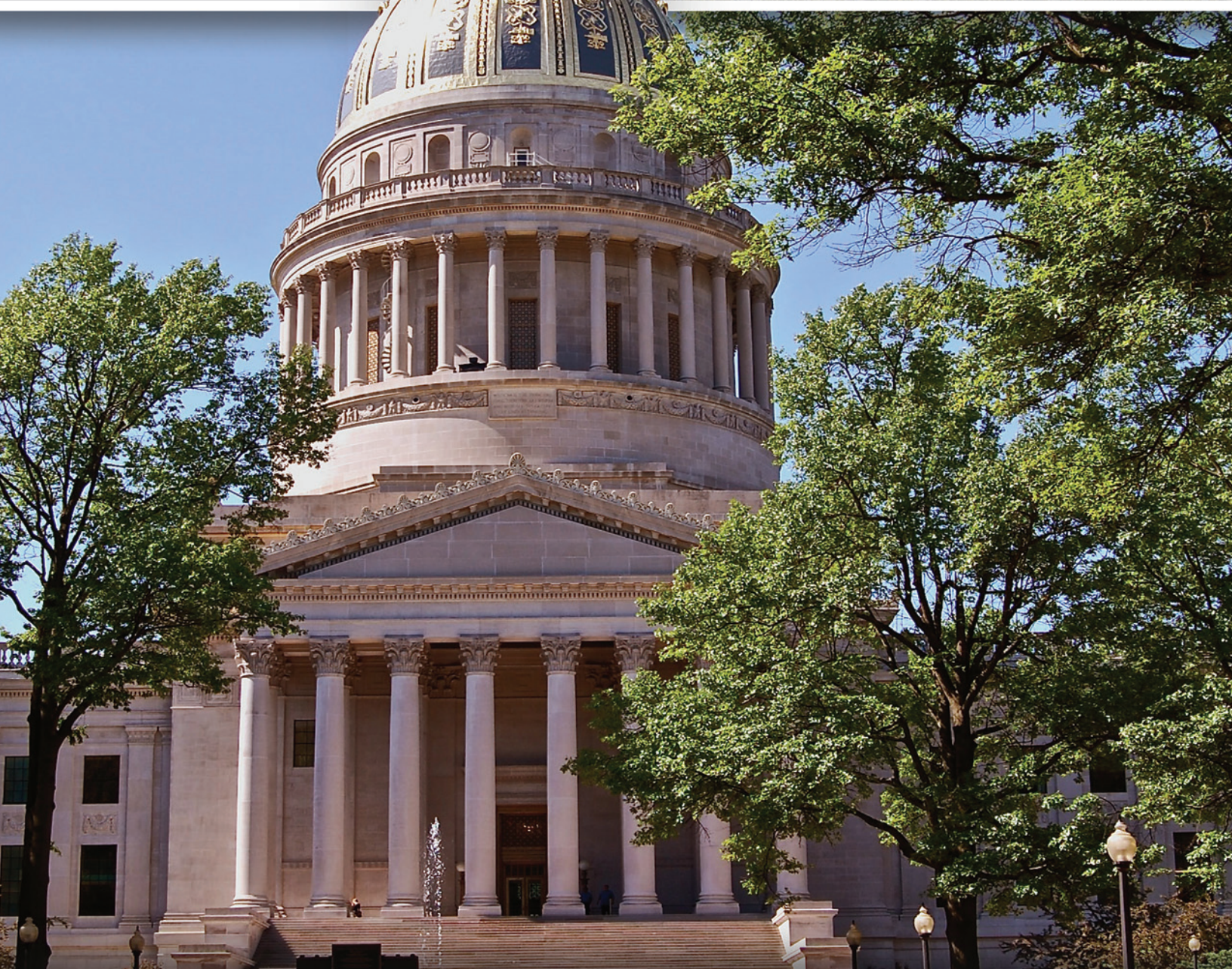




ANNUAL REPORT 2014



EARL RAY TOMBLIN
GOVERNOR
STATE OF WEST VIRGINIA

PAUL A. MATTOX, JR, PE
SECRETARY
DEPARTMENT OF TRANSPORTATION

STEVEN O. DALE
ACTING COMMISSIONER
DIVISION OF MOTOR VEHICLES

Steven O. Dale

Acting Commissioner of Motor Vehicles

EXECUTIVE STAFF

Natalie Holcomb, *Executive Assistant*

Mark Holmes, *Executive Assistant*

Esther Miller, *Executive Assistant*

Tiffney Bess, *Office Assistant*

Jennifer Floyd, *Graphic Designer*

Sue Miller, *Executive Secretary*

SECTION HEADS

Driver Services

David H. Bolyard, *Director*

Larry Cavender, *Assistant Director*

Highway Safety

Bobby Tipton, *Director*

Human Resources

Monica Price, *Manager*

Information Services

Wilbur L. Thaxton II, *Director*

IS&S Services

William D. Totten, *Director*

Legal Services

Jill C. Dunn, *General Counsel*

Management Services

Jerry Conrad, *Director*

Regional Offices and Call Center Services

Pete Lake, *Director*

John Haynes, *Assistant Director*

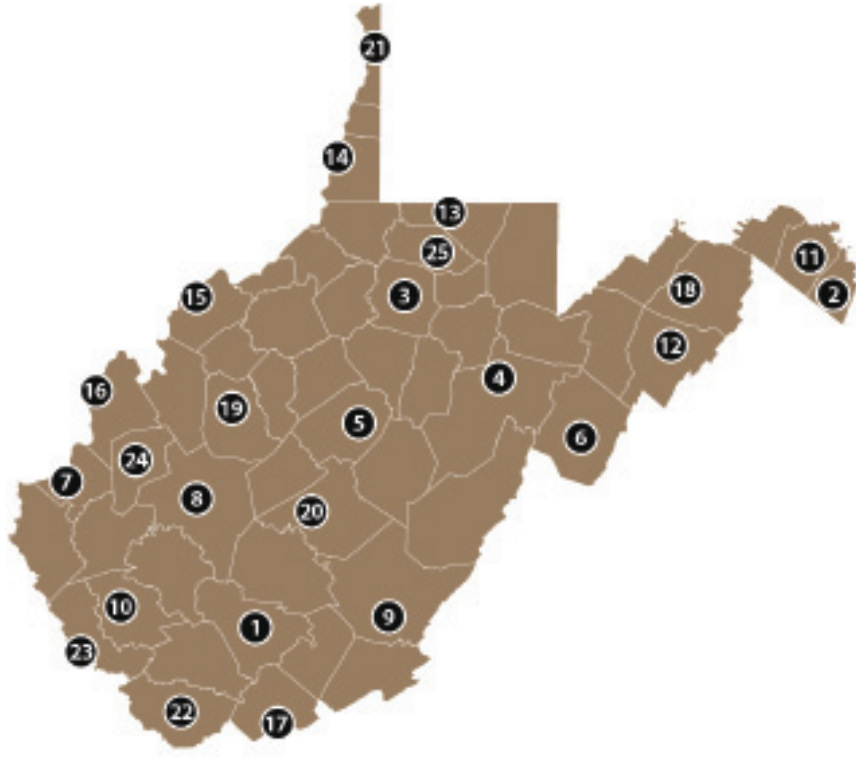
Vehicle Services

Michael Maggard, *Director*

Zoe Bender, *Assistant Director*

DMV Locations

Regional Offices and Examination Centers



1.) BECKLEY

107 Pinecrest Drive
Beckley, WV 25801

2.) CHARLES TOWN

24 Ruland Road
Kearneysville, WV 25430

3.) CLARKSBURG

105 Platinum Drive, Suite D
Bridgeport, WV 26330

4.) ELKINS

1029 North Randolph Avenue
Elkins, WV 26241

5.) FAIRMONT

EXAMINATION CENTER
9395 Middletown Mall
Fairmont, WV 26554

6.) FLATWOODS

295 Skidmore Lane
Sutton, WV 26601

7.) FRANKLIN

100 Thorn Creek Road,
Suite 300
Franklin, WV 26807

8.) HUNTINGTON

801 Madison Avenue
Huntington, WV 25701

9.) KANAWHA CITY

5707 MacCorkle Avenue, SE
Suite 400
Charleston, WV 25317

10.) LEWISBURG

148 Maplewood Avenue
Lewisburg, WV 24901

11.) LOGAN

428 Main Street
Logan, WV 25601

12.) MARTINSBURG

38 Severna Parkway
Martinsburg, WV 25403

13.) MOOREFIELD

410 South Main Street
Moorefield, WV 26836

14.) MORGANTOWN

1525 Deckers Creek Boulevard
Morgantown, WV 26505

15.) MOUNDSVILLE

400 Teletech Drive, Suite 100
Moundsville, WV 26041

16.) PARKERSBURG

601 Lubeck Avenue
Parkersburg, WV 26101

17.) POINT PLEASANT

1408 Kanawha Street
Point Pleasant, WV 25550

18.) PRINCETON

198 Davis Street
Princeton, WV 24740

19.) ROMNEY

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

20.) SPENCER

115 Church Street
Spencer, WV 25276

21.) SUMMERSVILLE

2 Armory Way
Summersville, WV 26651

22.) WEIRTON

Municipal Plaza, Suite 100
Weirton, WV 26062

23.) WELCH

92 McDowell Street
Welch, WV 24801

24.) WILLIAMSON

225 East 3rd Avenue
Williamson, WV 25661

25.) WINFIELD

116 Liberty Square
Winfield, WV 25526

Table of Contents

2013 Fiscal Year End Report | *June 1, 2012 - July 1, 2013*

Commissioner's Foreword.....	1	Information Services.....	15
Legislative Changes.....	3	IT Service Desk.....	15
Governor's Highway Safety Program.....	5	Data Processing & Retention Unit.....	15
About the Program.....	5	Investigations, Security & Support Services..	16
GHSP Totals for Counts, Recoveries, and Arrests.....	5	IS&S Statistics.....	16
In 2014 the GHSP Funded.....	5	Legal Services.....	17
GHSP Goals.....	6	Litigation Statistics.....	17
Public Information.....	6	Management Services.....	18
GHSP Seat Belt Incentives.....	6	Receiving & Processing.....	18
GHSP Federal Funding Policy Compliance.....	6	Accounting.....	18
Law Enforcement Training.....	7	Receiving and Processing Transactions.....	18
GHSP Funding Sources and Expenditures.....	7	Accounting Transactions.....	18
GHSP Crash Information.....	7	Agency Expenditures.....	18
Law Enforcements Citations and Warnings.....	7	Warehouse & Inventory Supply.....	19
Driver Services.....	8	Purchasing/Accounts Payable.....	19
License and Identification Card Totals.....	8	Revenue Trend in US Dollars - 2004-2014.....	19
License Indicators and Restrictions.....	8	Agency Revenue by Source.....	19
Licensed Drivers by County and Class.....	9	Regional Office and Call Center Services.....	20
Motorcycle Exams and Safety Training.....	10	Call Center Services.....	20
Driver Examination Pass and Fail Totals		Regional Office Services.....	20
Graduated Licenses and Learners Permits.....	10	Call Center Inquiry Totals.....	20
Regular Driver's Licenses.....	10	Regional Offices Operation Totals.....	20
Commercial Driver's Licenses.....	10	Regional Office Totals and Revenues.....	21
Revocations & Suspensions.....	10	Vehicle Services.....	22
DUI Programs.....	10	Titles and Registrations.....	22
Driver Improvement.....	11	Dealer Services.....	22
Offenses Requiring Revocations.....	11	Title and Registration Transactions.....	22
Driving Under the Influence.....	11	Registrations by Class.....	22
Alcohol Test and Lock Programs.....	11	Vehicle Registrations by County.....	23
Point System.....	11	Leasing Services.....	23
Medical Review Unit.....	12	Special and Organizational Plates.....	23
Revocation/Suspension Totals.....	12	Personalized License Plates.....	23
Student Attendance Program.....	12	Vehicle Dealer Oversight.....	24
Medical Unit Statistics.....	12	Motorboat Registrations by County Totals.....	24
Nonresident Violator.....	12	Registered Dealers & Types.....	25
Resident Violator Totals.....	12	Motor Carrier Services.....	26
Compulsory Insurance.....	13	Other Motor Carrier Operations.....	26
Other Totals.....	13	Motor Carrier Goals and Objectives.....	26
Driver's License Suspensions.....	13	Motor Carrier Totals.....	26
Vehicle License Suspensions.....	13	IRP Revenue.....	26
Suspension Letters.....	13	Commercial Driver's License Holders.....	26
State Police Serve Orders.....	13		
Reported Traffic Convictions.....	14		
Violations by WV Drivers Reported in Other			
Jurisdictions.....	14		

2014 Forward



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

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

