WEST VIRGINIA DIVISION OF MOTOR VEHICLES

ANNUAL REPORT

2015

EARL RAY TOMBLIN
GOVERNOR
STATE OF WEST VIRGINIA

PAUL MATTOX, JR, PE
SECRETARY
DEPARTMENT OF TRANSPORTATION

PAT REED
COMMISSIONER
DIVISION OF MOTOR VEHICLES

West Virginia
dmv
Keeping West Virginia on the move.

Division of Motor Vehicles

Pat Reed
Commissioner

Dempsey Totten
Deputy Commissioner

Terri Shafii
Executive Assistant to the Commissioner

EXECUTIVE STAFF

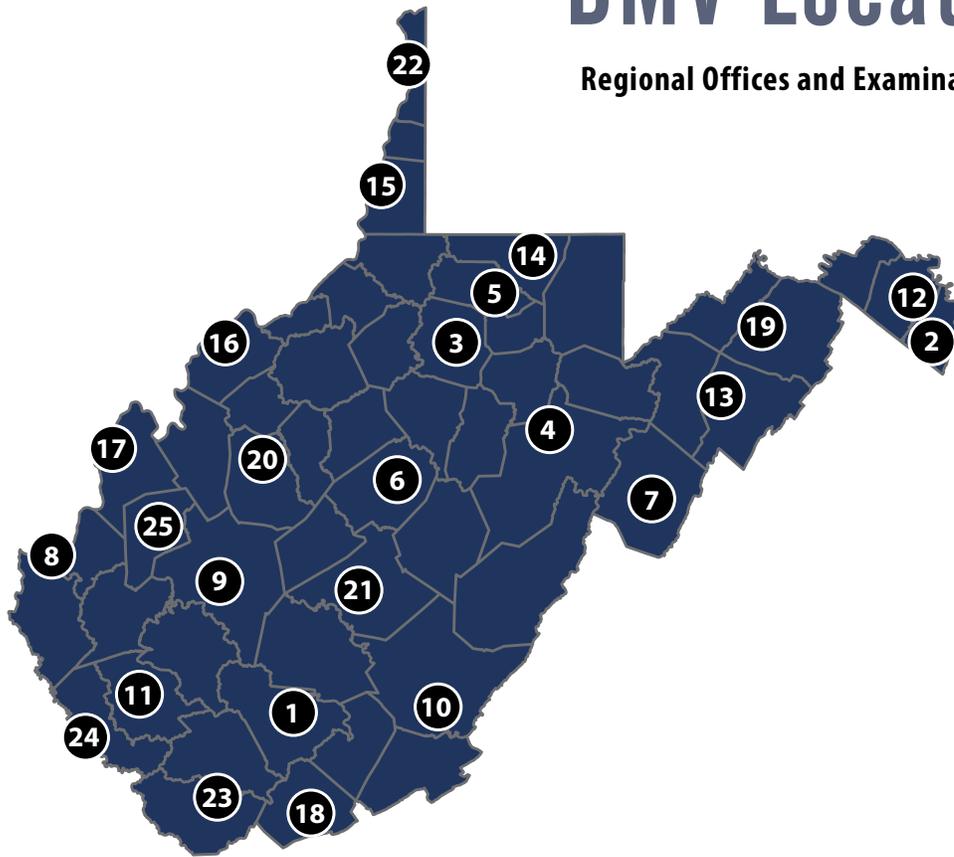|	
Regional Offices **Linda Ellis,** *Director*	Vehicle Services **Michael Maggard,** *Director*
Human Resources **Monica Price,** *Director*	Driver Services **Dave Bolyard,** *Director*
Management Services **Jerry Conrad,** *Director*	Legal Services **Jill Dunn,** *General Counsel, Director*
Information Services **Wilbur Thaxton II,** *Director*	Public Information Specialist **Natalie Holcomb**
Investigation & Security Services **Ken Cassidy,** *Director*	Governor's Highway Safety Program **Bob Tipton,** *Director*

