUPPORT SERVICES

The Investigation, Security and Support Services Section is responsible for conducting all investigations, including internal employee and external customer fraud, title, license, odometer and privilege tax fraud, I.D. theft and stolen vehicles, along with providing fingerprint and background checks for Driver License and CDL Examiners.

This section also provides program oversight in the administration of CDL Skills Tests given by Third Party Examiners, conducts EEO investigations and diversity training for the Division of Motor Vehicles, and ensures that all grievances are filed properly and handled in a timely manner along with conducting Level I Grievance Hearings for the Division.

This section assigns parking rights to agency employees, assigns temporary parking decals to agency employees as needed and prepares monthly reports for the Division of Highways. This section is also responsible for ordering new state vehicles and monitoring the ARI system to assure that proper maintenance on its current vehicles is performed as scheduled.

This section provides training and certification to driver and motorcycle examiners, fraud training to agency employees, and also provides examiner and certification training for third party contractual commercial examiners (CDL) and state commercial examiners.

An employee of this section represents the Department of Transportation and the Division of Motor Vehicles on the WV Executive Branch Privacy Team Committee which promotes the protection of personally identifiable and confidential information. This section also ensures compliance with relevant privacy laws and serves as a resource and clearinghouse for best practices, along with facilitating implementation of privacy policies and procedures which impact customers, clients and employees to ensure that they reflect a customer and employee orientation and best practices of the public and private sectors.



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LEGAL



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

LEGAL SERVICES

The Legal Services Section serves as the Division of Motor Vehicles' in-house counsel, conducts administrative hearings that arise from disciplinary actions taken by the Division against drivers, license services and motor vehicle dealerships; while tracking relevant court proceedings.

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

Semiannual conferences keep the Section's hearing examiners informed of new case laws 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

<i>TYPE OF HEARING</i>	<i>FY 2007</i>	<i>FY 2008</i>
Driving under the influence of alcohol	2,322	1,867
Concurrent revocations	787	488
Under 21, any measurable blood alcohol content	51	134
Point system	16	13
Compulsory insurance	21	15
X-Files	2	0
Fraudulent driver's license	2	2
Resident violators	6	11
Student attendance program	0	0
Driving on revoked license	0	3
Total Administrative Hearings Held	3,156	2,399
DUI Related	3,109	2,351
TOTAL ADMINISTRATIVE DECISIONS RENDERED	2,599	2,399



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MANAGEMENT



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

MANAGEMENT SERVICES

Management Services performs the Division of Motor Vehicles' various administrative and fiscal tasks including revenue control, bad check collection, purchasing, auditing, accounting and title entry.

The Receiving and Processing Section processes title work and vehicle renewals received via U.S. mail. During FY 2008, the unit processed 201,282 vehicle titles and title applications. The efficient operation of this unit enables the Division to deposit \$59,555,314 in privilege tax remittances from vehicle owners within hours of receipt and track the status of the title work during processing. This Section processed a grand total of 329,583 checks from customers, with a total value of \$88,014,867.

The Accounting Section is responsible for depositing and recording the \$276,438,497 collected in revenue during FY 2008. Privilege taxes, which the State uses to match federal highway construction grants, accounted for \$169,463,398 of the total. Almost 1,427 checks drafted in the amount of \$251,518 were returned to the Division for insufficient funds. During FY 2008, the Accounting Section received \$176,510 in payments for 1,095 returned checks.

The Purchasing/Accounts Payable Section oversees the Division's expenditures, facility maintenance, employee travel/training and fixed assets, along with providing budgetary and financial advice. This section also orders office supplies, forms and manuals for distribution to DMV offices.

The DMV Warehouse/Inventory Supply is responsible for ordering and maintaining the inventory of all DMV License Plates, Decals, Titles and Registration documents for distribution to DMV offices, County Sheriff's offices and CVR participating dealerships.

Credit cards are accepted at all Division of Motor Vehicles' Regional offices and at the main office in Charleston. During the past fiscal year 159,833 credit card transactions amounting to \$16,271,433 were processed. Credit card user fees in the amount of \$317,445 were paid by the Division during FY 2008.

