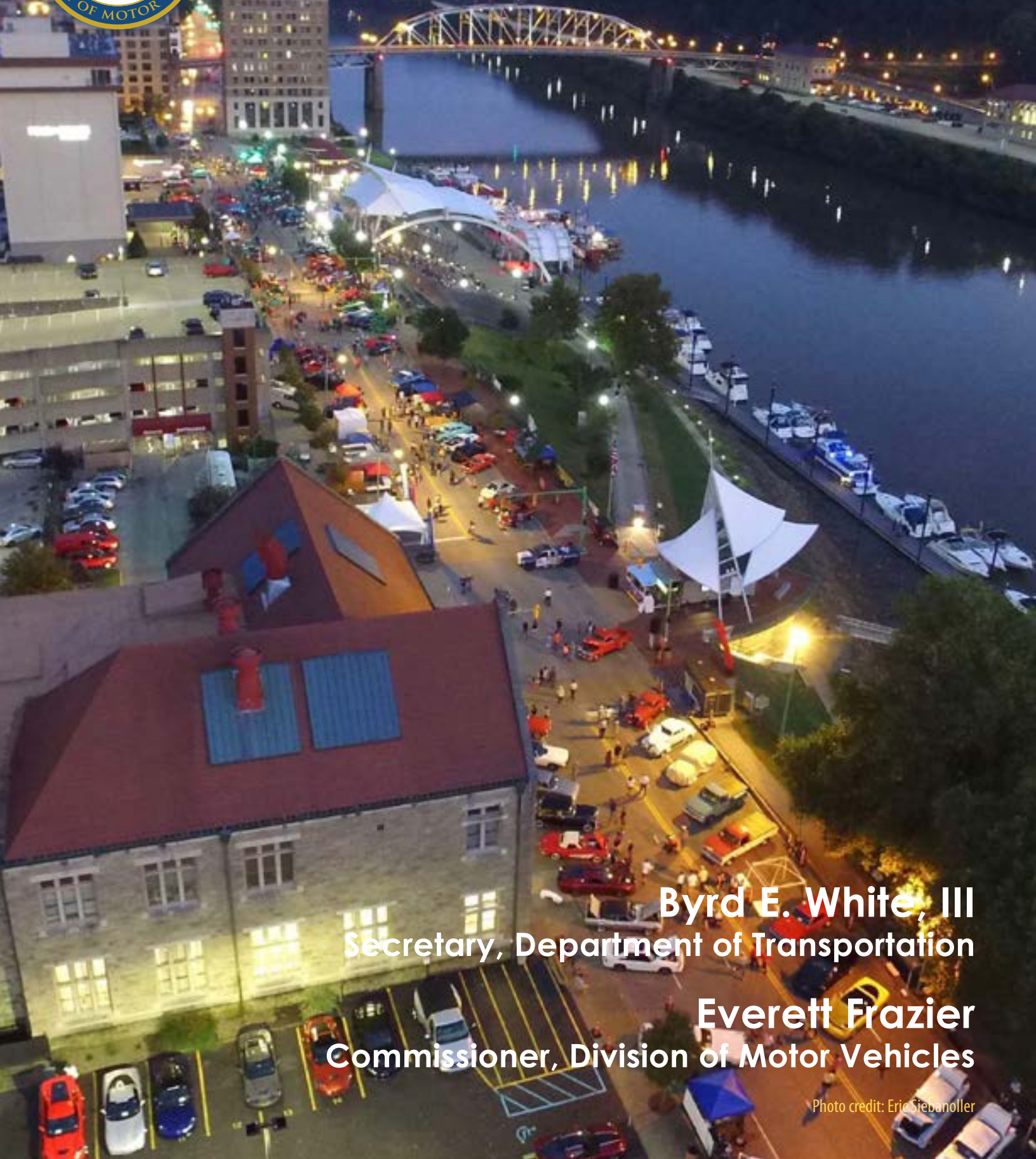




# West Virginia Division of Motor Vehicles **ANNUAL REPORT 2019**



**Byrd E. White, III**  
Secretary, Department of Transportation

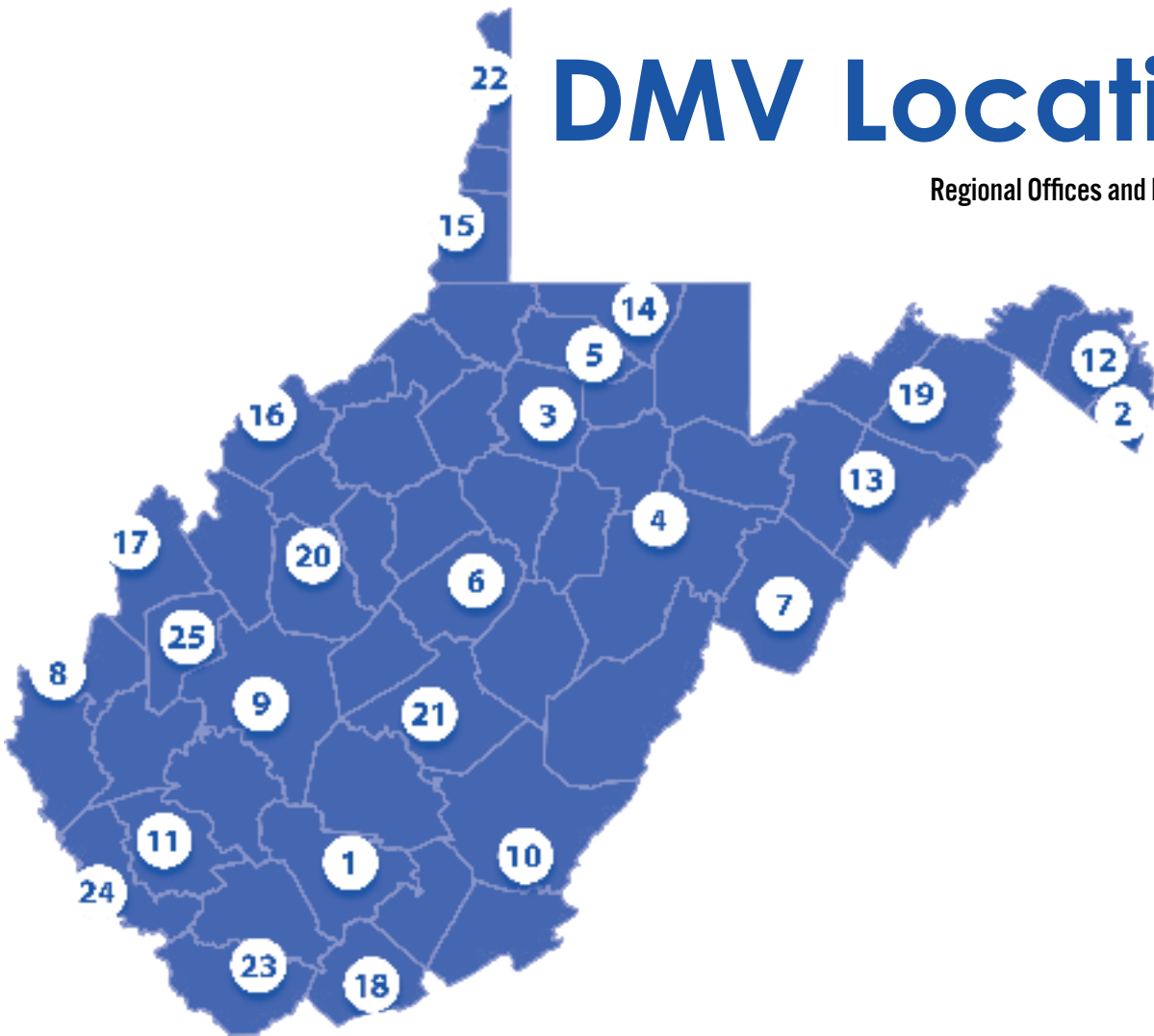
**Everett Frazier**  
Commissioner, Division of Motor Vehicles

Photo credit: Eric Siebanoller



# DMV Locations

Regional Offices and Examination Center



## 1) BECKLEY

107 Pinecrest Drive  
Beckley, WV 25801

## 2) CHARLES TOWN

24 Ruland Road  
Kearneysville, WV 25430

## 3) CLARKSBURG

153 West Main Street  
Clarksburg, WV 26301

## 4) ELKINS

1029 North Randolph Avenue  
Elkins, WV 26241

## 5) FAIRMONT

EXAM CENTER

420 Marion Square, Suite 209  
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 Ave. 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 Blvd.  
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

100 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



# Everett Frazier

Commissioner

## Adam Holley

Deputy Commissioner

## Linda Ellis

Deputy Commissioner

## EXECUTIVE STAFF

### Regional Offices

**Cecil Loyd**, Director

### Management Services

**Jim Jordan**, Director

### Technology Services & Procurement

**Steve Monroe**,  
Executive Assistant to the Agency Head

### Information Services

**Wilbur L. Thaxton II**, Director

### Human Resources

**Monica Price**, Manager

### Investigation & Security Services

**Arlene Moore**, Acting Director

### Vehicle Services

**Linda Ellis**, Director

### Driver Services

**Debbie Fields**, Director

### Legal Services

**Adam Holley**, General Counsel

### Public Information Specialist

**Natalie Holcomb**

### Governor's Highway Safety Program

**Bob Tipton**, Director



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# Commissioner's Forward

## Everett Frazier

Commissioner, WV Division of Motor Vehicles

*"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."*

## 2019 Highlights and Accomplishments

The Division continued to make tremendous progress in FY 2019 in improving customer service. Key programs and highlights include:

- **As part of the ongoing business modernization plan, DMV continues to add online services to the website.** The DMV website contains the online services portal, which allows citizens to perform requests for vehicle registration renewals, duplicate registration cards, duplicate Class A license plate decals or plates, and update their address of record with the DMV. Customers can also pay their driver's license reinstatement fees and purchase their driving record online. Motor carrier drivers can also now take advantage of the online services with a new online application system.
- **DMV improved upon the CDL Skills Testing process by upgrading to new electronic testing methods utilizing mCDL software developed alongside Appalachian Technical Institute in Huntington.** This software assists in fraud prevention, as well as reducing the amount of time needed to issue a CDL to applicants.
- **DMV made a full conversion to e-temporary tag process rolled out to all WV dealerships and Regional Offices which creates vehicle ownership database immediately at the point of sale.** This tool helps law enforcement quickly identify the owner of a vehicle before it is fully titled and registered. It also streamlines the titling registration process.
- **The West Virginia Governor's Highway Safety Program (GHSP) continues to focus on reducing roadway injuries and fatalities, aided by the 90.2% seat belt usage rate in 2019, high visibility enforcement campaigns, and strong media messaging.** In addition to occupant protection, the GHSP also focuses on impaired driving prevention and awareness. In FY 2019, the GHSP provided \$771,531 in federal DUI funding to 136 law enforcement agencies and the State Police, resulting in 1,192 DUI arrests, 22,601 driver contacts, and 21,120 additional traffic citations.

- **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 2019, the DMV implemented online training courses for driver and motorcycle examiners which has significantly reduced training expenses. As a result, 85% of our driver examiners are nationally certified.
- **Completed the reissuance of all State registration plates.**
- **DMV utilizes flat screen monitors in all the Regional Offices through the Motor Vehicle Network (MVN) to provide customers with education and information regarding DMV's vehicle and driver services.** Monitors encourage customers to "Skip the Trip" or "Skip the Line" with online services and the DMV kiosks.

## 2020 and Beyond...

**The accomplishments of the Division over the last year will stimulate improvements in many of its processes. Several key projects are underway in FY 2020. Those projects include:**

- *Implement, by October 2020, a new Driver's License/Identification card system that will be completely compliant with the "Real ID Act" of 2005, which is mandatory for 2020.*
- *Continue modernizing outdated mainframe-based technology.*
- *Continue to promote the usage of the online transactions through the DMV website.*
- *Implement a new, more convenient IRP solution that will allow customers to perform IRP transactions online as well as from a mobile device. This will also provide customers with real time Federal Motor Carrier Safety Administration updates made directly to their mobile devices.*
- *Add online renewal of a dealer license for West Virginia Automobile Dealers to our current web services.*
- *Expand the availability of web-based business processes and increase the use of online self-service transactions by 5% each year.*
- *Improve the safety of the motoring public through public awareness initiatives and driver rehabilitation.*
- *Develop a customer-centric business system to replace outdated standalone databases to provide state-of-the-art motor vehicle services to customers in an efficient and cost-effective manner by FY 2021.*
- *Complete the interface with the Supreme Court's Unified Judicial Application, which will allow DMV to electronically import magistrate court convictions to the driver record by FY 2021.*
- *Complete the e-citation interface which will allow DMV to electronically import municipal and other court convictions.*
- *Convert sheriff vehicle registration process from paper to an electronic web-based system. This will expedite registrations of all vehicles renewed at the sheriff's office and expand the vehicle type that can be renewed by the sheriffs.*

# Legislative Changes

## Summary for Fiscal Year 2019

### Senate Bill 90    W. Va. Code §17B-3-3c, 17C-5A-3, & 17C-5A-3a

The bill provides DMV authorization to restore driving privileges for licensees participating in the Governor's new Job's and Hope program upon reaching certain milestones. The bill also transfers administration of the Safety and Treatment Program required to reinstate a driver's license for a DUI offense from DHHR to DMV.

### Senate Bill 238    W. Va. Code §17C-12-7

The bill is a safety initiative intended to protect children. It increases the criminal penalties and driver's license suspension periods for a person convicted of passing a stopped school bus.

### House Bill 2036    W. Va. Code §17C-13-6

The purpose of this bill is to permit vehicles displaying disabled veteran's special registration plates to park in places where persons with mobility impairments may park.

### House Bill 2359    W. Va. Code §17E-1-8a

The purpose of this bill is to exempt commercial motor vehicle operators employed with a farm related service industry from the commercial driver's license requirements for a limited time period.

### House Bill 2846    W. Va. Code §17A-3-14

The bill authorizes the DMV to issue two new special registration plates—Beekeeper Pollinator and Back the Blue. It also permits the DMV to offer an existing alternate military plate in lieu of a registration fee exempt military plate for eligible military veterans.

### House Bill 2850    W. Va. Code §17E-1-9

This bill allows the DMV to issue commercial license instruction permits to a larger pool of applicants by reducing the requisite driving experience from two (2) years to one (1) year.



# Highway Safety

The West Virginia Governor's Highway Safety Program

Bob Tipton, Director

## About the Program

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally funded highway safety improvement measures, which are mandated by the National Highway Traffic Safety Administration (NHTSA). The program is housed under the DMV, and the DMV's Acting Commissioner, Adam Holley, 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 five (5) focused regional traffic safety programs. These traffic safety programs are located in the population centers of Beckley, Bluefield, Clarksburg, Huntington, and Wheeling. 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 thirteen (13) 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 Annual Highway Safety Performance Plan located on the DMV website.

## GHSP Totals

For Counts, Recoveries, and Arrests

[Based on the Federal Fiscal Year 10/1/2018 - 09/30/2019]

	2018	2019
<u>Under Age Drinking</u>	182	273
<u>DUI Arrests</u>	1,408	1,192
<u>Child Restraints</u>	153	137
<u>Driver's License Revoked</u>	790	649
<u>Driver's License Suspended</u>	3,393	2,259
<u>Felony Arrests</u>	512	447
<u>Misdemeanor Arrests</u>	2,184	1,712
<u>Fugitives Recovered</u>	123	156
<u>Weapons Recovered</u>	64	53
<u>Property Value Recovered</u>	\$298,718	89,565
<u>Drug Value Recovered</u>	\$247,527	411,806

## In 2019, the GHSP Funded:

[Based on the Federal Fiscal Year 10/1/2018 - 09/30/2019]

<u>22</u>	Full Sobriety Checkpoints
<u>2</u>	Phantom Checkpoints
<u>10</u>	Occupant Protection Checkpoints
<u>34</u>	Total Checkpoints in WV
<u>16,003</u>	Total Vehicles Contacted
<u>22,601</u>	Total Vehicle Occupants
<u>14</u>	DUI Arrests at Checkpoints
<u>410</u>	Citations Issued at Checkpoints
<u>1,186</u>	Hours of Directed and Saturation Patrols
<u>272</u>	Citations Issued for All DUI Work
<u>842</u>	Man-Hours Invested in Sobriety Checkpoints

# Public Information

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

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

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

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

## GHSP Goals

[To Meet By December 31, 2020]

- **Reduce the five (5) year rolling average of traffic fatalities by 7.5%:**  
*From 289 to 267. (2018: 294)*
- **Decrease unrestrained passenger vehicle occupant fatalities by 2%:**  
*From 97 to 95. (2018: 70)*
- **Increase statewide (observed) seat belt use to 93.5% for all front seat occupants.**  
*Up 4.2%. (2018: 90.5%)*
- **Decrease total of drivers age 20 or under involved in fatal crashes by 3%.**  
*From 32 to 31. (2018: 33)*
- **Reduce fatalities per number of vehicle miles travelled (VMT) by 11.2%.**  
*From 1,494 to 1,482. (2018: 1,594)*
- **Reduce serious injuries by 11%.**  
*From 1,257 to 1,120. (2018: 993)*
- **Decrease unhelmeted motorcyclist fatalities by 12.3%.** *From 8 to 7. (2018: 14)*
- **Decrease overall motorcycle fatalities by 7%.**  
*From 27 to 25. (2018: 39)*
- **Reduce pedestrian fatalities by 12.5%.**  
*From 23 to 20. (2018: 22)*
- **Decrease impaired driving fatalities 3%.**  
*From 78 to 75. (2018: 57)*
- **Reduce bicyclist fatalities to zero.** *(2018: 5)*

## 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 13% 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 88% of its FY 2019 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 2019 allocation exceeded this requirement.