~Acting DMV Commissioner, Steven O. Dale

The Division of Motor Vehicles (DMV) focuses on maintaining excellent customer service while keeping operational costs, drawn from the State Road Fund, minimal. The Division's return on investment of \$312,635,977 in revenue versus \$55,339,374 in expenses utilizes the West Virginia Road Fund by leveraging federal government grants. This report depicts the outstanding service to the citizens of West Virginia through 24 fully-staffed Regional Offices across the state, at the Headquarters in Charleston, and the Fairmont Exam Site.

2014 Highlights

- *The West Virginia Governor's Highway Safety Program (GHSP) and its safety partners were pleased to announce the 2nd lowest number of motor vehicle fatalities in recent history at 332. Over all, fatalities have been trending downward over the last 5 years from 356 in 2009 to 332 in 2013. We believe that these results are aided by our high visibility enforcement campaigns/programs coupled with strong media messaging. "Click It or Ticket" and "Drive Sober or Get Pulled Over" are examples of these types of campaigns. In FY 2014 the GHSP funded 214 Sobriety Checkpoints and provided \$1,975,882 to pay for 66,998 man-hours in law enforcement patrols, resulting in 3,551 impaired driving arrests. Additionally, thanks to Governor Tomblin, with passage of the primary seat belt law, the seatbelt usage rate jumped to 87.8% from 82% in 2013.*
- *A key piece of legislation that passed in the 2014 Legislative session gives DUI offenders the opportunity to immediately participate in the Ignition Interlock program upon waiving their right to an administrative hearing. This legislation was passed to enhance the benefits of the Interlock Program, which has two primary goals. One is to increase the safety of our roadways by preventing at-risk people from driving while under the influence of alcohol, and the second is to modify the behavior of those at-risk people through the use of these devices. The new law allows entry into Interlock immediately, making the behavior modification more effective, while protecting other drivers and allowing the participants to attend rehabilitation programs, manage their lives and be productive citizens.*
- *As part of the ongoing business modernization plan, DMV added more services to the self-service portal on the DMV website including vehicle registration renewals. The self-service page on the DMV website also allows citizens to perform requests for duplicate registration cards, duplicate Class A license plate decals or plates, and update their address on record with the DMV. Additionally, customers can pay their driver's license reinstatement fees and purchase their driving record.*
- *DMV driver examiners continue to be amongst 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 2014, over 70% of our driver examiners received additional training for both driver and motorcycle examinations as well as fraud detection training.*

- *Although West Virginia's Sesquicentennial Celebration was in June 2013, DMV continued to make contributions to the celebration of West Virginia's 150 years of statehood by the sales of sesquicentennial license plates. At the time of this report, 52,039 plates have been sold.*

2015 and Beyond...

The accomplishments of the Division over the last year will stimulate improvements in a number of its processes. Several key projects are underway in FY 2015 that the Division hopes to work towards completion on. Those projects include:

- *Modernizing outdated mainframe based technology that forces DMV to use separate, antiquated, non-communicating data systems for driver licensing, vehicle registration and revenue collection/inventory control systems that can be joined and organized to streamline all data collected by the DMV*
- *Phasing in a complete reissuance of vehicle license plates with new, digitalized plate technology*
- *Promote the usage of the online vehicle renewals through the DMV website*
- *Begin issuing driver's license renewals online and on an eight year cycle as passed during the 2014 Legislative session*

Legislative Changes

Summary for Fiscal Year 2014

House Bill 431

Changes aspects of the issuance and renewal of certain driver's licenses and Identification cards

This legislation provides the following:

- Changes the driver's license renewal cycle from 5 to 8 years;
- Allows the DMV commissioner to provide a program for online driver's license renewals;
- Mandates a \$10 fee for applicants who elect to obtain a driver's license or identification (ID) card designated for "For Federal Use";
- Permits the use of military identification cards as a "Not for Federal Use" driver's licenses or ID card;
- Allows DMV to notify a customers electronically when their driver's license is due to expire; and
- Provides for the technical clarification regarding the issuance of commercial driver's licenses.

Ammending Codes: §17B-2-8, §17B-2-12, and §17B-2-12a

House Bill 2477

Permits specific auxiliary lighting to be used on motorcycles

Allows solid amber and white lighting to be used on motorcycles facing the direction toward the engine and drive train

Ammending Code: §17C-15-23

House Bill 4304

Changes to rules pertaining bicyclists and motor vehicles

Provides roadway rules for motor vehicles passing bicycles on roadways, eliminates the prohibition against bicyclists using roadways where a usable path exists adjacent to the roadway and strikes the requirement for bicycles to be equipped with a bell

Ammending Codes: §17C-5, §17C-7-3, and §17C-11-7

Senate Bill 378

Special speed limitations around waste service vehicles

Protecting waste service workers by requiring passing motor vehicles to slow to 15 mph in their proximity and authorizing waste service vehicles to use yellow or amber flashing warning lights.