West Virginia automobile dealers can collect privilege tax, start the process for a vehicle title and issue a new registration plate all before the customer leaves the showroom with their new automobile. Utilizing CVR's (Computerized Vehicle Registration) System, automobile dealers completed 37,660 transactions and collected \$29,361,837 in revenue for the Road Fund in FY 2008.

During FY 2008 the Receiving and Processing Section instituted a new process for handling certified mail. During the year 28,702 pieces of certified mail were sent as e-certified mail with the Division receiving the recipients' signatures over the internet. The Division anticipates sending over 200,000 pieces of mail as e-certified. The United States Postal Service estimates the Division will save \$1.30 per certified letter.

GROSS REVENUE (\$)

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	191,203,717	+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%
03	274,159,960	-2.5%
04	280,556,123	+2.3%
05	284,062,765	+1.2%
06	278,864,176	-2%
07	280,214,210	+0.5%
08	276,438,497	-1.3%

AGENCY REVENUE BY SOURCE

ROAD FUND	<i>FY 2007</i>	<i>FY 2008</i>
Other Road Fund Revenue	\$ 87,057,668	\$ 86,396,410
Privilege Tax	173,306,253	169,463,398
Litter Control Fee	1,549,254	1,878,247
Miscellaneous Fees	1,402,337	1,276,989
GENERAL REVENUE	<i>FY 2007</i>	<i>FY 2008</i>
(Instruction permits)	\$ 74,956	\$ 74,232
SPECIAL REVENUE	<i>FY 2007</i>	<i>FY 2008</i>
Motor Vehicle Fees Fund	\$ 3,228,806	\$ 3,630,273
Boat License (DNR)	81,260	752,196
Motorcycle Safety (DMV) Fund	376,752	357,810
Voter Registration Fee (Secretary of State)	179,424	161,593
DMV/DNR Non-game Wildlife Fund (1 year)	225,450	219,766
DMV/DNR Non-game Wildlife Fund (2 year)	148,184	148,994
Ad Valorem	8,747,086	8,639,282
Ad Valorem Administrative Fund	356,718	-0-
Environmental Cleanup	3,242,532	3,207,469
Dealer Recovery Fund	231,693	231,838
Prior Year Expiring Funds	5,847	-0-
TOTAL REVENUE	280,214,220	276,438,497

AGENCY EXPENDITURES

	<i>FY 2007</i>	<i>FY 2008</i>
Personnel Services	\$ 14,742,675	\$ 15,032,059
Increment Pay	258,950	275,571
Fringe Benefits	5,944,157	5,833,578
Operating/Overhead	23,862,348	23,021,890
TOTAL EXPENDITURES	\$44,808,130	\$44,163,098



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REGIONAL OFFICE/ CALL CENTER



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

REGIONAL OFFICE AND CALL CENTER SERVICES

REGIONAL OFFICE OPERATIONS

In response to citizen concern about the accessibility of services offered by the Division of Motor Vehicles, the West Virginia Legislature established an Interim Committee in 1994 to review the structure and organization of the agency. This Committee visited several Virginia Department of Motor Vehicle offices with DMV representatives. A plan evolved in January 1995 to establish regional offices throughout the State.

THE PAST

To accurately evaluate the scope and direction of the Division of Motor Vehicles' efforts to bring services closer to the public, it is necessary to see where the agency has been in the past.

Although the issuance of license plates and drivers licenses has been an ongoing process since the turn of the century, the Division of Motor Vehicles is a relatively young agency. DMV was established in 1947 to assume the responsibilities of the Automobile Bureau of the old State Road Commission. DMV was always synonymous with long lines around Building 3 in the Capitol Complex that occurred during the end of June. All motor vehicle registrations expired on July 1 of each year. Customers, especially those with commercial vehicles, often waited until the last days of the month to renew. The early 1970's brought a new system of staggered registration for passenger vehicles. This change in the process greatly changed the complexion of vehicle registration for the better.

The Division of Motor Vehicles was a centralized mail-in process orientated agency in spite of the annual June 30 photos, which portrayed long lines at the DMV. Most citizens either mailed in their renewal documents or relied on private license services, which served as agents. The agents did not issue any documents themselves, they only offered to bring the transactions to DMV. These businesses were not regulated or licensed by DMV in any way. In fact the only leverage DMV had over these entities was the power to suspend the processing of the customer's work, which not only affected the business, but also the customers. However, these businesses are still a valuable resource in assisting citizens conducting business with DMV.