The GHSP's regional traffic safety programs receive approximately 72% 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 10/1/2018 - 09/30/2019]

	CLASSES	STUDENTS
Speed Enforcement & Radar/Lidar	3	25
Occupant Protection	11	313
Checkpoints	4	91
Crash Investigation	1	3
Motorcycle Safety	2	39
DUI (Drug & Alcohol)	9	371
Other	13	402
	<b>43</b>	<b>1,244</b>

## Training for Everyone

	CLASSES	STUDENTS
CPS Technician Certification	5	53
CPS Technician Renewal	2	8
Special Needs Class	0	0
CPST Technical Update	5	80
	<b>12</b>	<b>141</b>

## Law Enforcement Citations and Warnings

[Based on the Federal Fiscal Year 10/1/2018 - 09/30/2019]

	Citations
Child Restraint	128
Insurance	6,084
Other	4,608
Reckless Driving	75
Red Light & Stop Sign	1,671
Seat Belt	9,318
Speeding	12,441
Cell phone	4,035
Texting	422

## GHSP Crash Information

	2017	2018
Crashes	34,599	35,616
Fatalities	304	294
Serious Injuries	1,063	993
Total Injuries	14,096	13,741
Alcohol Related Crashes	1,765	1,725
Alcohol Related Fatalities .08+	88	57
Alcohol Related Injuries	1,247	1,088
Alcohol Related Fatality %	23.7%	19.3%
Underage Alcohol Sales	18.5%	18.3%
Motorcycle Crashes	545	471
Motorcycle Fatalities	26	39
Motorcycle Injuries	488	399
ATV Fatalities on Public Roadways	17	14
ATV No Helmets	15	6
ATV Unknown Helmets	1	7
Speed Related Fatalities	84	88
Speed Related Fatality %	27.7	29.9%
Pedestrian Fatalities	26	22

Sources: NHTSA, FARS, WVDOH, and GHSP.

# Driver Services

**Debbie Fields**, 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 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 also stores the facial images of licensees, thus providing reliable identification for subsequent transactions. Licensees have the option to store a digital fingerprint image in their license record as an extra security precaution.

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

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

## Revocations & Suspensions

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

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

### ID Card Totals in 2019

<a href="#">Female ID Cards</a>	72,570
<a href="#">Male ID Cards</a>	73,165
<a href="#">Child ID Cards</a>	4,920
<a href="#">Employee ID Cards</a>	2,693
<a href="#">DHHR REDI ID Cards</a>	168
<a href="#">Salesperson ID Cards</a>	4,590
<a href="#">Secondary ID Cards</a>	1,421

### License Indicators & Restrictions in 2019

<a href="#">Total Diabetic Indicators</a>	3,828
<a href="#">Total Organ Donors</a>	523,897
<a href="#">Total Hearing Impaired</a>	1,036
<a href="#">Total Drivers With License Restrictions</a>	653,410

## Licensed Drivers by County & Class

County	Class E	Class D	CDL	Total	County	Class E	Class D	CDL	Total
<a href="#">Barbour</a>	10,187	727	537	11,451	<a href="#">Mingo</a>	16,120	470	663	17,253
<a href="#">Berkeley</a>	77,529	1,344	2,775	81,648	<a href="#">Monongalia</a>	58,197	1,691	1,188	61,076
<a href="#">Boone</a>	13,923	522	563	15,008	<a href="#">Monroe</a>	8,824	318	432	9,574
<a href="#">Braxton</a>	8,534	699	572	9,805	<a href="#">Morgan</a>	16,196	354	811	17,361
<a href="#">Brooke</a>	14,480	188	551	15,219	<a href="#">Nicholas</a>	16,639	898	1,018	18,555
<a href="#">Cabell</a>	55,309	1,476	1,284	58,069	<a href="#">Ohio</a>	30,929	411	915	32,255
<a href="#">Calhoun</a>	4,248	417	226	4,891	<a href="#">Pendleton</a>	5,135	178	343	5,656
<a href="#">Clay</a>	5,385	440	328	6,153	<a href="#">Pleasants</a>	4,752	210	274	5,236
<a href="#">Doddridge</a>	3,025	273	198	3,496	<a href="#">Pocahontas</a>	5,227	349	447	6,023
<a href="#">Fayette</a>	28,466	1,431	1,415	31,312	<a href="#">Preston</a>	20,954	1,181	1,236	23,371
<a href="#">Gilmer</a>	3,606	338	219	4,163	<a href="#">Putnam</a>	38,568	1,542	1,307	41,417
<a href="#">Grant</a>	7,703	282	537	8,522	<a href="#">Raleigh</a>	47,266	1,884	1,723	50,873
<a href="#">Greenbrier</a>	24,207	1,209	1,085	26,501	<a href="#">Randolph</a>	18,451	1,170	1,029	20,650
<a href="#">Hampshire</a>	15,694	326	869	16,889	<a href="#">Ritchie</a>	6,483	398	419	7,300
<a href="#">Hancock</a>	22,546	189	709	23,444	<a href="#">Roane</a>	10,700	770	635	12,105
<a href="#">Hardy</a>	9,510	255	614	10,379	<a href="#">Summers</a>	6,196	238	290	6,724
<a href="#">Harrison</a>	46,647	3,299	1,814	51,760	<a href="#">Taylor</a>	15,980	938	721	17,639
<a href="#">Jackson</a>	19,082	790	839	20,711	<a href="#">Tucker</a>	4,679	262	246	5,187
<a href="#">Jefferson</a>	42,211	576	1,079	43,866	<a href="#">Tyler</a>	5,071	191	236	5,498
<a href="#">Kanawha</a>	121,293	5,010	3,400	128,017	<a href="#">Upshur</a>	14,891	1,158	987	17,036
<a href="#">Lewis</a>	11,461	1,055	920	13,436	<a href="#">Wayne</a>	16,171	604	941	27,816
<a href="#">Lincoln</a>	12,526	739	697	13,962	<a href="#">Webster</a>	5,381	354	368	6,103
<a href="#">Logan</a>	21,332	998	894	23,224	<a href="#">Wetzel</a>	11,823	541	500	12,864
<a href="#">Marion</a>	31,584	1,935	970	34,489	<a href="#">Wirt</a>	2,909	166	158	3,233
<a href="#">Marshall</a>	18,274	281	690	19,245	<a href="#">Wood</a>	58,545	1,620	2,130	62,295
<a href="#">Mason</a>	17,432	482	692	18,606	<a href="#">Wyoming</a>	13,355	431	636	14,422
<a href="#">McDowell</a>	11,543	351	562	12,456	<b>STATE TOTALS</b>	<b>E*</b>	<b>D</b>	<b>CDL</b>	<b>Total</b>
<a href="#">Mercer</a>	39,455	1,032	1,591	42,078		1,184,840	45,571	47,155	1,277,566
<a href="#">Mineral</a>	19,822	522	825	21,169					

\*Class E includes 37,295 graduated licenses.



# Commercial Driver's License

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

## Valid CDL License Types By County

County	Class A	Class B	Class C	Total	County	Class A	Class B	Class C	Total
<a href="#">Barbour</a>	390	147	2	539	<a href="#">Mingo</a>	467	191	9	667
<a href="#">Berkeley</a>	1,926	817	17	2,760	<a href="#">Monongalia</a>	836	326	5	1,167
<a href="#">Boone</a>	421	136	4	561	<a href="#">Monroe</a>	323	108	0	431
<a href="#">Braxton</a>	437	133	1	571	<a href="#">Morgan</a>	583	220	2	805
<a href="#">Brooke</a>	439	112	5	556	<a href="#">Nicholas</a>	769	235	7	1,011
<a href="#">Cabell</a>	960	318	9	1,287	<a href="#">Ohio</a>	623	286	6	915
<a href="#">Calhoun</a>	172	51	0	223	<a href="#">Pendleton</a>	264	81	0	345
<a href="#">Clay</a>	215	113	1	329	<a href="#">Pleasants</a>	189	84	0	273
<a href="#">Doddridge</a>	142	58	1	201	<a href="#">Pocahontas</a>	342	103	0	445
<a href="#">Fayette</a>	976	426	12	1,414	<a href="#">Preston</a>	906	321	4	1,231
<a href="#">Gilmer</a>	175	49	0	224	<a href="#">Putnam</a>	983	301	7	1,291
<a href="#">Grant</a>	442	86	7	535	<a href="#">Raleigh</a>	1,210	495	13	1,718
<a href="#">Greenbrier</a>	798	281	5	1,084	<a href="#">Randolph</a>	774	259	1	1,034
<a href="#">Hampshire</a>	634	446	6	1,086	<a href="#">Ritchie</a>	299	123	3	425
<a href="#">Hancock</a>	548	169	1	718	<a href="#">Roane</a>	459	176	1	636
<a href="#">Hardy</a>	514	98	2	614	<a href="#">Summers</a>	214	74	1	289
<a href="#">Harrison</a>	1,342	458	26	1,826	<a href="#">Taylor</a>	543	187	4	734
<a href="#">Jackson</a>	634	203	7	844	<a href="#">Tucker</a>	192	50	0	242
<a href="#">Jefferson</a>	551	516	11	1,078	<a href="#">Tyler</a>	167	64	0	231
<a href="#">Kanawha</a>	2,524	896	22	3,442	<a href="#">Upshur</a>	782	213	2	997
<a href="#">Lewis</a>	668	241	9	918	<a href="#">Wayne</a>	713	220	3	936
<a href="#">Lincoln</a>	521	167	7	695	<a href="#">Webster</a>	290	76	0	366
<a href="#">Logan</a>	670	223	2	895	<a href="#">Weitzel</a>	364	137	0	501
<a href="#">Marion</a>	623	312	10	945	<a href="#">Wirt</a>	114	43	0	157
<a href="#">Marshall</a>	470	210	2	682	<a href="#">Wood</a>	1,520	591	18	2,129
<a href="#">Mason</a>	515	170	3	688	<a href="#">Wyoming</a>	432	162	38	632
<a href="#">McDowell</a>	379	183	3	565	<b>STATE TOTALS</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>Total</b>
<a href="#">Mercer</a>	1,136	424	20	1,580		34,158	12,800	321	47,289
<a href="#">Mineral</a>	578	231	12	821					

