

West Virginia Division of Motor Vehicles **ANNUAL REPORT 2023**

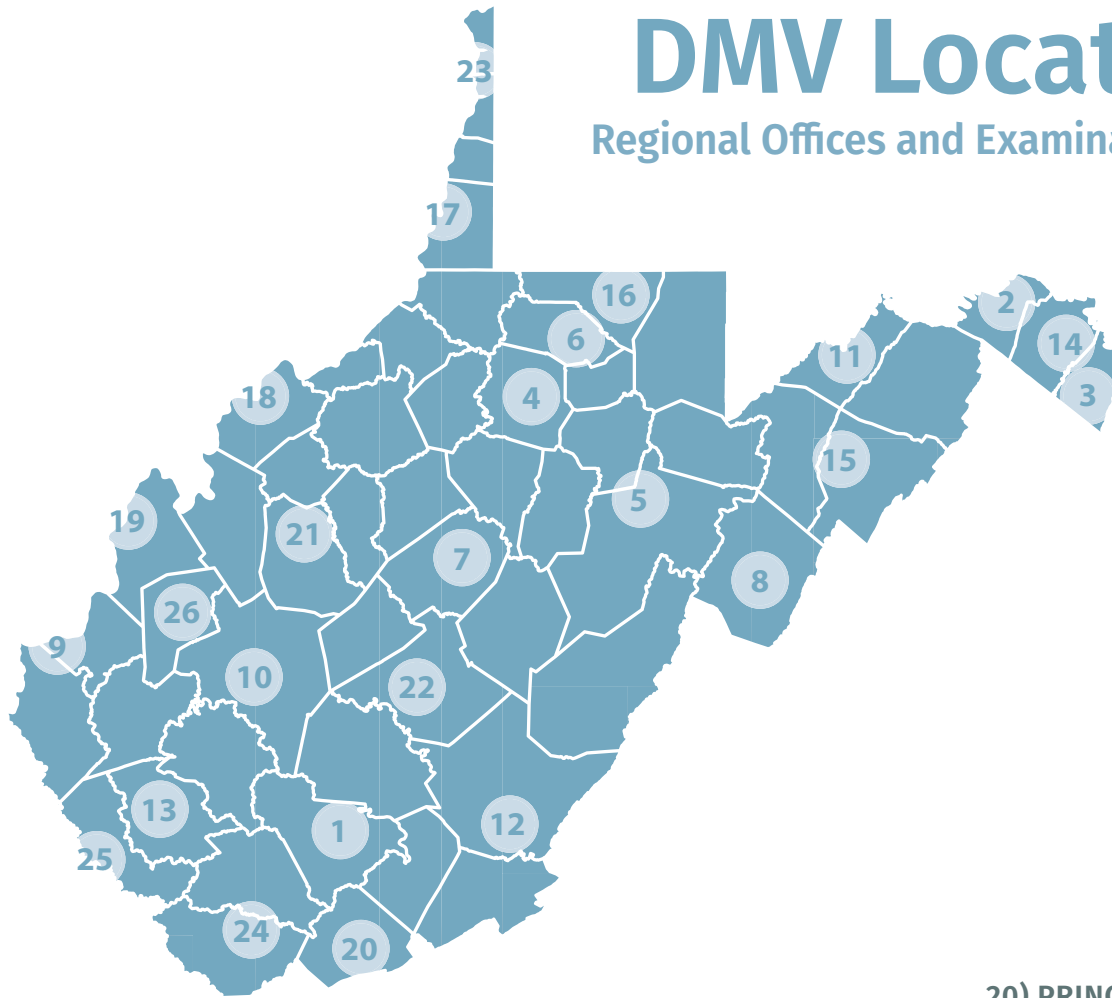


Jimmy Wriston
Secretary
Department of Transportation

Everett Frazier
Commissioner
Division of Motor Vehicles

DMV Locations

Regional Offices and Examination Center



1) BECKLEY

107 Pinecrest Drive
Beckley, WV 25801

2) BERKELEY SPRINGS

101 Cavendish Drive
Berkeley Springs, WV 25411

3) CHARLES TOWN

24 Ruland Road
Kearneysville, WV 25430

4) CLARKSBURG

153 West Main Street
Clarksburg, WV 26301

5) ELKINS

1029 North Randolph Avenue
Elkins, WV 26241

6) FAIRMONT

2600 Middletown Commons
Suite 174
White Hall, WV 26554

7) FLATWOODS

295 Skidmore Lane
Sutton, WV 26601

8) FRANKLIN

100 Thorn Creek Road
Suite 300
Franklin, WV 26807

9) HUNTINGTON

801 Madison Avenue
Huntington, WV 25701

10) KANAWHA CITY

5707 MacCorkle Ave. SE
Suite 400
Charleston, WV 25304

11) KEYSER

196 North Tornado Way,
Suite 8
Keyser, WV 26726

12) LEWISBURG

148 Maplewood Avenue
Lewisburg, WV 24901

13) LOGAN

428 Main Street
Logan, WV 25601

14) MARTINSBURG

38 Severna Parkway
Martinsburg, WV 25403

15) MOOREFIELD

410 South Main Street
Moorefield, WV 26836

16) MORGANTOWN

1525 Deckers Creek Blvd.
Morgantown, WV 26505

17) MOUNDSVILLE

400 Teletech Drive, Suite 100
Moundsville, WV 26041

18) PARKERSBURG

601 Lubeck Avenue
Parkersburg, WV 26101

19) POINT PLEASANT

1408 Kanawha Street
Point Pleasant, WV 25550

20) PRINCETON

198 Davis Street
Princeton, WV 24740

21) SPENCER

115 Church Street
Spencer, WV 25276

22) SUMMERSVILLE

2 Armory Way
Summersville, WV 26651

23) WEIRTON

100 Municipal Plaza
Suite 100
Weirton, WV 26062

24) WELCH

92 McDowell Street
Welch, WV 24801

25) WILLIAMSON

225 East 3rd Avenue
Williamson, WV 25661

26) WINFIELD

116 Liberty Square
Winfield, WV 25526



EVERETT FRAZIER
Commissioner

LINDA ELLIS
Deputy Commissioner

EXECUTIVE STAFF

Regional Offices

CECIL LOYD Executive Director

Management Services

STEVE MONROE Director

Budget & Revenue

JIM JORDAN Director

Human Resources

MONICA PRICE Manager

Investigation & Security Services

ARLENE MOORE Director

Vehicle Services

JOHN SPRINGER Director

Driver Services

DEBBIE FERGUSON Director

Legal Services

ADAM HOLLEY General Counsel

Public Information Specialist

NATALIE HOLCOMB

Governor's Highway Safety Program

BOB TIPTON Director

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Commissioner's Forward

Everett Frazier
Commissioner,
WV Division of Motor Vehicles

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

2023 Highlights and Accomplishments

The Division continued making many key changes and adaptations in FY 2023, with a focus on innovation and customer service.

Key programs to highlight from 2023 include:

- **After a successful rollout of the Electronic Lien and Titling (ELT) program in 2022 to dealers all across the state.** WV DMV continued its focus on digital titling with the support of the Legislature's passage of the first National Titling Clearinghouse here in West Virginia in early 2023. The rest of the year has been spent building the new Section at DMV Headquarters, hiring and training new employees, and signing companies up for our initial pilot program.
- **In March, DMV kicked off statewide participation in the Purple Heart Parking Spot Program.** This program was initiated locally by a veteran, Commander Wally McMasters, and honors Purple Heart veterans statewide with a sign and designated parking spot at each of the DMV's regional offices. The first sign and kick-off was held at the Moundsville Regional Office.
- **Starting in late April, the DMV began issuing driver's licenses and identification cards with a new look and design that matches the state's tourism branding.** The new design features a background of West Virginia's historic New River Gorge Bridge in the nation's newest National Park, the New River Gorge National Park and Preserve, and uses the official state branding. The Almost Heaven tourism mark is also included on the back of each card.
- **A new regional office in Morgan County was opened in late Spring to make the 26th regional office available to our customers.** This new office, named the Berkeley Springs Regional Office, will take some of the heavy customer traffic from the Eastern Panhandle and the Martinsburg and Charles Town Regional Offices.
- **DMV won two American Association of Motor Vehicle Administrators (AAMVA) Awards at the yearly AAMVA regional conference.** The first was for informative writing for a packet/capsule about DMV's innovative responses to the COVID pandemic. Among other responses to the pandemic, DMV instituted

an appointment system for customers, greatly increased online services, and instituted contactless driving tests. The organization won a second award for improvement through efficiencies for a nation-leading initiative to move toward paperless titling (see the first point above). This modernization project includes the digitization of the dealer submission capabilities for title transfer application and registrations and the launch of the comprehensive ELT program.

- **In July, Commissioner Frazier joined Governor Justice in kicking off West Virginia's partnership with the Parent's Supervised Driving Program, which is a new initiative to help parents teach their teens to drive.** The Parent's Supervised Driving Program offers expert-guided, quality curriculum providing parents and guardians with a simple, easy-to-follow plan designed to help teens develop safe driving habits. In addition, the program includes the popular RoadReady® mobile app for iPhone and Android.
- **WV DMV brought back appointments to every regional office in late summer with a new appointment system and scheduler (<https://telegov.egov.com/wvdmv>) that includes same-day appointment opportunities.** Walk-ins are still welcome at every office, but having an appointment gives customers more opportunity to receive fast and efficient service and not have to wait in line as long.
- **As part of the ongoing business modernization plan, DMV continues to add online services to the website, dmv.wv.gov.** One of the most popular online services—the ability to take the driver's license knowledge test—is on track to top over 100,000 tests taken at the beginning of 2024. Additionally, the DMV website's online services portal allows citizens to perform many requests including driver's license renewal, vehicle registration renewal, duplicate requests, and updates to their address of record with the DMV. Customers can also pay their driver's license reinstatement fees and purchase their driving record online. Motor carrier drivers can utilize online services with an online application system.
- **The West Virginia Governor's Highway Safety Program (GHSP) continues to focus on reducing roadway injuries and fatalities, aided by the 93% seat belt usage rate in 2023, high visibility enforcement campaigns, and strong media messaging.** In addition to occupant protection, the GHSP also focuses on impaired driving prevention and awareness. In FY 2023, the GHSP provided \$1,088,000.00 in federal DUI funding to 152 law enforcement agencies and the State Police, resulting in 317 DUI arrests and 74,765 vehicle contacts.
- **DMV driver examiners continue to be among the best in the nation by achieving full national certification.** The DMV strives to maintain the highest level of performance among our driver examiners through training and education. During FY 2023, the DMV implemented online training courses for driver and motorcycle examiners which has significantly reduced training expenses. As a result, 85% of our driver examiners are nationally certified.