Vehicle and drivers license issuance was provided on a centralized process through the use of the postal service, State Police examining applicants in each county at their own facilities and license service agents offering to assist customers for a fee.

EARLY DECENTRALIZATION EFFORTS

In 1976, the Sheriff's offices were authorized to renew passenger vehicle and motorcycle license plates. This responsibility was assumed voluntarily by the Sheriffs in exchange for the authority to levy an additional \$1.00 fee on each transaction. However, vehicle registration renewal services were offered more as a convenience to the citizens of each county rather than out of any expectations of generating revenue.

In the late 1970's the growing population of Putnam County and the geographical separation of the Eastern Panhandle region were the catalysts for the development of two branch offices located at Teays Valley and Martinsburg. These offices handled many of the same functions as the walk-in service windows of the Capitol Complex office. These included issuance and renewal of vehicle registrations, and driver's licenses. However, the actual computer generated documents were still produced in Charleston and mailed to the customer. The plan at the time was to locate several more offices in other areas of the State.

The issuance of photo licenses as of January 1, 1982 brought the Division of Motor Vehicles another partner in providing services to the citizens of the State. This function was accomplished on a rotating schedule at State Police county detachments. The employees now belong to the Division. Applicants take the written test and the driving test at the State Police headquarters in their county of residence. However, with the new requirement of a photo on each license, the State Police also provided the location for taking photographs. Applicants mailed the fees to Charleston or paid the fees in person at one of the three DMV locations. The driver's license or camera card was mailed to the applicant. The camera card was taken to a State police location or to one of the three DMV locations for the photograph and the production of the actual driver's license.

The regulation of license services was greatly enhanced in 1990 when businesses who were performing licensing transactions for customers were required to be licensed. In turn, these businesses could offer the service of issuance of temporary registration plates, a privilege previously afforded to only licensed motor vehicle dealers. This opportunity expanded the availability of services to all areas of the state. Applicants could now title and register a newly purchased vehicle at a license service and operate with a temporary tag until the permanent registration plate and card was received from Charleston.

"ONE STOP SHOPPING"

The concept of "One Stop Shopping" and the prototype for the enhanced level of cooperation between the State Police and Division of Motor Vehicles was born in May 1992. The State Police detachment in South Charleston handled the greatest volume of written and road tests of any of the State Police testing locations. DMV employees were assigned to work at the same location and the same hours as the State Police driver examiners. Cash registers and computer equipment were installed at the site. This allowed an applicant for a driver's license to apply, pay the fee, receive his learners permit or license and get his photo taken all at the same location.

With the support of the Legislature, the Division began the expansion of the regional office concept, which had been dormant since the late 1970's. A substantial commitment in terms of budget dollars made more offices a reality. The expansion plans were heavily influenced by the Virginia Department of Motor Vehicles' experience which put offices where the people were in either free standing locations, malls or with other state agencies.

Huntington was selected as the first site for a "regional office." The city was chosen because it was the second largest city in the state and the availability of an existing Department of Transportation facility to utilize. However, early in the implementation process, the clash between the public and private sector threatened to stall the effort to bring DMV to the people. The business which operated the local license service complained that taxpayer dollars were being spent to put him out of business. It was clear that a local DMV office would take business away from the local private company. However, license services as presently structured could not begin to offer the level of service contemplated for the new location. Not only could licenses be issued and renewed, (a service that was indeed provided by the private business on a one day delayed basis) but titles and license documents would be instant printed. The State Police would also transfer their driver testing function from their Route 60 East location to the DMV location.

In fairness to the local business, the management of the office was put out to bid to the private sector. The basics of the arrangement would be that the DMV would contract with the successful bidder to provide DMV services to the citizens utilizing state equipment, supplies, and the facility. The business would not charge any additional fee for transaction but would be remunerated directly from DMV. A decision was reached early that residents of outlying areas of the state should not have to pay extra for services that are available without a premium payment at other DMV facilities. The local business was not the successful bidder. The company that won the contract has provided good service since its opening in May 1995. The contract was due to be renewed in January 2000.

