Florida Department of Highway Safety and Motor Vehicles

Quarterly Report
January - March 2004

Making Highways Safe

Department of Highway Safety and Motor Vehicles

Quarterly Report

January- March 2004

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EXECUTIVE SUMMARY

☑ In-office visits by motorists increased by 12.4 percent compared to last quarter, as the department served 1,703,295 customers in driver license field offices.*

* This includes customers served in both DHSMV and tax collectors' offices.

☑ 821 highway deaths were reported in the third quarter of fiscal year 2003-2004, an increase of 3.1 percent from the same quarter of the previous fiscal year. *

* The number of deaths is derived from preliminary information as reported by statewide law enforcement agencies.

☑ There were 3,888,534 organ donors registered through the organ donation sign-up program as of the end of the third quarter, an increase of 70,401 from the previous quarter.

☑ Twenty-eight county tax collectors issued driver licenses in addition to providing motor vehicle title and license plate services for one-stop customer service.

☑ Inspected 1,423 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 4,612 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges decreased 2.8 percent, as 382,478 actions were taken. Additionally, 102,927 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 14,544 administrative (roadside) suspensions were issued to drivers with an unlawful blood alcohol content or for failure to submit to a sobriety test. This 11.6 percent decrease includes 365 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,624,389 new and used vehicle/vessel titles and title transfers.

During the third quarter of fiscal year 2003-2004, the Department of Highway Safety and Motor Vehicles continued its efforts to provide the citizens of Florida the most efficient, effective, and safe driving environment through public education and awareness; its regulatory title, registration, and licensing programs; and the Florida Highway Patrol's (FHP) law enforcement efforts.

☑ Motor vehicle registration renewals via the telephone and Internet increased approximately three percent from the prior quarter. A total of 136,928 transactions were conducted through these two services, with 28,052 by telephone and 108,876 by Internet.

☑ Driver license renewals and address changes via mail, telephone, and Internet increased approximately nine percent from last quarter. A total of 296,447 licenses were issued through these services, with 169,610 coming in by mail, 27,754 by telephone, and 99,083 by Internet. These account for approximately fifteen percent of the department's total driver license transactions.

☑ The FHP cited 2,714 individuals for DUI violations, an increase of two percent.

☑ The FHP arrested 2,131 individuals for felony violations, a twelve percent increase.

☑ A decrease of 16 percent was noted as the FHP cited or warned 315,098 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 76,457 motorists with disabled vehicles.

☑ During the third quarter, the department collected $372,789,837 in revenue.

Note: Where applicable, current quarter statistics are compared to the prior quarter. Information contained in this report is available at the department's web site at www.hsmv.state.fl.us/html/safety.html.

Quarterly Highlights

DHSMV Facilitates Implementation of People First, MyFlorida Marketplace, and Aspire

During the third quarter, agency bureau chiefs met regularly with representatives of new statewide personnel, purchasing, and accounting programs, as well as the Departments of Management Services (DMS) and Financial Services (DFS), providing critical input for successful program implementation. These three projects will replace four aging legacy systems on which the state relies for managing human resources, finances, and requisition of goods and services.

DHSMV personnel managers co-presented a briefing with DMS for executive leadership and other staff on the usefulness of **People First**. The department also hosted three weeks of roundtable discussions with DMS staff, Convergys representatives, and other agency personnel officers, developing strategies and best practices for implementation. Purchasing managers continued to meet with DMS and Accenture regarding **MyFlorida Marketplace**. Accounting and budgeting managers co-hosted an executive briefing with DFS and **Aspire** project staff and participated in workshops with Aspire to help develop the new accounting software.

106th FHP Recruit Class Graduates/107th Class Reports for Training

On March 25, 2004, the Florida Highway Patrol's 106th recruit class graduated in a ceremony at the Leon County Civic Center. Florida's Chief Financial Officer, Tom Gallagher, served as the commencement speaker for the occasion. Of the 31 graduates, twenty began their training September 22, 2003, in the Basic Recruit Class, while the remaining eleven graduates started January 26, 2004, as members of the Certified Officers Recruit Class. After completing their training at the Academy, the graduates must still complete ten weeks of field training in their newly assigned districts before they are released to solo patrol.

On January 26, 2004, fifty-two men and women reported to the Florida Highway Patrol Training Academy to begin Basic Recruit Training as Class 107. Colonel Chris Knight introduced the trainees to the senior management of DHSMV and FHP. Colonel Knight reminded them to look forward, down the road, and to focus on the big picture. The recruits will be required to form up every morning, noon, and evening, before meals and during the lowering of the colors (retreat), and at other times necessary concerning recruit activities.

Operation Safe Ride

The FHP launched a statewide aggressive driving enforcement operation during the period of February 26-27, 2004. The campaign, called Operation Safe Ride, was initiated due to a growing concern over aggressive drivers and incidents of road rage throughout Florida. This campaign was conducted in all ten FHP field troops throughout the state. Operation Safe Ride is planned for deployment throughout the rest of the year with a different selective enforcement theme scheduled each time, depending on specific enforcement needs.

State Traffic Safety Officers of the Year for 2004

The Florida Department of Transportation and Institute of Police Technology and Management (IPTM) recognized the State Traffic Safety Officers of the Year for 2004 at the annual Florida Sheriff's Association Conference in February.

Receiving top honors at the conference was FHP Sergeant Eric Etcher, who won first place for his efforts in helping to implement a statewide-computerized "HITS" program to track traffic homicide investigations, his work in child safety seat education, and his work with the Aggressive Concentrated Enforcement (ACE) detail during Buckle-Up Florida's Click it or Ticket/Safe & Sober Campaigns.

Trooper Reginald Edwards won second place for his hard work and dedication in occupant protection, seat belt education, and child safety seat education.

