



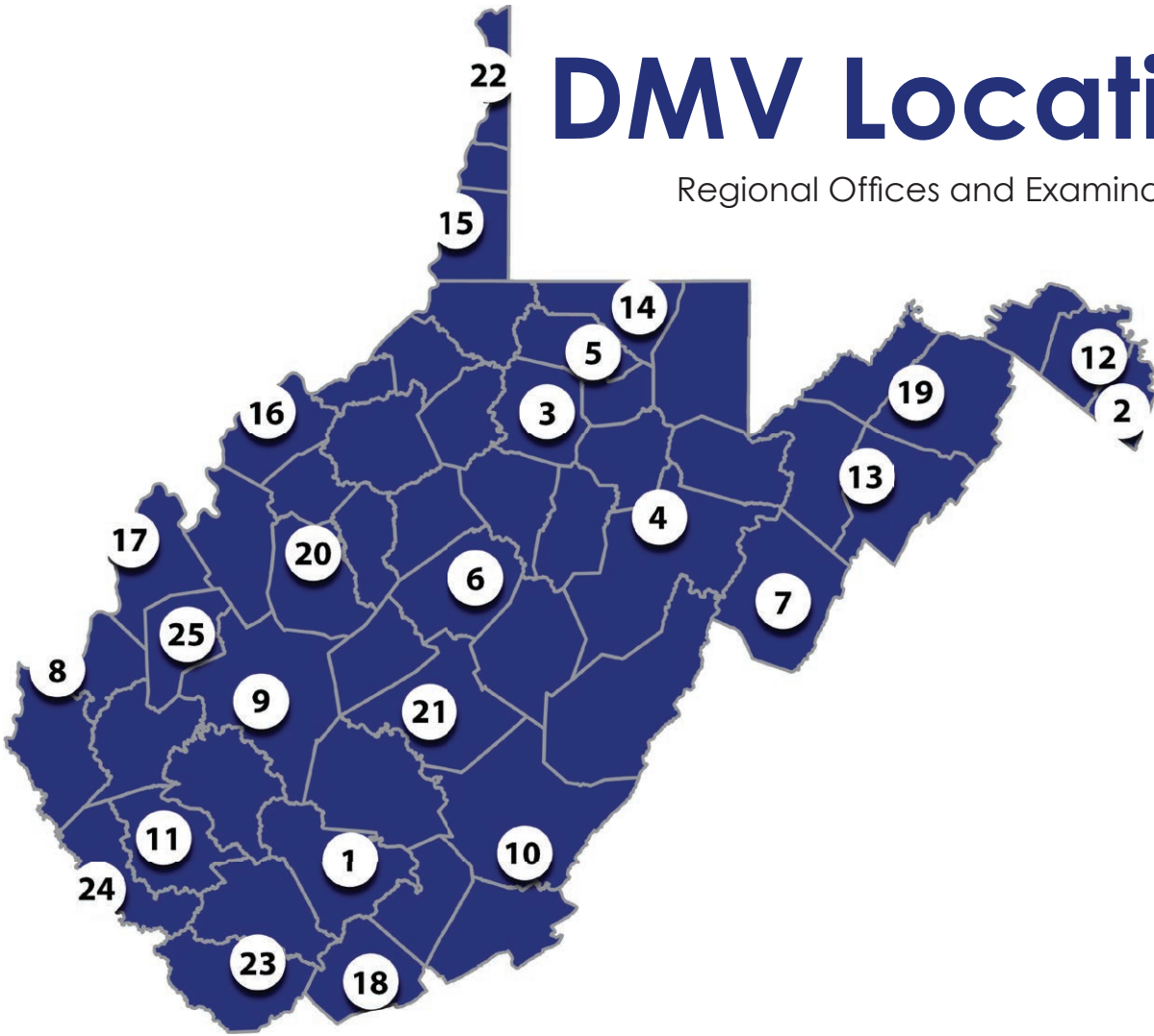
West Virginia Division of Motor Vehicles **ANNUAL REPORT**

2016

Earl Ray Tomblin
Governor, State of West Virginia

Paul Mattox, Jr, PE
Secretary, Department of Transportation

Pat S. Reed
Commissioner, Division of Motor Vehicles



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

153 West Main St
Clarksburg, WV 26301

4) ELKINS

1029 North Randolph Avenue
Elkins, WV 26241

5) FAIRMONT

EXAM CENTER

420 Marion Square, Suite 290
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 Ave. 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



Pat Reed
Commissioner

Dempsey Totten
Deputy Commissioner

Terri Shafii
Executive Assistant to the Commissioner

EXECUTIVE STAFF

Regional Offices

Linda Ellis, Director

Management Services

Jerry Conrad, Director

Information Services

Wilbur Thaxton II, Director

Human Resources

Monica Price, Manager

Vehicle Services

Michael Maggard, Director

Driver Services

Larry Cavender, Director

Legal Services

Jill Dunn, General Counsel

Public Information Specialist

Natalie Holcomb

Governor's Highway Safety Program

Bob Tipton, Director

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Commissioner's Forward



Pat Reed, Commissioner, WV 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."

2016 Highlights and Accomplishments

The Division continued to make tremendous progress in FY 2016 and to date in FY 2017 in improving customer service and highway safety. Key programs and highlights include:

- ***DMV's debuts new Self-Service Terminals (SST).*** At the 2016 West Virginia State Fair, Governor Earl Ray Tomblin unveiled the first of 7 SST's that will be located around the state and will offer most of the services that can be found through our online services portal. Driver's license renewal will be a key feature of the SST's.
- ***DMV developed a new cash and inventory management system, and implemented it in September 2016.*** This modernized and updated system is more user-friendly, allowing the Division to provide greater customer service. The new system replaces a manual and labor-intensive inventory tracking process with an electronic inventory control system. The technology also encourages open interfaces with other systems and agencies.
- ***DMV installed flat screen monitors in all the Regional Offices through the Motor Vehicle Network (MVN) to provide customers with education and information regarding DMV vehicle and driver services, and highway safety.*** Monitors will include both earned and paid media messages. The monitors will encourage customers to "Skip the Trip" with online services and by using the self-service terminals.
- ***As part of the ongoing business modernization plan, DMV continues to add online services to the website.*** The DMV website contains the online services portal, which allows 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. Motor carrier drivers can also now take advantage of the online services with a new online application system.

