



ANNUAL REPORT 2011



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DMV Regional Offices



Beckley
107 Pinecrest Drive
Beckley, WV 25801

Charles Town
24 Ruland Road
Kearneysville, WV 25430

Clarksburg
105 Platinum Drive, Suite D
Bridgeport, WV 26330

Elkins
1029 N Randolph Avenue
Elkins, WV 26241

Flatwoods
295 Skidmore Lane
Sutton, WV 26601

Franklin
100 Thorn Creek Road
Suite 300
Franklin, WV 26807

Huntington
801 Madison Avenue
Huntington, WV 25701

Kanawha City
5707 MacCorkle Avenue, SE
Suite 400
Charleston, WV 25317

Lewisburg
148 Maplewood Avenue
Lewisburg, WV 24901

Logan
428 Main Street
Logan, WV 25601

Martinsburg
1438 Edwin Miller Blvd.
Martinsburg, WV 25401

Moorefield
410 S Main Street
Moorefield, WV 26836

Morgantown
1525 Deckers Creek Blvd.
Morgantown, WV 26505

Moundsville
400 Teletech Drive, Suite 100
Moundsville, WV 26041

Parkersburg
110 Park Center Drive
Parkersburg, WV 26101

Point Pleasant
1408 Kanawha Street
Point Pleasant, WV 25550

Princeton
198 Davis Street
Princeton, WV 24740

Romney
HC 64, Box 2570
(Rt. 50 & Ridge Loop Rd.)
Romney, WV 26757

Spencer
115 Church Street
Spencer, WV 25276

Weirton
Municipal Plaza, Suite 100
Weirton, WV 26062

Welch
92 McDowell Street
Welch, WV 24801

Williamson
225 E 3rd Avenue
Williamson, WV 25661

Winfield
116 Liberty Square
Winfield, WV 25526



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." ~DMV Commissioner, Joe Miller

Today's economy requires governmental agencies along with private industry are constantly bombarded with challenges of "doing more with less." The Division of Motor Vehicles (DMV) has elected to meet these challenges head on by maintaining its extraordinary level of customer service while keeping operational costs minimal. Focusing the division's superb **return on investment of 633.2%** (\$284,115,429 revenues versus \$44,868,550 expenses) using the West Virginia Road Fund, state resources and by leveraging resources secured through federal government grants, this report depicts the outstanding service to the citizens of West Virginia at the **Charleston Headquarters and 23 fully-staffed Regional Offices** across the state. Innovative solutions applied through Fiscal Year accentuated:

- The DMV tapped a unique timing opportunity to leverage Department of Homeland Security Grant money to replace its 6-year old system used to issue Driver's Licenses/ID cards. The security features of the old West Virginia Driver's License/ID card were enhanced to be fully compliant with the requirements of the **Real ID Act of 2005** with this new production system. The first phase of installation was required by the planned conversion of the old system and began in July after Marquis ID Systems of Fort Wayne, Indiana was awarded the contract earlier in the year.
- The Division of Motor Vehicles received distinction from the Federal Motor Carrier Safety Administration (FMCSA) for its development of the **Electronic Commercial Driver's Licensing (eCDL) Skills Testing Program**. The Division was awarded \$235,000 by the FMCSA to integrate eCDL and another FMCSA-sponsored skills testing program (CSTIMS) into one comprehensive system. Thereby, constructing an all-inclusive National Model system.
- The DMV also used FMCSA grant monies to enhance the knowledge testing system for CDL and non-CDL driver licensing. The implementation of a new state-of-the-art **Automated Testing System** during the last quarter of the fiscal year was a response to FMCSA's anti-fraud initiatives in CDL testing. The ATS provides touch screen computers with enhanced audio that have English, plus 3 different languages to provide knowledge testing. Solutions thru Software of Henderson, Nevada was awarded the contract earlier in the year
- The number of traffic fatalities has decrease from 432 in 2007 to 334 in 2011. The trend for 2012 appears to continue downward. **It is anticipated another record low for fatalities will be established for 2012.** The Governor's Highway Safety Program positioned within the DMV facilitated the expansion of funding for Law Enforcement high visibility enforcement activities

coupled with an intense media based enforcement message which targeted the high risk driver to impact the decrease in the loss of life.

- The DMV's **Call Center** continues to focus on exceptional customer service benefiting from central access to DMV data through the operation of a state of the art phone and computer system. The Call Center handled 583,803 calls for an average of 11,226 calls per week handled at an exceptional 95% rate.
- The availability of DMV's **ETEMP Tag Program** has been expanded to all 1,332 automobile dealers across the state. This program gives dealers the ability to print temporary registration plates (temp tags) on demand at the point of sale. It eliminates the paperwork linked with the archaic preprinted temp tags process. Most importantly, this new process streamlines the handling of fees and affords law enforcement with real time access to temp tag information. The program provides configuration and infrastructure for other electronic vehicle functions enhancing communications between dealers and DMV.
- The Division responded to the necessity of protecting customers' private information by initiating a formal privacy oversight function within its Legal Section and Information Services Section. The **Privacy Officer** position was established and seated in the Legal Section. DMV's compliance with state and federal privacy guidelines is ensured with this accomplishment.
- DMV sustained its position as a leader in the Driver Examiners' discipline by maintaining the wide-ranging certification of all its examiners elevated to National levels within all accredited specialties.



- The DMV exploited technological advances by issuing West Virginia's first digitized/flat plate with the **Friends of Coal** license plate. The Division is progressing with the complete implementation of this cost-effective and proficient technology to include the production of all license plates. This innovative advancement will yield a tremendous cost savings for the state in the manufacturing, and distributing of license plates.

The accomplishments of the Division over the last year will stimulate improvements in a number of its processes. Several key projects are underway in FY2012 that the Division hopes to complete in FY 2012 and FY 2013. Those projects include:

- The Division is acquiring information to reengineer many processes and systems within the organization. The new process for digitized plate production will be positioned as the trailblazer for the development for a **Registration Fulfillment Center** to boost customer service in a number of areas involving delivery of DMV products.
 - The advances within these two processes will then cultivate the initiation of the migration of DMV databases from the antiquated platforms they currently reside on to more robust and flexible platforms commonly used in today's technological world.

- The Division is proceeding to reengineer its **content management system** through the utilization of equipment installed with the driver's license system. The process will allow for swifter processing of customer transactions in all areas through the integration of databases yielding enhanced business efficiency while reducing paper. Thereby confirming compliance with federal and state requirements.

- The Division is developing an online **Electronic Insurance Verification (WVOLV)** and monitoring system confirming that West Virginia drivers have insurance coverage. In 2012, the partnership with a third party vendor will establish West Virginia as the first state to use web services technology to complete a verification program.

- Serving as the lead agency in the regulation of commercial motor carriers, the Division continues to facilitate an enriched customer service experience for the trucking industry. The development of a Motor Carrier One-Stop Shop and the implementation of the federal electronic **Commercial Vehicle Information Systems Network (CVISN)** have been reinvigorated. The goal of this project is for the motor carrier to consolidate all regulatory filings and credential applications into one location/portal.

LEGISLATION Changes

Senate Bill 328

Updated West Virginia law to conform with federal laws related to commercial driver's license holders and their responsibilities to provide current certification of their medical fitness to operate a commercial motor vehicle, clarifying that their privilege to operate a commercial motor vehicle is only valid while their medical certification of fitness is current, as well as establishing penalties in conformance with Federal Law and Rule.

Senate Bill 263

Allows non-profit research corporations affiliated with an institution of higher education with programs in the research or development of vehicles to operate vehicles that have been issued special plates.

House Bill 2845

Requires DMV to work with the Division of Natural Resources to provide a Senior Hunting and Fishing endorsement for a driver's license indicating that the holder is eligible for this benefit



GOVERNOR'S Highway Safety Program



The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally mandated and funded highway safety improvement measures. The Division of Motor Vehicles oversees the GHSP, which is located at 5707 MacCorkle Ave. Se, Charleston, WV 25317. The Division's Commissioner, Joe E. Miller, is Governor Tomblin's representative for highway safety.