Trooper Larry Coggins, Jr., won third place for his work in child passenger safety in his community and at the FHP Academy, as well as his traffic safety enforcement efforts during the year.

Vision Requirements for Mature Drivers

The Division of Driver Licenses implemented new vision requirements for mature drivers pursuant to Section 322.18 (5), Florida Statutes, effective January 1, 2004, requiring all drivers who are 80 years of age or over to pass a vision test when renewing their driver licenses. All drivers renewing at a local driver license office are given a free vision test. Upon passing, the license is renewed, if otherwise eligible. If the vision standards are not met, the driver is referred to a vision specialist. Customers renewing by mail, telephone, or Internet are required to submit the results of a vision test with their renewal application. To make this process more convenient, a driver's family doctor, osteopath, optometrist, ophthalmologist, or any medical doctor may perform the vision test. Doctors are able to complete and submit the vision report electronically for drivers who are 80 years of age or over who wish to renew by mail, telephone, or Internet. Public education on the issue was accomplished through partnerships with AAA Auto Club South, AARP, and the Florida Association of Senior Centers (FASC) in distributing media kits, public service announcements, brochures, and mature driver vision information on the department website.

Mature Driver Issues

As mandated by the 2003 legislature, the Department of Highway Safety and Motor Vehicles (DHSMV) conducted a study on the effects of aging on driving ability, developed a comprehensive approach to licensing older drivers, and submitted a report to the legislature in February, 2004. This report highlighted current research on the effects of aging on driving ability and identified Florida's efforts in education, prevention, and early recognition of at-risk drivers. The report further identified the state's remediation efforts and progress toward alternative transportation accommodations for those unable to drive safely. The Florida At Risk Driver Council acted as advisors to DHSMV during this study, making recommendations that were noted in the report. Through grants from the Florida Department of Transportation, a website is now available to the public with alternative transportation resource information statewide at: http://www.fssrc.phhp.ufl.edu .

One Day in the Life of the Department of Highway Safety and Motor Vehicles

DEPARTMENT MISSION:

Making Highways Safe.

4,806	**Authorized Positions**
4,458	**Current Employees**
1,819	**Authorized Sworn Law Enforcement Officer Positions**
1,624	**Current Sworn Law Enforcement Officers**
157	**Driver License Office Locations Statewide** **(Includes tax collector offices that issue driver licenses)**
9	**Crash Fatalities**
3	**Alcohol Related Crash Fatalities**
$ 5,917,299	**State Revenue Collected**
102,220	**Miles Patrolled on Highways**
75,939	**Vehicle and Mobile Home Registrations Issued**
19,720	**Vehicle and Mobile Home License Plates Issued**
25,784	**Vehicle/Vessel Titles Issued/Transferred**
31,742	**Driver License Customers Served**
21,339	**Court Dispositions Processed** **(Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)**
4,303	**Driver Contacts** **(Includes written warnings, traffic citations issued, faulty equipment warnings, and assistance rendered to disabled motorists–this includes contacts by both the FHP and Community Service Officers)**
223	**Hearings Conducted** **(Includes formal and informal administrative suspensions and hardship cases)**

Highway Safety

OBJECTIVES

1. **Increase highway safety on patrolled highways.**
2. **Increase motorist compliance with traffic laws on patrolled highways.**
3. **Reduce criminal activity on patrolled highways.**
4. **Increase highway safety education for the motoring public.**

ACTIVITY	THIS QUARTER	LAST YEAR SAME QUARTER	PERCENT CHANGE
ENFORCEMENT			
a. Arrests			
1. Unlawful Speed Arrests	95,545	80,505	18.68
2. DUI Arrests	2,714	2,729	-.55
3. Felony Arrests	2,131	1,562	36.43
4. Other Arrests (Includes Drug Related Arrests)	149,287	132,153	12.97
Total Arrests	249,677	216,949	15.09
b. Written Warnings	56,498	55,753	1.34
c. Faulty Equipment Notices	28,054	26,114	7.43
CRASH INVESTIGATIONS	57,168	39,607	44.34
TRAFFIC HOMICIDE INVESTIGATIONS	490	454	7.93
DRUG INTERDICTION			
a. Drug Related Arrests	1,221	1,173	4.09
b. Contraband Seized (Oct-Dec)			
1. Drugs (Est. Value)	$460,552	$1,075,812	-57.19
2. Cash	$361,548	$128,282	181.84
STOLEN VEHICLES RECOVERED	211	235	-10.21
DUTY HOURS			
a. Unobligated Patrol *	249,516	239,846	4.03
b. Obligated Patrol **	395,894	391,243	1.19
c. Non-Patrol ***	132,044	135,698	-2.69
Total Duty Hours	777,453	766,786	1.39
MILES PATROLLED	9,302,007	9,038,475	2.92
TOTAL INCIDENTS OF HIGHWAY VIOLENCE	38	98	-61.22

* Time available for self-initiated, proactive enforcement of traffic and criminal laws.
** Time used to respond to calls for service or to perform functions/activities including crash investigations, DUI investigations, assistance rendered, etc.
*** Time used to perform functions/activities for enhancement of patrol operations, such as training, squad meetings, etc.

TROOPER OF THE MONTH PROGRAM

Each month, the FHP recognizes a member whose exceptional efforts increase the safety of Florida motorists through intervention in tragedies and catastrophes affecting residents and visitors on Florida's roads.

Lieutenant Bobby Mills
Award recipient
January 2004

Lieutenant Bobby Mills was selected as recipient of the Florida Highway Patrol "Trooper of the Month" Award for January 2004, for his life saving actions of pulling a motorist from a burning vehicle. On January 23rd, Lieutenant Bobby Mills heard a trooper being dispatched to respond to a head-on collision involving an overturned vehicle on fire. Being in close proximity, Lt. Mills advised the duty officer that he would assist. Upon arriving on the scene, Lt. Mills noticed smoke coming from an overturned vehicle. He immediately retrieved his fire extinguisher and ran toward the vehicle. As he got closer, he heard the voice of a female crying for help. The door of the overturned vehicle was jammed because of damages sustained in the crash. The fire quickly started to spread.