- ***The DMV Fairmont Exam Center moved to a new site in Marion Square in April 2016, providing enhanced services and driver's license skills testing Monday through Friday. In August, 2016, the Clarksburg Regional Office in Bridgeport moved to a new facility in downtown Clarksburg. A new motorcycle course will be a feature of the Clarksburg office that was not included in the old office.***
- ***DMV driver examiners continue to be among the best in the nation by achieving full national certification. Through training and education, the DMV strives to maintain the highest level of performance among our driver examiners. During FY 2016, over 41% 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, aided by 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 268, in 2015. This was an 18% reduction from the 272 fatalities in 2014. In addition to occupant protection, the GHSP also focuses on impaired driving prevention and awareness. In FY 2016, the GHSP provided \$866,098 in federal DUI funding to 186 law enforcement agencies, resulting in 3,431 DUI arrests, 31,628 driver contacts, and 16,167 additional traffic citations.***
- ***DMV partnered with the Division of Natural Resources to produce two new West Virginia Wildlife plates, the Brook Trout and the Bluebird.***

2017 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 2017. Those projects include:

- ***Phasing in a complete reissuance of vehicle license plates with new digitalized plate technology.***
- ***Continue modernizing outdated mainframe based technology.***
- ***Continue to promote the usage of the online vehicle registration renewal system through the DMV website.***
- ***Begin issuing driver's license renewals online and on an eight year cycle as passed during the 2014 Legislative session.***

Legislative Changes

Summary for Fiscal Year 2016

Senate Bill 634

Second Chance Driver's License Program

The purpose of this bill is to create a program, administered by the director of the Division of Justice and Community Services, to allow a person to obtain a stay of a driver's license suspension or revocation from the commissioner of the Division of Motor Vehicles ("DMV") if the unpaid tickets are older than twelve months old and he or she makes monthly contributions for unpaid court costs to the Division of Justice and Community Services.

Amending Codes: §17B-7-1 through 17B-7-10

Senate Bill 13

Increasing Penalties for Overtaking and Passing Stopped School Buses

The purpose of this bill is to increase the penalties for overtaking and passing a school bus stopped for the purpose of receiving and discharging children, and provide penalties in the event that the driver of the passing vehicle cannot be ascertained.

Amending Code: §17 C- 12 - 7

House Bill 4228

Authorizes Transportation Network Companies to Operate in West Virginia

This bill authorizes transportation network companies to provide passengers with prearranged rides through a digital network.

Adding New Code: §17D-29-1 through 19

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 funded highway safety improvement measures, which are mandated by the National Highway Traffic Safety Administration (NHTSA). The program is housed under the DMV, and the DMV's Commissioner, Pat Reed, serves as Governor Tomblin's representative for highway safety.

To allow for maximum flexibility and accuracy in the identification and resolution of highway safety issues throughout the state, the GHSP has established eight (8) focused regional traffic safety programs. These traffic safety programs are located in the population centers of Beckley, Bluefield, Charleston, Clarksburg, Huntington, Parkersburg, Martinsburg, and Wheeling. Each region's mission is to develop and implement the plans that their regions require to lower crashes, injuries, and fatalities on the roadways of West Virginia.

These traffic safety programs also provide a targeted approach to sharing valuable messages about highway safety enhancement legislation with the public.

The GHSP evaluates its performance annually to determine what progress has been made towards meeting its goals. These goals and measures are explained in detail in the GHSP's Annual Highway Safety Performance Plan located on the DMV website.

GHSP Totals

For Counts, Recoveries, and Arrests

	2015	2016
Under Age Drinking	702	574
DUI Arrests	3,518	3,549
Child Restraints	285	289
Driver's License Revoked	933	990
Driver's License Suspended	2,742	2,883
Felony Arrests	466	545
Misdemeanor Arrests	2,586	2,846
Fugitives Recovered	65	81
Weapons Recovered	59	90
Property Value Recovered	\$442,183	\$229,488
Drug Value Recovered	\$134,172	\$219,505

In 2016 the GHSP Funded...

- 153** Full Sobriety Checkpoints
- 3** Phantom Checkpoints
- 21** Occupant Protection Checkpoints
- 178** Total Checkpoints in WV
- 98,660** Total Vehicles Contacted
- 125,298** Total Vehicle Occupants
- 90** DUI Arrests at Checkpoints
- 2,079** Citations Issued at Checkpoints
- 32,321** Hours of Directed and Saturation Patrols
- 17,003** Citations Issued for All DUI Work
- 9,010** Man-Hours Invested in Sobriety Checkpoints

GHSP Goals

- **Reduce the five (5) year rolling average of traffic fatalities by 11.6%** from 336 to 299 by 12/31/2016 (2015 - 268)
- **Decrease unrestrained passenger vehicle occupant fatalities 9.4%** from 133 to 121 by 12/31/2016 (2015 - 99)
- **Increase statewide (observed) seat belt use by 4.2% for all front seat occupants to 92%** by 12/31/2016 (2015 - 89%)
- **Decrease total of drivers age 20 or under involved in fatal crashes 7.7%** from 42 to 39 by 12/31/2016 (2015 - 38)
- **Reduce fatalities per number of vehicle miles travelled (VMT) by 11.2%** from 1.75 to 1.55 by 12/31/2016 (2015 - 1.42)
- **Reduce serious injuries by 17%** from 1,962 to 1,629 by 12/31/2016 (2015 - 1,264)
- **Decrease unhelmeted motorcyclist fatalities 12.3%** from nine (9) to eight (8) by 12/31/2016 (2015 - 32)
- **Decrease overall motorcycle fatalities 6.7%** from 28 to 26 by 12/31/2016 (2014 - 26)
- **Reduce pedestrian fatalities 14.2%** from 23 to 19 by 12/31/2016 (2015 - 19)
- **Decrease impaired driving fatalities 8.8%** from 96 to 87 by 12/31/2015 (2015 - 71)
- **Reduce bicyclist fatalities to zero** by 12/31/16 (2015 - 1)

Public Information

The GHSP's public information efforts focus on awareness, education, and the promotion of highway safety initiatives such as seat belt use, child passenger safety, motorcycle safety, pedestrian safety, bicycle safety, ATV safety, as well as the dangers of drowsy driving, impaired driving, and distracted driving.

