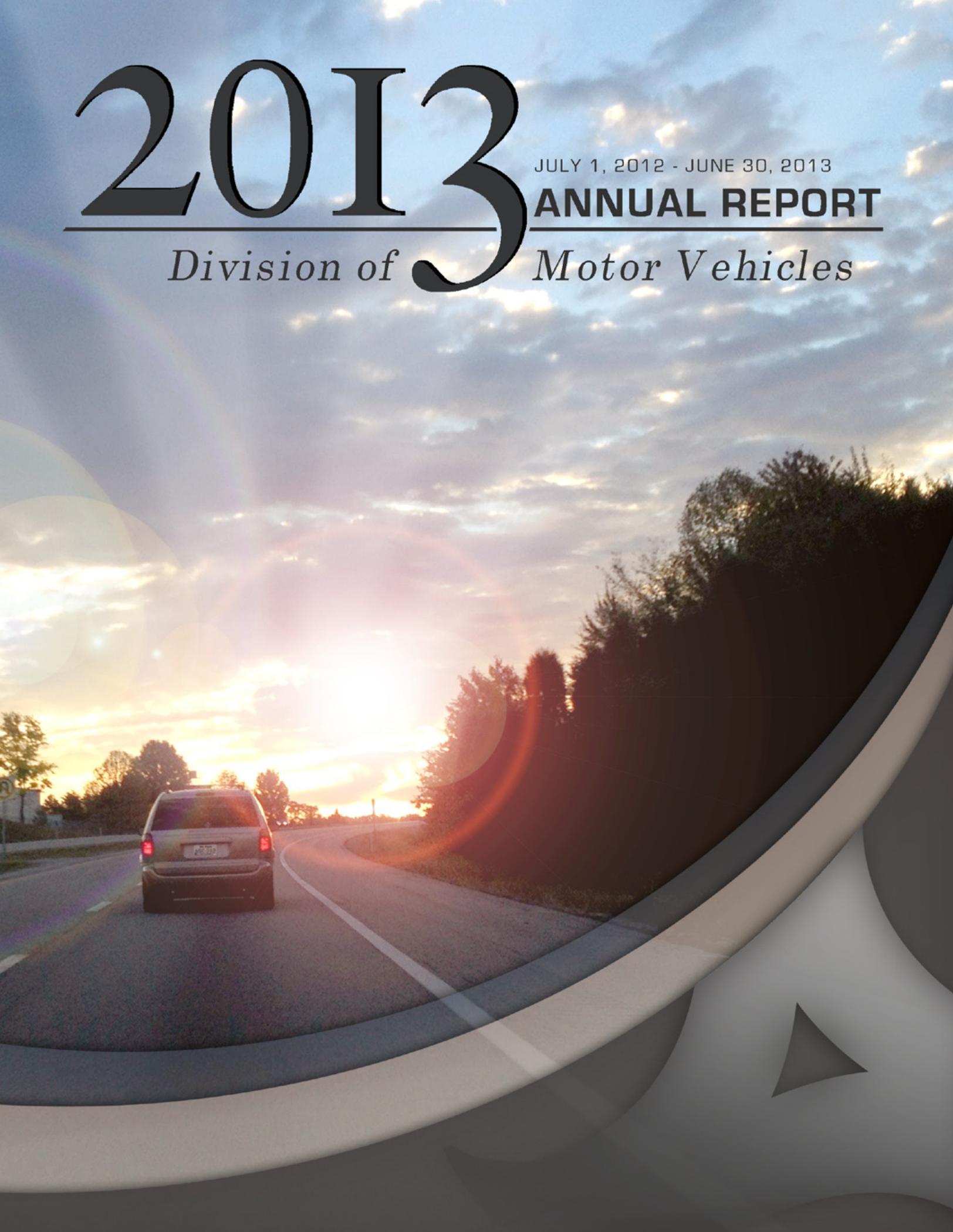


# 2013

JULY 1, 2012 - JUNE 30, 2013

**ANNUAL REPORT**

*Division of Motor Vehicles*





# Joe E. Miller

**Commissioner of Motor Vehicles**

*Through 1/15/2013*

# Steven O. Dale

**Acting Commissioner of Motor Vehicles**

*1/16/2013 - Present*

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**Mark Holmes**, *Executive Assistant*

**Monica Price**, *Human Resources Manager*

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### Legal Services

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### Regional Offices and Call Center

**Pete Lake**, *Director*

**John Haynes**, *Assistant Director*

### IS&S Services

**Dempsey Totten**, *Director*

### Vehicle Services

**Michael Maggard**, *Director*

**Zoe Bender**, *Assistant Director*

### Management Services

**Jerry Conrad**, *Director*

### Governor's Highway Safety Program

**Bobby Tipton**, *Director*

### Information Services

**Wilbur L. Thaxton II**, *Director*

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# 2013 Forward

**Steven O. Dale**, *Acting Commissioner of Motor Vehicles*

*"Our mission is to provide essential motor vehicle and driver services, facilitate interstate travel by promoting reciprocity for West Virginia vehicles and drivers in other states, promote highway safety, and collect revenue for highway maintenance and construction programs."*

*~Acting DMV Commissioner, Steven O. Dale*

**T**he Division of Motor Vehicles (DMV) focuses on maintaining excellent customer service while keeping operational costs minimal. Focusing the Division's superb return on investment of (\$297,288,279 in revenues versus \$41,276,505 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 24 fully-staffed Regional Offices across the state.

## 2013 Highlights

- *The West Virginia Governor's Highway Safety Program and its safety partners were pleased to announce the 2nd lowest number of motor vehicle fatalities in recent history at 338. Over all, fatalities have been trending downward over the last 5 years from 378 in 2008, 356 in 2009, 315 in 2010, 338 in 2011, and 339 in 2012. We believe that these results are aided by our high visibility enforcement campaigns/programs coupled with strong media messaging. "Click It or Ticket" and "Drive Sober or Get Pulled Over" are examples of these types of campaigns. In FY 2013 the Governor's Highway Safety Program funded 180 Sobriety Checkpoints and provided 1.784 million dollars to pay for 63,070 man-hours in Law Enforcement Patrols, resulting in 3,582 Impaired Driving Arrests.*
- *The West Virginia Legislature passed legislation that upgraded the seat belt law to a primary offense. It had been a secondary enforcement law since 1993. Additionally, upgrades were made to impaired driving laws which provided additional tools to detect drug impaired driving including authority for a law enforcement agency to designate the most appropriate secondary chemical test, a blood test or breath test, and increasing the time period in which a blood sample must be obtained from two to four hours.*
- *DMV released a Veterans Designation for WV driver's licenses and ID cards. Upon applying for a new driver's license or ID card, veterans who meet the criteria may obtain the designation. This enables our resident U.S. veterans to use their WV issued licenses or ID card in place of carrying a separate ID for certain benefits extended by businesses.*

- On October 20, 2012 the WV DMV signed a reciprocity agreement with Korea, enabling new citizens previously holding a valid Korean driver's license to exchange their Korean driver's license for a WV driver's license. West Virginia also has reciprocity agreements with Germany and France.
- In celebration of WV's 150th year of statehood, DMV released a sesquicentennial license plate. These limited edition license plates are available to all WV citizens upon exchange of existing license plates or for new plate issuances.
- As part of the ongoing business modernization plan, DMV launched a "self-service" page on the DMV website to allow citizens to perform requests for duplicate registration cards, duplicate Class A license plate decals or plates, and update their address on record with DMV.
- Driver examiners employed by DMV continue to be among the best in the nation by achieving full national certification. The Division strives to maintain the highest level of performance among our driver examiners through training and education. During FY 2013, over 70% of our driver examiners received additional training for both driver and motorcycle examinations as well as training for fraud detection.
- The first Distracted Driving proclamation was signed by Governor Earl Ray Tomblin on April 17, 2013, earmarking the beginning of campaigning public awareness on the dangers of driving while distracted.

## 2014 and Beyond...

The accomplishments of the Division over the last year will stimulate improvements in a number of its processes. Several key projects are underway in FY 2014 that the Division hopes to work towards completion on. Those projects include:

- Modernizing outdated mainframe based technology that forces DMV to use separate, antiquated, non-communicating data systems for driver licensing, vehicle registration and revenue collection/inventory control systems that can be joined and organized to streamline all data collected by the DMV.
- DMV is developing an online Electronic Insurance Verification and monitoring system, which will confirm that West Virginia drivers have insurance coverage. This program is currently in the pilot stage with full implementation anticipated to occur in FY 2014.
- Phasing in a complete reissuance of vehicle license plates with new, digitalized plate technology.
- Begin issuing of driver's license renewals and vehicle registration renewals online.