Ammending Codes: §17C-15-26 & §17C-6-11

Senate Bill 380

Change in definition to "all-terrain and utility terrain vehicles"

Adding language to the definition of ATVs to be "50 inches or less in width" and an UTVs to be "50 inches or greater in width".

Ammending Codes: §17A-6-1& §17A-6-1

Senate Bill 427

Changes relating to motor vehicle insurance

Assists in updating current insurance verification and penalties to reflect the upcoming rollout of the electronic insurance verification program authorized previously by the Legislature. The bill also:

- Permits a discretionary exception to electronic acknowledgments for web-based vehicle renewals;
- Clarifies that certain security provisions do not apply to commercial vehicles insured under commercial auto coverage;
- Removes the requirement that insurance companies must notify the DMV when insurance has been canceled for specified reasons;
- Clarifies the penalties for owners who do not have the required security in effect;
- Prohibits the DMV from taking action against a vehicle owner cited for driving without insurance if the citation is received by the DMV more than one (1) year from the date of the offense;
- Provides that the fee charged in lieu of suspension be deposited in an existing special revenue account to pay for the electronic verification program; and
- Removes an outdated reporting requirement.

Amending Codes: §17D-2A-2, §17D-2A-5, & §17D-2A-7

Senate Bill 434

Helps to change driver behavior and reduce crashes, fatalities, and injuries due to impaired driving

This legislation provides an opportunity for the DUI offender to substitute revocation time with additional "interlock device" time if:

- They apply to the Alcohol Test and Lock Program prior to the effective date of the revocation;
- They are accepted into the program;
- They successfully complete all terms of the Alcohol Test and Lock Program for a period equal to the minimum period for the use of the ignition interlock device plus any applicable minimum revocation period, and;
- Waives the right to an administrative hearing.

Amending Code: §17C-5A-3a

Senate Bill 574

Clarifying the conditions of mobile homes defined as real estate -vs- personal property

Clarifying the current law regarding the responsibility of the County Clerk in respect to processing the conversion of a mobile home from personal property (titled by DMV) to Real Property by recording a cancellation of title at the clerk's office. The bill also refines the procedure for returning the recorded application for cancellation from the clerk to the DMV.

Amending Codes: §11-5-12 & §17A-3-12b

Highway Safety

The West Virginia Governor's Highway Safety Program

Bob Tipton, Director

About the Program

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally mandated and funded highway safety improvement measures. The Division of Motor Vehicles oversees the GHSP, and the DMV's Commissioner, Steven O. Dale, serves as Governor Tomblin's representative for highway safety.

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

The Governor's Highway Safety Program evaluates its performance annually according to the progress it has made in meeting its goals.

GHSP Totals

For Counts, Recoveries, and Arrests

	2013	2014
<i>Under Age Drinking</i>	1,030	847
<i>DUI Arrests</i>	3,681	3,551
<i>Child Restraints</i>	411	462
<i>Driver's License Revoked</i>	955	1,070
<i>Driver's License Suspended</i>	2,678	3,066
<i>Felony Arrests</i>	644	543
<i>Misdemeanor Arrests</i>	3,040	3,248
<i>Fugitives Recovered</i>	147	108
<i>Weapons Recovered</i>	108	91
<i>Property Value Recovered</i>	\$547,881	\$256,598
<i>Drug Value Recovered</i>	\$314,304	\$311,037

In 2014 the GHSP Funded...

214 Full Sobriety Checkpoints
55 Phantom Checkpoints
21 Occupant Protection Checkpoints
290 Total Checkpoints in WV
140,252 Total Vehicles Contacted
210,377 Total Vehicle Occupants
159 DUI Arrests at Checkpoints
2,096 Citations Issued
39,742 Hours of Directed and Saturation Patrols
8,132 Man-Hours Invested in Sobriety Checkpoints

GHSP Goals

- *Reduce the five (5) year rolling average of traffic fatalities by 6.7% from 336 to 314 by 12/31/2015 (2013 - 332)*
- *Decrease unrestrained passenger vehicle occupant fatalities 10.9% from 142 to 126 by 12/31/2015 (2013 - 90)*
- *Increase statewide (observed) seat belt use by front seat occupants from 83.7% to 92% by 12/31/2015 (2013 - 87.8%)*
- *Decrease total of drivers age 20 or under involved in fatal crashes 10.9% from 44 to 39 by 12/31/2015 (2012 - 32)*
- *Reduce fatalities per number of vehicle miles travelled (VMT) from 1.78 to 1.64 total, 2.20 to 1.96 for rural driving, and 1.16 to 1.96 for urban driving by 12/31/2015 (2012 - Total 1.76, Rural 2.35, & Urban .96)*
- *Reduce serious injuries by 7.4% from 1,962 1,817 by 12/31/2015 (2013 - down 43%)*
- *Decrease unhelmeted motorcyclist fatalities 10.9% from nine (9) to eight (8) by 12/31/2015 (2013 - 5)*
- *Decrease overall motorcycle fatalities 10.9% from 34 to 30 by 12/31/2015 (2013 - 24)*
- *Reduce pedestrian fatalities 10.9% from 20 to 18 by 12/31/2015 (2013 - 29)*
- *Decrease impaired driving fatalities 10% from 103 to 91 by 12/31/2015 (2012 - 95)*

Public Information

The GHSP is pleased to report that steady progress is being made towards the 2015 goals. The objectives are to be met by combining state, regional, and local efforts. Years of declining injuries and deaths suggest that GHSP efforts are having an effect on driver behavior in West Virginia.

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

The GHSP participates in the NHSTA Region Three (3) Impaired Driving Initiative - "Checkpoint StrikeForce", and works closely with the Commission on Drunk Driving Prevention and state and local law enforcement agencies to reduce the alcohol-involved fatality rate from its level of 33%.

Seat Belt Incentives

In 2000, West Virginia had the lowest seat belt usage rate in the country at 49.5%. At that time, the GHSP developed and adopted the Click It or Ticket (CIOT) Enforcement Model. Since then, seat belt usage rates have climbed with the use of aggressive high visibility enforcement coupled with a paid, targeted media message. In FY 2014, the seat belt usage rate reached 87.8%.

The GHSP has designated occupant protection as a top priority. A full-time law enforcement liaison to coordinate our efforts with the law enforcement community has been extremely beneficial. Agencies who fully participate in this effort are awarded funding for training, equipment, and overtime enforcement projects. The GHSP also offers four training classes in occupant protection issues: Traffic Occupant Protection Strategies (TOPS), Child Passenger Safety (CPS), Kidz In Motion classes, and CPS recertification classes. Along with training on these issues, the GHSP also provides funding for Child Passenger Safety Clinics and Safety Seat programs throughout West Virginia. In FY 2014, the GHSP conducted four (4) thirty-two hour NHSTA Child Passenger Safety Technician certification classes with 54 students successfully completing the course.

GHSP Federal Funding Policy Compliance

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

FY 2014 federal funding to various local governments, exceeding the requirements.

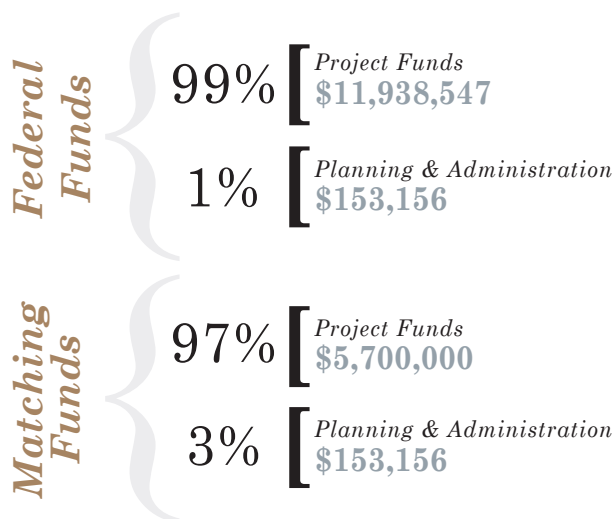
For certain grant fund programs NHTSA requires that the State match at least 25% of all NHSTA funding received by GHSP. West Virginia's FY 2014 allocation exceeded this requirement.

