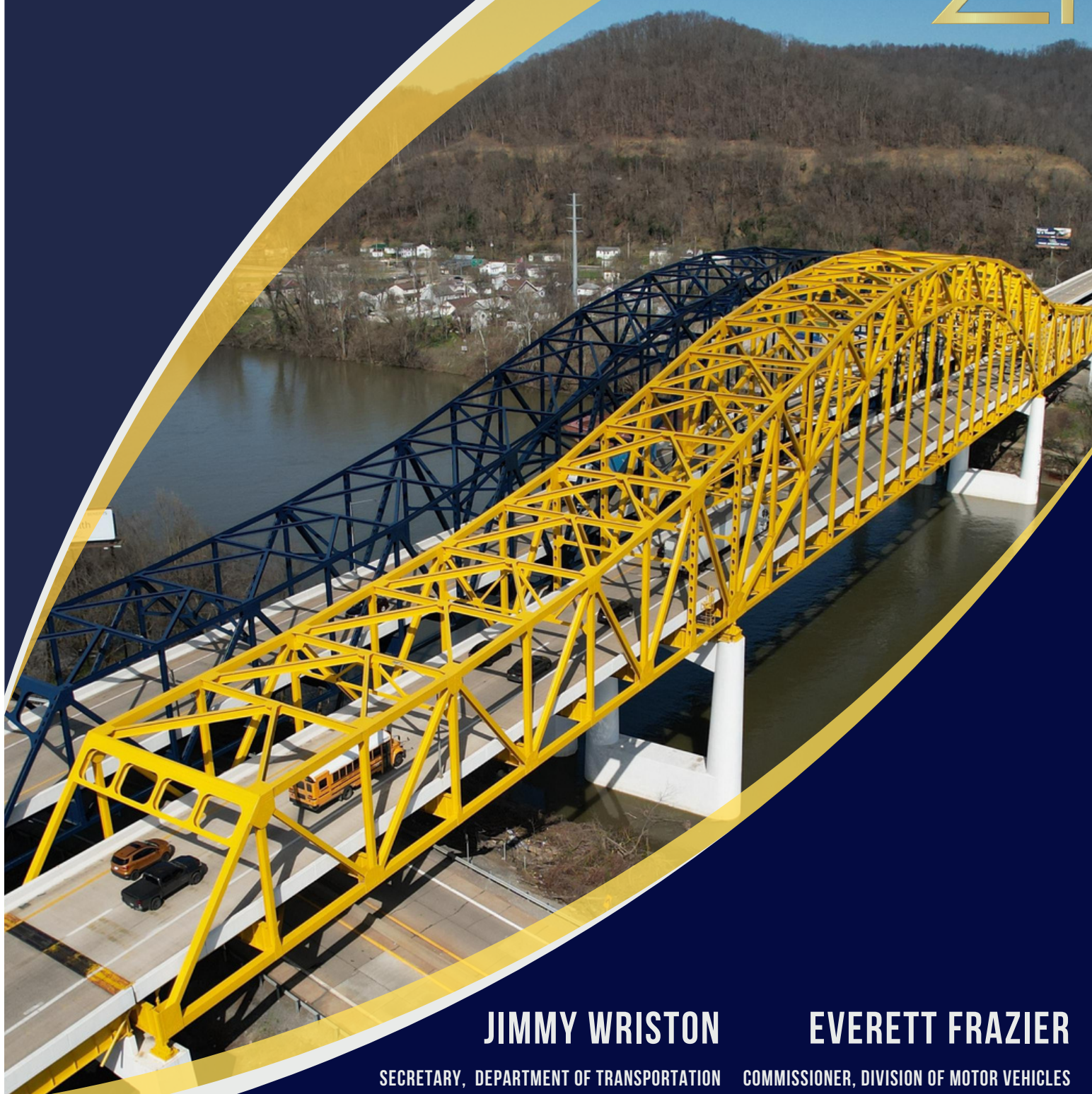


THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES ANNUAL REPORT



2024



JIMMY WRISTON

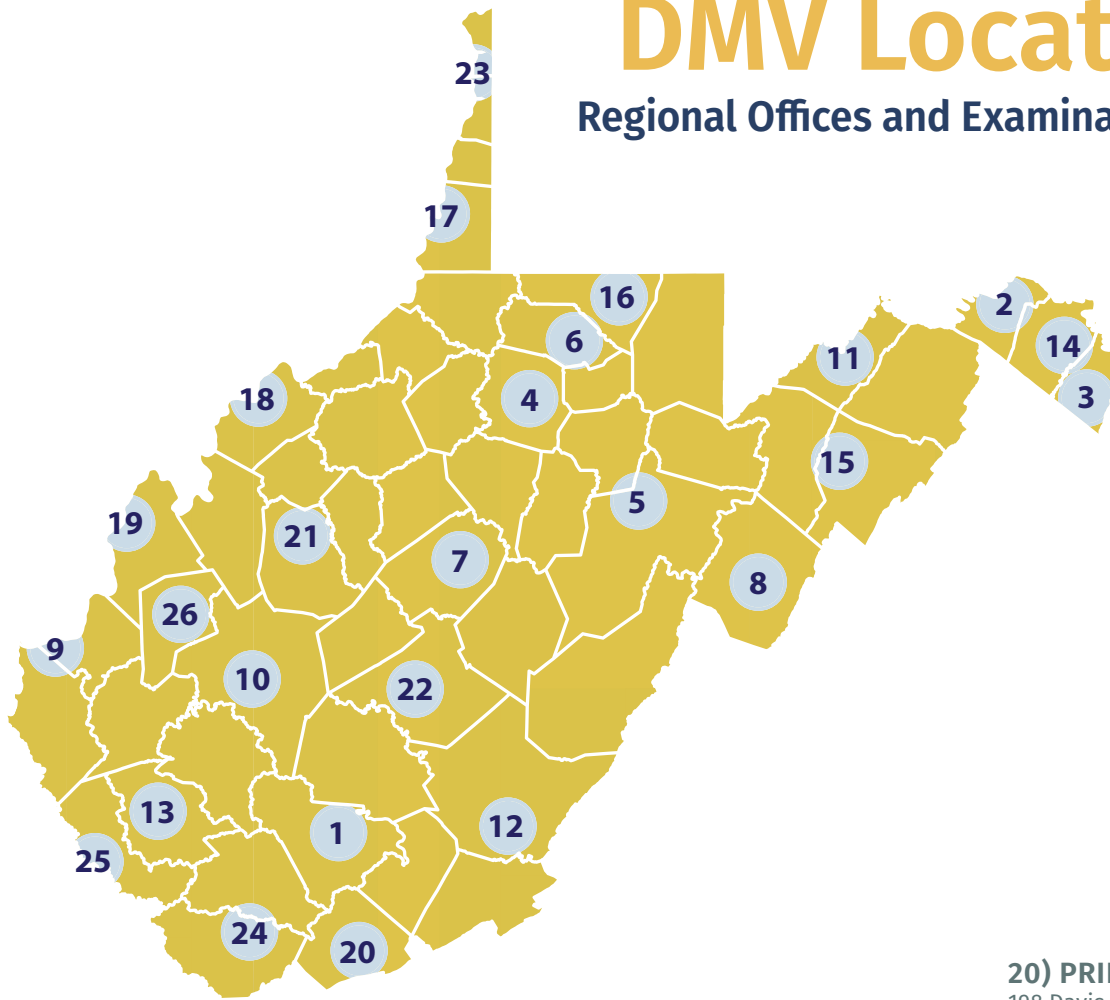
SECRETARY, DEPARTMENT OF TRANSPORTATION

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

TRACY DAWSON Manager

Investigation & Security Services

ERIC TIPTON Executive Administrator

Vehicle Services

JOHN SPRINGER Director

Driver Services

DEBBIE FERGUSON Director

Legal Services

ADAM HOLLEY General Counsel

CDL Drivers License & Issuance

ARLENE MOORE Director

Governor's Highway Safety Program

JACK MCNEELY Director

Table of Contents

2024 Fiscal Year End Report | July 1, 2023 - June 30, 2024

Commissioner's Forward.....	1	Legal Services	22
2024 Accomplishments	1	Management Services.....	24
2024 & Beyond.....	3	Receiving & Processing	24
Legislative Changes	4	Purchasing	24
Investigation, Security & Support Services ...	6	Warehouse & Inventory Supply	24
Human Resources.....	7	Call Center.....	24
Highway Safety.....	8	Technology Services & Procurement	25
About the Program.....	8	Records.....	26
GHSP Goals	9	Budget & Revenue.....	27
Public Information	9	Accounting	27
GHSP Federal Funding Policy Compliance.....	9	Accounts Payable	27
Driver Services	11	Motor Carrier Services	28
Revocations & Suspensions	11	Regional Office Services.....	29
DUI Programs	11	Vehicle Services	31
Driver Improvement	12	Titles & Registrations	31
Medical Review Unit	14	Dealer/Leasing Services	31
Compulsory Insurance	15	Clearinghouse	35
CDL Drivers License & Issuance	16		
CDL Restrictions	17		
CDL Assessment Unit	19		
Commercial Driver's License	20		



Commissioner's Forward

A stylized, handwritten signature of Everett Frazier in black ink.