# Legislative Changes ]

Summary for Fiscal Year 2013

## House Bill 2108

### *Enforcement of the Seat belt Law*

Changes the existing law to allow law enforcement to cite a driver for not wearing a seat belt as a primary offense and setting the fine at \$25.00 instead of up to \$25.00

## Senate Bill 477

### *Electronic Registration of Voters (Motor Voter)*

Allows a customer to register to vote electronically utilizing the driver license/identification card issuance process

## House Bill 2770

### *Dealer Licensure*

Strikes the provision to refuse renewal of a Dealership License to dealerships selling fewer than 18 motor vehicles in the previous licensing year

## Senate Bill 281

### *Driver's License Rules*

Updates various rules and procedures in driver license processes

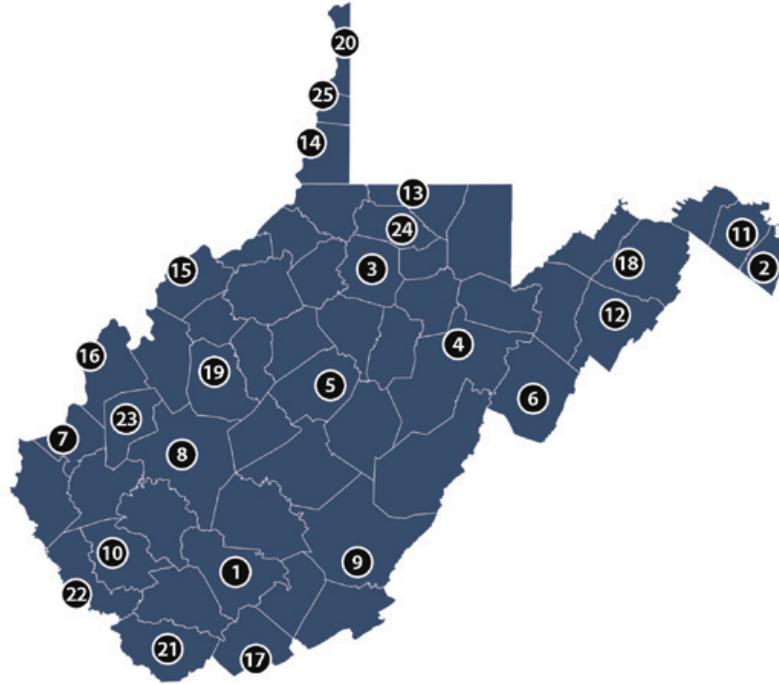
## Senate Bill 448

### *Special Dealer Plates*

Authorizes DMV to issue up to ten additional "demo" plates to licensed large commercial vehicle dealers

# DMV Locations

## Regional Offices and Exam Sites



### 1.) BECKLEY

107 Pinecrest Drive  
Beckley, WV 25801

### 2.) CHARLES TOWN

24 Ruland Road  
Kearneysville, WV 25430

### 3.) CLARKSBURG

105 Platinum Drive, Suite D  
Bridgeport, WV 26330

### 4.) ELKINS

1029 North Randolph Avenue  
Elkins, WV 26241

### 5.) FLATWOODS

295 Skidmore Lane  
Sutton, WV 26601

### 6.) FRANKLIN

100 Thorn Creek Road, Suite 300  
Franklin, WV 26807

### 7.) HUNTINGTON

801 Madison Avenue  
Huntington, WV 25701

### 8.) KANAWHA CITY

5707 MacCorkle Avenue, S. E.  
Suite 400  
Charleston, WV 25317

### 9.) LEWISBURG

148 Maplewood Avenue  
Lewisburg, WV 24901

### 10.) LOGAN

428 Main Street  
Logan, WV 25601

### 11.) MARTINSBURG

38 Severna Parkway  
Martinsburg, WV 25403

### 12.) MOOREFIELD

410 South Main Street  
Moorefield, WV 26836

### 13.) MORGANTOWN

1525 Deckers Creek Boulevard  
Morgantown, WV 26505

### 14.) MOUNDSVILLE

400 Teletech Drive, Suite 100  
Moundsville, WV 26041

### 15.) PARKERSBURG

601 Lubeck Avenue  
Parkersburg, WV 26101

### 16.) POINT PLEASANT

1408 Kanawha Street  
Point Pleasant, WV 25550

### 17.) PRINCETON

198 Davis Street  
Princeton, WV 24740

### 18.) ROMNEY

HC 60, Box 2570  
(Route 50 & Ridge Loop Rd.)  
Romney, WV 26757

### 19.) SPENCER

115 Church Street  
Spencer, WV 25276

### 20.) WEIRTON

Municipal Plaza, Suite 100  
Weirton, WV 26062

### 21.) WELCH

92 McDowell Street  
Welch, WV 24801

### 22.) WILLIAMSON

225 East 3rd Avenue  
Williamson, WV 25661

### 23.) WINFIELD

116 Liberty Square  
Winfield, WV 25526

### 24.) FAIRMONT EXAM CENTER

9395 Middletown Mall  
Fairmont, WV 26554

### 25.) WHEELING EXAM CENTER

2600 Eoff Street  
Wheeling, WV 26003

# Highway Safety

The West Virginia Governor's Highway Safety Program

**Bob Tipton, Director**

## About the Program

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally 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 Acting Commissioner, Steven O. Dale, 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.

### GHSP Goals

- *Reduce the fatality rate per 100 million miles traveled (VMT) from 2.08 in 1998 to 1.75 in 2013. (FY 2012 rate 1.80)*
- *Reduce the fatality rate per 100,000 residents from 23 in 1998 to 19 in 2013. (FY 2012 rate 18.27)*
- *Reduce the number of A and B injuries per 100 million miles traveled from 66.5 in 1998 to 50 in 2013. (FY 2012 - 30.34)*
- *Reduce the alcohol fatality rate (old NHTSA definition .01+) of .84 in 1998 to less than .50 in 2013. (FY 2012- .55)*
- *Reduce the alcohol fatality rate (New NHTSA definition .08+) of .75 in 1998 to less than .48 in 2013. (FY 2012 - .50)*
- *Reduce the percentage of alcohol related fatalities from 42% in 1998 to less than 30% in 2013. (FY 2012- 28%)*

# Public Information

The GHSP is pleased to report that steady progress is being made towards the 2013 goals. The objectives are to be met by combining state, regional, and local efforts. Years of declining injuries and deaths suggest that GHSP 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", and works 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 2013 GHSP Funded*

*205 Full Sobriety Checkpoints*

*73 Phantom Checkpoints*

*45 Occupant Protection Checkpoints*

*323 Total Checkpoints in WV*

*155,033 Total Vehicles Contacted*

*252,602 Total Vehicle Occupants*

*150 DUI Arrests at Checkpoints*

*3,693 Citations Issued*

*44,878 Hours of Directed and  
Saturation Patrols*

*10,742 Man-Hours Invested in  
Sobriety Checkpoints*

# Law Enforcement Training Provided in FY 2013

The GHSP's goal for FY 2013 was to broaden its training activities and increase the number of students completing training.

## **Child Passenger Safety (32 hr.)**

*5 classes, 65 students*

## **Child Passenger Safety Recertification (8 hr.)**

*3 classes, 7 students*

## **Kidz in Motion (CEU) Classes (8 hr.)**

*6 classes, 55 students*

## **Driving Under the Influence (DUI)**

*27 classes, 399 students*

## **Occupant Protection**

*4 classes, 32 students*

## **Pursuit Policy**

*15 classes, 78 students*

## **Radar/Speed Enforcement**

*41 classes, 459 students*

## **Motorcycle LE**

*9 classes, 47 students*

## **Motorcycle Issues**

*2 classes, 16 students*

## **Can Am Spyder Motorcycle Classes (24 hr.)**

*3 classes, 10 students*

## **Other Classes**

*9 classes, 570 students*

**Total Man-Hours Spent in Training: 10,296**

# Seat Belt 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 Click It or Ticket (CIOT) 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 June 2012 the rate fell slightly to 84.3%. While that was concerning, GHSP employees realized that the last 16% would be the toughest to reach. The GHSP and its Highway Safety partners will be working hard to reverse this unexpected trend. Plans are in effect to increase efforts and identify 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), Child Passenger Safety (CPS), Kidz In Motion classes, and 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 2012, the GHSP conducted six (6) thirty-two hour NHSTA Child Passenger

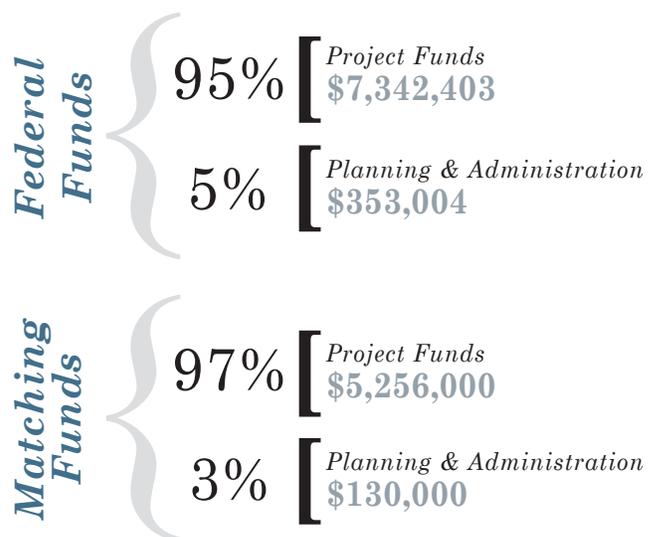
Safety Technician certification classes with 45 students successfully completing the course.

## GHSP Federal Funding Policy Compliance

NHTSA grant funding policy states that no more than 10% of a NHTSA grant may be expended on administrative costs. Federal statute requires that local political subdivisions be allocated at least 40% of all federal highway safety funding the State receives. GHSP distributed over 75% of its FY 2013 federal funding to various local governments, exceeding the requirements.

For certain grant fund programs NHTSA requires that the State match at least 25% of all NHSTA funding received by GHSP. West Virginia's FY 2013 allocation exceeded this requirement.