Law Enforcement Training

Provided in FY 2014

	CLASSES	STUDENTS
<i>CPS Certification (32 hr.)</i>	4	54
<i>CPS Recertification (8 hr.)</i>	1	2
<i>Kidz in Motion (8 hr.)</i>	4	47
<i>Driving Under the Influence (DUI)</i>	85	2,093
<i>Occupant Protection</i>	5	58
<i>Pursuit Policy</i>	5	82
<i>Radar/Speed Enforcement</i>	9	69
<i>Motorcycle LE</i>	2	7
<i>Can Am Spyder Motorcycle (24 hr.)</i>	2	8
<i>Other Classes</i>	15	51
Total Man Hours	22,932	

GHSP Funding Sources & Expenditures



GHSP Crash Information

	2012	2013
<i>Crashes</i>	39,713	38,095
<i>Fatalities</i>	339	332
<i>Serious Injuries</i>	5,689	4,974
<i>Total Injuries</i>	16,964	15,404
<i>Seat Belt Usage Rates</i>	82.7	88.7
<i>Alcohol Related Crashes</i>	2,296	2,114
<i>Alcohol Related Fatalities .08+</i>	95	N/A
<i>Alcohol Related Injuries</i>	1,599	757
<i>Alcohol Related Fatality %</i>	28.02%	28.02%
<i>Underage Alcohol Sales</i>	19.88%	N/A
<i>Motorcycle Crashes</i>	684	513
<i>Motorcycle Fatalities</i>	32	21
<i>Motorcycle Injuries</i>	658	465
<i>ATV Fatalities on Public Roadways</i>	26	21
<i>ATV No Helmets</i>	26	20
<i>ATV Unknown Helmets</i>	0	0
<i>Speed Related Fatalities</i>	144	N/A
<i>Speed Related Fatality %</i>	42.47%	N/A
<i>Pedestrian Fatalities</i>	30	24

Sources: NHTSA, FARS, WVDOH, and GHSP. Totals annotated with N/A were unavailable as of the date this report was published.

Law Enforcement Citations and Warnings

FY 2014

	Citations	Warnings
<i>Child Restraint</i>	462	177
<i>Insurance</i>	7,710	2,575
<i>Other</i>	15,172	35,412
<i>Reckless Driving</i>	114	355
<i>Red Light & Stop Sign</i>	2,070	3,103
<i>Seat belt</i>	16,182	4,156
<i>Speeding</i>	12,276	20,303
<i>Cellphone</i>	4,550	2,272
<i>Texting</i>	302	242

Driver Services

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

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

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

West Virginia implemented the graduated driver licensing (GDL) program on January 1, 2001. Under the new system, teen drivers are eligible for an instruction permit (Level 1) at age 15, an intermediate license (Level 2) at age 16, and a full license (Level 3) at age 17.

The DMV's innovative digitized driver's license system has introduced one-stop-shopping to its customers and virtually eliminated the delays inherent in doing business with the agency via U.S. mail. New licenses, duplicates, and renewals are available in minutes at any DMV Regional Office. The computer-generated license system reduces the risk of fraudulent issuance and increases the efficiency of record keeping. The system stores the facial images of licensees, thus providing reliable identification for subsequent transactions. Licensees have the option to store a digital fingerprint image in their license record as an extra security precaution. The WV DMV now offers two types of driver's licenses and identification cards. You have a choice between 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.

License & Identification Card Totals

Female Licensed Drivers	658,062
Male Licensed Drivers	648,485
Graduated Licenses	41,497
Child ID Cards	5,744
Employee ID Cards	43,951
Total Drivers with License Restrictions	617,665
All Non-Driver ID Cards*	134,246

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

License Indicators & Restrictions

Total Diabetic Indicators	2,042
Total Organ Donors	491,951
Total Hearing Impaired	597

Licensed Drivers by County & Class

<i>County</i>	<i>Class E</i>	<i>Class D</i>	<i>CDL</i>	<i>Total</i>	<i>County</i>	<i>Class E</i>	<i>Class D</i>	<i>CDL</i>	<i>Total</i>
<i>Barbour</i>	10,000	574	568	11,142	<i>Mingo</i>	17,403	451	727	18,581
<i>Berkeley</i>	73,361	1,389	2,700	77,450	<i>Monongalia</i>	56,491	1,557	1,187	59,235
<i>Boone</i>	15,177	533	650	16,360	<i>Monroe</i>	8,897	318	491	9,706
<i>Braxton</i>	8,654	600	584	9,838	<i>Morgan</i>	11,957	259	598	12,814
<i>Brooke</i>	15,265	204	588	16,057	<i>Nicholas</i>	17,489	817	1,084	19,390
<i>Cabell</i>	64,895	1,646	1,557	68,098	<i>Ohio</i>	32,292	413	944	33,649
<i>Calhoun</i>	4,460	349	272	5,081	<i>Pendleton</i>	5,262	171	379	5,812
<i>Clay</i>	6,005	412	390	6,807	<i>Pleasants</i>	4,645	197	245	5,087
<i>Doddridge</i>	3,373	231	246	3,850	<i>Pocahontas</i>	5,532	334	467	6,333
<i>Fayette</i>	29,910	1,338	1,426	32,674	<i>Preston</i>	20,963	1,030	1,297	23,290
<i>Gilmer</i>	3,870	292	241	4,403	<i>Putnam</i>	38,265	1,487	1,326	41,078
<i>Grant</i>	7,685	272	611	8,568	<i>Raleigh</i>	48,843	1,791	1,792	52,426
<i>Greenbrier</i>	25,112	1,231	1,138	27,481	<i>Randolph</i>	18,924	1,089	1,094	21,107
<i>Hampshire</i>	15,407	311	935	16,653	<i>Ritchie</i>	6,811	350	436	7,597
<i>Hancock</i>	23,777	213	769	24,759	<i>Roane</i>	9,376	538	551	10,465
<i>Hardy</i>	9,317	225	686	10,228	<i>Summers</i>	7,033	258	333	7,624
<i>Harrison</i>	47,999	2,635	1,883	52,517	<i>Taylor</i>	10,467	637	493	11,597
<i>Jackson</i>	20,240	769	894	21,903	<i>Tucker</i>	4,635	244	273	5,152
<i>Jefferson</i>	39,684	567	1,018	41,269	<i>Tyler</i>	5,679	173	244	6,096
<i>Kanawha</i>	129,007	4,976	3,835	137,818	<i>Upshur</i>	14,949	978	997	16,924
<i>Lewis</i>	11,969	876	992	13,837	<i>Wayne</i>	20,929	461	779	22,169
<i>Lincoln</i>	12,932	721	784	14,437	<i>Webster</i>	5,760	346	350	6,456
<i>Logan</i>	22,547	1,049	886	24,482	<i>Wetzel</i>	12,754	467	570	13,791
<i>Marion</i>	38,810	1,986	1,235	42,031	<i>Wirt</i>	3,849	163	240	4,252
<i>Marshall</i>	19,795	282	718	20,795	<i>Wood</i>	60,342	1,528	2,038	63,908
<i>Mason</i>	17,507	466	660	18,633	<i>Wyoming</i>	14,300	447	657	15,404
<i>McDowell</i>	12,867	403	625	13,895		<i>Class E</i>	<i>Class D</i>	<i>CDL</i>	<i>Total</i>
<i>Mercer</i>	41,008	957	1,574	43,539					
<i>Mineral</i>	20,005	453	865	21,323	<i>TOTALS</i>	1,214,485	42,464	48,922	1,305,871

Motorcycle Exams And Safety Training

	PASS	FAIL
<i>Motorcycle Skills Test</i>	1,065	235
<i>Motorcycle Written Exam</i>	6,031	3,355
<i>Exams Total</i>	7,096	3,590
<i>Safety Training Total</i>	952	45

Driver Examination Totals

Graduated Licenses & Learner's Permits

	PASS	FAIL
<i>GDL Level 2 Skills Exam</i>	9,512	2,911
<i>Learner's Permit Exams</i>	39,444	49,548
<i>Total Exams</i>	952	45
Learners permit exam total includes GDL 1 and Non-GDL Permits. In previous years the GDL 1 numbers were reported separately. Separate reporting is no longer an option as of July 2011 due to programing changes.		

Driver Examination Totals

Regular Driver's Licenses

	PASS	FAIL
<i>Driving Skills Test</i>	18,123	6,191

Driver Examination Totals

Commercial Driver's Licenses

	PASS	FAIL
<i>General Knowledge</i>	2,399	2,006
<i>Air Brakes</i>	2,293	1,092
<i>Combination Trailers</i>	1,701	747
<i>Doubles & Triples</i>	312	124
<i>Tanker Trailers</i>	1,437	266
<i>Hazardous Materials</i>	1,448	482
<i>Passenger Endorsement</i>	697	394
<i>Pre-Trip Inspections</i>	2,185	326
<i>Basic Control Skills</i>	2,155	240
<i>Skills Testing</i>	2,148	137
<i>School Bus</i>	556	90
<i>CDL Totals</i>	17,331	5,904

Revocations and Suspensions

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

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

DUI Programs

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

The Safety and Treatment program allows private behavioral health providers and state-funded facilities to offer educational and rehabilitative services. This collaboration maximizes the

availability of the program to DUI offenders. This program helps offenders to acknowledge the effects of alcohol on their lives and provides the means to resolve their alcohol-related problems.