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.

2024 Highlights and Accomplishments

Key programs to highlight from 2024 include:

- Many notable changes and adaptations in Fiscal Year 2024 brought continued focus on customer service to the West Virginia Division of Motor Vehicles through new and updated facilities, improved and modernized technology, staff training and a focus on the numerous ways customers can contact and receive services from the WV DMV. The way that people share information and conduct business transactions is constantly evolving and the WV DMV continues to modernize its service model as people and technology change. Our Fiscal Year 2024 accomplishments are as follows
- Implemented the new GALA queing system, coupled with the TeleGov Appointment System, has significantly reduced wait times in our 26 Regional Offices. On average, this implementation has resulted in a substantial 13 minutes saved for West Virginians during thier office visits.
- DMV has launched and continues to improve more Online Applications for the Dealer community such as Duplicate Title Requests which are usually approved the same day now.
- The West Virginia Division of Motor Vehicles has successfully implemented an online Vehicle Renewal process for entites that possess a substantial fleet of vehicles.
- At the beginning of 2024, we launched our Mobile Registration Card program, which has been a resounding success with our customers. Upon successful acceptance of an Online Registration Renewal, they receive a Virtual Registration Card. These Digital Vehicle Registration Cards are now available on Android, iPhone, and PC.
- The West Virginia Standard Class A Plate has undergone a redesign. The plate now features seven digits and a small emblem of West Virginia in the center. We have received numerous positive feedback from residents regarding their appreciation for this updated design.
- Initiated the transition of Mainframe Vehicle Titles into the newly implemented Digital Titling System. Successfully migrated 840,000 titles into the new system within the first year of implementation.

- Implemented Vehicle Title Record sales generating \$67k in new revenue for the state
- Rolled out online Fleet Vehicle Renewal system. Completed 8.5k in renewals.
- Rolled out online website to instantly verify WV Vehicle Titles to simplify all transactions
- Facilitated the issuance and acceptance of the nation's first purely digital title.
- 1.4M vehicle titles in the new system DTRS
- New vehicle titles issued through the digital system are being completed within 19 days from sale of the vehicle. This is 50% faster than pre-digital where in 2021, average time was 41 days.
- Drivers Services Section began issuing non expiring Permanent Handicap placards per HB2533.
- The Commercial Drivers License Unit commenced the implementation of Electronic Electronic Equipment (EEE). CDL Examiner Certification Training was conducted for nine of our examiners in April 2024. We successfully completed the FMCSA Annual Performance Review (APR) with minimal findings. Additionally, we have successfully reduced Master Pointer record issues for CDL drivers (CD31 Report) to single digits for the first time since FMCSA tracking commenced.
- Reached over 500k Driver License Renewals and 2.2M Vehicle Renewals since introduction of online services
- House Bill 5213 (HB5213) exempts Gold Star spouses from the initial application fee for a Gold Star Family license plate. The bill passed in 2024 and went into effect 90 days after passage. We are now implementing this process.
- For the second consecutive year, AAMVA has honored one of DMV's employees by selecting them to attend the esteemed American Association of Motor Vehicles Administrators (AAMVA) Leadership Academy Eric Tipton was chosen as one of only 20 selected nationwide. This week-long training program provides comprehensive professional development opportunities for future leaders within the AAMVA community. During the academy, Mr. Tipton engaged in a diverse range of topics, including team building, collaboration, coaching, public speaking, and more. These invaluable insights will undoubtedly enhance the professional acumen and knowledge of our esteemed leaders, empowering them to contribute even more effectively to the DMV's success.
- Our Governor Highway Safety Program reports a commendable 92% usage rate for seat belts. Additionally, they have reported multiple updates to the motorcycle safety training ranges. Our Regional Office employees have undergone training to administer outdoor range testing and provide monthly educational materials for display in the Regional Offices. Notably, there has been a significant increase in the number of tickets issued for seat belt citations, speed citations, distracted citations, target red citations, DUI arrests, felony arrests, misdemeanor arrests, drug arrests, fugitive arrests, and revoked or suspended licenses.

These accomplishments reflect the West Virginia DMV's commitment to innovation, efficiency, and improvement of customer service, ensuring that the needs of all residents are met with the highest standards

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:

- **New plate releases** from various Organizations that will be available in the fall.
- **Class A Fleet license plate** this year for any group that has 10 or more registrations in a company or business name that will allow a 1 time of year renewal instead of keeping up with different months.
- **Antique Fleet License Applications** that would allow any individual with 5 or more antique vehicles the option to only have one license plate that can be placed on the vehicle in use instead of having multiple registrations for vehicles that are not used full time.
- **Digital Title-** DMV has had cooperation in four states to accept digital titles. Continue to work with states to accept digital titles.
- **Modernization-** this project aims to move all drivers licenses off the Mainframe and establish a customer centric system where all information related to a customer will be available in one place.
- **State to State-** implementation and testing of this program for drivers license nationwide. One driver - one license.
- **Complete the integration of all titles** to the Digital Title - Registration System from Mainframe
- **New App for mobile devices** that will provide customers with a comprehensive platform to access all the products and online services offered by the division. The MyCivic App will serve as a single point of entry for all customer centric interaction with DMV, ushering a new standard of convenience for citizens.
- **Mobile ID- WV residents will have access to enhanced security and convenience when presenting their ID** for airport security screening, age restricted products, and other identity checks. This digital solution is defined to streamline interactions with government agencies, businesses, and various service providers offering a modern method of identification.
- **Converted the "Request for Vehicle Information" form** to be an online process and Implemented new service for CORE Donor searches



Legislative Changes

SUMMARY FOR FISCAL YEAR 2024

HB 5019: (DMV Agency Bill) Relating to surrender and return of license not required for disqualifying or downgrading a driver's license.

Effective May 15, 2024

W.Va. Code affected §17B-3-9 (Amended Code)

W. Va. Code §17B-3-9 does not require a driver's license to be surrendered to the DMV upon suspending or revoking a driver's license. This Act adds "disqualifying and downgrading" to the existing code section.

HB 5238: (DMV Agency Bill) Mandating that all courts provide adjudication for juvenile offenders for traffic violations to the Division of Motor Vehicles.

Effective June 6, 2024

W. Va. Code affected §17B-2-3 A (Amended Code)

The Act adds a new subsection (g) mandating that all courts provide adjudication records for traffic violations of juvenile offenders to the DMV. This includes all adjudications of delinquency, deferred adjudications, or convictions of any type in a juvenile court. All adjudications will be forwarded to the Commissioner of the DMV notwithstanding §49-5-101 of the W. Va. Code

HB 5549: (DMV Agency Bill) Relating to allowing license plates to be obtained from alternative sources when the Division of Corrections and Rehabilitation is unable to produce them.

Effective June 2, 2024

The W. Va. Code affected §15A-4-15 (Amended Code)

The Act allows the DMV to obtain license plates from a source other than the Division of Corrections and Rehabilitation. The Division of Corrections and Rehabilitation remains the primary source for obtaining license plates, however, this Act provides the DMV authority to obtain plates from an alternative source should an event occur that prohibits Corrections and Rehabilitation from producing an adequate supply. The Act also permits the Commissioner of Highways to obtain road signs and markers for state roads from the Division of Corrections and Rehabilitation but does not mandate him or her to do so. The Act permits the DOH to continue to utilize the "sign shop" for road signs.

HB 5213: To allow Gold Star spouses to receive one free Gold Star vehicle registration for personal use.

Effective June 6, 2024

W. Va. Code affected §17A-3-14(b) (Amended Code)

A Gold Star Spouse is a husband or wife whose spouse passed away while serving in the U.S. military. They are the survivors of their fallen soldiers and may obtain a free Gold Star vehicle registration plate.

HB 5178: Requiring car dealerships in this state to utilize a search engine to determine if buyers of vehicles have valid motor vehicle insurance.

Effective June 4, 2024

This W. Va. Code affected §17D-2A-6a (Amended Code)

The Act permits new and used motor vehicle dealerships in the State of West Virginia to utilize the existing on-line database under the control of the DMV to verify if the buyer of a vehicle has valid motor vehicle insurance. In accordance with subdivision (5), data secured via the reporting system by either the DMV or the vehicle dealer may not be shared with any party other than those permitted by state or federal privacy laws.

