



# West Virginia Division of Motor Vehicles **ANNUAL REPORT** 2020



**Byrd E. White, III**  
Secretary, Department of Transportation

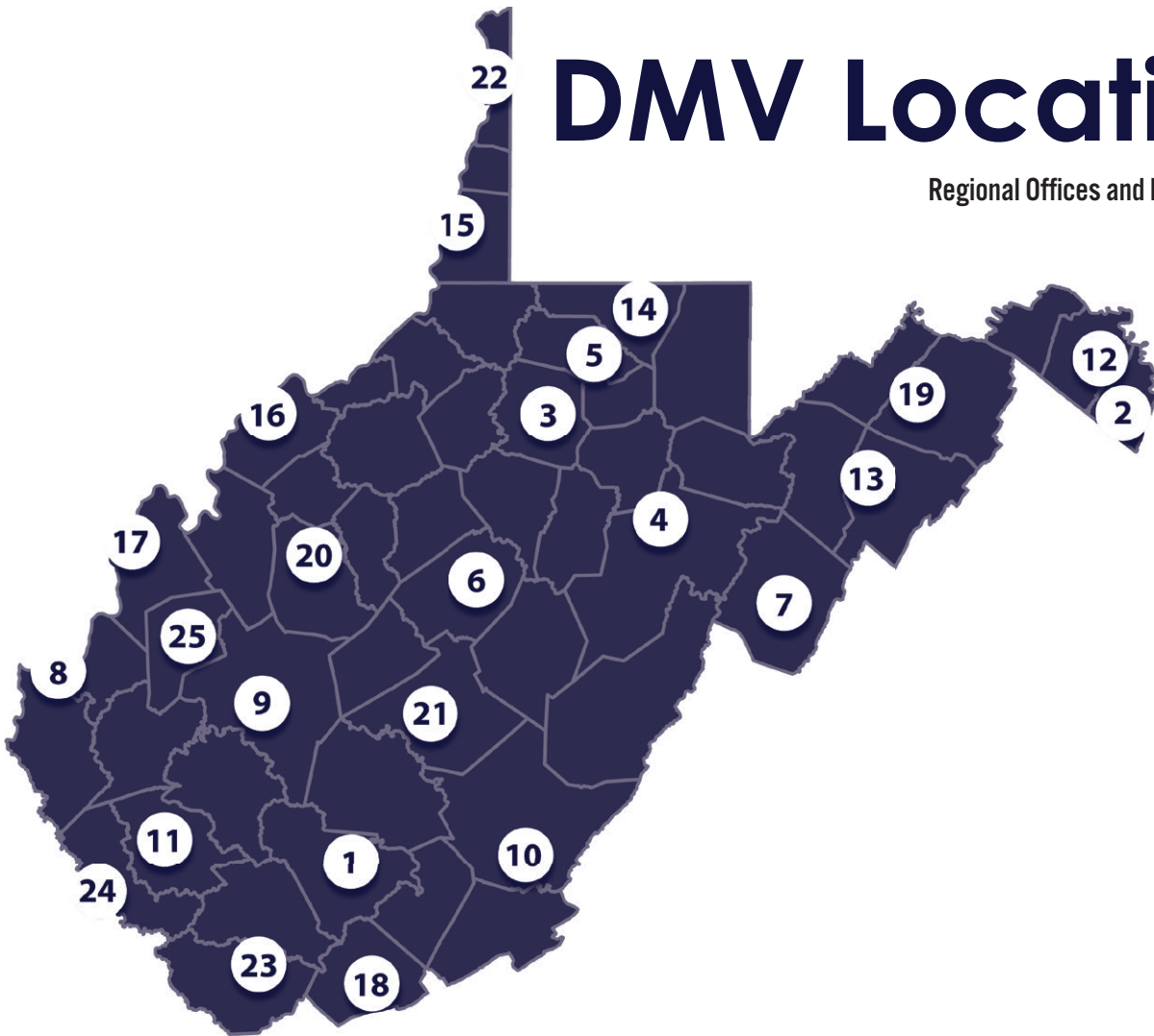
**Everett Frazier**  
Commissioner, Division of Motor Vehicles

Photo credit: Jesse Corliss



# DMV Locations

Regional Offices and Examination Center



## 1) BECKLEY

107 Pinecrest Drive  
Beckley, WV 25801

## 2) CHARLES TOWN

24 Ruland Road  
Kearneysville, WV 25430

## 3) CLARKSBURG

153 West Main Street  
Clarksburg, WV 26301

## 4) ELKINS

1029 North Randolph Avenue  
Elkins, WV 26241

## 5) FAIRMONT

EXAM CENTER

420 Marion Square, Suite 209  
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 Blvd.  
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

\*New location coming Spring 2021.



**Everett Frazier**  
Commissioner

**Adam Holley**  
Deputy Commissioner

**Linda Ellis**  
Deputy Commissioner

## EXECUTIVE STAFF

### Regional Offices

**Cecil Loyd**, Director

### Management Services

**Jim Jordan**, Director

### Technology Services & Procurement

**Steve Monroe**,  
Executive Assistant to the Agency Head

### Information Services

**Wilbur L. Thaxton II**, Director

### Human Resources

**Monica Price**, Manager

### Investigation & Security Services

**Arlene Moore**, Director

### Vehicle Services

**Linda Ellis**, Director

### Driver Services

**Debbie Ferguson**, Director

### Legal Services

**Adam Holley**, General Counsel

### Public Information Specialist

**Natalie Holcomb**

### Governor's Highway Safety Program

**Bob Tipton**, Director

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# Commissioner's Forward

A handwritten signature in black ink, appearing to read 'E. Frazier'.

**Everett Frazier**

Commissioner,  
WV Division of Motor Vehicles

*In January of 2020, Governor Jim Justice appointed Everett Frazier as the new DMV Commissioner. Commissioner Frazier took over with a desire to focus on improving customer service and technology, but more importantly, to foster a team effort environment, empowering all employees to contribute and feel valued in the agency. He believes every employee, regardless of their role or years of service, has been and continues to be a vital component to DMV's accomplishments during the pandemic.*

## 2020 Highlights and Accomplishments

The Division had to make many key changes in the middle of FY 2020, due to the nationwide pandemic of COVID-19. Not only did DMV continue to make progress in FY 2020 in improving customer service, but implemented many out-of-the-box solutions to propel WV DMV forward.

Key programs and highlights from the response to the pandemic include:

- *The implementation of appointments in the regional offices, to help with social distancing and safety measures, in addition to office upgrades with plexiglass, personal protection equipment, and extra cleaning measures.*
- *Online services and kiosk locations were encouraged and those transactions increased exponentially, as well as mail-in transactions, the use of license services, and over-the-phone transactions.*
- *Drop boxes were installed outside of each regional office for customers to leave their title or dealer work, as well as registration renewal work in a secure location. CSR's complete the work and mail it back to the customer.*
- *Contactless driver's license skills testing was developed and is being used in 18 of the 25 offices and exam sites.*
- *In Headquarters, employees that could effectively work from home were sent to do so, and employees inside HQ could then spread out for better social distancing.*
- *Expiration dates for many key transactions, including driver's licenses and permits, and vehicle registrations, were extended to assist customers.*

Other key programs to highlight from 2020 include:

- *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 many requests, including driver's license renewal, vehicle registration renewal, duplicate requests including 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 online. Motor carrier drivers can also now take advantage of the online services with a new online application system.*

- **DMV made a full conversion to e-temporary tag process rolled out to all WV dealerships and Regional Offices which creates vehicle ownership database immediately at the point of sale.** This tool helps law enforcement quickly identify the owner of a vehicle before it is fully titled and registered. It also streamlines the titling registration process.
- **The West Virginia Governor's Highway Safety Program (GHSP) continues to focus on reducing roadway injuries and fatalities, aided by the 90.2% seat belt usage rate in 2019, high visibility enforcement campaigns, and strong media messaging.** In addition to occupant protection, the GHSP also focuses on impaired driving prevention and awareness. In FY 2020, the GHSP provided \$1,068,772 in federal DUI funding to 132 law enforcement agencies and the State Police, resulting in 1,112 DUI arrests, 53,667 driver contacts, and 42,280 additional traffic citations.
- **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 2020, the DMV implemented online training courses for driver and motorcycle examiners which has significantly reduced training expenses. As a result, 85% of our driver examiners are nationally certified.