## GHSP Funding Sources & Expenditures



## GHSP Crash Information

	2011	2012
<i>Crashes</i>	41,732	39,713
<i>Fatalities</i>	338	339
<i>Serious Injuries</i>	5,997	5,689
<i>Total Injuries</i>	17,684	16,964
<i>Seat belt Usage Rates</i>	84.03	82.7
<i>Alcohol Related Crashes</i>	2,451	2,296
<i>Alcohol Related Fatalities .08+</i>	93	95
<i>Alcohol Related Injuries</i>	1,221	1,599
<i>Alcohol Related Fatality Percentage</i>	27%	28.02%
<i>Underage Alcohol Sales</i>	16.87%	19.88%
<i>Motorcycle Crashes</i>	668	684
<i>Motorcycle Fatalities</i>	30	32
<i>Motorcycle Injuries</i>	685	658
<i>ATV Fatalities on Public Roadways</i>	35	26
<i>ATV No Helmets</i>	19	26
<i>ATV Unknown Helmets</i>	1	0
<i>Speed Related Fatalities</i>	114	144
<i>Speed Related Fatality Percentage</i>	34%	42.47%
<i>Pedestrian Fatalities</i>	20	30

Sources: NHTSA, FARS, WVDOH, and GHSP

## Law Enforcement Citations and Warnings

	Citations	Warnings
<i>Child Restraint</i>	411	149
<i>Insurance</i>	6,570	2,364
<i>Other</i>	18,135	36,774
<i>Reckless Driving</i>	489	437
<i>Red Light &amp; Stop Sign</i>	2,171	3,059
<i>Seat belt</i>	9,094	2,967
<i>Speeding</i>	14,247	24,760
<i>Cellphone</i>	1,143	1,142
<i>Texting</i>	114	158

## Counts, Recoveries & Arrests

	2011	2012
<i>Under Age Drinking</i>	950	1,030
<i>DUI Arrests</i>	3,582	3,681
<i>Child Restraints</i>	322	411
<i>Driver's License Revoked</i>	820	955
<i>Driver's License Suspended</i>	2,408	2,678
<i>Felony Arrests</i>	615	644
<i>Misdemeanor Arrests</i>	2,463	3,040
<i>Fugitives Recovered</i>	83	147
<i>Weapons Recovered</i>	100	108
<i>Property Value Recovered</i>	\$295,938	\$547,881
<i>Drug Value Recovered</i>	\$534,176	\$314,304

# Driver Services

David Bolyard, *Director* | Larry Cavender, *Assistant Director*

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

The DMV is linked to the National Problem Driver Point Systems (PDPS) for inter-jurisdictional tracking of driver records. The computerized system searches the driving records of licensed applicants by name and birthday.

West Virginia implemented the graduated driver licensing (GDL) 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.

## License & Identification Card Totals

<i>Female Licensed Drivers</i>	658,936
<i>Male Licensed Drivers</i>	650,539
<i>Graduated Licenses</i>	49,561
<i>Child ID Cards</i>	6,058
<i>Employee ID Cards</i>	41,970
<i>Total Drivers with License Restrictions</i>	988,504
<i>All Non-Driver ID Cards*</i>	54,298

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

## License Indicators & Restrictions

<i>Total Diabetic Indicators</i>	2,438
<i>Total Organ Donors</i>	716,992
<i>Total Hearing Impaired</i>	658

## *Licensed Drivers by County & Class*

<i>County</i>	<i>Class E</i>	<i>Class D</i>	<i>CDL</i>	<i>Total</i>	<i>County</i>	<i>Class E</i>	<i>Class D</i>	<i>CDL</i>	<i>Total</i>
<i>Barbour</i>	9,815	539	698	11,052	<i>Mingo</i>	17,384	464	959	18,807
<i>Berkeley</i>	71,732	1,406	3,562	76,700	<i>Monongalia</i>	55,518	1,505	1,467	58,490
<i>Boone</i>	15,176	536	865	16,577	<i>Monroe</i>	8,819	332	603	9,754
<i>Braxton</i>	8,487	573	758	9,818	<i>Morgan</i>	11,267	259	710	12,236
<i>Brooke</i>	15,198	206	765	16,169	<i>Nicholas</i>	17,240	811	1,361	19,412
<i>Cabell</i>	65,609	1,707	2,171	69,487	<i>Ohio</i>	31,960	423	1,199	33,582
<i>Calhoun</i>	4,455	325	344	5,124	<i>Pendleton</i>	5,182	175	485	5,842
<i>Clay</i>	6,010	409	499	6,918	<i>Pleasants</i>	4,548	191	326	5,065
<i>Doddridge</i>	3,425	223	298	3,946	<i>Pocahontas</i>	5,455	338	553	6,346
<i>Fayette</i>	29,797	1,328	1,830	32,955	<i>Preston</i>	20,645	1,019	1,604	23,268
<i>Gilmer</i>	3,854	280	310	4,444	<i>Putnam</i>	37,663	1,469	1,761	40,893
<i>Grant</i>	7,582	260	733	8,575	<i>Raleigh</i>	48,879	1,769	2,321	52,969
<i>Greenbrier</i>	25,011	1,198	1,419	27,628	<i>Randolph</i>	18,849	1,057	1,313	21,219
<i>Hampshire</i>	15,070	297	1,220	16,587	<i>Ritchie</i>	6,746	331	521	7,598
<i>Hancock</i>	23,637	216	966	24,819	<i>Roane</i>	9,103	498	665	10,266
<i>Hardy</i>	9,210	220	810	10,240	<i>Summers</i>	7,148	258	431	7,837
<i>Harrison</i>	47,842	2,451	2,361	52,654	<i>Taylor</i>	9,238	560	536	10,334
<i>Jackson</i>	20,096	744	1,190	22,030	<i>Tucker</i>	4,581	248	325	5,154
<i>Jefferson</i>	38,894	559	1,373	40,826	<i>Tyler</i>	5,664	166	307	6,137
<i>Kanawha</i>	129,009	4,887	5,227	139,123	<i>Upshur</i>	14,719	912	1,246	16,877
<i>Lewis</i>	11,774	834	1,251	13,859	<i>Wayne</i>	19,838	450	1,113	21,401
<i>Lincoln</i>	12,740	704	1,048	14,492	<i>Webster</i>	5,776	339	442	6,557
<i>Logan</i>	22,459	1,078	1,291	24,828	<i>Wetzel</i>	12,705	454	702	13,861
<i>Marion</i>	40,044	1,993	1,633	43,670	<i>Wirt</i>	3,935	156	315	4,406
<i>Marshall</i>	19,768	273	917	20,958	<i>Wood</i>	59,695	1,527	2,566	63,788
<i>Mason</i>	17,243	456	872	18,571	<i>Wyoming</i>	14,377	434	902	15,713
<i>McDowell</i>	13,003	420	804	14,227		<i>Class E</i>	<i>Class D</i>	<i>CDL</i>	<i>Total</i>
<i>Mercer</i>	40,910	976	2,066	43,952					
<i>Mineral</i>	19,775	457	1,111	21,343	<b><i>TOTALS</i></b>	<b>1,204,559</b>	<b>41,700</b>	<b>63,125</b>	<b>1,309,384</b>

## Motorcycle Exams And Safety Training

	PASS	FAIL
<i>Motorcycle Skills Test</i>	992	253
<i>Motorcycle Written Exam</i>	6,282	3,221
<b><i>Exams Total</i></b>	<b>7,274</b>	<b>3,474</b>
<i>Safety Training Total</i>	1,243	37

## Driver Examination Totals Graduated License & Learner's Permit

	PASS	FAIL
<i>GDL Level 2 Skills Exam</i>	9,550	2,643
<i>Learner's Permit Exams</i>	37,787	48,730
<b><i>Total Exams</i></b>	<b>47,337</b>	<b>51,373</b>

Learners permit exam total includes GDL 1 and Non-GDL Permits. In previous years the GDL 1 numbers were reported separately. Separate reporting is no longer an option as of July 2011 due to programing changes.

## Driver Examination Totals Class "E" (Regular Driver's License)

	PASS	FAIL
<i>Driving Skills Test</i>	17,743	5,781

## Driver Examination Totals CDL (Commercial Driver's License)

	PASS	FAIL
<i>General Knowledge</i>	2,247	1,862
<i>Air Brakes</i>	2,142	1,081
<i>Combination Trailers</i>	1,496	666
<i>Doubles &amp; Triples</i>	389	143
<i>Tanker Trailers</i>	1,232	204
<i>Hazardous Materials</i>	1,452	519
<i>Passenger Endorsement</i>	684	340
<i>Pre-Trip Inspections</i>	2,174	310
<i>Basic Control Skills</i>	2,148	214
<i>Skills Testing</i>	2,136	126
<i>School Bus</i>	590	104
<b><i>CDL Totals</i></b>	<b>16,690</b>	<b>5,569</b>

## Revocations and Suspensions

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

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

## DUI Programs

The DUI 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.

DMV'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 or 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 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

	2012	2013
<i>Reckless Driving (3rd Offense in 24 Mo.)</i>	0	0
<i>Driving While Revoked or Suspended</i>	4,898	4,142
<i>Speed Racing (On a Public Highway or Street)</i>	18	24
<i>Hit &amp; Run (Personal Injury)</i>	13	12
<i>Manslaughter (Negligent Homicide)</i>	5	3
<i>Leaving the Scene of an Accident</i>	23	26

## Driving Under the Influence

	2012	2013
<i>DUI Revocations</i>	10,847	11,780
<i>Under 21 Any Measurable Alcohol</i>	96	45
<i>Concurrent Revocation (2 Issues)</i>	1,658	1,790
<i>Magistrates Total Convictions</i>	5,553	5,993
<i>Circuit Court Total Convictions</i>	105	112
<i>Municipal Court Total Convictions</i>	461	456

## Alcohol Test and Lock Program

	2012	2013
<i>Applications Approved &amp; Denied</i>	3,113	3,959
<i>Installations</i>	2,839	2,953
<i>Enrollees Completing &amp; Removed</i>	2,182	2,406
<i>Person's Disqualified</i>	468	558

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, GDL suspensions and commercial driver convictions causing suspensions and disqualifications based upon 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 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.