SB 623: Requiring DMV to provide images of certain individuals to Secretary of State for voter identification purposes.

Effective June 2, 2024

W. Va. Code affected §3-2-11 (Amended Code)

The Act requires the DMV to add a function to an already existing database to provide the Secretary of State with a photograph of people who register to vote while conducting a transaction at the DMV. The Act also requires the DMV to provide an applicant's status as a U.S. citizen to the Secretary of State when attempting to register to vote. The information is used for the express purpose of expediting the Secretary of State's fulfillment of his or her duties in confirming that persons who are noncitizens of the United States have not and cannot register to vote in the State of West Virginia.

Investigation, Security & Support Services

ERIC TIPTON Executive Administrator

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.

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 reviewing and comparing all photos processed daily through facial recognition for fraudulent activity.

IS&S Statistics	2025	2024
External Investigations Completed	246	246
Law Enforcement Assist. Photos	649	649
Law Enforcement Assist. Vehicles	750	750
Internal Investigations Completed	9	9
Unlicensed Dealer Investigations	1	1
Fingerprint & Background Checks	122	122
Facial Recognition Cases Reviewed	66,641	66,641
Facial Recognition Investigations	8	8

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

Human Resources

TRACY DAWSON Manager

Human Resources is a crucial department within the organization that focuses on the management, recruitment, and development of the divisions employees. The primary responsibilities of HR include hiring new staff, training and development, performance management, employee relations, benefits administration, and ensuring compliance with labor laws and regulations. HR professionals work to create a positive work environment, foster employee engagement, and support the overall strategic goals of the organization. Through various programs and initiatives, HR aims to maximize employee productivity and satisfaction while aligning workforce capabilities with Division of Motor Vehicles mission and objectives.

Human Resources Statistics	2025	2024
Original Appointments	76	76
Reallocations	59	59
Leave of Absence / Leave Returns	617	617
Retirement	12	12
Promotion	32	32
Dismissal / Resignations	72	72
Transfer Out	24	24
Transfer In	8	8
Other Miscellaneous Transactions	833	833
Total Processed Transactions in OASIS	1,733	1,733

- Transitioned to electronic submission and processing of EPAs, on and off-boarding paperwork, and all other documents that are maintained in employee personnel files
- Digitized the filing of all interview records
- Hosted on-site New Supervisor Training course as well as additional training topics available to all DMV staff

Total Employee Count	2025	2024
Head Quarters Employees	308	308
Regional Office Employees	323	323
Total Employees	631	631

Highway Safety

The West Virginia Governor's Highway Safety Program

JACK MCNEELY 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 Highway Safety Performance Plan located on the DMV website.

GHSP Totals

For Counts, Recoveries, and Arrests

[Based on the Federal Fiscal Year 10/1/2024 - 09/30/2025]

	2025	2024
Under Age Drinking	27	27
DUI Arrests	944	944
Child Restraints	78	78
Driver's License Revoked	454	454
Driver's License Suspended	1,961	1,961
Felony Arrests	353	353
Misdemeanor Arrests	1,446	1,446
Fugitives Recovered	70	70
Weapons Recovered	41	41
Property Value Recovered	187,573	187,753
Drug Value Recovered	500,710	500,710

In 2025, the GHSP Funded:

[Based on the Federal Fiscal Year 10/1/2024 - 09/30/2025]

Full Sobriety Checkpoints
Occupant Protection Checkpoints
Total Checkpoints in WV
Total Vehicles Contacted
DUI Arrests at Checkpoints
Citations Issued at Checkpoints
Citations Issued for All DUI Work
Man-Hours Invested in Sobriety Checkpoints
Phantom 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, 2025

- 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 NHTSA 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 18% 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 70% of its FY 2024 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 2024 allocation exceeded this requirement.

The GHSP's regional traffic safety programs receive approximately 74% 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 10/1/2024 - 09/30/2025]

	CLASSES	STUDENTS
Speed Enforcement & Radar/Lidar	2	40
Occupant Protection	7	123
Checkpoints	1	19
Crash Investigation	2	80
Motorcycle Safety	0	0
DUI (Drug & Alcohol)	35	888
Other	2	40
	49	1,190

GHSP Crash Information

*[Based on the calendar year 01/01/2022 - 12/31/2023]

	2023	2022
Crashes	29,526	30,781
Fatalities	260	266
Serious Injuries	801	814
Total Injuries	11,039	11,028
Alcohol Related Crashes	1,346	1,446
Alcohol Related Injuries	855	876
Alcohol Related Fatality %	29.23%	20.30%
Underage Alcohol Sales	14.71%	15.96%
Motorcycle Crashes	554	575
Motorcycle Fatalities	36	40
Motorcycle Injuries	472	480
ATV Fatalities on Public Roadways	12	17
ATV No Helmets	5	13
ATV Unknown Helmets	0	3
Speed Related Fatalities	83	131
Speed Related Fatality %	31.92%	49.20%
Pedestrian Fatalities	15	21

Sources: NHTSA, FARS, WVDOH, and GHSP

Training for Everyone

	CLASSES	STUDENTS
CPS Technician Certification	5	78
CPS Technician Renewal	1	6
Special Needs Class	0	0
CPST Technical Update	0	0
	6	84

Law Enforcement Citations

[Based on the Federal Fiscal Year 10/1/2023 - 09/30/2024]

	Citations
Child Restraint	78
Insurance	5,244
Other	5,199
Reckless Driving	129
Red Light & Stop Sign	570
Seat Belt	9,698
Speeding	17,460
Cell phone	3,496
Texting	379

Driver Services

DEBBIE FERGUSON Director

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.

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.

Ignition Interlock Program

	2024	2023
Applications Approved	1,870	1,990
Applications Denied	444	518
Installations	1,622	1,726
Enrollees Completing & Removed	1,060	1,274
Persons Disqualified	222	211
Service Center Inspections	122	211

Driving Under the Influence

	2024	2023
Total Reported DUI Related Arrests	4,989	4,888
Total Reported Refusals	782	683
Revocations Based on WV Convictions	3,805	3,698
Revocations Based on Out-of-State Convictions	359	373
Revocations for Refusal of Secondary Test	122	145
Total Revocations Based on Court Conviction or Findings	4,146	2,426
Charges Reduced to Lesser DUI Offense	771	466
Charges Reduced to Non-DUI Offense	214	209
Charges Dismissed	535	637
Cases Unresolved	2,151	2,040

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.

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

	2024	2023
Reckless Driving (3rd Offense in 24 Mo.)	2	3
Driving While Revoked or Suspended	2,720	3,163
Speed Racing (On Public Highway/St.)	5	11
Hit & Run (Personal Injury)	7	4
Manslaughter (Negligent Homicide)	2	4
Leaving the Scene of an Accident	4	1
Using Vehicle in Connection w/Felony	31	44

Non-Resident Violators

	2024	2023
Non-Compliance Reports for Other States/License Suspended for Failure to Comply	1,522	1,809
Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed	408	576
Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid	1,509	1,680
Notices Mailed to Other States	7,961	7,804

Student Attendance Program

	2024	2023
License Restrictions	3	26
License Suspension Reinstatements	47	167
License Restriction Reinstatements	10	21

Point System

	2024	2023
Suspensions	610	562
Reinstatements	531	684

Revocation/Suspension Totals

Other Breakdown	2024	2023
Fraudulent Suspensions	73	6
GDL (2 or More Tickets)	82	85
Unpaid Child Support	4	1

Resident Violators

	2024	2023
Suspensions	26,386	28,549
Reinstatements/Cleared	22,962	24,154

Reported Traffic Convictions*

	2024	2023
Failure to Obey Traffic Signal/Cntrl Device	545	379
Failure to Yield to an Emergency Vehicle	134	124
Failure to Keep Vehicle Under Control	611	608
Failure to Observe Safety/Const. Zone	328	305
Following Too Closely	173	159
Hazardous Driving	52	66
Leaving Scene of Accident	306	268
No/Improper Seat Belt	7,309	6,171
Passing a School Bus	79	48
Reckless/Hazardous Driving	690	675
Speeding	9,398	8,945
Speeding in a School Zone	200	182
Texting While Driving	115	113
Using a Hand-Held Mobile Phone/Device	3,106	2,801
Driving While Suspended/Revoked	2,720	2,716

*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

	2024	2023
Medical Suspensions	368	350
Re-Exam Suspensions	180	169
New Medical Files	341	314
Vision Report Reviews	1,766	1,909
Addiction Related Files	829	860

Court Records

	2024	2023
Court Report Suspension Notices	2,336	2,358
Court Report Driver Suspensions	1,180	1,473
Court Report Vehicle Suspensions	326	293
Court Report State Police Secure Orders	109	106