The Governor's Highway Safety Program encourages, promotes, and supports eight traffic safety programs throughout West Virginia. These traffic safety programs cover all fifty-five counties in West Virginia and are located in the population centers of Beckley, Bluefield, Charleston, Clarksburg, Huntington, Parkersburg, Martinsburg, and Wheeling. Their mission is to develop and implement the measures that their regions require to lower crashes, injuries, and fatalities on the roadways in West Virginia. This decentralized plan allows for maximum flexibility and accuracy in the identification of highway safety problems. Traffic safety programs receive approximately 60% of West Virginia's federal highway safety improvement funding. These traffic safety programs also assist the GHSP and the Division of Motor Vehicles 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 2011.

- Reduce the fatality rate per 100 million miles traveled (VMT) from 2.08 in 1998 to 1.75 in 2013. (FY 2010 rate 1.67).
- Reduce the fatality rate per 100,000 residents from 23 in 1998 to 19 in 2013. (FY 2010 rate 16.99)
- Reduce the number of A and B injuries per 100 million miles traveled from 66.5 in 1998 to 50 in 2013. (FY 2010 - 37.85)
- Reduce the alcohol fatality (old NHTSA definition .01+) rate of .84 in 1998 to less than .50 in 2013. (FY 2010 - .57)
- Reduce the alcohol fatality (New NHTSA definition .08+) rate of .75 in 1998 to less than .48 in 2013. (FY 2010 - .47)
- Reduce the percentage of alcohol related fatalities from 42% in 1998 to less than 30% in 2013. (FY 2010 - 34%).

The above information is based on preliminary 2009 data.

Public Information

The GHSP is pleased to report that we are making steady progress towards 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.

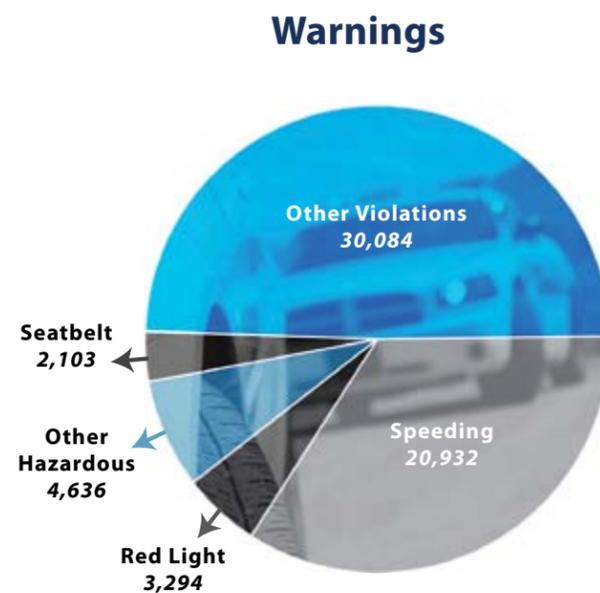
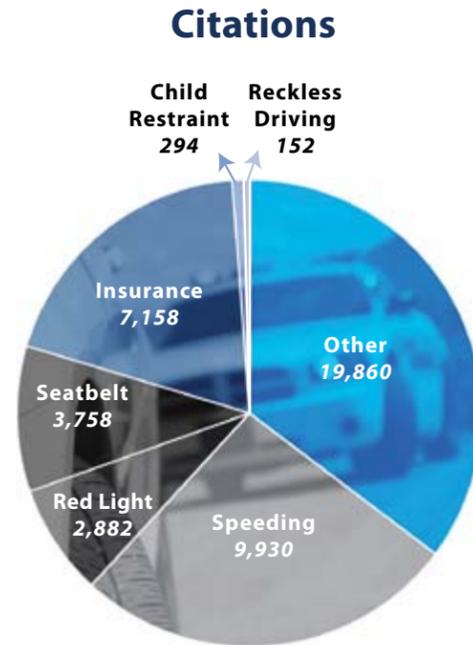
The GHSP public information efforts focus on awareness, education, and the promotion of highway safety initiatives such as seat belt use, consequences of impaired driving, child passenger safety, motorcycle safety, and ATV safety. Changing driver behavior is emphasized as the key to successful highway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

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

In FY 2011 there were 206 full Sobriety Checkpoints, 37 Phantom Checkpoints, and 45 Occupant Protection

Checkpoints held in West Virginia, for a total of 287. The number of vehicles contacted was 109,772 and occupants estimated exceeded 200,000. There were 115 DUI arrests at checkpoints with over 1,734 citations issued.

In FY 2011 the GHSP funded 57,807 hours of Directed and Saturation Patrols and over 7,000 man-hours for sobriety checkpoints.



The GHSP offered the following training to law enforcement in FY 2011:

- 1) Child Passenger Safety: 5 classes, 43 students
- 2) Child Passenger Safety Recertification 8 hr.: 2 classes, 10 students
- 3) 2- 8 hr. Kidz in Motion (CEU) classes, 28 students
- 4) Driving Under the Influence: 18 classes, 148 students
- 5) Occupant Protection: 10 classes, 75 students
- 6) Radar /Speed Enforcement: 40 classes, 311 students
- 7) Motorcycle LE: 2 classes, 50 students
- 8) 4 - 24 hour Can Am Spyder Motorcycle classes, 23 students
- 9) Other: 21 classes, 1,489 students

The GHSP's goal for FY 2012 will be to broaden its training activities and increase the number of students completing training.

Training Breakdown

Course	Classes	Hours of Instruction	Students	Man Hours
Speed: Radar/Lidar	40	468	311	2,902
Motorcycle Issues	8	112	88	1,002
Impaired Driving	18	148	196	1,288
Pursuit Policy	11	48	88	352
Occupant Protection	10	614	74	856
Other	21	148	732	5,206
Totals	108	1,538	1,489	11,606

GHSP Seatbelt Incentives

In 2000, West Virginia had the lowest seat belt usage rate in the country at 49.5%. At that time, the GHSP developed and adopted the ClickIt or Ticket Enforcement Model. The seat belt usage rates began to climb with the use of aggressive high visibility enforcement coupled with a paid, targeted media message. The rate climbed to 52% in 2001 and peaked at 89.5% in June of 2008. That year revealed a 40% increase in eight years of using the CIOT Model. In 2009 the rate fell slightly to 87%. While it concerned us we realized that the last 13% would be the toughest to reach. The June 2010 Scientific Seatbelt Survey was released in October 2010 and it revealed a 4.75% decline from the previous year. The GHSP, and our Highway Safety partners will be working hard to reverse this unexpected trend. Plans are in effect to increase our efforts and identify our risk population.

We certainly believe that an upgrade to the West Virginia Seat Belt Law, from secondary enforcement to primary enforcement, would increase the usage rate and ultimately help reduce the fatality and injury rates in West Virginia.

The GHSP has designated occupant protection as a top priority. A full-time law enforcement liaison to coordinate our efforts with the law enforcement community has been extremely beneficial. Agencies who fully participate in this effort are awarded funding for training, equipment, and overtime enforcement projects. The GHSP also offers four training classes in occupant protection issues - Traffic Occupant Protection Strategies (TOPS) and Child Passenger Safety (CPS), with eight hour Kidz In Motion classes and eight hour CPS recertification classes. Along with training on these issues, the GHSP also provides funding for Child Passenger Safety Clinics and Safety Seat programs throughout West Virginia. In FY 2011, the GHSP conducted five thirty-two hour NHSTA Child Passenger Safety Technician certification classes with 43 students successfully completing the course.