DMV Locations

Regional Offices and Examination Centers

1) BECKLEY
107 Pinecrest Drive
Beckley, WV 25801

2) CHARLES TOWN
24 Ruland Road
Kearneysville, WV 25430

3) CLARKSBURG
105 Platinum Drive, Suite D
Bridgeport, WV 26330

4) ELKINS
1029 North Randolph Avenue
Elkins, WV 26241

5.) FAIRMONT
EXAMINATION CENTER
9395 Middletown Mall
Fairmont, WV 26554

6) FLATWOODS
295 Skidmore Lane
Sutton, WV 26601

7) FRANKLIN
100 Thorn Creek Road,
Suite 300
Franklin, WV 26807

8) HUNTINGTON
801 Madison Avenue
Huntington, WV 25701

9) KANAWHA CITY
5707 MacCorkle Avenue, SE
Suite 400
Charleston, WV 25317

10) LEWISBURG
148 Maplewood Avenue
Lewisburg, WV 24901

11) LOGAN
428 Main Street
Logan, WV 25601

12) MARTINSBURG
38 Severna Parkway
Martinsburg, WV 25403

13) MOOREFIELD
410 South Main Street
Moorefield, WV 26836

14) MORGANTOWN
1525 Deckers Creek Boulevard
Morgantown, WV 26505

15) MOUNDSVILLE
400 Teletech Drive, Suite 100
Moundsville, WV 26041

16) PARKERSBURG
601 Lubeck Avenue
Parkersburg, WV 26101

17) POINT PLEASANT
1408 Kanawha Street
Point Pleasant, WV 25550

18) PRINCETON
198 Davis Street
Princeton, WV 24740

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

20) SPENCER
115 Church Street
Spencer, WV 25276

21) SUMMERSVILLE
2 Armory Way
Summersville, WV 26651

22) WEIRTON
100 Municipal Plaza, Suite 100
Weirton, WV 26062

23) WELCH
92 McDowell Street
Welch, WV 24801

24) WILLIAMSON
225 East 3rd Avenue
Williamson, WV 25661

25) WINFIELD
116 Liberty Square
Winfield, WV 25526

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2015 Fiscal Year End Report | *June 1, 2014 - July 1, 2015*

2015 Forward

Pat Reed, *Commissioner, Division of Motor Vehicles*

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

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

2015 Highlights and Accomplishments

• *DMV spent significant time this past year developing a new cash and inventory management system. This new system is a high priority and scheduled for implementation in the third quarter of 2016 to replace a 35 year old system. This modernized and updated system will be more user-friendly thus allowing the Division to provide greater customer service. The new system will also replace a manual and labor-intensive inventory tracking process with an electronic inventory control system. The technology being developed will encourage open interfaces with other systems and agencies.*

• *DMV collaborated with the Secretary of State's Office to provide an avenue for electronic motor voter application utilizing its credential issuance system (driver's license system). All paper-based application questions, answers, and signatures are collected and transferred via web services to the Secretary of State's Office. This single collection of a signature allowed us to meet the requirements of the Help America Vote Act (HAVA), while allowing the customer to provide consent for the application process. Prior to the implementation of this process, we required the customer to sign their name twice. An online voter registration application process was also established for those customers that are not renewing their driver's license but still wish to register to vote. These efforts have helped reduce the use of paper voter registration applications.*

• *As part of the ongoing business modernization plan, DMV continues to add online services and electronic signatures to the website. The new DMV website, implemented in October of 2015, contains the online services portal, allowing citizens to perform requests for vehicle registration renewals, duplicate registration cards, duplicate Class A license plate decals or plates, and update their address of record with the DMV. Customers can also pay their driver's license reinstatement fees and purchase their driving record.*

• *DMV driver examiners continue to be among the best in the nation by achieving full national certification. The DMV strives to maintain the highest level of performance among our driver examiners through training and education. During FY 2015, over 87% of our driver examiners received additional training for driver, motorcycle and CDL examinations.*

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

2016 and Beyond...