## 2020 and Beyond...

**The accomplishments of the Division over the last year will stimulate improvements in many of its processes. Several key projects are underway in FY 2020. Those projects include:**

- *Implement, by October 2020, a new Driver's License/Identification card system that will be completely compliant with the "Real ID Act" of 2005, which is mandatory for 2021.*
- *Continue modernizing outdated mainframe-based technology.*
- *Continue to promote the usage of the online transactions through the DMV website.*
- *Implement a new, more convenient IRP solution that will allow customers to perform IRP transactions online as well as from a mobile device. This will also provide customers with real time Federal Motor Carrier Safety Administration updates made directly to their mobile devices.*
- *Add online renewal of a dealer license for West Virginia Automobile Dealers to our current web services.*
- *Expand the availability of web-based business processes and increase the use of online self-service transactions by 5% each year.*
- *Improve the safety of the motoring public through public awareness initiatives and driver rehabilitation.*
- *Develop a customer-centric business system to replace outdated standalone databases to provide state-of-the-art motor vehicle services to customers in an efficient and cost-effective manner by FY 2021.*
- *Complete the interface with the Supreme Court's Unified Judicial Application, which will allow DMV to electronically import magistrate court convictions to the driver record by FY 2021.*
- *Complete the e-citation interface which will allow DMV to electronically import municipal and other court convictions.*
- *Convert sheriff vehicle registration process from paper to an electronic web-based system. This will expedite registrations of all vehicles renewed at the sheriff's office and expand the vehicle type that can be renewed by the sheriffs. ■*

# Legislative Changes

## Summary for Fiscal Year 2020

### **House Bill 4450 — Instruction Permits**

This bill increased the time an instruction permit for a driver's license is valid to 6 months. Now new licensees have additional time to develop necessary driving skills, if they so choose, before taking a driving test. This change also equalizes instruction permit issuance periods for all license types.

### **House Bill 4504 — Handicap Placards**

This bill made changes to the handicap placard process to better distinguish between a temporary and permanent disability and to reduce the frequency a person with a permanent disability must obtain medical certification verifying the disability.

### **House Bill 4522 — Driver's License**

This bill will allow the Division to increase the accepted documentation for REAL ID at the same pace additional documentation is deemed acceptable by the federal authorities. It also increases the options for the individual to display the legal name after name changes because of changes in marital status.

### **House Bill 4958 — Unpaid Citations**

This bill eliminated the DMV's responsibility to act as a collection agency for the court systems by removing the ability of the court to mandate a driver's license suspension for failure to pay a criminal citation. It helps further a goal of limiting driver's license sanctions to issues involving driver safety. It also helps the individual to pay the citation by maintaining driving privileges for work opportunities.

### **Senate Bill 175 — Communication Disability**

This bill authorizes DMV to provide a mechanism for persons with a communications disability to note that on the driver's license and the vehicle system database. Law enforcement that encounters an individual with a communications disability will have the information through a check of the driver's license or vehicle registration.

## NEW VEHICLES

### **Senate Bill 660 — Electric Bicycles**

The Legislature identified specific classes of electric bicycles and authorized road use for electric bicycle in the same manner as other bicycles.

### **Senate Bill 690 — Special Purpose Vehicles**

The Legislature created a class of vehicles primarily used for off-highway recreation and designated them as special purpose vehicles. The Legislature authorized certain "street legal" special purpose vehicles for limited road use and vehicle registration.

## MAJOR POLICY CHANGES

### **Senate Bill 130 — Reduced Enforcement of Impaired Driving Laws**

The Legislature made a major policy shift by removing DMV authority to protect the public from impaired drivers. The authority to enforce impaired driving laws now rests exclusively with the criminal justice system. The result thus far is a drastic reduction in the number and percentage of impaired drivers that receive license revocations, monitored driving through ignition interlock and treatment for drug and alcohol abuse.



# 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, Everett Frazier, who serves as Governor Justice'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 five (5) focused regional traffic safety programs. These traffic safety programs are located in the population centers of Beckley, Bluefield, Clarksburg, Huntington, 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.

Additionally, there are thirteen (13) single-focused grants throughout the state that target specific highway safety issues.

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

[Based on the Federal Fiscal Year 10/1/2019 - 09/30/2020]

	2019	2020
<u>Under Age Drinking</u>	273	194
<u>DUI Arrests</u>	1,192	1,112
<u>Child Restraints</u>	137	101
<u>Driver's License Revoked</u>	649	690
<u>Driver's License Suspended</u>	2,259	2,122
<u>Felony Arrests</u>	447	384
<u>Misdemeanor Arrests</u>	1,712	1,668
<u>Fugitives Recovered</u>	156	112
<u>Weapons Recovered</u>	53	53
<u>Property Value Recovered</u>	89,565	183,412
<u>Drug Value Recovered</u>	411,806	359,352

## In 2020, the GHSP Funded:

[Based on the Federal Fiscal Year 10/1/2019 - 09/30/2020]

<u>84</u>	Full Sobriety Checkpoints
<u>0</u>	Phantom Checkpoints
<u>4</u>	Occupant Protection Checkpoints
<u>88</u>	Total Checkpoints in WV
<u>42,933</u>	Total Vehicles Contacted
<u>53,667</u>	Total Vehicle Occupants
<u>1,095</u>	DUI Arrests at Checkpoints
<u>59</u>	Citations Issued at Checkpoints
<u>5,926</u>	Hours of Directed and Saturation Patrols
<u>1,041</u>	Citations Issued for All DUI Work
<u>1,975</u>	Man-Hours Invested in Sobriety Checkpoints

# 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 Goals

[To Meet By December 31, 2020]

- **Decrease traffic fatalities by 6.2 percent from 281 (2014-2018 average) to 263.7 (2017-2021 average).** 2019: 260
- **Decrease serious traffic injuries by 13.8 percent from 1,163 (2014 – 2018 average) to 1002.40 (2017 – 2021 average).** 2019: 906
- **Maintain fatalities per 100 Million VMT at 1.457 (2014-2018 average) to 1.457 (2017-2021 average).** 2019: 1.485
- **Decrease unrestrained passenger vehicle occupant fatalities in all seating positions by 5.7 percent from 88 (2014-2018 average) to 83 (2017- 2021 average).** 2019: 78
- **Decrease alcohol-impaired driving fatalities (.08+) by 7.1 percent from 70 (2014-2017 average) to 65 by December 31, 2021.** 2019: 56
- **Decrease speeding related fatalities by 3 percent from 73 (2014-2018 average) to 71 (2017-2021 average).** 2019: 85
- **Decrease motorcyclist fatalities by 10 percent from 30 (2014-2018 average) to 27 by December 31, 2021.** 2019: 28
- **Decrease un-helmeted fatalities by 10 percent from 10 (2014-2018 average) to 9 by December 31, 2021.** 2019: 9
- **Decrease fatalities among drivers age 20 or younger by 6.3 percent from 32 (2014-2018 average) to 30 (2017-2021) by December 31, 2021.** 2019: 24
- **Decrease pedestrian fatalities by 4.5 percent from 22 (2014-2018 average) to 21 by December 31, 2021.** 2019: 31
- **Decrease bicyclist fatalities by 50 percent from two (2014-2018 average) to 21 by December 31, 2021.** 2019: 3
- **Increase observed seat belt use for passenger vehicles by 1 percent from 90.2 percent to 91 percent by December 31, 2021.**

## GHSP Federal Funding Policy Compliance

GHSP 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 15% 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 68% of its FY 2020 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 2020 allocation exceeded this requirement.

The GHSP's regional traffic safety programs receive approximately 72% 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 and other state agencies to fund statewide media campaigns, training, various safety programs, and to grow electronic data collection for accurate measures and reporting. ■

## Law Enforcement Training

[Based on the Federal Fiscal Year 10/1/2019 - 09/30/2020]

	CLASSES	STUDENTS
Speed Enforcement & Radar/Lidar	3	27
Occupant Protection	6	137
Checkpoints	1	11
Crash Investigation	2	33
Motorcycle Safety	3	28
DUI (Drug & Alcohol)	13	342
Other	8	137
	<b>36</b>	<b>715</b>

## Training for Everyone

	CLASSES	STUDENTS
CPS Technician Certification	1	13
CPS Technician Renewal	1	4
Special Needs Class	0	0
CPST Technical Update	0	0
	<b>2</b>	<b>17</b>

## Law Enforcement Citations and Warnings

[Based on the Federal Fiscal Year 10/1/2019 - 09/30/2020]

	Citations
Child Restraint	101
Insurance	4,383
Other	3,717
Reckless Driving	87
Red Light & Stop Sign	1,195
Seat Belt	7,867
Speeding	11,205
Cell phone	1,503
Texting	216

## GHSP Crash Information

	2018	2019
Crashes	35,616	34,056
Fatalities	294	260
Serious Injuries	993	906
Total Injuries	13,741	9,063
Alcohol Related Crashes	1,725	1,585
Alcohol Related Fatalities .08+	57	70
Alcohol Related Injuries	1,088	1,018
Alcohol Related Fatality %	19.3%	26.9%
Underage Alcohol Sales	18.3%	14.2%
Motorcycle Crashes	471	563
Motorcycle Fatalities	39	28
Motorcycle Injuries	399	466
ATV Fatalities on Public Roadways	14	17
ATV No Helmets	6	9
ATV Unknown Helmets	7	8
Speed Related Fatalities	88	85
Speed Related Fatality %	29.9%	32.6%
Pedestrian Fatalities	22	34

Sources: NHTSA, FARS, WVDOH, and GHSP.