Changing driver behavior is emphasized as the key to successful highway safety programs, and these objectives are met by combining state, regional, and local efforts. Years of declining injuries and deaths suggest that GHSP efforts are having a positive effect on driver behavior in West Virginia.

The GHSP utilizes surveys, national data, programs and high visibility enforcement campaigns modeled by decades of research provided by NHSTA in order to provide effective and measurable highway safety improvements.

The GHSP also works closely with various agencies and clientele groups throughout the state, including the Commission on Drunk Driving Prevention, the Alcohol Beverage Control Administration (ABCA), the West Virginia State Police, local law enforcement agencies, Emergency Medical Services (EMS), the Prosecuting Attorney's Institute, health care professionals, and even local businesses to educate the public and promote highway safety.

GHSP Federal Funding Policy Compliance

GHSP's operates on funding that is provided federally and with required matching funds provided by the state. The GHSP is responsible for the oversight of these grants and their mandated policies and requirements.

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 2016 allocation exceeded this requirement.

The GHSP's regional traffic safety programs receive approximately 60% of West Virginia's federal highway safety driver behavior funding that goes towards regional enforcement, local media, administrative, and public education material production costs.

The remaining funds are utilized through the GHSP central office to fund statewide media campaigns, training, various safety programs, and to grow electronic data collection for accurate measures and reporting.

Law Enforcement Training

	CLASSES	STUDENTS
Speed Enforcement & Radar/Lidar	8	18
Occupant Protection	35	801
Checkpoints	4	28
Crash Investigation	3	12
Motorcycle Safety	4	25
DUI (Drug & Alcohol)	25	346
Other	16	686
	97	1,920

GHSP Crash Information

	2015	2016
Crashes	37,951	38,189
Fatalities	272	268
Serious Injuries	4,437	1,264
Total Injuries	14,523	15,094
Alcohol Related Crashes	1,889	1,884
Alcohol Related Fatalities .08+	84	71
Alcohol Related Injuries	1,139	1,264
Alcohol Related Fatality %	31%	26.5%
Underage Alcohol Sales	24.03%	22.1%
Motorcycle Crashes	535	576
Motorcycle Fatalities	26	32
Motorcycle Injuries	490	5
ATV Fatalities on Public Roadways	14	531
ATV No Helmets	13	19
ATV Unknown Helmets	1	18
Speed Related Fatalities	66	66
Speed Related Fatality %	24%	24.6%
Pedestrian Fatalities	20	19

Training for Everyone

	CLASSES	STUDENTS
CPS Technician Certification	5	72
CPS Technician Recertification	1	4
Kidz in Motion	8	95
	14	171

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	98.5%	Project Funds \$10,544,150
	1.5%	Planning & Administration \$162,839
Matching Funds	96%	Project Funds \$3,890,764
	4%	Planning & Administration \$162,839

Law Enforcement Citations and Warnings

	Citations	Warnings
Child Restraint	289	56
Insurance	6,009	1,939
Other	5,039	22,443
Reckless Driving	166	261
Red Light & Stop Sign	1,669	1,872
Seat Belt	13,196	2,988
Speeding	11,362	11,779
Cellphone	7,775	1,968
Texting	608	135

Driver Services

Larry Cavender, 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.

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	655,272
Male Licensed Drivers	644,261
Graduated Licenses	39,070
Child ID Cards	5,706
Employee ID Cards	47,389
Total Drivers with License Restrictions	636,466
All Non-Driver ID Cards*	201,266

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

License Indicators & Restrictions

Total Diabetic Indicators	2,930
Total Organ Donors	510,656
Total Hearing Impaired	805

Licensed Drivers by County & Class

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
Barbour	10,127	645	541	11,313	Mingo	17,005	438	681	18,124
Berkeley	74,557	1,348	2,658	78,563	Monongalia	58,028	1,608	1,139	60,775
Boone	14,616	538	641	15,795	Monroe	8,933	313	465	9,711
Braxton	8,700	643	561	9,904	Morgan	13,776	304	684	14,764
Brooke	15,128	196	533	15,857	Nicholas	17,239	835	1,054	19,128
Cabell	61,197	1,554	1,436	64,187	Ohio	31,941	417	935	33,293
Calhoun	4,407	373	226	5,006	Pendleton	5,231	172	342	5,745
Clay	5,717	435	346	6,498	Pleasants	4,757	212	274	5,243
Doddridge	3,172	263	236	3,671	Pocahontas	5,436	337	435	6,208
Fayette	29,415	1,357	1,424	32,196	Preston	20,998	1,113	1,251	23,362
Gilmer	3,793	321	226	4,340	Putnam	38,379	1,511	1,312	41,202
Grant	7,758	297	530	8,585	Raleigh	48,327	1,789	1,777	51,893
Greenbrier	24,885	1,216	1,097	27,198	Randolph	18,868	1,095	1,033	20,996
Hampshire	15,570	317	875	16,762	Ritchie	6,733	366	416	7,515
Hancock	23,490	213	733	24,436	Roane	10,081	632	583	11,296
Hardy	9,390	243	617	10,250	Summers	6,599	248	301	7,148
Harrison	47,593	2,926	1,879	52,398	Taylor	13,122	784	569	14,475
Jackson	19,806	798	861	21,465	Tucker	4,633	262	260	5,155
Jefferson	40,606	572	1,005	42,183	Tyler	5,400	178	233	5,811
Kanawha	126,067	4,966	3,528	134,561	Upshur	15,009	1,071	997	17,077
Lewis	11,789	964	981	13,851	Wayne	23,701	524	864	25,089
Lincoln	12,810	725	744	14,279	Webster	5,627	347	348	6,322
Logan	21,976	1,007	991	23,974	Wetzel	12,460	513	569	13,542
Marion	35,585	1,973	1,074	38,632	Wirt	3,402	176	192	3,770
Marshall	19,406	274	678	20,358	Wood	60,328	1,594	2,040	63,962
Mason	17,711	449	684	18,844	Wyoming	13,951	455	595	15,001
McDowell	12,275	375	611	13,261	STATE TOTALS	E	D	CDL	Total
Mercer	40,492	971	1,556	43,019		1,208,043	45,390	47,445	1,300,878
Mineral	20,041	505	824	21,370					

Motorcycle Exams & Safety Training

	PASS	FAIL
Motorcycle Skills Test	890	191
Motorcycle Written Exam	5,527	3,308
Exams Total	6,417	3,499
Safety Training Total	983	18

Driver Examination Totals

Graduated Licenses & Learner's Permits

	PASS	FAIL
GDL Level 2 Skills Exam	10,543	3,122
Learner's Permit Exams	40,864	50,495
Total Exams	51,407	53,617

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 programming changes.

