

# Division of Motor Vehicles



*The Mission of the Division of Motor Vehicles is to ensure the ethical interpretation and application of motor vehicle and related laws, provide essential motor vehicle and driver services, promote highway safety, and collect revenue for transportation programs.*

# DIVISION OF MOTOR VEHICLES

Joe E. Miller, Commissioner



5707 MacCorkle Ave, SE  
PO Box 17300  
Charleston, WV 25317

Phone: 304. 926.3871  
800.642.9066

Fax: 304.926.3884

Email:  
dot.dmvcommissioner@wv.gov

Joe E. Miller became West Virginia's 16th Commissioner of Motor Vehicles on September 24, 1997. He was reappointed Commissioner in January of 2009 by Governor Joe Manchin. The Gilmer County native holds a BS in Biological and General Sciences from Alderson-Broaddus College, and an MS in technology management from American University. His experience in public sector leadership ranges from armed combat as a Marine Corps officer, to academic administration at three West Virginia colleges, to membership in the West Virginia Legislature. As Commissioner, Miller is sensitive to DMV's status as a high-visibility agency whose performance affects the life of every West Virginian, and influences the public's perception of state government in general. He has accordingly made excellence in customer service the agency's top priority.

The number of regional offices in DMV's statewide network more than doubled during Miller's first tenure. In the last two years, as part of his second appointment as Commissioner, Miller established a state-of-the-art Call Center at the new DMV Headquarters in Charleston, located at "The Shops of Kanawha." The regional offices and Call Center are DMV's frontline for customer service.

DMV consistently garners awards under Miller, from such prestigious sources as the Council of State Governments, and the American Association of Motor Vehicle Administrators. Complete or ongoing DMV projects that Miller is most proud of include:

- The Electronic Commercial Driver's Licensing program (eCDL)
- become REAL ID compliant
- the development of an electronic insurance verification program
- participation in the National Motor Vehicle Title Information System (NMVTIS)
- digitized license plates
- a One-Stop-Shop for the motor carrier industry
- a new business modernization system

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The best customer service and personal security for all West Virginians is Commissioner Miller's paramount goal for DMV; imaginative application of technology is his preferred means.

The Division of Motor Vehicles is comprised of several sections, including:

- Executive Services (includes the Governor's Highway Safety Program)
- Management Services
- Investigations, Security, and Support Services
- Vehicle Services
- Information Services
- Driver Services
- Legal Services
- Regional Office and Call Center Services

## EXECUTIVE SERVICES (Includes the Governor's Highway Safety Program)

The Executive Services section includes the Commissioner's Office and support staff, including Personnel, EEO/Training, and Public Relations. Legislation is worked on in this section, and here are the bills for DMV from the 2010 Legislature.

House Bill 4172

### Special License Plate Transfer Authority to DMV

Allows Non-Profit organizations to apply directly to DMV for special license plates.

House Bill 4223

### Haven's Law

Increases penalties for passing a stopped school bus, and provides for driver's license revocation upon conviction.

Senate Bill 394

### Electronic Insurance Verification

Authorizes DMV to establish an electronic insurance verification system to identify uninsured motorists.

Senate Bill 396

Updates commercial driver's license (CDL) requirements to meet Federal requirements.

Senate Bill 698

Adds mini trucks to the implement of husbandry category of vehicles.

Senate Bill 186

Changes the DUI law to establish a separate office to handle driver's license revocation hearings, and allows expungement of criminal charges for first offense low BAC offenders upon completion of an Ignition Interlock Program.

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## Senate Bill 354

Revises the crash report processes to reflect electronic entry and submission of reports.

## House Bill 4524

Adds utility vehicles such as mules and gaters to the definition of ATV.

## House Bill 4534

### Erin's Law

Increases the criminal penalty for knowingly failing to stop and render aid after a motor vehicle crash involving a fatality.

## THE GOVERNOR'S HIGHWAY SAFETY PROGRAM

The Governor's Highway Safety Program (GHSP) is the lead agency for West Virginia's participation in federally mandated and funded highway safety improvement measures. The Division of Motor Vehicles oversees the GHSP, which is located at 5707 MacCorkle Ave., South Charleston, WV 25317. The Division's Commissioner, Joe E. Miller, is Governor Tomblin's representative for highway safety.