GHSP Funding Sources & Expenditures

	Federal Funds	Matching Funds
Planning and Administration	\$127,788.29	\$127,788.29
Project Funds	\$5,939,103.46	\$1,772,252.38

GHSP Crash Information

	2009	2010
Crashes	41,559	41,732
Fatalities	356	315
Serious Injuries	7,130	6,500
Total Injuries	17,807	17,633
Seatbelt Usage Rates	87	82.15
Alcohol Related Crashes	2,578	1,647
Alcohol Related Fatalities	115	88
Alcohol Related Injuries	953	710
Alcohol Related Fatality Percentages	32.3%	28%
Underage Alcohol Sales	15.69%	19.01%
Motorcycle Crashes	704	689
Motorcycle Fatalities	25	31
Motorcycle Injuries	672	715
ATV Fatalities	28	18
ATV No Helmets	26	17
ATV Unknown Helmets	0	1
Speed Related Fatalities	120	133
Speed Related Fatality Percentages	33.7%	42.2%
Pedestrian Fatalities	21	13

Sources: NHTSA, FARS, WVDOH, and GHSP

Counts, Recoveries & Arrests

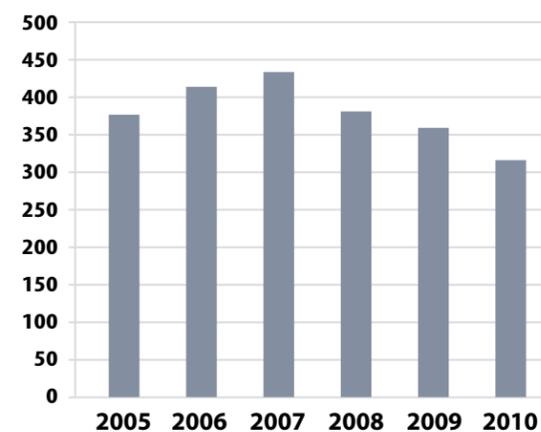
	Totals		Totals
Under Age Drinking	886	Felony Arrests	421
DUI Arrests	2,679	Misdemeanor Arrests	2,304
Child Restraints	294	Fugitives Recovered	97
Driver's License Revoked	734	Weapons Recovered	79
Driver's License Suspended	2,304		

GHSP Federal Funding Policy Compliance

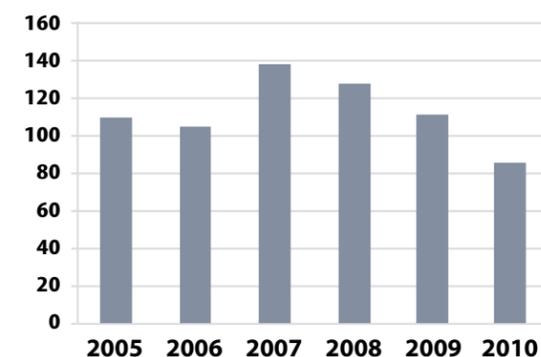
NHTSA grant funding policy states that no more than 10% of a NHTSA grant may be expended on administrative cost. Federal statute requires that local political subdivisions be allocated at least 40% of all federal highway safety funding the State receives. GHSP distributed over 60% of its FY 2010 federal funding to various local governments, exceeding the requirements.

NHTSA requires that the State match at least 25% of all NHSTA funding received by GHSP. West Virginia's FY 2011 allocation exceeded this requirement.

Fatalities
2005 - 2010



Alcohol (>.08) Fatalities
2005 - 2010



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 Point Systems (PDPS) for inter-jurisdictional tracking of driver records. The computerized system searches the driving records of licensed applicants by name, birthday, and in the case of commercial applicants only, Social Security number.

West Virginia implemented the graduated driver licensing program on January 1, 2001. 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 fingerprint image in their license record as an extra security precaution.

Licensed Drivers by County FY 2011

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
Barbour	9,876	494	714	11,084	Mingo	17,827	484	971	19,282
Berkeley	69,223	1,408	3,532	74,163	Monongalia	53,369	1,448	1,388	56,205
Boone	15,353	531	901	21,501	Monroe	8,945	329	608	9,882
Braxton	8,615	527	772	9,914	Morgan	11,112	260	724	12,096
Brooke	15,333	212	757	16,302	Nicholas	17,414	776	1,349	19,539
Cabell	65,412	1,753	2,248	69,413	Ohio	31,854	437	1,205	33,496
Calhoun	4,592	270	357	5,219	Pendleton	5,236	177	497	5,910
Clay	6,072	392	511	6,975	Pleasants	4,546	182	332	5,060
Doddridge	3,536	213	309	4,058	Pocahontas	5,516	332	555	6,403
Fayette	30,073	1,303	1,838	33,214	Preston	20,544	947	1,620	23,111
Gilmer	3,886	236	334	4,456	Putnam	37,295	1,431	1,808	40,534
Grant	7,659	257	757	8,673	Raleigh	49,474	1,741	2,363	53,578
Greenbrier	25,120	1,210	1,431	27,761	Randolph	18,889	1,027	1,289	21,205
Hampshire	15,152	287	1,234	16,673	Ritchie	6,747	304	526	7,577
Hancock	23,579	194	994	24,767	Roane	9,245	444	677	10,366
Hardy	9,126	210	804	10,140	Summers	7,325	258	448	8,031
Harrison	48,363	2,195	2,310	52,868	Taylor	9,297	507	546	10,350
Jackson	20,162	685	1,210	22,057	Tucker	4,552	234	327	5,113
Jefferson	37,660	584	1,412	39,656	Tyler	5,765	156	311	6,232
Kanawha	129,783	4,690	5,375	139,848	Upshur	14,825	795	1,219	16,839
Lewis	11,890	720	1,227	13,837	Wayne	20,172	474	1,156	21,802
Lincoln	12,981	710	1,073	14,764	Webster	5,894	337	448	6,679
Logan	22,773	1,100	1,315	25,188	Wetzel	12,834	434	703	13,971
Marion	40,381	1,890	1,649	43,920	Wirt	3,937	148	315	4,400
Marshall	20,125	270	951	21,346	Wood	59,502	1,582	2,614	63,698
Mason	17,247	435	902	18,584	Wyoming	14,637	425	935	15,997
McDowell	13,621	412	823	14,856					
Mercer	41,289	981	2,114	44,384		Class E	Class D	CDL	Total
Mineral	19,847	443	1,132	21,422					
					TOTALS	1,205,482	41,652	67,265	1,314,399

Motorcycle Credential Exams And Safety Training FY 2011

	PASS	FAIL
Motorcycle Skills Test	1,464	565
Motorcycle Written Exam	7,069	4,269
Combined Exams Total	8,533	4,834
Safety Training Total	1,181	57

Driver Examination Totals - FY 2011 CDL (Commercial Driver's License)

	PASS	FAIL
General Knowledge	1,704	1,622
Air Brakes	1,624	714
Combination Trailers	1,118	502
Doubles & Triples	307	124
Tanker Trailers	864	168
Hazardous Materials	1,189	532
Passenger Endorsement	557	265
Pre-Trip Inspections	2,201	252
Basic Control Skills	2,055	198
Skills Testing	2,020	112
School Bus	425	59
CDL Totals	12,28	4,355

Driver Examination Totals - FY 2011 Graduated License & Learner's Permit

	PASS	FAIL
GDL Level 1 Written Exam	13,426	18,783
GDL Level 2 Skills Exam	9,899	2,476
Learner's Permit Exam	20,784	23,172
GDL & Learner's Total Exams	44,109	44,431

License Indicators & Restrictions

Indicator	Total
Total Diabetic Indicators	1,926
Total Organ Donors	665,988
Total Hearing Impaired	497

Driver Examination Totals - FY 2011 Class "E" (Regular Driver's License)

	PASS	FAIL
Driving Skills	18,939	5,458



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

DUI Programs

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

The Safety and Treatment Program allows private behavioral health providers and state-funded facilities to offer educational and rehabilitative services. This collaboration maximizes the availability of the program to DUI offenders. This program helps offenders to acknowledge the effects of alcohol on their lives and provides the means to resolve their alcohol-related problems.

The Division's Alcohol Test and Lock Program make it possible to restrict, rather than revoke, the driving privileges of DUI offenders. A breath alcohol content monitor is wired into the ignition of a participant's vehicle. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineligible for Test and Lock during any appeal of their license revocations, or if they have a previous conviction for driving while revoked/suspended within the last six months, or if they 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 of their lives that a DUI would cause. Our 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.