Simultaneous to the efforts in Huntington was the relocation of the first branch office at Teays Valley from an aging strip mall to a new more accessible location. This relocation was done in response to an increased demand for services from a growing Putnam County. There were also new plans to consolidate the State Police examination and the DMV licensing function into one stop as was done previously in South Charleston.

The private sector operation of the Huntington office was considered a pilot project so the next expansion efforts were based on state employees staffing the offices. Offices in Clarksburg, and what was termed an "Express Office" in Charleston's Kanawha Mall were opened in December 1995. The Clarksburg location was chosen from several locations in the Morgantown/Fairmont/Clarksburg corridor as the most centralized and easily accessible site in the north central region. The demographics and anticipated growth from the FBI Center also influenced this decision. The State Police located their driver examination function at the Clarksburg location. Kanawha Mall opened as an express office to relieve the congestion of the State Capitol office and the potential of offering expanded and extended hours of customer service. Both offices have been well received by the local customer base. The Kanawha Mall location was expanded to a full service office in March 1998.

Offices in Logan and Moundsville were opened in April 1996 and Princeton in October 1996. The Moundsville office was located at the State Police Detachment office, which had recently been the focus of consolidation of testing locations in the Northern Panhandle. The available space was utilized to quickly locate in the Northern Panhandle Region. However, volume has quickly outstripped the available space. The Moundsville Regional Office relocated to a facility shared with the Division of Health and Human Resources in March 1999. Both the Princeton and Logan offices have excellent locations and have been well received and utilized by the communities. An office opened in Parkersburg in December 1998, and the Point Pleasant Regional Office opened in February 1999. In 2000, the Division assumed responsibility for conducting drivers' examinations. The current allotment of Regional Offices was reached with opening of the Charles Town office in August 2006. The Division assumed responsibility for the day-to-day operations of the Huntington Regional Office in January 2007; inducting those qualified employees into civil service while continuing to operate normally. As of 2007, the Division currently operates twenty-three Regional Offices and two Driver Examination Centers statewide.

THE PRESENT AND FUTURE

In 2005 the Division's Call Center was merged with Regional Offices to form the Regional Office and Call Center Services section. The Call Center is authorized a compliment of twenty-five Customer Service Representatives who are able to respond to general inquiries and many customer specific issues via its toll-free number accessible throughout the United States.

The many responsibilities of the Regional Office and Call Center Services include:

- Collection of fees for the West Virginia Road Fund and other state agencies
- General customer inquiries
- Vehicle registration renewal
- Driver's license renewal
- Issuance of replacement documents
- Driver's license knowledge examinations and skills testing
- Motorcycle operator's knowledge examinations and skills testing
- Children's identification program
- Disabled parking placard and plate issuance
- Voter's registration application collection and submission
- Issuance of Barbers and Cosmetologists' licenses
- Processing of Children's identification cards for children in foster care under the auspices of the Division of Health and Human Resources
- Production of driver records
- Host sites for administrative hearings
- Verification of insurance
- Confirmation of identification for domestic and foreign customers
- Transfer of out-of-state vehicle titles and drivers' licenses

- Verification of school enrollment
- Confirmation of legal and valid driver status via the Problem Driver Pointer System
- Determination of eligibility of foreign applicants and temporary residents for driver or identification credentials
- Processing of State employee identification cards
- Determination of legal immigration status
- Confirmation of residents' physical addresses
- Verification of payment of county personal property taxes
- Customer mailings
- All-Terrain Vehicle orientation and safety courses
- Alcohol awareness
- Vehicle and driver historical research
- Distribution of driver's, commercial driver's, and motorcycle operator's manuals
- Verification county assessors' new resident vehicle privilege tax exemptions
- Verification of liens and encumbrances
- Compliance with judicial orders and settlements

Regional Office and Call Center Services continue to build on these accomplishments by strengthening customer satisfaction, customer service delivery and keeping pace with the latest technologies to achieve higher levels of efficiency. West Virginia taxpayers have challenged the Division to produce the maximum return on their investment, and Regional Office and Call Center Services do just that. We have accepted the taxpayers' challenge and are building for the future.

