



FY 2009 ANNUAL REPORT

JOE E. MILLER

Commissioner of Motor Vehicles

MONICA J. PRICE

Executive Assistant to the Commissioner

STEVEN O. DALE

Executive Assistant to the Commissioner

DAVID H. BOLYARD

Director, Driver Services

GLENN O. PAULEY

Director, Vehicle Services, IRP, Dealers

JILL C. DUNN

General Counsel, Legal Services

RICHARD M. JOHNSTON

Director, Management Services

PETE LAKE

Director, Regional Offices, Call Center

BOBBY TIPTON

Director, Governor's Highway Safety Office

STEVE EDENS

Director, Support Services, Investigations, Security

DMV REGIONAL OFFICES

BECKLEY

CHARLES TOWN

CLARKSBURG

ELKINS

FLATWOODS

FRANKLIN

HUNTINGTON

KANAWHA CITY

LEWISBURG

LOGAN

MARTINSBURG

MOOREFIELD

MORGANTOWN

MOUNDSVILLE

PARKERSBURG

PT. PLEASANT

PRINCETON

ROMNEY

SPENCER

WEIRTON

WELCH

WILLIAMSON

WINFIELD

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COMMISSIONER'S FOREWORD

The Mission of the Division of Motor Vehicles is to ensure the ethical interpretation and application of motor vehicle and related laws, provide essential motor vehicle and driver services, promote highway safety, and collect revenue for transportation programs.

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

Highlights of fiscal year 2009 for DMV include:

- The Regional Offices handled 1,603,357 customers and brought in revenue in the amount of \$104,142,409; the Call Center handled 552,171 calls at a 97 percent answer rate.
- A combined total of 180,309 credit card transactions were processed totaling \$19,044,800.
- Construction started on the new state offices for the DMV in Kanawha City. Relocation was completed in 2009
- The West Virginia Department of Transportation launched a new website that includes a new webpage for DMV: www.dmv.wv.gov.
- The DMV Privacy Team is in compliance with privacy requirements per Governor Manchin's initiatives.
- The DMV Interlock Program has grown significantly during FY 2009 due to a rise in mandatory interlock.
- The WV electronic Commercial Driver's Licensing Program (eCDL) won a

The Governor's Highway Safety Program (GHSP) became eligible for NHTSA Section 406 Funding in the amount of \$5 million in 2008 because they met the funding criterion for a seatbelt usage rate of 85 percent or greater in 2006 and 2007. The funding will be used to facilitate the compliance of electronic submission of traffic safety related police reports. Examples include: the Uniform Crash Report, the Uniform Traffic Citation & Warnings, the DUI Information Sheet, and the WV Motor Vehicle Stop Form. There are 185 municipal agencies, 55 sheriffs' departments, 4 state agencies, 13 college police agencies and approximately 3,285 police officers that submit these reports.

Our initial goal was for all agencies to submit forms electronically by July 2009. Currently, the Uniform Crash Report is complete and 98% of all agencies are submitting electronically. The E-Citation and Warning is currently being piloted by the WV State Police and we are confident that it will be released for statewide use by January 1, 2010. The DUI Information Sheet is currently in development, with a completion goal on or before January 1, 2011.

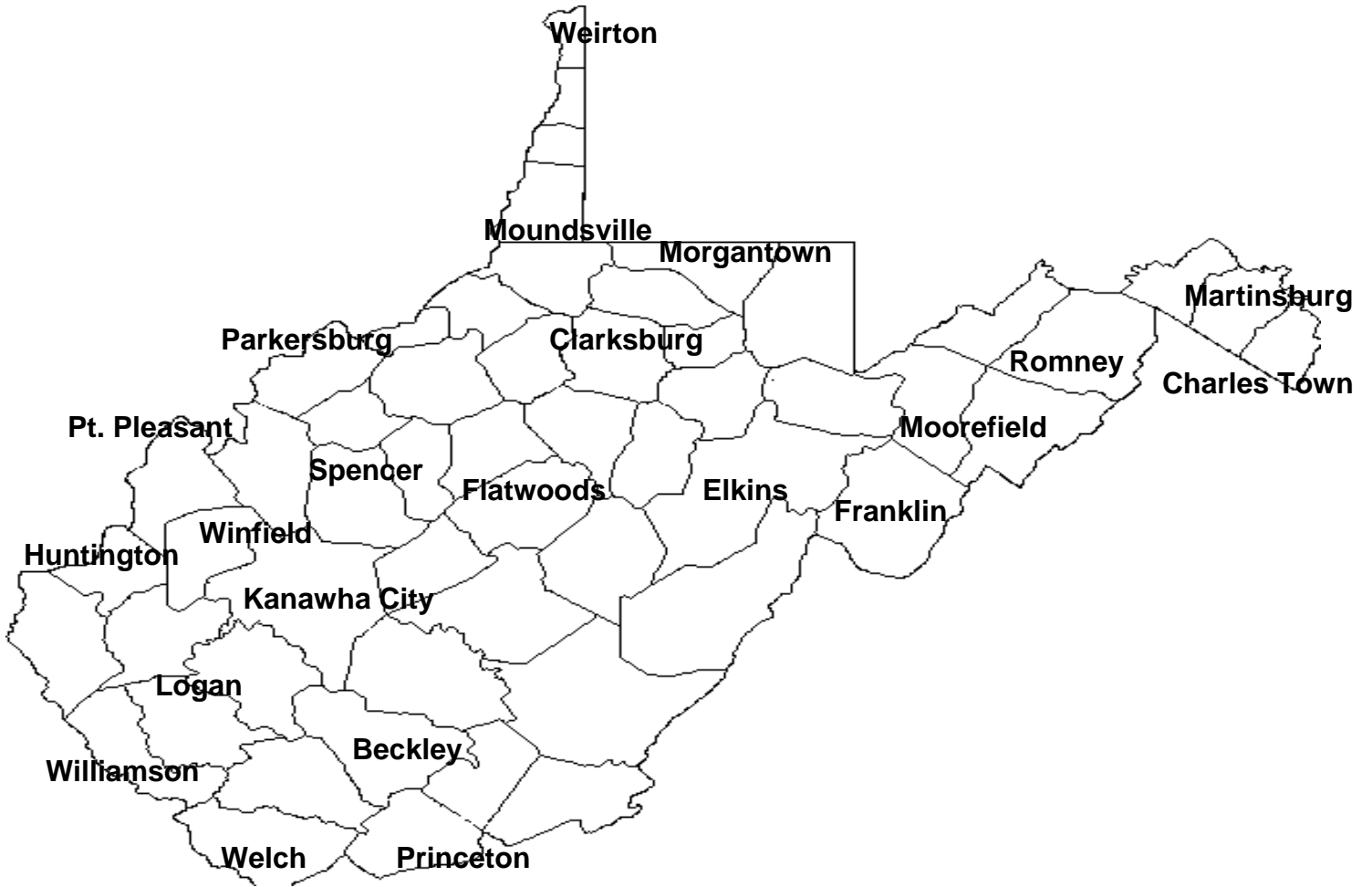
The DMV received a \$500,000 Federal Motor Carrier Safety Administration grant for the implementation of Phase III for the eCDL project. This grant will fund real-time audio and video verification materials, live tracking software and materials and other fraud prevention materials and software.

