



FY 2007 ANNUAL REPORT

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DMV REGIONAL OFFICES

BECKLEY

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CLARKSBURG

ELKINS

FLATWOODS

FRANKLIN

HUNTINGTON

KANAWHA CITY

LEWISBURG

LOGAN

MARTINSBURG

MOOREFIELD

MORGANTOWN

MOUNDSVILLE

PARKERSBURG

PT. PLEASANT

PRINCETON

ROMNEY

SPENCER

WEIRTON

WELCH

WILLIAMSON

WINFIELD

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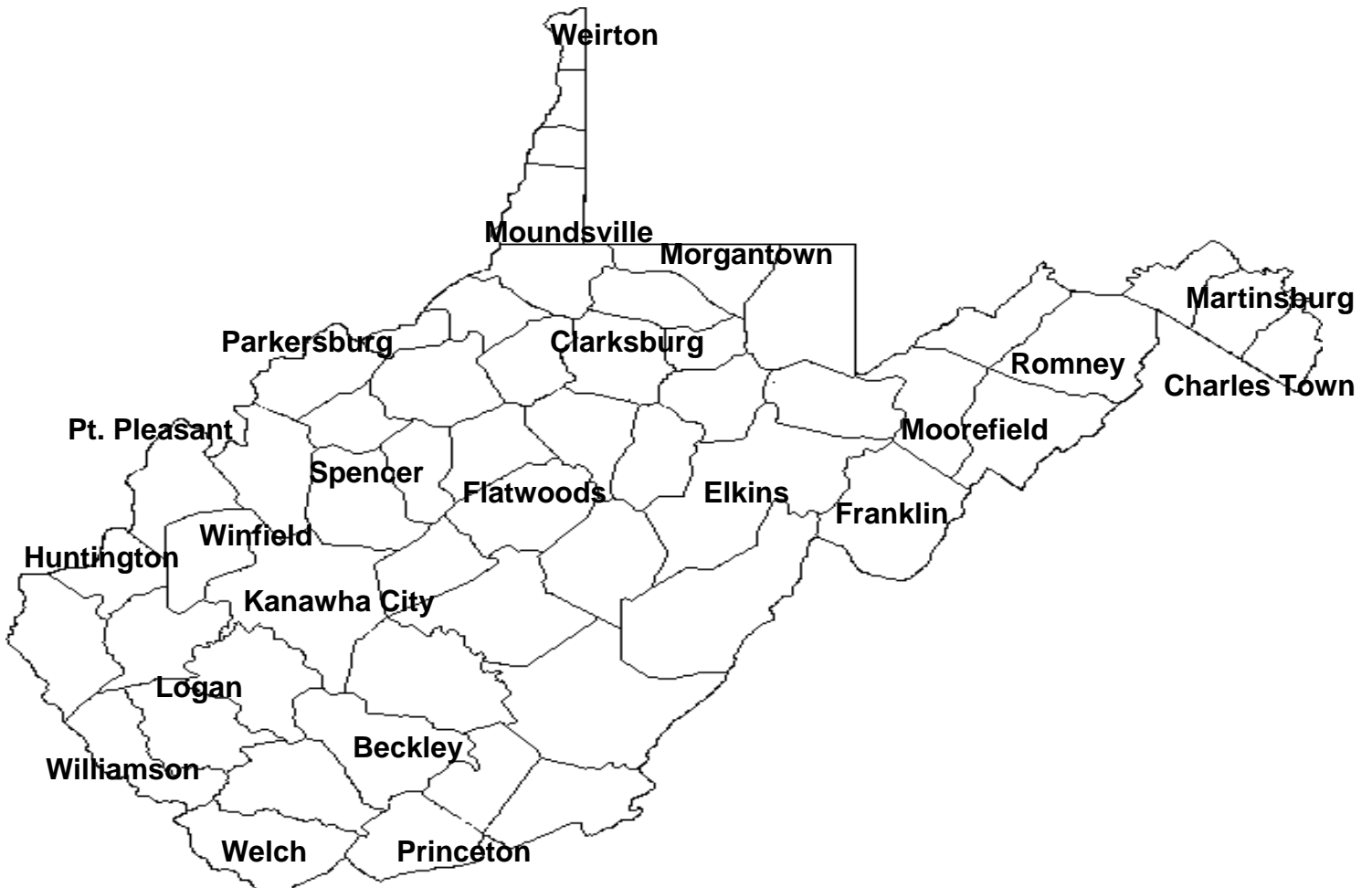
COMMISSIONER'S FOREWORD

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

Other highlights of FY 2007 for the Division of Motor Vehicles include:

- ◆ Processed 126,151 credit card transactions worth \$16,165,953.
- ◆ The West Virginia Motorcycle Safety and Awareness Program (WVMSAP) trained 1,880 students, with a successful completion of 95 percent passing. The WVMSAP received a Federal Highway grant and began the process of purchasing a mobile training unit. When fully equipped and operational, the program will provide motorcycle safety training in four new locations throughout the state.
- ◆ The ATV Safety Awareness Program trained 4,054 riders.
- ◆ The Motor Carrier Services Section opened 370 new IRP accounts and processed and issued 14,669 IFTA and 9,206 Motor Carrier fuel decals. Apportioned registration fees collected were \$19,174,183 for the State Road Fund, and a total of \$9,669,715 in Ad Valorem fees were collected and distributed to counties and municipalities throughout the state.
- ◆ Opened the full-service Charles Town Regional Office in August 2006. This office will provide customer service to the citizens of Jefferson and surrounding Eastern Panhandle counties.
- ◆ In cooperation with the West Virginia State Police, the Division has started placing a bar code on the back side of vehicle registration cards. This bar code, which contains all of the vehicle information that is shown on the front side of the registration card, will be used by various state agencies to expedite and improve service to customers.
- ◆ The Governor's Highway Safety Program conducted 367 Sobriety Checkpoints and contacted over 150,096 drivers. 54,472 drivers were contacted by Law Enforcement, with 1,605 total DUI arrests made specifically under this project.
- ◆ Continued implementation of the Racial Profiling Law, which requires all law enforcement agencies to begin completing forms at each traffic stop describing the ethnicity of the motorist.

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





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NEW

MOTOR VEHICLE

LEGISLATION

Selected Summary

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

NEW MOTOR VEHICLE LAWS

House Bill 2544

This bill increases the minimum criminal penalty for DUI causing death by reckless disregard.

House Bill 2575

This bill updates the Commercial Driver's License Laws to Meet Federal Requirements.

House Bill 2714

Change Handicapped Parking Law WV Code §17C-13-6

New language controls who may be issued and quantity for placards and plates: Two placards, or two plates or one plate and one placard for each mobility impaired applicant.

House Bill 2775

New Resident Privilege Tax Exemption

This bill exempts new residents from privilege tax upon showing that vehicle was previously titled in former state, when applicant was resident of the former state.

The law changes the 5% tax collected on the titling of vehicles from a privilege tax to a sales tax.

House Bill 2808

Increase Fee for One Trip Permits

Permits issued by the West Virginia State Police for a single trip are increased from \$1 to \$5. \$2.50 of this fee goes to the Road Fund and the remaining \$2.50 goes to a special account for the maintenance of rest areas.