# Driver Services

Debbie Ferguson, 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 System (PDPS) for inter-jurisdictional tracking of driver records. The computerized system searches the driving records of licensed applicants by name and birth date.

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.

The WV DMV also offers driver's license renewal or duplicate license transactions through our online services portal and at our kiosks (self-service terminals) throughout the state to better serve the public.

## 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.

### ID Card Totals in 2020

<u>Female ID Cards</u>	60,430
<u>Male ID Cards</u>	70,193
<u>Child ID Cards</u>	4,968
<u>Employee ID Cards</u>	1,865
<u>DHHR REDI ID Cards</u>	105
<u>Salesperson ID Cards</u>	4,395
<u>Secondary ID Cards</u>	1,816

### License Indicators & Restrictions in 2020

<u>Total Diabetic Indicators</u>	3,805
<u>Total Organ Donors</u>	516,316
<u>Total Hearing Impaired</u>	1,048
<u>Total Drivers With License Restrictions</u>	640,200

## Licensed Drivers by County & Class

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
<a href="#">Barbour</a>	9,898	723	533	11,154	<a href="#">Mingo</a>	15,400	480	658	16,538
<a href="#">Berkeley</a>	77,194	1,340	2,879	81,413	<a href="#">Monongalia</a>	56,323	1,667	1,238	59,228
<a href="#">Boone</a>	13,390	516	586	14,492	<a href="#">Monroe</a>	8,598	309	434	9,341
<a href="#">Braxton</a>	8,248	688	559	9,495	<a href="#">Morgan</a>	15,440	356	822	16,618
<a href="#">Brooke</a>	13,995	181	550	14,726	<a href="#">Nicholas</a>	16,103	878	1,048	18,029
<a href="#">Cabell</a>	54,101	1,461	1,316	56,878	<a href="#">Ohio</a>	29,784	413	923	31,120
<a href="#">Calhoun</a>	4,081	415	247	4,743	<a href="#">Pendleton</a>	5,019	177	359	5,555
<a href="#">Clay</a>	5,206	438	351	5,995	<a href="#">Pleasants</a>	4,622	210	267	5,099
<a href="#">Doddridge</a>	2,916	273	205	3,394	<a href="#">Pocahontas</a>	5,081	357	454	5,982
<a href="#">Fayette</a>	27,617	1,427	1,437	30,481	<a href="#">Preston</a>	20,478	1,184	1,263	22,925
<a href="#">Gilmer</a>	3,482	347	229	4,058	<a href="#">Putnam</a>	37,778	1,517	1,303	40,598
<a href="#">Grant</a>	7,551	278	542	8,371	<a href="#">Raleigh</a>	45,979	1,863	1,724	49,566
<a href="#">Greenbrier</a>	23,241	1,182	1,112	25,535	<a href="#">Randolph</a>	17,829	1,154	1,052	20,035
<a href="#">Hampshire</a>	15,364	333	888	16,585	<a href="#">Ritchie</a>	6,266	403	437	7,106
<a href="#">Hancock</a>	21,471	179	729	22,379	<a href="#">Roane</a>	10,158	761	645	11,564
<a href="#">Hardy</a>	9,227	251	615	10,093	<a href="#">Summers</a>	6,078	228	305	6,611
<a href="#">Harrison</a>	45,161	3,275	1,833	50,269	<a href="#">Taylor</a>	14,726	893	665	16,284
<a href="#">Jackson</a>	18,634	779	852	20,265	<a href="#">Tucker</a>	4,591	269	238	5,098
<a href="#">Jefferson</a>	41,380	560	1,083	43,023	<a href="#">Tyler</a>	5,013	190	235	5,438
<a href="#">Kanawha</a>	115,556	5,004	3,428	123,988	<a href="#">Upshur</a>	14,607	1,147	978	16,732
<a href="#">Lewis</a>	11,106	1,022	923	13,051	<a href="#">Wayne</a>	24,868	600	953	26,421
<a href="#">Lincoln</a>	12,048	728	707	13,284	<a href="#">Webster</a>	5,207	345	361	5,913
<a href="#">Logan</a>	20,512	972	948	22,432	<a href="#">Wetzel</a>	11,374	527	515	12,416
<a href="#">Marion</a>	31,644	1,956	1,037	34,637	<a href="#">Wirt</a>	2,889	161	174	3,224
<a href="#">Marshall</a>	17,755	279	702	18,736	<a href="#">Wood</a>	56,723	1,590	2,114	60,427
<a href="#">Mason</a>	16,713	472	703	17,888	<a href="#">Wyoming</a>	12,919	415	657	13,991
<a href="#">McDowell</a>	10,963	335	566	11,864	<b>STATE TOTALS</b>	<b>E*</b>	<b>D</b>	<b>CDL</b>	<b>Total</b>
<a href="#">Mercer</a>	38,190	1,017	1,611	40,818		1,149,864	45,046	47,857	1,242,767
<a href="#">Mineral</a>	19,302	521	861	20,684					

\*Class E includes 32,461 graduated licenses.

# Commercial Driver's License

A Commercial Driver's License, or CDL, is a license issued to an individual which authorizes the individual to drive a class of commercial motor vehicle in accordance with the requirements of WV State Code §17E-1-3. There are three types of CDL's issued: Classes A, B, and C, which would be dependent upon the type of vehicle driven, the GVWR or GCWR, and if transporting sixteen or more passengers, including the driver.

## Valid CDL License Types By County

County	Class A	Class B	Class C	Total	County	Class A	Class B	Class C	Total
<u>Barbour</u>	378	148	3	529	<u>Mingo</u>	467	184	9	660
<u>Berkeley</u>	1,925	815	19	2,759	<u>Monongalia</u>	873	337	7	1,217
<u>Boone</u>	434	148	5	587	<u>Monroe</u>	317	105	0	422
<u>Braxton</u>	436	132	1	569	<u>Morgan</u>	580	229	1	810
<u>Brooke</u>	435	110	1	546	<u>Nicholas</u>	789	242	11	1,042
<u>Cabell</u>	963	316	9	1,288	<u>Ohio</u>	620	288	4	912
<u>Calhoun</u>	191	52	0	243	<u>Pendleton</u>	272	80	0	352
<u>Clay</u>	224	120	1	345	<u>Pleasants</u>	179	92	0	271
<u>Doddridge</u>	142	56	0	198	<u>Pocahontas</u>	349	104	0	453
<u>Fayette</u>	1,001	433	9	1,443	<u>Preston</u>	900	330	4	1,234
<u>Gilmer</u>	173	48	0	221	<u>Putnam</u>	956	309	5	1,270
<u>Grant</u>	440	85	9	534	<u>Raleigh</u>	1,209	485	12	1,706
<u>Greenbrier</u>	812	282	7	1,101	<u>Randolph</u>	784	261	2	1,047
<u>Hampshire</u>	635	224	6	865	<u>Ritchie</u>	302	127	1	430
<u>Hancock</u>	556	163	1	720	<u>Roane</u>	485	171	1	657
<u>Hardy</u>	511	97	1	609	<u>Summers</u>	224	75	0	299
<u>Harrison</u>	1,321	461	29	1,811	<u>Taylor</u>	538	183	6	727
<u>Jackson</u>	626	209	2	840	<u>Tucker</u>	187	54	0	241
<u>Jefferson</u>	552	494	12	1,058	<u>Tyler</u>	159	65	0	224
<u>Kanawha</u>	2,476	899	21	3,396	<u>Upshur</u>	758	216	3	977
<u>Lewis</u>	675	238	8	921	<u>Wayne</u>	706	234	2	942
<u>Lincoln</u>	520	172	5	697	<u>Webster</u>	286	75	0	361
<u>Logan</u>	728	226	2	956	<u>Wetzel</u>	378	139	0	517
<u>Marion</u>	612	317	7	936	<u>Wirt</u>	114	44	0	158
<u>Marshall</u>	478	210	2	690	<u>Wood</u>	1,505	579	15	2,099
<u>Mason</u>	522	172	2	696	<u>Wyoming</u>	433	167	44	644
<u>McDowell</u>	384	175	5	564	<b>STATE TOTALS</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>Total</b>
<u>Mercer</u>	1,128	447	23	1,598		34,519	12,739	333	47,591
<u>Mineral</u>	606	235	12	853					

**Total Commercial License Permits: 2,832**

# CDL Restrictions

The DMV is authorized to impose license restrictions to assure the safe operation of motor vehicles. DMV may issue you a restricted license or may indicate restrictions on the form *Application for Commercial Driver's License (CDL) and/or Endorsements (DMV-CDL-1)*. Operating a motor vehicle in violation of restrictions is a serious offense and could result in the suspension or revocation of your driving privileges.