Driver Examination Totals

Regular Driver's Licenses

	PASS	FAIL
Driving Skills Test	19,841	7,033

Driver Examination Totals

Commercial Driver's Licenses

	PASS	FAIL
General Knowledge	3,087	2,575
Air Brakes	3,014	1,091
Combination Trailers	2,530	927
Doubles & Triples	559	210
Tanker Trailers	1,511	233
Hazardous Materials	1,436	502
Passenger Endorsement	868	433
Pre-Trip Inspections	2,379	478
Basic Control Skills	3,355	358
Skills Testing	3,315	219
School Bus	703	107
CDL Totals	23,757	7,133

Revocations & Suspensions

The DMV's 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 code and legislative rule.

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 System violations, GDL suspensions, and commercial driver convictions causing suspensions and disqualifications based upon state code and legislative rule.

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

Offenses Requiring Revocations

	2015	2016
Reckless Driving (3rd Offense in 24 Mo.)	0	4
Driving While Revoked or Suspended	4,751	5,049
Speed Racing (On a Public Highway or Street)	26	18
Hit & Run (Personal Injury)	23	13
Manslaughter (Negligent Homicide)	4	9
Leaving the Scene of an Accident	23	31

Driving Under the Influence

	2015	2016
DUI Revocations	10,112	9,944
Under 21 Any Measurable Alcohol	133	110
Concurrent Revocation (2 Issues)	1,486	1,248
Magistrates Total Convictions	5,813	6,082
Circuit Court Total Convictions	79	83
Municipal Court Total Convictions	516	501

Ignition Interlock Program

	2015	2016
Applications Approved & Denied	5,969	5,683
Installations	3,976	3,739
Enrollees Completing & Removed	2,748	2,836
Persons Disqualified	700	957

Point System

	2015	2016
Suspensions	741	703
Reinstatements	671	685

citation issued in another state. Restoration of driving privileges may be met when the driver provides proof of resolution of the outstanding traffic citation.

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.

CDL ASSESSMENT UNIT is responsible to handle application of infractions to the Commercial Driver's License record. FMCSA regulations require court convictions to be placed on our CDL drivers within 10 days of adjudication. Not only does the unit update our driver records, but the out of state CDL licensees infractions are entered electronically to the home jurisdiction record. In an effort to achieve compliance, this unit was established to handle the CDL drivers and track the process and timely handling of the records. The unit also handles all Failures to Appear, Failure to Pay, Failure to Respond, fraud and license disqualifications for CDL drivers.

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

Revocation/Suspension Totals

Other Breakdown	2015	2016
Fraudulent Applications	3	16
GDL (2 or More Tickets)	132	135
Unpaid Child Support	6	3

Student Attendance Program

	2015	2016
Notices Received	3,328	3,308
License Suspensions	599	533
License Reinstatements	781	561

Medical Unit Statistics

	2015	2016
Medical Suspensions	171	187
Re-Exam Suspensions	158	141
New Medical Files	337	315
Vision Report Reviews	2,974	3,278

CDL Assessment Statistics

	2015	2016
CDL Licensees (FTA, FTP, FTC*)	N/A	1,514
WV CDL Convictions Entered	N/A	4,928
CDLIS Convictions on OOS** CDL	N/A	1,535
Other State Convictions on WV CDL	N/A	3,565
Disqualifications	N/A	380

Resident Violator

	2015	2016
Notices Received	76,936	76,420
Suspensions	59,556	60,788
Reinstatements/Cleared	39,652	37,781

Non-Resident Violator

	2015	2016
Non-Compliance Reports for Other States/ License Suspended for Failure to Comply	4,584	4,928
Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed	1,673	1,319
Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid	2,294	2,282
Notices Mailed to Other States	8,781	10,746

appointed by the Governor. These physicians advise the Commissioner of Motor Vehicles on vision standards and medical criteria that are relevant to driver licensing.

Compulsory Insurance

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

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

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

Other Totals

	2015	2016
Crash/Court Suspension Letters from Court Reports	6,699	4,178
Driving Records Processed by DMV	55,429	58,190
Driving Record Certifications	14,457	17,888
Insurance Waiver Program Participants	687	370

Driver's License Suspensions

	2015	2016
Cancellations	0	0
Court Reports	3,962	2,219
Crash Reports	536	593
Fraudulent	107	194
Judgements	264	206
Verification Process	3	0
WVOLV	N/A	4,471

Vehicle License Suspensions

	2015	2016
Cancellations	0	0
Court Reports	826	348
Crash Reports	85	200
Fraudulent	100	195
Judgements	0	0
Verification Process	3	0
WVOLV	N/A	343

Suspension Letters

	2015	2016
Cancellations	0	0
Court Reports	5,717	3,197
Crash Reports - Pending	994	981
Fraudulent - Processed	97	239
Judgements - Pending	313	267
Verification - Processed	0	0
WVOLV	N/A	14,040

State Police Serve Orders

	2015	2016
Cancellations	0	0
Court Reports	403	241
Crash Reports	32	48
Fraudulent	58	174
Judgements	0	0
Verification Process	2	0
WVOLV	302	302

Reported Traffic Convictions

	2015	2016		2015	2016
Reckless/Hazardous Driving	857	787	Failure to Obey Traffic Signal/Control Device	3,749	3,239
Speeding in a School Zone	342	273	Driving Left of Center	499	480
Speeding	17,672	16,599	Driving Too Fast for Conditions	116	126
Hit and Run (Bodily Injury)	5	5	Failure to Keep Vehicle Under Control	1,305	1,120
Leaving Scene of Accident	346	322	Failure to Yield When Merging	847	710
Passing a School Bus	81	87	Following Too Closely	308	272
Improper Passing	482	456	Driving with More Than 3 People in Front	13	4
Improper Signal / No Signal	92	83	Driving Wrong Way on a One-Way Street	127	96
Improper Lane Change	170	146	Driving on Wrong Side of Road	20	25
Failure to Keep in Proper Lane	258	140	Making Improper Turn	175	111
Failure to Follow Police Officer's Instructions	22	21	Improper Backing	51	49
Failure to Yield to an Emergency Vehicle	140	209	Using a Hand-Held Mobile Phone/Device	6,348	7,076
Texting While Driving	252	297			