Driver Improvement

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

Offenses Requiring Revocations

	FY 2010	FY 2011
Reckless Driving (3rd Offense in 24 Mo.)	2	3
Driving While Revoked or Suspended	4,443	6,066
Speed Racing (On a Public Highway or Street)	29	15
Hit & Run (Personal Injury)	23	6
Manslaughter (Negligent Homicide)	5	1
Leaving the Scene of an Accident	38	10

Driving Under the Influence (DUI)

	FY 2010	FY 2011
DUI Revocations	9,893	8,762
Under 21 Any Measurable Alcohol	84	103
Concurrent Revocation (2 Issues)	1,339	1,324
Magistrates Total Convictions	5,059	5,037
Circuit Court Total Convictions	18	119
Municipal Court Total Convictions	17	439

Alcohol Test and Lock Program

	FY 2010	FY 2011
Applications • Approved & Denied	2,160	2,983
Installations	1,899	2,493
Enrollees Completing & Removed	1,089	1,629
Person's Disqualified	156	428

Student Attendance Program

	FY 2010	FY 2011
Notices Received	5,707	4,072
License Suspensions	1,312	1,138
License Reinstatements	1,022	907

The Division of Motor Vehicles tracks problem drivers. The Driver Improvement unit handles multiple types of offense related files including: Nonpayment of court ordered child support, fraudulent license suspensions, passing a stopped school bus, failure to pay for gasoline, driving while license suspended, points accumulation, student attendance for under age persons, unpaid citations through in-state court, Graduated driver's license suspensions and Commercial driver convictions causing suspensions and disqualifications based up state and federal law.

a. Non-Resident Violator Compact

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

B. Driver's License Compact

The Driver's License Compact is an agreement among 46 states to report court convictions of non-resident traffic offenders to their home jurisdictions. Forty-four (44) states allow non-resident motorists to accept a traffic citation for certain violations and proceed on their way without delay with the obligation of resolving the court issue later. Upon receipt of the court conviction from any member state, the appropriate information is applied to the West Virginia driver's record.

Medical Review Unit

The Medical Review Unit maintains files on all drivers who have been reported as having medical or visual conditions that could impact their driving. Cases are reviewed on an individual basis to determine the appropriate course of action. Periodic medical/visual examinations and/or driver re-examination may be required of at-risk drivers.

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

Compulsory Insurance

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

The unit processes all requests for driving records received via mail. Each request is reviewed to ensure proper disclosure of records, correct fees and proper identification of requestor. The request may be personal (licensee requesting their own record), employer, through subpoena or attorney.

The unit handles all requests for certification of driving records and corresponding suspension/revocation files. This type of request is from law enforcement, all branches of the judicial system, county prosecutors, etc. The majority of these requests are received from the division's teletype operator through the WV portal of Law Enforcements' weapons system. The records must be

Medical Suspensions

	FY 2010	FY 2011
Medical Suspensions	184	228
Re-Exam Suspensions	162	157

Revocation/Suspension Totals

Other Breakdown	
Point System Violations	1,064
Truants / Drop-outs Under 18	1,138
Fraudulent Applications	26
Under 21 • Any Measurable Alcohol	103
GDL • 2 or More Tickets	90
Driving While Revoked/Suspended	6,066
Unpaid Child Support	10

Point System

	FY 2010	FY 2011
Letters of Caution Issued	11,736	10,668
Suspensions	1,272	1,064
Reinstatements	1,038	832

handled expeditiously for proper prosecution or dismissal through the court system. In 2010, a change to the insurance law authorized the Commissioner to develop and implement an on-line insurance verification program. The goal of the program is to:

- A. Encourage all vehicle owners to obtain and maintain insurance on all registered vehicles,
- B. Develop a process that will minimize the state's intrusion on the registrants who comply with the insurance laws,
- C. Reduce paperwork and telephone interaction between DMV and insurance companies in verifying insurance information.

Also in 2010, the law changed to allow for an alternative to the driver's license suspension for a first time violation of the insurance law. The offender must take the necessary corrective measures required by State law to have the suspension requirement waived.

Following is an accounting of the Division's insurance-related administrative actions.

Court Reports

	FY 2010	FY 2011
Suspension Letters	16,678	15,488
Driver's License Suspensions	10,619	8,076
Vehicle License Suspensions	7,032	5,471
State Police (Serve Orders)	2,618	3,092
Total Accident/Court Suspension Letters	23,253	18,018

Driving Records

	FY 2010	FY 2011
Total Driving Records Processed	37,680	47,355
Certifications	12,771	15,626

Fraudulent

	FY 2010	FY 2011
Fraudulent Suspension Letters Processed	128	105
Driver's License Suspensions	159	199
Vehicle License Suspensions	93	68
State Police Secure Orders	16	19

Insurance Waiver Program Participants

	FY 2010	FY 2011
Total Participants	N/A	944

Crash Reports

	FY 2010	FY 2011
Pending Suspension Letters	2,283	2,530
Driver's License Suspensions	1,106	968
Vehicle License Suspensions	801	745
State Police (Serve Orders)	360	458

Judgments

	FY 2010	FY 2011
Pending Suspension Letters	345	378
Driver's License Suspensions	525	324
Vehicle License Suspensions	26	2
State Police (Serve Orders)	21	0

Cancellations

	FY 2010	FY 2011
Driver's License Suspensions	459	403
Vehicle License Suspensions	364	418
Certified Suspension Letters	927	1,448
State Police (Secure Orders)	608	341

Violations by WV Drivers Reported in Other Jurisdictions

State	FY 2010	FY 2011	State	FY 2010	FY 2011
Alabama	96	73	Missouri	66	88
Alaska	0	0	Montana	25	15
Arizona	47	44	Nebraska	14	16
Arkansas	21	31	Nevada	9	6
California	34	31	New Hampshire	3	4
Colorado	33	26	New Jersey	181	186
Connecticut	20	34	New Mexico	16	9
Delaware	75	110	New York	342	321
District of Columbia	0	1	North Carolina	73	71
Florida	364	345	North Dakota	23	35
Georgia	204	166	Ohio	5,805	7,026
Hawaii	31	44	Oklahoma	35	37
Idaho	16	19	Oregon	23	14
Illinois	204	133	Pennsylvania	1,703	1,662
Indiana	245	226	Rhode Island	0	0
Iowa	25	23	South Carolina	1,175	1,052
Kansas	57	60	South Dakota	10	9
Kentucky	1,041	1,071	Tennessee	131	141
Louisiana	45	31	Texas	20	71
Maine	5	1	Utah	15	25
Maryland	4,955	4,323	Vermont	1	1
Massachusetts	5	7	Virginia	9,349	10,428
Michigan	88	87	Washington	31	21
Minnesota	17	20	Wisconsin	38	30
Mississippi	11	18	Wyoming	41	32

Reported Traffic Convictions

	FY 2010	FY 2011
Reckless/Hazardous Driving	1,268	1,054
Speeding in a School Zone	191	219
Speeding	20,204	19,436
Hit and Run (Bodily Injury)	2	6
Leaving Scene of Accident	586	478
Passing a School Bus	96	75
Improper Passing	564	579
Improper Signal/No Signal	133	130
Improper Lane Change	201	192
Failure to Keep in Proper Lane	122	90
Failure to Follow Police Officer's Instructions	14	12
Failure to Yield to an Emergency Vehicle	112	132
Failure to Obey Traffic Signal/Control Device	4,481	4,311
Driving Left of Center	606	656
Driving Too Fast for Conditions	138	120
Failure to Keep Vehicle Under Control	1,652	1,492
Failure to Yield When Merging	932	931
Following Too Closely	336	375
Driving with More Than 3 People in Front	34	22
Driving Wrong Way on a One-Way Street	155	162
Driving on Wrong Side of Road	9	35
Making Improper Turn	258	247
Improper Backing	59	69

Resident Violators in Nearby States



	FY 2010	FY 2011
Virginia	9,349	10,428
Maryland	4,955	4,323
Ohio	5,805	7,026
Kentucky	1,041	1,071
North Carolina	73	71
South Carolina	1,175	1,052
Pennsylvania	1,703	1,662

Non-Resident Violator

	FY 2010	FY 2011
Non-Compliance Reports for Other States	6,893	3,647
Non-Compliance Files Closed Upon Proof of Completion	4,715	1,130
License Suspended for Failure to Comply	3,151	3,064
Notices Mailed to Other States	5,648	6,367

Resident Violator

	FY 2010	FY 2011
Notices Received	79,813	77,146
Suspensions	60,105	57,592
Reinstatements / Cleared	33,456	36,589

INFORMATION Services



Data Entry Unit

The Data Entry Unit verifies, enters, and distributes vehicle title and registration information and related reports. This unit also assists the DMV Regional Offices by performing general information and technology troubleshooting services agency wide. This unit is the primary contact for technical support for Division of Motor Vehicles employees or customers related to Systems Operations and the primary point of contact for technical support of the Automated Testing System. The section is also responsible for adding, modifying, or deleting access to the mainframe and networks while maintaining privacy standards as required.