**Total Commercial License Permits: 3,520**

## 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
<u>General Knowledge</u>	2,924	2,642
<u>Air Brakes</u>	2,839	1,506
<u>Combination Trailers</u>	2,017	963
<u>Doubles &amp; Triples</u>	362	134
<u>Tanker Trailers</u>	1,351	233
<u>Hazardous Materials</u>	1,308	503
<u>Passenger Endorsement</u>	745	479
<u>Pre-Trip Inspections</u>	2,988	372
<u>Basic Control Skills</u>	2,937	369
<u>Skills Testing</u>	2,915	238
<u>School Bus</u>	572	80
<b>CDL Totals</b>	<b>20,958</b>	<b>7,519</b>

## CDL Licenses Restrictions

	2018	2019
<u>Artificial Limbs</u>	3	2
<u>Automatic Transmission</u>	7	7
<u>CDL Intrastate Only</u>	1,142	1,129
<u>Class B or C Bus Only</u>	9,476	9,682
<u>Class C Bus Only</u>	448	425
<u>Corrective Lenses</u>	19,110	19,419
<u>Corrective Lenses &amp; Outside Mirrors</u>	8	7
<u>Daylight Driving Only</u>	3	1
<u>Medical Variance</u>	62	55
<u>No Full Air Brakes</u>	18	20
<u>No Manual Transmission</u>	1,788	2,348
<u>No Tractor Trailer</u>	1,286	1,502
<u>Other Restrictions</u>	20	431
<u>Outside Mirrors</u>	24	22
<u>Trike With F Endorsement, F Class</u>	21	21
<u>Vehicle Without Air Brakes</u>	575	567
<b>Total Restrictions</b>	<b>33,991</b>	<b>35,638</b>

## CDL Transfers In and Out of State in FY 2019

State	IN	OUT	State	IN	OUT	State	IN	OUT
<u>Alabama</u>	4	5	<u>Kansas</u>	4	0	<u>North Carolina</u>	47	36
<u>Alaska</u>	2	1	<u>Kentucky</u>	21	34	<u>North Dakota</u>	3	3
<u>Arizona</u>	8	9	<u>Louisiana</u>	3	5	<u>Ohio</u>	122	77
<u>Arkansas</u>	6	14	<u>Maine</u>	2	3	<u>Oklahoma</u>	10	7
<u>California</u>	4	7	<u>Maryland</u>	35	117	<u>Oregon</u>	1	1
<u>Colorado</u>	5	25	<u>Massachusetts</u>	0	2	<u>Pennsylvania</u>	71	62
<u>Connecticut</u>	0	0	<u>Michigan</u>	6	8	<u>Rhode Island</u>	0	0
<u>Delaware</u>	7	7	<u>Minnesota</u>	0	4	<u>South Carolina</u>	38	19
<u>District of Columbia</u>	2	0	<u>Mississippi</u>	9	1	<u>South Dakota</u>	1	2
<u>Florida</u>	66	64	<u>Missouri</u>	6	29	<u>Tennessee</u>	18	16
<u>Georgia</u>	29	19	<u>Montana</u>	0	0	<u>Texas</u>	27	28
<u>Hawaii</u>	0	1	<u>Nebraska</u>	0	0	<u>Utah</u>	2	1
<u>Idaho</u>	0	0	<u>Nevada</u>	0	6	<u>Vermont</u>	1	2
<u>Illinois</u>	1	6	<u>New Hampshire</u>	1	1	<u>Virginia</u>	73	122
<u>Indiana</u>	6	9	<u>New Jersey</u>	3	9	<u>Washington</u>	3	4
<u>Iowa</u>	3	12	<u>New Mexico</u>	2	0	<u>Wisconsin</u>	4	6
			<u>New York</u>	13	9	<u>Wyoming</u>	3	2
						<b>TOTALS</b>	<b>674</b>	<b>797</b>

<b>MEDCERT 10-Day Warning Letters Issued in FY 2019</b>	<b>26,066</b>
<b>MEDCERT Medical Downgrades in FY 2019</b>	<b>2,086</b>

# 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 jurisdiction'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

	2018	2019
<u>Out-of-State CDL Convictions Sent Through CDLIS</u>	1,378	2,577
<u>WV CDL Convictions Received Through CDLIS</u>	1,454	1,117
<u>WV CDL Convictions Entered</u>	6,678	6,074
FMCSA CDL Serious & Major Offenses	2019	
	CMV	Private Passenger
<u>DUI / Alcohol and/or Controlled Substance</u>	26	276
<u>Driving While Suspended</u>	2	126
<u>Hit and Run/Leaving the Scene</u>	2	9
<u>Excessive Speeding</u>	47	385
<u>Speeding in School Zone/Passing Stopped School Bus</u>	4	91
<u>Reckless Driving</u>	1	42
<u>Improper/Erratic Lane Change</u>	23	28
<u>Following Too Closely</u>	118	53
<u>Using Handheld Mobile Phone While Driving</u>	29	136
<u>Texting While Driving</u>	3	6
<u>Driving W/Out Obtaining a CDL or Having Proper Endorsements</u>	3	N/A

## CDL Licensees: Failure to Appear, Pay or Comply

	2018	2019
<u>WV CDL In-State Courts</u>	1,227	883
<u>WV CDL Out-of-State Courts</u>	176	157
<u>Out-of-State CDL WV Court (CDLIS)</u>	86	425

## CDL Suspensions/Revocations/Disqualifications

	2018	2019
<u>DUI / Alcohol and/or Controlled Substance</u>	297	302
<u>Driving While Revoked / DUI</u>	89	42
<u>Leaving the Scene</u>	20	11
<u>Felony Involving CMV</u>	0	1
<u>Second Serious CMV</u>	5	12
<u>Coal Resource Transportation</u>	4	5
<u>Fraud</u>	0	0
<u>Railroad</u>	0	1
<u>Driving CMV W/Out a CDL</u>	5	6
<u>Points</u>	32	14

## Violations by WV CDL Drivers Reported in Other Jurisdictions

State	2019	State	2019	State	2019
Alabama	4	Kansas	2	North Carolina	31
Alaska	0	Kentucky	33	North Dakota	3
Arizona	0	Louisiana	1	Ohio	217
Arkansas	1	Maine	0	Oklahoma	2
California	22	Maryland	120	Oregon	0
Colorado	2	Massachusetts	6	Pennsylvania	235
Connecticut	5	Michigan	16	Rhode Island	0
Delaware	1	Minnesota	0	South Carolina	18
District of Columbia	2	Mississippi	0	South Dakota	2
Florida	8	Missouri	2	Tennessee	33
Georgia	12	Montana	4	Texas	9
Hawaii	0	Nebraska	2	Utah	1
Idaho	1	Nevada	0	Vermont	0
Illinois	7	New Hampshire	0	Virginia	262
Indiana	19	New Jersey	1	Washington	2
Iowa	8	New Mexico	6	Wisconsin	4
		New York	10	Wyoming	3
					<b>1,117</b>

## Notable Violations by WV CDL Driver Reported by In-State Courts

	2018	2019
Failure to Obey Traffic Signal / Control	238	259
Failure to Obey Stop Sign	87	84
Failure to Obey Traffic Light	60	66
Expired / Improper Registration	208	225
Expired / No Motor Vehicle Inspection Sticker	268	300
Violating Size, Weight, or Passenger / Cargo Limit	108	104
Operating Vehicle Without Insurance	125	115
Admin Per Se .08 CMV/CDL	70	35
Admin Per Se .10 CMV/CDL	88	81
Texting While Driving	5	3
Using a Hand-Held Mobile Phone While Driving	173	136
No / Improper Seat Belt	813	807
Speeding 1-10 MPH Over Speed Limit	794	690
Speeding 11-14 MPH Over Speed Limit	189	209
Speeding 15-19 MPH Over Speed Limit	341	300
Speeding 20 or More MPH Over Speed Limit	88	85
Speeding / No Speed Detail - Conv Only	200	152
Operating Without Equipment Required By Law	252	242
Equipment Used Improperly or Obstructed	131	91
Other Violations	2,440	2,090
	<b>6,678</b>	<b>6,074</b>

# DUI Programs

The DUI Program 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 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 a previous conviction for driving while revoked or suspended within the last six (6) 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. 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 the general population. Thus, the Ignition Interlock Program benefits both society and the problem driver.

# Driver Improvement

The Driver Improvement Unit administers laws and regulations to ensure that all licensees drive responsibly. This governing often requires the restriction, suspension, revocation, or disqualification of the licensee's privilege to drive. Restoration of driving privilege may be met when the driver takes the necessary corrective 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, unpaid citations through an in-state court, GDL suspensions and others.