Violations by WV Drivers Reported in Other Jurisdictions

State	2015	2016	State	2015	2016	State	2015	2016
Alabama	52	44	Kansas	61	55	North Carolina	52	53
Alaska	0	0	Kentucky	816	903	North Dakota	53	43
Arizona	26	31	Louisiana	45	43	Ohio	9,455	8,896
Arkansas	27	29	Maine	3	2	Oklahoma	44	30
California	9	10	Maryland	3,704	3,387	Oregon	29	21
Colorado	35	34	Massachusetts	4	4	Pennsylvania	2,121	1,895
Connecticut	42	37	Michigan	59	79	Rhode Island	0	0
Delaware	99	104	Minnesota	18	22	South Carolina	1,128	789
District of Columbia	1	0	Mississippi	16	21	South Dakota	11	9
Florida	353	244	Missouri	87	63	Tennessee	132	291
Georgia	267	218	Montana	27	17	Texas	171	197
Hawaii	26	35	Nebraska	29	18	Utah	22	18
Idaho	18	18	Nevada	11	11	Vermont	0	2
Illinois	110	109	New Hampshire	2	0	Virginia	11,428	10,574
Indiana	151	181	New Jersey	97	95	Washington	53	29
Iowa	33	28	New Mexico	14	25	Wisconsin	39	34
			New York	288	331	Wyoming	53	35

Information Technology Services

Wilbur Thaxton II, Director

Information Technology (IT) Services section houses the IT Systems Service Desk & National Motor Vehicle Titling Information System (NMVTIS) Service Desk, the DMV Programming unit and the Data Processing & Records Retention units which serve to maintain and troubleshoot all IT related activities for the Division of Motor Vehicles (DMV).

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

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, 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 NMVTIS.

Data Processing & Retention Unit

The Data Processing & Retention Unit verifies, creates, updates, maintains 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

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 DMV's 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 and conducts low vision Bi-Optic testing for the DMV.

IS&S Statistics

	2015	2016
External Investigations Completed	1,334	1,743
Internal Investigations Completed	20	11
CDL Tests (Normal Observation)	2,391	2,879
CDL Tests (Covert Observation)	250	301
Employees Train - CDE & CME Training Classes	57	82
Employees Trained CDL (Recertification)	33	0
Employees Trained CDE (Certification)	59	70
Low Vision Skills Tests	14	7
Fingerprint & Background Checks	157	124

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. It also responds to all DMV litigation, FOIA requests, Driver Privacy Protection Act requests, writes contracts for the Division and represents the Division at Legislative hearings.

Litigation Statistics

	2015	2016
Administrative Driver's License Hearings (OAH)	1,896	1,915
Circuit Court	47	42
Supreme Court	6	6
Bankruptcy	4	4
General Litigation	10	4

WV Circuit Court Cases	2015	2016
Received	34	42
Won	24	22
Lost	10	8
WV Supreme Court Cases	2015	2016
Decided	13	6
Won	9	5

Management Services

Jerry Conrad, Director

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

Receiving & Processing

The Receiving & Processing Unit processes title work and vehicle renewals received via U.S. mail. In FY 2016 the efficient operation of this unit enabled the DMV to deposit \$43,131,443 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 \$61,256,442 in FY 2016.

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 2016 \$323,996,952 was collected in revenue. This includes the \$208,227,246 collected in privilege taxes, which the state uses to match federal highway construction grants. Additionally, \$88,519 in checks that were received were returned to the DMV for insufficient funds. Of this total, \$65,666 was recovered.

Credit cards are accepted at most DMV offices. During FY 2016, 376,804 credit card transactions were processed, totaling approximately \$34,427,640. A total of \$666,791 was paid by the DMV in user fees.

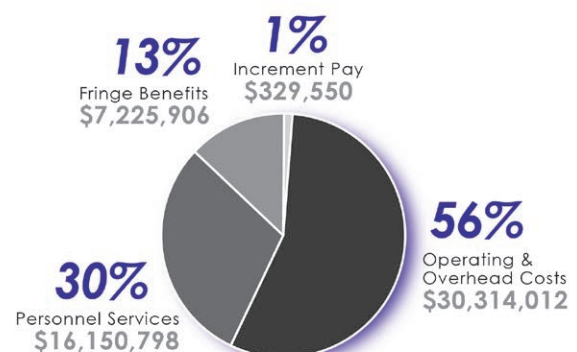
Receiving & Processing Transactions

	2015	2016
Vehicle Titles & Applications Processed	207,178	244,770
Total Checks Processed	219,242	214,628
Total Pieces of Outgoing Certified Mail	108,732	119,843
Total Pieces of Electronic Certified Mail	107,482	119,697

Accounting Transactions

	2015	2016
Total Checks Returned for Insufficient Funds	659	644
Returned Checks Recovered	502	425
Total Credit Card Transactions Processed	348,696	376,804

Agency Expenditures



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 2004 - FY 2016

2016	\$323,996,952
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
2004	\$280,556,123

Agency Revenue by Source

Road Fund	2015 Total	2016 Total
Other Road Fund Revenue (600)	\$96,136,306	\$91,450,992
Privilege Tax	\$206,026,136	\$206,227,245
Litter Control Fees	\$1,517,384	\$1,853,492
Miscellaneous Fees (611)	\$1,082,004	\$1,305,901
Special Revenue		
Motor Vehicle Fees Fund (8223)	\$5,172,343	\$5,260,316
Boat License (DNR)	\$171,169	\$67,441
Motorcycle Safety (DMV)	\$314,553	\$363,707
Voter Registration Fees (Secretary of State)	\$128,501	\$128,570
DMV/DNR Non-game Wildlife Fund (1 year)	\$175,815	\$173,820
DMV/DNR Non-game Wildlife Fund (2 year)	\$162,628	\$166,171
Ad Valorem	\$10,515,799	\$14,048,035
Environmental Cleanup	\$2,975,164	\$2,752,202
Dealer Recovery Fund	\$190,705	\$190,705
Prior Year Expiring Funds	\$0	\$0
Total Revenue	\$324,568,507	\$323,996,952

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 2016, the Call Center had a total of 699,855 inbound calls, of which 65% (452,293) were answered regarding various facets of DMV issues, including 4,866 that were questions that needed rerouted to other state agencies.