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

• ***Install flat screen monitors in the DMV Regional Offices to broadcast public service announcements and news.*** *These monitors will serve to educate the public and raise awareness of DMV's many programs, as well as other divisions of the State. This monitor will also serve as a queuing system to advise of wait times.*

• ***Phasing in a complete reissuance of vehicle license plates with digitalized plate technology.***

• ***Continue modernizing outdated mainframe based technology.***

• ***Continue to promote the usage of the online vehicle registration renewal system through the new DMV website.***

• ***Begin issuing driver's license renewals online. This will be a major step in having all services available online by June 30, 2016.***

Legislative Changes

Senate Bill 192

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

This legislation provides the following:

· Allows U.S. Passports currently valid or expired for less than two years, to be used as proof of legal presence on a Not for Federal driver's license or ID card. (An expired U.S. Passport cannot be used as an identity document to obtain a For Federal Use (REAL ID) driver's license. This change has limited application in practice because current statute requires that for original license applications, only a valid and unexpired U.S. Passport can substitute for a birth certificate);

· Allows military discharge DD214 and Medicare Cards as additional documents that may be used for verification of a social security number for a Not for Federal Use driver's license or ID card; It also requires renewal form to contain the document requirements for both types of licenses. (This is already in place on renewal forms, brochures and on the DMV website);

· Adds a Gender Designation Form with "certification by a medical doctor of the person's gender" completion requirement for gender changes on driver's licenses and ID cards;

· Allows commercial driver license holders to have three years to correct a medical downgrade without retesting for the commercial driver's license;

· Allows general practitioners and Endocrinologists to certify that diabetes is controlled for applicants of intrastate only commercial driving privileges.

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

Senate Bill 248

Changes to require more specific contact information after a crash

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

Amending Code: §17C-4-3

Senate Bill 373

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

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

Amending Code: §17D-2A-4

Senate Bill 403

Increasing the period during which a motor vehicle lien is valid

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

Amending Codes: §17A-4A-15

Senate Bill 486

Special license plates for Civil Air Patrol vehicles

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

Amending Codes: §17A-3-23

House Bill 2148

Open Container

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

Amending Codes: §§17C-5D-1-4; 60-6-9

House Bill 2234

Divorce Name Change Document

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

Amending Code: §48-5-613

House Bill 2264

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

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

Amending Codes: §§17C-5-2; 17C 5A-2

House Bill 2790

Increase minimum car insurance liabilities

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

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

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

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

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

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

Highway Safety

The West Virginia Governor's Highway Safety Program

Bob Tipton, *Director*

About the Program

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

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

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

GHSP Totals

For Counts, Recoveries, and Arrests

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

In 2015 the GHSP Funded...

202   *Full Sobriety Checkpoints*

0   *Phantom Checkpoints*

16   *Occupant Protection Checkpoints*

218   *Total Checkpoints in WV*

103,388   *Total Vehicles Contacted*

125,956   *Total Vehicle Occupants*

81   *DUI Arrests at Checkpoints*

2,881   *Citations Issued at Checkpoints*

29,701   *Hours of Directed and Saturation Patrols*

16,022   *Citations Issued for All DUI Work*

12,713   *Man-Hours Invested in Sobriety Checkpoints*

GHSP Goals

- *Reduce the five (5) year rolling average of traffic fatalities by* **6.7%** *from 336 to 314 by 12/31/2015 (2014 - 272)*

- *Decrease unrestrained passenger vehicle occupant fatalities* **10.9%** *from 142 to 126 by 12/31/2015 (2014 - 95)*

- *Increase statewide (observed) seat belt use by front seat occupants to 92% by 12/31/2015 (2014 -89%)*

- *Decrease total of drivers age 20 or under involved in fatal crashes* **10.9%** *from 44 to 39 by 12/31/2015 (2014 - 38)*

- *Reduce fatalities per number of vehicle miles travelled (VMT) from 1.78 to 1.64 total, 2.20 to 1.96 for rural driving, and 1.16 to 1.04 for urban driving by 12/31/2015 (2014 - Total 1.43, Rural 1.72, & Urban .35)*

- *Reduce serious type A injuries by* **7.4%** *from 1,962 to 1,817 by 12/31/2015 (2014 - 1335)*