Violations by WV Drivers Reported in Other Jurisdictions

State	2024	2023	State	2024	2023	State	2024	2023
Alabama	66	72	Kansas	48	41	North Carolina	24	37
Alaska	0	0	Kentucky	910	872	North Dakota	38	19
Arizona	19	26	Louisiana	15	9	Ohio	6,608	6,349
Arkansas	27	14	Maine	3	8	Oklahoma	2	2
California	17	20	Maryland	1,322	1,309	Oregon	17	25
Colorado	7	18	Massachusetts	8	7	Pennsylvania	1,013	898
Connecticut	16	15	Michigan	42	44	Rhode Island	1	0
Delaware	66	64	Minnesota	23	34	South Carolina	519	495
District of Columbia	0	0	Mississippi	6	2	South Dakota	18	15
Florida	123	163	Missouri	45	28	Tennessee	242	259
Georgia	174	170	Montana	23	16	Texas	68	90
Hawaii	16	16	Nebraska	14	8	Utah	17	22
Idaho	10	5	Nevada	10	8	Vermont	0	0
Illinois	46	43	New Hampshire	4	3	Virginia	8,970	6,827
Indiana	54	47	New Jersey	85	99	Washington	34	24
Iowa	42	36	New Mexico	35	27	Wisconsin	26	22
			New York	200	121	Wyoming	39	30

Crash Reports

	2024	2023
Crash Report Suspension Notices	544	655
Crash Report Driver Suspensions	371	371
Crash Report Vehicle Suspensions	78	87
Crash Report State Police Secure Orders	22	28

Fraudulent Insurance

	2024	2023
Fraudulent Suspension Notices	23	24
Fraudulent Driver Suspensions	18	14
Fraudulent Vehicle Suspensions	17	8
Fraudulent State Police Secure Orders	9	6

Court Ordered Judgement

	2024	2023
Judgement Suspension Notices	16	60
Judgement Driver Suspensions	13	43
Judgement Vehicle Suspensions	0	0
Judgement State Police Secure Orders	0	0

Other Totals

	2024	2023
Driving Records Processed by Unit	20,135	20,263
Driving Record Certifications	11,514	11,595
Insurance Waiver Program Participants	358	284

	2024	2023
Online Insurance Verification First Notice Letters	48,925	54,846
Online Insurance Verification Certified Letters	13,966	13,077
Online Insurance Driver Suspensions	5,566	5,192
Online Insurance Vehicle Suspensions	941	842
Online Insurance State Police Secure Orders	1,308	624

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.

CDL Drivers License & Issuance

ARLENE MOORE 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.

CDL Drivers License & Issuance section 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.

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

ID Card Totals in 2021			Statistics		
	2024	2023		2024	2023
Female ID Cards	64,725	64,858	CDL Tests (Normal Observation)	838	879
Male ID Cards	65,914	66,300	CDL Tests (Covert Observation)	61	60
Child ID Cards	3,945	3,347	Contract Third Party Examiners Trained Recertification (20 hrs required every two years.)	9	24
Employee ID Cards	1,770	1,697			
DHHR REDI ID Cards	1	1			
			License Indicators & Restrictions		
				2024	2023
			Total Diabetic Indicators	6,238	3,672
			Total Organ Donors	560,191	533,548
			Total Hearing Impaired	1864	1,092
			Total Drivers With License Restrictions	635,317	640,053

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	2,739	1,844
Air Brakes	2,616	829
Combination Trailers	2,013	636
Doubles & Triples	243	142
Tanker Trailers	907	122
Hazardous Materials	1,144	372
Passenger Endorsement	596	390
Pre-Trip Inspections	3,606	643
Basic Control Skills	3,571	422
Skills Testing	3,556	296
School Bus	496	59
CDL Totals	21,487	5,755

CDL Licenses Restrictions

	2024	2023
Artificial Limbs	2	3
Automatic Transmission	4	6
CDL Intrastate Only	1,028	944
Class B or C Bus Only	9,647	9,293
Class C Bus Only	334	338
Corrective Lenses	19,309	18,547
Corrective Lenses & Outside Mirrors	1	3
Daylight Driving Only	1	1
Medical Variance	19	24
No Full Air Brakes	12	14
No Manual Transmission	4,939	4,190
No Tractor Trailer	2,358	2,202
Other Restrictions	394	358
Outside Mirrors	18	17
Trike With F Endorsement, F Class	27	26
Vehicle Without Air Brakes	456	448
TOTAL RESTRICTIONS	38,548	36,414

CDL Transfers In and Out of State in FY 2024

State	IN	OUT	State	IN	OUT	State	IN	OUT
Alabama	2	8	Kansas	2	3	North Carolina	59	37
Alaska	4	1	Kentucky	27	35	North Dakota	1	2
Arizona	7	4	Louisiana	3	3	Ohio	82	114
Arkansas	10	3	Maine	4	1	Oklahoma	5	4
California	17	7	Maryland	89	1	Oregon	4	0
Colorado	17	1	Massachusetts	4	2	Pennsylvania	76	79
Connecticut	4	0	Michigan	7	10	Rhode Island	2	0
Delaware	5	3	Minnesota	1	1	South Carolina	18	30
District of Columbia	4	0	Mississippi	9	5	South Dakota	1	1
Florida	63	45	Missouri	3	4	Tennessee	20	20
Georgia	14	22	Montana	2	2	Texas	19	14
Hawaii	0	0	Nebraska	3	0	Utah	2	3
Idaho	0	2	Nevada	1	1	Vermont	3	0
Illinois	3	3	New Hampshire	2	1	Virginia	142	68
Indiana	6	5	New Jersey	10	3	Washington	2	0
Iowa	3	3	New Mexico	0	0	Wisconsin	8	4
			New York	17	8	Wyoming	7	3
						TOTALS	794	594

Licensed Drivers by County & Class

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
Barbour	9,085	730	486	10,301	Mingo	14,062	505	701	15,268
Berkeley	66,919	1,392	2,620	70,931	Monongalia	48,140	1,743	1,148	49,793
Boone	12,323	526	602	13,451	Monroe	7,759	321	400	8,480
Braxton	7,472	753	531	8,756	Morgan	13,648	379	840	14,867
Brooke	12,286	179	510	12,975	Nicholas	14,822	930	959	16,711
Cabell	48,153	1,452	1,186	7,491	Ohio	26,099	397	832	27,328
Calhoun	3,740	427	229	4,396	Pendleton	4,473	171	318	4,962
Clay	4,771	471	321	5,563	Pleasants	4,205	235	244	4,684
Doddridge	2,708	300	171	3,179	Pocahontas	4,527	340	425	5,292
Fayette	25,170	1,487	1,389	28,046	Preston	18,661	1,240	1,157	21,058
Gilmer	3,028	382	310	3,720	Putnam	34,137	1,589	1,182	36,908
Grant	6,887	297	525	7,709	Raleigh	41,860	1,947	1,711	45,518
Greenbrier	20,863	1234	1,015	23,112	Randolph	16,280	1,143	996	18,419
Hampshire	13,649	357	815	14,812	Ritchie	3,567	422	386	4,375
Hancock	18,775	162	640	19,577	Roane	9,230	801	653	10,684
Hardy	8,274	278	570	9,122	Summers	5,404	242	277	5,923
Harrison	41,489	3407	1,590	46,486	Taylor	14,012	974	718	15,704
Jackson	9,988	787	802	11,577	Tucker	4,132	261	219	4,612
Jefferson	35,183	571	1,029	36,783	Tyler	4,485	198	188	4,871
Kanawha	103,997	4,980	3,258	112,235	Upshur	13,517	1,193	850	15,560
Lewis	10,056	1,116	802	11,974	Wayne	22,084	630	941	23,655
Lincoln	11,030	722	669	12,421	Webster	4,762	351	355	5,468
Logan	18,778	960	1,032	20,770	Wetzel	10,399	540	434	11,373
Marion	28,265	1,926	768	30,959	Wirt	2,633	159	125	2,917
Marshall	15,959	269	606	16,934	Wood	50,921	1,5962	1958	54,441
Mason	14,968	495	662	16,125	Wyoming	11,831	464	605	12,900
McDowell	9,872	354	529	10,755	STATE TOTALS	E*	D	CDL	Total
Mercer	33,926	1,128	1,482	36,536		1,020,307	46,400	44,459	1,111,166
Mineral	17,043	521	802	18,366					

*Class E includes 480,722 graduated licenses.