## *Revocation/Suspension Totals*

<b>Other Breakdown</b>	
<i>Fraudulent Applications</i>	17
<i>GDL (2 or More Tickets)</i>	147
<i>Unpaid Child Support</i>	12

## *Point System*

	2012	2013
<i>Letters of Caution Issued</i>	11,791	10,803
<i>Suspensions</i>	1,028	1,027
<i>Reinstatements</i>	985	1,001

## *Student Attendance Program*

	2012	2013
<i>Notices Received</i>	3,942	3,121
<i>License Suspensions</i>	828	758
<i>License Reinstatements</i>	745	931

## *Medical Unit Statistics*

	2012	2013
<i>Medical Suspensions</i>	415	188
<i>Re-Exam Suspensions</i>	206	160
<i>New Medical Files</i>	454	368
<i>Vision Report Reviews</i>	2,018	1,793

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 that are relevant to driver licensing.

## Compulsory Insurance

DMV monitors motorist compliance with West Virginia's compulsory automobile insurance law in several ways. The unit takes administrative action through citations for "no insurance", review of crash reports submitted by law enforcement, 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 the requestor. The request may be personal (licensee requesting their own record), employer, through subpoena, or an attorney.

The unit handles all requests for certification of driving records and corresponding suspension and 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 DMVs' teletype operator through the West Virginia portal of Law Enforcements' weapons system. The records must be 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

## Reported Traffic Convictions

	2012	2013
<i>Reckless/Hazardous Driving</i>	1,092	1,041
<i>Speeding in a School Zone</i>	318	342
<i>Speeding</i>	20,962	18,156
<i>Hit and Run (Bodily Injury)</i>	18	11
<i>Leaving Scene of Accident</i>	478	449
<i>Passing a School Bus</i>	80	90
<i>Improper Passing</i>	603	524
<i>Improper Signal/No Signal</i>	130	114
<i>Improper Lane Change</i>	181	153
<i>Failure to Keep in Proper Lane</i>	48	53
<i>Failure to Follow Police Officer's Instructions</i>	20	18
<i>Failure to Yield to an Emergency Vehicle</i>	111	112
<i>Failure to Obey Traffic Signal/Control Device</i>	4,249	4,126
<i>Driving Left of Center</i>	649	589
<i>Driving Too Fast for Conditions</i>	113	115
<i>Failure to Keep Vehicle Under Control</i>	1,583	1,379
<i>Failure to Yield When Merging</i>	951	860
<i>Following Too Closely</i>	404	319
<i>Driving with More Than 3 People in Front</i>	25	12
<i>Driving Wrong Way on a One-Way Street</i>	143	141
<i>Driving on Wrong Side of Road</i>	33	53
<i>Making Improper Turn</i>	208	189
<i>Improper Backing</i>	61	61

implement an online insurance verification program. The goals of this program are: a) to 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, and 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.

### ***Driver's License Suspensions***

	2012	2013
<i>Cancellations</i>	450	423
<i>Court Reports</i>	6,241	5,023
<i>Crash Reports</i>	807	734
<i>Fraudulent</i>	92	36
<i>Judgements</i>	258	232
<i>Verification Process</i>	16	23

### ***Vehicle License Suspensions***

	2012	2013
<i>Cancellations</i>	460	308
<i>Court Reports</i>	4,180	3,616
<i>Crash Reports</i>	836	531
<i>Fraudulent</i>	56	29
<i>Judgements</i>	0	2
<i>Verification Process</i>	19	19

### ***Suspension Letters***

	2012	2013
<i>Cancellations</i>	1,313	1,340
<i>Court Reports</i>	12,876	8,905
<i>Crash Reports - Pending</i>	2,084	2,506
<i>Fraudulent - Processed</i>	82	19
<i>Judgements - Pending</i>	331	291
<i>Verification - Processed</i>	62	30

### ***State Police Serve Orders***

	2012	2013
<i>Cancellations</i>	252	184
<i>Court Reports</i>	1,440	1,093
<i>Crash Reports</i>	318	159
<i>Fraudulent</i>	36	2
<i>Judgements</i>	0	1
<i>Verification Process</i>	1	13

### ***Other Totals***

	2012	2013
<i>Crash/Court Suspension Letters from Court Reports</i>	15,661	11,120
<i>Driving Records Processed by DMV</i>	60,490	55,702
<i>Driving Record Certifications</i>	13,334	12,221
<i>Insurance Waiver Program Participants</i>	872	817

## *Violations by WV Drivers Reported Other Jurisdictions*

State	2012	2013	State	2012	2013	State	2012	2013
<i>Alabama</i>	77	57	<i>Kansas</i>	50	54	<i>North Carolina</i>	71	54
<i>Alaska</i>	0	0	<i>Kentucky</i>	823	618	<i>North Dakota</i>	39	52
<i>Arizona</i>	38	31	<i>Louisiana</i>	44	36	<i>Ohio</i>	5,903	6,270
<i>Arkansas</i>	22	33	<i>Maine</i>	2	4	<i>Oklahoma</i>	32	29
<i>California</i>	16	14	<i>Maryland</i>	3,799	3,745	<i>Oregon</i>	19	23
<i>Colorado</i>	40	37	<i>Massachusetts</i>	15	9	<i>Pennsylvania</i>	1,651	1,233
<i>Connecticut</i>	25	24	<i>Michigan</i>	55	83	<i>Rhode Island</i>	0	0
<i>Delaware</i>	103	101	<i>Minnesota</i>	4	15	<i>South Carolina</i>	1,250	1,099
<i>District of Columbia</i>	7	1	<i>Mississippi</i>	16	17	<i>South Dakota</i>	5	6
			<i>Missouri</i>	64	100	<i>Tennessee</i>	101	92
<i>Florida</i>	318	298	<i>Montana</i>	18	17	<i>Texas</i>	113	95
<i>Georgia</i>	257	217	<i>Nebraska</i>	16	15	<i>Utah</i>	24	28
<i>Hawaii</i>	51	42	<i>Nevada</i>	8	8	<i>Vermont</i>	2	0
<i>Idaho</i>	9	9	<i>New Hampshire</i>	8	5	<i>Virginia</i>	10,377	11,554
<i>Illinois</i>	112	100	<i>New Jersey</i>	131	141	<i>Washington</i>	36	28
<i>Indiana</i>	238	227	<i>New Mexico</i>	10	15	<i>Wisconsin</i>	35	23
<i>Iowa</i>	27	23	<i>New York</i>	382	298	<i>Wyoming</i>	35	40

## *Non-Resident Violator*

	2012	2013
<i>Non-Compliance Reports for Other States/License Suspended for Failure to Comply</i>	3,632	3,811
<i>Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed Fees</i>	1,470	1,500
<i>Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid</i>	1,940	1,986
<i>Notices Mailed to Other States</i>	8,264	8,017

## *Resident Violator*

	2012	2013
<i>Notices Received</i>	78,478	68,758
<i>Suspensions</i>	58,767	53,237
<i>Reinstatements/Cleared</i>	41,900	36,802

# Information Technology Services

Wilbur L. Thaxton II, *Director*

**I**nformation Technology Services houses the Information Technology Service Desk and the Data Processing & Records Retention sections.

This section is also responsible for creating, modifying, adding and deleting access and overall data security all DMV related systems while maintaining required privacy and security standards set forth by state and federal law as well as adherence to best practice standards set forth by Information Technology Industry standards.

## IT Service Desk

The IT Service Desk assists the DMV regional offices by performing general information and technology troubleshooting services statewide, as well as provides support to other agencies nationwide.

This unit is the primary contact for technical support for DMV and other state agency employees related to systems operations. Systems supported by the Service Desk include the Automated Testing system, the credential issuance camera system, mainframe, and National Motor Vehicle Titling Information System (NMVTIS), as well as maintaining the security and resources of all network systems. This section is also responsible for creating, modifying, or deleting access to the mainframe and network systems while maintaining required privacy standards.

## Data Processing & Retention Unit

The Data Processing & Retention Unit verifies, enters, and distributes vehicle title and registration information as well as maintains all DMV records. This unit responds to information requests from legally authorized sources and is responsible for the optical imaging and document management of all DMV files.

# IS&S Services

**Dempsey Totten, Director**

Investigation, Security, and Support Services is responsible for conducting all investigations, including internal employees, 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.

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 CDL programs.

## IS&S Statistics

	2012	2013
<i>External Investigations Completed</i>	933	821
<i>Internal Investigations Completed</i>	47	18
<i>CDL Tests (Normal Observation)</i>	1,895	1,940
<i>CDL Tests (Covert Observation)</i>	335	360
<i>Employees Train - CDE &amp; CME Training Classes</i>	85	133
<i>Employees Training CDL (Recertification)</i>	18	6
<i>Employees Training CDE (Certification)</i>	24	38
<i>Low Vision Skills Tests</i>	12	25
<i>Fingerprint &amp; Background Checks</i>	37	253

# Legal Services

Jill C. Dunn, General Counsel

The Legal Services section provides legal advice on all issues before the DMV. 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. The Legal Section reviews, prepares and advises the Commissioner regarding legal documents, statutes, regulations, policies and procedures. The Legal Section also responds to all Division litigation, FOIA requests, Driver Privacy Protection Act Requests and writes contracts for the Division.