Lt. Mills used his fire extinguisher to try to keep the fire from burning the female victim. Another motorist arrived with a pick axe and began prying the car door open. After several attempts, the rear door was finally opened. While the motorist held the door open, Lt. Mills pulled the female passenger from the burning vehicle--only seconds before the car became fully engulfed in flames. The female victim, who was airlifted to the hospital with severe burns from her waist down, survived the crash thanks to the heroic efforts of Lt. Mills and a fellow motorist. Unfortunately, the two occupants in the other vehicle died from their crash injuries.

Trooper Philip Spaziante
Award recipient
February 2004

Trooper Philip Spaziante was selected as recipient of the Florida Highway Patrol "Trooper of the Month" Award for February 2004, based on his life-saving actions involving the rescue of an infant and other occupants in a serious traffic crash. Trooper Spaziante was on patrol when he observed a vehicle westbound traveling in the eastbound lane coming head-on at him. This vehicle was passing another vehicle on a hill and curve where passing was prohibited. He clocked the passing vehicle at 81 MPH in a 55 MPH zone before the oncoming vehicle forced him off the roadway. Suddenly, the passing vehicle ran off the roadway, struck a culvert and overturned.

Trooper Spaziante observed the crash as he was turning around to overtake the vehicle for enforcement action. When he approached the crashed vehicle, he observed two adults and two children in the vehicle and began rendering first aid to the occupants. The children began crying and advised him that the baby was missing. The youngest child, a one year old, was ejected from her child restraint and thrown out of the vehicle when it overturned. Trooper Spaziante began searching the area for the missing baby and found her in a ditch. The baby was unresponsive and not breathing so he immediately started life saving techniques by clearing the baby's airway until she started coughing up blood and crying. Trooper Spaziante then wrapped the baby in his Florida Highway Patrol coat and provided first aid to the baby and the other crash victims until emergency medical services arrived on the scene. The baby was airlifted to a hospital in Tallahassee with critical injuries. Thanks to Trooper Philip Spaziante's brave efforts the child survived the crash and continues to recover from her injuries.

Corporal Ricky Warden and Trooper Milton Brown
Award recipients
March 2004

Corporal Ricky Warden and Trooper Milton Brown were selected as recipients of the Florida Highway Patrol "Trooper of the Month" Award for March 2004, for their response to a serious situation, which involved violent exchange of gunfire, and the apprehension of a dangerous suspect responsible for shooting a fellow law enforcement officer. In accordance with their quick response, these officers acted in the highest tradition of the Florida Highway Patrol, and are to be commended for their actions.

Trooper-Initiated Traffic Stops

Compliance with the law depends on the public's belief that laws are enforced in a fair, unbiased manner. FHP troopers report data on each trooper-initiated traffic stop. The data include demographic information on the driver, the reason for the stop, enforcement actions taken, and if a search is conducted, the reason for and outcome of the search. Since January 1, 2000, reports have been processed for 2,716,961 traffic stops. The following table shows the relatively close match between the driver demographics and the overall Florida resident demographics, as reflected in the 2000 U.S. Census:

Race	Drivers Stopped	Census
White	82.50%	77.99%
Black	15.74%	14.61%
Asian	1.41%	1.72%
Native-American	.21%	.34%
Unknown	.14%	5.34%

The unknown 5.34 percent of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 16.66 percent of the drivers stopped, compared to the Census figure of 16.79 percent of the population. Hispanic is defined by the Census Bureau as ethnicity according to country of origin or ancestry, and Hispanics may be of any race.

DUI Civil Forfeiture

Section 322.34, Florida Statutes, gives law enforcement agencies the authority to seize vehicles, denying future transportation to habitual Driving Under the Influence (DUI) offenders. The statute provides for the seizure and forfeiture of a vehicle if, at the time of the DUI offense, the person's driver license was suspended, revoked, or canceled as a result of a prior conviction for DUI.

Since the statute became effective in January 2000, the FHP has seized 700 vehicles under this provision. The FHP, through a partnership with the Office of the Attorney General, has or is pursuing forfeiture or settlement actions with the vehicle owners and lien holders. The vehicles seized have an estimated value of $3,367,168. A total of 336 vehicles have been successfully awarded to the department, with an estimated value of $977,414.

Community Service Officers Start in Orlando

In October 2003, the FHP transferred six vacant Community Service Officer (CSO) positions from Hillsborough County to Orange County. After six weeks of classroom training and four weeks of field training with a trooper, four CSO's began work in Orlando. The training and the high standards set by the instructors in this program make certain that the quality of services provided by the Florida Highway Patrol to the citizens and visitors of this state are consistent with this agency's tradition of excellence. The CSO's core mission is to supplement troopers by investigating minor crashes, assisting disabled motorists, and providing other assistance where required. In 2002, Orange County troopers responded to 42,000 crashes. With this program in place in the county, troopers are now afforded an opportunity to concentrate more of their efforts on investigating serious crashes and conducting preventative proactive enforcement. As a result, the citizens of Florida are better served.

FHP Assists with Celebrex Drug Seizure

The FHP took part in a cooperative drug seizure involving both federal and state personnel. Captain Brad Pelton, Sergeant Randall Krauss, and Troopers Mike VanLeer and Kurt Hardley assisted agents with the Florida Department of Law Enforcement, the Food and Drug Administration, and the Office of Statewide Prosecutor with the seizure of 75,000 units of Celebrex, a prescription Arthritis medication, and the arrest of two suspects. The Celebrex pills have an estimated street value of $250,000. The drug seizure, which took place at the Lake Worth Service Plaza on Florida's Turnpike, was a spin-off of an on-going investigation called *Operation Stone Cold Case*. The two suspects, both from Miami, were arrested and charged with Illegal Possession of Legend Drugs with the Intent to Distribute, and were booked into the Palm Beach County Jail. The arrest and seizure are the result of an ongoing criminal Federal and State investigation.