2024 and Beyond...

The accomplishments of the Division over the last year will stimulate improvements in many of its processes. In addition, several key projects are currently underway either in a continuing or processing phase. These projects include:

- Continue improving the safety of the motoring public through public awareness initiatives and driver rehabilitation.
- Develop a customer-centric business system to replace outdated standalone databases to provide state-of-the-art motor vehicle services to customers in an efficient and cost-effective manner by FY 2025.
- Continue to promote the usage of online transactions through the DMV website.
- Research, develop and implement a traveling DMV service program that would bring DMV services to individuals throughout the State.
- Continue developing the online renewal process of a dealer license for West Virginia Automobile Dealers and add to our current web services.

- Continue to expand the availability of web-based business processes and increase the use of online self-service transactions by 5% each year.
- Continue development and launch of the WV Mobile ID and Drivers License Application for mobile use.
- Continue development and introduction of digital registration cards to be added to mobile device wallets.
- Continue to develop and implement the National Title Clearinghouse partnering with Non Resident Businessess to process vehicle titles effectiently.

Legislative Changes

SUMMARY FOR FISCAL YEAR 2023

SB 146: Peer To Peer Car Sharing Program

This bill's purpose is to amend and modify all code relating to the regulation of peer-to-peer car sharing programs; modifying scope of regulation of peer-to-peer car sharing programs; modifying certain definitions; modifying and eliminating certain provisions governing insurance coverage during a car sharing period; modifying provisions governing exclusions for vehicle liability insurance; clarifying provisions governing exemptions for vicarious liability; and inserting stylistic citation in notification requirements imposed on peer-to-peer car sharing programs.

SB 191: Relating To Liability For Payment Of Court Costs As Condition of Pretrial / Diversion Agreement

A court ordered deferred adjudication proceeding pursuant to the provision of §61-11-22a of this code, may require, through terms and conditions imposed upon a defendant, participation or supervision in a community corrections program. Financial inability to pay court costs may not be a basis for denying a person a deferred adjudication. Any deferred adjudication for a defendant charged with a violation of the provisions of §17C-5-2 of this code shall require the person charged to appear before a presiding judge or magistrate and either acknowledge his or her understanding of the terms of the agreement or tender a plea of guilty or nolo contendere to the charge or charges.

SB 205: Relating To Registration Plates

The purpose of this bill relates to registration plates generally. The bill authorizes special registration plates; establishes fees; and reorganizes the operative code provisions by adding new sections for ease of administration as follows.

§17A-3-14 - Registration plates generally; description of plates; issuance of special numbers and plates; registration fees; special application fees; exemptions; commissioner to promulgate forms; suspension and nonrenewal, suspension of registration; electronic signatures.

§17A-3-14a - Special registration plates for government officials.

§17A-3-14b - Special registration plates for military personnel. Requires a minimum of 100 paid applications.

§17A-3-14c - Specially arranged registration plates.

§17A-3-14d - Special honorary military plates. Registration plates are exempt from all registration fees otherwise required by the provision of this chapter: for disabled veterans, recipients of the distinguished Purple Heart medal, recipients of the Congressional Medal of Honor, recipients of the distinguished Distinguished Service Cross, Navy Cross, and Air Force Cross, or veteran survivors of the attack on Pearl Harbor on December 7, 1941. The division shall charge for the 2nd plate a one-time fee of \$10.

§17A-3-14e - Special registration plates for organizations.

§17A-3-14f - Special 10-year registration plates.

§17A-3-14g - Special registration plates for first responders.

§17A-3-14h - Special themed registration plates.

§17A-3-14i - Manufacturing of certain special registration plates; rulemaking. For all registration plates authorized by this chapter, the division is not required to keep a stockpile of such plates, but may create a process for the issuance of such plates by special order.

SB455: Modifying Certain Use Car Restrictions

This bill's purpose is to amend and modify §17A-6-1 of the Code of West Virginia to change the definition of used motor vehicle dealer from a "seller of 5 or more used vehicles" to "10 or more used vehicles". The bill also removes requirements for established places of business for selling used vehicles from having an "exclusive" purpose of selling used vehicles along with other definitions and requirements for such an "exclusive" place.

SB463: Increasing Validity Of CDL Instruction Permit

This bill's purpose is to amend and modify §17E-1-9 of the Code of West Virginia to change requirements for the qualifications of obtaining a commercial driver's license instruction permit. It allows the permit to be valid for up to 1 year instead of 6 months and removes code which would limit renewal or reissuance of the permit within a 2-year period. It also removed code which required CDL instruction permit holders to be previous holders of either a graduated class E, class E, or class D license for one year.

HB2218: Distracted Driving Act

This code section is labeled the Electronically Distracted Driving Act. It provides definitions of terms and provides exclusions for those terms; providing limitations for the use of wireless telecommunications devices and stand-alone electronic devices; DOT will erect signs upon any highway entering the state of West Virginia indicating that texting and use of certain telecommunications devices are illegal in this state; exceptions for drivers reporting to authorities a traffic accident, medical emergency, fire, incident or road conditions that causes an immediate and serious traffic or safety hazard, utility services provider employee in the course of his/her employment, a commercial driver using a mobile data terminal, law enforcement officer or emergency public safety first responder during the course of their duties, a motor vehicle that is lawfully parked; known as the Robin W. Ames Memorial Act.

HB2310: Development Of "Antique Fleet" Program

Change inspections from annually to every two years; increase the fees from \$14 to \$19; allows for registration of nonresident vehicles; creates an antique fleet plate program to enable an owner of five or more antique motor vehicles to use a single registration plate on multiple antique motor vehicles. The owner is required to register with the Division of Motor Vehicles every antique motor vehicle upon which the plate will be displayed. The annual registration fee for an antique fleet plate is \$2 a year per registered antique motor vehicle. The antique fleet plate is valid for one year and must be renewed annually. The antique fleet plate may be used on a newly acquired antique motor vehicle prior to titling: Provided, That the owner completes an application for a 30-day temporary digital registration card in the format established by the commissioner and displays such card upon request when operating the vehicle prior to titling and regular registration. The fee for a 30-day temporary digital registration card is \$10, and the commissioner is authorized to charge a convenience fee for electronic submission of the application. Authorizes non-resident registration for out of state businesses titling vehicles in the clearinghouse under HB2506.

HB2506: Creating Title Clearinghouse For Nonresident Businesses

Allows the DMV to create a title clearinghouse for non-resident businesses which allows the DMV to produce a title for a non-resident business participant and to establish fees and bond requirements. The title clearinghouse does not supplant any reciprocal agreements for title and registration entered by the DMV with other states and jurisdictions. Grants the DMV authority to promulgate emergency rules and propose legislative rules. Authorizes the DMV to develop and manage a fleet vehicle registration program for resident businesses maintaining a local, national or international fleet of vehicles.

HB2530: Relating To The Extension Of The Expiration Of Temporary Registration Plates From 60 Days To 90 Days

The purpose of this bill is to extend the expiration of temporary registration plates from sixty days to ninety days. It directly changes the term “sixty” to “ninety” in code.

HB2533: Relating To Permanent Windshield Placard To Be Valid For The Duration Of The Application’s Life

The purpose of this bill would be to allow the DMV to issue permanent, non-expiring windshield placards for the disabled. Under current law, there is no option to obtain a non-expiring windshield placard, so this bill would allow those with permanent disabilities to obtain a permanent placard. This bill is for the permanently disabled and does not affect temporary placards.

HB3302: To Recognize Unborn Child As Distinct Victim In A DUI Causing Death

This bill would amend and reenact the code of West Virginia to include the unborn as distinct victims of certain DUI offenses including DUI causing death and DUI causing serious bodily injury. It clarifies the pregnant and unborn persons as separate and distinct victims as applied to these DUI charges and establishes criminal penalties.

Highway Safety

The West Virginia Governor's Highway Safety Program

BOB TIPTON Director

About the Program

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally funded highway safety improvement measures, which are mandated by the National Highway Traffic Safety Administration (NHTSA). The program is housed under the DMV, and the DMV's Commissioner, Everett Frazier, who serves as Governor Justice's representative for highway safety.

To allow for maximum flexibility and accuracy in the identification and resolution of highway safety issues throughout the state, the GHSP has established six (6) focused regional traffic safety programs. These traffic safety programs are located in the population centers of Beckley, Bluefield, Charleston, Clarksburg, Huntington, and Wheeling, with Region 3 (Wood County) being included in the Charleston (Region 1) grant. Each region's mission is to develop and implement the plans that their regions require to lower crashes, injuries, and fatalities on the roadways of West Virginia.

Additionally, there are eleven (11) single-focused grants throughout the state that target specific highway safety issues.

These traffic safety programs also provide a targeted approach to sharing valuable messages about highway safety enhancement legislation with the public.

The GHSP evaluates its performance annually to determine what progress has been made towards meeting its goals. These goals and measures are explained in detail in the GHSP's Triennial Highway Safety Performance Plan located on the DMV website.

GHSP Totals

For Counts, Recoveries, and Arrests

[Based on the Federal Fiscal Year 10/1/2022 - 09/30/2023]

	2023	2022
Under Age Drinking	12	27
DUI Arrests	317	849
Child Restraints	81	92
Driver's License Revoked	157	494
Driver's License Suspended	713	1,911
Felony Arrests	85	400
Misdemeanor Arrests	290	1,452
Fugitives Recovered	28	102
Weapons Recovered	16	35
Property Value Recovered	262,256	582,706
Drug Value Recovered	37,367	236,643

In 2023, the GHSP Funded:

[Based on the Federal Fiscal Year 10/1/2022 - 09/30/2023]

152	Full Sobriety Checkpoints
7	Occupant Protection Checkpoints
159	Total Checkpoints in WV
74,765	Total Vehicles Contacted
132	DUI Arrests at Checkpoints
5,040	Citations Issued at Checkpoints
6,268	Citations Issued for All DUI Work
11,482	Man-Hours Invested in Sobriety Checkpoints

Public Information

The GHSP's public information efforts focus on awareness, education, and the promotion of highway safety initiatives such as seat belt use, child passenger safety, motorcycle safety, pedestrian safety, bicycle safety, ATV safety, as well as the dangers of drowsy driving, impaired driving, and distracted driving.