Several projects that were completed during FY 2009 are the Auto Testing Machine RFP, the Required ID Documents Brochure, the Call Center/Cisco Project, problems between IFTA/IRP Systems and the Tax Department, and the first phase of the Automobile Dealers Enhancement Package – E-temporary tag. The second phase of the Automobile Dealers Enhancement Package – E-lien/titles has been started; to be followed by phase three – E-hard plates and phase four – E-dealers tag.

Projects near completion include the Real ID/Pass ID, the Cash Register System RFP, and the Docketing system used by the DMV Legal Division to schedule hearings.

Ongoing projects include: the DUI Brochure; the CVISN Program, which is Senate Resolution 20, regarding a one-stop-shop concept study for commercial vehicles; and the utilization of the digital license plate, which is to replace the existing laminate plates with more cost effective digitally produced plates.

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





FY 2009 ANNUAL REPORT

NEW

MOTOR VEHICLE

LEGISLATION

Selected Summary

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

NEW MOTOR VEHICLE LAWS

Senate Bill 12

2-Year Motorcycle Renewal Option

This bill will allow motorcyclists the option to renew their registrations for one year or two years.

Senate Bill 398

GDL Upgraded to National Recommendations

Several changes were made to the GDL including: 1) Curfew changed from 11 p.m. to 10 p.m.; 2) Limit Level 2 driver to the age of 20 to – a. first 6 months Level 2, no unrelated passengers under the age of 20, and b. second 6 months Level 2, one unrelated passenger under the age of 20; 3) Increase certified driving experience from 30 hours to 50 hours, 10 of which must be at night; 4) Handheld Cell Phone/Text Messaging prohibition changed from secondary to primary enforcement; 5) DMV discretion to allow Level 2 driver to take driver improvement class to negate effects of “minor traffic offense” first ticket on one year infraction free driving, as well as counting against 2 conviction limit; 6) Clarify limit to 2 attempts at written test for Level 1 for \$5.00 fee; and 7) Criminal penalty for GDL violations clarified – first conviction is \$15, second conviction is \$50 and third conviction is \$75.

Senate Bill 540

Tax Cleanup Bill

1. City Optional Sales Tax does not apply to sales tax on vehicles.
2. New Resident Affidavit requirement eliminated; was made obsolete by change from privilege tax to sales tax based on exchange of consideration. (Effective July 10, 2009)

Senate Bill 556

Driver Improvement Class Point Reduction

Point reduction may apply after suspension letter is sent if based on 13 or 14 points and driver pays reinstatement fee and the class is accomplished before the suspension date. (Effective July 10, 2009)

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, Joe E. Miller, 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 2009.

- ◆ Reduce the fatality rate per 100 million miles traveled (VMT) from 2.08 in 1998 to 1.75 in 2012. (FY 2008 rate 1.87)
- ◆ Reduce the fatality rate per 100,000 residents from 23 in 1998 to 19 in 2012. (FY 2008 rate 21)
- ◆ Reduce the number of A&B injuries per 100 million miles traveled from 66.5 in 1998 to 50 in 2012. (FY 2008 – 42)
- ◆ Reduce the alcohol fatality rate of .84 in 1998 to less than .50 in 2012. (FY 2008 - .64)
- ◆ Reduce the percentage of alcohol related fatalities from 42% in 1998 to less than 30% in 2012. (FY 2008 – 34%)

Final Alcohol Fatality rates for 2009 are not currently available.

GHSP is pleased to report that we are making steady progress toward the 2012 goals. The objectives are to be met by combining state, regional and local efforts. Years of declining injuries and deaths suggest that our efforts are having an effect on driver behavior in West Virginia.

GHSP PUBLIC INFORMATION

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

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

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

In FY 2006 there were 299 sobriety checkpoints and 243 DUI arrests. Saturation and directed patrols resulted in 39,356 driver contacts with 1,079 persons arrested for DUI offenses. In FY 2007 there were 350 sobriety checkpoints and 168 DUI arrests. Saturation and directed patrols resulted in 51,880 driver contacts and 1,353 DUI arrests. In FY 2009, there were 361 sobriety checkpoints with 205 DUI arrests. Saturation and directed patrols yielded 51,260 driver contacts and 2,200 DUI arrests. Significant progress has been achieved in this area. Funding is in place to continue this effort through 2010.

The GHSP offered the following training to law enforcement in FY 2009: 1) Operating sobriety checkpoints – 6 classes, 86 students; 2) Child passenger safety – 5 classes, 63 students; 3) Child Passenger Safety Recertification 8 hr. – 3 classes, 13 students; 4) DUI update – 6 classes, 142 students; 5) SFST Update – 1 class, 22 students; and 6) Traffic Occupant Protection Strategies (TOPS) 3 classes, 40 students. In FY 2009 we trained over 200 Law Enforcement Officers in the proper completion of the new WV Crash Report.

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

GHSP SEAT BELT INITIATIVES

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

2001, the seatbelt usage rate climbed to 52%. As a direct result of the “Click It or Ticket” program, with the assistance of our law enforcement partners and a large paid media effort, our seat belt usage rate soared to an all time high of 71.6% in June 2002. FY 2003 was another successful year with our seat belt usage rate jumping to 74% and climbing to 76% in FY 2004, 84.9% in FY 2005 and 88.5% for FY 2006. In June of 2008 a scientific seatbelt survey was conducted in West Virginia. The results of this study revealed that 89.5% of front seat occupants were wearing their seatbelt. This is a 40.1% increase since FY 2000. We are striving for a 92% usage by FY 2010.