- *Decrease unhelmeted motorcyclist fatalities* **10.9%** *from nine (9) to eight (8) by 12/31/2015 (2014 - 6)*

- *Decrease overall motorcycle fatalities* **10.9%** *from 34 to 30 by 12/31/2015 (2014 - 26)*

- *Reduce pedestrian fatalities* **10.9%** *from 20 to 18 by 12/31/2015 (2014 - 20)*

- *Decrease impaired driving fatalities* **10%** *from 103 to 91 by 12/31/2015 (2014 - 84)*

Public Information

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

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

The GHSP participates in the NHSTA Region 3 Impaired Driving Initiative "Checkpoint StrikeForce", and works closely with the Commission on Drunk Driving Prevention and state and local law enforcement agencies to reduce the alcohol-involved fatality rate from its level of 33%.

Seat Belt Incentives

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

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

GHSP Federal Funding Policy Compliance

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

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

Law Enforcement Training

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

GHSP Crash Information

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

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

GHSP Funding Sources & Expenditures

Federal Funds

99% [Project Funds $12,262,546
1% [Planning & Administration $157,425

Matching Funds

96% [Project Funds $4,256,628
4% [Planning & Administration $157,425

Law Enforcement Citations and Warnings

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

Driver Services

David Bolyard, *Director*

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

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

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

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

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

License & Identification Card Totals

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

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

License Indicators & Restrictions

Total Diabetic Indicators	*2,445*
Total Organ Donors	*501,368*
Total Hearing Impaired	*702*

Licensed Drivers by County & Class

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

Motorcycle Exams & Safety Training

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

Driver Examination Totals
Regular Driver's Licenses

	PASS	FAIL
Driving Skills Test	19,799	6,154

Driver Examination Totals
Graduated Licenses & Learner's Permits

	PASS	FAIL
GDL Level 2 Skills Exam	10,292	2,777
Learner's Permit Exams	41,097	49,515
Total Exams	51,389	52,292

Learners permit exam total includes GDL 1 and Non-GDL Permits. In previous years the GDL 1 numbers were reported separately. Separate reporting is no longer an option as of July 2011 due to programing changes.

Driver Examination Totals
Commercial Driver's Licenses

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

Revocations & Suspensions

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

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

DUI Programs

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

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

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

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

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

Driver Improvement

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

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

Offenses Requiring Revocations

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

Driving Under the Influence

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

Ignition Interlock Program

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

Point System

	2015 Total
Suspensions	*741*
Reinstatements	*771*

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

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

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

Medical Review Unit

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

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

Revocation/Suspension Totals

Other Breakdown	2015 Total
Fraudulent Applications	*3*
GDL (2 or More Tickets)	*132*
Unpaid Child Support	*6*

Student Attendance Program

	2015 Total
Notices Received	*3,328*
License Suspensions	*599*
License Reinstatements	*781*

Medical Unit Statistics

	2015 Total
Medical Suspensions	*171*
Re-Exam Suspensions	*158*
New Medical Files	*337*
Vision Report Reviews	*2,974*

Resident Violator

	2015 Total
Notices Received	*76,936*
Suspensions	*59,556*
Reinstatements/Cleared	*39,652*

Non-Resident Violator

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

Compulsory Insurance

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

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

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

Driver's License Suspensions

	2015
Cancellations	*0*
Court Reports	*3,962*
Crash Reports	*536*
Fraudulent	*107*
Judgements	*264*
Verification Process	*3*

Vehicle License Suspensions

	2015
Cancellations	*0*
Court Reports	*826*
Crash Reports	*85*
Fraudulent	*100*
Judgements	*0*
Verification Process	*3*

Suspension Letters

	2015
Cancellations	*0*
Court Reports	*5,717*
Crash Reports - Pending	*994*
Fraudulent - Processed	*97*
Judgements - Pending	*313*
Verification - Processed	*0*