## CDL Examination Totals

Commercial Driver's	PASS	FAIL
<u>General Knowledge</u>	2,232	1,852
<u>Air Brakes</u>	2,170	1,166
<u>Combination Trailers</u>	1,600	644
<u>Doubles &amp; Triples</u>	278	120
<u>Tanker Trailers</u>	814	128
<u>Hazardous Materials</u>	1,044	381
<u>Passenger Endorsement</u>	559	361
<u>Pre-Trip Inspections</u>	2,644	388
<u>Basic Control Skills</u>	2,609	267
<u>Skills Testing</u>	2,593	151
<u>School Bus</u>	452	64
<b>CDL Totals</b>	<b>16,995</b>	<b>5,552</b>

# CDL Licenses Restrictions

	2019	2020
<u>Artificial Limbs</u>	2	2
<u>Automatic Transmission</u>	7	6
<u>CDL Intrastate Only</u>	1,129	1,073
<u>Class B or C Bus Only</u>	9682	9,873
<u>Class C Bus Only</u>	425	435
<u>Corrective Lenses</u>	19,419	19,659
<u>Corrective Lenses &amp; Outside Mirrors</u>	7	5
<u>Daylight Driving Only</u>	1	2
<u>Medical Variance</u>	55	44
<u>No Full Air Brakes</u>	20	20
<u>No Manual Transmission</u>	2,348	2,849
<u>No Tractor Trailer</u>	1,502	1,712
<u>Other Restrictions</u>	431	408
<u>Outside Mirrors</u>	22	21
<u>Trike With F Endorsement, F Class</u>	21	21
<u>Vehicle Without Air Brakes</u>	567	567
<b>Total Restrictions</b>	<b>35,638</b>	<b>36,697</b>

## CDL Transfers In and Out of State in FY 2020

State	IN	OUT	State	IN	OUT	State	IN	OUT
<u>Alabama</u>	7	8	<u>Kansas</u>	3	2	<u>North Carolina</u>	42	30
<u>Alaska</u>	2	1	<u>Kentucky</u>	27	39	<u>North Dakota</u>	1	0
<u>Arizona</u>	5	7	<u>Louisiana</u>	1	6	<u>Ohio</u>	85	86
<u>Arkansas</u>	7	9	<u>Maine</u>	2	0	<u>Oklahoma</u>	6	2
<u>California</u>	4	8	<u>Maryland</u>	34	100	<u>Oregon</u>	1	1
<u>Colorado</u>	9	23	<u>Massachusetts</u>	0	0	<u>Pennsylvania</u>	58	56
<u>Connecticut</u>	2	2	<u>Michigan</u>	9	8	<u>Rhode Island</u>	0	0
<u>Delaware</u>	5	2	<u>Minnesota</u>	0	2	<u>South Carolina</u>	30	11
<u>District of Columbia</u>	2	1	<u>Mississippi</u>	2	2	<u>South Dakota</u>	3	0
<u>Florida</u>	53	45	<u>Missouri</u>	4	12	<u>Tennessee</u>	21	16
<u>Georgia</u>	16	14	<u>Montana</u>	1	3	<u>Texas</u>	19	23
<u>Hawaii</u>	1	0	<u>Nebraska</u>	0	2	<u>Utah</u>	1	3
<u>Idaho</u>	0	3	<u>Nevada</u>	2	2	<u>Vermont</u>	1	2
<u>Illinois</u>	2	4	<u>New Hampshire</u>	0	3	<u>Virginia</u>	53	118
<u>Indiana</u>	10	7	<u>New Jersey</u>	2	3	<u>Washington</u>	1	3
<u>Iowa</u>	0	1	<u>New Mexico</u>	1	0	<u>Wisconsin</u>	1	4
			<u>New York</u>	4	8	<u>Wyoming</u>	0	5

TOTALS 540 690 10

<b>MEDCERT 10-Day Warning Letters Issued in FY 2020</b>	<b>19,583</b>
<b>MEDCERT Medical Downgrades in FY 2020</b>	<b>1,381</b>

# CDL Assessment Unit

The CDL Assessment Unit is responsible for monitoring the records of our state's current pool of Commercial Driver's License (CDL) holders. The unit handles all information received from courts and the Public Service Commission for a CDL/CMV driver.

Federal Motor Carrier Safety Administration (FMCSA) regulations require court convictions to be placed on CDL holders/CMV's within 10 days of court adjudication. The FMCSA performs a yearly review of the state's CDL procedures to ensure compliance to their mandated regulations. Any inadequacies can result in a Finding against the state. Findings result in the state responding with a plan to correct or improve the inadequacy within a named time period. Therefore, accuracy and swiftness are of the utmost importance to the unit.

The unit updates our WV CDL records for all convictions received from in-state courts, updates out-of-state CDL holders electronically through the Commercial Driver's License Information System (CDLIS) to the home jurisdiction's record and receives CDLIS electronic transmissions from other jurisdictions on our WV CDL holders. The unit processes all court notices for Failure to Appear, Pay, or Comply for CDL holders both in-state and out-of-state, fraud suspensions, Coal Resource Transportation System violations, and several other types of suspensions, revocations and disqualifications. They place the CDL convictions on the record and follow up with suspensions and disqualifications sanctioned by state code, legislative rule and federal regulations.

## CDL Convictions

	2019	2020
<b>Out-of-State CDL Convictions Sent Through CDLIS</b>	2,577	1,010
<b>WV CDL Convictions Received Through CDLIS</b>	1,117	816
<b>WV CDL Convictions Entered</b>	6,074	4,699
<b>FMCSA CDL Serious &amp; Major Offenses</b>	<b>2020</b>	
	<b>CMV</b>	<b>Private Passenger</b>
<b>DUI / Alcohol and/or Controlled Substance</b>	11	192
<b>Driving While Suspended</b>	7	159
<b>Hit and Run/Leaving the Scene</b>	2	6
<b>Excessive Speeding</b>	51	339
<b>Speeding in School Zone/Passing Stopped School Bus</b>	3	5
<b>Reckless Driving</b>	4	44
<b>Improper/Erratic Lane Change</b>	32	27
<b>Following Too Closely</b>	21	38
<b>Using Handheld Mobile Phone While Driving</b>	24	84
<b>Texting While Driving</b>	0	7
<b>Driving W/Out Obtaining a CDL or Having Proper Endorsements</b>	14	N/A

## CDL Licensees: Failure to Appear, Pay or Comply

	2019	2020
<b>WV CDL In-State Courts</b>	883	686
<b>WV CDL Out-of-State Courts</b>	157	119
<b>Out-of-State CDL WV Court (CDLIS)</b>	425	127

## CDL Suspensions/Revocations/Disqualifications

	2019	2020
<b>DUI / Alcohol and/or Controlled Substance</b>	302	203
<b>Driving While Revoked / DUI</b>	42	3
<b>Leaving the Scene</b>	11	8
<b>Felony Involving CMV</b>	1	1
<b>Second Serious CMV</b>	12	11
<b>Coal Resource Transportation</b>	5	2
<b>Fraud</b>	0	0
<b>Railroad</b>	1	0
<b>Driving CMV W/Out a CDL</b>	6	10
<b>Points</b>	14	16



## Violations by WV CDL Drivers Reported in Other Jurisdictions

State	2020	State	2020	State	2020
Alabama	4	Kansas	2	North Carolina	22
Alaska	1	Kentucky	30	North Dakota	6
Arizona	2	Louisiana	0	Ohio	166
Arkansas	6	Maine	0	Oklahoma	5
California	20	Maryland	72	Oregon	0
Colorado	1	Massachusetts	3	Pennsylvania	150
Connecticut	1	Michigan	7	Rhode Island	0
Delaware	2	Minnesota	0	South Carolina	19
District of Columbia	2	Mississippi	0	South Dakota	2
Florida	9	Missouri	3	Tennessee	20
Georgia	6	Montana	1	Texas	6
Hawaii	0	Nebraska	2	Utah	1
Idaho	0	Nevada	0	Vermont	0
Illinois	8	New Hampshire	1	Virginia	202
Indiana	17	New Jersey	1	Washington	0
Iowa	5	New Mexico	2	Wisconsin	2
		New York	4	Wyoming	2
					<b>816</b>

## Notable Violations by WV CDL Driver Reported by In-State Courts

	2019	2020
Failure to Obey Traffic Signal / Control	259	216
Failure to Obey Stop Sign	84	48
Failure to Obey Traffic Light	66	58
Expired / Improper Registration	225	151
Expired / No Motor Vehicle Inspection Sticker	300	268
Violating Size, Weight, or Passenger / Cargo Limit	104	49
Operating Vehicle Without Insurance	115	100
Admin Per Se .08 CMV/CDL	35	9
Admin Per Se .10 CMV/CDL	81	127
Texting While Driving	3	6
Using a Hand-Held Mobile Phone While Driving	136	75
No / Improper Seat Belt	807	516
Speeding 1-10 MPH Over Speed Limit	690	505
Speeding 11-14 MPH Over Speed Limit	209	201
Speeding 15-19 MPH Over Speed Limit	300	225
Speeding 20 or More MPH Over Speed Limit	85	86
Speeding / No Speed Detail - Conv Only	152	83
Operating Without Equipment Required By Law	242	225
Equipment Used Improperly or Obstructed	91	89
Other Violations	2,090	1,662
	<b>6,074</b>	<b>4,699</b>

# 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 Section 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, GDL suspensions and others.