The GHSP has designated occupant protection as a top 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 2009, the GHSP conducted 5 thirty-two hour NHTSA Child Passenger Safety Technician classes with 63 students successfully completing the course.

GHSP FUNDING SOURCES & EXPENDITURES - FY 09

	FEDERAL FUNDS	MATCHING FUNDS
PLANNING AND ADMINISTRATION	\$ 116,339	\$ 116,339
PROJECT FUNDS	<u>\$ 6,832,396</u>	<u>\$ 1,725,000</u>
	\$ 6,498,735	\$ 1,841,339

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 2009 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 2010 allocation exceeded this requirement.

GHSP CRASH INFORMATION (*Estimate)	FY 2007	FY 2008
Crashes	*45,670	*39,896
Fatalities	431	378
Serious Injuries	10,424	8,373
Total Injuries	21,113	18,189
Alcohol Related Crashes	*3,443	*2,648
Alcohol Related Fatalities	138	128
Alcohol Related Injuries	*1,568	*809
Alcohol Related Fatality Percentages	32%	34%
Underage Alcohol Sales	16.79%	18.03%
Seatbelt Usage Rates	89.60%	89.50%
Motorcycle Crashes	*810	*800
Motorcycle Fatalities	40	52
Motorcycle Serious Injuries	639	578
Speed Related Fatalities	76	97
Speed Related Fatality Percentages	18%	25%
Pedestrian Fatalities	27	13
ATV Fatalities	45	36
ATV No Helmets	40	23
ATV Unknown Helmets	1	6

(INFORMATION PROVIDED IS THE MOST CURRENT ON FILE)



FY 2009 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	9,635	463	697	10,795
Berkeley	65,183	1,356	3,476	70,015
Boone	15,430	519	933	16,882
Braxton	8,459	484	800	9,743
Brooke	15,177	221	772	16,170
Cabell	64,185	1,676	2,323	68,184
Calhoun	4,619	217	365	5,201
Clay	6,025	402	517	6,944
Doddridge	3,513	187	311	4,011
Fayette	29,650	1,239	1,905	32,794
Gilmer	3,912	190	336	4,438

LICENSED DRIVERS BY COUNTY

	CLASS E	CLASS D	CDL	TOTAL
Grant	7,594	221	725	8,540
Greenbrier	24,451	1,195	1,458	27,104
Hampshire	14,722	261	1,287	16,270
Hancock	23,246	175	1,037	24,458
Hardy	8,858	194	772	9,824
Harrison	47,459	2,003	2,237	51,699
Jackson	19,786	633	1,189	21,608
Jefferson	35,652	550	1,401	37,603
Kanawha	128,175	4,501	5,522	138,198
Lewis	11,712	614	1,181	13,507
Lincoln	12,667	721	1,120	14,508
Logan	22,551	1,038	1,346	24,935
Marion	39,422	1,758	1,633	42,813
Marshall	20,076	271	974	21,321
Mason	17,054	419	934	18,407
McDowell	13,931	409	844	15,184
Mercer	40,408	961	2,179	43,548
Mineral	19,467	432	1,123	21,022
Mingo	17,771	481	1,023	19,275
Monongalia	49,631	1,343	1,333	52,307
Monroe	8,825	299	624	9,748
Morgan	10,894	268	736	11,898
Nicholas	17,231	722	1,342	19,295
Ohio	31,441	452	1,224	33,117
Pendleton	5,183	168	500	5,851
Pleasants	4,507	163	328	4,998
Pocahontas	5,408	302	557	6,267

LICENSED DRIVERS BY COUNTY

	CLASS E	CLASS D	CDL	TOTAL
Preston	20,162	879	1,623	22,664
Putnam	36,180	1,353	1,798	39,331
Raleigh	49,089	1,668	2,423	53,180
Randolph	18,504	949	1,286	20,739
Ritchie	6,673	279	529	7,481
Roane	9,260	391	702	10,353
Summers	7,290	249	472	8,011
Taylor	9,095	430	540	10,065
Tucker	4,520	234	326	5,080
Tyler	5,744	141	318	6,203
Upshur	14,600	682	1,168	16,450
Wayne	20,328	467	1,192	21,987
Webster	5,770	320	467	6,557
Wetzel	12,760	416	713	13,889
Wirt	3,843	133	303	4,279
Wood	58,591	1,522	2,577	62,690
Wyoming	14,792	374	920	16,086
TOTAL	1,181,111	37,995	64,421	1,283,527

TOTAL CREDENTIALS CURRENTLY ISSUED

TOTAL FEMALE LICENSED DRIVERS	636,946
TOTAL MALE LICENSED DRIVERS	646,581
CHILDREN'S IDs	8,225
EMPLOYEE IDs	32,628
NON-DRIVER IDs	114,651

GRADUATED LICENSING KEEPS WEST VIRGINIANS OF ALL AGES SAFE

DRIVER EXAMINATION TOTALS - FY '09

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
14,842	19,120	10,372	2,678	23,508	24,481	48,722	46,279

CLASS E (REGULAR DRIVER'S LICENSE)

DRIVING SKILLS	
Pass	Fail
17,999	5,175

COMMERCIAL DRIVER'S LICENSE

GENERAL KNOWLEDGE		AIR BRAKES		COMBINATION TRAILERS		DOUBLES & TRIPLES	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
2,080	2,037	2,031	776	1,388	653	342	115

TANKER TRAILERS		HAZARDOUS MATERIALS		PASSENGER ENDORSEMENT		PRE-TRIP INSPECTION	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
860	180	1,682	772	660	340	9,043	4,873

DRIVER EXAMINATION TOTALS - FY '09

COMMERCIAL DRIVER'S LICENSE (CONTINUED)

BASIC CONTROL SKILLS		SKILLS TESTING		SCHOOL BUS		CDL TOTAL EXAMS	
Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail
2,211	105	2,160	81	553	73	23,010	10,005

MOTORCYCLE

MOTORCYCLE SKILLS		MOTORCYCLE WRITTEN		MOTORCYCLE TOTAL EXAMS	
Pass	Fail	Pass	Fail	Pass	Fail
10,173	5,715	2,023	737	12,196	6,452

MOTORCYCLE SAFETY TRAINING

Trained

1,791

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 '09

Unpaid tickets	62,179	63.4%	
DUI	9,584	9.7%	
No insurance	13,012	13.3%	
Other	13,279	13.6%	
Mandatory Revocations	4,492	Fraudulent Applications	15
Point System Violations	1,437	Drivers < 21, Any Measurable Alcohol	106
Truants/Dropouts Under 18	853	GDL, 2 or More Tickets	178
Failed Re-examinations	150	Driving While Revoked/Susp.	5,829
Medical	198	Unpaid Child Support	21