Senate Bill 169

This bill allows vehicle owners to retain possession of totaled vehicles after payment of insurance company settlement.

Senate Bill 398

Authorizes DMV to Either Refuse to Register and/or Suspend License Plates of Unsafe Trucking Companies

Pertains to companies adjudicated by the Federal Motor Carrier Safety Administration (FMCSA) as unsafe or who refuse to provide USDOT identification number. Authorizes the PSC to pick up the revoked license plates.

GOVERNOR'S HIGHWAY SAFETY OFFICE

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally mandated and funded highway safety improvement measures. The Division of Motor Vehicles oversees the GHSP, which is located at #2 Hale Street, Charleston, West Virginia 25301. The Division's Commissioner, Joseph Cicchirillo, is Governor Manchin's representative for highway safety.

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

In turn, the Governor's Highway Safety Program encourages, promotes and supports eight (8) traffic safety programs throughout West Virginia. These traffic safety programs cover all fifty-five (55) counties in West Virginia and are located in the population centers of Beckley, Bluefield, Charleston, Clarksburg, Huntington, Parkersburg, Martinsburg and Wheeling. Their mission is to develop and implement the measures that their regions require to lower crashes, injuries and fatalities on the roadways in West Virginia. This decentralized plan allows for maximum flexibility and accuracy in the identification of highway safety problems. The entire state is covered by these eight (8) programs. Traffic safety programs receive approximately sixty percent (60%) of West Virginia's federal highway safety improvement funding. These traffic safety programs also assist the GHSP and the Division in informing the public about highway safety enhancement legislation.

The Governor's Highway Safety Program evaluates its performance annually according to the progress it has made in meeting the following goals in FY 2007.

- ◆ Reduce the fatality rate per 100 million miles traveled (VMT) from 2.08 in 1998 to 1.75 in 2008. (FY 2006 rate 2.05)
- ◆ Reduce the fatality rate per 10,000 residents from 2.13 in 1998 to 1.8 in 2008. (FY 2006 rate 2.26)
- ◆ Reduce the number of A&B injuries per 100 million miles traveled from 66.5 in 1998 to 60 in 2008. (FY 2006 – 57.41)
- ◆ Reduce the alcohol fatality rate of .84 in 1998 to less than .50 in 2008. (FY 2005 - .67)
- ◆ Reduce the percentage of alcohol related fatalities from 42% in 1998 to less than 30% in 2008. (FY 2005 – 34%)

Final Alcohol Fatality rates for 2006 are not currently available.

GHSP is pleased to report that we are making steady progress toward the 2008 goals. The objectives are to be met by combining state, regional and local efforts. Years of declining injuries and deaths suggest that our efforts are having an effect on driver behavior in West Virginia.

GHSP PUBLIC INFORMATION

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

In September 2004 the Governor's Highway Safety Program and its law enforcement partners kicked off a year-long sustained enforcement campaign which has extended through 2006. The plan was to commit to 1,526 high visibility enforcement events and 780 public education events along with training, media events and age specific activities. High visibility enforcement events include sobriety checkpoints, low manpower checkpoints, saturation patrols and point of sales enforcement directed patrols. This renewed emphasis on sustained enforcement coupled with the recently passed .08 BAC Bill should help reduce the number of alcohol-related fatalities, injuries and crashes.

The GHSP participates in a NHTSA Region III Impaired Driving Initiative – "Checkpoint Strike Force". We are working closely with the Commission on Drunk Driving Prevention and state and local law enforcement agencies on reducing the alcohol-involved fatality rate from its current level of 34%.

In 2002 there were 62 sobriety checkpoints with 87 DUI arrests; and in 2003 there were 103 sobriety checkpoints with 175 DUI arrests. In FY 2006 there were 299 sobriety checkpoints and 243 DUI arrests. Saturation and directed patrols resulted in 39,356 driver contacts with 1,079 persons arrested for DUI offenses. In FY 2007 there were 350 sobriety checkpoints and 168 DUI arrests. Saturation and directed patrols resulted in 51,880 driver contacts and 1,353 DUI arrests. Significant progress has been achieved in this area. Funding is in place to continue this effort through 2008.

The GHSP offered the following training to law enforcement in FY 2007: 1) Operating sobriety checkpoints – 2 classes, 27 students; 2) Detecting the impaired driver – 2 classes, 24 students; 3) DUI overview – 3 classes, 93 students; 4) Child passenger safety – 4 classes, 45 students; and 5) DUI update – 3 classes, 38 students. In FY 2008 we will train over 1,000 Law Enforcement Officers in the proper completion of the new WV Crash Report.

The GHSP Law Enforcement Liaison Office conducted 16 classes with 295 students completing training. The GHSP's goal for FY 2008 will be to broaden its training activities and increase the number of students completing training by 20%.

GHSP SEAT BELT INITIATIVES

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

2001, the seatbelt usage rate climbed to 52%. As a direct result of the “Click It or Ticket” program, with the assistance of our law enforcement partners and a large paid media effort, our seat belt usage rate soared to an all time high of 71.6% in June 2002. FY 2003 was another successful year with our seat belt usage rate jumping to 74% and climbing to 76% in FY 2004. Our goal for FY 2005 was 78%, and for FY 2006 we hoped for 85%. In June of 2006 a scientific seatbelt survey was conducted in West Virginia. The results of this study revealed that 88% of front seat occupants were wearing their seatbelt. This is a 38.4% increase since FY 2000. We are striving for a 90% usage by FY 2008.

The GHSP has designated occupant protection as our number one priority. We have contracted the services of a full-time law enforcement liaison to coordinate our efforts with the law enforcement community. Agencies who fully participate in this project are awarded funding for training, equipment and overtime enforcement projects. The GHSP also offers two (2) training classes in occupant protection issues – Traffic Occupant Protection Strategies (TOPS) and Child Passenger Safety Technician (CPS). Along with training on these issues, the GHSP also provides funding for Child Passenger Safety Clinics and Safety Seat programs throughout West Virginia. In FY 2007, the GHSP conducted four thirty-two hour NHTSA Child Passenger Safety Technician classes with 65 students successfully completing the course.

GHSP FUNDING SOURCES & EXPENDITURES - FY 07

	FEDERAL FUNDS	MATCHING FUNDS
PLANNING AND ADMINISTRATION	\$ 100,000	\$ 100,000
PROJECT FUNDS	<u>\$ 5,173,040</u>	<u>\$ 2,070,000</u>
	\$ 5,273,040	\$ 2,170,000

GHSP FEDERAL FUNDING POLICY COMPLIANCE

NHTSA grant funding policy states that no more than 10% of a NHTSA grant may be expended on administrative cost. Federal statute requires that local political subdivisions be allocated at least 40% of all federal highway safety funding the State receives. GHSP distributed 60% of its FY 2005 federal funding to various local governments, exceeding the requirements.

NHTSA requires that the State match at least 25% of all NHTSA funding received by the GHSP. West Virginia’s FY 2007 allocation exceeded this requirement.