Changing driver behavior is emphasized as the key to successful highway safety programs, and these objectives are met by combining state, regional, and local efforts. Years of declining injuries and deaths suggest that GHSP efforts are having a positive effect on driver behavior in West Virginia.

GHSP Goals

To Meet By December 31, 2024

- Reduce total fatalities to 275 (2020-2024 rolling average) from a current safety level of 281 (2017-2021 rolling average) by 2.1%.
- Reduce serious traffic injuries to 890 (2020-2024 rolling average) from a current safety level of 910 (2017-2021 rolling average) by 2.2%.
- Reduce unrestrained passenger vehicle occupant fatalities, all seat positions to 76 (2020-2024 rolling average) from a current safety level of 80 (2017-2021 rolling average) by 5% by December 31, 2024.
- Reduce alcohol-impaired driving fatalities to 62 (2020-2024 rolling average) from a current safety level of 65 (2017-2021 rolling average) by 4.6% by December 31, 2024.
- Reduce speeding-related fatalities to 73 (2020-2024 rolling average) from a current safety level of 78 (2017-2021 rolling average) by 4% by December 31, 2024.
- Reduce motorcyclist fatalities to 30 (2020-2024 rolling average) from a current safety level of 32 (2017-2021 rolling average) by 6.25% by December 31, 2024.
- Reduce unhelmeted motorcyclist to 11 (2020-2024 rolling average) from a current safety level of 13 (2017-2021 rolling average) by 15.4% by December 31, 2024.
- Reduce drivers age 20 and younger involved in fatal crashes to 25 (2020-2024 rolling average) from a current safety level of 27 (2017-2021 rolling average) by 7.4% by December 31, 2024.
- Reduce pedestrian fatalities to 25 (2020-2024 rolling average) from a current safety level of 27 (2017-2021 rolling average) by 7.4% by December 31, 2024.
- Reduce bicyclist fatalities to 2 (2020-2024 rolling average) from a current safety level of 3 (2017-2021 rolling average) by 33.3% by December 31, 2024.
- Increase observed seat belt use for passenger vehicles to 92.8% from a current safety level of 92.5% by December 31, 2024.
- Decrease older road user fatalities 4.6 % from 65 (2017-2021 rolling average) to 62 (2020-2024 rolling average) by December 31, 2024.
- Increase knowledge of West Virginia's move over law to 60% or more based on planned attitudinal survey results by 2024.

The GHSP utilizes surveys, national data, programs and high visibility enforcement campaigns modeled by decades of research provided by NHSTA in order to provide effective and measurable highway safety improvements.

The GHSP also works closely with various agencies and clientele groups throughout the state, including the Commission on Drunk Driving Prevention, the Alcohol Beverage Control Administration (ABCA), the West Virginia State Police, local law enforcement agencies, Emergency Medical Services (EMS), health care professionals, and even local businesses to educate the public and promote highway safety.

GHSP Federal Funding Policy Compliance

GHSP operates on funding that is provided federally and with required matching funds provided by the state. The GHSP is responsible for the oversight of these grants and their mandated policies and requirements.

NHTSA grant funding policy states that no more than 15% of a NHTSA grant may be expended on administrative costs. Federal statute requires that local political subdivisions be allocated at least 40% of all federal highway safety funding the State receives. GHSP distributed over 72% of its FY 2023 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 NHTSA funding received by GHSP. West Virginia's FY 2023 allocation exceeded this requirement.

The GHSP's regional traffic safety programs receive approximately 76% of West Virginia's federal highway safety driver behavior funding that goes towards regional enforcement, local media, administrative, and public education material production costs.

The remaining funds are utilized through the GHSP central office and other state agencies to fund statewide media campaigns, training, various safety programs, and to grow electronic data collection for accurate measures and reporting. ▢

Law Enforcement Training

[Based on the Federal Fiscal Year 10/1/2022 - 09/30/2023]

	CLASSES	STUDENTS
Speed Enforcement & Radar/Lidar	4	68
Occupant Protection	7	20
Checkpoints	0	0
Crash Investigation	4	73
Motorcycle Safety	0	0
DUI (Drug & Alcohol)	31	660
Other	10	223
	56	1,044

Training for Everyone

	CLASSES	STUDENTS
CPS Technician Certification	6	59
CPS Technician Renewal	1	2
Special Needs Class	0	0
CPST Technical Update	0	0
	7	61

Law Enforcement Citations

[Based on the Federal Fiscal Year 10/1/2022 - 09/30/2023]

	Citations
Child Restraint	81
Insurance	2,134
Other	2,364
Reckless Driving	48
Red Light & Stop Sign	697
Seat Belt	5,032
Speeding	8,532
Cell phone	2,181
Texting	479

GHSP Crash Information

*[Based on the calendar year 01/01/2022 - 12/31/2022]

	2023	2022
Crashes	30,781	30,390
Fatalities	266	280
Serious Injuries	814	766
Total Injuries	11,028	11,197
Alcohol Related Crashes	1,446	1,572
Alcohol Related Injuries	876	969
Alcohol Related Fatality %	20.30%	18.21%
Underage Alcohol Sales	15.96%	18.37%
Motorcycle Crashes	575	509
Motorcycle Fatalities	40	29
Motorcycle Injuries	480	425
ATV Fatalities on Public Roadways	17	21
ATV No Helmets	13	21
ATV Unknown Helmets	3	0
Speed Related Fatalities	131	64
Speed Related Fatality %	49.20%	22.86%
Pedestrian Fatalities	21	36

Sources: NHTSA, FARS, WVDOH, and GHSP

Driver Services

DEBBIE FERGUSON Director

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

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

The DMV's innovative digitized driver's license system has introduced one-stop-shopping to its customers. The computer-generated license system reduces the risk of fraudulent issuance and increases the efficiency of record keeping. The system also stores the facial images of licensees, thus providing reliable identification for subsequent transactions. Licensees have the option to store a digital fingerprint image in their license record as an extra security precaution.

The WV DMV offers two types of driver's licenses and identification cards: a Not for Federal use driver's license or ID card, or a REAL ID, For Federal Use card that contains a gold star, indicating that the card meets full federal requirements for future use at airports and other designated federal facilities and uses nationwide.

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

Revocations & Suspensions

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

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

ID Card Totals in 2021	2023	2022
Female ID Cards	64,858	65,244
Male ID Cards	66,300	67,367
Child ID Cards	3,347	2,923
Employee ID Cards	1,697	1,853
DHHR REDI ID Cards	1	12
Salesperson ID Cards	2,149	3,045
Secondary ID Cards	1,134	1,394

License Indicators & Restrictions	2023	2022
Total Diabetic Indicators	3,672	3,710
Total Organ Donors	533,548	548,420
Total Hearing Impaired	1,092	1,056
Total Drivers With License Restrictions	640,053	654,479

Licensed Drivers by County & Class

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
Barbour	10,030	763	469	11,262	Mingo	15,412	496	651	16,559
Berkeley	87,659	1,488	2,570	91,717	Monongalia	58,144	1,779	1,132	61,055
Boone	13,189	528	567	14,284	Monroe	8,995	342	387	9,724
Braxton	8,297	747	519	9,563	Morgan	15,116	372	797	16,285
Brooke	13,909	180	495	14,584	Nicholas	16,349	931	962	18,242
Cabell	56,362	1,499	1,220	59,081	Ohio	29,302	391	834	30,527
Calhoun	4,090	418	226	4,734	Pendleton	5,143	173	318	5,634
Clay	5,246	453	321	6,020	Pleasants	4,567	229	252	5,048
Doddridge	3,060	303	177	3,540	Pocahontas	5,271	364	416	6,051
Fayette	27,143	1,457	1,354	29,954	Preston	20,875	1,250	1,131	23,256
Gilmer	3,437	371	201	4,009	Putnam	39,002	1,606	1,169	41,777
Grant	7,696	297	524	8,517	Raleigh	46,915	1,987	1,700	50,602
Greenbrier	23,418	1,215	1,008	25,641	Randolph	18,041	1,151	964	20,156
Hampshire	16,171	357	800	17,328	Ritchie	6,299	430	388	7,117
Hancock	21,159	174	619	21,952	Roane	9,682	767	625	11,074
Hardy	9,684	268	565	10,517	Summers	6,431	252	281	6,964
Harrison	46,120	3,428	1,561	51,109	Taylor	12,309	811	692	13,812
Jackson	18,982	821	778	20,581	Tucker	4,589	264	222	5,075
Jefferson	44,093	558	986	45,637	Tyler	5,062	202	197	5,461
Kanawha	115,211	5,037	3,191	123,439	Upshur	15,025	1,168	842	17,035
Lewis	10,963	1,088	793	12,844	Wayne	23,645	593	928	25,166
Lincoln	11,876	723	664	13,263	Webster	5,186	344	337	5,867
Logan	20,384	937	987	22,308	Wetzel	11,034	525	441	12,000
Marion	34,912	2,118	770	37,800	Wirt	3,077	175	131	3,383
Marshall	17,949	271	626	18,846	Wood	56,780	1,575	1,959	60,314
Mason	16,755	489	647	17,891	Wyoming	12,705	455	603	13,763
McDowell	10,487	342	497	11,326	STATE TOTALS	E*	D	CDL	Total
Mercer	38,541	1,132	1,479	41,152		1,171,528	46,621	44,957	1,263,106
Mineral	19,655	525	794	20,974					

*Class E includes 35,000 graduated licenses.