Other Totals

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

State Police Serve Orders

	2015
Cancellations	*0*
Court Reports	*403*
Crash Reports	*32*
Fraudulent	*58*
Judgements	*0*
Verification Process	*2*

Reported Traffic Convictions

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

Violations by WV Drivers Reported Other Jurisdictions

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

Information Technology Services

Wilbur Thaxton II, *Director*

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

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

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

IT Systems/NMVTIS Service Desk

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

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

Data Processing & Retention Unit

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

Investigation, Security & Support Services

Ken Cassidy, *Director*

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

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

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

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

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

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

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

IS&S Statistics

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

Legal Services

Jill Dunn, *General Counsel*

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

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

Litigation Statistics

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

WV Circuit Court Cases FY 2015	
Received	*34*
Won	*24*
Lost	*10*

WV Supreme Court Cases FY 2015	
Decided	*13*
Won	*9*

Management Services

Jerry Conrad, *Director*

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

Receiving & Processing

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

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

Accounting

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

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

Receiving & Processing Transactions

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

Accounting Transactions

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

Agency Expenditures

56% *Operating & Overhead Costs* **$30,715,826**

30% *Personnel Services* **$16,432,032**

13% *Fringe Benefits* **$7,511,039**

1% *Increment Pay* **$343,831**

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

Purchasing & Accounts Payable

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

Warehouse & Inventory Supply

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

Revenue Trend in U.S. Dollars
FY 2005 - FY 2015

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

Agency Revenue by Source

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

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

Call Center Services

Dempsey Totten, *Director*

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

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

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

Call Center Inquiries

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

Regional Office Services

Linda Ellis, *Director*

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

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

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

Regional Office Operation Totals

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

Examples of what the regional offices do include:

• *Conducts all drivers, commercial drivers' knowledge, and motorcycle knowledge and skills examinations.*

• *Provides information and DMV publications and forms.*

• *Determines eligibility of all WV license and ID card applicants ensuring compliance with the REAL ID Act of 2005.*

• *Verifies school enrollment forms provided for all Graduated Driver's License (GDL) transactions.*

• *Confirms legal and valid driver license status via the Problem Driver Point System (PDPS).*

• *Processes driver's license card issuances, duplicates, and renewals.*

• *Transfers new resident title work, registration, and drivers licenses.*

• *Processes ID card issuances, duplicates, and renewals for adults and children.*

• *Processes state employee ID cards.*

• *Issues mobility impaired parking placards and license plates.*

• *Verifies liens and encumbrances.*

• *Verifies insurance coverage and payment of personal property taxes in conjunction with vehicle registration renewals.*

• *Assists customers in electronic voter registration.*

• *Collects fees for the West Virginia Road Fund and other state agency programs.*

• *Distributes information on alcohol awareness, motorcycle safety, ATV safety, child passenger safety, and the Governor's Highway Safety Program.*

• *Host sites for administrative hearings.*

Regional Office Totals & Revenues

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

Vehicle Services

Michael Maggard, *Director*

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

Titles & Registrations

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

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

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

Dealer/Leasing Services

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

Title & Registration Transactions

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

Registrations by Class

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

Vehicle Registrations by County

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

Special & Organizational Plates

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

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

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

Vehicle Dealer Oversight

	2015 Total
Dealers Licenses	*1,489*
Dealer Pre-Application Inspections	*156*
Dealer Applicant Investigations	*224*
Dealer Compliance Investigations	*3,350*
Unlicensed Dealer Investigations	*135*
Reconstructed Vehicle Inspections	*3,647*
Total Temporary Plates Issued	*98,842*

	2015 Total
Temporary Plates Issued to Motorcycles	*2,078*
Temporary Plates Issued to Dealers	*85,040*
Temporary Plates Issued to License Services	*11,414*
Temporary Plates Issued to Auto Auctions	*310*
Revenue Leased Vehicles	*$7,202,109*
Rental Taxes Collected	*$1,555,584*