DRIVER IMPROVEMENT STATISTICS

DRIVING UNDER THE INFLUENCE	<i>FY 2008</i>	<i>FY 2009</i>
DUI Revocations	9,338	9,584
Under 21, any measurable blood alcohol content	134	1,508
Hearings Held	2,489	1,862
Decisions Rendered	2,399	1,805
Concurrent Revocation (Two Issues)	488	388
Total Convictions From Magistrates	3,754	5,260
Total Convictions From Circuit Court	153	113
Total Convictions from Municipal Court	32,225	28,943
Persons Completing Safety and Treatment Program	5,387	5,555
Alcohol Test and Lock Program		
Applications	1,052	1,749
Installations	893	1,238
Enrollees Completing Program	574	655
Person's Disqualified	159	154
RESIDENT VIOLATORS		
Notices Received	75,854	79,751
License Suspensions	53,059	62,179
License Reinstatements	32,492	38,134
STUDENT ATTENDANCE PROGRAM		
Notices Received	3,567	4,632
License Suspensions	979	853
License Reinstatements	712	864
OFFENSES REQUIRING REVOCATION		
Reckless Driving (Third Offense in 24 Months)	1	0
Driving While Revoked or Suspended	4,746	5,829
Speed Racing (On a Public Street or Highway)	30	13
Hit and Run (Personal Injury)	0	0
Manslaughter (Negligent Homicide)	6	3
Leaving the Scene of an Accident	25	21

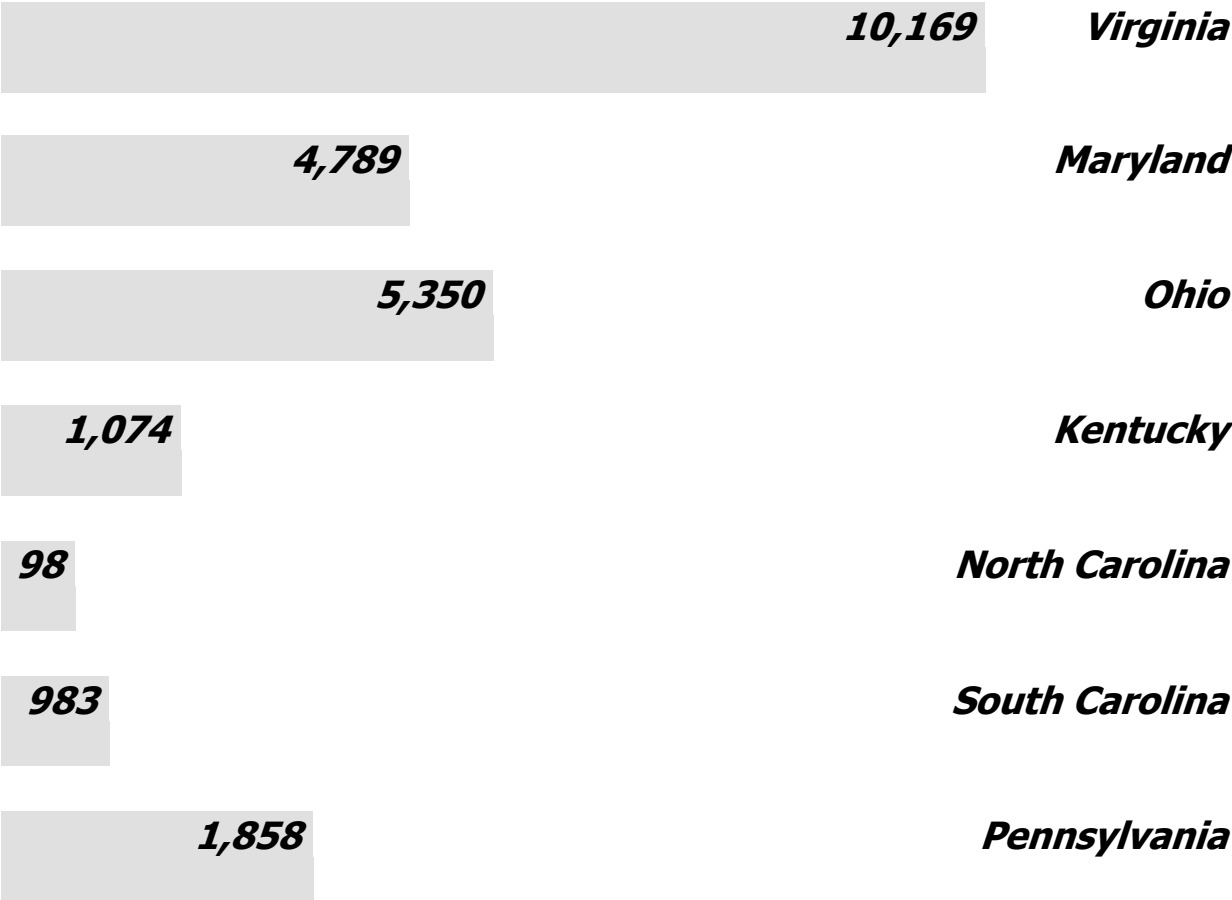
DRIVER IMPROVEMENT STATISTICS

POINT SYSTEM	<i>FY 2008</i>	<i>FY 2009</i>
Letters of Caution Issued	14,182	12,193
Suspensions	1,682	1,437
Hearings	13	18
Reinstatements	1,399	1,130
Medical Suspensions	188	198
Re-Exam Suspensions	141	150
REPORTED TRAFFIC CONVICTIONS		
Reckless/Hazardous Driving	1,353	1,335
Speeding in a School Zone	253	192
Speeding	20,895	17,597
Hit and Run (Property Damage)	0	0
Leaving an Accident (Property Damage)	585	566
Passing Stopped School Bus	54	73
Improper Passing	614	503
Improper Signal/No Signal	250	253
Improper Lane Change	223	209
Failure to Keep in Proper Lane	114	100
Failure to Follow Police Officer's Instructions	17	15
Failure to Yield to an Emergency Vehicle	85	125
Failure to Obey Traffic Signal/Control Device	3,644	3,678
Driving Left of Center	634	641
Driving Too Fast for Conditions	103	141
Failure to Keep Vehicle Under Control	2,009	1,728
Failure to Yield When Merging	1,167	1,005
Following Too Closely	337	352
Driving with More Than Three People in Front	33	42
Driving Wrong Way on a One-Way Street	173	139
Driving on Wrong Side of Road	4	7
Making Improper Turn	225	229
Improper Backing	86	67