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

	2024	2023
Out-of-State CDL Convictions Sent Through CDLIS	1,470	1,119
WV CDL Convictions Received Through CDLIS	906	741
WV CDL Convictions Entered	2,856	4,375
	2024	

FMCSA CDL Serious & Major Offenses	CMV	Private Passenger
DUI / Alcohol and/or Controlled Substance	17	123
Driving While Suspended	2	100
Hit and Run/Leaving the Scene	2	6
Excessive Speeding	25	307
Speeding in School Zone/Passing Stopped School Bus	1	4
Reckless Driving	0	55
Improper/Erratic Lane Change	26	19
Following Too Closely	3	19
Using Handheld Mobile Phone While Driving	18	98
Texting While Driving	3	6
Driving W/Out Obtaining a CDL or Having Proper Endorsements	4	0

CDL Licensees:

Failure to Appear, Pay or Comply

	2024	2023
WV CDL In-State Courts	360	372
WV CDL Out-of-State Courts	101	105
Out-of-State CDL WV Court (CDLIS)	137	125

CDL Suspensions/Revocations/Disqualifications

	2024	2023
DUI / Alcohol and/or Controlled Substance	140	120
Driving While Revoked / DUI	15	17
Leaving the Scene	0	0
Felony Involving CMV	0	0
Second Serious CMV	3	3
Coal Resource Transportation	5	7
Fraud	7	2
Railroad	0	1
Driving CMV W/Out a CDL	4	12
Points	40	13

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	355	130	1	486	Mingo	549	145	7	701
Berkeley	1,841	767	12	2,620	Monongalia	820	325	3	1,148
Boone	455	147	0	602	Monroe	294	106	0	400
Braxton	416	114	1	531	Morgan	619	220	1	840
Brooke	400	109	1	510	Nicholas	742	211	6	959
Cabell	887	295	4	1,186	Ohio	575	255	2	832
Calhoun	178	51	0	229	Pendleton	247	71	0	318
Clay	224	96	1	321	Pleasants	175	68	1	244
Doddridge	114	57	0	171	Pocahontas	350	74	1	425
Fayette	988	397	4	1,389	Preston	840	315	2	1,157
Gilmer	174	136	0	310	Putnam	909	270	3	1,182
Grant	434	84	7	525	Raleigh	1,254	453	4	1,711
Greenbrier	762	252	1	1,015	Randolph	771	224	1	996
Hampshire	606	204	5	815	Ritchie	274	112	0	386
Hancock	494	146	0	640	Roane	490	163	0	653
Hardy	485	84	1	570	Summers	207	70	0	277
Harrison	1,166	412	12	1,590	Taylor	508	20	4	718
Jackson	603	195	4	802	Tucker	172	47	0	219
Jefferson	560	462	7	1,029	Tyler	135	53	0	188
Kanawha	2,456	788	14	3,258	Upshur	665	183	2	850
Lewis	600	197	5	802	Wayne	709	23	1	941
Lincoln	512	150	7	669	Webster	294	61	0	355
Logan	819	212	1	1,032	Wetzel	316	118	0	434
Marion	508	254	6	768	Wirt	89	36	0	125
Marshall	406	199	1	606	Wood	1,439	507	12	1,958
Mason	490	171	1	662	Wyoming	402	146	57	605
McDowell	376	149	4	529	STATE TOTALS	A	B	C	Total
Mercer	1,030	435	17	1,482		33,833	11,826	234	45,893
Mineral	577	221	4	802					

Total Commercial License Permits: 3,237

Violations by WV CDL Drivers Reported in Other Jurisdictions

State	2024	State	2024	State	2024
Alabama	5	Kansas	1	North Carolina	14
Alaska	0	Kentucky	37	North Dakota	3
Arizona	0	Louisiana	1	Ohio	374
Arkansas	5	Maine	0	Oklahoma	2
California	17	Maryland	88	Oregon	4
Colorado	1	Massachusetts	1	Pennsylvania	107
Connecticut	1	Michigan	10	Rhode Island	0
Delaware	0	Minnesota	1	South Carolina	19
District of Columbia	0	Mississippi	0	South Dakota	2
Florida	8	Missouri	3	Tennessee	13
Georgia	20	Montana	1	Texas	4
Hawaii	0	Nebraska	0	Utah	5
Idaho	0	Nevada	1	Vermont	0
Illinois	6	New Hampshire	0	Virginia	233
Indiana	10	New Jersey	8	Washington	3
Iowa	8	New Mexico	2	Wisconsin	5
		New York	4	Wyoming	12
TOTAL					1,029

Notable Violations by WV CDL Driver Reported by In-State Courts	2024	2023
Failure to Obey Traffic Signal / Control	180	187
Failure to Obey Stop Sign	50	47
Failure to Obey Traffic Light	61	48
Expired / Improper Registration	274	251
Expired / No Motor Vehicle Inspection Sticker	382	416
Violating Size, Weight, or Passenger / Cargo Limit	80	92
Operating Vehicle Without Insurance	104	96
Admin Per Se .08 CMV/CDL	7	4
Admin Per Se .10 CMV/CDL	2	0
Texting While Driving	3	6
Using a Hand-Held Mobile Phone While Driving	21	137
No / Improper Seat Belt	658	581
Speeding 1-10 MPH Over Speed Limit	550	550
Speeding 11-14 MPH Over Speed Limit	166	161
Speeding 15-19 MPH Over Speed Limit	247	244
Speeding 20 or More MPH Over Speed Limit	88	79
Speeding / No Speed Detail - Conv Only	72	72
Operating Without Equipment Required By Law	99	74
Equipment Used Improperly or Obstructed	74	86
Other Violations	1,377	1,234
TOTALS	4,495	4,375

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. It further manages all Information Access/Report Agreements and processes.

In FY 2024, the Legal Services Section has 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. FY 2024 was the first year that Legal Services has had the Traffic Safety Resource Prosecutor position. The TSRP has taken the lead in conducting trainings for the WV Prosecutors' Institute; County Circuit and Magistrate Clerks as well as County Magistrates on the legal ramifications of Traffic Violations, Driving While Impaired, etc.

Litigation Statistics

	2024	2023
Bankruptcy	4	4
General Litigation	20	18
Dealer/License Service	5	8
Title VI	0	0

WV Intermediate Court of Appeals	2024
Filed	2
Won	2
Lost	0

WV Circuit Court Cases	2024	2023
Filed	3	0
Won	1	6
Lost	0	3
WV Supreme Court Cases	2024	2023
Filed	0	0
Won	1	7
Lost	0	12

DUI Conviction Data by County

County	2024			2023		
	Arrests	Conv. Deferrals	Conv. Rate	Arrests	Conv. Deferrals	Conv. Rate
Barbour	44	34	77%	29	14	48%
Berkeley	392	248	63%	369	200	54%
Boone	69	32	46%	42	20	48%
Braxton	43	27	63%	23	12	52%
Brooke	62	31	50%	73	27	37%
Cabell	216	140	65%	169	102	60%
Calhoun	13	11	85%	21	15	71%
Clay	9	7	78%	9	3	33%
Doddridge	9	8	89%	18	16	89%
Fayette	94	69	73%	105	47	45%
Gilmer	7	5	71%	17	14	82%
Grant	13	6	46%	16	12	75%
Greenbrier	87	29	33%	107	34	32%
Hampshire	63	47	75%	81	49	60%
Hancock	102	50	49%	86	36	42%
Hardy	23	14	61%	41	25	61%
Harrison	200	127	64%	160	87	54%
Jackson	78	51	65%	44	20	45%
Jefferson	201	116	58%	217	133	61%
Kanawha	616	183	30%	628	153	24%
Lewis	27	19	70%	29	16	55%
Lincoln	19	8	42%	18	5	28%
Logan	132	61	46%	120	47	39%
Marion	198	143	72%	188	110	59%
Marshall	130	53	41%	138	43	31%
Mason	47	24	51%	88	45	51%
McDowell	58	32	55%	77	34	44%
Mercer	143	85	59%	175	80	46%
Mineral	57	33	58%	57	33	58%
Mingo	42	28	67%	12	6	50%
Monongalia	347	218	63%	257	113	44%
Monroe	12	8	67%	8	3	38%
Morgan	30	21	70%	48	35	73%
Nicholas	116	74	64%	104	48	46%
Ohio	85	25	29%	95	30	32%
Pendleton	11	9	82%	13	9	69%
Pleasants	14	8	57%	16	8	50%
Pocahontas	18	8	44%	12	1	8%
Preston	58	37	64%	106	56	53%
Putnam	366	204	56%	290	132	46%
Raleigh	272	126	46%	223	98	44%
Randolph	45	31	69%	70	31	44%
Ritchie	19	14	74%	24	15	63%
Roane	31	18	58%	26	15	58%
Summers	20	15	75%	34	24	71%
Taylor	70	59	84%	62	48	77%
Tucker	11	11	100%	10	9	90%
Tyler	18	11	61%	13	8	62%
Upshur	88	71	81%	67	43	64%
Wayne	61	25	41%	48	21	44%
Webster	11	8	73%	9	6	67%
Wetzel	25	11	44%	20	5	25%
Wirt	4	4	100%	6	1	17%
Wood	142	91	64%	142	96	68%
Wyoming	74	25	34%	54	23	43%
TOTALS	5,142	2,853	55.48%	4,914	2,316	47.13%

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 2024, this unit deposited a total amount of **\$15,656,340.09** 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 2024, this unit processed 3,351 purchase orders allowing DMV to procure **\$112,458,566.04** in goods and services. This unit also processed transactions to update equipment locations in the fixed asset database and retired **1,231** 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.