Motorboat Registrations by County

County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	340	81	1	422
Berkeley	1,753	272	2	2,027
Boone	704	58	0	762
Braxton	398	60	0	458
Brooke	382	72	1	455
Cabell	1,834	102	6	1,942
Calhoun	192	43	0	235
Clay	221	62	0	283
Doddridge	106	42	0	148
Fayette	1,290	83	2	1,375
Gilmer	90	16	0	106
Grant	281	82	0	363
Greenbrier	673	255	6	934
Hampshire	485	220	0	705
Hancock	585	65	3	653
Hardy	312	197	1	510
Harrison	1,305	251	2	1,558
Jackson	955	146	3	1104
Jefferson	892	126	3	1021
Kanawha	4,827	446	215	5,488
Lewis	509	61	7	577
Lincoln	688	47	2	737
Logan	931	106	1	1,038
Marion	1,282	208	2	1,492
Marshall	673	188	2	863
Mason	759	150	2	911
McDowell	415	60	0	475
Mercer	1,578	121	0	1,699
Mineral	607	199	0	806

County	Fee Paying	Non-Fee Paying	Gov.	Total
Mingo	805	118	4	927
Monongalia	1,835	147	16	1,998
Monroe	342	43	1	386
Morgan	421	119	0	540
Nicholas	699	80	1	780
Ohio	691	136	0	827
Pendleton	101	12	0	113
Pleasants	85	79	6	170
Pocahontas	271	63	2	336
Preston	150	50	1	201
Putnam	639	104	0	743
Raleigh	1,592	168	2	1,762
Randolph	2,048	121	0	2,169
Ritchie	493	153	2	648
Roane	310	128	5	443
Summers	468	179	2	649
Taylor	411	26	3	440
Tucker	478	54	0	532
Tyler	108	28	0	136
Upshur	289	99	2	390
Wayne	679	67	1	747
Webster	1,122	36	4	1,162
Wetzel	192	22	0	214
Wirt	485	121	1	607
Wood	212	76	0	288
Wyoming	2,238	466	13	2,717
Out-of-State	956	59	0	1,015
TOTAL	43,187	6,573	327	50,087

Registered Dealers & Types

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

Registered Dealer Key
Dealer Types

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

Motor Carrier Services

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

1) International Registration Plan (IRP): IRP regulates commercial vehicle registration.

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

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

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

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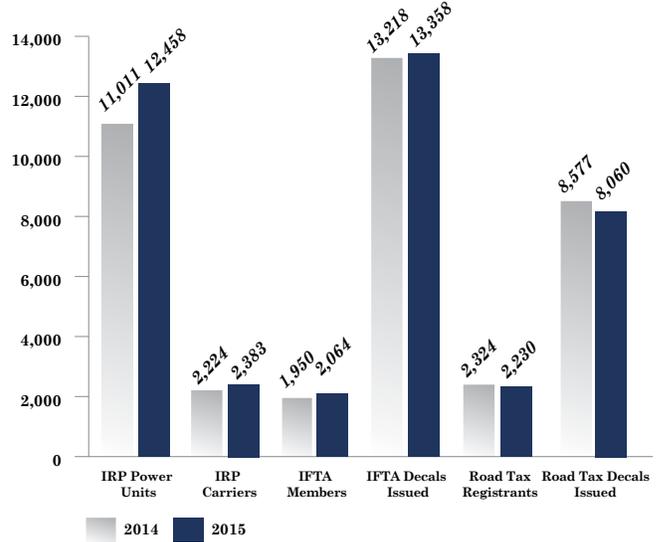
Other Motor Carrier Operations

- *Collection of apportioned ad valorem fees for West Virginia counties*

- *Advice and training for law enforcement personnel and others concerning policies, regulations, and statutes pertaining to commercial vehicles*

- *Processing and issuance of fuel tax decals for intrastate motor carriers*

Motor Carrier Goals & Objectives

- *Continue to introduce new motor carriers to electronic credentialing and self-credentialing*

- *Streamline administration of motor carrier credentialing and taxation*

- *Reduce administrative paperwork and enhance compliance with motor carrier regulations through technology*

- *Continue the PRISM program to improve the safety performance of high-risk carriers*