Information Services Help Desk

The Information Services Help Desk provides support to Division of Motor Vehicles' employees. Among these duties are overseeing the Digital Image Exchange program by running reports and updating user information as needed, providing technical support for the Driver License/Identification system and backup support for the Automated Testing systems.

Records Management Unit

The Records Unit maintains the Agency's records, responds to information requests from legally authorized sources, and is responsible for the optical imaging/Document Management Systems for all Division of Motor Vehicles files.

INVESTIGATIONS, SECURITY, AND SUPPORT Services

LEGAL Department



Statistics for FY 2011	
External Investigations Completed	812
Internal Investigations Completed	52
CDL Tests (Normal Observation)	1,884
CDL Tests (Covert Observation)	324
Employees Train - CDE & CME Training Classes	38
Employees Train - CDL (Recertification)	0
Employees Train - CDE (Certification)	14

This section also provides program oversight in the administration of CDL Skills Tests given by Third Party Examiners and conducts Low Vision testing for the Division of Motor Vehicles.

The West Virginia Electronic-Commercial Driver's License program received federal grant funding for continued research of 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 National & State award winning West Virginia eCDL software is under development at the Marshall University/Rahall Transportation Institute with input of personnel in this unit. The enhanced version will also allow additional states to upgrade their Commercial Driver's License programs.

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, Identity theft, and stolen vehicles, along with providing fingerprint and background checks for Driver's License and CDL examiners.

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

Fiscal Year 2010 was the last year that the DMV Legal Department was responsible for conducting administrative hearings as a result of the passage of S.B.186, which authorizes the newly created Office of Administrative Hearings to assume the hearing function.

Litigation Statistics for FY 2011	
Licensing Cases at Administrative Level	2,134
Circuit Court Filings	266
Supreme Court Filings	14
Bankruptcy Filings	10
General Litigation Cases	25

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.

Receiving and Processing

The Receiving and Processing Section processes title work and vehicle renewals received via U.S. mail. During FY 2011, the unit processed 185,364 vehicle titles and title applications. The efficient operation of this unit enables the Division to deposit \$46,051,840 in privilege tax remittances from vehicle owners within hours of receipt and track the status of title work during processing. This Section processed a grand total of 256,855 checks from customers, with a total value of \$66,706,370. The Receiving and Processing Section sent 88,308 pieces of certified mail with the Division receiving the recipients' signatures over the internet during FY 2011. Additionally in FY 2011, Receiving and Processing saved DMV money by processing the 88,308 certified mail pieces electronically. This process allowed a savings of \$1.15 per piece, and a total savings of \$101,554.

Accounting

The Accounting Section is responsible for depositing and recording the \$284,115,429 collected in revenue during FY 2011. Privilege taxes, which the State uses to match federal highway construction grants, accounted for \$72,452,587 of the total. 985 checks drafted in the amount of approximately \$148,172 were returned to the Division for insufficient funds. During FY 2011, the Accounting Section received \$99,159 in payments for 727 returned checks.

Purchasing/Accounts Payable

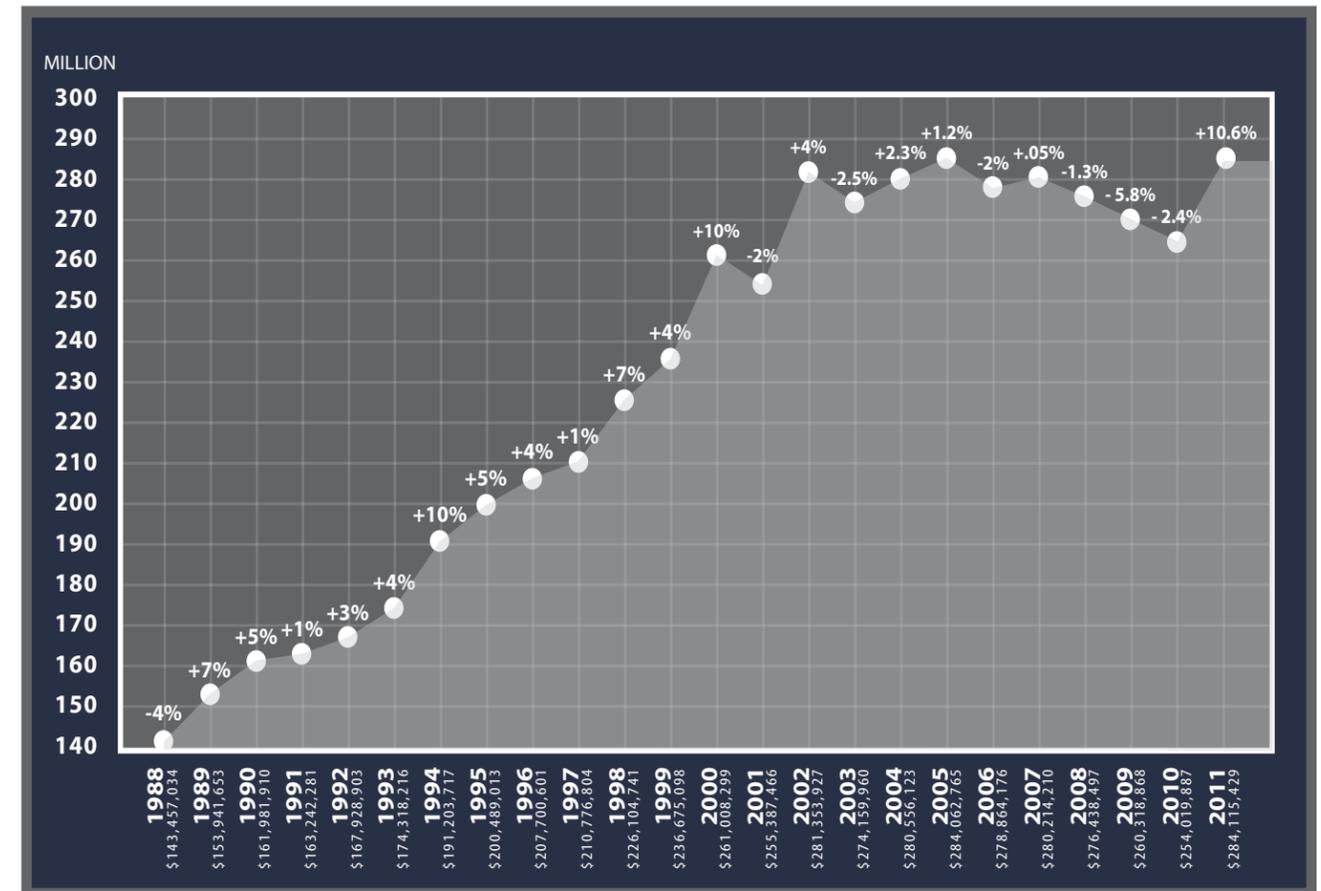
The Purchasing/Accounts Payable Section oversees the Division's expenditures, facility maintenance, employee travel/training, and fixed assets, along with providing budgetary and financial advice. This section also orders office supplies, forms, and manuals for distribution to the Division's offices.