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

## MANAGEMENT SERVICES

The Management Services section performs the Division of Motor Vehicles' various administrative and fiscal tasks including revenue control, bad check collection, purchasing, auditing, accounting, and title entry.

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## Receiving and Processing

The Receiving and Processing Section processes title work and vehicle renewals received via U.S. mail. During FY 2010, the unit processed 168,307 vehicle titles and title applications. The efficient operation of this unit enables the Division to deposit \$52,260,008 in privilege tax remittances from vehicle owners within hours of receipt and track the status of title work during processing. This section processed a grand total of 260,473 checks from customers, with a total value of \$62,385,699. The Receiving and Processing Section sent 86,709 pieces of certified mail with the Division receiving the recipients' signatures over the internet during FY 2010.

## Accounting

The Accounting Section is responsible for depositing and recording the \$254,019,887 collected in revenue during FY 2010. Privilege taxes, which the State uses to match federal highway construction grants, accounted for \$148,313,958 of the total. 1,171 checks drafted in the amount of approximately \$144,237 were returned to the Division for insufficient funds. During FY 2010, the Accounting Section received \$112,213 in payments for 805 returned checks.

## Purchasing/Accounts Payable

The Purchasing/Accounts Payable Section oversees the Division's expenditures, facility maintenance, employee travel/training, and fixed assets, along with providing budgetary and financial advice. This section also orders office supplies, forms, and manuals for distribution to the Division's offices.

## Warehouse/Inventory Supply

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

Credit cards are accepted at all Division of Motor Vehicles' Regional offices and at the main office in Charleston. During the past fiscal year, 209,780 credit card transactions amounting to approximately \$18,943,375 were processed. Credit card user fees in the amount of \$374,745 were paid by the Division during FY 2010.

## INVESTIGATIONS, SECURITY, AND SUPPORT SERVICES

The Investigation, Security, and Support Services Section is responsible for conducting all investigations, including internal employee and external customer fraud, title, license, odometer and privilege tax fraud, I.D. theft, and stolen vehicles, along with providing fingerprint and background checks for Driver License and CDL examiners.

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This section also provides program oversight in the administration of CDL Skills Tests given by Third Party Examiners and conducts Low Vision testing for the Division of Motor Vehicles. This section ensures that all grievances are filed properly and handled in a timely manner along with conducting Level I Grievance Hearings for the Division.

The West Virginia Electronic- Commercial Driver License Program received over \$1,000,000 in federal grant funding for continued research of development of software. This software will permit Third Party Commercial Examiners to test multiple state residents in a professional and wireless manner. The enhanced version of the National and State award winning West Virginia eCDL software is under development at the Marshall University/Rahall Transportation Institute with input of personnel in this unit. The enhanced version will also allow additional states to upgrade their Commercial Drivers License programs.

## VEHICLE SERVICES

The Vehicle Services Section is composed of four sections within the Division that are connected by the requirement to title and register vehicles in West Virginia. They are as follows: Titles and Registrations, Dealer/Leasing Services, Motor Carrier.

### Titles and 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.



## Dealer Services/Leasing

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

## Motor Carrier Services

This branch of the DMV 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: the International Fuel Tax Agreement (IFTA) and the International Registration Plan (IRP). IFTA administers credentialing for commercial fuel taxes, and IRP regulates commercial vehicle registration.

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 US and Canadian commercial motor carriers to operate throughout most of North America with tax and registration credentials issued by their home jurisdiction. The compacts require all vehicles of more than 26,000 pounds gross vehicle weight (GVW) and having three or more axles to register their vehicles and pay their fees in their home jurisdictions.

Ten (10) Canadian provinces and all of the states of the continental US recognize IRP credentials. IFTA credentials are valid for travel in all of Canada and the continental US.

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

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## Motor Carrier Goals and Objectives

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

## INFORMATION SERVICES

### Data Entry Unit

The Data Entry Unit verifies, enters, and distributes vehicle title and registration information and related reports. This unit also assists the DMV Regional Offices by performing general information and technology troubleshooting services agency wide. This unit is the primary contact for technical support for Division of Motor Vehicles employees or customers related to systems operations. The section is also responsible for adding, modifying, or deleting access to the mainframe and networks while maintaining privacy standards as required.

### Records Management Unit

The Records Management Unit maintains the Agency's records, responds to information requests from legally authorized sources, and is responsible for the optical imaging/document management systems for all Division of Motor Vehicles documents.