FY 2007 ANNUAL REPORT

DRIVER



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

DRIVER SERVICES

DRIVER LICENSING

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

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

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

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

DRIVER EXAMINATIONS

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

LICENSED DRIVERS BY COUNTY



	CLASS E	CLASS D	CDL	TOTAL
Barbour	9,642	444	680	10,766
Berkeley	62,933	1,312	3,404	67,649
Boone	15,851	483	1,008	17,342
Braxton	8,586	455	814	9,855
Brooke	15,291	227	803	16,321
Cabell	65,219	1,640	2,373	69,232
Calhoun	4,741	188	390	5,319
Clay	6,031	404	566	7,001
Doddridge	3,570	167	309	4,046
Fayette	30,073	1,240	1,955	33,268
Gilmer	4,011	160	334	4,505

LICENSED DRIVERS BY COUNTY

	CLASS E	CLASS D	CDL	TOTAL
Grant	7,637	166	740	8,543
Greenbrier	24,612	1,181	1,487	27,280
Hampshire	14,642	221	1,316	16,179
Hancock	23,562	184	1,058	24,804
Hardy	8,800	165	787	9,752
Harrison	47,670	1,885	2,267	51,822
Jackson	19,815	562	1,205	21,582
Jefferson	34,475	543	1,388	36,406
Kanawha	130,634	4,339	5,709	140,682
Lewis	11,788	552	1,154	13,494
Lincoln	12,717	690	1,188	14,595
Logan	23,067	998	1,416	25,481
Marion	39,637	1,672	1,697	43,006
Marshall	20,454	286	1,011	21,751
Mason	17,016	397	956	18,369
McDowell	14,376	406	893	15,675
Mercer	40,573	927	2,222	43,722
Mineral	19,451	383	1,143	20,977
Mingo	18,271	480	1,114	19,865
Monongalia	48,734	1,302	1,380	51,416
Monroe	8,858	287	625	9,770
Morgan	10,856	251	721	11,828
Nicholas	17,268	693	1,392	19,353
Ohio	31,866	465	1,242	33,573
Pendleton	5,273	135	497	5,905
Pleasants	4,608	162	324	5,094
Pocahontas	5,575	280	545	6,400

LICENSED DRIVERS BY COUNTY

	CLASS E	CLASS D	CDL	TOTAL
Preston	20,136	832	1,655	22,623
Putnam	36,070	1,294	1,869	39,233
Raleigh	49,006	1,698	2,478	53,182
Randolph	18,702	914	1,291	20,907
Ritchie	6,748	283	526	7,557
Roane	9,421	327	720	10,468
Summers	7,518	242	466	8,226
Taylor	9,176	372	541	10,089
Tucker	4,630	229	334	5,193
Tyler	5,884	137	321	6,342
Upshur	14,679	608	1,143	16,430
Wayne	20,726	445	1,282	22,453
Webster	5,854	315	481	6,650
Wetzel	12,869	439	729	14,037
Wirt	3,833	131	303	4,267
Wood	59,180	1,498	2,617	63,295
Wyoming	15,064	346	952	16,362
TOTAL	1,187,679	36,442	65,821	1,289,942

TOTAL CREDENTIALS CURRENTLY ISSUED

TOTAL FEMALE LICENSED DRIVERS	721,835
TOTAL MALE LICENSED DRIVERS	644,877
CHILDREN'S IDs	6,376
EMPLOYEE IDs	27,122
NON-DRIVER IDs	159,288

GRADUATED LICENSING KEEPS WEST VIRGINIANS OF ALL AGES SAFE

DRIVER EXAMINATION TOTALS - FY '07

GRADUATED DRIVER'S LICENSE & LEARNER'S PERMIT

GDL LEVEL 1 WRITTEN		GDL LEVEL 2 SKILLS		LEARNER'S PERMIT		GDL & LEARNER'S TOTAL EXAMS	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
16,302	24,089	12,181	3,141	19,133	21,453	47,616	48,683

CLASS E (REGULAR DRIVER'S LICENSE)

DRIVING SKILLS	
Pass	Fail
13,745	4,039

COMMERCIAL DRIVER'S LICENSE

GENERAL KNOWLEDGE		AIR BRAKES		COMBINATION TRAILERS		DOUBLES & TRIPLES	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
134	124	130	53	93	42	20	11

TANKER TRAILERS		HAZARDOUS MATERIALS		PASSENGER ENDORSEMENT		PRE-TRIP INSPECTION	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
34	11	98	47	40	20	2,663	179

DRIVER EXAMINATION TOTALS - FY '07

COMMERCIAL DRIVER'S LICENSE (CONTINUED)

BASIC CONTROL SKILLS		SKILLS TESTING		CDL TOTAL EXAMS	
Pass	Fail	Pass	Fail	Pass	Fail
2,617	183	2,587	100	7,867	462

MOTORCYCLE

MOTORCYCLE SKILLS		MOTORCYCLE WRITTEN		MOTORCYCLE TOTAL EXAMS	
Pass	Fail	Pass	Fail	Pass	Fail
1,785	667	8,470	4,667	10,255	5,334

MOTORCYCLE SAFETY TRAINING

Trained

1,880

DRIVER IMPROVEMENT

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

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

The Division's Alcohol Test and Lock Program makes it possible to restrict rather than revoke the driving privileges of DUI offenders. A breath alcohol content monitor is wired into the ignition of participants' vehicles. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineligible for Test and Lock during any appeal of their license revocations, have a previous conviction for driving while revoked/suspended within the last six months, or have been convicted of DUI involving a controlled substance. Participants must first serve a license revocation and enroll in an approved DUI Safety and Treatment program. Test and Lock enables participants to avoid the disruption to their lives that a DUI would cause. The Division of Motor Vehicles' statistics show that the rate of DUI recidivism is much lower among Test and Lock participants than among the general population. Thus, Test and Lock benefits both society and the problem driver.

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

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

LICENSE REVOCATIONS/SUSPENSIONS

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

The Driver's License Advisory Board is appointed by the Governor with the advice and consent of the Senate. The Board advises the Commissioner of Motor Vehicles on vision standards and medical criteria relevant to the licensing of drivers. The Board's five (5) members are all physicians; one of whom must be an ophthalmologist.

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

West Virginia was one of the first states to implement extrajudicial administrative sanctions for DUI offenders. The Federal Government followed West Virginia's lead; now requiring all states to perform an administrative review of all DUI arrests in order to remain eligible for certain Federal Transportation and Safety grants.