In FY 2024, this unit distributed **353,243** motor vehicle license plates, **35,500** Mobility Impaired placards, and **1,467,150** motor vehicle registration decals.

Receiving & Processing Transactions	2024	2023
Vehicle Titles & Applications Mailed In	26,625	89,647
Vehicle Registration Renewals Mailed In	7,260	88,937
Total Checks Processed	22,865	154,464
Total Pieces of Outgoing Certified Mail	58,655	61,653
Registration Cards Mailed Out	449,363	439,062

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	2024	2023
Calls	361,752	382,473
Emails	46,747	27,459
Payments Processed	2,549	2,599
Processed Payment Total	\$184,610.78	\$173,826.81
Appointments Scheduled	138,510	135,954
Information and Products Mailed	11,690	3,046
Total Calls Received by DMV	647,240	677,705

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.

Online Services Data	2024	2023
Change of Address	2,829	2,404
Dealership Transactions	4,083	2,536
Driver's License Duplicate	15,309	14,169
Driver's License Renewal	97,890	91,092
Driver's License Status Inquiries	198,125	198,453
Driver Records	12,329	12,74
Driver Reinstatements	4,893	6,002
Duplicate Cab Card	289	309
Duplicate Decals	5,066	4,580
Duplicate Plates	2,846	3,033
Duplicate Registration Cards	10,677	9,994
IRP Fuel Decals	317	412
IRP IFTA	955	800
IRP Invoices	671	792
IRP Motor Carrier Renewal	306	242
IRP Payments	1,142	1,236
Leased Vehicle Sale Tax Returns	338	161
Motor Vehicle Registration Renewals	388,571	357,302
Motor Vehicle Rental Tax Returns	57	33
Out-of-State SPV Permits	103	51
Personalized Plates	1,984	1,843
State Bar ID's	130	131

Kiosk Locations

Kroger
6360 US Rt. 60 East
Barboursville, WV 25504
Sheetz
1408 North Eisenhower Dr.
Beckley, WV 25801
Kroger, Kanawha City
5717 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

DMV Now Kiosk Data	2024	2023
Driver's License Renewal	2,849	3,617
Driver Records	260	309
Duplicate Registration Cards	738	894
Motor Vehicle Registration Renewals	22,538	26,768

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.

Documents Scanned	2024	2023
Handicap Documents	23,495	101,966
Citations	59,708	60,384
Driver Applications	143,374	150,999
Driver Suspensions	140,574	144,937
Title Documents	135,162	422,479
Other	24,464	12,360
TOTAL	526,777	893,125

Requests Processed	2024	2023
Online Change of Address Requests	21,049	19,982
Mailed-In Change of Address Requests	866	859
TOTAL CHANGE OF ADDRESS REQUESTS	21,915	20,841
Vehicle Info Requests Processed	3,528	3,058

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 2024 **\$482,810,014** was collected in revenue. This includes the **\$317,180,163** collected in sales taxes (formerly privilege taxes), which the state uses to match federal highway construction grants.

Additionally, **\$306,014** in checks that were received were returned to the DMV for insufficient funds. Of this total, **\$225,171** was recovered.

Credit cards are accepted at most DMV offices, as well as online at the kiosks. During FY 2024, **1,143,038** credit card transactions were processed, totaling approximately **\$97,154,591**. A total of **\$1,958,758** was paid by the DMV in user fees.

Accounts Payable

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

In FY 2024 this unit processed **4,680** live check and EFT payment transactions totaling **\$29,412,497** and **9,405** credit card transactions totaling **\$3,736,322**.

Agency Revenue by Source

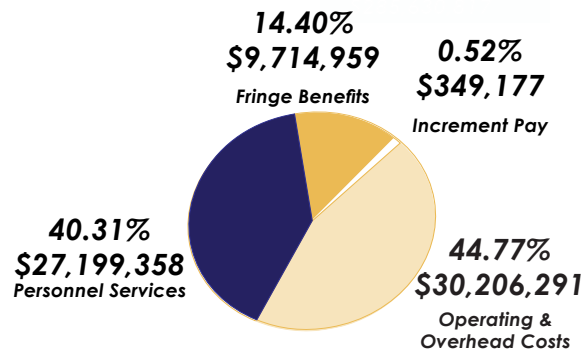
Road Fund	2024	2023
Other Road Fund Revenue (600)	\$129,178,564	\$142,498,292
Sales Tax	\$317,180,163	\$317,936,075
Litter Control Fees	\$1,605,563	\$1,877,884
Miscellaneous Fees (611)	\$2,235,417	\$2,209,793

Special Revenue	2024	2023
Motor Vehicle Fees Fund (8223)	\$5,551,340	\$5,558,054
Boat License (DNR)	\$184,529	\$703,761
Motorcycle Safety (DMV)	\$426,385	\$472,849
Voter Registration Fees (Sec. of State)	\$0	\$3,167
DMV/DNR Non-game Wildlife Fund (1 yr)	\$171,405	\$226,275
DMV/DNR Non-game Wildlife Fund (2 yr)	\$221,335	\$243,275
Ad Valorem	\$22,980,886	\$22,482,944
A. James Manchin Fund	\$2,520,170	\$2,446,408
Dealer Recovery Fund	\$36,075	\$24,045
State Police Lab	\$26,728	\$27,856
Veteran's Asst. Fund	\$141,316	\$159,957
Safety & Treatment Fees	\$350,768	\$297,910
Prior Year Expiring Funds	\$0	\$0
TOTAL REVENUE	\$482,810,014	\$497,168,545

Revenue Trend in US Dollars per FY

2024	\$482,810,014
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

Agency Expenditures in FY 2024



Accounting Transactions	2024	2023
Total Checks Returned for Insufficient Funds	404	534
Returned Checks Recovered	219	363
Total Credit Card Transactions Processed	1,143,038	1,098,969

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.

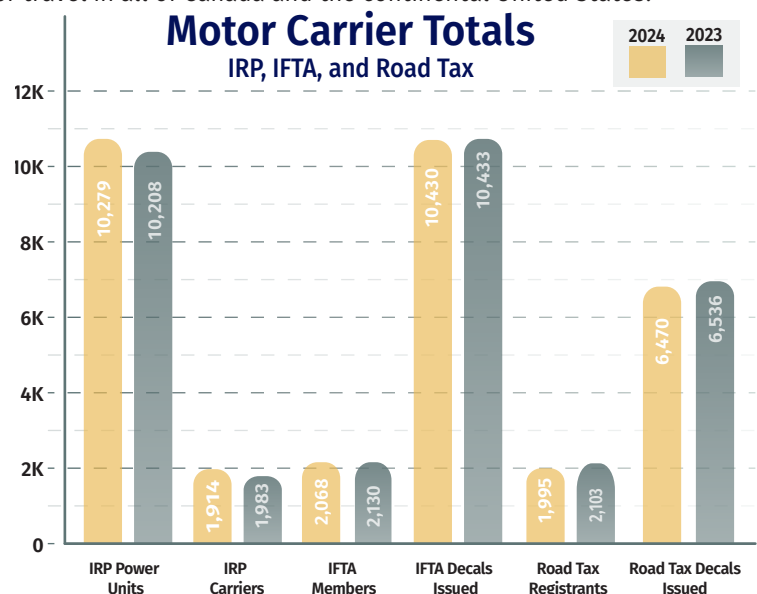
This unit also utilizes the Commercial Vehicle Information Systems Network (CVISN) and other Intelligent Transportation Systems/Commercial Vehicle Operations (ITS/CVO) initiatives directed by the Federal Motor Carrier Safety Administration (FMCSA). CVISN and ITS/CVO initiatives are focused on streamlining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

Other Motor Carrier Operations

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

Motor Carrier Goals & 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



IRP Revenue	2024	2023
Collected from WV Based Carriers	\$49,243,310	\$49,545,668
Collected from Other States	\$31,384,869	\$37,425,520
Paid to Other States	\$6,367,667	\$6,688,483
Ad Valorem	\$22,980,886	\$22,482,944

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	2024	2023
Titles Processed	195,540	206,533
Driver's License/ID Transactions	438,268	472,010
Vehicle Registration Transactions	461,626	516,744
Class E (Knowledge)	50,137	53,726
CDL Exams (Knowledge)	15,539	15,149