Commercial Driver's License

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

Valid CDL License Types By County

County	Class A	Class B	Class C	Total	County	Class A	Class B	Class C	Total
Barbour	343	125	1	469	Mingo	501	144	6	651
Berkeley	1,806	751	13	2,570	Monongalia	802	1,128	4	1,132
Boone	423	142	2	567	Monroe	286	101	0	387
Braxton	411	107	1	519	Morgan	579	216	2	797
Brooke	400	95	0	495	Nicholas	747	209	6	962
Cabell	912	304	4	1,220	Ohio	581	251	2	834
Calhoun	180	46	0	226	Pendleton	244	74	0	318
Clay	218	102	1	321	Pleasants	178	73	1	252
Doddridge	128	49	0	177	Pocahontas	339	76	1	416
Fayette	948	4001	5	1,354	Preston	819	309	3	1,131
Gilmer	166	35	0	201	Putnam	892	275	2	1,169
Grant	437	81	6	524	Raleigh	1,238	455	7	1,700
Greenbrier	757	249	2	1,008	Randolph	748	215	1	964
Hampshire	588	208	4	800	Ritchie	279	109	0	388
Hancock	478	140	1	619	Roane	469	156	0	625
Hardy	475	89	1	565	Summers	215	66	0	281
Harrison	1,174	374	13	1,561	Taylor	494	193	5	692
Jackson	587	186	5	778	Tucker	177	45	0	222
Jefferson	528	454	4	986	Tyler	144	53	0	197
Kanawha	2,413	767	11	3,191	Upshur	668	173	1	842
Lewis	590	198	5	793	Wayne	700	227	1	928
Lincoln	502	153	5	664	Webster	278	55	0	333
Logan	774	212	1	987	Wetzel	321	120	0	441
Marion	509	254	7	770	Wirt	93	38	0	131
Marshall	419	206	1	626	Wood	1,424	522	13	1,959
Mason	492	154	1	647	Wyoming	392	152	59	603
McDowell	350	144	3	497	STATE TOTALS	A	B	C	Total
Mercer	1,036	424	19	1,479		33,115	11,604	238	44,957
Mineral	572	217	5	794					

Total Commercial License Permits: 3,216

CDL Restrictions

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

CDL Examination Totals

Commercial Driver's	PASS	FAIL
General Knowledge	7,909	5,249
Air Brakes	7,656	2,456
Combination Trailers	6,211	2,109
Doubles & Triples	957	432
Tanker Trailers	2,702	434
Hazardous Materials	3,695	1,153
Passenger Endorsement	1,707	1,111
Pre-Trip Inspections	3,762	437
Basic Control Skills	3,723	390
Skills Testing	3,690	318
School Bus	1,437	158
CDL Totals	43,449	14,247

CDL Licenses Restrictions

	2023	2022
Artificial Limbs	3	3
Automatic Transmission	6	6
CDL Intrastate Only	944	962
Class B or C Bus Only	9,293	9,515
Class C Bus Only	338	368
Corrective Lenses	18,547	18,580
Corrective Lenses & Outside Mirrors	3	3
Daylight Driving Only	1	1
Medical Variance	24	35
No Full Air Brakes	14	16
No Manual Transmission	4,190	3,670
No Tractor Trailer	2,202	2,018
Other Restrictions	358	346
Outside Mirrors	17	20
Trike With F Endorsement, F Class	26	28
Vehicle Without Air Brakes	448	484
TOTAL RESTRICTIONS	36,414	36,055

CDL Transfers In and Out of State in FY 2023

State	IN	OUT	State	IN	OUT	State	IN	OUT
Alabama	10	5	Kansas	1	4	North Carolina	40	48
Alaska	1	0	Kentucky	25	20	North Dakota	2	6
Arizona	4	12	Louisiana	7	6	Ohio	105	91
Arkansas	5	2	Maine	0	3	Oklahoma	5	4
California	4	17	Maryland	31	121	Oregon	2	2
Colorado	4	14	Massachusetts	0	3	Pennsylvania	57	79
Connecticut	0	0	Michigan	6	16	Rhode Island	0	3
Delaware	2	3	Minnesota	2	5	South Carolina	27	18
District of Columbia	0	1	Mississippi	3	1	South Dakota	1	0
Florida	68	64	Missouri	3	11	Tennessee	27	6
Georgia	20	30	Montana	0	1	Texas	21	15
Hawaii	1	2	Nebraska	0	2	Utah	2	3
Idaho	0	4	Nevada	2	3	Vermont	0	1
Illinois	3	6	New Hampshire	1	1	Virginia	81	138
Indiana	7	7	New Jersey	3	9	Washington	2	6
Iowa	3	1	New Mexico	2	1	Wisconsin	2	3
			New York	2	17	Wyoming	3	1
						TOTALS	597	816

MEDCERT CDL

MEDCERT 10-Day Warning Letters Issued in Fiscal Year 2023

26,641

MEDCERT Medical Downgrades in Fiscal Year 2023

3,229

CDL Assessment Unit

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

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

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

CDL Convictions

	2023	2022
Out-of-State CDL Convictions Sent Through CDLIS	1,119	1,106
WV CDL Convictions Received Through CDLIS	741	768
WV CDL Convictions Entered	4,375	4,341
	2023	
FMCSA CDL Serious & Major Offenses	CMV	Private Passenger
DUI / Alcohol and/or Controlled Substance	9	111
Driving While Suspended	65	81
Hit and Run/Leaving the Scene	7	9
Excessive Speeding	43	284
Speeding in School Zone/Passing Stopped School Bus	4	11
Reckless Driving	46	35
Improper/Erratic Lane Change	24	11
Following Too Closely	21	22
Using Handheld Mobile Phone While Driving	16	92
Texting While Driving	4	7
Driving W/Out Obtaining a CDL or Having Proper Endorsements	8	N/A

CDL Licensees:

Failure to Appear, Pay or Comply

	2023	2022
WV CDL In-State Courts	372	444
WV CDL Out-of-State Courts	105	174
Out-of-State CDL WV Court (CDLIS)	125	115

CDL Suspensions/Revocations/Disqualifications

	2023	2022
DUI / Alcohol and/or Controlled Substance	120	120
Driving While Revoked / DUI	17	20
Leaving the Scene	0	11
Felony Involving CMV	0	0
Second Serious CMV	3	3
Coal Resource Transportation	7	3
Fraud	2	0
Railroad	1	0
Driving CMV W/Out a CDL	12	6
Points	13	6

Violations by WV CDL Drivers Reported in Other Jurisdictions

State	2023	State	2023	State	2023
Alabama	8	Kansas	2	North Carolina	25
Alaska	0	Kentucky	19	North Dakota	2
Arizona	0	Louisiana	1	Ohio	133
Arkansas	0	Maine	1	Oklahoma	2
California	20	Maryland	95	Oregon	7
Colorado	1	Massachusetts	4	Pennsylvania	95
Connecticut	1	Michigan	10	Rhode Island	0
Delaware	0	Minnesota	0	South Carolina	18
District of Columbia	0	Mississippi	0	South Dakota	2
Florida	7	Missouri	3	Tennessee	15
Georgia	14	Montana	1	Texas	2
Hawaii	0	Nebraska	0	Utah	2
Idaho	0	Nevada	2	Vermont	0
Illinois	6	New Hampshire	1	Virginia	187
Indiana	11	New Jersey	13	Washington	1
Iowa	5	New Mexico	4	Wisconsin	5
		New York	9	Wyoming	7
				TOTAL	741

Notable Violations by WV CDL Driver Reported by In-State Courts	2023	2022
Failure to Obey Traffic Signal / Control	187	170
Failure to Obey Stop Sign	47	54
Failure to Obey Traffic Light	48	49
Expired / Improper Registration	251	225
Expired / No Motor Vehicle Inspection Sticker	416	337
Violating Size, Weight, or Passenger / Cargo Limit	92	163
Operating Vehicle Without Insurance	96	80
Admin Per Se .08 CMV/CDL	4	2
Admin Per Se .10 CMV/CDL	0	0
Texting While Driving	6	5
Using a Hand-Held Mobile Phone While Driving	137	99
No / Improper Seat Belt	581	569
Speeding 1-10 MPH Over Speed Limit	550	519
Speeding 11-14 MPH Over Speed Limit	161	169
Speeding 15-19 MPH Over Speed Limit	244	227
Speeding 20 or More MPH Over Speed Limit	79	81
Speeding / No Speed Detail - Conv Only	72	107
Operating Without Equipment Required By Law	74	101
Equipment Used Improperly or Obstructed	86	69
Other Violations	1,234	1,315
TOTALS	4,375	4,341

DUI Programs

The DUI Program Unit administers court conviction revocations for driving under the influence of alcohol and/or drugs. The unit also handles restoration of driving privileges which entails working in conjunction with approved behavioral health providers to assure the offender has completed the Safety and Treatment Program for DUI offenders.

Previously, the DUI Program Unit also took revocation action based upon the report and evidence submitted by an arresting officer. Drivers had the opportunity to challenge these revocations through the administrative hearing process. However, in the 2020 Legislative Session, Senate Bill 130 passed and was enacted on July 1, 2020. After this date, only those criminally convicted of a DUI or related offense, or those found by the court to have refused to take the secondary chemical test can be revoked.

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

DMV's Ignition Interlock Program makes it possible to restrict, rather than revoke, the driving privileges of DUI offenders. A breath alcohol content monitor is wired into the ignition of a participant's vehicle. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineligible for Ignition Interlock during any appeal of their license revocations, or if they have any other revocations, suspensions, or other driving privilege withdrawals, in WV or any other jurisdiction. If they have been convicted of DUI involving a controlled substance they may participate in the Program by using the Ignition Interlock device as well as being required to complete and submit the results of a urine drug test on a monthly basis. Participants may be required to first serve a license revocation and must enroll in an approved DUI Safety and Treatment Program. Ignition Interlock enables participants to avoid the disruption of their lives that a DUI would cause.

Our statistics show that the rate of DUI recidivism is much lower among Ignition Interlock participants than among offenders who alternatively serve a revocation. This holds true for both first time and repeat offenders. Furthermore, statistics show that success rates are increased for higher risk and repeat offenders when Ignition Interlock and Safety and Treatment Programs work in tandem. Thus, the Ignition Interlock Program benefits both society and the problem driver.

Driver Improvement

The Driver Improvement Unit administers laws and regulations to ensure that all licensees drive responsibly. This governing often requires the restriction, suspension, revocation, or disqualification of the licensee's privilege to drive. Restoration of driving privilege may occur only after the driver completes all of the measures required by state code and legislative rule.

Driving Under the Influence

	2023	2022
Total Reported DUI Related Arrests	4,888	4,676
Total Reported Refusals	683	555
Revocations Based on WV Convictions	3,698	3,185
Revocations Based on Out-of-State Convictions	373	391
Revocations for Refusal of Secondary Test	145	110
Total Revocations Based on Court Conviction or Findings	2,426	3,576
Charges Reduced to Lesser DUI Offense	466	514
Charges Reduced to Non-DUI Offense	209	196
Charges Dismissed	637	817
Cases Unresolved	2,040	2,143

Ignition Interlock Program

	2023	2022
Applications Approved	1,990	2,297
Applications Denied	518	786
Installations	1,726	2,005
Enrollees Completing & Removed	1,274	1,384
Persons Disqualified	211	253
Service Center Inspections	211	N/A

The Driver Improvement Section handles multiple types of offense related files including: Nonpayment of court ordered child support, fraudulent license suspensions, passing a stopped school bus, failure to pay for gasoline, driving on a suspended license, excessive points accumulation, student attendance for under age persons, failure to appear or respond to citations through an in-state court, GDL suspensions, and others. With passage of House Bill 4958 in the 2020 Legislative Session, the Driver Improvement Section no longer institutes suspensions for failure to pay citations through in-state courts.