Organized Fraud and Identity Theft Investigation

The FHP Bureau of Investigations has concluded a six month Organized Fraud and Identity Theft Investigation. As a result of this investigation, seven subjects were identified as willing participants of an organized scheme to defraud. At the conclusion of the operation, six of the seven suspects had been arrested or charged for the fraudulent practices, which were perpetrated in their organized scheme to defraud. The investigation also revealed that several businesses were victimized by the fraudulent practices of the suspects in this case. Furthermore, various elements and activities of this overall scheme to defraud occurred in several Judicial Circuits covering seven central Florida counties. The value of merchandise fraudulently obtained as a result the suspects' fraudulent practices is in excess of $50,000.

Motorist Services

OBJECTIVES

1. **Increase consumer protection and public safety by assuring Florida's citizens are properly licensed to drive.**

2. **Reduce criminal use of fraudulent identification and vehicle titles and ensuring motorists' compliance with the Florida Financial Responsibility Law.**

3. **Ensure mobile home manufacturers' compliance with construction standards.**

Driver Licenses

Field issuance (in-person) of driver licenses this quarter increased by 15 percent over the same quarter last year due to a higher demand for license renewals and new drivers entering the state.

Field Issuance (In-Person)	This Quarter	Last Year Same Quarter	Percent Change
Licenses *	999,448	868,794	15.0
ID Cards	209,922	197,539	6.3
Other Services	493,925	425,388	16.1
Total Customers	**1,703,295**	**1,491,721**	**14.2**

* New issue, renewal, and address change transactions.

The "Other Services" category, which is comprised of examination retests, reinstatements, record reviews, referral for clearance documents and surrendering vehicle registrations, increased by 16.1 percent, due in large part to the increased number of sanctions. These sanctions include suspensions, revocations, cancellations of driving privileges, and insurance suspensions (financial responsibility).

Central issuance of license renewals and address changes increase is due to this being a higher renewal year and to more aggressive outreach efforts. As field issuance volume increases and service delivery times increase as a result, more citizens are selecting to mail in their renewal/address change application or utilize their telephone or computer from the convenience of home or office.

Central Issuance- License Renewals/Address Changes	This Quarter	Last Year Same Quarter	Percent Change
Mail *	169,610	172,740	-1.8
Phone	27,754	21,745	27.6
Internet	99,083	74,566	32.9
Total Customers	**296,447**	**269,051**	**10.2**

* Also includes ID card address changes.

Financial Responsibility

Financial Responsibility	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases Processed	197,410	208,018	-5.1
Insured Rate	95.00%*	84.50%	-

* New data reporting methodology implemented in April-June quarter, 2003, to include percent of insured not identified by VIN number.

The percent of insured that are not identified by VIN numbers of vehicles is estimated at an additional 8.51 percent for this quarter. This would make the insured vehicle/motorist rate 95 percent with the uninsured rate at 5 percent. In addition, the process of reporting is under conversion to on-line through a file transfer protocol (FTP) process. This will increase several areas of efficiency and improve the department's enforcement efforts due to more timely information being available.

Administrative Suspensions

Administrative Suspensions	This Quarter	Last Year Same Quarter	Percent Change
Suspensions (Refusals, DUI)	14,179	15,624	-9.2
Suspensions (Zero Tolerance)	365	396	-7.8
Total Suspensions	14,544	16,020	-9.2
Administrative Suspension Sustained Rate	88%	89%	-1.1

The Administrative Suspension Sustained Rate includes both those drivers refusing to submit to a breath, blood, or urine test or for driving with an unlawful alcohol level and those drivers under the age of 21 receiving an administrative suspension under the Zero Tolerance Law. This rate tends to remain fairly constant from quarter to quarter.

Customer Service Inquiry System

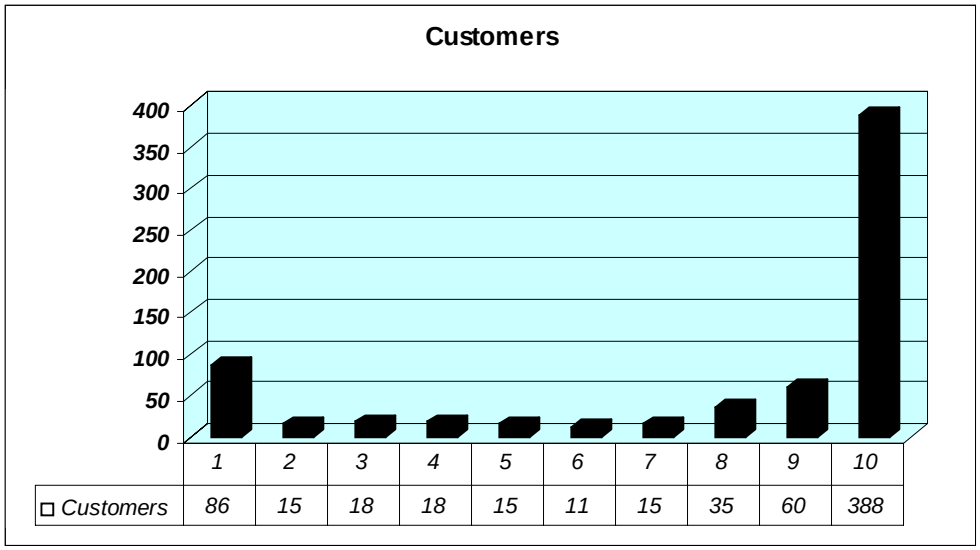
The department implemented an electronic Customer Service Inquiry System in October 2001. This system replaces traditional e-mails with an Internet application that allows the customer to ask a question, make an inquiry, or register a complaint. The customer's inquiry is then captured in a database that allows the division to track, monitor, and apply quality assurance. There were 35,669 customers assisted during the third quarter with the following goals:

- To maintain a professional and effective driver license program which assures that drivers are 1) examined, 2) receive driver education or corrective actions (sanctions), and 3) are held financially accountable (maintain vehicle insurance and pay traffic fines). Communication with customers assures compliance with these three major elements of the driver license program,
- To be in compliance with the Governor's Customer Service Standards Act,
- To provide a system which assures quality citizen service, and
- To provide tracking, accountability, and data for analysis.