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 Office of Administrative Hearings to assume the hearing function.

<sup>1</sup> Prior to June 2010, the DMV adjudicated its own license revocation cases. The police officer and the driver were the parties at the hearing. In June 2010, the Legislature created the Office of Administrative Hearings as an independent adjudicatory body of license revocation proceedings. The DMV and the driver are the parties at the hearing.

<sup>2</sup> The statistics are from the OAH annual report.

<sup>3</sup> The hearings on the merits figure is limited to true contested cases and excludes hearings cancelled as a result of a conviction or challenges to the revocation voluntarily withdrawn by the driver.

<sup>4</sup> The OAH annual report reflects both 41 and 51 orders rescinded in different tables. The reason for the discrepancy is unclear.

## Litigation Statistics

	2012	2013
<i>Administrative Driver's License Hearings</i>	2,590	2,519
<i>Circuit Court</i>	58	99
<i>Supreme Court</i>	33	36
<i>Bankruptcy</i>	21	22
<i>General Litigation</i>	13	9
<b><i>WV Circuit Court Cases FY 2013</i></b>		
<i>Received</i>	220	
<i>Won</i>	197	
<i>Lost</i>	17	
<b><i>WV Supreme Court Cases FY 2013</i></b>		
<i>Decided</i>	9	
<i>Won</i>	7	

## Hearing Statistics

	DMV FY 2010 <sup>1</sup>		OAH FY 2012 <sup>2</sup>	
<i>Hearings Resolved</i>	1,988		1,467	
<b><i>Hearings on Merits<sup>3</sup></i></b>				
<i>Hearings</i>	795		325	
<i>Affirmed</i>	78%		87%	
<i>Rescinded</i>	22%		13%	
<i>Percentage Resolved</i>	40%		22%	
<b><i>Revocations</i></b>				
<i>Affirmed</i>	1,816	91%	1,416	97%
<i>Rescinded</i>	172	9%	41 or 51 <sup>4</sup>	3%

# Management Services

**Jerry Conrad**, *Director*

**M**anagement Services performs the DMVs' various administrative and fiscal tasks including revenue control, bad check collection, purchasing, auditing, accounting, and title entry.

## Receiving & Processing

The Receiving and Processing section processes title work and vehicle renewals received via U.S. mail. The efficient operation of this unit enables the DMV to deposit \$38,218,493 in privilege tax remittances from vehicle owners within hours of receipt, while tracking the status of in process title work. This section processed checks from customers, in FY 2013 totaling \$59,018,774. The Receiving and Processing section also sends certified mail for the DMV and verifies the recipients' signatures over the internet. The Receiving and Processing section saves DMV thousands of dollars by processing a portion of certified mail pieces electronically.

### *Receiving and Processing Transactions*

	2012	2013
<i>Vehicle Titles &amp; Applications Processed</i>	177,774	176,473
<i>Total Checks Processed</i>	240,256	224,034
<i>Total Pieces of Certified Mail Sent Out</i>	90,640	105,633
<i>Total Pieces Electronic Certified Mail</i>	76,271	92,180

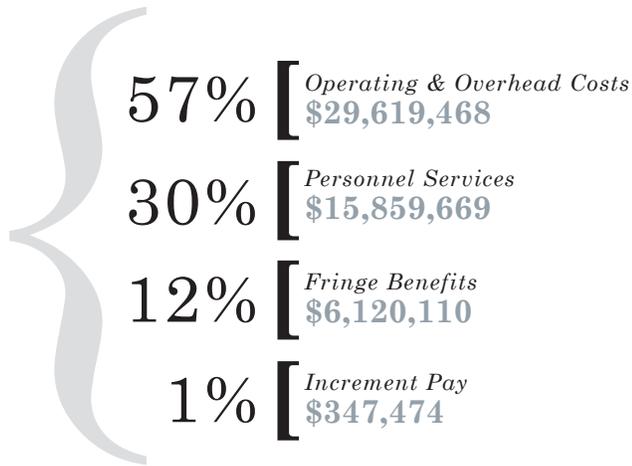
## Accounting

The Accounting section is responsible for depositing and recording the \$297,288,279 collected in revenue during FY 2013. Privilege taxes, which the state uses to match federal highway construction grants, accounted for \$187,436,410 of the total. Additionally, \$136,701 in checks received were returned to the DMV for insufficient funds. During FY 2013, the Accounting Section was able to recover a total \$111,979 from previously returned checks.

### *Accounting Transactions*

	2012	2013
<i>Total Checks Returned for Insufficient Funds</i>	821	832
<i>Returned Checks Recovered</i>	653	657
<i>Total Credit Card Transactions Processed</i>	267,856	280,399

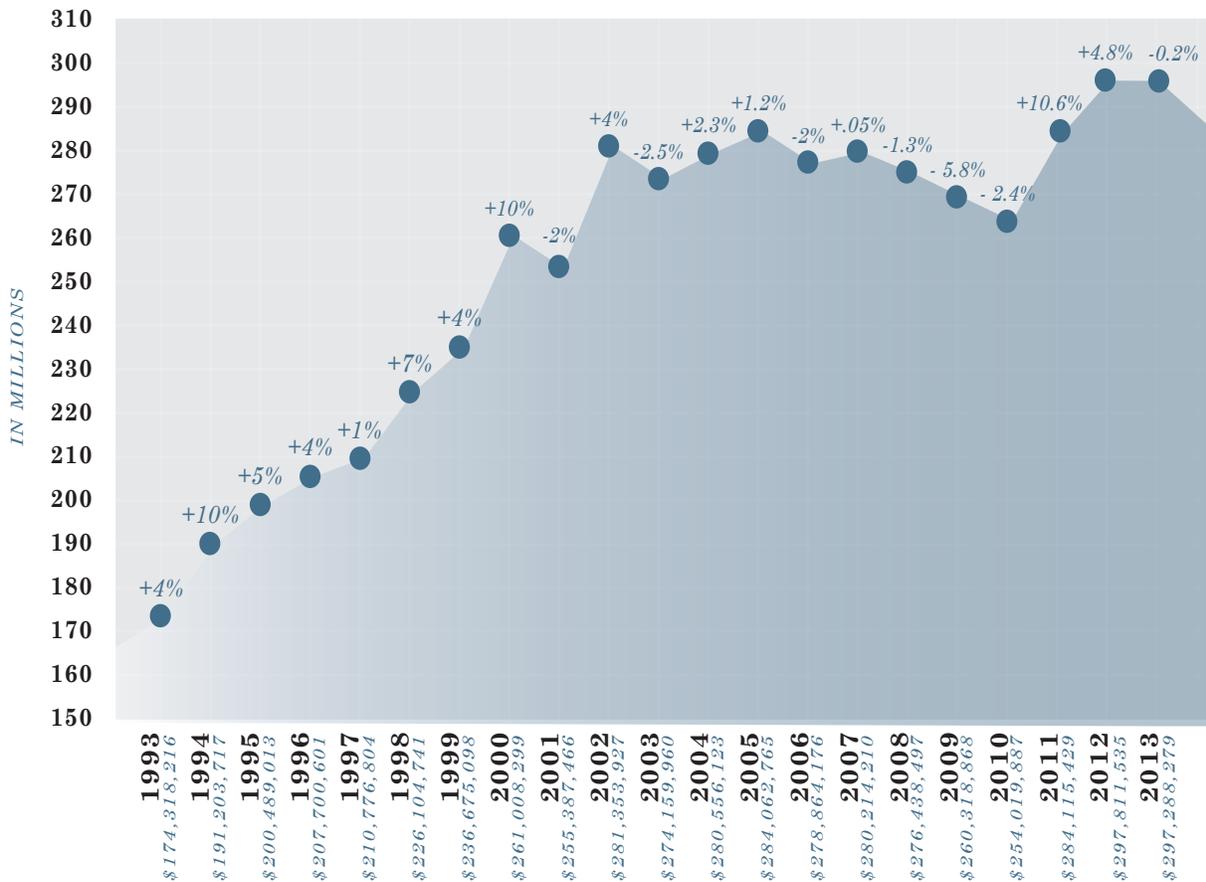
## Agency Expenditures



## Purchasing & Accounts Payable

The Purchasing and Accounts Payable section oversees all DMV purchases, expenditures, facility maintenance, employee travel and training, and fixed assets. This section also orders office supplies, forms, and manuals for distribution to the DMV's offices.

*Revenue Trend in U.S. Dollars*  
FY 1992 - 2013



# Warehouse & Inventory Supply

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

Credit cards are accepted at all DMV Regional offices. During the past fiscal year, 280,399 credit card transactions amounting in approximately \$24,956,278 were processed. Credit card user fees in the amount of \$493,916 were paid by the DMV during FY 2013.