REVOCATION/SUSPENSION TOTALS - FY '07

Unpaid tickets	59,472		63.5%
DUI	8,627		9.2%
No insurance	8,969		9.6%
Other	16,512		17.7%
Mandatory Revocations	5,838	Fraudulent Applications	33
Point System Violations	1,362	Drivers < 21, Any Measurable Alcohol	127
Truants/Dropouts Under 18	946	GDL, 2 or More Tickets	157
Failed Re-examinations	165	Driving While Revoked/Susp.	7,705
Medical	157	Unpaid Child Support	22

DRIVER IMPROVEMENT STATISTICS

DRIVING UNDER THE INFLUENCE	<i>FY 2006</i>	<i>FY 2007</i>
DUI Revocations	9,842	9,877
Under 21, any measurable blood alcohol content	168	127
Hearings Held	3,116	2,768
Decisions Rendered	2,863	2,599
Revocations Upheld	2,064	1,810
Revocations Dismissed	853	738
Insufficient Evidence	239	52
Arresting Officer Did Not Appear	527	667
Arresting Officer Did Not Present Evidence	87	52
Concurrent Revocation (Two Issues)	712	738
Total Convictions From Magistrates	4,114	4,095
Total Convictions From Circuit Court	83	101
Total Convictions from Municipal Court	422	453
Persons Completing Safety and Treatment Program	4,490	4,853
Alcohol Test and Lock Program		
Applications	687	854
Installations	514	683
Enrollees Completing Program	324	376
Person's Disqualified	87	135
RESIDENT VIOLATORS		
Notices Received	85,325	79,388
License Suspensions	62,960	59,472
License Reinstatements	37,664	34,532
STUDENT ATTENDANCE PROGRAM		
Notices Received	3,583	3,625
License Suspensions	886	946
License Reinstatements	582	773
OFFENSES REQUIRING REVOCATION		
Reckless Driving (Third Offense in 24 Months)	0	0
Driving While Revoked or Suspended	4,822	7,705
Speed Racing (On a Public Street or Highway)	28	20
Hit and Run (Personal Injury)	4	2
Manslaughter (Negligent Homicide)	2	1
Leaving the Scene of an Accident	61	24

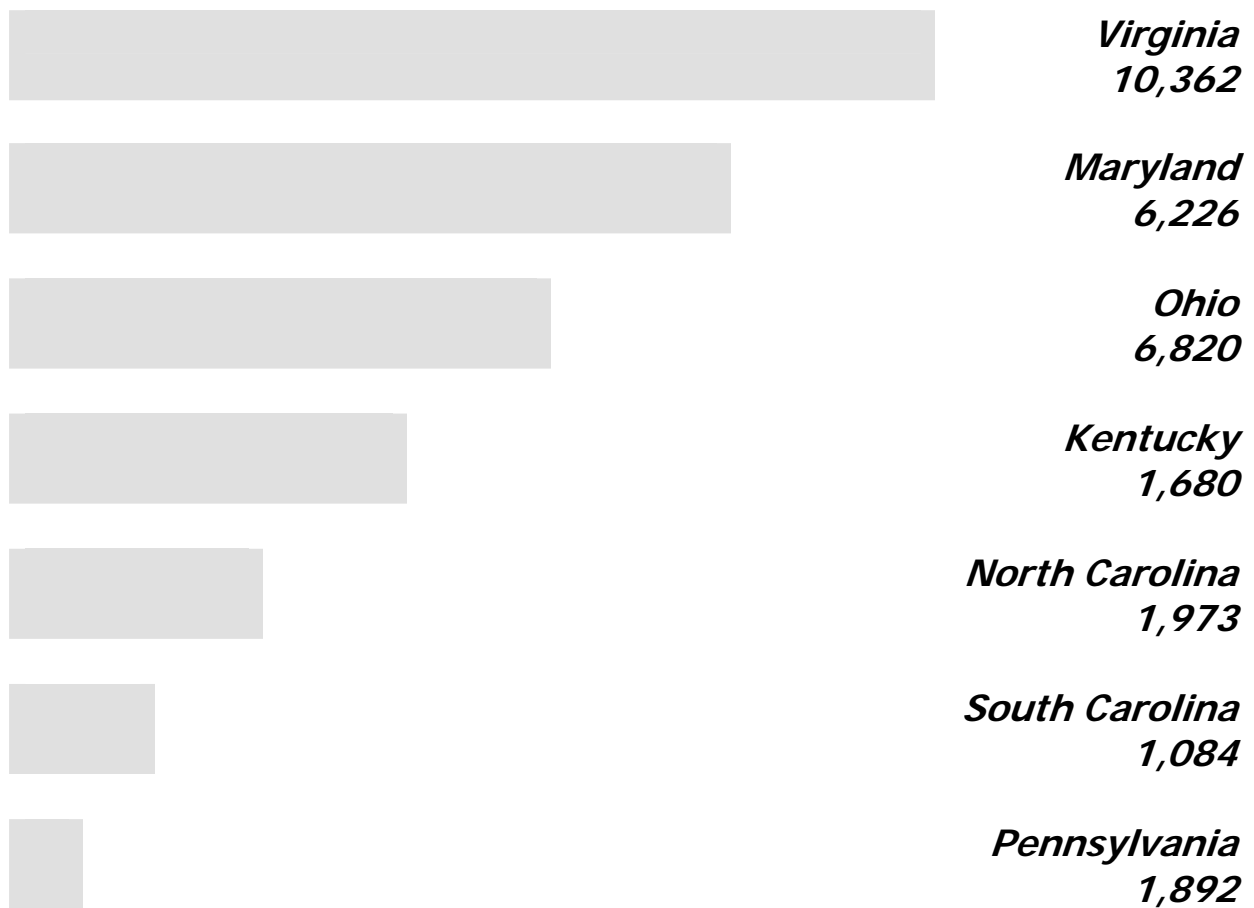
DRIVER IMPROVEMENT STATISTICS

POINT SYSTEM	<i>FY 2006</i>	<i>FY 2007</i>
Letters of Caution Issued	13,714	11,381
Suspensions	1,656	1,362
Hearings		16
Reinstatements	1,353	1,200
Medical Suspensions	94	157
Re-Exam Suspensions	157	165
REPORTED TRAFFIC CONVICTIONS		
Reckless/Hazardous Driving	1,395	1,657
Speeding in a School Zone	216	253
Speeding	24,704	27,543
Hit and Run (Property Damage)	0	0
Leaving an Accident (Property Damage)	562	736
Passing Stopped School Bus	77	71
Improper Passing	745	801
Improper Signal/No Signal	224	318
Improper Lane Change	142	240
Failure to Keep in Proper Lane	233	269
Failure to Follow Police Officer's Instructions	13	30
Failure to Yield to an Emergency Vehicle	64	108
Failure to Obey Traffic Signal/Control Device	3,726	4,195
Driving Left of Center	698	828
Driving Too Fast for Conditions	96	147
Failure to Keep Vehicle Under Control	2,437	2,733
Failure to Yield When Merging	1,353	1,543
Following Too Closely	344	431
Driving with More Than Three People in Front	46	38
Driving Wrong Way on a One-Way Street	189	200
Driving on Wrong Side of Road	3	3
Making Improper Turn	212	287
Improper Backing	84	105

DRIVER'S LICENSE COMPACT

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

VIOLATIONS BY WV DRIVERS, NEARBY STATES



VIOLATIONS REPORTED - ALL STATES

	FY 2006	FY 2007
Alabama	56	62
Alaska	1	2
Arizona	42	47
Arkansas	34	21
California	77	74
Colorado	63	57
Connecticut	42	38
Delaware	89	123
Dist. Of Columbia	4	9
Florida	37	49
Georgia	240	299
Hawaii	<i>no report</i>	<i>no report</i>
Idaho	16	24
Illinois	167	213
Indiana	217	201
Iowa	27	51
Kansas	71	81
Kentucky	1,652	1,680
Louisiana	26	51
Maine	8	11
Maryland	4,874	6,266
Massachusetts	11	20
Michigan	122	148
Minnesota	24	20
Mississippi	7	40
Missouri	69	88
Montana	21	25
Nebraska	31	34