## Driving Under the Influence

	2019	2020
<u>DUI Revocations</u>	7,702	6,468
<u>Under 21 - Any Measurable Alcohol</u>	79	120
<u>Concurrent Revocation (2 Issues)</u>	765	596
<u>Magistrates Total Convictions</u>	5,149	4,053
<u>Circuit Court Total Convictions</u>	73	64
<u>Municipal Court Total Convictions</u>	494	358

## Ignition Interlock Program

	2019	2020
<u>Applications Approved</u>	2,861	2,880
<u>Applications Denied</u>	1,601	1,400
<u>Installations</u>	2,562	2,502
<u>Enrollees Completing &amp; Removed</u>	2,865	2,500
<u>Persons Disqualified</u>	787	560

## 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 privileges may be met when the driver provides proof of resolution of the outstanding traffic citation.

## 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.

## Second Chance Program

The Citations Unit handles the Second Chance Program that became effective June 12, 2016 under Senate Bill 634. This program is administered by the Division of Justice and Community Services (DJCS) and allows the driver to obtain a stay of a driver's license suspension from the Commissioner of the Division of Motor Vehicles, if the unpaid tickets are older than twelve months old and the driver is making monthly payments for unpaid court costs to the DJCS.

### Second Chance Program

	2019	2020
<u>Total Applications Received</u>	1,563	1,290
<u>Total Applications Processed</u>	1,173	2,233
<u>Applicants Eligible</u>	137	166
<u>Licensed Participants</u>	79	54

## Offenses Requiring Revocations

	2019	2020
<u>Reckless Driving (3rd Offense in 24 Mo.)</u>	0	0
<u>Driving While Revoked or Suspended</u>	6,311	4,351
<u>Speed Racing (On Public Highway/St.)</u>	12	5
<u>Hit &amp; Run (Personal Injury)</u>	7	4
<u>Manslaughter (Negligent Homicide)</u>	3	5
<u>Leaving the Scene of an Accident</u>	15	9
<u>Using Vehicle in Connection w/Felony</u>	41	43

## Student Attendance Program

	2019	2020
<u>License Suspensions</u>	442	238
<u>License Reinstatements</u>	708	405

## Point System

	2019	2020
<u>Suspensions</u>	816	714
<u>Reinstatements</u>	854	756

## Revocation/Suspension Totals

Other Breakdown	2019	2020
<u>Fraudulent Suspensions</u>	21	16
<u>GDL (2 or More Tickets)</u>	97	66
<u>Unpaid Child Support</u>	4	2

## Resident Violators

	2019	2020
<u>Suspensions</u>	56,068	52,953
<u>Reinstatements/Cleared</u>	37,661	35,309

## Non-Resident Violators

	2019	2020
<u>Non-Compliance Reports for Other States/License Suspended for Failure to Comply</u>	2,940	1,915
<u>Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed</u>	1,028	720
<u>Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid</u>	2,000	1,728
<u>Notices Mailed to Other States</u>	12,929	10,760

## Medical Unit Statistics

	2019	2020
<u>Medical Suspensions</u>	324	338
<u>Re-Exam Suspensions</u>	120	183
<u>New Medical Files</u>	356	311
<u>Vision Report Reviews</u>	2,778	1,857
<u>Addiction Related Files</u>	1,142	1,197

## 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.

## Reported Traffic Convictions\*

	2019	2020
<u>Failure to Obey Traffic Signal/Cntrl Device</u>	524	330
<u>Failure to Yield to an Emergency Vehicle</u>	236	190
<u>Failure to Keep Vehicle Under Control</u>	788	643
<u>Failure to Observe Safety/Construction Zone</u>	1,078	403
<u>Following Too Closely</u>	225	196
<u>Hazardous Driving</u>	78	44
<u>Leaving Scene of Accident</u>	292	283
<u>No/Improper Seat Belt</u>	7,189	5,438
<u>Passing a School Bus</u>	73	56
<u>Reckless/Hazardous Driving</u>	501	583
<u>Speeding</u>	13,186	11,842
<u>Speeding in a School Zone</u>	264	183
<u>Texting While Driving</u>	203	101
<u>Using a Hand-Held Mobile Phone/Device</u>	1,510	1,831
<u>Driving While Suspended/Revoked</u>	12,932	5,103

\*Includes only higher volume / safety impacted convictions

## Violations by WV Drivers Reported in Other Jurisdictions

State	2019	2020	State	2019	2020	State	2019	2020
<u>Alabama</u>	44	30	<u>Kansas</u>	33	37	<u>North Carolina</u>	42	31
<u>Alaska</u>	0	1	<u>Kentucky</u>	847	739	<u>North Dakota</u>	31	21
<u>Arizona</u>	16	13	<u>Louisiana</u>	27	15	<u>Ohio</u>	8,118	6,841
<u>Arkansas</u>	24	30	<u>Maine</u>	0	3	<u>Oklahoma</u>	26	29
<u>California</u>	23	21	<u>Maryland</u>	2,531	1,993	<u>Oregon</u>	27	27
<u>Colorado</u>	18	25	<u>Massachusetts</u>	7	11	<u>Pennsylvania</u>	1,839	1,525
<u>Connecticut</u>	19	12	<u>Michigan</u>	67	64	<u>Rhode Island</u>	0	0
<u>Delaware</u>	82	114	<u>Minnesota</u>	17	22	<u>South Carolina</u>	479	453
<u>District of Columbia</u>	5	2	<u>Mississippi</u>	13	7	<u>South Dakota</u>	20	10
<u>Florida</u>	255	200	<u>Missouri</u>	46	26	<u>Tennessee</u>	252	275
<u>Georgia</u>	182	154	<u>Montana</u>	13	10	<u>Texas</u>	143	152
<u>Hawaii</u>	24	23	<u>Nebraska</u>	14	5	<u>Utah</u>	20	26
<u>Idaho</u>	13	5	<u>Nevada</u>	16	11	<u>Vermont</u>	0	0
<u>Illinois</u>	73	48	<u>New Hampshire</u>	1	3	<u>Virginia</u>	9,949	8,129
<u>Indiana</u>	100	65	<u>New Jersey</u>	125	99	<u>Washington</u>	33	37
<u>Iowa</u>	31	38	<u>New Mexico</u>	34	14	<u>Wisconsin</u>	31	24
			<u>New York</u>	255	214	<u>Wyoming</u>	42	42

## Court Reports

	2019	2020
<u>Court Report Suspension Notices</u>	3,716	2,873
<u>Court Report Driver Suspensions</u>	2,428	2,123
<u>Court Report Vehicle Suspensions</u>	520	475
<u>Court Report State Police Secure Orders</u>	130	140

## Crash Reports

	2019	2020
<u>Crash Report Suspension Notices</u>	829	727
<u>Crash Report Driver Suspensions</u>	477	519
<u>Crash Report Vehicle Suspensions</u>	102	121
<u>Crash Report State Police Secure Orders</u>	43	31

## Fraudulent Insurance

	2019	2020
<u>Fraudulent Suspension Notices</u>	89	135
<u>Fraudulent Driver Suspensions</u>	68	93
<u>Fraudulent Vehicle Suspensions</u>	65	88
<u>Fraudulent State Police Secure Orders</u>	19	70

## Court Ordered Judgement

	2019	2020
<u>Judgement Suspension Notices</u>	143	184
<u>Judgement Driver Suspensions</u>	104	126
<u>Judgement Vehicle Suspensions</u>	0	0
<u>Judgement State Police Secure Orders</u>	0	0

## Online Insurance Verification

	2019	2020
<u>Online Insurance Verification First Notice Letters</u>	50,969	46,446
<u>Online Insurance Verification Certified Letters</u>	21,527	16,791
<u>Online Insurance Driver Suspensions</u>	6,615	6,396
<u>Online Insurance Vehicle Suspensions</u>	1,164	1,446
<u>Online Insurance State Police Secure Orders</u>	801	1,270

## Compulsory Insurance

DMV monitors motorist compliance with West Virginia's compulsory automobile insurance law in several ways. The Compulsory Insurance 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 these requests are received through the West Virginia Law Enforcement Weapons System portal, and must be handled expeditiously for proper prosecution or dismissal through the court. ■

## Other Totals

	2019	2020
<u>Driving Records Processed by Unit</u>	27,155	22,929
<u>Driving Record Certifications</u>	16,891	15,005
<u>Insurance Waiver Program Participants</u>	249	228

# Technology Services & Procurement

**Steve Monroe**

**DMV Technology Services** is responsible for creating, modifying, modernizing, and maintaining all DMV hardware and software systems to support efficient customer service transaction processing while ensuring overall data security for the DMV and West Virginia citizens. DMV Technology Services works closely with the Office of Technology to improve efficiencies in current systems and processes, as well as researching, selecting, and implementing new systems, allowing DMV to implement innovative customer service technologies.