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

Regional Office Totals & Revenues

Location	Transactions	Revenue (\$)
Beckley	50,783	\$3,365,326.86
Berkley Springs	19,331	\$1,394,836.27
Charles Town	76,828	\$5,766,546.89
Clarksburg	63,790	\$5,058,259.09
Elkins	50,646	\$3,735,449.21
Fairmont	50,646	\$2,689,110.57
Flatwoods	29,026	2,168,572.87
Franklin	11,910	\$1,094,078.93
Huntington	60,038	\$4,495,875.53
Kanawha City	93,834	\$6,750,270.97
Keyser	34,676	\$2,695,906.95
Lewisburg	32,937	\$2,562,499.82
Logan	33,329	\$2,182,523.57
Martinsburg	73,137	\$4,880,757.05
Moorefield	35,743	\$2,594,646.54
Morgantown	58,339	5,322,235.89
Moundsville	45,669	\$4,252,235.14
Parkersburg	64,971	\$5,729,214.36
Point Pleasant	29,011	\$2,517,898.10
Princeton	51,255	3,843,748.20
Spencer	23,090	\$1,757,859.19
Summersville	43,313	3,280,499.40
Weirton	34,730	\$3,546,468.37
Welch	19,994	\$1,259,041.85
Winfield	68,509	\$5,862,419.82
Williamson	20,081	\$1,343,518.01

Vehicle Services

JOHN SPRINGER Director

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

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 **\$9,318,650** since FY 1995. [▶](#)

Title & Registration Transactions

	2024	2023
Titles Processed	1,329,323	873,749
License Plate Transfers	115,583	270,666
License Plate Exchanges	2,134	2,880
Duplicate Plate Issues	26,547	10,648
Duplicate Decal Issues	11,484	8,979
Lien Recordings	204,620	231,760

Data Entry Processing

	2024	2023
Titles	1,329,323	873,749
Dealer Online Transactions	438,751	257,290
Liens Recorded	204,620	231,760
Liens Released	71,514	20,287

Registrations by Class

	Class	2024	2023
A	Passenger	1,183,683	1,357,513
B	Trucks	48,343	53,671
C	Trailers & Semis	319,957	315,532
G	Motorcycles	41,439	48,815
H	Buses	94	160
J	Taxicabs	57	77
M	Special Mobile Equip.	505	526
P	Government	30,660	32,036
R	Camping Trailers	27,336	22,629
T	Boat Trailers	43,537	43,191
V	Antique Vehicles	22,432	23,058
X	Farm Vehicles	2,582	3,761

Vehicle Registrations by County

County	2024	2023	County	2024	2023
Barbour	14,993	16,463	Mineral	32,598	35,332
Berkeley	125,803	134,958	Mingo	20,835	22,832
Boone	17,038	19,211	Monongalia	70,833	78,156
Braxton	14,137	15,230	Monroe	16,193	17,357
Brooke	17,592	19,273	Morgan	22,508	23,858
Cabell	72,607	80,102	Nicholas	28,623	31,763
Calhoun	7,587	8,306	Ohio	35,665	39,612
Clay	8,775	9,635	Pendleton	28,369	11,507
Doddridge	5,666	6,235	Pleasants	7,234	7,878
Fayette	39,432	43,992	Pocahontas	11,165	12,150
Gilmer	6,449	7,162	Preston	35,077	39,018
Grant	16,216	17,136	Putnam	56,285	60,748
Greenbrier	39,060	42,699	Raleigh	64,304	70,963
Hampshire	30,153	32,466	Randolph	28,513	31,374
Hancock	30,153	29,029	Ritchie	12,005	13,261
Hardy	26,754	19,630	Roane	14,454	15,620
Harrison	18,866	74,969	Summers	11,090	11,908
Jackson	31,685	34,432	Taylor	14,085	15,851
Jefferson	64,235	68,038	Tucker	7,496	8,283
Kanawha	150,861	167,225	Tyler	8,640	9,579
Lewis	20,024	22,235	Upshur	25,149	27,386
Lincoln	17,207	19,305	Wayne	19,326	30,635
Logan	25,013	27,951	Webster	8,763	9,761
Marion	52,438	53,520	Wetzel	17,343	19,509
Marshall	24,670	31,595	Wirt	6,469	7,058
Mason	24,659	27,082	Wood	78,361	87,412
McDowell	14,951	16,854	Wyoming	17,938	20,340
Mercer	54,996	59,894	Out-of-State	35,498	37,106
TOTALS				1,743,669	1,903,906

Registrations Made Online

	2024	2023
Online Renewal Registrations	388,571	347,346
Online Duplicate Registration/Plate/Decal	18,589	18,284

Special & Organizational Plates

Plate Style	2024	2023
Antique	22,432	23,058
Back the Blue	1,097	922
Breast Cancer Awareness	1,147	1,318
Certified Firefighter	112	139
Character Education	47	49
Disabled Veteran	6,829	6,944
DNR Wildlife (Bird)	3,499	3,322
DNR Wildlife (Deer)	10,424	10,046
DNR Wildlife (Elk)	1,576	1,393
DNR Wildlife (Trout)	2,914	2,951
DNR Wildlife (Turtle)	1,835	1,528
Cure Childhood Cancer	447	492
Donate Life	283	270
EMS	1,413	1,650
Firefighter	514	528
Former Legislator	140	118
Gas & Oil Association of WV	293	383
Governor's Numbers	876	868
Legislative	165	122
Medal of Honor	1	1
Military Organizations	7,260	8,044
Mobility Impaired	5,128	5,582
NASCAR	610	738
National Guard	214	239
Patriotic	5,419	5,330
Pearl Harbor Survivor	3	3
Personalized	29,631	36,401
Prisoner of War	38	44
Protect Pollinators	4,082	3,522
Purple Heart	1,590	1,766
Silver-Haired Legislature	1	2
Special Organizations	4,192	3,990
Veteran	9,781	9,469
Volunteer Firefighter	1,398	1,794
Whitewater Rafting	1,140	825
Wounded Law Enforcement	9	10
4H/FFA	208	200
9-11 Commemorative	3,551	3,594

Motorboat Registrations by County

County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	428	90	2	520	Mingo	766	108	0	874
Berkeley	2,153	293	3	2,449	Monongalia	1,686	144	6	1,836
Boone	527	49	0	576	Monroe	336	43	0	379
Braxton	650	86	2	738	Morgan	512	117	0	629
Brooke	409	63	1	473	Nicholas	1,203	124	0	1,327
Cabell	1,562	96	3	1,661	Ohio	634	95	0	729
Calhoun	205	39	0	244	Pendleton	191	93	1	285
Clay	333	62	0	395	Pleasants	269	44	0	313
Doddridge	44	42	0	186	Pocahontas	220	67	1	288
Fayette	1,283	81	1	1,365	Preston	621	86	0	707
Gilmer	123	21	0	144	Putnam	1,625	150	1	1,776
Grant	334	92	0	426	Raleigh	1,746	113	3	1,862
Greenbrier	760	199	5	964	Randolph	624	175	1	800
Hampshire	610	196	0	806	Ritchie	400	117	2	519
Hancock	493	44	0	537	Roane	503	126	0	629
Hardy	441	209	0	650	Summers	344	29	1	374
Harrison	1,645	309	2	1,956	Taylor	543	46	0	589
Jackson	999	143	2	1,144	Tucker	117	25	0	142
Jefferson	939	107	1	1,047	Tyler	356	106	5	467
Kanawha	4,223	393	165	7,781	Upshur	696	88	4	788
Lewis	712	62	1	775	Wayne	1,069	45	1	1,115
Lincoln	623	49	1	673	Webster	307	34	0	341
Logan	875	90	0	965	Wetzel	525	105	2	632
Marion	1,480	255	2	1,737	Wirt	260	52	0	312
Marshall	692	175	2	869	Wood	2,147	349	8	2,504
Mason	727	124	2	853	Wyoming	937	71	0	1,008
McDowell	427	52	0	479	Out-of-State	35	1	0	36
Mercer	1,467	135	1	1,603	GRAND TOTALS	44,612	6,296	232	51,140
Mineral	676	187	0	863					

Vehicle Dealer Oversight

	2024	2023		2024	2023
Dealers Licenses	1,246	1,277	Temporary Plates Issued to Motorcycles	3,612	3,432
Dealer Pre-Application Inspections	100	117	Temporary Plates Issued to Dealers	147,599	155,025
Dealer Applicant Investigations	83	47	Temporary Plates Issued to License Services	30,790	36,433
Dealer Compliance Investigations	2,916	1,813	Temporary Plates Issued to Auto Auctions	170	209
Reconstructed Vehicle Inspections	3,137	3,150	Revenue Leased Vehicles	9,318,650	7,170,868
Total Temporary Plates Issued	182,171	195,099	Rental Taxes Collected	2,041,192	1,855,078