VIOLATIONS REPORTED - ALL STATES

	<i>FY 2006</i>	<i>FY 2007</i>
Nevada	21	19
New Hampshire	2	12
New Jersey	182	219
New Mexico	10	7
New York	397	277
North Carolina	1,486	1,973
North Dakota	32	34
Ohio	7,290	6,820
Oklahoma	49	58
Oregon	26	29
Pennsylvania	1,854	1,892
Rhode Island	1	<i>no report</i>
South Carolina	986	1,084
South Dakota	11	20
Tennessee	204	307
Texas	130	148
Utah	15	30
Vermont	3	3
Virginia	9,948	10,362
Washington	30	71
Wisconsin	17	50
Wyoming	65	79
<i>TOTAL</i>	30,787	33,188

Forty-four (44) states (excluding Alaska, California, Michigan, Montana, Oregon and Wisconsin) allow non-resident motorists to accept a traffic citation for certain violations and proceed on their way without delay. Member states reciprocally suspend the driver's licenses of their residents who fail to satisfy a traffic complaint issued in another state.

	<i>FY 2006</i>	<i>FY 2007</i>
Non-compliance reports from other states	3,863	4,767
Non-compliance files closed upon proof of compliance	1,233	1,410
License suspended for failure to comply	2,775	3,229
Notices mailed to other states	12,074	8,605

RESIDENT VIOLATOR

	<i>FY 2006</i>	<i>FY 2007</i>
Notices received	85,325	79,388
Suspensions	62,960	59,472
Reinstatements/Cleared	37,664	34,532

COMPULSORY INSURANCE

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

	<i>FY 2006</i>	<i>FY 2007</i>
COURT REPORTS		
Suspension Letters	10,667	10,851
Driver's License Suspensions	6,723	5,872
Vehicle License Suspensions	4,268	3,313
State Police (serve orders)	2,095	1,694
Total Accident/Court Suspension Letters	16,417	17,102
VERIFICATIONS		
Verifications Requested	9,428	-0-
Certified Suspension Letters	2,338	7
Driver's Licenses Revoked	381	6
Vehicle Licenses Suspensions	447	4
State Police (serve orders)	333	0
ACCIDENT REPORTS		
Pending Suspension Letters	5,751	4,853
Driver's License Suspensions	2,605	2,364
Vehicle License Suspensions	1,671	1,421
State Police (serve orders)	921	890
CANCELLATIONS		
Pending Suspension Letters	749	0
Driver's License Suspensions	257	261
Vehicle License Suspensions	277	229
Certified Suspension Letters	893	843
State Police (secure orders)	308	175
JUDGEMENTS		
Pending Suspension Letters	429	401
Driver's License Suspensions	429	401
Vehicle License Suspensions	56	60
State Police (serve orders)	3	2

FRAUDULENT

Fraudulent Suspension Letters Processed
Driver License Suspensions (Stops on file)
Vehicle License Suspensions (Stops on file)
State Police Secure Orders

FY 2006

-0-
-0-
-0-
-0-

FY 2007

48
65
40
8

DRIVING RECORDS

Total Driving Records Processed
Certifications
Lien Holders Notices

50,782
-0-
-0-

57,242
18,611
872



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INFORMATION



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

INFORMATION SERVICES

DATA ENTRY UNIT

The Data Entry Unit verifies and enters vehicle titling and licensing information, verifies and distributes title documents, registration cards and related reports. This Unit also assists the Division of Motor Vehicles' Regional Offices and performs general information troubleshooting services agency-wide.

RECORDS UNIT

The Records Unit maintains the Agency's records and responds to access requests from legally authorized sources. This Unit is also responsible for the optical imaging of all Division of Motor Vehicles files.

HELP DESK

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



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INVESTIGATION, SECURITY AND SUPPORT SERVICES



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

INVESTIGATION, SECURITY AND SUPPORT SERVICES

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

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

The Investigation, Security and Support Services Section oversees the DMV Warehouse and Inventory Supply and is responsible for the ordering of all DMV License Plates, Decals, Titles and Registration documents and other necessary supplies for distribution to DMV offices and maintains and up-to-date inventory of these materials and fixed assets. This section is also responsible for ordering new state vehicles and monitoring the ARI system to assure that proper maintenance on its current vehicles is performed as scheduled.

This section maintains the responsibility for security issues for the Division and provides in-house security access for all DMV employees and coordinates with the Homeland Security Office and Protective Services when issuing security access right to public entrances to all building located on the Capitol Complex.

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



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LEGAL



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

LEGAL SERVICES

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

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

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

ADMINISTRATIVE HEARINGS

<i>TYPE OF HEARING</i>	<i>FY 2006</i>	<i>FY 2007</i>
Driving under the influence of alcohol	3,116	2,253
Concurrent revocations	802	787
Under 21, any measurable blood alcohol content	54	51
Point system	14	16
Compulsory insurance	36	21
X-Files	2	2
Fraudulent driver's license	2	2
Resident violators	5	6
Student attendance program	1	0
Identity	24	18
Total Administrative Hearings Held	4,039	2,768
DUI Related	3,629	2,301
TOTAL ADMINISTRATIVE DECISIONS RENDERED	3,690	2,599



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MANAGEMENT



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

MANAGEMENT SERVICES

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

The Receiving and Processing Section of Management Services processes title work and vehicle renewals received via U.S. mail. During FY 2007, the unit processed 212,828 vehicle titles and title applications. The efficient operation of this unit enables the Division to deposit \$66,583,631 in privilege tax remittances from vehicle owners within hours of receipt and track the status of the title work during processing. This Section processed a grand total of 313,175 checks from customers, with a total value of \$87,415,221.

The Accounting Section of Management Services is responsible for depositing and recording the \$280,214,210 collected in revenue during FY 2007. Privilege taxes, which the State uses to match federal highway construction grants, accounted for \$173,306,253 of the total. Almost 1,400 checks drafted in the amount of \$261,859 were returned to the Division for insufficient funds. During FY 2007, the Accounting Section received \$205,472 in payments for 1,043 returned checks.

The Purchasing and Accounts Payable Section oversees the Division's expenditures, facility maintenance, employee travel and training, along with providing budgetary and financial advice.

Credit cards are accepted at all Division of Motor Vehicles' Regional offices and at the main office in Charleston. During the past fiscal year 126,151 credit card transactions amounting to \$16,165,953 were processed. Credit card user fees in the amount of \$316,050 were paid by the Division during FY 2007.

West Virginia automobile dealers can collect privilege tax, start the process for a vehicle title and issue a new registration plate all before the customer leaves the showroom with their new automobile. Utilizing CVR's (Computerized Vehicle Registration) System, automobile dealers completed 25,506 transactions and collected \$19,957,507 in revenue for the Road Fund in FY 2007.