## Driving Under the Influence

	2018	2019
<u>DUI Revocations</u>	8,135	7,702
<u>Under 21 - Any Measurable Alcohol</u>	69	79
<u>Concurrent Revocation (2 Issues)</u>	747	765
<u>Magistrates Total Convictions</u>	4,967	5,149
<u>Circuit Court Total Convictions</u>	75	73
<u>Municipal Court Total Convictions</u>	480	494

## Ignition Interlock Program

	2018	2019
<u>Applications Approved</u>	2,893	2,861
<u>Applications Denied</u>	1,458	1,601
<u>Installations</u>	2,692	2,562
<u>Enrollees Completing &amp; Removed</u>	2,428	2,865
<u>Persons Disqualified</u>	832	787



## 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.

## 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.

## Second Chance Program

The Citations Unit handles the Second Chance Program that became effective June 12, 2016 under Senate Bill 634. This program is administered by the Division of Justice and Community Services (DJCS) and allows the driver to obtain a stay of a driver's license suspension from the Commissioner of the Division of Motor Vehicles, if the unpaid tickets are older than twelve months old and the driver is making monthly payments for unpaid court costs to the DJCS.

### Second Chance Program

	2018	2019
<u>Total Applications Received</u>	2,056	1,563
<u>Total Applications Processed</u>	1,134	1,173
<u>Applicants Eligible</u>	81	137
<u>Licensed Participants</u>	61	79

## Offenses Requiring Revocations

	2018	2019
<u>Reckless Driving (3rd Offense in 24 Mo.)</u>	1	0
<u>Driving While Revoked or Suspended</u>	5,098	6,311
<u>Speed Racing (On Public Highway/St.)</u>	13	12
<u>Hit &amp; Run (Personal Injury)</u>	1	7
<u>Manslaughter (Negligent Homicide)</u>	6	3
<u>Leaving the Scene of an Accident</u>	23	15
<u>Using Vehicle in Connection w/Felony</u>	N/A	41

## Student Attendance Program

	2018	2019
<u>License Suspensions</u>	574	442
<u>License Reinstatements</u>	644	708

## Point System

	2018	2019
<u>Suspensions</u>	879	816
<u>Reinstatements</u>	802	854

## Revocation/Suspension Totals

Other Breakdown	2018	2019
<u>Fraudulent Suspensions</u>	34	21
<u>GDL (2 or More Tickets)</u>	99	97
<u>Unpaid Child Support</u>	7	4

## Resident Violators

	2018	2019
<u>Suspensions</u>	62,595	56,068
<u>Reinstatements/Cleared</u>	37,445	37,661

## Non-Resident Violators

	2018	2019
<u>Non-Compliance Reports for Other States/License Suspended for Failure to Comply</u>	3,168	2,940
<u>Files Closed Upon Receipt of Compliance with No Reinstatement Fees Needed</u>	1,066	1,028
<u>Files Closed Upon Receipt of Compliance and Reinstatement Fees Paid</u>	2,096	2,000
<u>Notices Mailed to Other States</u>	12,943	12,929

## Medical Unit Statistics

	2018	2019
<a href="#">Medical Suspensions</a>	361	324
<a href="#">Re-Exam Suspensions</a>	143	120
<a href="#">New Medical Files</a>	458	356
<a href="#">Vision Report Reviews</a>	2,929	2,778
<a href="#">Addiction Related Files</a>	N/A	1,142

## 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.

## Reported Traffic Convictions\*

	2018	2019
<a href="#">Failure to Obey Traffic Signal/Cntrl Device</a>	664	524
<a href="#">Failure to Yield to an Emergency Vehicle</a>	163	236
<a href="#">Failure to Keep Vehicle Under Control</a>	885	788
<a href="#">Failure to Observe Safety/Const. Zone</a>	321	1,078
<a href="#">Following Too Closely</a>	224	225
<a href="#">Hazardous Driving</a>	80	78
<a href="#">Leaving Scene of Accident</a>	270	292
<a href="#">No/Improper Seat Belt</a>	8,071	7,189
<a href="#">Passing a School Bus</a>	52	73
<a href="#">Reckless/Hazardous Driving</a>	632	501
<a href="#">Speeding</a>	15,396	13,186
<a href="#">Speeding in a School Zone</a>	196	264
<a href="#">Texting While Driving</a>	196	203
<a href="#">Using a Hand-Held Mobile Phone/Device</a>	4,483	1,510
<a href="#">Driving While Suspended/Revoked</a>	N/A	12,932

\*Includes only higher volume / safety impacted convictions

## Violations by WV Drivers Reported in Other Jurisdictions

State	2018	2019	State	2018	2019	State	2018	2019
<a href="#">Alabama</a>	52	44	<a href="#">Kansas</a>	39	33	<a href="#">North Carolina</a>	46	42
<a href="#">Alaska</a>	1	0	<a href="#">Kentucky</a>	740	847	<a href="#">North Dakota</a>	25	31
<a href="#">Arizona</a>	26	16	<a href="#">Louisiana</a>	26	27	<a href="#">Ohio</a>	8,181	8,118
<a href="#">Arkansas</a>	35	24	<a href="#">Maine</a>	0	0	<a href="#">Oklahoma</a>	26	26
<a href="#">California</a>	17	23	<a href="#">Maryland</a>	2,473	2,531	<a href="#">Oregon</a>	38	27
<a href="#">Colorado</a>	25	18	<a href="#">Massachusetts</a>	3	7	<a href="#">Pennsylvania</a>	1,897	1,839
<a href="#">Connecticut</a>	26	19	<a href="#">Michigan</a>	48	67	<a href="#">Rhode Island</a>	0	0
<a href="#">Delaware</a>	90	82	<a href="#">Minnesota</a>	34	17	<a href="#">South Carolina</a>	525	479
<a href="#">District of Columbia</a>	0	5	<a href="#">Mississippi</a>	13	13	<a href="#">South Dakota</a>	15	20
<a href="#">Florida</a>	228	255	<a href="#">Missouri</a>	39	46	<a href="#">Tennessee</a>	349	252
<a href="#">Georgia</a>	191	182	<a href="#">Montana</a>	15	13	<a href="#">Texas</a>	145	143
<a href="#">Hawaii</a>	29	24	<a href="#">Nebraska</a>	13	14	<a href="#">Utah</a>	19	20
<a href="#">Idaho</a>	15	13	<a href="#">Nevada</a>	9	16	<a href="#">Vermont</a>	0	0
<a href="#">Illinois</a>	87	73	<a href="#">New Hampshire</a>	0	1	<a href="#">Virginia</a>	10,745	9,949
<a href="#">Indiana</a>	113	100	<a href="#">New Jersey</a>	166	125	<a href="#">Washington</a>	42	33
<a href="#">Iowa</a>	37	31	<a href="#">New Mexico</a>	39	34	<a href="#">Wisconsin</a>	31	31
			<a href="#">New York</a>	211	255	<a href="#">Wyoming</a>	35	42

## Court Reports

	2018	2019
<u>Court Report Suspension Notices</u>	3,468	3,716
<u>Court Report Driver Suspensions</u>	2,796	2,428
<u>Court Report Vehicle Suspensions</u>	618	520
<u>Court Report State Police Secure Orders</u>	172	130

## Crash Reports

	2018	2019
<u>Crash Report Suspension Notices</u>	906	829
<u>Crash Report Driver Suspensions</u>	558	477
<u>Crash Report Vehicle Suspensions</u>	103	102
<u>Crash Report State Police Secure Orders</u>	46	43

## Fraudulent Insurance

	2018	2019
<u>Fraudulent Suspension Notices</u>	266	89
<u>Fraudulent Driver Suspensions</u>	200	68
<u>Fraudulent Vehicle Suspensions</u>	220	65
<u>Fraudulent State Police Secure Orders</u>	102	19

## Court Ordered Judgement

	2018	2019
<u>Judgement Suspension Notices</u>	196	143
<u>Judgement Driver Suspensions</u>	145	104
<u>Judgement Vehicle Suspensions</u>	0	0
<u>Judgement State Police Secure Orders</u>	0	0

## Online Insurance Verification

	2018	2019
<u>Online Insurance Verification First Notice Letters</u>	44,554	50,969
<u>Online Insurance Verification Certified Letters</u>	21,360	21,527
<u>Online Insurance Driver Suspensions</u>	9,827	6,615
<u>Online Insurance Vehicle Suspensions</u>	1,959	1,164
<u>Online Insurance State Police Secure Orders</u>	1,310	801

## Compulsory Insurance

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

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

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

## Other Totals

	2018	2019
<u>Driving Records Processed by Unit</u>	31,786	27,155
<u>Driving Record Certifications</u>	19,520	16,891
<u>Insurance Waiver Program Participants</u>	248	249