Warehouse/Inventory Supply

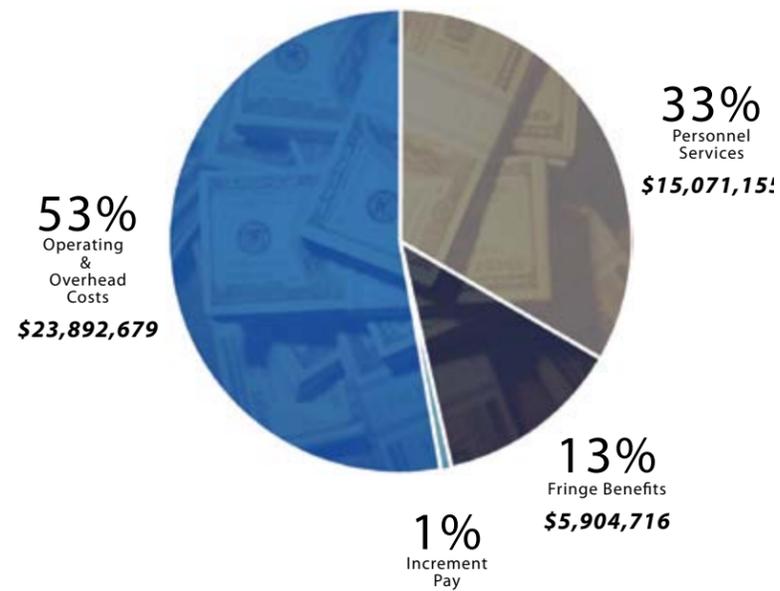
The Division's Warehouse/Inventory Supply section is responsible for ordering and maintaining the inventory of all Division of Motor Vehicles license plates, decals, titles, and registration documents for distribution to the Division's offices, County Sheriff's offices, and CVR participating dealerships.

Credit cards are accepted at all Division of Motor Vehicles' Regional offices and at the main office in Charleston. During the past fiscal year, 249,215 credit card transactions amounting to approximately \$22,913,122 were processed. Credit card user fees in the amount of \$457,746 were paid by the Division during FY 2011.

Revenue Trend in U.S. Dollars
FY 1987 - 2011



Agency Expenditures FY 2011



Agency Revenue by Source

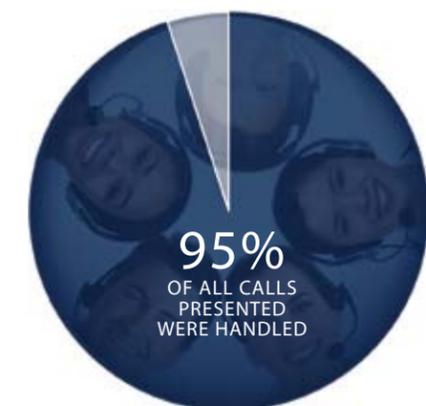
Road Fund	FY 2010	FY 2011
Other Road Fund Revenue	\$87,387,702	\$91,194,564
Privilege Tax	\$148,313,958	\$172,452,587
Litter Control Fee	\$1,539,128	\$1,911,762
Miscellaneous Fees	\$1,243,852	\$1,588,064
Special Revenue		
Motor Vehicles Fees Fund	\$3,748,646	\$3,853,731
Boat License (DNR)	\$78,081	\$785,120
Motorcycle Safety (DMV)	\$381,084	\$467,712
Voter Registration Fee (Secretary of State)	\$148,768	\$178,678
DMV/DNR Non-game Wildlife Fund (1 year)	\$199,366	\$172,367
DMV/DNR Non-game Wildlife Fund (2 year)	\$170,030	\$181,550
Ad Valorem	\$7,708,804	\$8,087,435
Environmental Cleanup	\$2,907,940	\$3,040,365
Dealer Recovery Fund	\$182,528	\$201,494
Prior Year Expiring Funds	\$0	\$0
Total Revenue	\$254,019,887	\$284,115,429

CALL CENTER And Regional Offices



Calls Presented vs. Handled FY 2011

The Regional Office and Call Center Services section continues to strengthen customer satisfaction, customer service delivery, and keep 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 the Regional Office and Call Center Services does just that. We have accepted the taxpayers' challenge and are building for the future.

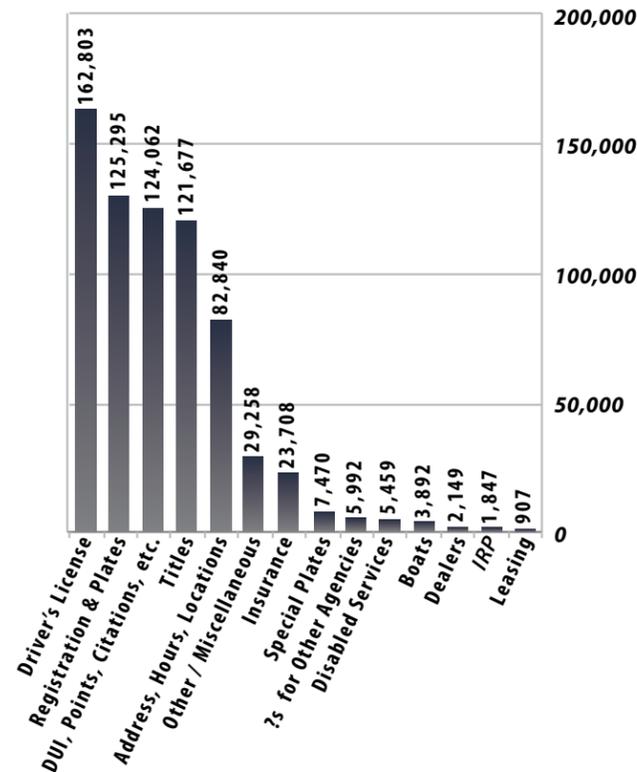


Total Calls for FY 2011 - 583,803

The Regional Office and Call Center Services Section Responsibilities

- 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 identification cards for children in foster care under the auspices of the DHHR
- 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 driver's licenses
- Verification of school enrollment
- Confirmation of legal and valid driver status via the Problem Driver Point 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

Call Center Inquiry Totals FY 2011



Regional Office Totals & Revenues FY 2011

Office Location	Customers	Transactions	Revenue
Beckley	87,776	109,789	\$4,732,689
Charles Town	64,460	78,711	\$3,910,648
Clarksburg	101,783	129,383	\$6,255,788
Elkins	59,914	75,010	\$3,551,290
Fairmont	14,989	14,989	\$160,728
Flatwoods	46,538	57,650	\$3,228,430
Franklin	12,231	21,151	\$1,534,564
Huntington	97,833	133,975	\$10,411,415
Kanawha City	180,596	219,860	\$8,302,738
Lewisburg	49,506	60,531	\$2,517,009
Logan	52,747	62,158	\$3,409,391
Martinsburg	112,451	143,076	\$7,609,338
Moorefield	34,315	42,710	\$2,025,403
Morgantown	107,525	135,255	\$7,185,607
Moundsville	66,265	88,237	\$7,357,692
Parkersburg	93,236	118,303	\$7,470,564
Point Pleasant	65,215	78,651	\$2,633,674
Princeton	31,193	41,385	\$4,443,638
Romney	45,914	71,920	\$3,234,979
Spencer	31,388	42,657	\$2,600,903
Weirton	41,869	54,625	\$3,845,764
Welch	24,521	31,672	\$1,305,897
Wheeling	3,975	4,153	\$44,624
Williamson	25,110	31,144	\$2,136,686
Winfield	103,791	133,925	\$11,001,688
Total Revenue			\$110,911,417

Regional Office Operation Totals

Customers Served	1,555,141
Transactions Processed	1,980,920
Dealer Revenue Collected	\$32,518,446
Total Revenue Collected	\$113,675,384
Titles Instant Printed	107,013
Titles processed	397,337
Operator Renewals	492,766
Vehicle Renewals	444,154
Driver Examinations Skills	38,801
CDL Examinations (written)	11,774