During FY 2007 the Receiving and Processing Section instituted a new process for handling certified mail. In the coming year, most of the Division's 211,000 pieces of certified mail will be e-certified mail with the Division receiving the recipients' signatures over the internet. The United States Postal Service estimates the Division will save \$1.30 per certified letter.

GROSS REVENUE (\$)

87	148,709,918	+7%
88	143,457,034	-4%
89	153,941,653	+7%
90	161,981,910	+5%
91	163,242,281	+1%
92	167,928,903	+3%
93	174,318,216	+4%
94	191,203,717	+10%
95	200,489,013	+5%
96	207,700,601	+4%
97	210,776,804	+1%
98	226,104,741	+7%
99	236,675,098	+4%
00	261,008,299	+10%
01	255,387,466	-2%
02	281,353,927	+4%
03	274,159,960	-2.5%
04	280,556,123	+2.3%
05	284,062,765	+1.2%
06	278,864,176	-2%
07	280,214,210	+0.5%

AGENCY REVENUE BY SOURCE

ROAD FUND	<i>FY 2006</i>	<i>FY 2007</i>
Other Road Fund Revenue	\$ 86,976,200	87,057,668
Privilege Tax	171,478,896	173,306,253
Litter Control Fee	1,691,426	1,549,254
GENERAL REVENUE	<i>FY 2006</i>	<i>FY 2007</i>
(Instruction permits)	\$ 71,090	74,956
SPECIAL REVENUE	<i>FY 2006</i>	<i>FY 2007</i>
Boat License (DMV)	\$ 197,868	81,418
Boat License (DNR)	198,069	81,260
Returned Check Fees	11,284	11,072
Insurance Fees	903,853	850,243
Driver Rehabilitation Fees (Mental Health Ctrs)	232,945	240,474
Hearing Docket Fees (DMV Witness Fees)	44,715	44,765
Driver License Reinstatement	1,496,196	1,918,773
Special Plates	345,874	314,233
Motorcycle Safety (DMV) Fund	312,754	376,752
Motorcycle License Examination Fund	78,475	80,542
CDL Program (DMV)	914,141	933,846
Inspection of Reconstructed Vehicles	168,652	145,371
Voter Registration Fee (Secretary of State)	213,339	179,424
DMV/DNR Non-game Wildlife Fund (1 year)	242,485	225,450
DMV/DNR Non-game Wildlife Fund (2 year)	147,932	148,184
Ad Valorem	9,536,185	8,747,086
Ad Valorem Administrative Fund	4,235	356,718
Environmental Cleanup	3,356,035	3,242,532
Dealer Recovery Fund	241,517	231,693
Dealer Sales License	-0-	10,406
Prior Year Expiring Funds	10	5,847
TOTAL REVENUE	\$278,864,176	280,214,220

AGENCY EXPENDITURES

	<i>FY 2006</i>	<i>FY 2007</i>
Personnel Services	\$ 14,504,350	14,742,675
Increment Pay	256,163	258,950
Fringe Benefits	5,795,443	5,944,157
Operating/Overhead	24,720,117	23,862,348
TOTAL EXPENDITURES	\$45,276,073	\$44,808,130



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REGIONAL OFFICE/ CALL CENTER



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

REGIONAL OFFICE AND CALL CENTER SERVICES

REGIONAL OFFICE OPERATIONS

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

THE PAST

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

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

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

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

EARLY DECENTRALIZATION EFFORTS

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

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

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

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

"ONE STOP SHOPPING"

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

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

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

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

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

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

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

THE PRESENT AND FUTURE

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

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

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

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

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

REGIONAL OFFICE AND CALL CENTER SERVICES FISCAL YEAR 2007 TOTALS

CALL CENTER INQUIRY TOTALS

Titles	96,478
Registration and Plates	78,213
Driver's License	129,147
DUI, Points, Citations, Resident Violators	85,212
Insurance	15,584
Address, Hours, Etc.	54,480
Boats	2,941
Disabled Services	15,917
Special Plates	3,099
Miscellaneous	16,321
Leasing	843
Dealers	2,503
International Registration Program	2,030
Questions for other Agencies	2,024

REGIONAL OFFICE OPERATIONS TOTALS

Customers served	2,086,989
Transactions processed	2,702,662
Dealer revenue collected	\$49,303,012
Total revenue collected	\$121,383,894
Titles instant printed	170,057
Titles processed	620,389
Operator renewals	233,784
Vehicle renewals	198,450
Driver Examinations	144,277
Commercial Driver Examinations	14,035

REGIONAL OFFICES

Beckley	5,262,051.55
Charles Town	3,838,971.34
Clarksburg	5,835,557.52
Elkins	4,876,967.30
Flatwoods	2,570,505.72
Franklin	962,833.25
Huntington	11,689,266.10
Kanawha City	10,273,720.20
Lewisburg	2,708,324.07
Logan	3,550,327.08
Martinsburg	11,349,741.65
Moorefield	2,125,439.13
Morgantown	7,318,657.04
Moundsville	7,662,980.39
Parkersburg	9,804,964.96
Point Pleasant	2,137,469.09
Princeton	5,837,257.97
Romney	3,730,879.21
Spencer	1,902,334.49
Weirton	3,587,830.15
Welch	1,042,250.29
Williamson	2,602,024.35
Winfield	10,713,541.65
TOTAL REVENUE	\$121,383,894.49



FY 2007 ANNUAL REPORT

VEHICLE



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

VEHICLE SERVICES

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

TITLES AND REGISTRATION

The Titles and Registration Unit processes registrations and titles for all vehicles (including motorboats) and issues special license plates. Technological innovation has enabled the Unit to process all title work promptly upon receipt, track all title work in progress, and provide comprehensive information to customers who call in. Titles and Registration has been aggressive in implementing federal mandates that require increased scrutiny of odometer statements and the use of special tamper-resistant forms for many title transactions.

DEALER SERVICES/LEASING

Dealer Services issues motor vehicle dealer licenses and license service operation permits, inspects reconstructed vehicles, and oversees temporary registration plate issuance by dealers and license services. West Virginia assesses leased vehicle taxes according to the value of a vehicle's lease, rather than the value of the vehicle itself. The Division accordingly allows a special process for titling leased vehicles. Dealer Services processed 3,735 leased vehicle titles during FY 2007. Annual revenues under this program have increased from \$854,000 to \$4,115,875 since FY 1995.