## *Agency Revenue by Source*

<i>Road Fund</i>	2012	2013
<i>Other Road Fund Revenue (600)</i>	\$90,682,527	\$90,252,361
<i>Privilege Tax</i>	\$186,292,914	\$187,436,410
<i>Litter Control Fees</i>	\$1,585,878	\$1,723,784
<i>Miscellaneous Fees (611)</i>	\$1,338,043	\$1,368,076
<i>Special Revenue</i>		
<i>Motor Vehicle Fees Fund (8223)</i>	\$3,591,504	\$2,790,465
<i>Boat License (DNR)</i>	\$195,189	\$70,595
<i>Motorcycle Safety (DMV)</i>	\$381,484	\$345,279
<i>Voter Registration Fees (Secretary of State)</i>	\$135,916	\$119,416
<i>DMV/DNR Non-game Wildlife Fund (1 year)</i>	\$181,945	\$179,085
<i>DMV/DNR Non-game Wildlife Fund (2 year)</i>	\$151,688	\$150,440
<i>Ad Valorem</i>	\$10,107,428	\$9,873,712
<i>Environmental Cleanup</i>	\$2,962,744	\$2,812,420
<i>Dealer Recovery Fund</i>	\$204,275	\$166,236
<i>Prior Year Expiring Funds</i>	\$0	\$0
<i>Total Revenue</i>	\$297,811,535	\$297,288,279

# Call Center & Regional Offices

Pete Lake, *Director* | John Haynes, *Assistant Director*

## Calls Presented vs. Handled

Total Calls for 2013 - 684,877

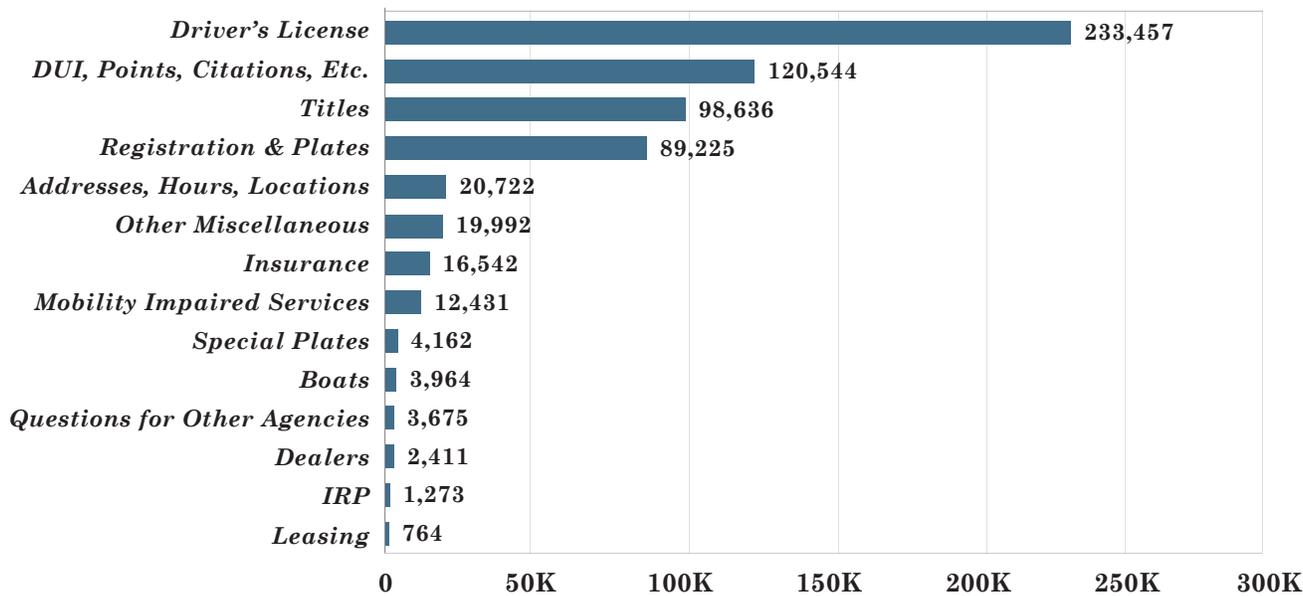


## Call Center Services

The first DMV Call Center opened in 1979 and has been serving as the first point of contact for customer inquiries since. The call center is staffed to handle a high volume of calls regarding everything DMV related.

In 2013, the call center handled 561,234 phone calls regarding various facets of DMV issues, including 3,675 that were questions that needed rerouted to other state agencies.

## Call Center Inquiry Totals



# Regional Office Services

The first regional office of the DMV opened its doors in Winfield in 1975 and over the last 37 years, the number of regional full service offices available to the public has grown to 23.

In addition to the regional offices, there are two testing sites that are open to the public and staffed and maintained by the closest regional office, providing 25 total locations staffed to handle general customer inquiries and process DMV transactions on behalf of the agency.

Across the state the DMV regional offices process the majority of all customer transactions.

Examples of what the regional offices do include:

- *Conduct all testing and examinations for driver's, commercial driver's, and motorcycle operator's*
- *Provide copies upon request or as needed of all DMV publications and forms*
- *Determine eligibility of all WV license and ID card applicants, including immigration status, and following the rules of the REAL ID Act of 2005 rules implemented after 1/3/12*
- *Verify school enrollment forms provided by all Graduated Driver's Licenses (GDL)*
- *Produce driver records and confirm legal and valid driver status via the Problem Driver Point System (PDPS)*
- *Process driver's license and ID card issuances, duplicates, and renewals*
- *Transfer of out-of-state vehicle titles and driver's licenses*
- *Issue WV identification cards for adults and children*
- *Issue Barbers' and Cosmetologists' licenses*
- *Process identification cards for children in foster care under the auspices of the DHHR*
- *Process State employee identification cards*
- *Produce vehicle and driver historical research when needed*
- *Process vehicle registration renewals while verifying insurance coverage, and payment of personal property taxes on all registered vehicles*
- *Issue mobility impaired parking placards and plates*
- *Verify liens and encumbrances*
- *Collect and submit voter's registration applications*
- *Collect fees for the West Virginia Road Fund and other state agencies*
- *Verify county assessors' new resident vehicle privilege tax exemptions*
- *Assist with spreading information produced by the Governor's Highway Safety Program on alcohol awareness, child passenger safety, motorcycle safety, occupant protection, and ATV Safety*
- *Host sites for administrative hearings*
- *Comply with judicial orders and settlements*

## ***Regional Office Totals & Revenues***

<i>Office Location</i>	<i>Customers</i>	<i>Transactions</i>	<i>Revenue</i>
<i>Beckley</i>	<i>71,736</i>	<i>91,269</i>	<i>\$4,263,701</i>
<i>Charles Town</i>	<i>77,988</i>	<i>99,628</i>	<i>\$4,939,474</i>
<i>Clarksburg</i>	<i>93,234</i>	<i>120,385</i>	<i>\$8,681,096</i>
<i>Elkins</i>	<i>54,308</i>	<i>69,855</i>	<i>\$3,098,315</i>
<i>Fairmont (Test Site)</i>	<i>15,136</i>	<i>15,136</i>	<i>\$166,771</i>
<i>Flatwoods</i>	<i>38,937</i>	<i>55,403</i>	<i>\$2,389,377</i>
<i>Franklin</i>	<i>11,263</i>	<i>18,547</i>	<i>\$1,276,965</i>
<i>Huntington</i>	<i>90,124</i>	<i>121,566</i>	<i>\$10,633,824</i>
<i>Kanawha City</i>	<i>151,162</i>	<i>194,608</i>	<i>\$7,056,989</i>
<i>Lewisburg</i>	<i>44,193</i>	<i>55,039</i>	<i>\$2,447,635</i>
<i>Logan</i>	<i>47,659</i>	<i>55,722</i>	<i>\$2,451,695</i>
<i>Martinsburg</i>	<i>86,758</i>	<i>115,231</i>	<i>\$7,005,933</i>
<i>Moorefield</i>	<i>32,072</i>	<i>40,604</i>	<i>\$1,820,824</i>
<i>Morgantown</i>	<i>95,526</i>	<i>124,894</i>	<i>\$7,017,143</i>
<i>Moundsville</i>	<i>60,797</i>	<i>81,582</i>	<i>\$7,346,772</i>
<i>Parkersburg</i>	<i>85,611</i>	<i>118,849</i>	<i>\$9,364,614</i>
<i>Point Pleasant</i>	<i>27,470</i>	<i>36,553</i>	<i>\$2,276,257</i>
<i>Princeton</i>	<i>52,768</i>	<i>79,712</i>	<i>\$3,470,121</i>
<i>Romney</i>	<i>33,947</i>	<i>59,631</i>	<i>\$3,048,972</i>
<i>Spencer</i>	<i>25,243</i>	<i>38,704</i>	<i>\$1,858,781</i>
<i>Weirton</i>	<i>39,650</i>	<i>53,614</i>	<i>\$4,097,052</i>
<i>Welch</i>	<i>25,558</i>	<i>33,088</i>	<i>\$1,338,930</i>
<i>Wheeling (Test Site)</i>	<i>1,814</i>	<i>1,881</i>	<i>\$20,880</i>
<i>Williamson</i>	<i>23,228</i>	<i>29,519</i>	<i>\$2,014,321</i>
<i>Winfield</i>	<i>98,404</i>	<i>130,779</i>	<i>\$11,003,260</i>
<i>Total</i>	<i>1,384,586</i>	<i>1,841,799</i>	<i>\$108,922,929</i>

## ***Regional Office Operation Totals***

<i>Dealer Revenue Collected</i>	<i>\$34,568,310</i>
<i>Titles Instant Printed</i>	<i>99,504</i>
<i>Titles Processed</i>	<i>366,071</i>
<i>Operator Renewals</i>	<i>499,030</i>
<i>Vehicle Renewals</i>	<i>311,812</i>
<i>Driver Examination (skills)</i>	<i>23,598</i>
<i>CDL Examinations (written)</i>	<i>15,638</i>

# Vehicle Services

Michael Maggard, *Director* | Zoe Bender, *Assistant Director*

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 and Leasing Services, Motor Carrier, and Information Services.