DMV continues to enhance its online services through innovative technology, providing a way for customers to either “Skip the Line” and utilize a WV DMV Now kiosk, or “Skip the Trip” altogether and use the online services portal through the DMV web site. Kiosk services include driver’s license and vehicle registration renewals, as well as printing driver records. The online services portal also allows customers to renew their driver’s license and vehicle registrations, print driver records, request duplicates (cards, decals, plates, driver’s license), check their driver’s license status, pay reinstatement fees, conduct motor carrier business, and more. ■

## Kiosk Locations

Kroger  
6360 US Rt. 60 East  
**Barboursville, WV 25504**

Kroger  
133 Beckley Crossing  
**Beckley, WV 25801**

Sheetz  
1408 North Eisenhower Dr.  
**Beckley, WV 25801**

WVDMV Regional Office  
5707 MacCorkle Ave., SE  
**Charleston, WV 25317**

Sheetz  
101 Stoneybrook Rd.  
**Clarksburg, WV 26301**

Kroger  
198 Emily Dr.  
**Clarksburg, WV 26301**

Kroger  
19 7<sup>th</sup> Ave. West  
**Huntington, WV 25701**

WVDMV Regional Office  
38 Severna Parkway  
**Martinsburg, WV 25403**

Kroger  
500 Suncrest Town Center Dr.  
**Morgantown, WV 26505**

Kroger  
302 Great Teays Blvd.  
**Scott Depot, WV 25560**

Sheetz  
3522 Monongahelia Blvd.  
**Star City, WV 26505**

Sheetz  
887 National Rd.  
**Wheeling, WV 26003**

## Online Services Data

<u>Change of Address</u>	1,673
<u>Driver's License Duplicate</u>	5,427
<u>Driver's License Renewal</u>	62,421
<u>Driver's License Status Inquiries</u>	217,781
<u>Driver Records</u>	10,911
<u>Driver Reinstatements</u>	23,711
<u>Duplicate Cab Card</u>	191
<u>Duplicate Decals</u>	2,502
<u>Duplicate Plates</u>	2,296
<u>Duplicate Registration Cards</u>	8,162
<u>IRP Fuel Decals</u>	355
<u>IRP IFTA</u>	576
<u>IRP Invoices</u>	890
<u>IRP Motor Carrier Renewal</u>	185
<u>IRP Payments</u>	942
<u>Personalized Plates</u>	1,315
<u>State Bar ID's</u>	219
<u>Motor Vehicle Registration Renewals</u>	277,344

## DMV Now Kiosk Data

<u>Driver's License Renewal</u>	5,835
<u>Driver Records</u>	402
<u>Motor Vehicle Registration Renewals</u>	24,516

# Information Services

Wilbur L. Thaxton II, Director

The Information Services section houses the Records Management Unit which serve to maintain and preserve all information and data related documentation for the Division of Motor Vehicles.

## Records Management

The Records Management Unit verifies, scans, updates, maintains, and distributes vehicle title and registration information. Our unit also collects and maintains all DMV records associated with the various sections within the DMV. This unit prepares information requests from authorized sources in a timely and efficient manner while following agency policies and procedures and federal and state laws. Employee's provide excellent customer care when handling incoming calls by communicating and explaining division policies and procedures in a clear and knowledgeable way. This unit is also responsible for the optical imaging and document management of all DMV files. ■

### Records Retention and Processing [Scanning, Indexing, and Verifying]

	2019	2020
Handicap Documents	104,063	31,171
Citations	61,598	51,712
Plate Applications	8,143	5,800
Personnel	4,139	3,676
Driver Applications	198,183	180,852
Driver Suspensions	206,826	235,585
Temporary Tags	82,047	28,619
Title Documents	691,776	622,745

# Investigation, Security & Support Services

**Arlene Moore**, 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
- Unlicensed Dealers
- 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 Mobile Commercial Driver's License (mCDL) 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, as well as reviewing and comparing all photos processed daily through facial recognition for fraudulent activity. ■

## IS&S Statistics

	2019	2020
<u>External Investigations Completed</u>	71	46
<u>Law Enforcement Assist. Photos</u>	1,257	1036
<u>Law Enforcement Assist. Vehicles</u>	317	360
<u>Internal Investigations Completed</u>	2	5
<u>Unlicensed Dealer Investigations</u>	N/A	14
<u>CDL Tests (Normal Observation)</u>	3,268	2,990
<u>CDL Tests (Covert Observation)</u>	132	88
<u>Employees Trained CDE, CME, &amp; CCKE (Recertification)</u>	24	59
<u>Contract Third Party Examiners Trained Recertification</u> (20 hrs required every two years.)	N/A	28
<u>Employees Trained CDE, CME, &amp; CCKE (Certification)</u>	105	32
<u>Low Vision Skills Tests</u>	3	7
<u>Fingerprint &amp; Background Checks</u>	159	86
<u>Facial Recognition Cases Reviewed</u>	113,747	100,051
<u>Facial Recognition Investigations</u>	4	4



# Legal Services

Adam Holley, 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

	2019	2020
<u>Administrative Driver's License Hearings (OAH)</u>	789	436
<u>Bankruptcy</u>	6	6
<u>General Litigation</u>	1	2

WV Circuit Court Cases	2019	2020
<u>Filed</u>	68	166
<u>Won</u>	43	78
<u>Lost</u>	12	47
WV Supreme Court Cases	2019	2020
<u>Filed</u>	13	35
<u>Won</u>	6	7
<u>Lost</u>	0	0

# Management Services

Jim Jordan, Director

Management Services performs 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 2019 the efficient operation of this unit enabled the DMV to deposit **\$32,099,362** 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 **\$56,227,763** in FY 2020.

Additionally, this unit 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 2020 **\$420,183,026** was collected in revenue. This includes the **\$265,516,334** collected in sales taxes (formerly privilege taxes), which the state uses to match federal highway construction grants.

Additionally, **\$221,957** in checks that were received were returned to the DMV for insufficient funds. Of this total, **\$167,461** was recovered.

Credit cards are accepted at most DMV offices, as well as online, at the kiosks, and the Fairmont Testing Center. During FY 2020, **389,938** credit card transactions were processed, totaling approximately **\$33,650,544**. A total of **\$664,666** was paid by the DMV in user fees.

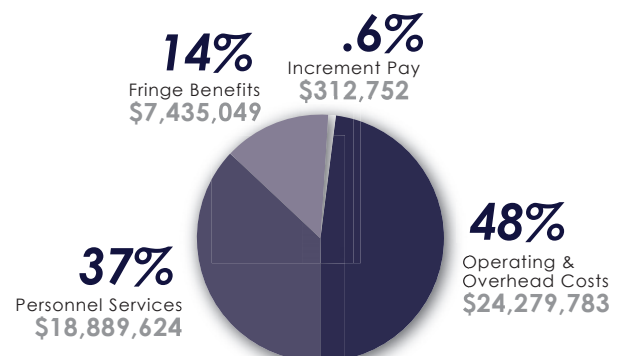
## Receiving & Processing Transactions

	2019	2020
Vehicle Titles & Applications Processed	234,121	206,332
Total Checks Processed	196,114	163,325
Total Pieces of Outgoing Certified Mail	122,355	103,574
Total Pieces of Electronic Certified Mail	122,354	103,574

## Accounting Transactions

	2019	2020
Total Checks Returned for Insufficient Funds	651	600
Returned Checks Recovered	408	410
Total Credit Card Transactions Processed	498,038	389,938

## Agency Expenditures



## Purchasing & Accounts Payable

The Purchasing and Accounts Payable Unit oversees all DMV purchases, expenditures, facility maintenance, security systems, repairs to equipment (telephones, shredders, copy machines, etc.), employee travel and training costs, building and equipment leases, postage accounts, fixed assets and surplus property distribution.

In FY 2020 this unit processed **3,257** live check and EFT payment transactions totaling **\$16,449,316** and **8,682** credit card transactions totaling **\$2,776,282**.