VEHICLE DEALER OVERSIGHT

	<i>FY 2006</i>	<i>FY 2007</i>
Dealers Licensed	1,712	1,725
Dealer Pre-Application Inspections	193	156
Dealer Applicant Investigations	257	194
Dealer Compliance Investigations	3,076	2,614
Unlicensed Dealer Investigations	52	44
Reconstructed Vehicle Inspections	4,475	4,026
Temporary Registration Plates Issued	173,214	165,881
To Motorcycles	6,467	6,994
To Dealers	131,274	124,791
To License Services	31,048	27,538
To Auto Auctions	1,855	2,020
Leased Vehicle Titles Processed	3,735	3,451
Revenue Leased Vehicles	\$4,115,875	\$4,686,117
Rental Taxes Collected	\$1,183,244	\$1,276,193

TITLE & REGISTRATION TRANSACTIONS

	<i>FY 2006</i>	<i>FY 2007</i>
Titles Processed	734,346	894,812
License Plate Transfers	199,694	202,666
License Plate Exchanges	208	170
License Plate Duplicate Issues	7,447	7,275
Duplicate Decal Issues	7,646	7,460
Lien Recordings	248,849	257,048
Title File Scans	749,343	765,935

REGISTRATIONS BY CLASS

<i>CLASS</i>	<i>FY 2006</i>	<i>FY 2007</i>
A -- Passenger	1,337,158	1,307,093
B -- Trucks	48,292	49,970
C -- Trailers, Semis	113,954	124,214
G -- Motorcycles	40,199	44,844
H -- Buses	188	230
J -- Taxicabs	121	94
M -- Special Mobile Equipment	1,313	1,273
P -- Government	33,971	34,816
R -- Camping Trailers	31,957	35,874
T -- Boat Trailers	90,826	100,135
V -- Antique Vehicles	8,628	10,134
X -- Farm Vehicles	2,931	2,900
TOTAL	1,709,538	1,711,577




REGISTRATIONS BY COUNTY

	<i>FY 2006</i>	<i>FY 2007</i>		<i>FY 2006</i>	<i>FY 2007</i>
Barbour	14,390	14,462	Lewis	19,423	19,480
Berkeley	91,392	92,986	Lincoln	19,055	19,015
Boone	22,058	22,077	Logan	30,928	30,569
Braxton	14,121	14,050	McDowell	19,233	18,531
Brooke	18,957	18,548	Marion	55,516	55,063
Cabell	81,019	79,304	Marshall	25,272	25,486
Calhoun	7,227	7,101	Mason	23,817	24,019
Clay	9,082	9,306	Mercer	55,737	55,494
Doddridge	5,213	5,171	Mineral	27,326	29,310
Fayette	43,448	43,305	Mingo	24,910	24,873
Gilmer	6,441	6,412	Monongalia	60,605	60,570
Grant	13,606	13,576	Monroe	13,877	14,011
Greenbrier	38,830	39,150	Morgan	16,950	17,773
Hampshire	25,509	25,946	Nicholas	28,167	27,984
Hancock	30,489	29,969	Ohio	40,315	39,307
Hardy	14,901	15,151	Pendleton	9,465	9,488
Harrison	65,557	65,222	Pleasants	6,823	6,884
Jackson	29,298	30,060	Pocahontas	10,248	10,124
Jefferson	51,332	51,585	Preston	31,591	31,751
Kanawha	179,936	179,145	Putnam	48,332	49,543

REGISTRATIONS BY COUNTY

	<i>FY 2006</i>	<i>FY 2007</i>
Raleigh	68,333	68,086
Randolph	28,338	28,385
Ritchie	10,801	10,835
Roane	13,837	13,876
Summers	10,948	10,520
Taylor	12,865	13,240
Tucker	7,073	6,988
Tyler	7,988	8,063
Upshur	29,261	29,143
Wayne	27,896	28,005
Webster	9,615	9,503
Wetzel	19,027	18,544
Wirt	6,093	6,093
Wood	79,581	80,227
Wyoming	21,816	21,673
Out-of-State	25,650	26,595
Total	1,709,538	1,711,577

PERSONALIZED LICENSE PLATES

	1991	PERSONALIZED PLATES ISSUED 25,725
WEST VIRGINIA LICENSE PLATES	1992	25,338
	1993	25,992
MAY BE PERSONALIZED TO ORDER	1994	26,014
	1995	26,192
	1996	30,635
	1997	31,908
	1998	31,799
	1999	31,262
	2000	34,043
	2001	35,156
	2002	36,497
	2003	37,705
	2004	39,103
	2005	41,558
	2006	42,204
	2007	43,453

SPECIAL & ORGANIZATIONAL PLATES

	<i>FY 2006</i>	<i>FY 2007</i>
Personalized	42,204	43,453
Veteran	16,287	15,521
EMS	1,267	1,369
Firefighter	1,857	1,542
Certified Firefighter	163	165
Volunteer Firefighter	990	1,188
Medal of Honor	1	1
Pearl Harbor	49	48
Purple Heart	3,235	3,200
Prisoner of War	272	262
Disabled Veteran	2,954	3,210
National Guard	484	513
Governor's Numbers	1,180	1,174
Legislative	152	154
Former Legislative	25	39
Ham Radio	1,235	1,219
Antique Radio	12,083	13,867
Handicapped	6,516	6,510
Military Organizations	33,20	3,835
Special Organizations	3,876	3,961
Patriotic	7,028	7,339
911 Commemorative	4,190	3,444
Silver-Haired Legislature	7	9
NASCAR	7,040	7,449
DNR Wildlife (Bird)	16,132	14,726
DNR Wildlife (Deer)	11,346	11,908
Whitewater Rafting	314	424
Breast Cancer Awareness	535	807
4H/FAA	89	99
Character Education	19	24
Wounded Law Enforcement	15	25

REGISTERED VEHICLE DEALERS

DEALER CLASSES: **D** -- New and used vehicles other than motorcycles. **DTR** -- Trailers, semi-trailers, house trailers. **DUC** -- Used vehicles other than motorcycles. **F** -- New and used motorcycles. **MFG** -- Reconstructors, assemblers, and reassemblers of vehicles with special bodies. **TRS** -- Transporters of vehicles to or from plants or agents of a manufacturer or purchaser. **REP** -- Financial institutions authorized to repossess vehicles. **DRV** -- Recreational vehicle dealers. **AA** -- Auctioneers. **WDR** -- Dealers in used parts, wreckers and dismantlers of vehicles for resale of parts.

COUNTY	C L A S S											=
		AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	
Barbour		0	2	0	1	10	0	0	0	0	3	16
Berkeley		1	6	2	13	73	4	0	0	0	8	107
Boone		0	2	1	3	12	1	0	0	1	0	20
Braxton		0	3	4	3	10	2	0	0	0	2	24
Brooke		0	1	2	1	7	2	0	0	0	2	15
Cabell		0	13	6	10	37	7	0	0	0	8	81
Calhoun		0	0	1	1	5	0	0	0	0	0	7
Clay		0	1	0	0	2	0	0	0	0	0	3
Doddridge		0	0	0	0	1	0	0	0	0	0	1
Fayette		0	5	1	1	15	0	0	0	0	0	22
Gilmer		0	0	1	1	3	1	0	0	0	0	6
Grant		0	1	1	1	10	1	0	0	0	0	14
Greenbrier		0	6	2	4	20	1	0	0	0	4	37
Hampshire		0	1	3	6	22	4	0	0	0	0	36
Hancock		0	4	2	2	14	1	0	0	0	3	26
Hardy		0	2	2	2	11	0	0	0	0	0	17
Harrison		1	9	3	9	63	4	0	0	0	6	95