Non-Resident Violator Compact

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

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. Upon receipt of the court conviction from any member state, the appropriate information is applied to the WV driver's record.

Offenses Requiring Revocations

	2023	2022
Reckless Driving (3rd Offense in 24 Mo.)	3	2
Driving While Revoked or Suspended	3,163	3,823
Speed Racing (On Public Highway/St.)	11	3
Hit & Run (Personal Injury)	4	7
Manslaughter (Negligent Homicide)	4	9
Leaving the Scene of an Accident	1	8
Using Vehicle in Connection w/Felony	44	28

Student Attendance Program

	2023	2022
License Suspensions	0	240
License Restrictions	26	N/A
License Suspension Reinstatements	167	255
License Restriction Reinstatements	21	N/A

Point System

	2023	2022
Suspensions	562	574
Reinstatements	684	690

Revocation/Suspension Totals

Other Breakdown	2023	2022
Fraudulent Suspensions	6	13
GDL (2 or More Tickets)	85	69
Unpaid Child Support	1	8

Resident Violators

	2023	2022
Suspensions	28,549	27,151
Reinstatements/Cleared	24,154	33,417

Non-Resident Violators

	2023	2022
Non-Compliance Reports for Other States/License Suspended for Failure to Comply	1,809	1,795
Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed	576	463
Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid	1,680	1,523
Notices Mailed to Other States	7,804	8,774

Reported Traffic Convictions*

	2023	2022
Failure to Obey Traffic Signal/Cntrl Device	379	338
Failure to Yield to an Emergency Vehicle	124	118
Failure to Keep Vehicle Under Control	608	622
Failure to Observe Safety/Const. Zone	305	224
Following Too Closely	159	146
Hazardous Driving	66	42
Leaving Scene of Accident	268	262
No/Improper Seat Belt	6,171	5,290
Passing a School Bus	48	53
Reckless/Hazardous Driving	675	600
Speeding	8,945	11,751
Speeding in a School Zone	182	207
Texting While Driving	113	97
Using a Hand-Held Mobile Phone/Device	2,801	2,066
Driving While Suspended/Revoked	2,716	2,925

*Includes only higher volume / safety impacted convictions

Medical Review Unit

The Medical Review Unit maintains files on all drivers who have been reported as having medical or visual conditions that could impact their driving. Cases are reviewed on an individual basis to determine the appropriate course of action. Periodic medical visual examinations and/or driver re-examination may be required of at-risk drivers and commercial drivers with intrastate waivers that do not meet the federal standards due to diabetes, vision, or limb impairments.

The unit also consults with the Driver's License Advisory Board for recommendations as necessary. The Driver's License Advisory Board consists of five (5) physicians who are appointed by the Governor. These physicians advise the Commissioner of Motor Vehicles on vision standards and medical criteria that are relevant to driver licensing.

Medical Unit Statistics

	2023	2022
Medical Suspensions	350	319
Re-Exam Suspensions	169	192
New Medical Files	314	282
Vision Report Reviews	1,909	1,906
Addiction Related Files	860	854

Violations by WV Drivers Reported in Other Jurisdictions

State	2023	2022	State	2023	2022	State	2023	2022
Alabama	72	73	Kansas	41	58	North Carolina	37	35
Alaska	0	0	Kentucky	872	729	North Dakota	19	27
Arizona	26	13	Louisiana	9	17	Ohio	6,349	7,243
Arkansas	14	18	Maine	8	6	Oklahoma	2	13
California	20	23	Maryland	1,309	1,691	Oregon	25	18
Colorado	18	24	Massachusetts	7	3	Pennsylvania	898	1,111
Connecticut	15	14	Michigan	44	50	Rhode Island	0	5
Delaware	64	74	Minnesota	34	36	South Carolina	495	536
District of Columbia	0	0	Mississippi	2	6	South Dakota	15	6
Florida	163	89	Missouri	28	44	Tennessee	259	234
Georgia	170	152	Montana	16	13	Texas	90	92
Hawaii	16	22	Nebraska	8	15	Utah	22	15
Idaho	5	7	Nevada	8	6	Vermont	0	1
Illinois	43	64	New Hampshire	3	6	Virginia	6,827	7,008
Indiana	47	49	New Jersey	99	77	Washington	24	20
Iowa	36	43	New Mexico	27	14	Wisconsin	22	31
			New York	121	149	Wyoming	30	47

Court Records

	2023	2022
Court Report Suspension Notices	2,358	2,340
Court Report Driver Suspensions	1,473	1,638
Court Report Vehicle Suspensions	293	367
Court Report State Police Secure Orders	106	103

Crash Reports

	2023	2022
Crash Report Suspension Notices	655	680
Crash Report Driver Suspensions	371	458
Crash Report Vehicle Suspensions	87	116
Crash Report State Police Secure Orders	28	40

Fraudulent Insurance

	2023	2022
Fraudulent Suspension Notices	24	29
Fraudulent Driver Suspensions	14	15
Fraudulent Vehicle Suspensions	8	16
Fraudulent State Police Secure Orders	6	15

Court Ordered Judgement

	2023	2022
Judgement Suspension Notices	60	65
Judgement Driver Suspensions	43	49
Judgement Vehicle Suspensions	0	0
Judgement State Police Secure Orders	0	0

Online Insurance Verification

	2023	2022
Online Insurance Verification First Notice Letters	54,846	61,788
Online Insurance Verification Certified Letters	13,077	13,662
Online Insurance Driver Suspensions	5,192	4,181
Online Insurance Vehicle Suspensions	842	657
Online Insurance State Police Secure Orders	624	663

Compulsory Insurance

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

The unit also processes all requests for driving records. Each request is reviewed to ensure proper disclosure of records, correct fees, and proper identification of the requestor. The request may be either by the licensee, an employer or an attorney.

Additionally, this unit handles all requests for certification of driving records and corresponding suspension and revocation files. These types of requests are from law enforcement, all branches of the judicial system, county prosecutors, etc. The majority of these requests are received through the West Virginia Law Enforcement Weapons System portal, and must be handled expeditiously for proper prosecution or dismissal through the court. □

Other Totals

	2023	2022
Driving Records Processed by Unit	20,263	21,795
Driving Record Certifications	11,595	13,177
Insurance Waiver Program Participants	284	243

Investigation, Security & Support Services

ARLENE G. MOORE Director

Investigation, Security, and Support Services (IS&S) is responsible for conducting internal and external investigations including:

- Internal employee fraud
- External customer fraud
- Title fraud
- License fraud
- Unlicensed Dealers
- Odometer fraud
- Vehicle tax fraud
- Identity theft
- Stolen vehicles

Additionally, this section is responsible for all fingerprint based and name based background checks of all qualifying DMV employees as well as the third party CDL examiners in compliance with the REAL ID Act.

Investigations, Security, and Support Services provides all training and certifications, required by AAMVA, for all driver's license, motorcycle license, and commercial driver examiners as well as all third party CDL examiners.

While utilizing West Virginia's Mobile Commercial Driver's License (mCDL) program, this unit received federal grant funding for continued research and development of the program's software. This software permits third party CDL examiners to test multiple state residents in a professional and wireless manner.

The section is responsible for the managing and coordination of the DMV's fleet vehicles, serving as the central point of contact between the Fleet Management Office, Agency Drivers, and other personnel. This includes maintaining and verifying eligibility records of all assigned drivers, and assuring that all drivers are aware of the proper use of State vehicles as well as Policies and Procedures.

This section also provides program oversight and monitors the administration of CDL skills tests given by third party examiners and conducts low vision Bi-Optic testing for the DMV, as well as reviewing and comparing all photos processed daily through facial recognition for fraudulent activity. ■

IS&S Statistics	2023	2022
External Investigations Completed	38	50
Law Enforcement Assist. Photos	617	581
Law Enforcement Assist. Vehicles	559	386
Internal Investigations Completed	1	1
Unlicensed Dealer Investigations	4	1
CDL Tests (Normal Observation)	879	790
CDL Tests (Covert Observation)	60	35
Employees Trained CDE, CME, & CCKE (Recertification)	68	29
Contract Third Party Examiners Trained Recertification (20 hrs required every two years.)	24	29
Employees Trained CDE, CME, & CCKE (Certification)	168	89
Low Vision Skills Tests	3	12
Fingerprint & Background Checks	127	145
Facial Recognition Cases Reviewed	68,550	92,070
Facial Recognition Investigations	7	2

*IDEMIA only 12/1/2020 to 6/30/2021. No records from MIDS available.

Legal Services

ADAM HOLLEY General Counsel

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

Additionally, this section reviews, prepares, and advises the Commissioner regarding legal documents, statutes, regulations, policies, and procedures. It also responds to all DMV litigation, FOIA requests, Driver Privacy Protection Act requests, writes contracts for the Division and represents the Agency at Legislative Hearings.

In FY2023, the Legal Services Section continued to focus on its mission to protect the public from impaired drivers and to ensure compliance with state and federal safety requirements to reduce DUI crashes, injuries and fatalities. The Legal Section has further expanded its focus on monitoring and educating magistrates and municipal courts in efforts to avoid noncompliance with state and federal requirements and encourage prosecutors to seek higher conviction rates for those guilty of impaired driving. ▢

Litigation Statistics

	2023	2022
Bankruptcy	4	3
General Litigation	18	19
Dealer/License Service	8	14
Title VI	0	1
WV Circuit Court Cases	2023	2022
Filed	0	4
Won	6	51
Lost	3	10
WV Supreme Court Cases	2023	2022
Filed	0	19
Won	7	14
Lost	12	6