Customer Service

Through the department's **"Commitment to Excellence Customer Comment Cards,"** driver license customers offered their comments regarding the level of customer service received and wait times. The service ranking requested was one to ten (one being the worst service and ten being excellent service). The charts below represent citizens' feedback this quarter:

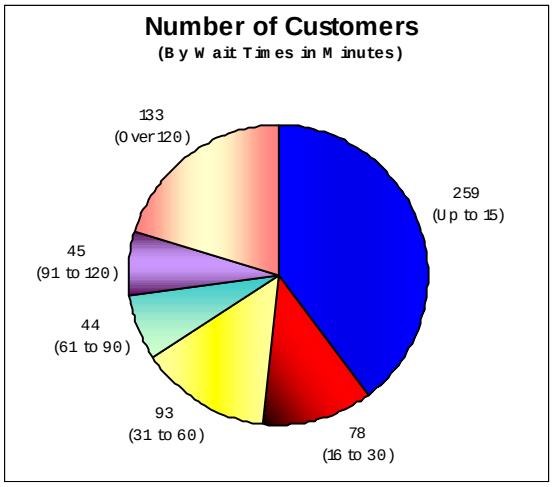
Customer Service Ranking



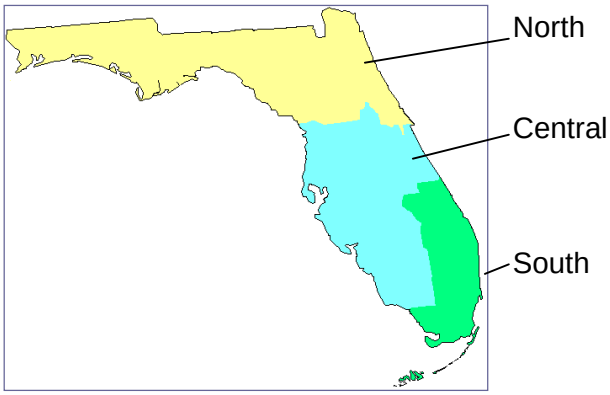
	1	2	3	4	5	6	7	8	9	10
Customers	86	15	18	18	15	11	15	35	60	388

Customer Wait Times

Customer wait times increased overall from the prior quarter; the percentage of customers waiting "Up to 15 Minutes" decreased from 42 to 40 percent, whereas the "Over 120 Minutes" percentage increased from 15 to 20 percent.



Geographically, as a percentage of the total number of citizens that reported wait times for each region of the state; the "Up to 15 Minutes" wait percentages for the North, Central, and South regions were 54, 37, and 37 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 15, 22, and 21 percent, respectively.



MOTOR VEHICLES

TRANSACTION	This Quarter	Last Year Same Quarter	Percent Change
ORIGINAL TITLES ISSUED (MOTOR VEHICLE/MOBILE HOME/VESSEL)			
a. New	480,924	372,811	29.00
b. Used	189,163	164,371	15.08
c. Transfers	837,747	777,526	7.75
d. Miscellaneous	116,555	113,125	3.03
Total	1,624,389	1,427,833	13.77
MOTOR VEHICLE -MOBILE HOME REGISTRATIONS	4,784,131	4,540,861	5.35
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	4,612	3,817	20.83
DEALER COMPLAINTS PROCESSED	1,219	1,387	-12.11
DEALER RECORD INSPECTIONS	1,423	769	85.05
MH/RV's INSPECTED	3,957	3,492	13.32
SEALS AND LABELS ISSUED	4,299	3,535	21.61
COMPLAINTS PROCESSED	66	106	-37.74
APPORTIONED LICENSE PLATES ISSUED	8,828	7,555	16.85
NEW MOTOR CARRIER ACCOUNTS	1,916	1,896	1.05
INTERNATIONAL FUEL TAX AGREEMENT (IFTA) DECALS ISSUED	9,611	11,135	-13.69
FUEL USE TAX EMERGENCY PERMITS ISSUED TO WIRE SERVICES	3,525	1,400	151.79

Motor vehicle/mobile home/vessel titles issued increased 13.77 percent while motor vehicle/mobile home registrations increased 5.35 percent. These increases are due primarily to an increase in consumer activity.

The increase of 20.83 percent in MV/MH dealer and manufacturer licenses issued is primarily attributable to independent dealerships requesting yearly renewals, for the period ending on April 30, 2004.

Dealer complaints processed are down 12.11 percent. The division has implemented statewide changes instituting electronic selection of dealers for audit. Dealer record inspections are up. Resources and complaint turnaround time remains the same.

The increase of 85.05 percent in dealer records inspections is a result of a focused effort by all regional offices to increase activity in this core responsibility.

The increase in MH/RV inspections and seals and labels issued is a function of increased production.

The 37.74 percent decrease in MH/RV complaints processed is a three-year trend of reductions due to improved plant/manufacturing review processes.

The increase of 16.85 percent in apportioned license plates issued is due to consumer fluctuation of renewal timing during quarters. Overall, for the July to March period, the issuance of apportioned license plates is down 2.29 percent.