REGIONAL OFFICE AND CALL CENTER SERVICES FISCAL YEAR 2008 TOTALS

CALL CENTER INQUIRY TOTALS

Titles	115,216
Registration and Plates	98,125
Driver's License	154,468
DUI, Points, Citations, Resident Violators	98,441
Insurance	18,931
Address, Hours, Etc.	70,115
Boats	5,186
Disabled Services	12,380
Special Plates	4,345
Miscellaneous	21,341
Leasing	1,316
Dealers	3,245
International Registration Program	2,299
Questions for other Agencies	2,749

REGIONAL OFFICE OPERATIONS TOTALS

Customers served	1,596,862
Transactions processed	2,006,880
Dealer revenue collected	32,494,660
Total revenue collected	117,873,452
Titles instant printed	115,988
Titles processed	430,732
Operator renewals	504,375
Vehicle renewals	463,444
Driver Examinations	132,879
Commercial Driver Examinations (written)	15,279

REGIONAL OFFICES

Beckley	4,610,228.78
Charles Town	4,066,034.76
Clarksburg	5,660,697.60
Elkins	4,705,656.24
Flatwoods	2,311,671.85
Franklin	896,610.76
Huntington	11,361,264.58
Kanawha City	10,054,449.21
Lewisburg	2,561,175.97
Logan	3,520,650.10
Martinsburg	8,629,889.98
Moorefield	1,986,049.71
Morgantown	6,175,968.25
Moundsville	7,428,406.79
Parkersburg	9,874,700.83
Point Pleasant	2,140,213.13
Princeton	5,451,040.00
Romney	3,299,897.47
Spencer	1,870,603.66
Weirton	3,817,924.23
Welch	1,097,092.16
Williamson	2,149,011.94
Winfield	10,536,160.86
TOTAL REVENUE	\$114,205,398.86



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VEHICLE



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

VEHICLE SERVICES

The Vehicle Services Section is composed of four sections within the Division that are connected by the requirement to title and register motor vehicles in West Virginia. They are as follows: Titles and Registration; Dealer/Leasing Services, Motor Carrier and Information Services.

TITLES AND REGISTRATION

The Titles and Registration 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. 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. The Division accordingly allows a special process for titling leased vehicles. Dealer Services processed 3,735 leased vehicle titles during FY 2008. Annual revenues under this program have increased from \$854,000 to \$4,115,875 since FY 1995.

VEHICLE DEALER OVERSIGHT

	<i>FY 2007</i>	<i>FY 2008</i>
Dealers Licensed	1,725	1,675
Dealer Pre-Application Inspections	156	150
Dealer Applicant Investigations	194	160
Dealer Compliance Investigations	2,614	911
Unlicensed Dealer Investigations	44	15
Reconstructed Vehicle Inspections	4,026	4,210
Temporary Registration Plates Issued	165,881	160,662
To Motorcycles	6,994	6,452
To Dealers	124,791	121,937
To License Services	27,538	27,100
To Auto Auctions	2,020	2,213
Leased Vehicle Titles Processed	3,451	3,500
Revenue Leased Vehicles	\$4,686,117	\$5,338,122
Rental Taxes Collected	\$1,276,193	\$1,386,899

TITLE & REGISTRATION TRANSACTIONS

	<i>FY 2007</i>	<i>FY 2008</i>
Titles Processed	894,812	739,568
License Plate Transfers	202,666	202,482
License Plate Exchanges	170	201
License Plate Duplicate Issues	7,275	7,678
Duplicate Decal Issues	7,460	6,384
Lien Recordings	257,048	263,375
Title File Scans	765,935	714,518

REGISTRATIONS BY CLASS

<i>CLASS</i>	<i>FY 2007</i>	<i>FY 2008</i>
A -- Passenger	1,307,093	1,297,997
B -- Trucks	49,970	47,240
C -- Trailers, Semis	124,214	134,259
G -- Motorcycles	44,844	48,435
H -- Buses	230	213
J -- Taxicabs	94	121
M -- Special Mobile Equipment	1,273	1,196
P -- Government	34,816	36,147
R -- Camping Trailers	35,874	27,440
T -- Boat Trailers	100,135	80,057
V -- Antique Vehicles	10,134	11,512
X -- Farm Vehicles	2,900	2,790
TOTAL	1,711,577	1,687,407