DUI Conviction Data by County

County	2023			2022		
	Arrests	Conv. Deferrals	Conv. Rate	Arrests	Conv. Deferrals	Conv. Rate
Barbour	29	14	48%	23	16	70%
Berkeley	369	200	54%	318	219	69%
Boone	42	20	48%	40	28	70%
Braxton	23	12	52%	9	6	67%
Brooke	73	27	37%	66	29	44%
Cabell	169	102	60%	209	108	52%
Calhoun	21	15	71%	20	12	60%
Clay	9	3	33%	12	11	92%
Doddridge	18	16	89%	11	9	82%
Fayette	105	47	45%	155	83	54%
Gilmer	17	14	82%	3	2	67%
Grant	16	12	75%	20	13	65%
Greenbrier	107	34	32%	100	31	31%
Hampshire	81	49	60%	79	64	81%
Hancock	86	36	42%	145	83	57%
Hardy	41	25	61%	60	38	63%
Harrison	160	87	54%	118	72	61%
Jackson	44	20	45%	53	26	49%
Jefferson	217	133	61%	199	139	70%
Kanawha	628	153	24%	573	145	25%
Lewis	29	16	55%	26	15	58%
Lincoln	18	5	28%	14	4	29%
Logan	120	47	39%	133	73	55%
Marion	188	110	59%	151	109	72%
Marshall	138	43	31%	113	48	42%
Mason	88	45	51%	61	27	44%
McDowell	77	34	44%	79	51	65%
Mercer	175	80	46%	209	121	58%
Mineral	57	33	58%	76	58	76%
Mingo	12	6	50%	28	16	57%
Monongalia	257	113	44%	251	161	64%
Monroe	8	3	38%	12	6	50%
Morgan	48	35	73%	41	34	83%
Nicholas	104	48	46%	77	33	43%
Ohio	95	30	32%	133	40	30%
Pendleton	13	9	69%	9	9	100%
Pleasants	16	8	50%	21	17	81%
Pocahontas	12	1	8%	21	13	62%
Preston	106	56	53%	96	70	73%
Putnam	290	132	46%	171	119	70%
Raleigh	223	98	44%	243	137	56%
Randolph	70	31	44%	43	24	56%
Ritchie	24	15	63%	18	12	67%
Roane	26	15	58%	18	15	83%
Summers	34	24	71%	43	39	91%
Taylor	62	48	77%	19	10	53%
Tucker	10	9	90%	8	5	63%
Tyler	13	8	62%	9	7	78%
Upshur	67	43	64%	89	71	80%
Wayne	48	21	44%	88	51	58%
Webster	9	6	67%	4	2	50%
Wetzel	20	5	25%	20	13	65%
Wirt	6	1	17%	4	2	50%
Wood	142	96	68%	131	86	66%
Wyoming	54	23	43%	35	19	54%
TOTALS	4,914	2,316	47.13%	4,707	2,651	56.32%

Management Services

STEVE MONROE Director

Management Services performs various administrative tasks including purchasing, title entry, revenue receipt, mailing services, and building maintenance.

Receiving & Processing

The Receiving and Processing Unit processes motor vehicle title work and renewals received via U.S. Mail, FedEx, UPS, etc. In FY 2023, this unit deposited a total amount of **\$40,270,158.04** within hours of receipt, while tracking the status of "in-process" title work.

Purchasing

The Purchasing Unit oversees all DMV contracts, purchases, expenditures, facility management and maintenance, security systems, repairs to equipment (telephones, copy machines, shredders, security cameras, etc.), building and equipment leases, postage accounts, fixed assets, surplus property distribution and retirement, security guard services, lawn care and snow/ice removal services.

In FY 2023, this unit processed **3,269** purchase orders allowing DMV to procure **\$61,309,835.61** in goods and services. This unit also processed transactions to update equipment locations in the fixed asset database and retired **1,897** pieces of equipment no longer used by DMV to Surplus Property.

Warehouse & Inventory Supply

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

Receiving & Processing Transactions	2023	2022
Vehicle Titles & Applications Mailed In	89,647	296,264
Vehicle Registration Renewals Mailed In	88,937	83,292
Total Checks Processed	154,464	202,499
Total Pieces of Outgoing Certified Mail	61,653	61,042
Registration Cards Mailed Out	439,062	427,894

In FY 2023, this unit distributed **480,515** motor vehicle license plates, **69,0000** Mobility Impaired placards, and **1,861,834** motor vehicle registration decals.

Call Center

The Call Center serves as the initial contact point for customers wishing to contact the Division of Motor Vehicles by telephone or email. This unit answers questions and provides information regarding motor vehicle titling and registration, driver licensing, and regional office information. The Call Center also provides support services by scheduling appointments, renewing vehicle registrations, mailing information and products to customers, and re-mailing returned driver's licenses.

Call Center Transactions	2023	2022
Calls	382,473	335,259
Emails	27,459	20,829
Payments Processed	2,599	2,697
Processed Payment Total	\$173,826.81	\$233,089.86
Appointments Scheduled	135,954	6,725
Appointment Cancellations	23,247	248
Information and Products Mailed	3,046	8,871
Total Calls Received by DMV	677,705	597,462

Information and Technology Services

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

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

This year, DMV Information and Technology Services has deployed several new online applications including; motor vehicle dealer conveniences, leased vehicle sales tax returns, motor vehicle rental tax returns, Real ID Headstart, and out-of-state Special Purpose Vehicle temporary use applications.

Kiosk Locations

Kroger
6360 US Rt. 60 East
Barboursville, WV 25504
Sheetz
1408 North Eisenhower Dr.
Beckley, WV 25801
WVDMV Regional Office
5707 MacCorkle Ave., SE
Charleston, WV 25304
Kroger
102 Emily Dr.
Clarksburg, WV 26301
Sheetz
101 Stoneybrook Rd.
Clarksburg, WV 26301
Kroger
19 7th Ave. West
Huntington, WV 25701
WVDMV Regional Office
38 Severna Parkway

Martinsburg, WV 25403
Kroger
500 Suncrest Town Center Dr.
Morgantown, WV 26505
Kroger
1229 Stafford Dr.
Princeton, WV 24740
Kroger
101 Great Teays Blvd.
Scott Depot, WV 25560
Sheetz
3522 Monongahelia Blvd.
Star City, WV 26505
Sheetz
887 National Rd.
Wheeling, WV 26003

Online Services Data	2023	2022
Change of Address	2,404	2,763
Dealership Transactions	2,536	35
Driver's License Duplicate	14,169	13,832
Driver's License Renewal	91,092	85,833
Driver's License Status Inquiries	198,453	193,628
Driver Records	12,474	13,199
Driver Reinstatements	6,002	6,629
Duplicate Cab Card	309	237
Duplicate Decals	4,580	4,267
Duplicate Plates	3,033	3,119
Duplicate Registration Cards	9,994	10,120
IRP Fuel Decals	412	402
IRP IFTA	800	840
IRP Invoices	792	1,094
IRP Motor Carrier Renewal	242	243
IRP Payments	1,236	1,210
Leased Vehicle Sale Tax Returns	161	2
Motor Vehicle Registration Renewals	357,302	300,954
Motor Vehicle Rental Tax Returns	33	1
Out-of-State SPV Permits	51	0
Personalized Plates	1,843	1,807
Real ID Headstart	175	90
State Bar ID's	131	297
Online Testing	52,521	50,188

DMV Now Kiosk Data	2023	2022
Driver's License Renewal	3,617	5,018
Driver Records	309	337
Duplicate Registration Cards	894	967
Motor Vehicle Registration Renewals	26,768	27,060

Records Retention & Management

The **Records Retention and Management Unit** maintains records produced by the various sections within DMV by converting hard copy documents into electronic images, providing document management, records retention and optical imaging in accordance with the Retention Schedule, DMV Policy, HIPPA, DPPA, privacy requirements and other state and federal guidelines. This unit also maintains microfilm and microfiche for research and allowable distribution.

Information Requests

The WV State Code §17A-2A-1 et al restricts the Division from releasing information from DMV records to only permitted users. The Uniform Motor Vehicles Records Disclosure Act, also known as the Driver's Privacy Protection Act (DPPA), prohibits the WV DMV from releasing personal information to anyone who does not qualify. Permitted users cannot release or sell the information for marketing, surveys or solicitation.

Vehicle Information Requests

To maintain the privacy of West Virginia citizens, this unit follows all agency policies, federal, state, and local laws, and industry best practices when responding to information requests from authorized sources. Records Retention and Management Employees provide excellent and efficient customer care when handling incoming calls for information by communicating and explaining Division policies and procedures in a clear and knowledgeable way.

Bulk Information Requests

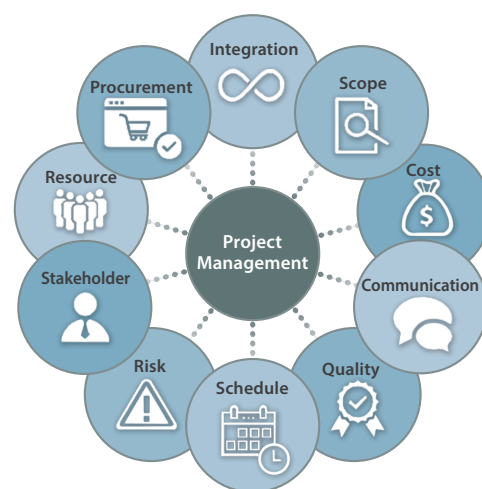
The Bulk Information Unit receives, reviews and process all bulk information requests for the Division. This unit works closely with Legal Services to ensure all state and federal laws are followed. Driver and vehicle information is only released after contractual agreement has been executed. Additionally, the minimum necessary use standard is followed for each request.

Project Management

The newest addition to the Management Services Division is the **Project Management Unit** who opened their door December of 2022. This unit defines and maintains the standards of process, generally related to project management, within the organization. The Project Management Unit is all about lending its expertise to all DMV Divisions. It does this by providing support in categories such as project expertise, timeline development, organization, templates, guidelines, and best practices. You can see this as a process of bringing together a project community. Before this, there have often been silos of project-based activity, with little knowledge sharing. Our goal is to aid existing and future project activity and empower project teams to solve common problems and be more successful. ▢

Documents Scanned	2023	2022
Handicap Documents	101,966	69,919
Citations	60,384	59,195
Driver Applications	150,999	134,648
Driver Suspensions	144,937	142,026
Title Documents	422,479	622,701
Other	12,360	10,512
TOTAL	893,125	1,049,503

Requests Processed	2023	2022
Online Change of Address Requests	19,982	22,051
Mailed-In Change of Address Requests	859	1,560
TOTAL CHANGE OF ADDRESS REQUESTS	20,841	23,611
Vehicle Info Requests Processed	3,058	3,381



Projects of FY 2023



Highlighted Projects

- Berkeley Springs Reg. Office: \$1,979,100
- Clearinghouse: \$535,118

Budget & Revenue

JIM JORDAN Director

Budget & Revenue performs various administrative and fiscal tasks including revenue control, bad check collection, purchasing, auditing, and accounting.

Accounting

The Accounting Unit is responsible for depositing and recording all accounting transactions. In FY 2023 **\$497,168,545** was collected in revenue. This includes the **\$317,936,075** collected in sales taxes (formerly privilege taxes), which the state uses to match federal highway construction grants.