## Titles & Registrations

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

	2012	2013
<i>Titles Processed</i>	782,233	757,078
<i>Title File Scans</i>	765,000	688,716
<i>License Plate Transfers</i>	208,747	200,919
<i>License Plate Exchanges</i>	137	233
<i>Duplicate Plate Issues</i>	6,342	6,327
<i>Duplicate Decal Issues</i>	6,435	3,570
<i>Lien Recordings</i>	282,554	284,483

### *Registrations by Class*

	2012	2013
A <i>Passenger</i>	1,324,696	1,333,880
B <i>Trucks</i>	49,013	47,365
C <i>Trailers &amp; Semis</i>	178,452	188,585
G <i>Motorcycles</i>	57,921	56,660
H <i>Buses</i>	266	244
J <i>Taxicabs</i>	106	108
M <i>Special Mobile Equipment</i>	957	894
P <i>Government</i>	41,814	42,817
R <i>Camping Trailers</i>	33,805	37,146
T <i>Boat Trailers</i>	92,741	99,369
V <i>Antique Vehicles</i>	16,861	17,958
X <i>Farm Vehicles</i>	3,032	2,930

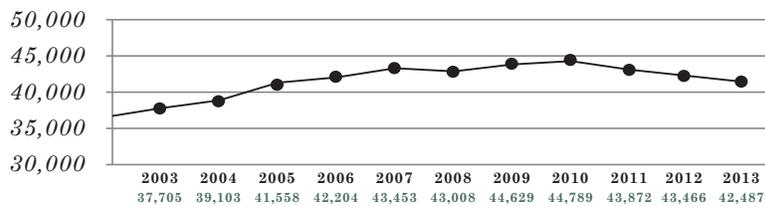
## *Vehicle Registrations By County*

<i>County</i>	2012	2013	<i>County</i>	2012	2013
<i>Barbour</i>	15,403	15,590	<i>Mingo</i>	25,392	25,129
<i>Berkeley</i>	101,802	104,302	<i>Monongalia</i>	68,812	70,850
<i>Boone</i>	21,979	22,243	<i>Monroe</i>	15,040	15,413
<i>Braxton</i>	14,821	15,087	<i>Morgan</i>	18,185	18,557
<i>Brooke</i>	18,733	18,838	<i>Nicholas</i>	29,679	30,136
<i>Cabell</i>	81,232	82,036	<i>Ohio</i>	40,572	40,526
<i>Calhoun</i>	7,852	7,995	<i>Pendleton</i>	10,086	10,230
<i>Clay</i>	9,343	9,496	<i>Pleasants</i>	7,162	7,267
<i>Doddridge</i>	5,420	5,576	<i>Pocahontas</i>	10,518	11,063
<i>Fayette</i>	43,160	43,990	<i>Preston</i>	34,390	35,415
<i>Gilmer</i>	6,968	7,202	<i>Putnam</i>	52,598	53,252
<i>Grant</i>	14,584	14,576	<i>Raleigh</i>	70,599	71,824
<i>Greenbrier</i>	40,461	41,118	<i>Randolph</i>	29,862	30,355
<i>Hampshire</i>	27,041	27,393	<i>Ritchie</i>	12,089	12,403
<i>Hancock</i>	29,527	29,902	<i>Roane</i>	14,721	14,711
<i>Hardy</i>	16,287	16,660	<i>Summers</i>	11,215	11,325
<i>Harrison</i>	70,549	71,511	<i>Taylor</i>	13,993	14,553
<i>Jackson</i>	31,665	31,983	<i>Tucker</i>	7,307	7,256
<i>Jefferson</i>	55,436	56,388	<i>Tyler</i>	8,434	8,563
<i>Kanawha</i>	182,291	185,203	<i>Upshur</i>	31,122	31,988
<i>Lewis</i>	20,563	20,843	<i>Wayne</i>	28,986	29,238
<i>Lincoln</i>	19,417	19,625	<i>Webster</i>	9,613	9,766
<i>Logan</i>	30,904	30,969	<i>Wetzel</i>	19,453	19,990
<i>Marion</i>	58,404	57,705	<i>Wirt</i>	6,247	6,494
<i>Marshall</i>	26,158	26,431	<i>Wood</i>	83,386	84,441
<i>Mason</i>	24,818	25,247	<i>Wyoming</i>	20,831	21,667
<i>McDowell</i>	18,670	18,588	<i>Out-of-State</i>	37,012	39,222
<i>Mercer</i>	57,250	57,945	<i>Total</i>	1,799,664	1,827,964
<i>Mineral</i>	31,620	31,887			

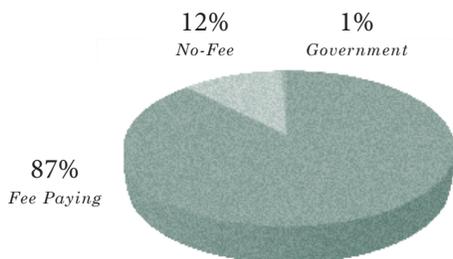
## Special and Organizational Plates

Plate Types	2012	2013	Plate Types	2012	2013
Military Organizations	6,884	7,057	Firefighter	1,413	1,335
Special Organizations	5,904	6,416	Certified Firefighter	161	143
Patriotic	7,286	6,426	Volunteer Firefighter	1,773	1,716
9-11 Commemorative	5,119	3,773	Medal of Honor	1	1
Silver-Haired Legislature	8	7	Pearl Harbor Survivor	58	60
NASCAR	1,195	2,502	Purple Heart	2,853	2,819
DNR Wildlife (Bird)	10,980	10,352	Prisoner of War	188	173
DNR Wildlife (Deer)	13,062	12,782	Disabled Veteran	4,728	4,962
Whitewater Rafting	749	551	National Guard	567	648
Breast Cancer Awareness	1,703	1,691	Governor's Numbers	1,069	1,023
4H/FFA	170	162	Legislative	173	173
Character Education	60	56	Former Legislator	55	59
Wounded Law Enforcement	32	36	Amateur Radio	1,052	1,010
Personalized	43,466	42,487	Antique	20,681	21,871
Veteran	13,453	13,192	Mobility Impaired	6,485	6,293
EMS	907	892			

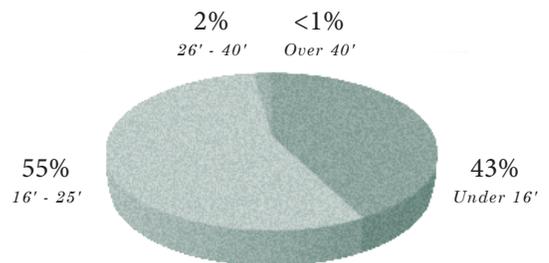
## Personalized License Plates



## Boat Registration Types



## Fee Paying Motor Boat Sizes



## *Motorboat Registrations by County FY 2013*

<i>County</i>	<i>Fee Paying</i>	<i>Non-Fee Paying</i>	<i>Gov.</i>	<i>Total</i>	<i>County</i>	<i>Fee Paying</i>	<i>Non-Fee Paying</i>	<i>Gov.</i>	<i>Total</i>
<i>Barbour</i>	434	90	2	526	<i>Mingo</i>	953	121	3	1,077
<i>Berkeley</i>	2,264	283	1	2,548	<i>Monongalia</i>	2,131	150	16	2,297
<i>Boone</i>	906	69	1	976	<i>Monroe</i>	398	37	1	436
<i>Braxton</i>	679	111	0	790	<i>Morgan</i>	522	137	0	659
<i>Brooke</i>	482	77	1	560	<i>Nicholas</i>	1,374	114	2	1,490
<i>Cabell</i>	2,181	111	5	2,297	<i>Ohio</i>	805	176	1	982
<i>Calhoun</i>	237	43	0	280	<i>Pendleton</i>	102	79	6	187
<i>Clay</i>	389	82	1	472	<i>Pleasants</i>	293	61	3	357
<i>Doddridge</i>	139	58	0	197	<i>Pocahontas</i>	202	56	0	258
<i>Fayette</i>	1,725	90	2	1,817	<i>Preston</i>	743	114	0	857
<i>Gilmer</i>	170	21	0	191	<i>Putnam</i>	1,810	156	5	1,971
<i>Grant</i>	341	90	0	431	<i>Raleigh</i>	2,475	131	5	2,611
<i>Greenbrier</i>	816	255	8	1079	<i>Randolph</i>	592	147	3	742
<i>Hampshire</i>	617	227	1	845	<i>Ritchie</i>	399	140	6	545
<i>Hancock</i>	720	75	7	802	<i>Roane</i>	544	194	2	740
<i>Hardy</i>	361	195	0	556	<i>Summers</i>	439	25	3	467
<i>Harrison</i>	1,957	371	3	2,331	<i>Taylor</i>	656	60	0	716
<i>Jackson</i>	1,114	160	4	1,278	<i>Tucker</i>	126	33	2	161
<i>Jefferson</i>	1,026	126	1	1,153	<i>Tyler</i>	297	132	3	432
<i>Kanawha</i>	5,736	527	218	6,481	<i>Upshur</i>	854	80	2	936
<i>Lewis</i>	962	81	7	1,050	<i>Wayne</i>	1,244	36	4	1,284
<i>Lincoln</i>	824	51	2	877	<i>Webster</i>	385	42	0	427
<i>Logan</i>	1,113	107	1	1,221	<i>Wetzel</i>	570	141	2	713
<i>Marion</i>	1,852	262	3	2,117	<i>Wirt</i>	248	85	0	333
<i>Marshall</i>	765	221	4	990	<i>Wood</i>	2,584	518	10	3,112
<i>Mason</i>	887	179	3	1,069	<i>Wyoming</i>	1,095	66	0	1,161
<i>McDowell</i>	525	49	0	574	<i>Out-of-State</i>	193	20	0	213
<i>Mercer</i>	1,837	140	0	1,977	<i>Total</i>	53,815	7,398	354	61,567
<i>Mineral</i>	722	196	0	918					