REGISTRATIONS BY COUNTY

	<i>FY 2007</i>	<i>FY 2008</i>		<i>FY 2007</i>	<i>FY 2008</i>
Barbour	14,462	14,097	Lewis	19,480	19,133
Berkeley	92,986	92,092	Lincoln	19,015	18,774
Boone	22,077	21,424	Logan	30,569	30,033
Braxton	14,050	13,876	McDowell	18,531	54,563
Brooke	18,548	18,271	Marion	55,063	24,891
Cabell	79,304	78,026	Marshall	25,486	23,694
Calhoun	7,101	7,197	Mason	24,019	18,155
Clay	9,306	9,070	Mercer	55,494	54,424
Doddridge	5,171	5,037	Mineral	29,310	28,921
Fayette	43,305	42,506	Mingo	24,873	24,492
Gilmer	6,412	6,479	Monongalia	60,570	60,511
Grant	13,576	13,609	Monroe	14,011	13,935
Greenbrier	39,150	38,653	Morgan	17,773	17,515
Hampshire	25,946	25,898	Nicholas	27,984	27,767
Hancock	29,969	29,254	Ohio	39,307	38,686
Hardy	15,151	15,030	Pendleton	9,488	9,504
Harrison	65,222	64,856	Pleasants	6,884	6,891
Jackson	30,060	29,148	Pocahontas	10,124	9,951
Jefferson	51,585	51,303	Preston	31,751	31,493
Kanawha	179,145	174,057	Putnam	49,543	51,011

REGISTRATIONS BY COUNTY

	<i>FY 2007</i>	<i>FY 2008</i>
Raleigh	68,086	67,121
Randolph	28,385	27,812
Ritchie	10,835	11,049
Roane	13,876	13,880
Summers	10,520	10,176
Taylor	13,240	13,128
Tucker	6,988	6,754
Tyler	8,063	7,872
Upshur	29,143	28,277
Wayne	28,005	27,551
Webster	9,503	9,187
Wetzel	18,544	18,148
Wirt	6,093	6,001
Wood	80,227	78,423
Wyoming	21,673	21,003
Out-of-State	26,595	26,798
Total	1,711,577	1,687,407

PERSONALIZED LICENSE PLATES

 <p>YOUR</p>		
<i>WEST VIRGINIA LICENSE PLATES</i>		
 <p>NAME</p>		
<i>MAY BE PERSONALIZED TO ORDER</i>		
 <p>HERE</p>		
	1992	25,338
	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
	2003	37,705
	2004	39,103
	2005	41,558
	2006	42,204
	2007	43,453
	2008	43,088

SPECIAL & ORGANIZATIONAL PLATES

	<i>FY 2007</i>	<i>FY 2008</i>
Personalized	43,453	42,088
Veteran	15,521	14,844
EMS	1,369	1,197
Firefighter	1,542	1,535
Certified Firefighter	165	160
Volunteer Firefighter	1,188	1,369
Medal of Honor	1	1
Pearl Harbor	48	46
Purple Heart	3,200	3,147
Prisoner of War	262	250
Disabled Veteran	3,210	3,517
National Guard	513	524
Governor's Numbers	1,174	911
Legislative	154	156
Former Legislative	39	37
Ham Radio	1,219	1,175
Antique	13,867	15,467
Handicapped	6,510	6,479
Military Organizations	3,835	4,476
Special Organizations	3,961	4,119
Patriotic	7,339	7,475
911 Commemorative	3,444	3,198
Silver-Haired Legislature	9	7
NASCAR	7,449	7,861
DNR Wildlife (Bird)	14,726	13,438
DNR Wildlife (Deer)	11,908	12,105
Whitewater Rafting	424	489
Breast Cancer Awareness	807	1,046
4H/FAA	99	112
Character Education	24	38
Wounded Law Enforcement	25	25