## Warehouse & Inventory Supply

The Division's Warehouse and Inventory Supply Unit is responsible for ordering and maintaining all DMV license plates, decals, titles and registration documents, forms, envelopes, brochures, manuals, and janitorial supplies. The Warehouse also ensures adequate stock and distribution of these supplies to DMV offices, County Sheriff's Offices, and Authorized Service Provider participating dealerships statewide. ■

### Revenue Trend in U.S. Dollars

FY 2009 - FY 2020

2020	\$420,183,026
2019	\$439,911,875
2018	\$405,651,873
2017	\$335,357,016
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

## Agency Revenue by Source

Road Fund	2019 Total	2020 Total
<u>Other Road Fund Revenue (600)</u>	\$168,784,961	\$122,723,735
<u>Sales Tax</u>	\$236,137,401	\$265,516,334
<u>Litter Control Fees</u>	\$1,665,591	\$1,482,854
<u>Miscellaneous Fees (611)</u>	\$1,890,771	\$1,635,459
<b>Special Revenue</b>		
<u>Motor Vehicle Fees Fund (8223)</u>	\$5,917,179	\$4,910,791
<u>Boat License (DNR)</u>	\$67,160	\$399,366
<u>Motorcycle Safety (DMV)</u>	\$397,306	\$341,738
<u>Voter Registration Fees (Secretary of State)</u>	\$123,727	\$105,447
<u>DMV/DNR Non-game Wildlife Fund (1 year)</u>	\$145,264	\$119,481
<u>DMV/DNR Non-game Wildlife Fund (2 year)</u>	\$158,339	\$114,129
<u>Ad Valorem</u>	\$21,931,215	\$18,046,654
<u>Environmental Cleanup</u>	\$2,586,021	\$2,219,550
<u>Dealer Recovery Fund</u>	\$12,677	\$19,160
<u>State Police Lab</u>	\$22,144	\$18,892
<u>Veteran's Asst. Fund</u>	\$59,869	\$81,931
<u>Safety &amp; Treatment Fees</u>	\$12,250	\$2,447,505
<u>Prior Year Expiring Funds</u>	\$0	\$0
<b>Total Revenue</b>	<b>\$439,911,875</b>	<b>\$420,183,026</b>

# Regional Office Services

Cecil Loyd, Director

The first regional office of the DMV opened its doors in Winfield in 1975 and over the last 45 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

	2019	2020
<b>Voter Registration</b>	59,328	124,014
<b>Titles Instant Printed</b>	99,286	101,560
<b>Titles Processed</b>	333,092	279,643
<b>Driver's License/ID Transactions</b>	527,777	385,266
<b>Vehicle Registration Transactions</b>	658,470	535,565
<b>Class E (knowledge)</b>	76,834	55,332
<b>CDL Exams (knowledge)</b>	18,658	13,865

## Examples of what the regional offices do include:

- Conducts all driver, commercial driver, and motorcycle knowledge examinations.
- Conducts all driver and motorcycle 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's 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 driver's 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

Location	Transactions	Revenue (\$)
<u>Beckley</u>	63,768	\$5,513,280.64
<u>Charles Town</u>	80,674	\$7,888,992.24
<u>Clarksburg</u>	75,832	\$6,280,272.70
<u>Elkins</u>	53,082	\$6,280,272.70
<u>Fairmont (Test Site)</u>	18,825	\$28,0661.75
<u>Flatwoods</u>	32,486	\$2,086,298.42
<u>Franklin</u>	14,837	\$2,877,495.11
<u>Huntington</u>	77,187	\$12,587,604.25
<u>Kanawha City</u>	109,262	\$6,196,511.41
<u>Lewisburg</u>	31,894	\$3,594,726.20
<u>Logan</u>	42,982	\$4,122,625.34
<u>Martinsburg</u>	98,221	\$10,724,975.11
<u>Moorefield</u>	31,057	\$2,077,308.37
<u>Morgantown</u>	83,588	\$10,817,361.22
<u>Moundsville</u>	53,544	\$7,959,470.42
<u>Parkersburg</u>	84,866	\$13,839,104.36
<u>Point Pleasant</u>	32,142	\$4,407,122.39
<u>Princeton</u>	74,539	\$12,237,857.83
<u>Romney</u>	38,725	\$3,832,766.28
<u>Spencer</u>	23,782	\$1,926,019.31
<u>Summersville</u>	54,381	\$10,131,941.78
<u>Weirton</u>	39,983	\$5,502,146.07
<u>Welch</u>	22,151	\$1,168,004.42
<u>Williamson</u>	24,662	\$3,559,567.40
<u>Winfield</u>	88,806	\$10,191,028.31
<b>Total</b>	<b>1,351,241</b>	<b>\$156,099,226.92</b>

# Vehicle Services

Linda Ellis, 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

	2019	2020
<u>Titles Processed</u>	763,540	704,232
<u>Title File Scans</u>	691,776	622,745
<u>License Plate Transfers</u>	177,534	170,193
<u>License Plate Exchanges</u>	362	445
<u>Duplicate Plate Issues</u>	8,794	7,376
<u>Duplicate Decal Issues</u>	8,526	4,775
<u>Lien Recordings</u>	306,653	304,345

## Data Entry Processing

	2019	2020
<u>Titles</u>	447,866	704,232
<u>Dealer Online Transactions</u>	146,571	241,770
<u>Liens Recorded</u>	306,653	304,345
<u>Liens Released</u>	18,259	15,444
<u>Automated Registration (OPSCAN)</u>	556,264	435,489

## Registrations by Class

Class	2019	2020
<u>A Passenger</u>	1,286,893	1,190,146
<u>B Trucks</u>	25,825	18,486
<u>C Trailers &amp; Semis</u>	263,002	274,698
<u>G Motorcycles</u>	47,926	42,609
<u>H Buses</u>	52	37
<u>J Taxicabs</u>	42	12
<u>M Special Mobile Equip.</u>	432	230
<u>P Government</u>	34,712	29,559
<u>R Camping Trailers</u>	38,979	19,956
<u>T Boat Trailers</u>	85,814	41,927
<u>V Antique Vehicles</u>	18,048	19,245
<u>X Farm Vehicles</u>	1,855	1,079

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 **\$9,450,181** since FY 1995.

## Vehicle Registrations by County

County	2019	2020	County	2019	2020
Barbour	15,523	13,939	Mineral	32,020	29,998
Berkeley	117,056	111,168	Mingo	22,365	19,302
Boone	19,340	17,226	Monongalia	72,903	67,899
Braxton	15,189	13,015	Monroe	15,594	14,286
Brooke	18,089	16,156	Morgan	21,546	20,036
Cabell	78,836	72,808	Nicholas	29,991	26,769
Calhoun	7,834	6,807	Ohio	38,574	34,806
Clay	9,035	7,759	Pendleton	10,156	9,370
Doddridge	5,807	5,153	Pleasants	7,403	6,650
Fayette	42,079	37,161	Pocahontas	11,168	10,286
Gilmer	6,808	6,089	Preston	34,221	32,697
Grant	14,804	13,724	Putnam	54,680	49,681
Greenbrier	39,853	36,165	Raleigh	67,995	61,440
Hampshire	28,555	26,369	Randolph	30,040	27,231
Hancock	28,421	25,399	Ritchie	12,710	11,427
Hardy	17,640	16,261	Roane	14,875	13,047
Harrison	71,832	65,805	Summers	11,014	9,886
Jackson	33,250	29,798	Taylor	14,483	13,541
Jefferson	61,947	58,724	Tucker	7,622	6,890
Kanawha	173,130	154,262	Tyler	9,131	8,083
Lewis	21,362	19,459	Upshur	30,212	27,134
Lincoln	18,493	16,038	Wayne	27,836	25,396
Logan	27,603	24,521	Webster	9,364	7,932
Marion	57,452	53,199	Wetzel	19,181	17,317
Marshall	25,830	23,400	Wirt	6,618	5,758
Mason	25,362	22,157	Wood	82,121	74,866
McDowell	16,885	14,142	Wyoming	20,123	17,331
Mercer	56,040	50,712	Out-of-State	44,502	40,810
				1,812,503	1,647,285

## Registrations Made Online

	2020
Online Renewal Registrations	298,046
Online Duplicate Registration/Plate/Decal	13,705

## Special & Organizational Plates

Plate Style	2019	2020
Amateur Radio	533	489
Antique	21,668	22,909
Breast Cancer Awareness	842	760
Certified Firefighter	73	85
Character Education	22	21
Disabled Veteran	5,856	6,086
DNR Wildlife (Bird)	5,946	5,150
DNR Wildlife (Deer)	7,122	6,140
DNR Wildlife (Elk)	N/A	N/A
Cure Childhood Cancer	N/A	N/A
Donate Life	162	155
Educator	334	306
EMS	461	411
Firefighter	499	438
Former Legislator	91	91
Governor's Numbers	544	685
Legislative	122	107
Medal of Honor	N/A	N/A
Military Organizations	5,067	4,339
Mobility Impaired	3,499	3,257
NASCAR	1,144	930
National Guard	375	362
Patriotic	3,628	3,117
Pearl Harbor Survivor	8	7
Personalized	38,011	36,700
Prisoner of War	59	54
Purple Heart	1,935	1,898
Silver-Haired Legislature	4	2
Special Organizations	2,656	2,379
Veteran	11,741	10,906
Volunteer Firefighter	891	806
Whitewater Rafting	443	379
Wounded Law Enforcement	36	36
4H/FFA	102	88
9-11 Commemorative	4,867	4,592