DMV's Alcohol Test and Lock Program make it possible to restrict, rather than revoke, the driving privileges of DUI offenders. A breath alcohol content monitor is wired into the ignition of a participant's vehicle. Vehicles so equipped will not start unless an acceptable breath sample is submitted. DUI offenders are ineligible for Test and Lock during any appeal of their license revocations, or if they have a previous conviction for driving while revoked or suspended within the last six months, or if they have been convicted of DUI involving a controlled substance. Participants may be required to first serve a license revocation and must enroll in an approved DUI Safety and Treatment program. Test and Lock enables participants to avoid the disruption of their lives that a DUI would cause. Our statistics show that the rate of DUI recidivism is much lower among Test and Lock participants than among the general population. Thus, Test and Lock benefits both society and the problem driver.

Driver Improvement

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

The Driver Improvement unit also handles multiple types of offense related files including: Nonpayment of court ordered child support, fraudulent license suspensions, passing a stopped school bus, failure to pay for gasoline, driving while license suspended, points accumulation, student attendance for under age persons, unpaid citations through in-state court, Coal Resource Transportation

Offenses Requiring Revocations

	2013	2014
Reckless Driving (3rd Offense in 24 Mo.)	0	4
Driving While Revoked or Suspended	4,142	5,353
Speed Racing (On a Public Highway or Street)	24	7
Hit & Run (Personal Injury)	12	10
Manslaughter (Negligent Homicide)	3	5
Leaving the Scene of an Accident	26	17

Driving Under the Influence

	2013	2014
DUI Revocations	11,780	10,617
Under 21 Any Measurable Alcohol	45	74
Concurrent Revocation (2 Issues)	1,790	1,580
Magistrates Total Convictions	5,993	6,013
Circuit Court Total Convictions	112	85
Municipal Court Total Convictions	456	473

Alcohol Test and Lock Program

	2013	2014
Applications Approved & Denied	3,959	4,180
Installations	2,953	3,005
Enrollees Completing & Removed	2,406	2,524
Person's Disqualified	558	458

Point System

	2013	2014
Suspensions	1,027	905
Reinstatements	1,001	837

System, GDL suspensions and commercial driver convictions causing suspensions and disqualifications based upon state and federal law.

A. Non-Resident Violator Compact

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

B. Driver's License Compact

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

Medical Review Unit

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

Revocation/Suspension Totals

Other Breakdown	
<i>Fraudulent Applications</i>	6
<i>GDL (2 or More Tickets)</i>	148
<i>Unpaid Child Support</i>	20

Student Attendance Program

	2013	2014
<i>Notices Received</i>	3,121	2,644
<i>License Suspensions</i>	758	766
<i>License Reinstatements</i>	931	731

Medical Unit Statistics

	2013	2014
<i>Medical Suspensions</i>	188	128
<i>Re-Exam Suspensions</i>	160	155
<i>New Medical Files</i>	368	308
<i>Vision Report Reviews</i>	1,793	2,371

Resident Violator

	2013	2014
<i>Notices Received</i>	68,758	76,728
<i>Suspensions</i>	53,237	58,187
<i>Reinstatements/Cleared</i>	36,802	36,782

Non-Resident Violator

	2013	2014
<i>Non-Compliance Reports for Other States/License Suspended for Failure to Comply</i>	3,811	4,287
<i>Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed</i>	1,500	1,539
<i>Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid</i>	1,986	2,173
<i>Notices Mailed to Other States</i>	8,017	8,767

Compulsory Insurance

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

The unit 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 personal (licensee requesting their own record), employer, through subpoena, or an attorney.

The unit handles all requests for certification of driving records and corresponding suspension and revocation files. This type of request is from law enforcement, all branches of the judicial system, county prosecutors, etc. The majority of these requests are received through the West Virginia portal of Law Enforcements' weapons system. The records must be handled expeditiously for proper prosecution or dismissal through the court system.

Other Totals

	2013	2014
<i>Crash/Court Suspension Letters from Court Reports</i>	11,120	10,139
<i>Driving Records Processed by DMV</i>	55,702	57,281
<i>Driving Record Certifications</i>	12,221	14,408
<i>Insurance Waiver Program Participants</i>	817	745

Driver's License Suspensions

	2013	2014
<i>Cancellations</i>	423	330
<i>Court Reports</i>	5,023	5,170
<i>Crash Reports</i>	734	1,056
<i>Fraudulent</i>	36	60
<i>Judgements</i>	232	198
<i>Verification Process</i>	23	32

Vehicle License Suspensions

	2013	2014
<i>Cancellations</i>	308	331
<i>Court Reports</i>	3,616	3,146
<i>Crash Reports</i>	531	579
<i>Fraudulent</i>	29	49
<i>Judgements</i>	2	0
<i>Verification Process</i>	19	29

Suspension Letters

	2013	2014
<i>Cancellations</i>	1,340	847
<i>Court Reports</i>	8,905	8,347
<i>Crash Reports - Pending</i>	2,506	1,792
<i>Fraudulent - Processed</i>	19	37
<i>Judgements - Pending</i>	291	305
<i>Verification - Processed</i>	30	61

State Police Serve Orders

	2013	2014
<i>Cancellations</i>	184	195
<i>Court Reports</i>	1,093	1,087
<i>Crash Reports</i>	159	275
<i>Fraudulent</i>	2	30
<i>Judgements</i>	1	0
<i>Verification Process</i>	13	21

Reported Traffic Convictions

	2013	2014		2013	2014
<i>Reckless/Hazardous Driving</i>	<i>1,041</i>	<i>992</i>	<i>Failure to Obey Traffic Signal/Control Device</i>	<i>4,126</i>	<i>3,949</i>
<i>Speeding in a School Zone</i>	<i>342</i>	<i>451</i>	<i>Driving Left of Center</i>	<i>589</i>	<i>567</i>
<i>Speeding</i>	<i>18,156</i>	<i>17,612</i>	<i>Driving Too Fast for Conditions</i>	<i>115</i>	<i>125</i>
<i>Hit and Run (Bodily Injury)</i>	<i>11</i>	<i>7</i>	<i>Failure to Keep Vehicle Under Control</i>	<i>1,379</i>	<i>1,351</i>
<i>Leaving Scene of Accident</i>	<i>449</i>	<i>336</i>	<i>Failure to Yield When Merging</i>	<i>860</i>	<i>792</i>
<i>Passing a School Bus</i>	<i>90</i>	<i>77</i>	<i>Following Too Closely</i>	<i>319</i>	<i>323</i>
<i>Improper Passing</i>	<i>524</i>	<i>501</i>	<i>Driving with More Than 3 People in Front</i>	<i>12</i>	<i>11</i>
<i>Improper Signal / No Signal</i>	<i>114</i>	<i>126</i>	<i>Driving Wrong Way on a One-Way Street</i>	<i>141</i>	<i>141</i>
<i>Improper Lane Change</i>	<i>153</i>	<i>192</i>	<i>Driving on Wrong Side of Road</i>	<i>53</i>	<i>23</i>
<i>Failure to Keep in Proper Lane</i>	<i>53</i>	<i>140</i>	<i>Making Improper Turn</i>	<i>189</i>	<i>183</i>
<i>Failure to Follow Police Officer's Instructions</i>	<i>18</i>	<i>21</i>	<i>Improper Backing</i>	<i>61</i>	<i>59</i>
<i>Failure to Yield to an Emergency Vehicle</i>	<i>112</i>	<i>118</i>			