The decrease of 13.69 percent in IFTA decals issued is due to consumer fluctuation of ordering decals during different quarters. Overall, for the July to March period, the issuance of fuel decals is up 1.25 percent.

The increase of 151.79 percent in fuel use tax emergency permits issued is due to an increase in the number of permits the Contract Permit Services bought (bulk purchases) from the department to issue to truckers. Bulk purchases are associated with either anticipated increases in sales or replenishment of inventories.

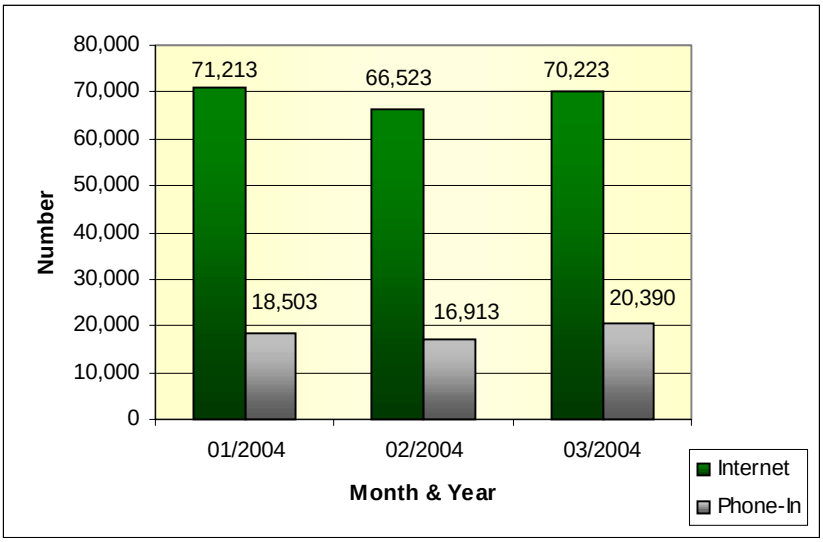
Electronic Lien and Title System

The Electronic Lien and Title (ELT) System enables the department and lien-holders to exchange information electronically. As of March 31, 2004, 134 financial institutions were participating in this process. This is an increase of five financial institutions from last quarter. This quarter, 190,790 ELT transactions were processed. ELT transactions are anticipated to continue to increase as current institutions fully participate and new institutions sign on. With the implementation of ELT, many benefits and efficiencies have been realized. The program has created a partnership involving both the public and private sectors, which has reduced costs for both entities. The efficiencies and benefits enjoyed by both public and private sectors include a reduction in the number of titles issued, a reduction in the number of titles canceled due to errors, a reduction of fraud potential, and reduced data processing costs, postage costs, staffing, and file space. Other benefits provided by the ELT system to consumers and businesses are the automation of the processing of title and lien transactions, the tracking of loans, and loan evidence for auditing purposes.

Driver Licenses/Motor Vehicles

Telephone/Internet Renewals and Address Changes

The department's **1-866-GoRenew** and the **Internet** are initiatives that are saving citizens a trip to their local driver license and/or tax collector's office. This quarter, 55,806 citizens renewed their driver licenses and motor vehicle registrations and changed their addresses by phone and 207,959 by Internet. The following table provides a breakout of phone-in and Internet transactions:



Customer Service Center

During this quarter, the department's Customer Service Center answered 174,250 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was less than three minutes.

During the quarter, automated services provided more than 101,000 customers with the ability to:

*Pay reinstatement fees and receive clearance letters,
*Receive faxed information packets on driver license or motor vehicle services, and
*Verify vehicle or driver record information.

These automated features free analysts to help customers with more complex problems. Approximately 80 percent of questions relate to driver license problems, the rest to motor vehicle title and registration issues.

Revenue Data

The following graphic depicts the revenue collection and disbursement efforts of the department during the third quarter.

FY 2003 – 2004 Revenue

3rd Quarter

Where the money comes from

Total: $372,789,837

License Plates & Decals	$261,078,513	70.0¢
Other Revenue*	$34,988,832	9.4¢
Motor Vehicle Titles	$36,476,496	9.8¢
Driver Licenses	$35,945,506	9.6¢
Fines & Forfeitures	$4,300,490	1.2¢

Where the money goes

Total: $372,789,837

Transportation	$233,132,946	62.5¢
Other Programs*	$38,880,780	10.4¢
General Revenue Funded Programs	$48,016,311	12.9¢
Agency Funding	$52,759,800	14.2¢

* See page 18 for a breakdown of Other Revenue & Other Programs.

The following graphic depicts the revenue collection and disbursement efforts of the department, year-to-date.

FY 2003 – 2004 Revenue

Year-to-Date

Where the money comes from

Total: $1,055,381,597

License Plates & Decals	$731,450,359	69.3¢
Other Revenue*	$99,582,307	9.4¢
Motor Vehicle Titles	$110,233,073	10.4¢
Driver Licenses	$92,397,527	8.8¢
Fines & Forfeitures	$21,718,331	2.1¢