DRIVER'S LICENSE COMPACT

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

***VIOLATIONS BY WV DRIVERS,
NEARBY STATES***



<i>10,169</i>	<i>Virginia</i>
<i>4,789</i>	<i>Maryland</i>
<i>5,350</i>	<i>Ohio</i>
<i>1,074</i>	<i>Kentucky</i>
<i>98</i>	<i>North Carolina</i>
<i>983</i>	<i>South Carolina</i>
<i>1,858</i>	<i>Pennsylvania</i>

VIOLATIONS REPORTED - ALL STATES

	FY 2008	FY 2009
Alabama	74	99
Alaska	5	<i>no report</i>
Arizona	47	56
Arkansas	19	23
California	74	59
Colorado	31	30
Connecticut	24	35
Delaware	87	60
Dist. Of Columbia	2	<i>no report</i>
Florida	350	410
Georgia	194	204
Hawaii	9	31
Idaho	21	20
Illinois	183	139
Indiana	254	274
Iowa	41	34
Kansas	48	80
Kentucky	1,375	1,074
Louisiana	29	25
Maine	8	3
Maryland	4,458	4,789
Massachusetts	15	6
Michigan	95	100
Minnesota	16	15
Mississippi	0	23
Missouri	75	59
Montana	12	12
Nebraska	30	19

VIOLATIONS REPORTED - ALL STATES

	FY 2008	FY 2009
Nevada	17	14
New Hampshire	4	6
New Jersey	172	194
New Mexico	7	16
New York	378	343
North Carolina	1,100	98
North Dakota	18	22
Ohio	6,144	5,350
Oklahoma	32	29
Oregon	13	19
Pennsylvania	1,853	1,858
Rhode Island	<i>no report</i>	<i>no report</i>
South Carolina	1,063	983
South Dakota	12	9
Tennessee	256	161
Texas	61	112
Utah	13	16
Vermont	4	<i>no report</i>
Virginia	10,181	10,169
Washington	19	14
Wisconsin	48	44
Wyoming	52	35
TOTAL	29,023	27,171

Forty-four states allow non-resident motorists to accept a traffic citation for certain violations and proceed on their way without delay. Member states reciprocally suspend the driver's licenses of their residents who fail to satisfy a traffic complaint issued in another state.

NON-RESIDENT VIOLATOR

	<i>FY 2008</i>	<i>FY 2009</i>
Non-compliance reports from other states	4,592	4,986
Non-compliance files closed upon proof of compliance	1,416	1,657
License suspended for failure to comply	3,002	3,329
Notices mailed to other states	7,897	6,005

RESIDENT VIOLATOR

	<i>FY 2008</i>	<i>FY 2009</i>
Notices received	75,854	79,751
Suspensions	53,059	62,179
Reinstatements/Cleared	32,492	38,134

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 2008</i>	<i>FY 2009</i>
COURT REPORTS		
Suspension Letters	19,417	18,314
Driver's License Suspensions	8,930	11,617
Vehicle License Suspensions	5,106	6,514
State Police (serve orders)	2,329	2,431
Total Accident/Court Suspension Letters	22,314	22,357
ACCIDENT REPORTS		
Pending Suspension Letters	2,897	1,187
Driver's License Suspensions	1,808	701
Vehicle License Suspensions	1,096	488
State Police (serve orders)	621	207
CANCELLATIONS		
Driver's License Suspensions	228	380
Vehicle License Suspensions	233	403
Certified Suspension Letters	810	832
State Police (secure orders)	360	390
JUDGMENTS		
Pending Suspension Letters	373	260
Driver's License Suspensions	355	223
Vehicle License Suspensions	50	42
State Police (serve orders)	2	11
FRAUDULENT	<i>FY 2008</i>	<i>FY 2009</i>
Fraudulent Suspension Letters Processed	29	131
Driver's License Suspensions (Stops on file)	13	91
Vehicle License Suspensions (Stops on file)	8	30
State Police Secure Orders	18	25
DRIVING RECORDS		
Total Driving Records Processed	50,048	43,125
Certifications	14,033	14,085



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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 and conducts EEO investigations and diversity training for the Division of Motor Vehicles. This section ensures that all grievances are filed properly and handled in a timely manner along with conducting Level I Grievance Hearings for the Division.

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

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

The West Virginia Electronic – Commercial Driver License received over \$500,000 in federal grant funding for continued research and development of software. This software will permit Third Party Commercial Examiners to test multiple state residents in a professional and wireless manner.

The enhanced version of the West Virginia E-CDL software being developed by Marshall University/Rahall Transportation Institute, with input of personnel in this unit, will also allow additional states to upgrade their Commercial Drivers License programs.

The Director 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.

INVESTIGATION, SECURITY AND SUPPORT SERVICES

FY 2009

External Investigations Completed	409
Internal Investigations Completed	9
Employees Trained for EEO	74
Grievance Hearings Completed	14
CDL Tests (Normal Observation)	352
CDL Tests (Covert Observation)	45
Employees Trained – CDE & CME Training Classes	83



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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 2008</i>	<i>FY 2009</i>
Driving under the influence of alcohol	1,867	1,465
Concurrent revocations	488	388
Under 21, any measurable blood alcohol content	134	9
Point system	13	18
Compulsory insurance	15	7
X-Files	0	0
Fraudulent driver's license	2	1
Resident violators	11	1
Student attendance program	0	0
Driving on revoked license	3	1
Total Administrative Hearings Held	*2,533	1,890
DUI Related	*2,489	1,862
TOTAL ADMINISTRATIVE DECISIONS RENDERED	2,399	1,805

(* - Note corrections to FY 2008 totals)



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MANAGEMENT



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

MANAGEMENT SERVICES

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

The Receiving and Processing Section processes title work and vehicle renewals received via U.S. mail. During FY 2009, the unit processed 179,144 vehicle titles and title applications. The efficient operation of this unit enables the Division to deposit \$49,868,147 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 270,977 checks from customers, with a total value of \$71,079,229. The Receiving and Processing Section sent 85,716 pieces of certified mail with the Division receiving the recipients' signatures over the internet during FY 2009.