Registered Dealers & Types

Key: Types of Dealers

AA	Auctioneers
D	New & used vehicles, not including motorcycles
DRV	Recreational vehicle dealers
DTR	Trailers, semi-trailers, and/or house trailers
DUC	Used vehicles, not including motorcycles

F	New & used motorcycles
MFG	Reconstructors, assemblers, and/or reassemblers of vehicles with special bodies
REP	Financial institutions authorized to repossess vehicles
TRS	Transporters of vehicles to and/or from plants and agents of a manufacturer of purchaser
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	6	9	73	2	0	2	0	5	102	Mingo	0	1	4	2	3	1	0	0	0	2	13
Boone	0	1	1	0	3	0	0	1	0	0	6	Monongalia	0	12	4	6	26	4	0	0	0	3	55
Braxton	0	2	2	2	3	1	0	0	0	1	11	Monroe	0	0	0	1	4	1	0	0	0	2	8
Brooke	0	1	1	0	6	1	0	0	0	2	11	Morgan	1	0	0	3	5	1	0	1	0	0	11
Cabell	0	9	5	4	28	3	0	3	0	9	61	Nicholas	0	3	2	2	9	1	0	0	0	3	20
Calhoun	0	0	0	0	2	0	0	1	0	0	3	Ohio	0	10	4	4	13	2	0	0	0	2	31
Clay	0	0	0	0	3	0	0	0	0	0	3	Pendleton	0	0	0	1	2	0	0	0	0	1	4
Doddridge	0	0	1	2	0	0	0	0	0	0	3	Pleasants	0	1	1	1	2	0	0	0	0	0	5
Fayette	0	1	2	0	19	0	0	0	0	2	24	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	1	2	13	2	0	0	0	1	22
Grant	0	0	1	2	4	1	0	1	0	1	10	Putnam	1	4	4	4	7	1	2	0	1	0	33
Greenbrier	0	3	2	1	15	0	0	0	0	4	25	Raleigh	0	11	10	14	37	6	1	0	0	3	136
Hampshire	0	0	3	2	10	1	0	1	0	0	17	Randolph	0	5	2	6	16	1	0	3	0	1	34
Hancock	0	1	0	0	5	0	0	0	0	1	7	Ritchie	0	0	0	2	7	2	1	0	0	1	13
Hardy	0	3	2	2	3	1	0	1	0	0	12	Roane	0	1	0	1	1	1	0	0	0	0	4
Harrison	1	11	6	3	32	9	0	0	0	3	65	Summers	0	0	0	0	2	0	0	0	0	0	2
Jackson	0	1	2	4	14	0	1	1	0	0	23	Taylor	0	1	0	0	10	0	0	0	0	4	15
Jefferson	1	1	1	1	12	2	0	0	0	1	19	Tucker	0	0	0	0	0	0	0	0	0	0	0
Kanawha	1	18	12	17	45	9	0	4	2	5	113	Tyler	0	1	0	0	1	0	0	2	0	0	4
Lewis	1	2	3	2	9	0	0	1	0	3	21	Upshur	1	2	1	1	12	0	0	0	0	2	19
Lincoln	0	0	0	0	5	0	0	0	0	3	8	Wayne	0	2	4	1	8	0	0	0	0	4	19
Logan	0	4	1	2	10	4	0	1	0	1	23	Webster	0	0	0	1	1	0	0	0	0	0	2
Marion	0	6	5	5	25	1	0	1	0	5	48	Wetzel	0	1	1	1	3	0	0	0	0	0	6
Marshall	0	3	1	0	9	0	0	0	0	3	16	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	10	16	12	38	7	4	6	0	8	101
McDowell	0	0	0	0	5	0	0	1	0	0	6	Wyoming	0	0	1	0	2	0	0	0	0	0	3
Mercer	0	6	10	7	33	5	0	0	1	0	62	TOTALS	9	149	125	137	615	71	9	31	4	96	1,246

Clearinghouse

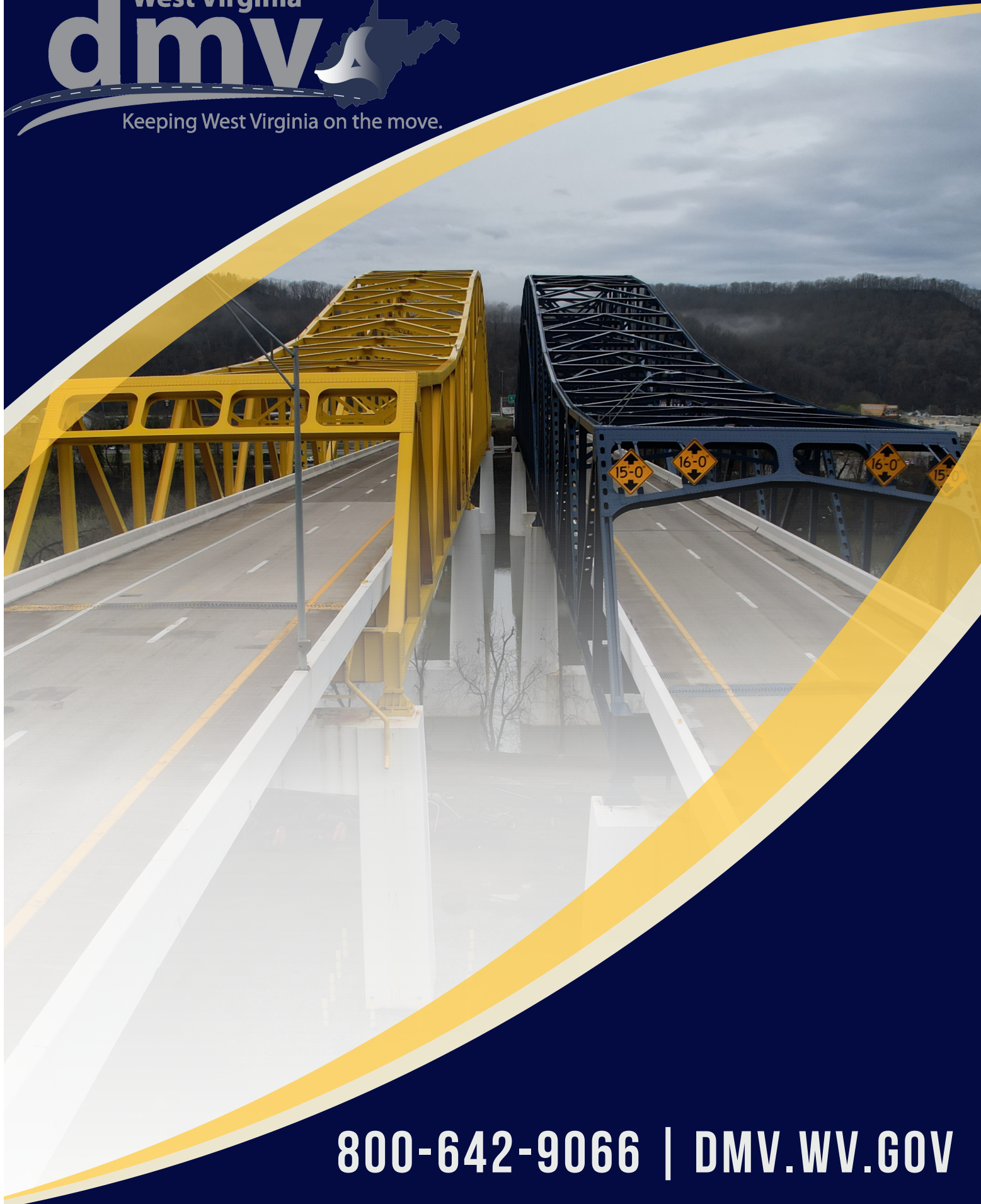
The WV Division of Motor Vehicles National Digital Title Clearinghouse (NDTC) is a hub for non-resident businesses to title their vehicles through an accurate and efficient electronic platform, despite the state in which a vehicle may be located. By providing a one stop solution for their titling needs, the National Digital Title Clearinghouse is alleviating the time and effort that stems from managing the titling process required in multiple states by instead providing a one-stop solution for a business's titling needs. This in turn allows these entities to conduct their business more efficiently.

The National Digital Title Clearinghouse is a new department which is still in the early stages of obtaining clients and making system upgrades in response to the DMV and customer's needs. The National Digital Title Clearinghouse officially processed its first transaction on October 26 th , 2023.

<i>Applications Recvied</i>	2024
Clearinghouse Applications	13

<i>Transactions Processed</i>	2024
Dealer Acquisition No Lien	365
Dealer Acquisition with Lien Release	235
Salvage No Lien	1
Salvage with Lien Release	1
Total Transactions Processed	602





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