Additionally, **\$317,190** in checks that were received were returned to the DMV for insufficient funds. Of this total, **\$173,484** was recovered.

Credit cards are accepted at most DMV offices, as well as online, at the kiosks, and the Fairmont Testing Center. During FY 2023, **1,098,969** credit card transactions were processed, totaling approximately **\$90,883,886**. A total of **\$1,848,409** was paid by the DMV in user fees.

Accounts Payable

The Accounts Payable Unit oversees all employee travel and training costs.

In FY 2023 this unit processed **3,701** live check and EFT payment transactions totaling **\$29,472,391** and **10,247** credit card transactions totaling **\$3,832,289**.

Agency Revenue by Source

Road Fund	2023	2022
Other Road Fund Revenue (600)	\$142,498,292	\$136,233,900
Sales Tax	\$317,936,075	\$300,582,620
Litter Control Fees	\$1,877,884	\$1,593,219
Miscellaneous Fees (611)	\$2,209,793	\$2,031,704

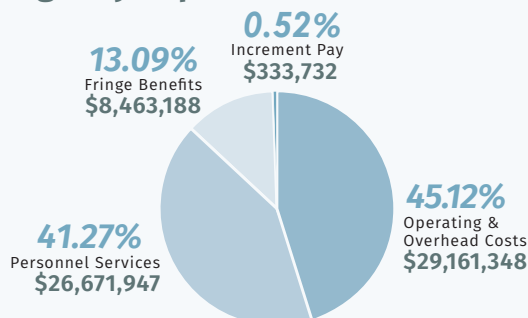
Special Revenue

Motor Vehicle Fees Fund (8223)	\$5,558,054	\$5,297,632
Boat License (DNR)	\$703,761	\$73,988
Motorcycle Safety (DMV)	\$472,849	\$498,667
Voter Registration Fees (Sec. of State)	\$3,167	\$145,198
DMV/DNR Non-game Wildlife Fund (1 yr)	\$226,275	\$158,015
DMV/DNR Non-game Wildlife Fund (2 yr)	\$243,275	\$321,594
Ad Valorem	\$22,482,944	\$21,053,226
A. James Manchin Fund	\$2,446,408	\$2,116,684
Dealer Recovery Fund	\$24,045	\$17,678
State Police Lab	\$27,856	\$28,864
Veteran's Asst. Fund	\$159,957	\$151,240
Safety & Treatment Fees	\$297,910	\$349,480
Prior Year Expiring Funds	\$0	\$0
TOTAL REVENUE	\$497,168,545	\$470,653,709

Revenue Trend in US Dollars per FY

2023	\$497,168,545
2022	\$470,653,709
2021	\$475,900,899
2020	\$420,183,026
2019	\$439,911,875
2018	\$405,651,873
2017	\$335,357,016
2016	\$323,996,952
2015	\$324,568,507
2014	\$312,635,977

Agency Expenditures in FY 2023



Accounting Transactions	2023	2022
Total Checks Returned for Insufficient Funds	534	346
Returned Checks Recovered	363	233
Total Credit Card Transactions Processed	1,098,969	967,697

Motor Carrier Services

This unit of the DMV Budget & Revenue 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:

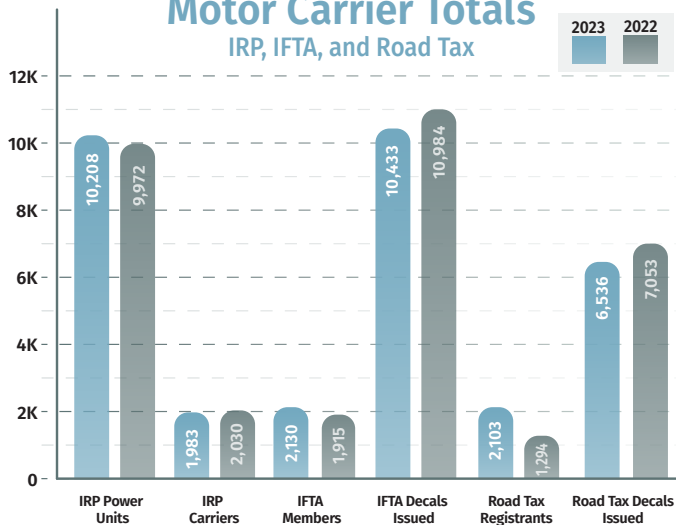
1. International Registration Plan (IRP): Regulates commercial vehicle registration.
2. International Fuel Tax Agreement (IFTA): Administers credentialing for commercial fuel taxes.

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 (3) or more axles to register their vehicles and pay their fees in their home jurisdictions. Ten Canadian provinces and all of the states of the continental United States recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental United States.

This unit also utilizes the Commercial Vehicle Information Systems Network (CVISN) and other Intelligent Transportation Systems/Commercial Vehicle Operations (ITS/CVO) initiatives directed by the Federal Motor Carrier Safety Administration (FMCSA). CVISN and ITS/CVO initiatives are focused on streamlining government regulatory processes by consolidation of functions and electronic data exchanges.

Motor Carrier Totals
IRP, IFTA, and Road Tax



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

IRP Revenue	2023	2022
Collected from WV Based Carriers	\$49,545,668	\$47,532,445
Collected from Other States	\$37,425,520	\$29,122,936
Paid to Other States	\$6,688,483	\$7,048,620
Ad Valorem	\$22,482,944	\$21,053,226

Motor Carrier Goals & Objectives

- Continue to introduce new motor carriers to electronic credentialing and self-credentialing
- Streamline administration of motor carrier credentialing and taxation
- Reduce administrative paperwork and enhance compliance with motor carrier regulations through technology
- Continue the PRISM program to improve the safety performance of high-risk carriers

Regional Office Services

CECIL LOYD Executive Director

The first regional office of the DMV opened its doors in Winfield in 1975 and over the last 47 years, the number of full-service regional offices available to the public has grown to 26, with each location staffed to handle general customer inquiries and process DMV transactions on behalf of the agency.

Across the state, the DMV regional offices process the majority of all customer transactions. [▶](#)

Regional Office Operation Totals	2023	2022
Titles Instant Printed	209,223	201,384
Titles Processed	206,533	201,218
Driver's License/ID Transactions	472,010	452,934
Vehicle Registration Transactions	516,744	428,274
Class E (Knowledge)	53,726	56,111
CDL Exams (Knowledge)	15,149	17,344

Examples of what the regional offices do include:

- Conducts driver, commercial driver, and motorcycle knowledge examinations.
- Conducts all driver and motorcycle skills examinations.
- Provides information and DMV publications and forms.
- Determines eligibility of all WV license and ID card applicants, ensuring compliance with the REAL ID Act of 2005.
- Confirms legal and valid driver's license status via the Problem Driver Point System (PDPS).
- Processes driver's license card issuances, duplicates, and renewals.
- Transfers new resident title work, registration, and driver's licenses.
- Processes ID card issuances, duplicates, and renewals for adults and children.
- Processes state employee ID cards.
- Issues mobility impaired parking placards and license plates.
- Verifies liens and encumbrances.
- Verifies insurance coverage and payment of personal property taxes in conjunction with vehicle registration renewals.
- Assists customers in electronic voter registration.
- Collects fees for the West Virginia Road Fund and other state agency programs.
- Distributes information on alcohol awareness, motorcycle safety, ATV safety, child passenger safety, and the Governor's

Location	Transactions	Revenue (\$)
Beckley	55,170	\$3,603,505.49
Berkeley Springs*	2,011	\$147,779.57
Charles Town	83,066	\$5,889,098.25
Clarksburg	72,432	\$5,460,065.76
Elkins	60,225	\$4,281,293.96
Fairmont	38,285	\$2,471,726.30
Flatwoods	37,082	\$2,560,048.33
Franklin	13,757	\$1,089,501.60
Huntington	67,501	\$5,180,513.45
Kanawha City	96,606	\$6,535,792.08
Keyser	39,730	\$2,807,074.78
Lewisburg	36,750	\$2,794,827.84
Logan	38,505	\$2,521,710.54
Martinsburg	85,882	\$5,625,873.56
Moorefield	40,798	\$2,857,074.17
Morgantown	63,902	\$5,888,428.00
Moundsville	50,673	\$4,678,340.03
Parkersburg	74,140	\$6,352,179.34
Point Pleasant	33,837	\$2,874,852.29
Princeton	60,080	\$5,297,576.19
Spencer	27,817	\$2,061,580.87
Summersville	53,967	\$3,493,701.58
Weirton	40,687	\$4,385,594.90
Welch	23,418	\$1,531,191.17
Williamson	23,103	\$1,4861,45.52
Winfield	76,194	\$6,826,554.81
TOTALS	1,296,607	\$98,554,250.81

* Berkeley Springs office opened June 01,2023

Vehicle Services

JOHN SPRINGER Director

The Vehicle Services section is composed of two units within DMV that are connected by the requirement to title and register vehicles in West Virginia. The units are Titles & Registrations and Dealer Services.

Titles & Registrations

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

This unit has been aggressive in implementing federal mandates that require increased scrutiny of odometer statements and the use of special tamper-resistant forms for many title transactions.

This unit also handles all customer requests through DMV online services for duplicate titles, decals, and license plates as well as registration renewals.

Dealer/Leasing Services

The Dealer Services unit issues motor vehicle dealer licenses and license service operation permits. They also inspect reconstructed vehicles, oversee temporary registration plate issuances by dealers and license services, and conduct inspections and investigations of licensed dealers and license services annually.

West Virginia assesses leased vehicle taxes according to the value of a vehicle's lease, rather than the value of the vehicle itself. The DMV accordingly allows a special process for titling leased vehicles.