VEHICLE Services



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

Titles and Registrations

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

Title & Registration Transactions

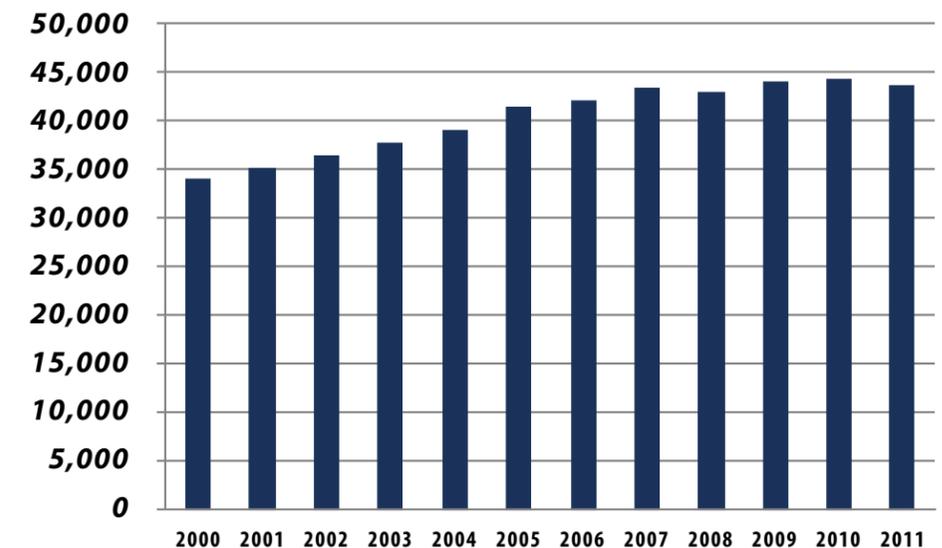
	FY 2010	FY 2011
Titles Processed	684,312	765,674
Title File Scans	689,335	725,579
License Plate Transfers	181,206	202,795
License Plate Exchanges	225	211
License Plate Dup. Issues	6,494	6,329
Dup. Decal Issues	7,611	6,775
Lien Recordings	214,230	256,806

Registrations by Class

	FY 2010	FY 2011
A Passenger	1,324,650	1,319,412
B Trucks	52,697	54,178
C Trailers, Semis	155,613	166,538
G Motorcycles	48,331	57,558
H Buses	270	272
J Taxicabs	138	114
M Special Mobile Equipment	1,124	1,032
P Government	38,948	40,324
R Camping Trailers	36,961	27,919
T Boat Trailers	102,634	79,459
V Antique Vehicles	14,149	15,514
X Farm Vehicles	2,995	2,972
Totals	1,778,510	1,765,292

Personalized License Plates

Year	Total
2001	35,156
2002	36,497
2003	37,705
2004	39,103
2005	41,558
2006	42,204
2007	43,453
2008	43,008
2009	44,629
2010	44,789
2011	43,872



Vehicle Registrations By County

County	FY 2010	FY 2011	County	FY 2010	FY 2011
Barbour	15,352	14,978	Mingo	25,422	24,895
Berkeley	98,283	98,783	Monongalia	65,705	66,707
Boone	21,975	21,534	Monroe	14,578	14,525
Braxton	14,718	14,561	Morgan	18,141	17,904
Brooke	18,653	18,546	Nicholas	29,269	29,088
Cabell	80,887	79,947	Ohio	39,794	40,039
Calhoun	7,642	7,581	Pendleton	10,041	9,917
Clay	9,520	9,409	Pleasants	7,166	7,019
Doddridge	5,450	5,319	Pocahontas	10,673	10,451
Fayette	44,591	43,226	Preston	33,227	33,341
Gilmer	6,835	6,858	Putnam	52,857	51,040
Grant	14,153	14,163	Raleigh	70,558	70,110
Greenbrier	40,596	40,031	Randolph	29,417	29,265
Hampshire	27,033	26,639	Ritchie	12,102	11,407
Hancock	29,889	29,682	Roane	14,557	14,358
Hardy	15,898	15,913	Summers	11,247	10,990
Harrison	68,908	69,884	Taylor	14,068	14,079
Jackson	31,233	31,006	Tucker	6,984	6,953
Jefferson	53,857	53,929	Tyler	8,286	8,235
Kanawha	182,570	180,168	Upshur	30,911	31,111
Lewis	20,327	20,317	Wayne	29,343	28,394
Lincoln	19,894	19,033	Webster	9,672	9,465
Logan	31,344	30,750	Wetzel	19,538	19,123
Marion	56,988	56,565	Wirt	6,366	6,118
Marshall	25,877	25,638	Wood	83,150	82,086
Mason	24,930	24,443	Wyoming	21,429	21,149
McDowell	18,691	18,328	Out-of-State	29,629	32,304
Mercer	57,051	56,829			
Mineral	31,235	31,157	Total	1,778,510	1,765,292

Special and Organizational Plates

	FY 2010	FY 2011
Military Organizations	5,497	6,404
Special Organizations	4,339	5,158
Patriotic	7,537	7,094
9-11 Commemorative	3,667	3,466
Silver-Haired Legislature	8	7
NASCAR	3,753	3,197
DNR Wildlife (Bird)	12,339	15,369
DNR Wildlife (Deer)	12,781	11,685
Whitewater Rafting	648	716
Breast Cancer Awareness	1,477	1,579
4H/FFA	145	159
Character Education	49	54
Wounded Law Enforcement	29	28
Personalized	44,789	43,872
Veteran	14,331	13,798
EMS	869*	891
Firefighter	1,671	1,553
Certified Firefighter	163	164
Volunteer Firefighter	1,656	1,734
Medal of Honor	1	1
Pearl Harbor	59	35
Purple Heart	3,032	2,863
Prisoner of War	222	204
Disabled Veteran	4,146	4,392
National Guard	653	529
Governor's Numbers	1,109	1,077
Legislative	155	174
Legislator	52	55
Amateur Radio	1,130	1,081
Antique	18,727	19,097
Mobility Impaired	6,587	6,606

* Amended data from last Fiscal Year.

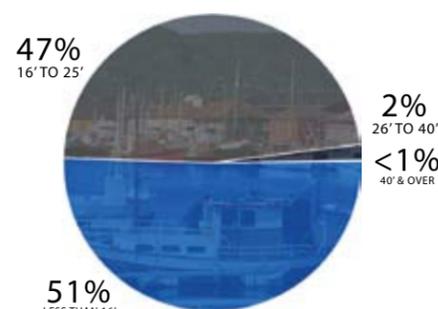
Motorboat Registrations by County FY 2011

County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	350	62	0	412	Mingo	730	90	2	822
Berkeley	1763	196	1	1,960	Monongalia	1,663	109	15	1,787
Boone	696	42	1	739	Monroe	288	22	0	310
Braxton	551	82	0	633	Morgan	444	95	0	539
Brooke	367	56	1	424	Nicholas	1,136	87	0	1,143
Cabell	1744	71	3	1,818	Ohio	641	129	1	771
Calhoun	168	26	0	194	Pendleton	82	58	5	145
Clay	327	53	1	381	Pleasants	232	46	2	280
Doddridge	56	42	0	98	Pocahontas	179	38	0	217
Fayette	1390	66	1	1,457	Preston	572	81	0	653
Gilmer	122	16	0	138	Putnam	1,458	116	5	1,579
Grant	300	64	0	364	Raleigh	1,968	84	5	2,057
Greenbrier	674	178	7	859	Randolph	485	105	2	592
Hampshire	520	171	1	692	Ritchie	302	105	6	413
Hancock	557	49	7	613	Roane	443	116	2	561
Hardy	311	145	0	456	Summers	370	16	2	388
Harrison	1,647	282	2	1,931	Taylor	511	41	0	552
Jackson	924	110	2	1,036	Tucker	110	24	2	116
Jefferson	766	68	0	834	Tyler	254	110	3	367
Kanawha	4,609	362	214	5,185	Upshur	709	53	2	764
Lewis	804	64	6	874	Wayne	963	18	4	985
Lincoln	648	32	0	680	Webster	320	30	0	350
Logan	875	71	1	947	Wetzel	459	101	1	561
Marion	1,508	182	2	1,692	Wirt	205	58	0	263
Marshall	584	176	2	762	Wood	2,091	390	10	2,491
Mason	686	116	2	804	Wyoming	888	45	0	933
McDowell	401	34	0	435	Out-of-State	138	13	0	151
Mercer	1,458	95	0	1,553					
Mineral	593	136	0	729	Total	42,902	5,214	323	48,439