## DRIVER SERVICES

### Help Desk

The Help Desk provides support to DMV employees. Among the duties the employees carry out are verifying, entering, and deleting information from the Problem Driver Pointer System (PDPS) and Commercial Driver License Information System (CDLIS). Additionally, employees review driver history and information to determine eligibility for license issuance, and oversee the Digital Image Exchange program by running reports and updating user information as needed.

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## DRIVER SERVICES (CONTINUATION)

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 pounds 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 Division of Motor Vehicles 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, birth date, and in the case of commercial applicants only, Social Security number.

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

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

## LEGAL SERVICES

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

Fiscal Year 2010 marks the last year that the division is responsible for conducting administrative hearings as a result of the passage of S.B.186, which authorizes the newly created Office of Administrative Hearings to assume the hearing function.

The Director of this section represents the Department of Transportation and the Division of Motor Vehicles on the WV Executive Branch Privacy Team Committee, which promotes the protection of personally identifiable and confidential information. This section also ensures compliance with relevant privacy laws and serves as a resource and clearinghouse for best practices, along with facilitating implementation of privacy policies and procedures which impact customers, clients, and employees to ensure that they reflect a customer and employee orientation and best practices of the public and private sectors.

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## REGIONAL OFFICE AND CALL CENTER SERVICES

The Regional Office and Call Center Services section works to build on its previous accomplishments by strengthening customer satisfaction, customer service delivery, and keeping pace with the latest technologies to achieve higher levels of efficiency. West Virginia taxpayers have challenged the Division to produce the maximum return on their investment, and the Regional Office and Call Center Services does just that. We have accepted the taxpayers' challenge and are building for the future.

Responsibilities for the Call Center:

- Collection of fees from the West Virginia Road Fund and other state agencies
- General customer inquiries
- Vehicle registration renewal
- Driver's license renewal
- Issuance of replacement documents
- Driver's license knowledge examinations and skills testing
- Motorcycle operator's knowledge examinations and skills testing
- Children's identification program
- Disabled parking placard and plate issuance
- Voter's registration application collection and submission
- Issuance of Barbers' and Cosmetologists' licenses
- Processing of identification cards for children in foster care under the auspices of the DHHR
- Production of driver records
- Host sites for administrative hearings
- Verification of insurance
- Confirmation of identification for domestic and foreign customers
- Transfer of out-of-state vehicle titles and driver's licenses
- Verification of school enrollment
- Confirmation of legal and valid driver status via the Problem Driver Point System
- Determination of eligibility of foreign applicants and temporary residents for driver or identification credentials
- Processing of State employee identification cards
- Determination of legal immigration status
- Confirmation of resident's physical addresses
- Verification of payment of county personal property taxes
- Customer mailings
- All-terrain vehicle orientation and safety courses
- Alcohol awareness
- Vehicle and driver historical research
- Distribution of driver's, commercial driver's, and motorcycle operator's manuals
- Verification of county assessors' new resident vehicle privilege tax exemptions
- Verification of liens and encumbrances
- Compliance with judicial orders and settlements