In an effort to 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

	2016
Driver's Licenses	109,916
Titles/Leasing	102,996
Registration & Plates	49,769
Driver Improvement	33,729
Addresses, Hours & Locations	19,506
Other Miscellaneous	15,926
DUI	12,795
Insurance/Driving Records	12,741
CDL	12,207
Interlock	8,353
Mobility Impaired Services	5,362
Special License Plates	3,144
Boats & Watercrafts	2,003
IRP	1,834
Dealers	1,544
Questions for Other State Agencies	1,469
Management Services	440

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 full service regional 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 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	2016
Dealer Revenue Collected	\$46,257,513	\$48,478,786
Titles Instant Printed	101,544	104,598
Titles Processed	383,504	387,385
Operator Renewals	476,282	488,125
Vehicle Renewals	324,343	309,259
Driver Exams (skills)	25,953	26,874
CDL Exams (knowledge)	18,508	29,146

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	65,716	80,917	\$3,851,054
Charles Town	86,422	112,506	\$6,446,541
Clarksburg	93,781	116,580	\$6,001,746
Elkins	65,348	81,662	\$4,404,300
Fairmont (Test Site)	16,557	16,921	\$187,995
Flatwoods	38,358	46,149	\$2,137,719
Franklin	12,384	22,293	\$1,925,922
Huntington	91,070	124,432	\$14,585,282
Kanawha City	164,518	217,925	\$7,230,751
Lewisburg	47,519	58,626	\$3,111,475
Logan	49,252	59,664	\$3,125,621
Martinsburg	96,381	124,642	\$7,750,929
Moorefield	34,894	44,234	\$2,066,715
Morgantown	105,080	134,299	\$9,476,974
Moundsville	69,590	91,723	\$8,854,846
Parkersburg	118,182	131,781	\$13,000,843
Point Pleasant	30,894	40,192	\$2,863,123
Princeton	61,602	81,553	\$6,185,677
Romney	41,597	61,884	\$3,425,470
Spencer	26,082	34,231	\$1,606,622
Summersville	48,202	78,626	\$8,904,666
Weirton	46,460	59,725	\$4,490,001
Welch	29,927	33,576	\$1,093,194
Williamson	23,353	29,987	\$2,006,945
Winfield	96,350	133,145	\$10,422,881
Total	1,559,818	2,017,253	\$135,157,294

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. The units 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 issue salesperson licenses.

Title & Registration Transactions

	2015	2016
Titles Processed	769,869	797,244
Title File Scans	729,543	737,222
License Plate Transfers	198,516	188,673
License Plate Exchanges	666	578
Duplicate Plate Issues	6,970	7,449
Duplicate Decal Issues	7,857	7,726
Lien Recordings	305,271	304,507

Registrations by Class

Class	2015	2016
A Passenger	1,280,718	1,316,489
B Trucks	23,005	46,165
C Trailers & Semis	210,366	226,196
G Motorcycles	50,637	53,312
H Buses	139	220
J Taxicabs	45	109
M Special Mobile Equipment	423	647
P Government	44,453	45,546
R Camping Trailers	32,066	37,891
T Boat Trailers	86,600	91,099
V Antique Vehicles	4,250	12,998
X Farm Vehicles	1,182	3,078

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 \$7,332,720.97 since FY 1995.

Vehicle Registrations by County

County	2015	2016	County	2015	2016
Barbour	14,595	15,643	Mineral	29,947	32,474
Berkeley	102,564	111,917	Mingo	22,880	23,512
Boone	20,031	20,749	Monongalia	69,003	73,533
Braxton	14,660	15,626	Monroe	14,559	15,772
Brooke	17,885	18,859	Morgan	17,757	19,513
Cabell	77,751	81,203	Nicholas	28,379	30,321
Calhoun	7,473	7,892	Ohio	38,447	39,371
Clay	8,832	9,181	Pendleton	9,458	10,401
Doddridge	5,256	5,638	Pleasants	6,965	7,472
Fayette	41,037	42,970	Pocahontas	10,382	11,256
Gilmer	6,824	6,933	Preston	33,435	35,721
Grant	13,941	15,139	Putnam	50,742	54,031
Greenbrier	38,385	40,823	Raleigh	66,493	69,675
Hampshire	25,997	28,764	Randolph	28,643	30,163
Hancock	27,978	28,971	Ritchie	12,185	12,822
Hardy	15,975	17,586	Roane	14,097	15,125
Harrison	68,977	72,426	Summers	10,642	11,197
Jackson	30,759	33,104	Taylor	14,061	14,934
Jefferson	55,468	59,742	Tucker	7,136	7,709
Kanawha	172,387	179,977	Tyler	8,581	8,957
Lewis	20,804	21,534	Upshur	30,734	32,314
Lincoln	18,238	19,389	Wayne	26,948	28,518
Logan	28,030	29,167	Webster	9,149	9,748
Marion	55,721	58,420	Wetzel	18,652	19,691
Marshall	25,087	26,653	Wirt	6,172	6,587
Mason	24,063	25,740	Wood	80,062	84,600
McDowell	16,944	17,379	Wyoming	19,678	20,249
Mercer	53,378	56,733	Out-of-State	39,662	44,335
				TOTAL	TOTAL
				1,733,889	1,838,160

Special & Organizational Plates

Plate Style	2015	2016
Amateur Radio	520	935
Antique	5,666	16,321
Breast Cancer Awareness	868	1,712
Certified Firefighter	66	139
Character Education	32	49
Disabled Veteran	2,257	4,783
DNR Wildlife (Bird)	8,422	8,692
DNR Wildlife (Deer)	6,715	12,854
Donate Life	128	274
Educator	289	578
EMS	378	915
Firefighter	483	1,042
Former Legislator	61	59
Governor's Numbers	456	990
Legislative	165	163
Medal of Honor	0	1
Military Organizations	4,017	7,186
Mobility Impaired	3,570	6,087
NASCAR	1,994	1,773
National Guard	325	615
Patriotic	3,300	6,128
Pearl Harbor Survivor	10	10
Personalized	40,064	41,187
Prisoner of War	60	76
Purple Heart	1,212	2,048
Silver-Haired Legislature	4	4
Special Organizations	3,354	6,643
Veteran	12,504	12,600
Volunteer Firefighter	712	1,789
Whitewater Rafting	376	760
Wounded Law Enforcement	18	33
4H/FFA	81	196
9-11 Commemorative	5,417	3,328