Where the money goes

Total: $1,055,381,597

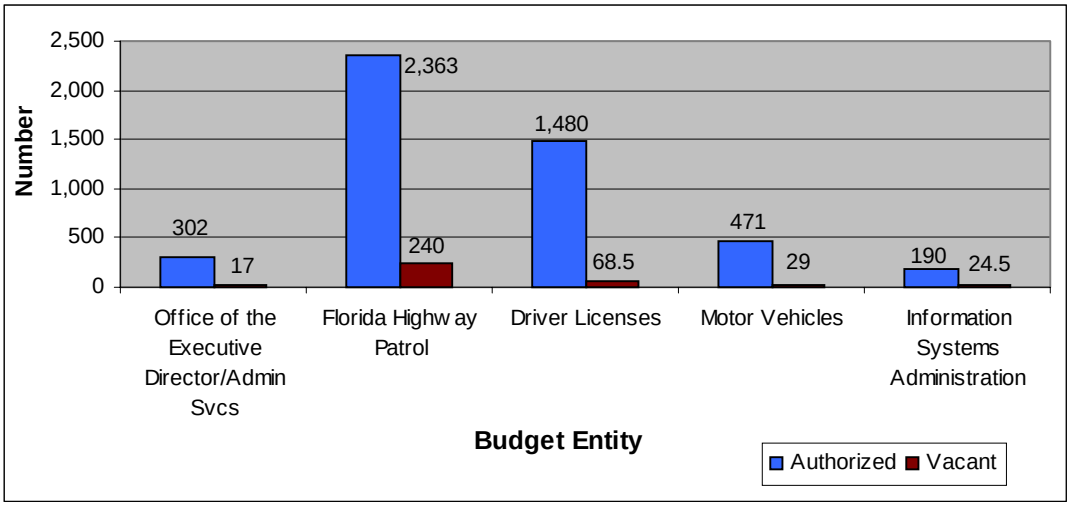
Transportation	$542,585,435	51.4¢
Other Programs*	$116,279,388	11.0¢
General Revenue Funded Programs	$143,988,489	13.6¢
Agency Funding	$138,849,559	13.2¢
Education	$113,678,726	10.8¢

* See the next page for a breakdown of Other Revenue & Other Programs.

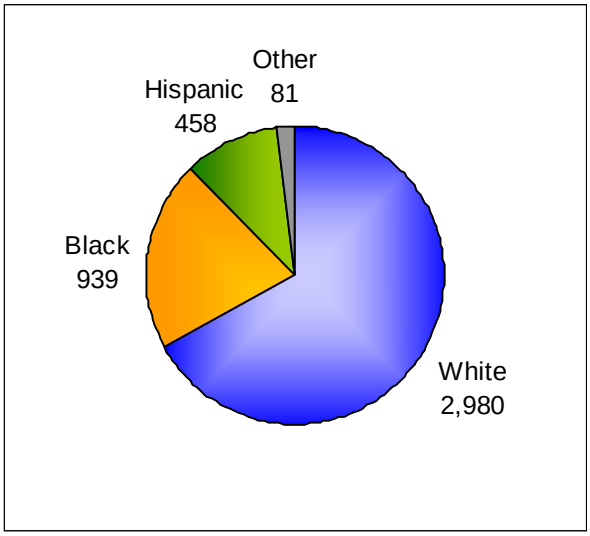
OTHER REVENUE AND OTHER PROGRAMS		
	3rd Quarter	**Year-to-Date**
WHERE THE MONEY COMES FROM – OTHER REVENUE		
1. Driving Records	6,867,962	19,148,885
2. Motor Fuel Use Tax	10,490,523	35,136,709
3. International Registration Plan	15,976,018	40,175,617
4. Other	1,654,329	5,121,096
TOTAL	$**34,988,832**	**$99,582,307**
WHERE THE MONEY GOES – OTHER PROGRAMS		
1. Mobile Home License Payments to Local Governments	6,081,247	17,431,928
2. Fuel Use Tax Program	5,909,000	18,762,554
3. International Registration Plan	6,390,407	16,070,246
4. Specialized License Plates	5,939,197	18,745,490
5. Air Pollution Control Program	4,254,945	13,860,263
6. Law Enforcement Radio System Trust Fund	3,945,426	12,674,563
7. Brain and Spinal Cord Rehabilitation	527,972	1,587,653
8. Vessel Titles and Registrations	1,383,418	3,215,886
9. Grants and Donations Programs	1,573,354	5,044,181
10. Other	2,875,814	8,886,624
TOTAL	$**38,880,780**	**$116,279,388**

Administrative Support

Number of Positions by Budget Entity



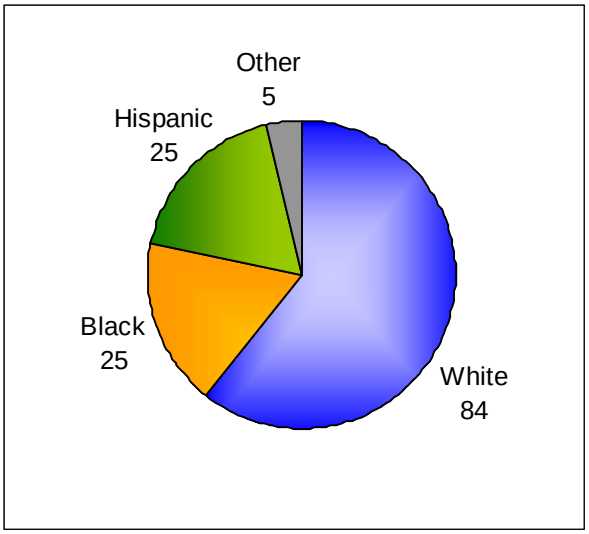
Employee Representation by Race



RACE	PERCENT	RLM %*
White	67	73
Black	21	12
Hispanic	10	13
Other	2	2
Total	100	100