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## REGIONAL OFFICES

### Testing Sites:

1. Fairmont DMV Testing Site  
Middletown Mall  
9395 Middletown Mall  
Whitehall, WV 26554

2. Wheeling State Police Detachment  
2600 Eoff Street  
Wheeling, WV 26003



**Beckley**  
107 Pinecrest Drive  
Beckley, WV 25801

**Charles Town**  
24 Ruland Road  
Kearneysville, WV 25430

**Clarksburg**  
105 Platinum Drive, Suite D  
Bridgeport, WV 26330

**Elkins**  
1029 N Randolph Avenue  
Elkins, WV 26241

**Flatwoods**  
295 Skidmore Lane  
Sutton, WV 26601

**Franklin**  
HC 61, Box 18A, Suite 300  
(Thorn Creek Road)  
Franklin, WV 26807

**Huntington**  
801 Madison Avenue  
Huntington, WV 25701

**Kanawha City**  
5707 MacCorkle Avenue, SE  
Suite 400  
Charleston, WV 25317

**Lewisburg**  
148 Maplewood Avenue  
Lewisburg, WV 24901

**Logan**  
428 Main Street  
Logan, WV 25601

**Martinsburg**  
1438 Edwin Miller Blvd.  
Martinsburg, WV 25401

**Moorefield**  
410 S Main Street  
Moorefield, WV 26836

**Morgantown**  
1525 Deckers Creek Blvd.  
Morgantown, WV 26505