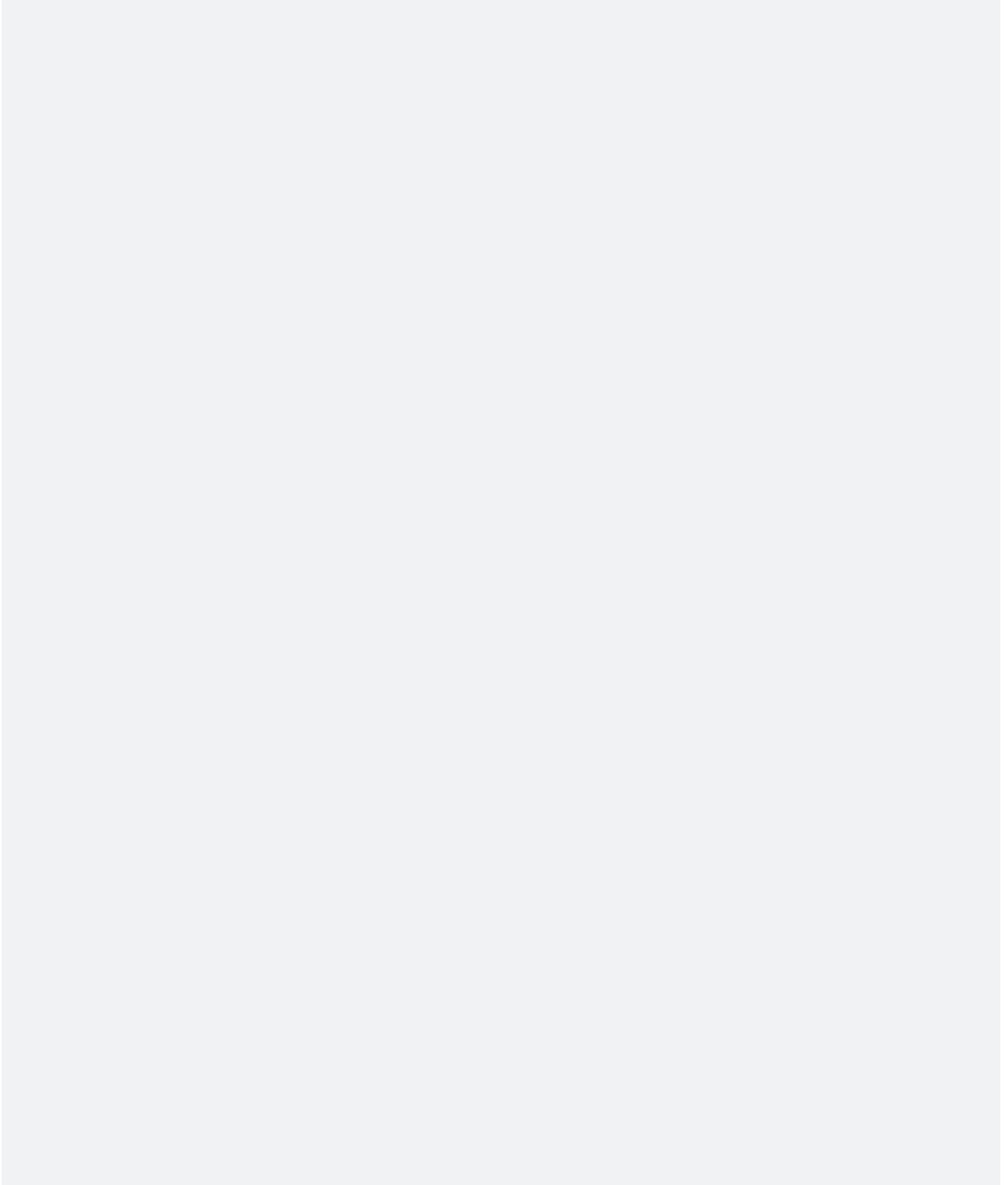## Motor Carrier Totals
IRP, IFTA, and Road Tax

Bar chart legend: 2014 (light gray), 2015 (dark blue)

Category	2014	2015
IRP Power Units	11,011	12,458
IRP Carriers	2,224	2,383
IFTA Members	1,950	2,064
IFTA Decals Issued	13,218	13,358
Road Tax Registrants	2,324	2,230
Road Tax Decals Issued	8,577	8,060

Commercial Driver's License Holders

	2015
Holders	*48,650*

IRP Revenue

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

Notes