## Vehicle Dealer Oversight

	2019	2020		2019	2020
Dealers Licenses	1,447	1,409	Temporary Plates Issued to Motorcycles	1,954	5,078
Dealer Pre-Application Inspections	196	88	Temporary Plates Issued to Dealers	74,445	109,102
Dealer Applicant Investigations	419	377	Temporary Plates Issued to License Services	8,470	35,327
Dealer Compliance Investigations	2,966	2,415	Temporary Plates Issued to Auto Auctions	630	479
Reconstructed Vehicle Inspections	4,431	3,533	Revenue Leased Vehicles	\$8,799,524	\$9,450,181
Total Temporary Plates Issued	85,499	149,986	Rental Taxes Collected	\$1,938,434	\$1,816,715
			Rentals	N/A	3,709

## Motorboat Registrations by County

County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	192	0	56	248	Mingo	331	0	57	388
Berkeley	1,272	0	229	1,501	Monongalia	1,122	3	93	1,218
Boone	340	0	41	381	Monroe	186	0	20	206
Braxton	315	1	50	366	Morgan	266	0	89	355
Brooke	207	1	38	246	Nicholas	538	0	70	608
Cabell	1,042	6	58	1,106	Ohio	366	0	73	439
Calhoun	93	0	25	118	Pendleton	52	1	53	106
Clay	145	0	33	178	Pleasants	141	0	32	173
Doddridge	76	0	27	103	Pocahontas	107	1	52	160
Fayette	774	2	55	831	Preston	367	0	63	430
Gilmer	62	0	11	73	Putnam	939	0	102	1,041
Grant	152	0	39	191	Raleigh	1,039	2	59	1,100
Greenbrier	355	2	145	502	Randolph	272	0	100	372
Hampshire	275	0	146	421	Ritchie	176	1	79	256
Hancock	273	0	34	307	Roane	220	0	71	291
Hardy	168	0	140	308	Summers	193	0	12	205
Harrison	1,011	1	202	1,214	Taylor	317	0	40	357
Jackson	512	0	81	593	Tucker	76	0	22	98
Jefferson	547	1	88	636	Tyler	157	1	79	237
Kanawha	2,418	95	250	2,763	Upshur	421	1	62	484
Lewis	453	0	44	497	Wayne	571	1	23	595
Lincoln	329	0	24	353	Webster	103	0	16	119
Logan	500	0	41	541	Wetzel	242	2	73	317
Marion	907	0	153	1,060	Wirt	110	0	42	152
Marshall	364	0	132	496	Wood	1,215	7	250	1,472
Mason	317	0	58	375	Wyoming	514	0	45	559
McDowell	179	0	34	213	Out-of-State	36	0	3	39
Mercer	893	0	81	974					
Mineral	342	0	130	472	<b>TOTALS</b>	<b>24,590</b>	<b>129</b>	<b>4,125</b>	<b>28,844</b>



# 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.

## Registered Dealer Key

Dealer Types

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

## 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	8	0	0	0	0	2	11	Mineral	0	4	1	2	10	0	0	0	0	1	18
Berkeley	1	4	4	7	69	1	0	2	0	6	94	Mingo	0	1	2	1	3	1	0	0	0	2	10
Boone	0	2	1	0	4	1	0	1	0	0	9	Monongalia	0	12	3	4	29	4	0	1	0	4	57
Braxton	0	2	3	2	3	1	0	0	0	1	12	Monroe	0	0	1	0	3	1	0	0	0	0	5
Brooke	0	1	1	0	7	2	0	0	0	5	16	Morgan	0	1	1	2	5	1	0	1	0	0	11
Cabell	0	9	6	4	33	4	0	3	0	10	69	Nicholas	0	3	1	3	10	0	0	0	0	3	20
Calhoun	0	0	0	0	2	0	0	1	0	0	3	Ohio	0	11	4	5	15	2	0	0	0	2	39
Clay	0	0	0	0	3	0	0	0	0	0	3	Pendleton	0	0	0	1	4	0	0	1	0	1	7
Doddridge	0	0	1	1	1	0	0	0	0	0	3	Pleasants	0	1	2	3	3	0	0	0	0	0	9
Fayette	0	1	2	0	22	0	0	2	0	1	28	Pocahontas	0	1	1	0	2	1	0	0	0	1	6
Gilmer	0	0	0	0	2	0	0	0	0	0	2	Preston	1	2	0	1	15	0	0	0	0	1	20
Grant	0	0	1	1	7	1	0	1	0	0	11	Putnam	1	4	3	4	8	1	2	0	1	0	24
Greenbrier	0	4	2	0	15	1	0	0	0	4	26	Raleigh	0	8	11	12	34	6	1	0	0	1	73
Hampshire	0	0	4	2	10	2	0	2	0	0	20	Randolph	0	5	2	7	18	1	0	2	0	1	36
Hancock	0	1	0	0	7	0	0	0	0	2	10	Ritchie	0	0	0	2	6	1	2	0	0	0	11
Hardy	0	3	1	2	4	1	0	2	0	0	13	Roane	0	1	0	0	2	1	0	0	0	0	4
Harrison	1	10	5	5	47	8	0	0	0	4	80	Summers	0	0	0	0	2	0	0	0	0	0	2
Jackson	0	1	3	5	17	1	1	2	0	0	30	Taylor	0	1	0	0	8	0	0	0	0	2	11
Jefferson	0	2	1	2	13	1	0	0	0	1	20	Tucker	0	0	0	0	3	0	0	0	0	0	3
Kanawha	1	15	13	15	43	7	0	3	1	4	102	Tyler	0	2	0	0	1	0	0	2	0	0	5
Lewis	0	4	3	0	7	0	0	1	0	2	17	Upshur	0	2	1	2	14	1	0	0	0	3	23
Lincoln	0	0	0	0	6	0	0	0	0	2	8	Wayne	0	2	3	1	8	0	0	0	0	2	16
Logan	0	4	2	2	10	2	0	1	0	1	22	Webster	0	0	0	1	2	0	0	0	0	0	3
Marion	0	5	6	7	30	1	0	1	0	3	53	Wetzel	0	1	2	1	5	0	0	0	0	0	9
Marshall	0	4	1	0	11	0	0	1	0	4	21	Wirt	0	0	0	0	3	0	0	0	0	0	3
Mason	0	0	0	1	5	0	0	0	0	1	7	Wood	0	10	16	12	42	9	2	5	0	10	106
McDowell	0	0	0	0	7	0	0	1	0	0	8	Wyoming	0	0	1	1	1	0	0	0	0	0	3
Mercer	0	7	9	5	33	6	0	1	0	3	67	<b>TOTALS</b>	<b>5</b>	<b>152</b>	<b>124</b>	<b>125</b>	<b>678</b>	<b>70</b>	<b>8</b>	<b>36</b>	<b>2</b>	<b>92</b>	<b>1,292</b>

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

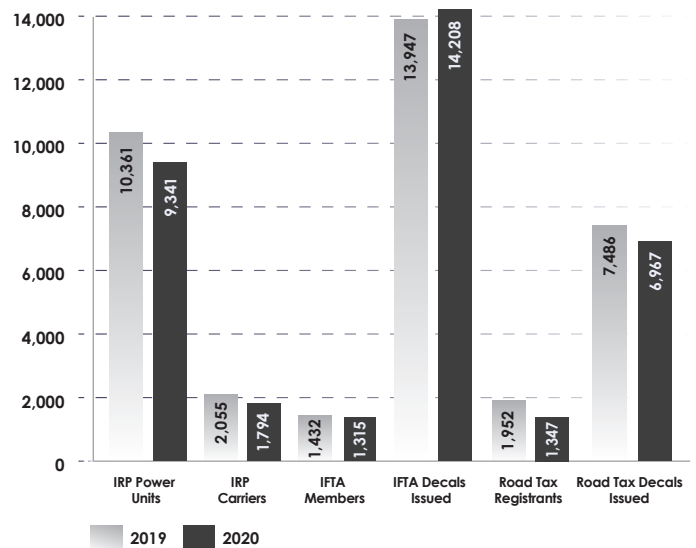
- Collection of apportioned ad valorem fees for West Virginia counties
- Advice and training for law enforcement personnel and others concerning policies, regulations, and statutes pertaining to commercial vehicles
- Processing and issuance of fuel tax decals for intrastate motor carriers

### 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	2019	2020
	43,808	47,591

## IRP Revenue

	2019	2020
<u>Collected from WV Based Carriers</u>	\$47,632,334	\$39,413,092
<u>Collected from Other States</u>	\$35,300,036	\$34,476,298
<u>Paid to Other States</u>	\$6,051,976	\$3,624,887
<u>Ad Valorem</u>	\$21,931,385	\$18,046,654





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