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, and reassemblers 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	C L A S S											=
		AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	
Barbour		0	2	0	0	10	0	0	0	0	3	15
Berkeley		1	6	4	13	77	4	0	0	0	7	112
Boone		0	2	1	3	11	1	0	0	1	0	19
Braxton		0	3	4	3	9	2	0	0	0	1	22
Brooke		0	1	2	1	8	2	0	0	0	2	16
Cabell		0	13	7	8	38	7	0	0	0	7	80
Calhoun		0	0	1	1	5	0	0	0	0	0	7
Clay		0	0	0	0	2	0	0	0	0	0	2
Doddridge		0	0	0	0	1	0	0	0	0	0	1
Fayette		0	5	1	1	15	0	0	0	0	0	22
Gilmer		0	0	0	1	4	0	0	0	0	0	5
Grant		0	1	1	0	9	1	0	0	0	0	12
Greenbrier		0	6	0	4	18	0	0	0	0	4	32
Hampshire		0	1	4	6	22	4	0	0	0	0	37
Hancock		0	5	2	2	12	1	0	0	0	3	25
Hardy		0	2	1	2	9	0	0	0	0	0	14
Harrison		1	9	3	8	61	4	0	0	0	7	93

REGISTERED VEHICLE DEALERS

COUNTY	CLASS											
		AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	=
Jackson		1	3	5	7	24	0	1	0	1	2	44
Jefferson		1	3	1	3	14	0	0	0	0	2	24
Kanawha		2	21	15	23	61	13	0	0	1	8	144
Lewis		0	5	4	2	14	1	0	0	0	4	30
Lincoln		0	0	0	0	12	0	0	0	0	4	16
Logan		0	4	4	3	11	2	0	0	0	0	24
Marion		0	4	2	1	17	1	0	0	0	3	28
Marshall		0	0	1	1	3	1	0	0	1	3	10
Mason		0	0	0	0	9	0	0	0	0	0	9
McDowell		0	7	6	4	47	3	1	0	0	6	74
Mercer		1	7	8	7	44	7	1	0	0	8	83
Mineral		0	4	4	3	24	2	0	0	0	2	39
Mingo		0	3	0	1	5	2	0	0	0	2	13
Monongalia		0	10	2	8	48	4	1	0	0	11	84
Monroe		0	0	0	1	10	0	0	0	0	2	13
Morgan		0	1	2	5	7	1	0	0	0	1	17
Nicholas		0	2	3	7	15	1	0	0	0	2	30
Ohio		0	11	5	5	15	4	0	0	0	3	43
Pendleton		0	0	1	1	6	0	0	0	0	1	9
Pleasants		0	1	3	3	4	0	0	0	0	0	11
Pocahontas		0	2	0	1	2	0	0	0	0	0	5
Preston		0	4	1	2	27	0	0	0	0	1	35

REGISTERED VEHICLE DEALERS

COUNTY	C L A S S											
		AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	=
Putnam		1	5	6	6	15	2	2	0	0	3	40
Raleigh		1	10	11	11	41	4	0	0	0	2	80
Randolph		0	8	8	8	26	4	0	0	0	1	55
Ritchie		0	1	1	3	4	1	1	0	0	0	11
Roane		0	2	1	2	9	0	1	0	0	0	15
Summers		0	0	1	0	3	0	0	0	0	0	4
Taylor		0	1	0	0	10	0	0	0	0	2	13
Tucker		0	1	0	0	2	0	0	0	0	1	4
Tyler		0	2	1	0	2	0	0	0	0	0	5
Upshur		1	3	1	4	22	1	0	0	0	1	33
Wayne		0	2	5	2	18	0	0	0	0	7	34
Webster		0	0	1	1	7	0	0	0	0	2	11
Wetzel		0	2	2	2	9	1	0	0	0	0	16
Wirt		0	0	0	0	4	0	0	0	0	0	4
Wood		0	12	10	4	58	6	2	0	0	4	96
Wyoming		0	0	0	2	4	0	0	0	0	1	7
TOTAL		10	197	146	186	964	87	10	0	4	123	1,727