* RLM – Relevant Labor Market

Newly Hired Personnel by Race



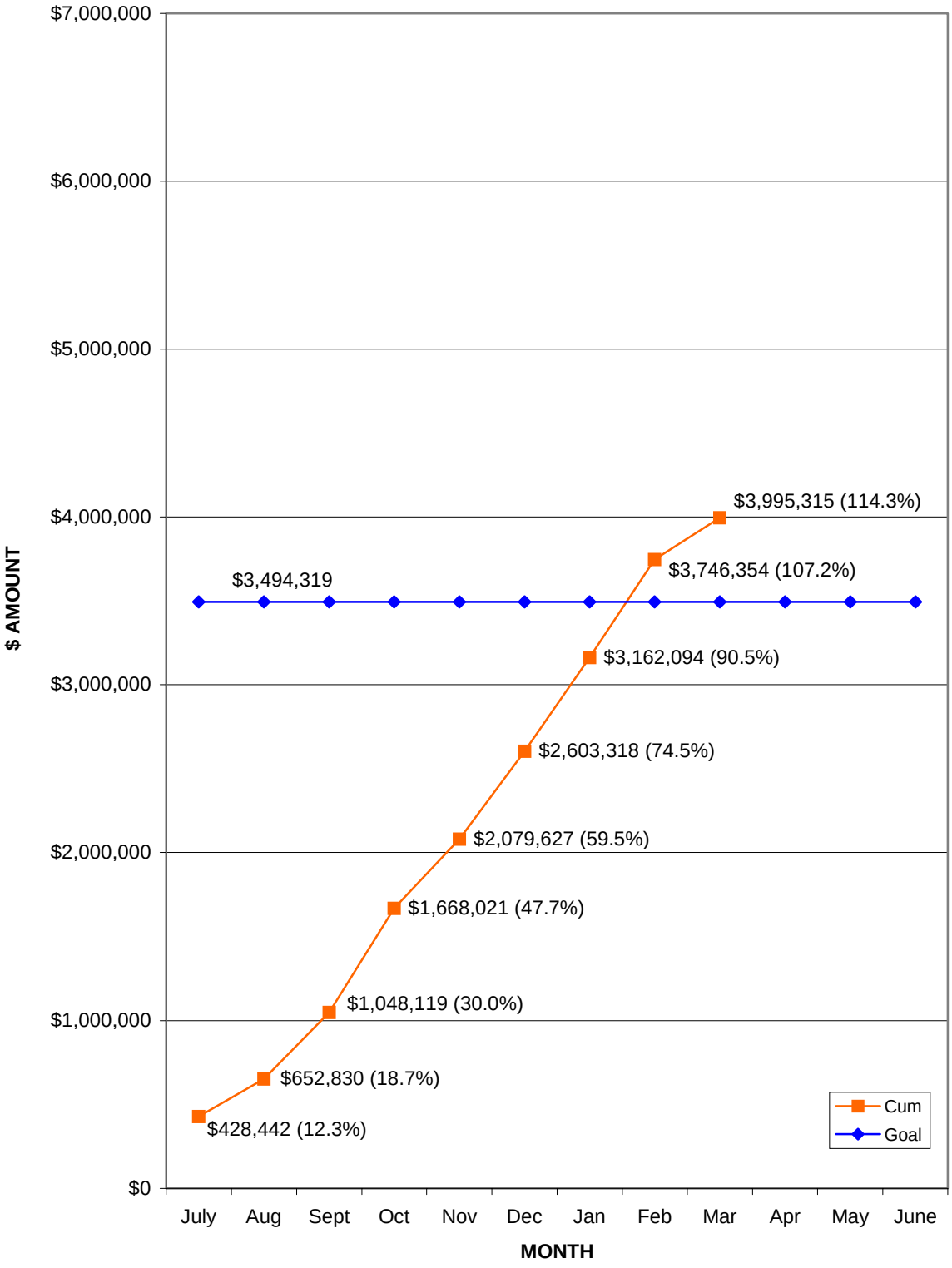
RACE	PERCENT	RLM %*
White	60	73
Black	18	12
Hispanic	18	13
Other	4	2
Total	100	100

Regular volunteer employees provided 518 hours of service.
Occasional volunteer employees provided 10 hours of service.

PURCHASES IN EXCESS OF $100,000 (Not in Conjunction with State Contracts) January - March 2004		
PROJECT/PURCHASE	**VENDOR**	**AMOUNT**
KA Band traffic radars. Price includes shipment to various FHP stations as needed. Bid# 002-04, PO# V09980	Applied Concepts, Inc., Plano, TX	$249,412.00
State project number HSMV-230-18020. Contract for management of the renovation of driver license offices required to accommodate the new license issuance system. PO# V09887	Department of Management Services, Tallahassee, FL	$189,712.00
Oracle Database Enterprise Edition, Oracle Partitioning Option, Oracle Diagnostic Pack, Oracle Tuning Pack, Oracle 9IAS Enterprise Edition, Update Rights, Product Support, Term 01/30/04 thru 01/29/05, PO# V09989	Ntier Solutions, Inc, Delray Beach, FL*	$196,468.80
Speed Laser S, Bid# 007-04, PO# W00174	Laser Atlanta LLC, Atlanta, GA	$180,000.00
Motor Vehicle/Vessel Certificates for Title Form# 82250, Rebid# 015-03, PO# W00231	American Bank Note Company, Trevose, PA	$244,750.00
Omegamon II FOR MVS AF/Operator CL/Supressession for MVS, Software Maintenance for Term: 07/01/04 thru 06/30/07, Single Source, PO# W00238	Candle Corporation, El Segundo, CA	$185,000.00
Indoor air quality remediation for B-wing east AHU stack also including entire second and third floor HVAC system for C wing. PO# W00319	Department of Management Services, Tallahassee, FL	$105,406.98
Install memory and CPU'S. PO# W00332	Hewlett-Packard Company, Omaha, NE	$109,980.00
Virus-scan Enterprise Edition, Term 03/27/04 thru 03/26/06, PO# W00335	Future COM, LTD, Hurst, TX	$101,348.00
Quest Software upgrades. Term 03/16/03 thru 03/15/05, Bid# 009-04, PO# W00430	DLT Solutions, Inc., Herndon,VA	$130,149.37
QUARTER TOTAL		**$1,692,227.15**

* Certified Minority Business

MINORITY BUSINESS ENTERPRISE UTILIZATION
FISCAL YEAR 2003-2004



Note: Figures in parentheses represent the percentage of goal achieved to date by month.

Information Furnished through the
Florida Department of Highway Safety and Motor Vehicles
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Office of Management Research and Development