Boat Registration Types At a Glance



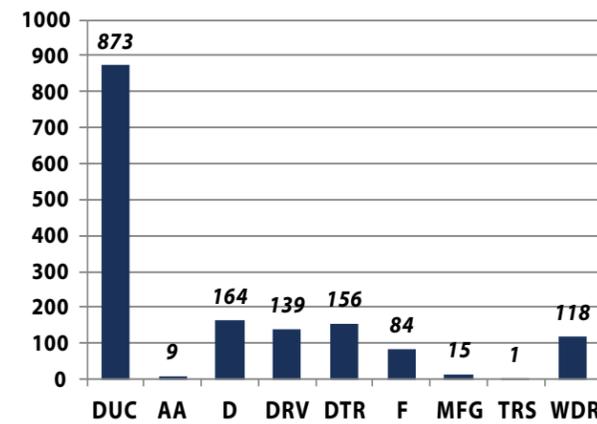
Fee Paying Motor Boat Sizes At a Glance



Dealer Services/Leasing

The Dealer Services section 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.

Registered Vehicle Dealers FY 2011



Registered Dealer Key • Dealer Classes

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

County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total
Barbour	0	1	0	0	7	0	0	0	0	4	12
Berkeley	1	4	6	11	76	4	0	0	0	6	108
Boone	0	2	1	1	11	1	0	0	0	0	16
Braxton	0	3	5	3	8	2	0	0	0	1	22
Brooke	0	1	2	0	7	2	0	0	0	2	14
Cabell	0	9	10	6	36	5	0	0	0	6	72
Calhoun	0	0	1	1	5	0	0	0	0	0	7
Clay	0	0	0	0	4	0	0	0	0	0	4
Doddridge	0	0	0	1	1	0	0	0	0	0	2
Fayette	0	2	1	0	17	0	0	0	0	0	20
Gilmer	0	0	0	1	4	0	1	0	0	0	6
Grant	0	1	1	1	8	1	0	0	0	0	12
Greenbrier	0	4	0	2	18	0	0	0	0	5	29
Hampshire	0	1	3	5	17	5	0	0	0	0	31
Hancock	0	2	1	0	11	1	0	0	0	2	17
Hardy	0	2	1	0	9	0	0	0	0	0	12
Harrison	1	9	4	4	52	6	0	0	0	5	81
Jackson	1	1	5	4	21	0	2	0	0	2	36
Jefferson	1	2	1	2	12	0	0	0	0	2	20
Kanawha	2	19	16	21	61	11	0	0	1	6	137
Lewis	0	4	4	2	10	0	0	0	0	4	24
Lincoln	0	0	0	0	9	0	0	0	0	4	13
Logan	0	3	3	3	10	2	0	0	0	0	21
Marion	0	5	1	1	14	1	0	0	0	5	25
Marshall	0	0	0	1	3	0	0	0	0	1	5
Mason	0	0	0	0	8	0	0	0	0	1	9
McDowell	0	6	4	5	48	5	1	0	0	6	75
Mercer	0	7	7	8	38	6	1	0	0	9	76
Mineral	0	3	4	3	20	2	0	0	0	1	33
Mingo	0	2	0	1	6	1	0	0	0	2	12
Monongalia	0	9	2	4	36	3	0	0	0	12	66
Monroe	0	0	0	1	6	0	0	0	0	1	8
Morgan	0	1	2	4	6	1	0	0	0	1	15
Nicholas	0	3	3	4	15	0	0	0	0	2	27
Ohio	0	11	4	5	17	4	0	0	0	5	46
Pendleton	0	0	0	1	5	0	0	0	0	1	7
Pleasants	0	1	1	1	4	0	0	0	0	0	7
Pocahontas	0	2	0	2	3	0	0	0	0	0	7
Preston	0	3	2	2	24	1	0	0	0	1	33
Putnam	1	4	5	4	15	2	2	0	0	2	35
Raleigh	1	10	9	9	35	4	1	0	0	4	73
Randolph	0	5	7	7	25	4	0	0	0	1	49
Ritchie	0	0	1	5	9	1	2	0	0	0	18
Roane	0	2	0	1	7	0	1	0	0	0	11
Summers	0	0	1	0	3	0	0	0	0	0	4
Taylor	0	1	0	0	9	0	0	0	0	2	12
Tucker	0	1	0	0	1	0	0	0	0	1	3
Tyler	0	2	0	0	1	0	0	0	0	0	3
Upshur	1	3	1	4	19	1	0	0	0	0	30
Wayne	0	2	4	2	12	0	0	0	0	3	23
Webster	0	0	1	1	5	0	0	0	0	1	8
Wetzel	0	1	3	3	10	2	0	0	0	0	19
Wirt	0	0	0	0	3	3	0	0	0	0	3
Wood	0	10	11	7	49	6	4	0	0	7	94
Wyoming	0	0	1	2	3	0	0	0	0	1	7
Total	9	164	139	156	873	84	15	0	1	118	1,559

Vehicle Dealer Oversight

	FY 2010	FY 2011
Dealers License	1,686	1,615
Dealer Pre-Application Inspections	161	163
Dealer Applicant Investigations	157	178
Dealer Compliance Investigations	2,235	2,251
Unlicensed Dealer Investigations	106	145
Reconstructed Vehicle Inspections	4,641	4,511
Temporary Registration Plates Issued	157,328	109,408
To Motorcycles	3,218	2,286
To Dealers	129,275	92,323
To License Services	23,164	13,854
To Auto Auctions	1,671	945
Revenue Leased Vehicles	\$4,783,805	\$4,749,994
Rental Taxes Collected	\$1,354,115	\$1,561,221

Motor Carrier Services

This branch of the DMV 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, and 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 jurisdiction. 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 Motor Carrier Operations

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

Motor Carrier Goals and Objectives

- Make IRP/IFTA credentialing available through the DMV's 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

IFTA Participation

	FY 2010	FY 2011
Members	2,255	1,947
Decals Issued	13,037	13,192

Commercial Driver's License Holders

	FY 2010	FY 2011
Holders	70,638	67,265

IRP Registrants

	FY 2010	FY 2011
Power Units	10,188	10,589
Carriers	2,571	2,374

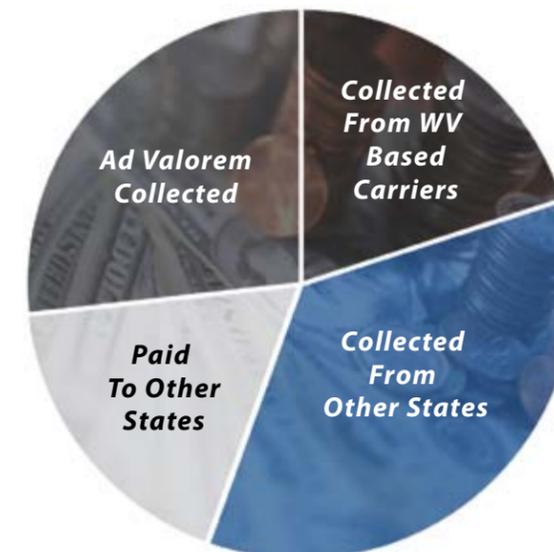
Road Tax Registrants

	FY 2010	FY 2011
Members	1,961	2,465
Decals Issued	9,389	9,011

IRP Revenue

	FY 2011
Collected from WV-Based Carriers	\$6,192,685.36
Collected from Other States	\$10,966,463.12
Paid to Other States	\$5,482,012.74
Ad Valorem	\$8,270,234.98

IRP Revenue FY 2011 Collected -vs. Paid Out



Notes



1-800-642-9066

www.dmv.wv.gov