Violations by WV Drivers Reported Other Jurisdictions

State	2013	2014	State	2013	2014	State	2013	2014
<i>Alabama</i>	<i>57</i>	<i>43</i>	<i>Kansas</i>	<i>54</i>	<i>52</i>	<i>North Carolina</i>	<i>54</i>	<i>59</i>
<i>Alaska</i>	<i>0</i>	<i>1</i>	<i>Kentucky</i>	<i>618</i>	<i>838</i>	<i>North Dakota</i>	<i>52</i>	<i>59</i>
<i>Arizona</i>	<i>31</i>	<i>32</i>	<i>Louisiana</i>	<i>36</i>	<i>53</i>	<i>Ohio</i>	<i>6,270</i>	<i>9,222</i>
<i>Arkansas</i>	<i>33</i>	<i>31</i>	<i>Maine</i>	<i>4</i>	<i>2</i>	<i>Oklahoma</i>	<i>29</i>	<i>45</i>
<i>California</i>	<i>14</i>	<i>23</i>	<i>Maryland</i>	<i>3,745</i>	<i>3,842</i>	<i>Oregon</i>	<i>23</i>	<i>28</i>
<i>Colorado</i>	<i>37</i>	<i>33</i>	<i>Massachusetts</i>	<i>9</i>	<i>9</i>	<i>Pennsylvania</i>	<i>1,233</i>	<i>1,688</i>
<i>Connecticut</i>	<i>24</i>	<i>29</i>	<i>Michigan</i>	<i>83</i>	<i>76</i>	<i>Rhode Island</i>	<i>0</i>	<i>0</i>
<i>Delaware</i>	<i>101</i>	<i>94</i>	<i>Minnesota</i>	<i>15</i>	<i>28</i>	<i>South Carolina</i>	<i>1,099</i>	<i>1,142</i>
<i>District of Columbia</i>	<i>1</i>	<i>0</i>	<i>Mississippi</i>	<i>17</i>	<i>15</i>	<i>South Dakota</i>	<i>6</i>	<i>10</i>
<i>Florida</i>	<i>298</i>	<i>325</i>	<i>Missouri</i>	<i>100</i>	<i>80</i>	<i>Tennessee</i>	<i>92</i>	<i>87</i>
<i>Georgia</i>	<i>217</i>	<i>232</i>	<i>Montana</i>	<i>17</i>	<i>22</i>	<i>Texas</i>	<i>95</i>	<i>203</i>
<i>Hawaii</i>	<i>42</i>	<i>32</i>	<i>Nebraska</i>	<i>15</i>	<i>14</i>	<i>Utah</i>	<i>28</i>	<i>36</i>
<i>Idaho</i>	<i>9</i>	<i>12</i>	<i>Nevada</i>	<i>8</i>	<i>7</i>	<i>Vermont</i>	<i>0</i>	<i>0</i>
<i>Illinois</i>	<i>100</i>	<i>125</i>	<i>New Hampshire</i>	<i>5</i>	<i>7</i>	<i>Virginia</i>	<i>11,554</i>	<i>10,759</i>
<i>Indiana</i>	<i>227</i>	<i>182</i>	<i>New Jersey</i>	<i>141</i>	<i>122</i>	<i>Washington</i>	<i>28</i>	<i>66</i>
<i>Iowa</i>	<i>23</i>	<i>27</i>	<i>New Mexico</i>	<i>15</i>	<i>5</i>	<i>Wisconsin</i>	<i>23</i>	<i>43</i>
			<i>New York</i>	<i>298</i>	<i>327</i>	<i>Wyoming</i>	<i>40</i>	<i>45</i>

Information Technology Services

Wilbur L. Thaxton II, *Director*

Information Technology (IT) Services houses the IT Systems & National Motor Vehicle Titling Information System (NMVTIS) Service Desk and the Data Processing & Records Retention sections.

IT Services is responsible for creating, modifying, and modernizing all DMV related systems to meet industry standards while maintaining appropriate access for overall data security. Additionally, IT Services works with the Office of Technology (OT) to improve efficiency in current systems and processes, as well as researching, selecting, and implementing new systems for the DMV to use for its ever changing customer service demands. The most recent addition was DMV Online Services, providing a way for citizens to conduct some of the more common DMV transactions from a computer or wireless communications device.

IT Services also maintains the required privacy and security standards set forth by state and federal law as well as adherence to best practice standards set forth by Information Technology Industry.

IT Systems/NMVTIS Service Desk

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

IT Systems serves as the primary contact for technical support to DMV and other state agencies pertaining to DMV systems operations. IT Systems is also responsible for performing any necessary maintenance of information on the systems as well as providing appropriate access for overall data security. These systems include the Automated Testing System (ATS), the credential issuance camera system, mainframe, and the National Motor Vehicle Titling Information System (NMVTIS).

Data Processing & Retention Unit

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

IS&S Services

William D. Totten, *Director*

Investigation, Security, and Support Services is responsible for conducting all investigations including internal employee, external customer fraud, title, license, odometer and vehicle tax fraud, identity theft, and stolen vehicles. Additionally, this section is responsible for all fingerprint based and name based background checks of all qualifying Division of Motor Vehicle 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 for Third Party CDL Examiners and all Division of Motor Vehicle Driver's License, Motorcycle, and Commercial Examiners by AAMVA standards.

The section is responsible for the managing and coordination of the Division of Motor Vehicles' fleet vehicles. We are the central point of contact between the Fleet Management Office, Agency Drivers, and other personnel. Maintain and verify eligibility records of assigned drivers. Assure that all drivers are aware of 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 Division of Motor Vehicles.

The West Virginia Electronic-Commercial Driver's License program received federal grant funding for continued research of development of software. This software permits third party commercial examiners to test multiple state residents in a professional and wireless manner.

IS&S Statistics

	2013	2014
<i>External Investigations Completed</i>	821	768
<i>Internal Investigations Completed</i>	18	8
<i>CDL Tests (Normal Observation)</i>	1,940	2,036
<i>CDL Tests (Covert Observation)</i>	360	244
<i>Employees Train - CDE & CME Training Classes</i>	133	110
<i>Employees Training CDL (Recertification)</i>	6	9
<i>Employees Training CDE (Certification)</i>	38	46
<i>Low Vision Skills Tests</i>	25	15
<i>Fingerprint & Background Checks</i>	253	130

Legal Services

Jill C. Dunn, *General Counsel*

The Legal Services section provides legal advice on all issues before the DMV. It ensures the ethical interpretation and enforcement of all laws within the agency's purview, provides legal advice on all issues before the DMV and its boards, and directs representation of the agency before administrative and civil tribunals. The Legal Section reviews, prepares and advises the Commissioner regarding legal documents, statutes, regulations, policies and procedures. The Legal Section also responds to all Division litigation, FOIA requests, Driver Privacy Protection Act Requests and writes contracts for the Division.

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

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

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

Litigation Statistics

	2013	2014
Administrative Driver's License Hearings (OAH)	2,519	2,467
Circuit Court	99	49
Supreme Court	36	22
Bankruptcy	22	8
General Litigation	9	18

WV Circuit Court Cases FY 2014

Received	34
Won	24
Lost	10

WV Supreme Court Cases FY 2014

Decided	7
Won	2

Hearing Statistics

	DMV		OAH	
<i>Hearings Resolved</i>	82		1,567	
<i>Hearings on Merits</i>				
<i>Hearings</i>	72		719	
<i>Affirmed</i>	43	60%	171	23.7%
<i>Rescinded</i>	1	1%	2	0.3%
<i>Percentage Resolved</i>	61%		24%	
<i>Revocations</i>				
<i>Affirmed</i>	77	94%	1,499	96%
<i>Rescinded</i>	5	6%	68	4%

Management Services

Jerry Conrad, *Director*

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

Receiving & Processing

The Receiving and Processing section processes title work and vehicle renewals received via U.S. mail. The efficient operation of this unit enables the DMV to deposit \$42,609,938 in privilege tax remittances from vehicle owners within hours of receipt, while tracking the status of "in process" title work. This section processed checks from customers, in FY 2014 totaling \$64,184,010. The Receiving and Processing section also sends certified mail for the DMV and verifies the recipients' signatures over the internet. The Receiving and Processing section saves DMV thousands of dollars by processing a portion of certified mail pieces electronically.

Accounting

The Accounting section is responsible for depositing and recording the \$312,635,976 collected in revenue during FY 2014. Privilege taxes, which the state uses to match federal highway construction grants, accounted for \$194,462,501 of the total. Additionally, \$107,600 in checks received were returned to the DMV for insufficient funds. During FY 2014, the Accounting Section was able to recover a total \$87,482 from previously returned checks.

Receiving and Processing Transactions

	2013	2014
<i>Vehicle Titles & Applications Processed</i>	176,473	183,568
<i>Total Checks Processed</i>	224,034	239,477
<i>Total Pieces of Certified Mail Sent Out</i>	105,633	89,758
<i>Total Pieces Electronic Certified Mail</i>	92,180	88,251

Accounting Transactions

	2013	2014
<i>Total Checks Returned for Insufficient Funds</i>	832	713
<i>Returned Checks Recovered</i>	657	629
<i>Total Credit Card Transactions Processed</i>	280,399	325,363

Agency Expenditures

59%	Operating & Overhead Costs \$32,664,864
29%	Personnel Services \$15,980,662
11%	Fringe Benefits \$6,343,096
1%	Increment Pay \$350,752

Credit cards are accepted at most DMV offices. During the past fiscal year, 325,363 credit card transactions valued in approximately \$30,006,846 were processed. Credit card user fees in the amount of \$575,551 were paid by the DMV during FY 2014.