The Accounting Section is responsible for depositing and recording the \$260,318,868 collected in revenue during FY 2009. Privilege taxes, which the State uses to match federal highway construction grants, accounted for \$150,793,697 of the total. 1,235 checks drafted in the amount of approximately \$195,396 were returned to the Division for insufficient funds. During FY 2009, the Accounting Section received \$113,577 in payments for 935 returned checks.

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

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

Credit cards are accepted at all Division of Motor Vehicles' Regional offices and at the main office in Charleston. During the past fiscal year 180,309 credit card transactions amounting to approximately \$19,044,800 were processed. Credit card user fees in the amount of \$368,963 were paid by the Division during FY 2009.

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 36,492 transactions and collected \$30,471,726 in revenue for the Road Fund in FY 2009.

GROSS REVENUE (\$)

87	148,709,918	+7%
88	143,457,034	-4%
89	153,941,653	+7%
90	161,981,910	+5%
91	163,242,281	+1%
92	167,928,903	+3%
93	174,318,216	+4%
94	191,203,717	+10%
95	200,489,013	+5%
96	207,700,601	+4%
97	210,776,804	+1%
98	226,104,741	+7%
99	236,675,098	+4%
00	261,008,299	+10%
01	255,387,466	-2%
02	281,353,927	+4%
03	274,159,960	-2.5%
04	280,556,123	+2.3%
05	284,062,765	+1.2%
06	278,864,176	-2%
07	280,214,210	+0.5%
08	276,438,497	-1.3%
09	260,318,868	-5.8%

AGENCY REVENUE BY SOURCE

ROAD FUND	<i>FY 2008</i>	<i>FY 2009</i>
Other Road Fund Revenue	\$ 86,396,410	\$ 89,427,900
Privilege Tax	169,463,398	150,793,697
Litter Control Fee	1,878,247	1,673,488
Miscellaneous Fees	1,276,989	1,254,377
GENERAL REVENUE	<i>FY 2008</i>	<i>FY 2009</i>
(Instruction permits)	\$ 74,232	\$ -0-
SPECIAL REVENUE	<i>FY 2008</i>	<i>FY 2009</i>
Motor Vehicle Fees Fund	\$ 3,630,273	\$ 3,900,580
Boat License (DNR)	752,196	202,764
Motorcycle Safety (DMV) Fund	357,810	407,964
Voter Registration Fee (Secretary of State)	161,593	157,154
DMV/DNR Non-game Wildlife Fund (1 year)	219,766	203,690
DMV/DNR Non-game Wildlife Fund (2 year)	148,994	154,880
Ad Valorem	8,639,282	8,962,192
Ad Valorem Administrative Fund	-0-	-0-
Environmental Cleanup	3,207,469	2,961,457
Dealer Recovery Fund	231,838	218,725
Prior Year Expiring Funds	-0-	-0-
TOTAL REVENUE	276,438,497	260,318,868

AGENCY EXPENDITURES

	<i>FY 2008</i>	<i>FY 2009</i>
Personnel Services	\$ 15,032,059	\$ 15,191,115
Increment Pay	275,571	313,498
Fringe Benefits	5,833,578	5,947,393
Operating/Overhead	23,021,890	19,660,636
TOTAL EXPENDITURES	\$44,163,098	\$41,112,642



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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 2009 TOTALS

CALL CENTER INQUIRY TOTALS

Titles	116,825
Registration and Plates	113,560
Driver's License	167,975
DUI, Points, Citations, Resident Violators	121,599
Insurance	27,138
Address, Hours, Etc.	91,478
Boats	4,673
Disabled Services	4,191
Special Plates	4,939
Miscellaneous	22,152
Leasing	1,262
Dealers	3,601
International Registration Program	2,449
Questions for other Agencies	5,416

REGIONAL OFFICE OPERATIONS TOTALS

Customers served	1,603,357
Transactions processed	2,048,137
Dealer revenue collected	31,564,748
Total revenue collected	104,142,409
Titles instant printed	119,455
Titles processed	426,322
Operator renewals	512,791
Vehicle renewals	480,009
Driver Examinations	118,175
Commercial Driver Examinations (written)	27,832

REGIONAL OFFICES

Beckley	\$4,804,939.05
Charles Town	\$3,409,021.09
Clarksburg	\$5,737,742.95
Elkins	\$3,385,268.07
Flatwoods	\$2,757,583.58
Franklin	\$ 935,349.75
Huntington	\$9,409,923.21
Kanawha City	\$9,256,485.72
Lewisburg	\$2,401,440.72
Logan	\$3,568,322.52
Martinsburg	\$7,338,191.84
Moorefield	\$1,887,774.89
Morgantown	\$6,074,691.84
Moundsville	\$5,875,802.73
Parkersburg	\$8,900,377.27
Point Pleasant	\$2,066,266.26
Princeton	\$4,495,555.92
Romney	\$2,921,509.79
Spencer	\$1,907,488.93
Weirton	\$3,440,833.69
Welch	\$1,120,421.07
Williamson	\$2,031,321.35
Winfield	\$10,416,096.33
TOTAL REVENUE	\$104,142,408.68



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VEHICLE



SERVICES

DMV - KEEPING WEST VIRGINIANS ON THE MOVE

VEHICLE SERVICES

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

TITLES AND REGISTRATION

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

DEALER SERVICES/LEASING

Dealer Services issues motor vehicle dealer licenses and license service operation permits, inspects reconstructed vehicles, and oversees temporary registration plate issuance by dealers and license services. West Virginia assesses leased vehicle taxes according to the value of a vehicle's lease, rather than the value of the vehicle itself. The Division accordingly allows a special process for titling leased vehicles. Dealer Services processed 2,450 leased vehicle titles during FY 2009. Annual revenues under this program have increased from \$854,000 to \$5,339,357 since FY 1995.