# Technology Services & Procurement

## Steve Monroe

**DMV 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.

## Kiosk Locations

Kroger  
6360 US Rt. 60 East  
**Barboursville, WV 25504**

Kroger  
133 Beckley Crossing  
**Beckley, WV 25801**

Sheetz  
1408 North Eisenhower Dr.  
**Beckley, WV 25801**

WVDMV Regional Office  
5707 MacCorkle Ave., SE  
**Charleston, WV 25317**

Sheetz  
101 Stoneybrook Rd.  
**Clarksburg, WV 26301**

Kroger  
198 Emily Dr.  
**Clarksburg, WV 26301**

Kroger  
19 7<sup>th</sup> Ave. West  
**Huntington, WV 25701**

WVDMV Regional Office  
38 Severna Parkway  
**Martinsburg, WV 25403**

Kroger  
500 Suncrest Town Center Dr.  
**Morgantown, WV 26505**

Kroger  
302 Great Teays Blvd.  
**Scott Depot, WV 25560**

Sheetz  
3522 Monongahelia Blvd.  
**Star City, WV 26505**

Sheetz  
887 National Rd.  
**Wheeling, WV 26003**

## Online Services Data

<a href="#"><u>Change of Address</u></a>	1,271
<a href="#"><u>Driver's License Duplicate</u></a>	3,030
<a href="#"><u>Driver's License Renewal</u></a>	33,625
<a href="#"><u>Driver's License Status Inquiries</u></a>	198,317
<a href="#"><u>Driver Records</u></a>	10,926
<a href="#"><u>Driver Reinstatements</u></a>	23,969
<a href="#"><u>Duplicate Cab Card</u></a>	190
<a href="#"><u>Duplicate Decals</u></a>	1,907
<a href="#"><u>Duplicate Plates</u></a>	1,345
<a href="#"><u>Duplicate Registration Cards</u></a>	8,350
<a href="#"><u>IRP Fuel Decals</u></a>	335
<a href="#"><u>IRP IFTA</u></a>	581
<a href="#"><u>IRP Invoices</u></a>	703
<a href="#"><u>IRP Motor Carrier Renewal</u></a>	192
<a href="#"><u>IRP Payments</u></a>	1,072
<a href="#"><u>Personalized Plates</u></a>	1,262
<a href="#"><u>State Bar ID's</u></a>	242
<a href="#"><u>Motor Vehicle Registration Renewals</u></a>	149,477

## DMV Now Kiosk Data

<a href="#"><u>Driver's License Renewal</u></a>	5,868
<a href="#"><u>Driver Records</u></a>	414
<a href="#"><u>Motor Vehicle Registration Renewals</u></a>	19,838

# Information Services

Wilbur L. Thaxton II, Director

The Information Services section houses the Data Processing & Records Retention units which serve to record, maintain, and preserve all information and data related documentation for the Division of Motor Vehicles.

## Data Processing

The Data Processing Unit is responsible for the entry of all title documentation and registration renewals for all vehicles (including boats/jet skis) throughout the state of West Virginia while following all agency policies and procedures and complying with all federal and state laws and regulations. This unit also aides in the completion of titles and registrations by assisting other branch offices and sections with the process when questions arise.

## Records Retention & Processing

The Records Retention and Processing Unit verifies, scans, updates, and maintains all DMV records and is responsible for the optical imaging and document management of all DMV files.

This unit also responds to all information requests from authorized sources in a timely and efficient manner while following agency policies and procedures, and Federal and State laws.

Data Entry Processing	
<a href="#">Titles</a>	447,866
<a href="#">Dealer Online Transactions</a>	146,571
<a href="#">Liens Recorded</a>	306,653
<a href="#">Liens Released</a>	18,259
<a href="#">Manual Registration Entry</a>	151,077
<a href="#">Automated Registration (OPSCAN)</a>	556,264

Records Retention and Processing [Scanning, Indexing, and Verifying]	
<a href="#">Handicap Documents</a>	104,063
<a href="#">Citations</a>	61,598
<a href="#">Plate Applications</a>	8,143
<a href="#">Personnel</a>	4,139
<a href="#">Driver Applications</a>	198,183
<a href="#">Driver Suspensions</a>	206,826
<a href="#">Temporary Tags</a>	82,047
<a href="#">Title Documents</a>	691,776



# Investigation, Security & Support Services

**Arlene Moore**, Acting Director

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

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

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

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

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

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

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

## IS&S Statistics

	2018	2019
<u>External Investigations Completed</u>	110	71
<u>Law Enforcement Assist. Photos</u>	1,321	1,257
<u>Law Enforcement Assist. Vehicles</u>	376	317
<u>Internal Investigations Completed</u>	1	2
<u>CDL Tests (Normal Observation)</u>	2,430	3,268
<u>CDL Tests (Covert Observation)</u>	251	132
<u>Employees Trained CDE, CME, &amp; CCKE (Recertification)</u>	32	24
<u>Contract Third Party Examiners Trained Recertification</u> (20 hrs required every two years.)	N/A	N/A
<u>Employees Trained CDE, CME, &amp; CCKE (Certification)</u>	19	105
<u>Low Vision Skills Tests</u>	6	3
<u>Fingerprint &amp; Background Checks</u>	179	159
<u>Facial Recognition Cases Reviewed</u>	120,541	113,747
<u>Facial Recognition Investigations</u>	9	4

# 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 Division at Legislative hearings.

## Litigation Statistics

	2018	2019
<u>Administrative Driver's License Hearings (OAH)</u>	2,028	789
<u>Bankruptcy</u>	9	6
<u>General Litigation</u>	3	1

WV Circuit Court Cases	2018	2019
<u>Filed</u>	55	68
<u>Won</u>	40	43
<u>Lost</u>	10	12
WV Supreme Court Cases	2018	2019
<u>Filed</u>	4	13
<u>Won</u>	6	6
<u>Lost</u>	1	0

# Management Services

**Jim Jordan**, Director

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

## Receiving & Processing

The Receiving & Processing Unit processes title work and vehicle renewals received via U.S. mail. In FY 2018 the efficient operation of this unit enabled the DMV to deposit **\$47,859,992.20** in privilege tax remittances from vehicle owners within hours of receipt, while tracking the status of "in process" title work. This unit also processed checks from customers, totaling **\$75,353,346.97** in FY 2019.

Additionally, this unit sends certified mail for the DMV and saved the DMV thousands of dollars by processing most of this certified mail electronically. The recipients' signatures are then verified online to ensure proper delivery.

## Accounting

The Accounting Unit is responsible for depositing and recording all accounting transactions. In FY 2019 **\$439,911,875** was collected in revenue. This includes the **\$236,137,401** collected in sales taxes (formerly privilege taxes), which the state uses to match federal highway construction grants. Additionally, **\$180,435** in checks that were returned were returned to the DMV for insufficient funds. Of this total, **\$112,022** was recovered.

Credit cards are accepted at most DMV offices, as well as online, at the kiosks, and the Fairmont Testing Center. During FY 2019, **498,038** credit card transactions were processed, totaling approximately **\$46,181,194**. A total of **\$882,637** was paid by the DMV in user fees.

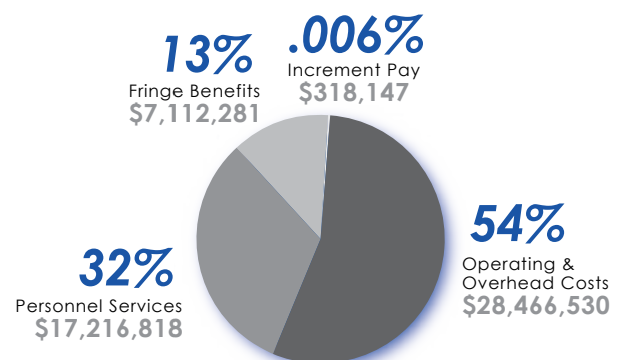
## Receiving & Processing Transactions

	2018	2019
<b>Vehicle Titles &amp; Applications Processed</b>	228,595	234,121
<b>Total Checks Processed</b>	199,312	196,114
<b>Total Pieces of Outgoing Certified Mail</b>	121,415	122,355
<b>Total Pieces of Electronic Certified Mail</b>	121,395	122,354

## Accounting Transactions

	2018	2019
<b>Total Checks Returned for Insufficient Funds</b>	690	651
<b>Returned Checks Recovered</b>	397	408
<b>Total Credit Card Transactions Processed</b>	459,530	498,038

## Agency Expenditures



## Purchasing & Accounts Payable

The Purchasing and Accounts Payable Unit oversees all DMV purchases, expenditures, facility maintenance, security systems, repairs to equipment (telephones, shredders, copy machines, etc.), employee travel and training costs, building and equipment leases, postage accounts, fixed assets and surplus property distribution.

In FY 2019 this unit processed **1,810** live check and EFT payment transactions totaling **\$27,595,199** and **7,318** credit card transactions totaling **\$3,472,990.83**.

## 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 DMV offices, County Sheriff's Offices, and Authorized Service Provider participating dealerships statewide.