Purchasing & Accounts Payable

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

Warehouse & Inventory Supply

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

Revenue Trend in U.S. Dollars

FY 2004 - 2014

2014	\$312,635,977
2013	\$285,630,817
2012	\$297,811,535
2011	\$284,115,429
2010	\$254,019,887
2009	\$260,318,868
2008	\$276,438,497
2007	\$280,214,210
2006	\$278,864,176
2005	\$284,062,765
2004	\$280,556,123

Agency Revenue by Source

<i>Road Fund</i>	2013	2014
<i>Other Road Fund Revenue (600)</i>	\$90,252,361	\$97,328,740
<i>Privilege Tax</i>	\$187,436,410	\$194,462,501
<i>Litter Control Fees</i>	\$1,723,784	\$1,830,316
<i>Miscellaneous Fees (611)</i>	\$1,368,076	\$1,383,580
<i>Special Revenue</i>		
<i>Motor Vehicle Fees Fund (8223)</i>	\$2,790,465	\$2,913,390
<i>Boat License (DNR)</i>	\$70,595	\$739,994
<i>Motorcycle Safety (DMV)</i>	\$345,279	\$354,822
<i>Voter Registration Fees (Secretary of State)</i>	\$119,416	\$144,770
<i>DMV/DNR Non-game Wildlife Fund (1 year)</i>	\$179,085	\$181,864
<i>DMV/DNR Non-game Wildlife Fund (2 year)</i>	\$150,440	\$167,455
<i>Ad Valorem</i>	\$9,873,712	\$10,100,133
<i>Environmental Cleanup</i>	\$2,812,420	\$2,826,332
<i>Dealer Recovery Fund</i>	\$166,236	\$202,080
<i>Prior Year Expiring Funds</i>	\$0	\$0
<i>Total Revenue</i>	\$297,288,279	\$312,635,977

Regional Office & Call Center Services

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

Call Center Services

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

In 2014, the call center had a total of 622,158 inbound calls, of which 510,074 phone calls were answered regarding various facets of DMV issues, including 3,400 that were questions that needed rerouted to other state agencies.

Regional Office Services

The first regional office of the DMV opened its doors in Winfield in 1975 and over the last 39 years, the number of regional full service offices available to the public has grown to 24.

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

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

Call Center Inquiry Totals

	2013	2014
<i>Driver's Licenses</i>	233,457	185,648
<i>DUI, Points, Citations, Etc.</i>	120,544	124,213
<i>Titles</i>	98,636	95,254
<i>Registration & Plates</i>	89,225	72,086
<i>Addresses, Hours, and Locations</i>	20,722	21,933
<i>Other Miscellaneous</i>	19,992	15,876
<i>Insurance</i>	16,542	12,267
<i>Mobility Impaired Services</i>	12,431	2,242
<i>Special License Plates</i>	4,162	3,110
<i>Boats & Watercrafts</i>	3,964	3,701
<i>Questions for Other State Agencies</i>	3,675	3,400
<i>Dealers</i>	2,411	1,787
<i>IRP/IFTA</i>	1,273	1,035
<i>Vehicle Leasing</i>	764	582

Regional Office Operation Totals

<i>Dealer Revenue Collected</i>	\$38,384,753
<i>Titles Instant Printed</i>	100,286
<i>Titles Processed</i>	370,939
<i>Operator Renewals</i>	502,968
<i>Vehicle Renewals</i>	389,741
<i>Driver Exams (skills)</i>	26,422
<i>CDL Exams (written)</i>	9,386

Examples of what the regional offices do include:

- Conduct all testing and examinations for driver's, commercial driver's, and motorcycle operator's
- Provide copies upon request or as needed of all DMV publications and forms
- Determine eligibility of all WV license and ID card applicants, including immigration status, and following the rules of the REAL ID Act of 2005 rules implemented after January 3, 2012.
- Verify school enrollment forms provided by all Graduated Driver's Licenses (GDL)
- Produce driver records and confirm legal and valid driver status via the Problem Driver Point System (PDPS)
- Process driver's license and ID card issuances, duplicates, and renewals
- Transfer of out-of-state vehicle titles & driver's licenses
- Issue WV identification cards for adults and children
- Process identification cards for children in foster care under the auspices of the DHHR
- Process State employee identification cards
- Produce vehicle and driver historical research when needed
- Process vehicle registration renewals while verifying insurance coverage, and payment of personal property taxes on all registered vehicles
- Issue mobility impaired parking placards and plates
- Verify liens and encumbrances
- Collect and submit voter's registration applications
- Collect fees for the West Virginia Road Fund and other state agencies
- Verify county assessors' new resident vehicle privilege tax exemptions
- Assist with spreading information produced by the Governor's Highway Safety Program on alcohol awareness, child passenger safety, motorcycle safety, occupant protection, and ATV Safety
- Host sites for administrative hearings
- Comply with judicial orders and settlements

Regional Office Totals & Revenues

Office Location	Customers	Transactions	Revenue
Beckley	73,229	91,006	\$5,148,695
Charles Town	79,995	103,884	\$5,416,001
Clarksburg	102,492	129,691	\$9,445,189
Elkins	59,491	77,003	\$3,510,193
Fairmont (Test Site)	15,688	18,358	\$172,237
Flatwoods	36,259	55,052	\$2,186,050
Franklin	12,107	19,030	\$1,486,932
Huntington	91,514	120,949	\$10,244,932
Kanawha City	157,960	205,514	\$7,130,840
Lewisburg	46,354	58,049	\$2,675,634
Logan	47,419	56,323	\$2,905,013
Martinsburg	90,197	119,838	\$7,290,792
Moorefield	33,972	43,594	\$1,956,313
Morgantown	103,402	128,710	\$8,882,018
Moundsville	66,589	86,936	\$8,032,686
Parkersburg	91,663	124,055	\$10,635,670
Point Pleasant	30,238	40,119	\$2,344,837
Princeton	53,701	73,107	\$4,099,729
Romney	34,125	62,122	\$3,350,120
Spencer	25,947	37,639	\$1,715,554
Summersville	28,671	44,775	\$3,032,694
Weirton	40,288	52,761	\$4,086,871
Welch	26,211	33,249	\$1,198,493
Williamson	24,194	30,004	\$1,965,740
Winfield	103,367	132,838	\$10,984,388
Total	1,475,073	1,944,606	\$119,897,619

Vehicle Services

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

The Vehicle Services section is composed of three sections within the Division that are connected by the requirement to title and register vehicles in West Virginia. They are as follows: titles and registrations, dealer and leasing services, and motor carrier.

Titles & Registrations

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

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

Dealer Services

The Dealer Services section issues motor vehicle dealer licenses, license service operation permits, inspects reconstructed vehicles, and oversees temporary registration plate issuance by dealers and license services. Conducts inspections and investigations of licensed dealers and license services annually, as well as the issuance of sales person licenses.

Title & Registration Transactions

	2013	2014
<i>Titles Processed</i>	757,078	775,545
<i>Title File Scans</i>	688,716	674,286
<i>License Plate Transfers</i>	200,919	201,718
<i>License Plate Exchanges</i>	233	326
<i>Duplicate Plate Issues</i>	6,327	6,665
<i>Duplicate Decal Issues</i>	3,570	6,634
<i>Lien Recordings</i>	284,483	300,062

Registrations by Class

	2013	2014
A <i>Passenger</i>	1,333,880	1,384,547
B <i>Trucks</i>	47,365	48,492
C <i>Trailers & Semis</i>	188,585	201,540
G <i>Motorcycles</i>	56,660	55,960
H <i>Buses</i>	244	253
J <i>Taxicabs</i>	108	101
M <i>Special Mobile Equipment</i>	894	836
P <i>Government</i>	42,817	43,852
R <i>Camping Trailers</i>	37,146	28,519
T <i>Boat Trailers</i>	99,369	77,620
V <i>Antique Vehicles</i>	17,958	19,317
X <i>Farm Vehicles</i>	2,930	3,106