Vehicle Dealer Oversight

	2015	2016		2015	2016
Dealers Licenses	1,489	1,474	Temporary Plates Issued to Motorcycles	2,078	1,706
Dealer Pre-Application Inspections	156	190	Temporary Plates Issued to Dealers	85,040	87,045
Dealer Applicant Investigations	224	205	Temporary Plates Issued to License Services	11,414	11,325
Dealer Compliance Investigations	3,350	2,949	Temporary Plates Issued to Auto Auctions	310	500
Unlicensed Dealer Investigations	135	348	Revenue Leased Vehicles	\$7,202,109	\$7,332,721
Reconstructed Vehicle Inspections	3,647	3,846	Rental Taxes Collected	\$1,555,584	\$1,557,793
Total Temporary Plates Issued	98,842	100,651			

Motorboat Registrations by County

County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	377	93	1	471	Mingo	896	140	4	1,040
Berkeley	2,145	331	2	2,478	Monongalia	2,126	183	15	2,324
Boone	778	63	0	841	Monroe	405	52	1	458
Braxton	488	77	1	566	Morgan	482	141	0	623
Brooke	455	79	1	535	Nicholas	854	113	1	968
Cabell	2,049	117	7	2,173	Ohio	770	148	0	918
Calhoun	222	51	0	273	Pendleton	100	81	6	187
Clay	262	81	0	343	Pleasants	303	77	2	382
Doddridge	146	47	0	193	Pocahontas	185	59	1	245
Fayette	1,468	101	2	1,571	Preston	737	117	0	854
Gilmer	107	18	0	125	Putnam	1,794	182	2	1,978
Grant	325	93	1	419	Raleigh	2,257	138	1	2,396
Greenbrier	787	284	6	1,077	Randolph	546	175	2	723
Hampshire	562	249	1	812	Ritchie	356	158	5	519
Hancock	683	70	3	756	Roane	525	204	2	731
Hardy	351	221	1	573	Summers	441	28	3	472
Harrison	1,509	286	3	1,798	Taylor	553	62	0	615
Jackson	1,099	165	3	1,267	Tucker	134	32	0	166
Jefferson	1,058	148	4	1,210	Tyler	332	111	2	445
Kanawha	5,341	526	210	6,077	Upshur	782	81	2	865
Lewis	620	70	7	697	Wayne	1,263	51	4	1,318
Lincoln	780	61	3	844	Webster	221	27	0	248
Logan	1,079	125	1	1,205	Wetzel	541	135	1	685
Marion	1,483	244	2	1,729	Wirt	239	84	0	323
Marshall	761	212	2	975	Wood	2,528	526	13	3,067
Mason	848	178	2	1,028	Wyoming	1,063	66	1	1,130
McDowell	479	72	0	551	Out-of-State	109	13	0	122
Mercer	1,790	149	0	1,939	TOTAL	49,272	7,622	331	57,225
Mineral	670	227	0	897					

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	5	0	0	0	0	2	8	Mineral	0	3	2	4	13	1	0	0	0	2	25
Berkeley	2	4	6	10	84	5	0	2	0	6	119	Mingo	0	2	2	1	3	1	0	0	0	2	11
Boone	0	2	1	0	8	1	0	1	0	0	13	Monongalia	0	10	4	4	37	5	0	1	0	6	67
Braxton	0	2	5	3	5	2	0	0	0	1	18	Monroe	0	0	1	1	3	0	0	1	0	0	6
Brooke	0	1	1	0	7	3	0	0	0	3	15	Morgan	0	1	1	2	4	1	0	1	0	0	10
Cabell	0	9	8	4	38	4	0	4	0	9	760	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	5	6	22	3	0	1	0	2	50
Clay	0	0	0	0	3	0	0	0	0	1	4	Pendleton	0	0	0	1	3	0	0	1	0	1	6
Doddridge	0	0	1	1	1	0	0	0	0	1	4	Pleasants	0	1	2	3	5	0	0	0	0	0	11
Fayette	0	2	0	1	17	0	0	2	0	1	23	Pocahontas	0	1	0	0	3	0	0	0	0	1	5
Gilmer	0	0	0	1	2	0	1	0	0	0	4	Preston	1	2	1	2	19	1	0	0	0	1	27
Grant	0	0	1	1	7	1	1	0	0	1	12	Putnam	1	5	4	4	10	1	2	0	0	1	28
Greenbrier	0	3	3	0	20	2	0	0	0	5	33	Raleigh	1	9	10	8	36	5	1	0	0	3	74
Hampshire	0	1	4	3	15	3	0	2	0	1	29	Randolph	0	6	4	7	19	4	0	3	0	1	44
Hancock	0	1	1	0	8	1	0	1	0	2	14	Ritchie	0	0	0	3	5	1	2	0	0	0	11
Hardy	0	3	1	0	6	1	0	2	0	0	13	Roane	0	1	0	0	4	0	0	0	0	0	5
Harrison	1	9	6	5	45	10	0	0	0	5	81	Summers	0	0	0	0	1	0	0	0	0	0	1
Jackson	0	1	3	5	19	1	1	2	0	1	33	Taylor	0	1	0	0	6	0	0	0	1	2	10
Jefferson	1	2	1	3	14	0	0	0	0	1	22	Tucker	0	0	0	0	1	0	0	0	0	1	2
Kanawha	2	15	14	25	66	8	0	10	1	6	147	Tyler	0	2	0	0	1	0	0	0	0	1	4
Lewis	1	4	1	1	10	0	0	1	0	2	20	Upshur	1	2	2	2	14	1	0	0	1	2	25
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	6	2	0	1	0	0	17	Webster	0	0	1	1	2	0	0	0	0	0	4
Marion	0	6	6	6	38	3	0	1	0	5	65	Wetzel	0	1	3	3	5	1	0	0	0	0	13
Marshall	0	4	2	1	4	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	15	10	47	7	3	6	0	9	107
McDowell	0	0	0	0	7	0	0	1	0	0	8	Wyoming	0	0	1	1	1	0	0	0	0	1	4
Mercer	0	7	11	8	41	6	0	1	0	6	80	TOTAL	11	153	142	150	779	86	11	47	3	110	1,492