### Revenue Trend in U.S. Dollars

FY 2009 - FY 2019

2019	\$439,911,875
2018	\$405,651,873
2017	\$335,357,016
2016	\$323,996,952
2015	\$324,568,507
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

## Agency Revenue by Source

Road Fund	2018 Total	2019 Total
<u>Other Road Fund Revenue (600)</u>	\$148,545,830	\$168,784,961
<u>Sales Tax</u>	\$227,417,987	\$236,137,401
<u>Litter Control Fees</u>	\$1,480,363	\$1,665,591
<u>Miscellaneous Fees (611)</u>	\$1,746,248	\$1,890,771
Special Revenue		
<u>Motor Vehicle Fees Fund (8223)</u>	\$5,744,515	\$5,917,179
<u>Boat License (DNR)</u>	\$164,629	\$67,160
<u>Motorcycle Safety (DMV)</u>	\$423,108	\$397,306
<u>Voter Registration Fees (Secretary of State)</u>	\$127,821	\$123,727
<u>DMV/DNR Non-game Wildlife Fund (1 year)</u>	\$129,413	\$145,264
<u>DMV/DNR Non-game Wildlife Fund (2 year)</u>	\$146,854	\$158,339
<u>Ad Valorem</u>	\$17,018,929	\$21,931,215
<u>Environmental Cleanup</u>	\$2,672,981	\$2,586,021
<u>Dealer Recovery Fund</u>	\$31,500	\$12,677
<u>State Police Lab</u>	\$511	\$22,144
<u>Veteran's Asst. Fund</u>	\$1,184	\$59,869
<u>Safety &amp; Treatment Fees</u>	N/A	\$12,250
<u>Prior Year Expiring Funds</u>	\$0	\$0
<b>Total Revenue</b>	<b>\$405,651,873</b>	<b>\$439,911,875</b>

# Regional Office Services

Cecil Loyd, Director

The first regional office of the DMV opened its doors in Winfield in 1975 and over the last 44 years, the number of full service regional 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 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.

## Regional Office Operation Totals

	2018	2019
<b>Voter Registration</b>	50,892	59,328
<b>Titles Instant Printed</b>	99,914	99,286
<b>Titles Processed</b>	328,623	333,092
<b>Driver's License/ID Transactions</b>	531,152	527,777
<b>Vehicle Registration Transactions</b>	659,404	658,470
<b>Class E (knowledge)</b>	77,079	76,834
<b>CDL Exams (knowledge)</b>	16,467	18,658

## Examples of what the regional offices do include:

- Conducts all 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.
- Verifies school enrollment forms provided for all Graduated Driver's License (GDL) transactions.
- 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 Highway Safety Program.
- Host sites for administrative hearings.

## Regional Office Totals & Revenues

Location	Transactions	Revenue (\$)
<a href="#">Beckley</a>	74,303	6,423,845
<a href="#">Charles Town</a>	102,120	8,715,329
<a href="#">Clarksburg</a>	97,070	8,079,287
<a href="#">Elkins</a>	70,482	7,502,988
<a href="#">Fairmont (Test Site)</a>	24,929	350,273
<a href="#">Flatwoods</a>	37,955	2,633,749
<a href="#">Franklin</a>	17,990	3,270,674
<a href="#">Huntington</a>	104,898	15,247,349
<a href="#">Kanawha City</a>	136,605	7,633,386
<a href="#">Lewisburg</a>	44,765	4,154,901
<a href="#">Logan</a>	50,944	1,310,472
<a href="#">Martinsburg</a>	116,016	11,437,179
<a href="#">Moorefield</a>	40,421	2,692,808
<a href="#">Morgantown</a>	112,529	12,991,074
<a href="#">Moundsville</a>	72,678	9,553,591
<a href="#">Parkersburg</a>	108,033	16,625,316
<a href="#">Point Pleasant</a>	36,370	4,821,773
<a href="#">Princeton</a>	83,532	10,681,164
<a href="#">Romney</a>	49,921	4,576,200
<a href="#">Spencer</a>	30,438	2,484,029
<a href="#">Summersville</a>	66,091	10,364,275
<a href="#">Weirton</a>	53,745	6,681,569
<a href="#">Welch</a>	27,112	1,498,875
<a href="#">Williamson</a>	29,819	4,054,605
<a href="#">Winfield</a>	113,387	11,608,441
<b>Total</b>	<b>1,702,153</b>	<b>\$178,393,155</b>



# Vehicle Services

Linda Ellis, 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 as follows: Titles & Registrations, Dealer Services and Motor Carrier Services.

## Titles & Registrations

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

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

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

## Dealer/Leasing Services

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

## Title & Registration Transactions

	2018	2019
<u>Titles Processed</u>	731,710	763,540
<u>Title File Scans</u>	765,846	691,776
<u>License Plate Transfers</u>	176,722	177,534
<u>License Plate Exchanges</u>	449	362
<u>Duplicate Plate Issues</u>	7,811	8,794
<u>Duplicate Decal Issues</u>	8,223	8,526
<u>Lien Recordings</u>	287,877	306,653

## Registrations by Class

Class	2018	2019
<u>A Passenger</u>	1,362,629	1,286,893
<u>B Trucks</u>	52,883	25,825
<u>C Trailers &amp; Semis</u>	265,845	263,002
<u>G Motorcycles</u>	44,848	47,926
<u>H Buses</u>	226	52
<u>J Taxicabs</u>	123	42
<u>M Special Mobile Equip.</u>	659	432
<u>P Government</u>	41,125	34,712
<u>R Camping Trailers</u>	33,698	38,979
<u>T Boat Trailers</u>	87,127	85,814
<u>V Antique Vehicles</u>	38,610	18,048
<u>X Farm Vehicles</u>	3,746	1,855

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 \$8,799,524 since FY 1995.

## Special & Organizational Plates

Plate Style	2018	2019
Amateur Radio	935	533
Antique	19,928	21,668
Breast Cancer Awareness	1,790	842
Certified Firefighter	136	73
Character Education	58	22
Disabled Veteran	5,409	5,856
DNR Wildlife (Bird)	6,899	5,946
DNR Wildlife (Deer)	12,683	7,122
DNR Wildlife (Elk)	N/A	N/A
Cure Childhood Cancer	N/A	N/A
Donate Life	297	162
Educator	664	334
EMS	2,029	461
Firefighter	878	499
Former Legislator	68	91
Governor's Numbers	973	544
Legislative	151	122
Medal of Honor	1	N/A
Military Organizations	8,491	5,067
Mobility Impaired	6,128	3,499
NASCAR	1,062	1,144
National Guard	654	375
Patriotic	6,529	3,628
Pearl Harbor Survivor	7	8
Personalized	39,272	38,011
Prisoner of War	63	59
Purple Heart	1,971	1,935
Silver-Haired Legislature	4	4
Special Organizations	4,572	2,656
Veteran	12,342	11,741
Volunteer Firefighter	2,032	891
Whitewater Rafting	900	443
Wounded Law Enforcement	36	36
4H/FFA	229	102
9-11 Commemorative	4,514	4,867

## Vehicle Registrations by County

County	2018	2019	County	2018	2019
Barbour	16,301	15,523	Mineral	33,367	32,020
Berkeley	120,047	117,056	Mingo	23,710	22,365
Boone	20,231	19,340	Monongalia	75,778	72,903
Braxton	15,713	15,189	Monroe	16,443	15,594
Brooke	18,976	18,089	Morgan	21,118	21,546
Cabell	83,283	78,836	Nicholas	31,642	29,991
Calhoun	8,120	7,834	Ohio	39,893	38,574
Clay	9,193	9,035	Pendleton	10,861	10,156
Doddridge	5,941	5,807	Pleasants	7,666	7,403
Fayette	44,379	42,079	Pocahontas	11,594	11,168
Gilmer	7,053	6,808	Preston	37,438	34,221
Grant	16,005	14,804	Putnam	56,366	54,680
Greenbrier	41,528	39,853	Raleigh	71,028	67,995
Hampshire	29,934	28,555	Randolph	31,242	30,040
Hancock	29,469	28,421	Ritchie	13,275	12,710
Hardy	18,357	17,640	Roane	15,558	14,875
Harrison	74,996	71,832	Summers	11,715	11,014
Jackson	33,772	33,250	Taylor	14,976	14,483
Jefferson	63,458	61,947	Tucker	8,045	7,622
Kanawha	180,851	173,130	Tyler	9,403	9,131
Lewis	22,269	21,362	Upshur	32,470	30,212
Lincoln	19,418	18,493	Wayne	29,507	27,836
Logan	29,040	27,603	Webster	10,006	9,364
Marion	59,131	57,452	Wetzel	19,844	19,181
Marshall	26,898	25,830	Wirt	7,006	6,618
Mason	26,400	25,362	Wood	86,830	82,121
McDowell	17,612	16,885	Wyoming	20,878	20,123
Mercer	58,469	56,040	Out-of-State	47,162	44,502
				1,891,665	1,812,503

## Vehicle Dealer Oversight

	2018	2019		2018	2019
<u>Dealers Licenses</u>	1,445	1,447	<u>Temporary Plates Issued to Motorcycles</u>	1,788	1,954
<u>Dealer Pre-Application Inspections</u>	181	196	<u>Temporary Plates Issued to Dealers</u>	98,590	74,445
<u>Dealer Applicant Investigations</u>	322	419	<u>Temporary Plates Issued to License Services</u>	11,535	8,470
<u>Dealer Compliance Investigations</u>	3,211	2,966	<u>Temporary Plates Issued to Auto Auctions</u>	285	630
<u>Unlicensed Dealer Investigations</u>	113	121	<u>Revenue Leased Vehicles</u>	\$9,007,031	\$8,799,524
<u>Reconstructed Vehicle Inspections</u>	4,027	4,431	<u>Rental Taxes Collected</u>	\$1,679,965	\$1,938,434
<u>Total Temporary Plates Issued</u>	112,198	85,499			