Vehicle Registrations By County

County	2013	2014	County	2013	2014
Barbour	15,590	15,902	Mineral	31,887	32,617
Berkeley	104,302	107,788	Mingo	25,129	24,909
Boone	22,243	21,850	Monongalia	70,850	73,807
Braxton	15,087	15,447	Monroe	15,413	15,808
Brooke	18,838	19,369	Morgan	18,557	19,203
Cabell	82,036	83,217	Nicholas	30,136	30,778
Calhoun	7,995	8,157	Ohio	40,526	41,585
Clay	9,496	9,580	Pendleton	10,230	10,379
Doddridge	5,576	5,666	Pleasants	7,267	7,572
Fayette	43,990	44,801	Pocahontas	11,063	11,177
Gilmer	7,202	7,429	Preston	35,415	36,106
Grant	14,576	15,266	Putnam	53,252	54,478
Greenbrier	41,118	42,049	Raleigh	71,824	71,673
Hampshire	27,393	28,270	Randolph	30,355	30,595
Hancock	29,902	30,359	Ritchie	12,403	12,996
Hardy	16,660	17,089	Roane	14,711	15,307
Harrison	71,511	73,503	Summers	11,325	11,679
Jackson	31,983	32,995	Taylor	14,553	15,079
Jefferson	56,388	58,582	Tucker	7,256	7,692
Kanawha	185,203	185,316	Tyler	8,563	8,953
Lewis	20,843	22,142	Upshur	31,988	32,756
Lincoln	19,625	19,755	Wayne	29,238	29,147
Logan	30,969	30,533	Webster	9,766	9,922
Marion	57,705	58,815	Wetzel	19,990	20,217
Marshall	26,431	27,039	Wirt	6,494	6,748
Mason	25,247	25,862	Wood	84,441	86,130
McDowell	18,588	18,506	Wyoming	21,667	21,329
Mercer	57,945	58,482	Out-of-State	39,222	41,732
2013 TOTAL 1,827,964		2014 TOTAL 1,864,143			

Special and Organizational Plates

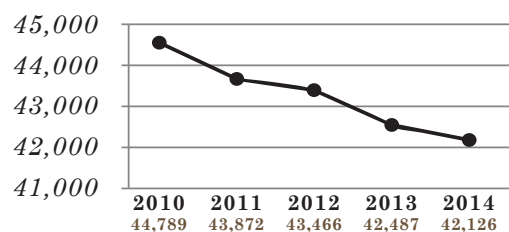
	2013	2014
Amateur Radio	1,010	1,010
Antique	21,871	23,471
Breast Cancer Awareness	1,691	1,808
Certified Firefighter	143	149
Character Education	56	52
Disabled Veteran	4,962	5,146
DNR Wildlife (Bird)	10,352	10,024
DNR Wildlife (Deer)	12,782	13,509
EMS	892	939
Firefighter	1,335	1,253
Former Legislator	59	52
Governor's Numbers	1,023	1,040
Legislative	173	169
Medal of Honor	1	1
Military Organizations	7,057	6,863
Mobility Impaired	6,293	6,289
National Guard	648	2,205
NASCAR	2,502	651
Patriotic	6,426	6,361
Pearl Harbor Survivor	60	27
Personalized	42,487	154
Prisoner of War	173	42,126
Purple Heart	2,819	2,758
Silver-Haired Legislature	7	6
Special Organizations	6,416	6,838
Veteran	13,192	13,372
Volunteer Firefighter	1,716	1,818
Whitewater Rafting	551	736
Wounded Law Enforcement	36	36
4H/FFA	162	192
9-11 Commemorative	3,773	4,644

Leasing Services

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

Dealer Services processed 2,450 leased vehicle titles during FY 2009. Annual revenues under this program have increased from \$854,000 to \$5,339,357 since FY 1995.

Personalized License Plates



Vehicle Dealer Oversight

	2013	2014		2013	2014
Dealers Licenses	1,545	1,545	Temporary Plates Issued to Motorcycles	2,114	1,856
Dealer Pre-Application Inspections	120	223	Temporary Plates Issued to Dealers	86,638	86,409
Dealer Applicant Investigations	158	141	Temporary Plates Issued to License Services	13,285	12,032
Dealer Compliance Investigations	2,226	2,996	Temporary Plates Issued to Auto Auctions	680	430
Unlicensed Dealer Investigations	116	184	Revenue Leased Vehicles	\$5,145,396	6,393,108
Reconstructed Vehicle Inspections	3,598	3,326	Rental Taxes Collected	\$1,646,867	1,541,809
Total Temporary Plates Issued	102,717				

Motorboat Registrations by County FY 2014

County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
Barbour	313	66	1	380	Mingo	733	104	2	839
Berkeley	1,576	232	2	1,810	Monongalia	1,704	132	12	1,848
Boone	644	58	0	702	Monroe	295	40	1	336
Braxton	345	49	0	394	Morgan	377	102	0	479
Brooke	342	61	1	404	Nicholas	598	69	1	668
Cabell	1,672	92	5	1,769	Ohio	617	125	0	742
Calhoun	175	36	0	211	Pendleton	73	69	6	148
Clay	194	50	0	244	Pleasants	239	57	1	297
Doddridge	89	35	0	124	Pocahontas	145	48	0	193
Fayette	1,174	66	2	1,242	Preston	560	95	0	655
Gilmer	78	14	0	92	Putnam	1,470	144	2	1,616
Grant	263	76	0	339	Raleigh	1,895	109	0	2,004
Greenbrier	621	224	6	851	Randolph	462	134	2	598
Hampshire	460	200	0	660	Ritchie	289	107	4	400
Hancock	528	60	3	591	Roane	444	162	2	608
Hardy	285	176	0	461	Summers	377	21	3	401
Harrison	1,135	216	2	1,353	Taylor	426	46	0	472
Jackson	854	130	2	986	Tucker	101	27	0	128
Jefferson	793	111	1	905	Tyler	258	87	2	347
Kanawha	4,420	396	212	5,028	Upshur	608	56	1	665
Lewis	442	45	7	494	Wayne	978	30	4	1,012
Lincoln	611	42	2	655	Webster	165	20	0	185
Logan	847	98	0	945	Wetzel	438	108	1	547
Marion	1,169	170	2	1,341	Wirt	192	68	0	260
Marshall	607	170	2	779	Wood	2,074	404	11	2,489
Mason	689	122	2	813	Wyoming	883	48	0	931
McDowell	369	49	0	418	Out-of-State	97	0	11	108
Mercer	1,430	108	0	1,538	Total	39,194	5,747	307	45,248
Mineral	571	172	0	743					

Registered Dealers & Types

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

Registered Dealer Key Dealer Types

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

Motor Carrier Services

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

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

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

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

IRP and IFTA enable United States and Canadian commercial motor carriers to operate throughout most of North America with tax and registration credentials issued by their home jurisdiction. The compacts require all vehicles of more than 26,000 pounds gross vehicle weight (GVW) and having three or more axles to register their vehicles and pays their fees in their home jurisdictions. Ten (10) Canadian provinces and all of the states of the continental United States recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental United States.

The Motor Carrier Services section also serves as the lead agency for the Commercial Vehicle Information Systems Network (CVISN) and other Intelligent Transportation Systems/Commercial Vehicle Operations (ITS/CVO) initiatives directed by the Federal Motor Carrier Safety Administration. CVISN and ITS/CVO initiatives are focused on streamlining government regulatory processes by consolidation of functions and electronic data exchanges.

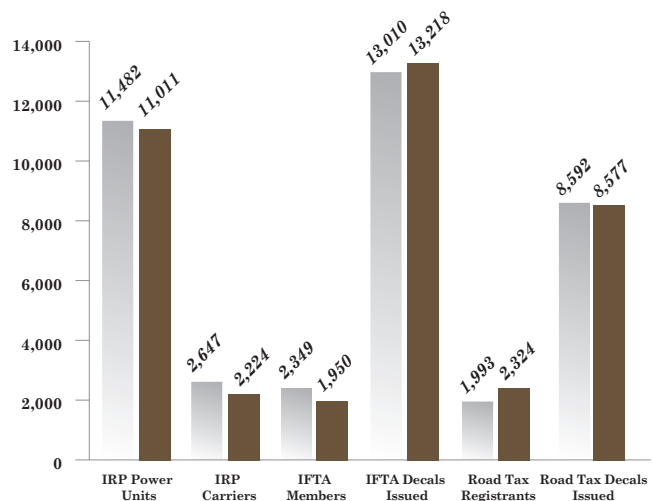
Other Motor Carrier Operations

- *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*

Motor Carrier Totals IRP, IFTA, and Road Tax



IRP Revenue

	2013	2014
<i>Collected from WV Based Carriers</i>	\$7,143,486	\$36,167,255
<i>Collected from Other States</i>	\$11,774,416	\$23,514,704
<i>Paid to Other States</i>	\$10,478,122	\$5,494,626
<i>Ad Valorem</i>	\$9,873,712	\$10,100,133

Commercial Driver's License Holders

	2013	2014
<i>Holders</i>	63,125	48,922

* Amended totals since previous report.



1-800-642-9066
dmv.wv.gov