MOTORBOAT REGISTRATIONS

LENGTHS: A,E,I = less than 16 ft. B,F,J = 16 – 25 ft. C,G,K = 25 – 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	361	46	1	408
Berkeley	1,885	139	1	2,025
Boone	686	23	2	711
Braxton	539	83	0	622
Brooke	386	53	0	439
Cabell	1,825	73	3	1,901
Calhoun	181	24	0	205
Clay	320	39	2	361
Doddridge	108	38	1	147
Fayette	1,340	56	1	1,397
Gilmer	117	13	0	130
Grant	293	58	0	351
Greenbrier	740	145	6	891
Hampshire	534	151	0	685
Hancock	590	61	5	656
Hardy	332	129	0	461
Harrison	1,680	244	2	1,926
Jackson	917	80	3	1,000
Jefferson	815	58	1	874
Kanawha	4,711	312	204	5,227
Lewis	804	38	6	848
Lincoln	628	23	1	652
Logan	882	53	3	938
Marion	1,493	163	1	1,657
Marshall	668	142	2	812
Mason	683	92	3	778
McDowell	377	28	0	405
Mercer	1,378	71	0	1,449

MOTORBOAT REGISTRATIONS

LENGTHS: A,E,I = less than 16 ft. B,F,J = 16 – 25 ft. C,G,K = 25 – 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
Mineral	606	114	0	720
Mingo	771	77	2	850
Monongalia	1,667	81	14	1,762
Monroe	281	24	1	306
Morgan	470	68	0	538
Nicholas	1,094	77	0	1,171
Ohio	682	94	2	778
Pendleton	108	26	6	140
Pleasants	265	34	3	302
Pocahontas	166	26	0	192
Preston	569	56	0	625
Putnam	1,497	97	1	1,595
Raleigh	2,027	57	3	2,087
Randolph	494	75	2	571
Ritchie	355	83	4	442
Roane	466	74	2	542
Summers	336	11	3	350
Taylor	503	34	1	538
Tucker	120	21	0	141
Tyler	293	92	1	386
Upshur	739	43	2	784
Wayne	1,026	12	2	1,040
Webster	328	30	0	358
Wetzel	476	92	1	569
Wirt	226	35	0	261
Wood	2,318	264	10	2,592
Wyoming	856	40	1	897
Out-of-State	139	8	0	147
<i>TOTAL</i>	44,151	4,180	309	48,640

MOTOR CARRIER SERVICES

This branch of the Division of Motor Vehicles 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: the International Fuel Tax Agreement (IFTA) and the International Registration Plan (IRP). IFTA administers credentialing for commercial fuel taxes. IRP regulates commercial vehicle registration.

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 US 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 gross vehicle weight (GVW) and having three or more axles to register their vehicles and pay their fees in their home jurisdictions.

Ten (10) Canadian provinces and all of the states of the continental US 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 Systems/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 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

GOALS & OBJECTIVES

- Relocate IRP office to a more convenient location for West Virginia motor carriers
- Make IRP/IFTA credentialing available through the Division of Motor Vehicles' Regional offices
- 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

FY 2009 PROJECTIONS

Carriers registered in IRP	3,000	IFTA decal issues	14,500
Trucks registered in IRP	11,000	Road tax accounts	2,700
IFTA accounts	2,550	Road tax decals issued	9,800

IRP REGISTRANTS

	<i>FY 2007</i>	<i>FY 2008</i>
Power Units	11,638	9,501
Carriers	3,132	2,396

IRP REVENUE

	<i>FY 2007</i>	<i>FY 2008</i>
Collected from WV-Based Carriers	6,593,721.66	4,255,014.78
Collected from Other States	12,580,461.92	10,434,481.22
Paid to Other States	5,491,704.64	3,807,528.27
Ad Valorem	9,669,715.05	8,551,238.64

IFTA PARTICIPATION

	<i>FY 2007</i>	<i>FY 2008</i>
Members	2,394	2,514
Decals Issued	14,669	14,129

ROAD TAX REGISTRANTS

	<i>FY 2007</i>	<i>FY 2008</i>
Members	2,577	2,622
Decals Issued	9,206	9,649

COMMERCIAL DRIVER'S LICENSE HOLDERS

	<i>FY 2007</i>	<i>FY 2008</i>
	65,821	64,676