## Motorboat Registrations by County

County	Fee Paying	Non-Fee Paying	Gov.	Total	County	Fee Paying	Non-Fee Paying	Gov.	Total
<u>Barbour</u>	360	108	1	469	<u>Mingo</u>	824	157	3	984
<u>Berkeley</u>	2,183	374	3	2,560	<u>Monongalia</u>	1,969	209	16	2,194
<u>Boone</u>	706	69	0	775	<u>Monroe</u>	345	56	1	402
<u>Braxton</u>	675	98	2	775	<u>Morgan</u>	495	143	0	638
<u>Brooke</u>	416	79	1	496	<u>Nicholas</u>	1,199	162	2	1,363
<u>Cabell</u>	1,873	129	5	2,007	<u>Ohio</u>	714	145	0	859
<u>Calhoun</u>	216	55	0	271	<u>Pendleton</u>	92	104	1	197
<u>Clay</u>	316	87	1	404	<u>Pleasants</u>	279	66	3	348
<u>Doddridge</u>	145	51	0	196	<u>Pocahontas</u>	178	80	1	259
<u>Fayette</u>	1,473	110	2	1,585	<u>Preston</u>	672	114	1	787
<u>Gilmer</u>	137	27	0	164	<u>Putnam</u>	1,726	193	1	1,920
<u>Grant</u>	288	107	1	396	<u>Raleigh</u>	2,060	148	3	2,211
<u>Greenbrier</u>	704	304	9	1,017	<u>Randolph</u>	506	174	0	680
<u>Hampshire</u>	510	264	0	774	<u>Ritchie</u>	357	170	3	530
<u>Hancock</u>	582	80	3	665	<u>Roane</u>	490	196	2	688
<u>Hardy</u>	295	244	0	539	<u>Summers</u>	396	29	2	427
<u>Harrison</u>	1,713	359	2	2,074	<u>Taylor</u>	616	72	1	689
<u>Jackson</u>	1,031	179	2	1,212	<u>Tucker</u>	127	40	0	167
<u>Jefferson</u>	999	147	2	1,148	<u>Tyler</u>	314	116	1	431
<u>Kanawha</u>	4,894	520	213	5,627	<u>Upshur</u>	743	103	4	850
<u>Lewis</u>	787	84	8	879	<u>Wayne</u>	1,183	56	3	1,242
<u>Lincoln</u>	778	74	2	854	<u>Webster</u>	298	47	0	345
<u>Logan</u>	964	131	1	1,096	<u>Wetzel</u>	505	144	3	652
<u>Marion</u>	1,546	265	4	1,815	<u>Wirt</u>	224	80	0	304
<u>Marshall</u>	676	230	1	907	<u>Wood</u>	2,288	531	13	2,832
<u>Mason</u>	812	174	1	987	<u>Wyoming</u>	973	95	0	1,068
<u>McDowell</u>	428	84	0	512	<u>Out-of-State</u>	80	8	0	88
<u>Mercer</u>	1,697	170	0	1,867					
<u>Mineral</u>	619	247	2	868	<b>TOTALS</b>	<b>47,476</b>	<b>8,288</b>	<b>330</b>	<b>56,094</b>

# Motor Carrier Services

This unit 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.

## Registered Dealer Key

### Dealer Types

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

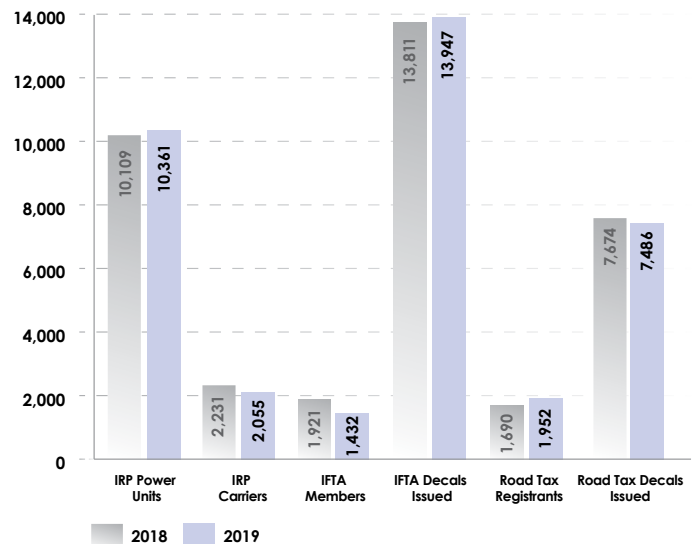
## Registered Dealers & Types

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	8	0	0	0	0	2	11	Mineral	0	4	2	4	10	1	0	0	0	2	23
Berkeley	1	4	6	7	73	3	0	2	0	5	101	Mingo	0	2	2	1	2	1	0	0	0	1	9
Boone	0	2	1	0	4	1	0	1	0	0	9	Monongalia	0	12	3	4	31	4	0	1	0	4	59
Braxton	0	2	3	3	3	1	0	0	0	1	13	Monroe	0	0	1	1	4	1	0	0	0	0	7
Brooke	0	1	1	0	7	2	0	0	0	5	16	Morgan	0	1	1	2	5	1	0	1	0	0	11
Cabell	0	9	6	4	35	4	0	4	0	8	70	Nicholas	0	3	1	3	11	0	0	0	0	3	21
Calhoun	0	0	0	0	2	0	0	1	0	0	3	Ohio	0	11	5	5	17	2	0	0	0	1	41
Clay	0	0	0	0	3	0	0	0	0	0	3	Pendleton	0	0	0	1	3	0	0	1	0	1	6
Doddridge	0	0	1	1	1	0	0	1	0	0	4	Pleasants	0	1	2	2	4	0	0	0	0	0	9
Fayette	0	1	2	0	19	0	0	2	0	1	25	Pocahontas	0	1	1	0	2	0	0	0	0	1	5
Gilmer	0	0	0	0	2	0	0	0	0	1	3	Preston	0	2	0	1	18	0	0	0	0	1	22
Grant	0	0	1	1	6	1	0	1	0	0	10	Putnam	1	4	3	4	10	1	2	0	1	1	27
Greenbrier	0	4	2	1	17	1	0	0	0	5	30	Raleigh	0	9	9	10	37	5	1	0	0	2	73
Hampshire	0	0	4	2	12	2	0	2	0	0	22	Randolph	0	5	2	7	17	2	0	3	0	1	37
Hancock	0	1	0	0	7	0	0	0	0	2	10	Ritchie	0	0	0	2	6	1	2	0	0	0	11
Hardy	0	3	1	1	5	1	0	2	0	0	13	Roane	0	1	0	0	2	1	0	0	0	0	4
Harrison	1	10	6	5	48	6	0	0	0	5	81	Summers	0	0	0	0	2	0	0	0	0	0	2
Jackson	0	1	3	5	18	1	1	2	0	1	32	Taylor	1	1	0	0	7	0	0	0	1	3	12
Jefferson	0	2	1	2	14	1	0	0	0	1	21	Tucker	0	0	0	0	3	0	0	0	0	0	3
Kanawha	2	16	12	13	51	7	0	6	1	5	113	Tyler	0	2	0	0	1	0	0	1	0	0	4
Lewis	0	4	3	0	8	0	0	1	0	2	18	Upshur	1	2	1	2	14	1	0	0	0	2	23
Lincoln	0	0	0	0	6	0	0	0	0	4	10	Wayne	0	2	4	1	9	0	0	0	0	4	20
Logan	0	4	2	2	8	2	0	1	0	0	19	Webster	0	0	0	1	3	0	0	0	0	0	4
Marion	0	5	5	7	33	1	0	1	0	3	55	Wetzel	0	1	2	1	5	0	0	0	0	0	9
Marshall	0	4	1	0	11	0	0	1	0	4	21	Wirt	0	0	0	0	3	0	0	0	0	0	3
Mason	0	0	1	2	5	0	0	0	0	1	9	Wood	0	10	16	10	44	9	3	4	0	10	106
McDowell	0	0	0	0	7	0	0	1	0	0	8	Wyoming	0	0	1	1	1	0	0	0	0	1	4
Mercer	0	7	10	5	36	6	0	1	0	6	71	<b>TOTALS</b>	<b>6</b>	<b>155</b>	<b>128</b>	<b>124</b>	<b>720</b>	<b>70</b>	<b>9</b>	<b>41</b>	<b>3</b>	<b>100</b>	<b>1,356</b>

IRP and IFTA enable United States and Canadian commercial motor carriers to operate throughout most of North America with tax and registration credentials issued by their home jurisdiction. The compacts require all vehicles of more than 26,000 pounds gross vehicle weight (GVW) and having three (3) or more axles to register their vehicles and pay their fees in their home jurisdictions. Ten Canadian provinces and all of the states of the continental United States recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental United States.

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

## Motor Carrier Totals IRP, IFTA, and Road Tax



## Other Motor Carrier Operations

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

Commercial Driver's License Holders	2018	2019
	46,221	43,808

## 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

	2018	2019
<u>Collected from WV Based Carriers</u>	\$42,518,651	\$47,632,334
<u>Collected from Other States</u>	\$32,055,594	\$35,300,036
<u>Paid to Other States</u>	\$5,203,408	\$6,051,976
<u>Ad Valorem</u>	\$16,924,445	\$21,931,385







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