**Moundsville**  
400 Teletech Drive, Suite 100  
Moundsville, WV 26041

**Parkersburg**  
3001 Dudley Avenue  
Parkersburg, WV 26104

**Point Pleasant**  
1408 Kanawha Street  
Point Pleasant, WV 25550

**Princeton**  
198 Davis Street  
Princeton, WV 24740

**Romney**  
HC 64, Box 2570  
(Rt. 50 & Ridge Loop Rd.)  
Romney, WV 26757

**Spencer**  
115 Church Street  
Spencer, WV 25276

**Weirton**  
Municipal Plaza, Suite 100  
Weirton, WV 26062

**Welch**  
92 McDowell Street  
Welch, WV 24801

**Williamson**  
225 E 3rd Avenue  
Williamson, WV 25661

**Winfield**  
116 Liberty Square  
Winfield, WV 25526

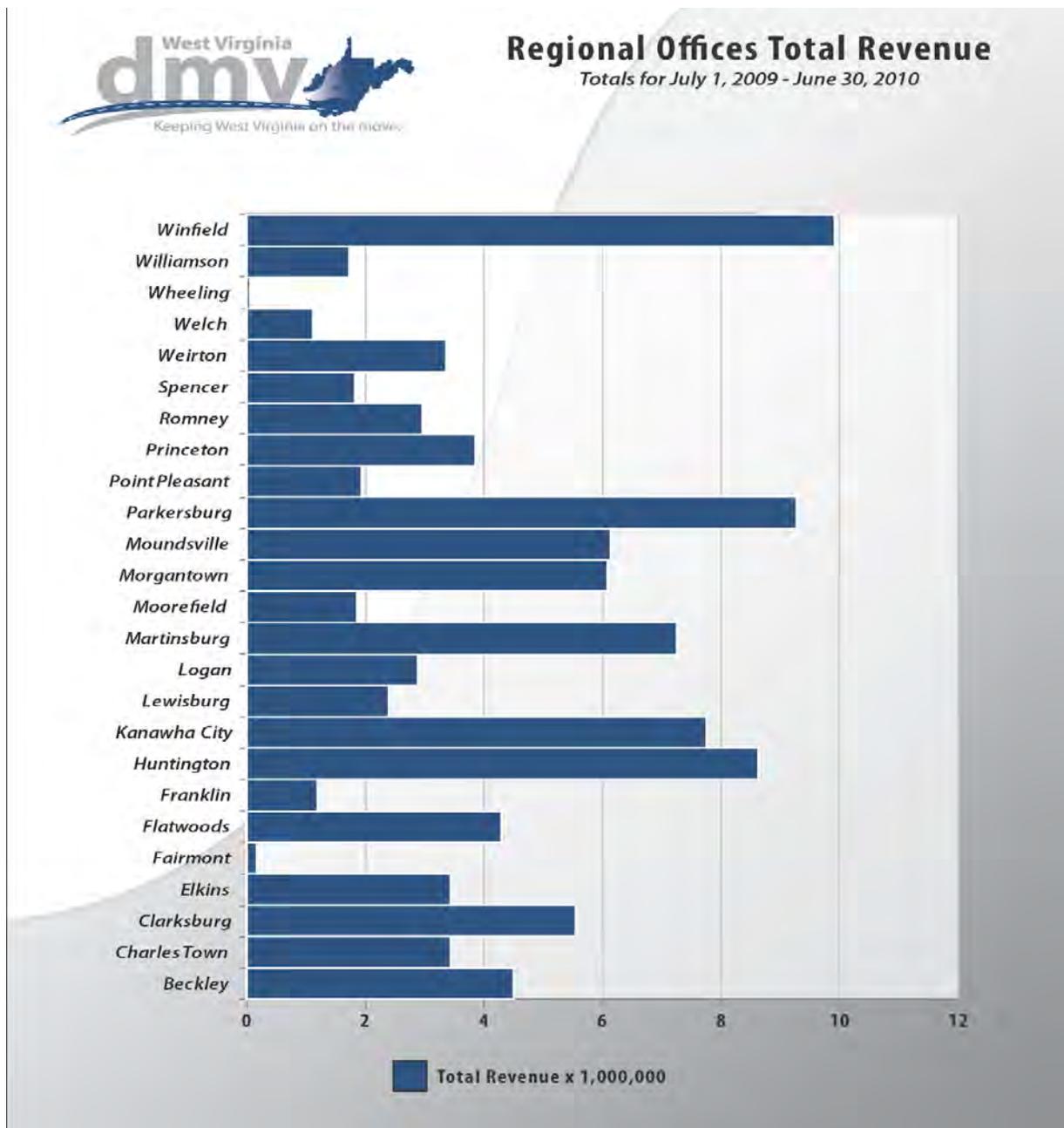
# DIVISION OF MOTOR VEHICLES

## REGIONAL OFFICE REVENUE

### Revenues and Expenditures:

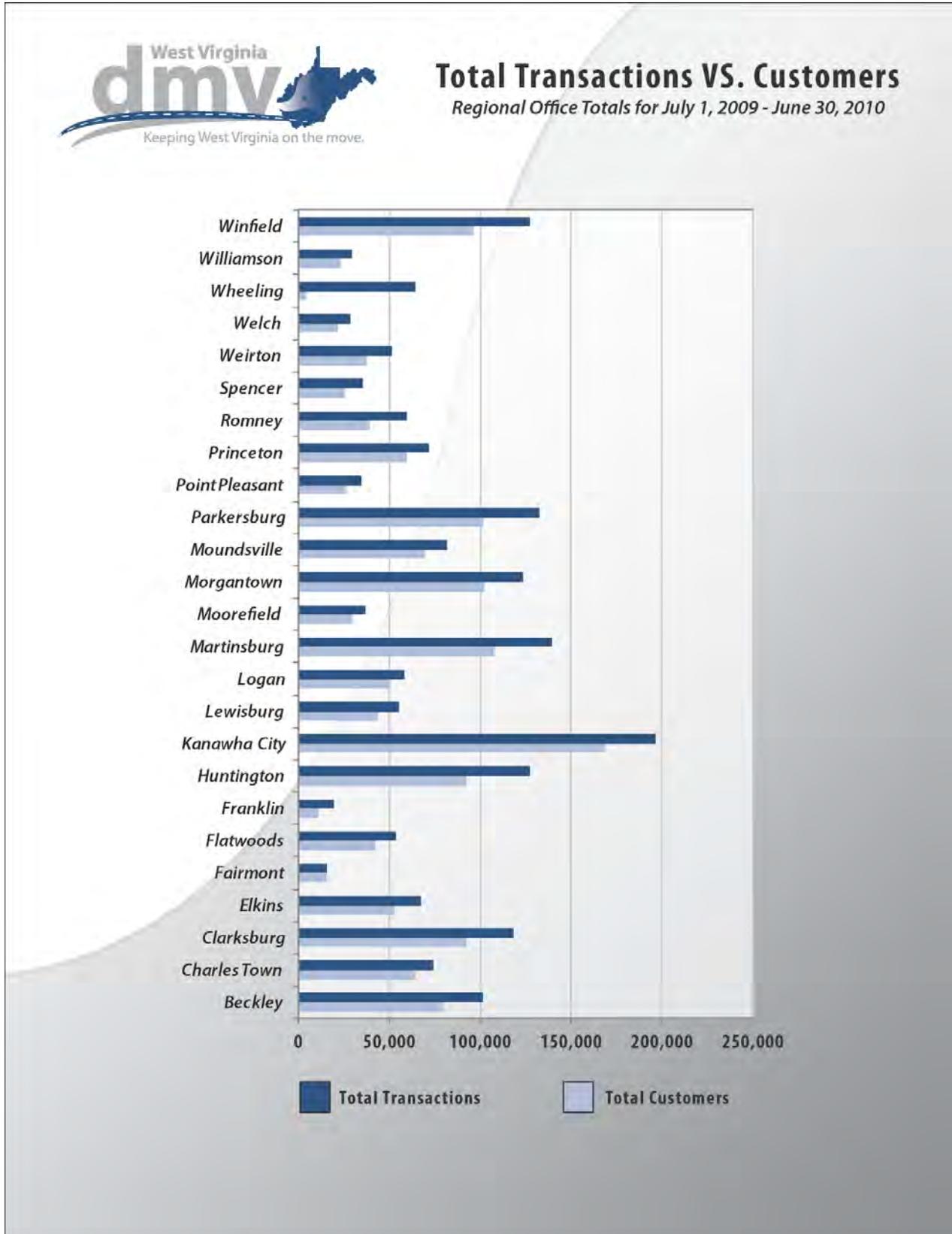
The DMV works to keep operation costs down and return a high percentage of revenue to the West Virginia Road Fund. Just as important, the DMV sustains excellent customer service to the motoring public through our Call Center and 23 fully staffed Regional Offices across the state. In Fiscal Year 2010:

- The Regional Offices handled 1,466,624 customers and brought in revenue in the amount of \$106,134,249; the Call Center handled 547,540 calls at a 97% answer rate.
- As a result of DMV's interest in customer service, credit cards may be used for most transactions. In fiscal year 2010, a combined total of 209,780 credit card transactions were processed totalling \$18,943,375.



# DIVISION OF MOTOR VEHICLES

## REGIONAL OFFICE REVENUE



# DIVISION OF MOTOR VEHICLES

## HISTORY

The West Virginia Division of Motor Vehicles was established by the Legislature in 1947 as a separate agency reporting to the Governor. Prior to that date, functions now handled by DMV were located in sections of the old State Road Commission (now Division of Highways) called the “Automobile Bureau” and the “Safety and Responsibility Division”.

The first Regional Office was built in the late 1970s in Winfield, and it was designed to be a model for a whole network of offices. In 1979, the Martinsburg Regional Office opened. During the 1990s and early 2000s, DMV opened several more offices, bringing the current total to 23, with 2 testing sites located in Wheeling and Fairmont.

Additionally, in November of 2009, the DMV Headquarters moved from Building 3 in the Capitol Complex to the “The Shops at Kanawha” in Kanawha City.

The DMV serves over 1.6 million customers each year through our Regional Offices and at Headquarters in Charleston.

## AGENCY ADVANCEMENTS AND INITIATIVES

- Legislation passed for the electronic insurance verification program, which was created to monitor uninsured motorists via three methods: 1.) through law enforcement traffic stops; 2.) through Batch processing at DMV; and 3.) at the initial registration of vehicles. The electronic insurance verification program will be self-supporting through penalty fees.
- The Governor’s Highway Safety Program reported that traffic fatalities have decreased from 380 in 2008 to 356 in 2009. The unofficial total number of fatalities for 2010 is 311. The confirmed number is pending final reports and investigations. An official number will be released mid-2011.
- The DMV’s Electronic Commercial Driver’s Licensing Program (eCDL) was recognized again this year through:
  - o 2010 Bright Ideas Award, Harvard University Kennedy School of Business.
  - o 2010 National Association of State Certified Information Officers (NASCIO) Award Finalist.

The program is currently in Phase III of development and implementation, with a \$500,000 grant from the Federal Motor Carrier Safety Administration. The grant money will be used to fund real-time audio and video verification materials, live tracking software and materials, and other fraud prevention materials and software.

- DMV now participates fully in the National Motor Vehicle Title Information System (NMVTIS), which is a system that allows the DMV to instantly and reliably verify title information both in paper and electronic form.

# DIVISION OF MOTOR VEHICLES

## ONGOING PROJECTS

- Replace current Driver's License System to become REAL ID compliant. The bid award is pending and the projected implementation date for the new system is late Spring 2011.
- Automated Driver Testing System – The bid is awarded and currently being installed in the regional offices.
- E-Temp Tag – Currently being rolled out to dealers through the state IT vendor, WV Interactive. E-Temp tag lays the foundation for paperless titling, electronic lien perfection, and electronic sweeping of DMV fees and taxes.
- Motor Carrier One-Stop-Shop – With the focus on customer service, DMV proposes to streamline services for the motor carrier industry by allowing carriers to fulfill DMV, PSC, Tax, and DOH oversize, overweight permit services at "one stop", either electronically or through collaboration of agencies.
- Digital License Plate – Roll out a new “flat” license plate and a more cost effective and environmentally friendly streamlined processing of plates, renewal notices, document production, and mailing.
  - o RFQ being finalized.
- New Business Modernization System – Linking all major databases (vehicle services, driver services and DMV's financial system) into one integrated business system, establishing one customer record. Current systems do not communicate with each other resulting in duplicate entry.