## Vehicle Dealer Oversight

	2012	2013
<i>Dealers Licenses</i>	1,545	1,575
<i>Dealer Pre-Application Inspections</i>	120	157
<i>Dealer Applicant Investigations</i>	158	119
<i>Dealer Compliance Investigations</i>	2,226	2,438
<i>Unlicensed Dealer Investigations</i>	116	129
<i>Reconstructed Vehicle Inspections</i>	3,598	3,505
<i>Total Temporary Plates Issued</i>	102,717	102,283
<i>Temporary Plates Issued to Motorcycles</i>	2,114	1,994
<i>Temporary Plates Issued to Dealers</i>	86,638	87,300
<i>Temporary Plates Issued to License Services</i>	13,285	12,328
<i>Temporary Plates Issued to Auto Auctions</i>	680	661
<i>Revenue Leased Vehicles</i>	\$5,145,396	\$5,662,964
<i>Rental Taxes Collected</i>	\$1,646,867	\$1,652,200

## Dealer Services

The Dealer Services section issues motor vehicle dealer licenses, license service operation permits, inspects reconstructed vehicles, and oversees temporary registration plate issuance by dealers and license services.

## Leasing 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 DMV 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.

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

## Registered Dealers & Types

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	80	5	0	2	0	8	117
Boone	0	2	1	1	11	1	0	0	0	0	16
Braxton	0	2	5	2	6	2	0	0	0	1	18
Brooke	0	1	1	0	7	2	0	0	0	2	13
Cabell	0	10	10	5	37	5	0	3	0	5	75
Calhoun	0	0	1	1	5	0	0	1	0	0	8
Clay	0	0	0	0	2	0	0	1	0	0	3
Doddridge	0	0	0	1	1	0	0	2	0	0	4
Fayette	0	2	0	0	19	0	0	2	0	1	24
Gilmer	0	0	0	1	3	0	1	0	0	0	5
Grant	0	1	1	1	7	1	0	1	0	0	12
Greenbrier	0	4	3	2	19	0	0	1	0	5	34
Hampshire	0	1	3	3	17	4	0	2	0	0	30
Hancock	0	1	1	0	10	1	0	1	0	1	15
Hardy	0	2	1	0	9	1	0	2	0	0	15
Harrison	1	9	4	4	48	8	0	0	0	5	79
Jackson	1	1	6	4	22	2	2	1	0	1	40
Jefferson	1	2	1	2	10	0	0	0	0	2	18
Kanawha	2	18	17	22	65	12	0	7	1	7	151
Lewis	0	4	3	2	10	0	0	1	0	3	23
Lincoln	0	0	0	0	8	0	0	0	0	4	12
Logan	0	3	2	3	8	2	0	1	0	0	19
Marion	0	4	2	1	13	1	0	1	0	3	25
Marshall	0	0	0	1	4	0	0	1	0	1	7
Mason	0	0	0	0	8	0	0	1	0	0	9
McDowell	0	6	6	6	35	3	0	0	0	6	62
Mercer	0	7	9	5	39	7	0	1	0	7	75
Mineral	0	3	2	3	14	1	0	1	0	1	25
Mingo	0	2	0	0	5	1	0	1	0	3	12
Monongalia	0	11	2	4	40	3	0	2	0	9	71
Monroe	0	0	1	1	4	0	0	0	0	1	7
Morgan	0	1	1	4	6	1	0	1	0	0	14
Nicholas	0	3	3	5	15	0	0	0	0	2	28
Ohio	0	11	5	5	17	3	0	1	0	2	44
Pendleton	0	0	0	1	3	0	0	1	0	1	6
Pleasants	0	1	1	1	4	0	0	0	0	0	7
Pocahontas	0	2	0	1	3	0	0	0	0	0	6
Preston	0	2	3	3	23	4	0	0	0	1	36
Putnam	1	4	4	4	12	2	2	0	0	1	30
Raleigh	1	11	9	9	41	5	0	0	0	3	79
Randolph	0	5	7	7	24	5	0	3	0	1	52
Ritchie	0	0	1	6	9	1	2	0	0	0	19
Roane	0	1	0	1	5	0	1	0	0	0	8
Summers	0	0	0	0	3	0	0	0	0	0	3
Taylor	0	1	0	0	8	0	0	0	1	2	12
Tucker	0	1	0	0	1	0	0	0	0	1	3
Tyler	0	2	0	0	1	0	0	1	0	0	4
Upshur	1	2	1	3	17	1	0	0	0	2	27
Wayne	0	2	3	1	10	0	0	0	0	4	20
Webster	0	0	1	1	3	0	0	0	0	1	6
Wetzel	0	1	2	3	6	1	0	0	0	0	13
Wirt	0	0	0	0	3	0	0	0	0	0	3
Wood	0	10	12	8	49	7	4	8	0	7	105
Wyoming	0	0	2	2	3	1	0	0	0	1	9
<b>Total</b>	<b>9</b>	<b>161</b>	<b>143</b>	<b>151</b>	<b>839</b>	<b>93</b>	<b>12</b>	<b>51</b>	<b>2</b>	<b>109</b>	<b>1570</b>

# Motor Carrier Services

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

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

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

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

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

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.



## Motor Carrier Goals & Objectives

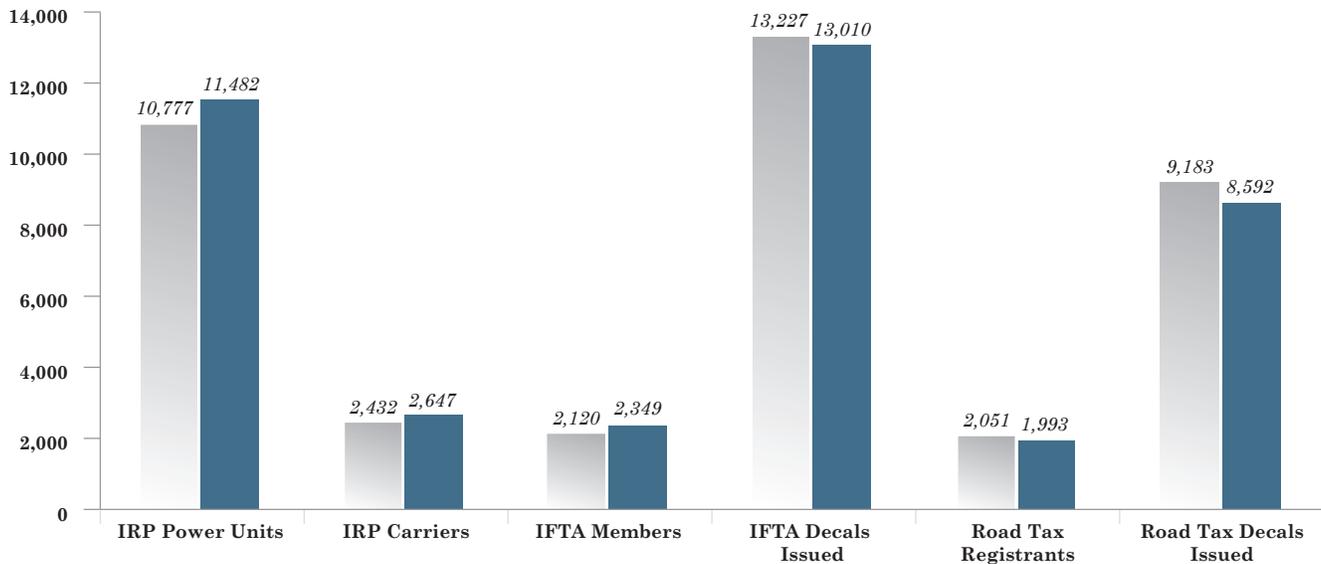
- *Make IRP/IFTA credentialing available through the DMV's regional offices*
- *Continue to introduce new motor carriers to electronic credentialing and self-credentialing*
- *Streamline administration of motor carrier credentialing and taxation*
- *Reduce administrative paperwork and enhance compliance with motor carrier regulations through technology*
- *Continue the PRISM program to improve the safety performance of high-risk carriers*

## 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 Totals*

### *IRP, IFTA, and Road Tax*



## *IRP Revenue*

	2012	2013
<i>Collected from WV-Based Carriers</i>	<i>\$6,675,504</i>	<i>\$7,143,486</i>
<i>Collected from Other States</i>	<i>\$11,175,420</i>	<i>\$11,774,416</i>
<i>Paid to Other States</i>	<i>\$5,416,147</i>	<i>\$10,478,122</i>
<i>Ad Valorem</i>	<i>\$9,062,530</i>	<i>\$9,873,712</i>

## *Commercial Driver's License Holders*

	2012	2013
<i> Holders</i>	<i>69,818</i>	<i>63,125</i>

*\* Amended totals since previous report.*

## Notes



Earl Ray Tomblin  
Governor  
*State of West Virginia*

Paul A. Mattox, Jr. P.E.  
Secretary  
*Department of Transportation*

Joe E. Miller  
Commissioner  
*Division of Motor Vehicles  
Through 1/15/2013*

Steven O. Dale  
Commissioner  
*Division of Motor Vehicles  
1/16/2013 - Present*



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