VEHICLE DEALER OVERSIGHT

	<i>FY 2008</i>	<i>FY 2009</i>
Dealers Licensed	1,675	1,720
Dealer Pre-Application Inspections	150	130
Dealer Applicant Investigations	160	149
Dealer Compliance Investigations	911	1,318
Unlicensed Dealer Investigations	15	123
Reconstructed Vehicle Inspections	4,210	4,432
Temporary Registration Plates Issued	160,662	145,502
To Motorcycles	6,452	6,058
To Dealers	121,937	109,607
To License Services	27,100	24,992
To Auto Auctions	2,213	1,770
Leased Vehicle Titles Processed	3,500	2,450
Revenue Leased Vehicles	\$5,338,122	\$5,339,357
Rental Taxes Collected	\$1,386,899	\$1,437,170

TITLE & REGISTRATION TRANSACTIONS

	<i>FY 2008</i>	<i>FY 2009</i>
Titles Processed	739,568	689,895
License Plate Transfers	202,482	176,435
License Plate Exchanges	201	266
License Plate Duplicate Issues	7,678	6,315
Duplicate Decal Issues	6,384	7,985
Lien Recordings	263,375	223,353
Title File Scans	714,518	688,916

REGISTRATIONS BY CLASS

<i>CLASS</i>	<i>FY 2008</i>	<i>FY 2009</i>
A -- Passenger	1,297,997	1,303,181
B -- Trucks	47,240	51,714
C -- Trailers, Semis	134,259	144,562
G -- Motorcycles	48,435	48,533
H -- Buses	213	263
J -- Taxicabs	121	134
M -- Special Mobile Equipment	1,196	1,185
P -- Government	36,147	37,340
R -- Camping Trailers	27,440	33,041
T -- Boat Trailers	80,057	93,175
V -- Antique Vehicles	11,512	12,884
X -- Farm Vehicles	2,790	2,928
TOTAL	1,687,407	1,728,940




REGISTRATIONS BY COUNTY

	<i>FY 2008</i>	<i>FY 2009</i>		<i>FY 2008</i>	<i>FY 2009</i>
Barbour	14,097	14,755	Lewis	19,133	19,756
Berkeley	92,092	94,737	Lincoln	18,774	19,063
Boone	21,424	21,845	Logan	30,033	30,806
Braxton	13,876	14,217	McDowell	54,563	55,952
Brooke	18,271	18,475	Marion	24,891	25,275
Cabell	78,026	79,594	Marshall	23,694	24,265
Calhoun	7,197	7,380	Mason	18,155	18,596
Clay	9,070	9,417	Mercer	54,424	56,049
Doddridge	5,037	5,257	Mineral	28,921	29,987
Fayette	42,506	43,570	Mingo	24,492	24,977
Gilmer	6,479	6,667	Monongalia	60,511	62,681
Grant	13,609	14,022	Monroe	13,935	14,265
Greenbrier	38,653	39,472	Morgan	17,515	17,735
Hampshire	25,898	26,264	Nicholas	27,767	28,146
Hancock	29,254	29,611	Ohio	38,686	39,187
Hardy	15,030	15,219	Pendleton	9,504	9,733
Harrison	64,856	66,716	Pleasants	6,891	7,017
Jackson	29,148	30,195	Pocahontas	9,951	10,336
Jefferson	51,303	52,153	Preston	31,493	31,347
Kanawha	174,057	178,037	Putnam	51,011	53,067

REGISTRATIONS BY COUNTY

	<i>FY 2008</i>	<i>FY 2009</i>
Raleigh	67,121	68,794
Randolph	27,812	28,782
Ritchie	11,049	11,208
Roane	13,880	14,137
Summers	10,176	10,814
Taylor	13,128	13,637
Tucker	6,754	6,958
Tyler	7,872	8,028
Upshur	28,277	29,875
Wayne	27,551	28,414
Webster	9,187	9,545
Wetzel	18,148	18,915
Wirt	6,001	6,186
Wood	78,423	80,267
Wyoming	21,003	21,326
Out-of-State	26,798	26,211
Total	1,687,407	1,728,940

PERSONALIZED LICENSE PLATES

 <p>YOUR</p>	<p>PERSONALIZED PLATES ISSUED</p>
<p><i>WEST VIRGINIA LICENSE PLATES</i></p>	<p>1993 25,992</p>
 <p>NAME</p>	<p>1994 26,014</p>
<p><i>MAY BE PERSONALIZED TO ORDER</i></p>	<p>1995 26,192</p>
 <p>HERE</p>	<p>1996 30,635</p>
	<p>1997 31,908</p>
	<p>1998 31,799</p>
	<p>1999 31,262</p>
	<p>2000 34,043</p>
	<p>2001 35,156</p>
	<p>2002 36,497</p>
	<p>2003 37,705</p>
	<p>2004 39,103</p>
	<p>2005 41,558</p>
	<p>2006 42,204</p>
	<p>2007 43,453</p>
	<p>2008 43,088</p>
	<p>2009 44,629</p>

SPECIAL & ORGANIZATIONAL PLATES

	<i>FY 2008</i>	<i>FY 2008</i>
Personalized	43,088	44,629
Veteran	14,844	14,410
EMS	1,197	1,169
Firefighter	1,535	1,813
Certified Firefighter	160	161
Volunteer Firefighter	1,369	1,581
Medal of Honor	1	1
Pearl Harbor	46	59
Purple Heart	3,147	3,080
Prisoner of War	250	236
Disabled Veteran	3,517	3,838
National Guard	524	502
Governor's Numbers	911	1,133
Legislative	156	167
Former Legislative	37	52
Ham Radio	1,175	1,140
Antique	15,467	17,170
Handicapped	6,479	6,491
Military Organizations	4,476	5,300
Special Organizations	4,119	4,223
Patriotic	7,475	7,583
911 Commemorative	3,198	3,152
Silver-Haired Legislature	7	8
NASCAR	7,861	
DNR Wildlife (Bird)	13,438	12,794
DNR Wildlife (Deer)	12,105	12,595
Whitewater Rafting	489	557
Breast Cancer Awareness	1,046	1,221
4H/FAA	112	131
Character Education	38	45
Wounded Law Enforcement	25	27

REGISTERED VEHICLE DEALERS

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

COUNTY	C L A S S											=
		AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	
Barbour		0	2	0	0	9	0	0	0	0	3	14
Berkeley		1	5	5	14	76	4	1	0	0	7	113
Boone		0	2	1	4	10	1	0	0	1	0	19
Braxton		0	3	3	2	8	2	0	0	0	1	19
Brooke		0	1	2	1	8	2	0	0	0	2	16
Cabell		0	12	8	8	37	7	0	0	0	7	79
Calhoun		0	0	1	1	5	0	0	0	0	0	7
Clay		0	0	0	0	3	0	0	0	0	0	3
Doddridge		0	0	0	1	1	0	0	0	0	0	2
Fayette		0	5	1	1	15	0	0	0	0	0	22
Gilmer		0	0	0	1	4	0	0	0	0	0	5
Grant		0	1	1	1	9	0	0	0	0	0	12
Greenbrier		0	6	0	3	17	0	0	0	0	5	31
Hampshire		0	1	4	7	22	6	0	0	0	0	40
Hancock		0	4	2	1	13	1	0	0	0	2	23
Hardy		0	2	1	2	11	0	0	0	0	0	16
Harrison		1	9	5	6	57	5	0	0	0	7	90