Annual revenues under this program have increased from \$854,000 to **\$7,170,868** since FY 1995. ■

Title & Registration Transactions

	2023	2022
Titles Processed	873,749	724,364
License Plate Transfers	270,666	117,135
License Plate Exchanges	2,880	642
Duplicate Plate Issues	10,648	9,034
Duplicate Decal Issues	8,979	10,338
Lien Recordings	231,760	301,438

Data Entry Processing

	2023	2022
Titles	873,749	724,364
Dealer Online Transactions	257,290	155,872
Liens Recorded	231,760	301,438
Liens Released	20,287	7,672

Registrations by Class

	Class	2023	2022
A	Passenger	1,357,513	1,356,317
B	Trucks	53,671	53,133
C	Trailers & Semis	315,532	304,318
G	Motorcycles	48,815	48,642
H	Buses	160	139
J	Taxicabs	77	89
M	Special Mobile Equip.	526	511
P	Government	32,036	31,142
R	Camping Trailers	50,206	39,919
T	Boat Trailers	78,288	71,037
V	Antique Vehicles	23,058	21,849
X	Farm Vehicles	3,761	3,846

Vehicle Registrations by County

County	2023	2022	County	2023	2022
Barbour	16,463	16,894	Mineral	35,332	35,868
Berkeley	134,958	133,838	Mingo	22,832	23,336
Boone	19,211	19,806	Monongalia	78,156	77,840
Braxton	15,230	15,651	Monroe	17,357	17,384
Brooke	19,273	19,435	Morgan	23,858	24,014
Cabell	80,102	82,991	Nicholas	31,763	32,417
Calhoun	8,306	8,416	Ohio	39,612	40,183
Clay	9,635	9,811	Pendleton	11,507	11,596
Doddridge	6,235	6,192	Pleasants	7,878	7,908
Fayette	43,992	45,412	Pocahontas	12,150	12,413
Gilmer	7,162	7,305	Preston	39,018	39,397
Grant	17,136	17,329	Putnam	60,748	58,580
Greenbrier	42,699	43,444	Raleigh	70,963	72,097
Hampshire	32,466	32,772	Randolph	31,374	31,976
Hancock	29,029	29,585	Ritchie	13,261	13,591
Hardy	19,630	19,710	Roane	15,620	16,065
Harrison	74,969	75,632	Summers	11,908	12,082
Jackson	34,432	34,802	Taylor	15,851	15,879
Jefferson	68,038	67,507	Tucker	8,283	8,409
Kanawha	167,225	171,329	Tyler	9,579	9,629
Lewis	22,235	22,800	Upshur	27,386	27,696
Lincoln	19,305	19,857	Wayne	30,635	30,656
Logan	27,951	28,637	Webster	9,761	10,011
Marion	53,520	60,198	Wetzel	19,509	19,986
Marshall	31,595	26,986	Wirt	7,058	7,216
Mason	27,082	26,853	Wood	87,412	87,703
McDowell	16,854	17,175	Wyoming	20,340	20,798
Mercer	59,894	61,015	Out-of-State	37,106	44,512
TOTALS				1,903,906	1,930,724

Registrations Made Online

	2023	2022
Online Renewal Registrations	357,302	300,954
Online Duplicate Registration/Plate/Decal	17,607	17,506

Special & Organizational Plates

Plate Style	2023	2022
Amateur Radio	722	771
Antique	23,058	21,850
Back the Blue	922	719
Breast Cancer Awareness	1,318	1,362
Certified Firefighter	139	135
Character Education	49	40
Disabled Veteran	6,944	6,539
DNR Wildlife (Bird)	3,322	4,370
DNR Wildlife (Deer)	10,046	10,256
DNR Wildlife (Elk)	1,393	1,123
DNR Wildlife (Trout)	2,951	2,649
DNR Wildlife (Turtle)	1,528	866
Cure Childhood Cancer	492	438
Donate Life	270	262
Educator	388	390
EMS	1,650	1,696
Firefighter	528	530
Former Legislator	118	106
Gas & Oil Association of WV	383	295
Governor's Numbers	868	889
Legislative	122	116
Medal of Honor	1	1
Military Organizations	8,044	8,056
Mobility Impaired	5,582	5,601
NASCAR	738	689
National Guard	239	215
Patriotic	5,330	5,532
Pearl Harbor Survivor	3	6
Personalized	36,401	38,864
Prisoner of War	44	47
Protect Pollinators	3,522	2,193
Purple Heart	1,766	1,793
Silver-Haired Legislature	2	2
Special Organizations	3,990	4,108
Veteran	9,469	8,575
Volunteer Firefighter	1,794	1,836
Whitewater Rafting	825	818
Wounded Law Enforcement	10	38
4H/FFA	200	208
9-11 Commemorative	3,594	3,684

Motorboat Registrations by County

County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	359	102	2	463	Mingo	761	134	0	895
Berkeley	2,247	373	3	2,623	Monongalia	1,938	176	8	2,122
Boone	652	72	0	724	Monroe	340	51	0	391
Braxton	643	99	1	743	Morgan	440	140	0	580
Brooke	382	70	1	453	Nicholas	1228	144	1	1,373
Cabell	1875	113	7	1,995	Ohio	636	118	1	755
Calhoun	180	48	0	228	Pendleton	103	109	1	213
Clay	290	81	1	372	Pleasants	267	52	2	321
Doddridge	121	44	0	165	Pocahontas	196	72	1	269
Fayette	1,435	90	2	1,527	Preston	687	101	0	788
Gilmer	123	20	0	143	Putnam	1770	196	1	1,967
Grant	251	97	0	348	Raleigh	2010	126	3	2,139
Greenbrier	665	254	2	921	Randolph	516	169	0	685
Hampshire	497	247	0	744	Ritchie	345	132	1	478
Hancock	552	59	1	612	Roane	433	148	0	581
Hardy	294	218	0	512	Summers	368	30	1	399
Harrison	1,680	362	5	2,047	Taylor	600	61	0	661
Jackson	980	167	0	1,147	Tucker	129	36	0	165
Jefferson	1044	150	2	1,196	Tyler	308	112	3	423
Kanawha	4,526	453	205	5,184	Upshur	724	93	3	820
Lewis	759	72	0	831	Wayne	1129	47	2	1,178
Lincoln	714	65	0	779	Webster	278	44	0	322
Logan	918	101	0	1,019	Wetzel	454	131	2	587
Marion	1,489	264	2	1,755	Wirt	212	65	1	278
Marshall	632	209	2	843	Wood	2169	422	11	2,602
Mason	707	139	2	848	Wyoming	978	86	1	1,065
McDowell	424	67	0	491	Out-of-State	59	5	0	64
Mercer	1,630	175	0	1,805	GRAND TOTALS	45,716	7,428	282	53,426
Mineral	569	217	1	787					

Vehicle Dealer Oversight

	2023	2022		2023	2022
Dealers Licenses	1,277	1,365	Temporary Plates Issued to Motorcycles	3,432	3,017
Dealer Pre-Application Inspections	117	75	Temporary Plates Issued to Dealers	155,025	121,682
Dealer Applicant Investigations	47	128	Temporary Plates Issued to License Services	36,433	44,717
Dealer Compliance Investigations	1,813	2,455	Temporary Plates Issued to Auto Auctions	209	196
Reconstructed Vehicle Inspections	3,150	2,842	Revenue Leased Vehicles	7,170,868	8,235,088
Total Temporary Plates Issued	195,099	169,612	Rental Taxes Collected	1,855,078	1,889,473

Registered Dealers & Types

Key: Types of Dealers

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

Registered Dealers By County

County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total	County	AA	D	DRV	DTR	DUC	F	MFG	REP	TRS	WDR	Total
Barbour	0	0	0	0	4	0	0	0	0	1	5	Mineral	0	4	1	3	7	0	0	0	0	1	16
Berkeley	1	4	7	8	75	2	0	2	0	4	103	Mingo	0	1	2	1	2	1	1	0	0	2	10
Boone	0	1	1	0	4	1	0	1	0	0	8	Monongalia	0	11	4	7	29	4	0	1	0	4	60
Braxton	0	2	2	2	3	1	0	0	0	1	11	Monroe	0	0	0	0	3	1	0	0	0	0	4
Brooke	0	1	1	0	6	1	0	0	0	3	12	Morgan	1	0	1	3	5	1	0	1	0	0	12
Cabell	0	9	6	4	29	3	0	3	0	9	63	Nicholas	0	3	2	2	7	1	0	0	0	3	18
Calhoun	0	0	0	0	1	0	0	1	0	0	2	Ohio	0	10	4	5	15	2	0	0	0	2	38
Clay	0	0	0	0	4	0	0	0	0	0	4	Pendleton	0	0	0	1	2	0	0	1	0	1	5
Doddridge	0	0	1	1	0	0	0	0	0	0	2	Pleasants	0	1	2	2	3	0	0	0	0	0	8
Fayette	0	1	3	0	21	0	0	0	0	2	27	Pocahontas	0	1	1	0	2	1	0	0	0	1	6
Gilmer	0	0	0	0	2	0	0	0	0	0	2	Preston	1	2	2	2	13	2	0	0	0	1	23
Grant	0	0	1	2	3	1	0	1	0	1	8	Putnam	1	4	4	5	7	1	2	0	1	0	25
Greenbrier	0	3	3	2	15	1	0	0	0	4	28	Raleigh	0	11	11	15	37	6	1	0	0	3	84
Hampshire	0	0	3	2	11	3	0	2	0	0	21	Randolph	0	5	2	7	14	2	0	3	0	1	34
Hancock	0	1	0	0	5	0	0	0	0	1	7	Ritchie	0	0	0	2	6	2	1	0	0	1	12
Hardy	0	3	1	2	3	1	0	2	0	0	12	Roane	0	1	0	1	1	2	0	0	0	0	5
Harrison	1	10	6	3	36	9	0	0	0	3	68	Summers	0	0	0	0	1	0	0	0	0	0	1
Jackson	0	1	4	4	14	1	1	1	0	0	26	Taylor	0	1	0	0	9	0	0	0	0	3	13
Jefferson	0	1	2	2	13	1	0	0	0	1	20	Tucker	0	0	0	0	0	0	0	0	0	0	0
Kanawha	1	15	14	16	49	8	0	4	2	5	114	Tyler	0	1	0	0	1	0	0	2	0	0	4
Lewis	0	2	3	1	9	0	0	1	0	3	19	Upshur	1	2	1	2	13	1	0	0	0	3	23
Lincoln	0	0	0	0	5	0	0	0	0	3	8	Wayne	0	2	4	1	8	0	0	0	0	4	20
Logan	0	4	2	2	10	3	0	1	0	1	23	Webster	0	0	0	1	1	0	0	0	0	0	2
Marion	0	5	5	6	27	1	0	1	0	4	49	Wetzel	0	1	2	1	3	0	0	0	0	0	7
Marshall	0	3	1	0	10	0	0	0	0	4	18	Wirt	0	0	0	0	3	0	0	0	0	0	3
Mason	0	0	1	4	2	0	0	0	0	0	7	Wood	0	11	16	10	38	7	3	6	0	8	99
McDowell	0	0	0	0	5	0	0	1	0	0	6	Wyoming	0	0	1	0	1	0	0	0	0	0	2
Mercer	0	6	12	6	33	5	0	1	0	7	70	TOTALS	7	144	139	138	630	76	9	36	3	95	1277

West Virginia
dmv