REGISTERED VEHICLE DEALERS

COUNTY	C L A S S	REGISTERED VEHICLE DEALERS										=
		AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	
Jackson		1	3	6	8	21	1	1	0	1	3	45
Jefferson		1	3	1	2	14	0	1	0	0	3	25
Kanawha		3	21	16	23	61	13	0	0	1	7	145
Lewis		0	5	4	2	14	1	0	0	0	5	31
Lincoln		0	0	0	0	12	0	0	0	0	5	17
Logan		0	4	4	3	13	2	0	0	0	0	26
Marion		0	4	2	2	16	1	0	0	0	4	29
Marshall		0	0	2	1	3	1	0	0	1	3	11
Mason		0	0	0	0	9	0	0	0	0	0	9
McDowell		0	7	5	4	46	2	1	0	0	6	71
Mercer		1	6	10	9	45	8	1	0	0	8	88
Mineral		0	4	3	3	23	2	0	0	0	3	38
Mingo		0	3	0	0	5	1	0	0	0	2	11
Monongalia		0	11	2	7	43	3	2	0	0	12	80
Monroe		0	0	0	1	9	0	0	0	0	2	12
Morgan		0	1	2	4	8	1	0	0	0	1	17
Nicholas		0	2	4	7	16	2	0	0	0	2	33
Ohio		0	12	5	5	14	4	0	0	0	2	42
Pendleton		0	0	0	1	6	0	0	0	0	1	8
Pleasants		0	1	2	3	4	0	1	0	0	0	11
Pocahontas		0	2	0	1	2	0	0	0	0	0	5
Preston		0	4	1	3	32	0	0	0	0	1	41

REGISTERED VEHICLE DEALERS

COUNTY	C L A S S											
		AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	=
Putnam		1	5	5	4	13	3	2	0	0	3	36
Raleigh		1	11	9	12	45	4	0	0	0	2	84
Randolph		0	8	8	8	25	4	0	0	0	1	54
Ritchie		0	1	1	3	4	0	1	0	0	0	10
Roane		0	2	0	2	8	0	1	0	0	1	14
Summers		0	0	1	0	3	0	0	0	0	0	4
Taylor		0	1	0	1	10	0	0	0	0	3	15
Tucker		0	1	0	0	3	0	0	0	0	1	5
Tyler		0	2	0	0	2	0	0	0	0	0	4
Upshur		2	3	1	3	22	1	0	0	0	1	33
Wayne		0	2	6	3	19	0	0	0	0	7	37
Webster		0	0	1	1	6	0	0	0	0	2	10
Wetzel		0	3	2	2	10	1	0	0	0	0	18
Wirt		0	0	0	0	4	0	0	0	0	1	5
Wood		0	12	11	6	58	6	3	0	0	4	100
Wyoming		0	0	0	2	4	0	0	0	0	1	7
TOTAL		12	200	145	194	967	89	14	0	4	133	1,758

MOTORBOAT REGISTRATIONS

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

COUNTY	FEE-PAYING (lengths A,B,C,D)	NON-FEE PAYING (lengths E,F,G,H)	GOVERNMENT (lengths I,J,K,L)	TOTAL
Barbour	476	66	1	543
Berkeley	2,391	179	0	2,570
Boone	907	43	1	951
Braxton	654	89	6	749
Brooke	576	68	1	645
Cabell	2,476	97	4	2,577
Calhoun	208	30	0	238
Clay	399	50	2	451
Doddridge	147	52	0	199
Fayette	1,763	80	5	1,848
Gilmer	142	23	0	165
Grant	380	75	0	455
Greenbrier	956	202	6	1,164
Hampshire	680	174	7	861
Hancock	767	71	3	841
Hardy	435	142	1	578
Harrison	2,027	348	4	2,379
Jackson	1,220	112	3	1,335
Jefferson	1,109	86	1	1,196
Kanawha	6,188	397	159	6,744
Lewis	943	51	6	1,000
Lincoln	822	36	3	861
Logan	1,109	81	3	1,191
Marion	1,912	217	11	2,140
Marshall	901	193	4	1,098
Mason	852	116	7	975
McDowell	493	42	0	535
Mercer	1,808	95	0	1,903

MOTORBOAT REGISTRATIONS

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

COUNTY	FEE-PAYING (lengths A,B,C,D)	NON-FEE PAYING (lengths E,F,G,H)	GOVERNMENT (lengths I,J,K,L)	TOTAL
Mineral	791	159	1	951
Mingo	974	83	3	1,060
Monongalia	2,049	139	13	2,201
Monroe	354	28	7	389
Morgan	579	95	0	674
Nicholas	1,360	87	2	1,449
Ohio	880	119	3	1,002
Pendleton	140	36	6	182
Pleasants	342	53	3	398
Pocahontas	199	36	1	236
Preston	721	98	0	819
Putnam	1,883	112	4	1,999
Raleigh	2,574	103	5	2,682
Randolph	679	100	3	782
Ritchie	418	113	6	537
Roane	582	94	2	678
Summers	432	10	5	447
Taylor	588	43	1	632
Tucker	151	23	0	174
Tyler	360	119	1	480
Upshur	901	51	19	971
Wayne	1,376	24	3	1,403
Webster	401	35	0	436
Wetzel	618	119	1	738
Wirt	284	47	0	331
Wood	2,976	399	24	3,399
Wyoming	1,104	67	3	1,174
Out-of-State	186	13	0	199
TOTAL	55,641	5,620	354	62,615

MOTOR CARRIER SERVICES

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

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

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

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

Ten (10) Canadian provinces and all of the states of the continental US recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental US.

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

OTHER OPERATIONS

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

GOALS & OBJECTIVES

- Relocate IRP office to a more convenient location for West Virginia motor carriers
- Make IRP/IFTA credentialing available through the Division of Motor Vehicles' Regional offices
- Continue to introduce new motor carriers to electronic credentialing and self-credentialing
- Streamline administration of motor carrier credentialing and taxation
- Reduce administrative paperwork and enhance compliance with motor carrier regulations through technology
- Continue the PRISM program to improve the safety performance of high-risk carriers

FY 2008 PROJECTIONS

Carriers registered in IRP	3,200	IFTA decal issues	15,000
Trucks registered in IRP	15,500	Road tax accounts	2,600
IFTA accounts	2,400	Road tax decals issued	9,000

IRP REGISTRANTS

	<i>FY 2006</i>	<i>FY 2007</i>
Power Units	13,030	11,638
Carriers	2,974	3,132

IRP REVENUE

	<i>FY 2006</i>	<i>FY 2007</i>
Collected from WV-Based Carriers	6,914,335.76	6,593,721.66
Collected from Other States	11,938,139.83	12,580,461.92
Paid to Other States	5,726,472.40	5,491,704.64
Ad Valorem	9,482,410.06	9,669,715.05

IFTA PARTICIPATION

	<i>FY 2006</i>	<i>FY 2007</i>
Members	2,345	2,394
Decals Issued	14,176	14,669

ROAD TAX REGISTRANTS

	<i>FY 2006</i>	<i>FY 2007</i>
Members	2,541	2,577
Decals Issued	8,123	9,206

COMMERCIAL DRIVER'S LICENSE HOLDERS

	<i>FY 2006</i>	<i>FY 2007</i>
	67,233	65,821