REGISTERED VEHICLE DEALERS

COUNTY	S	C L A S S										=
		AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	
Jackson		1	3	4	8	24	0	1	0	0	2	43
Jefferson		1	3	1	3	14	0	0	0	0	2	24
Kanawha		3	22	14	20	58	13	0	0	1	8	139
Lewis		0	5	3	2	13	0	0	0	0	4	27
Lincoln		0	0	0	0	12	0	0	0	0	4	16
Logan		0	4	4	3	12	2	0	0	0	0	25
Marion		0	4	2	1	18	1	0	0	0	4	30
Marshall		0	0	1	1	3	0	0	0	0	2	7
Mason		0	0	0	0	9	0	0	0	0	0	9
McDowell		0	7	4	5	47	5	1	0	0	6	75
Mercer		0	8	9	6	41	7	1	0	0	7	79
Mineral		0	4	3	3	26	3	0	0	0	1	40
Mingo		0	2	0	1	5	2	0	0	0	2	12
Monongalia		0	10	2	7	46	4	1	0	0	12	82
Monroe		0	0	0	1	9	0	0	0	0	1	11
Morgan		0	1	2	5	7	1	0	0	0	1	17
Nicholas		0	2	4	7	16	1	0	0	0	2	32
Ohio		0	11	5	5	16	4	0	0	0	3	44
Pendleton		0	0	0	1	5	0	0	0	0	1	7
Pleasants		0	1	3	2	4	0	0	0	0	0	10
Pocahontas		0	2	0	1	3	0	0	0	0	0	6
Preston		0	4	0	2	23	0	0	0	0	1	30

REGISTERED VEHICLE DEALERS

COUNTY	C L A S S											
		AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	=
Putnam		1	5	7	6	16	2	2	0	0	3	42
Raleigh		1	10	9	9	38	4	0	0	1	3	75
Randolph		0	6	6	8	24	3	0	0	0	1	48
Ritchie		0	1	1	3	5	1	1	0	0	0	12
Roane		0	2	0	2	7	0	1	0	0	0	12
Summers		0	0	1	0	3	0	0	0	0	0	4
Taylor		0	1	0	0	10	1	0	0	0	2	14
Tucker		0	1	0	0	1	0	0	0	0	1	3
Tyler		0	2	1	0	2	0	0	0	0	0	5
Upshur		1	3	2	5	19	1	0	0	0	1	32
Wayne		0	2	5	1	15	0	0	0	0	5	28
Webster		0	0	1	1	5	0	0	0	0	1	8
Wetzel		0	1	2	2	10	2	0	0	0	0	17
Wirt		0	0	0	0	3	0	0	0	0	0	3
Wood		0	11	9	5	51	6	2	0	0	5	89
Wyoming		0	0	0	2	4	0	0	0	0	1	7
TOTAL		10	191	139	181	929	91	11	0	3	120	1.675

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	423	49	1	473
Berkeley	2,260	155	1	2,416
Boone	828	31	2	861
Braxton	642	88	0	730
Brooke	453	56	1	510
Cabell	2,123	85	3	2,211
Calhoun	209	30	0	239
Clay	376	43	3	422
Doddridge	139	40	1	180
Fayette	1,572	63	1	1,636
Gilmer	135	16	0	151
Grant	345	64	0	409
Greenbrier	881	156	6	1,043
Hampshire	632	159	0	791
Hancock	687	66	6	759
Hardy	407	133	0	540
Harrison	1,935	271	2	2,208
Jackson	1,083	93	3	1,179
Jefferson	990	72	1	1,063
Kanawha	5,488	334	209	6,031
Lewis	894	44	6	944
Lincoln	743	25	1	769
Logan	1,049	66	3	1,118
Marion	1,739	174	1	1,914
Marshall	804	162	3	969
Mason	817	99	2	918
McDowell	460	31	0	491
Mercer	1,658	80	0	1,738

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	731	126	0	857
Mingo	934	82	2	1,018
Monongalia	1,938	84	17	2,039
Monroe	329	24	1	354
Morgan	556	75	0	631
Nicholas	1,286	86	0	1,372
Ohio	780	111	2	893
Pendleton	125	27	6	158
Pleasants	308	38	3	349
Pocahontas	199	31	0	230
Preston	685	66	0	751
Putnam	1,735	107	4	1,846
Raleigh	2,353	68	3	2,424
Randolph	581	84	2	667
Ritchie	415	99	6	520
Roane	566	86	2	654
Summers	402	12	3	417
Taylor	585	36	1	622
Tucker	132	21	0	153
Tyler	336	107	2	445
Upshur	846	50	4	900
Wayne	1209	16	4	1,229
Webster	384	30	0	414
Wetzel	562	103	1	666
Wirt	267	45	0	312
Wood	2,693	292	9	2,994
Wyoming	999	46	1	1,046
Out-of-State	167	11	0	178
<i>TOTAL</i>	51,875	4,648	329	56,852

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 2010 PROJECTIONS

Carriers registered in IRP	3,050	IFTA decal issues	14,000
Trucks registered in IRP	11,500	Road tax accounts	2,800
IFTA accounts	2,700	Road tax decals issued	10,800

IRP REGISTRANTS

	<i>FY 2008</i>	<i>FY 2009</i>
Power Units	9,501	10,323
Carriers	2,396	2,917

IRP REVENUE

	<i>FY 2008</i>	<i>FY 2009</i>
Collected from WV-Based Carriers	4,255,014.78	7,701,482.29
Collected from Other States	10,434,481.22	9,697,724.92
Paid to Other States	3,807,528.27	6,724,460.13
Ad Valorem	8,551,238.64	8,415,298.28

IFTA PARTICIPATION

	<i>FY 2008</i>	<i>FY 2009</i>
Members	2,514	2,317
Decals Issued	14,129	13,701

ROAD TAX REGISTRANTS

	<i>FY 2008</i>	<i>FY 2009</i>
Members	2,622	9,563
Decals Issued	9,649	9,553

COMMERCIAL DRIVER'S LICENSE HOLDERS

	<i>FY 2008</i>	<i>FY 2009</i>
	64,676	64,421