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/orreassemblers of vehicles with special bodies
TRS	Transporters of vehicles to and/or from plants and agents of a manufacturer of purchaser
REP	Financial institutions authorized to repossess vehicles
DRV	Recreational vehicle dealers
AA	Auctioneers
WDR	Dealers in used parts, wreckers, and dismantlers of vehicles for resale of parts

Motor Carrier Services

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

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

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

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

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

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

Other Motor Carrier Operations

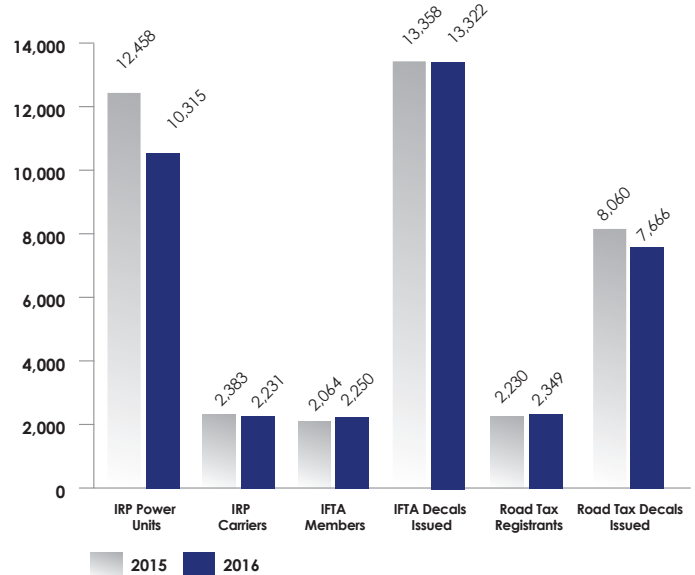
- *Collection of apportioned ad valorem fees for West Virginia counties*
- *Advice and training for law enforcement personnel and others concerning policies, regulations, and statutes pertaining to commercial vehicles*
- *Processing and issuance of fuel tax decals for intrastate motor carriers*

Motor Carrier Goals & Objectives

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

Motor Carrier Totals

IRP, IFTA, and Road Tax



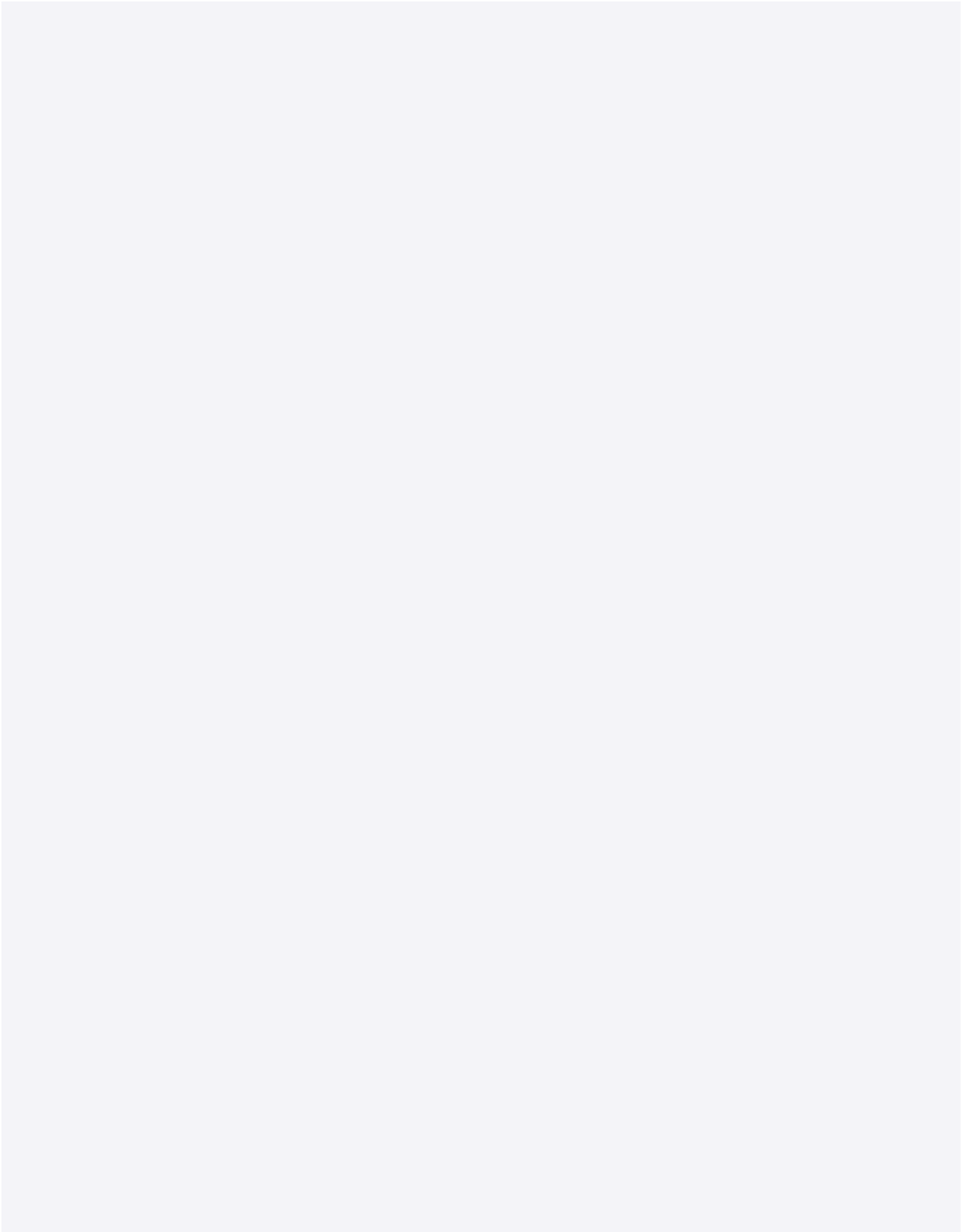
Commercial Driver's License Holders

	2015	2016
Holders	48,650	47,515

IRP Revenue

	2015	2016
Collected from WV Based Carriers	\$34,660,722	\$37,265,212
Collected from Other States	\$25,171,722	\$25,503,604
Paid to Other States	\$5,478,953	\$5,640,920
Ad Valorem	\$11,933,198	\$15,046,125

Notes





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1-800-642-9066

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