

# Florida Department of Highway Safety and Motor Vehicles

Quarterly Report  
July - September 2004



**Making Highways Safe**

# Department of Highway Safety and Motor Vehicles

Quarterly Report  
July - September 2004

## Table of Contents

➤ EXECUTIVE SUMMARY .....	2
➤ QUARTERLY HIGHLIGHTS .....	3
➤ ONE DAY IN THE LIFE OF THE DEPARTMENT .....	6
➤ DEPARTMENT MISSION .....	6
➤ STATISTICAL SUMMARIES AND INITIATIVES	
1. Highway Safety .....	7
2. Motorist Services .....	11
3. Revenue .....	17
4. Administrative Support .....	19
➤ PURCHASES IN EXCESS OF \$100,000 .....	20
➤ MINORITY BUSINESS ENTERPRISE UTILIZATION .....	21

## EXECUTIVE SUMMARY

☑ In-office visits by motorists increased 6.7 percent from the previous quarter, as the department served 1,796,434 customers in driver license field offices.\*

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

☑ 658 highway deaths were reported in the first quarter of fiscal year 2004-2005, a decrease of 12.4 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 4,061,748 organ donors registered through the organ donation sign-up program as of the end of the first quarter, an increase of 87,780 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 1,376 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 2,063 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges decreased 9.1 percent, as 389,677 actions were taken. Additionally, 157,950 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 13,874 administrative (roadside) suspensions were issued to drivers with an unlawful blood alcohol content or for failure to submit to a sobriety test. This 11.1 percent decrease includes 348 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,379,899 new and used vehicle/vessel titles and title transfers.

**During the first quarter of this year, millions of people were adversely affected by the four major hurricanes that hit our state. In response, the department dedicated over 230,000 hours and numerous other resources to hurricane relief and assistance efforts. As a result of this reallocation of priorities and resources, many of the measures and criteria typically used to evaluate the department's performance were also adversely affected.**

☑ Motor vehicle registration renewals via the telephone and Internet increased nine percent from the prior quarter. A total of 170,370 transactions were conducted through these two services, with 28,103 by telephone and 142,267 by Internet.

☑ Driver license renewals and address changes via mail, telephone, and Internet increased 12 percent from last quarter. A total of 330,137 licenses were issued through these services, with 160,253 coming in by mail, 26,813 by telephone, and 143,071 by Internet. These account for approximately fifteen percent of the department's total driver license transactions.

☑ The FHP cited 2,418 individuals for DUI violations, a decrease of 12.6 percent.

☑ The FHP arrested 1,596 individuals for felony violations, a 22.1 percent decrease.

☑ A decrease of 26.8 percent was noted as the FHP cited or warned 260,761 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 84,994 motorists with disabled vehicles.

☑ During the first quarter, the department collected \$313,742,800 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](http://www.hsmv.state.fl.us/html/safety.html).

# Quarterly Highlights

## DHSMV Hurricane Response



During the summer, millions of residents were adversely affected by the four major hurricanes to hit Florida – Charley, Frances, Ivan, and Jeanne. In response to these catastrophic events, the department dedicated over 230,000 hours to the hurricane relief efforts and significant resources were deployed throughout the state by each of the department's divisions.

### **FHP**

Troopers serving on reactionary teams were called upon to participate in search and rescue efforts, while other troopers headed to areas hardest hit to give out food and water to displaced people. Additionally, troopers served to enforce curfews, protect property, control traffic, and escort fuel trucks and emergency medical vehicles where needed. The FHP received numerous compliments from Governor Jeb Bush, Lt. Governor Toni Jennings, Cabinet members, Florida sheriffs and police chiefs, and others concerning the professional, patient, and competent way FHP staff performed their duties during all of these hurricanes.

### **DMV**

Personnel from the Bureau of Mobile Home and Recreational Vehicle (RV) Construction assessed 29,275 mobile homes in 152 mobile home parks throughout the state. One focal point of the assessments was to determine if construction standards adopted by the U.S. Department of Housing and Urban Development (HUD) in 1994 were able to hold up under hurricane conditions. The other was how the new mobile home installation standards adopted by the department in 1999 performed under these same conditions.

The assessments found that approximately 4,056 mobile homes constructed after 1994 to the enhanced construction standards adopted by HUD withstood hurricane-force winds as well as other severe weather conditions and remained intact with minor to no damage. The assessments also indicated that mobile homes installed in accordance with the department's uniform mobile home installation rule generally remained on their foundations with no movement as a result of severe winds or flood waters.

In addition to the assessments performed by the Bureau of Mobile Home and Recreational Vehicle Construction, the Bureau of Titles and Registrations, pursuant to the Governor's executive orders, was authorized to waive the fees for duplicate or replacement license plates, registration certificates, title certificates, and parking placards.

### **DDL**

The Division of Driver Licenses experienced a total of 48 Driver License and Bureau of Administrative Reviews (BAR) office closings following the hurricanes. In most cases the offices were re-opened within 24 to 48 hours with major problems including electrical and telephone outages, downed trees, and roof damage. With the help of rapid response teams consisting of department members,

damages were quickly assessed. With chain saws and generators, trees and other debris were cleared and arrangements were made with vendors for needed repairs.

Four of the department's Florida Licensing on Wheels (FLOW) mobiles were dispatched to areas with offices closings to assist customers. Other assistance was provided by pursuant to the Governor's executive orders allowing for the issuance of no-fee duplicate driver licenses or identification cards to persons affected by the hurricanes.

-----

**People First System Implementation**

During the first quarter, the department prepared for the October implementation of the People First System. This system allows employees to maintain such personal information as insurance benefits, home address, and W4 information. Employees will now complete an electronic timesheet on the People First System and have immediate access to leave balances. To prepare for the new system, training was provided to over half of agency members by September 30, 2004. Training for the remainder of the members is ongoing as the department fully transitions to the system.

-----

**FHP Initiates Hispanic Outreach Program**

The FHP's Troop G initiated a new Hispanic outreach program called Salvando Vidas, which is Spanish for "saving lives." The new program is designed to promote traffic safety among Northeast Florida's growing Hispanic population. By partnering with civic, religious, government, and non-profit organizations, the FHP seeks to serve this unique community and promote general traffic safety, vehicle safety, seatbelt use, child restraint use, and DUI awareness among this target population.



The Salvando Vidas Outreach Program has designated Spanish-speaking troopers, who are either of Hispanic ancestry or are bilingual and/or bicultural, as Salvando Vidas Coordinators. These coordinators will work within the Hispanic community to organize community safety events, provide traffic safety education presentations, and serve as role models in the community. In addition, the FHP has established a telephone voice mailbox for callers in the Jacksonville area, which offers a message in Spanish with information about the new program. Also, the FHP has set up an email address for use by members of the Hispanic community to access information about the program:

[Salvando.vidas@fhp.hsmv.state.fl.us](mailto:Salvando.vidas@fhp.hsmv.state.fl.us).

-----

**Electronic Crash Records Pilot**

This quarter, FHP troopers electronically transferred 7,000 short and long form crash reports from their patrol vehicle laptops to PRIDE (Prison Rehabilitative Industries and Diversified Enterprises). PRIDE images all department crash records, which are used for statistical analysis and reporting. Electronic reporting allows for better accuracy in less time by eliminating unnecessary steps associated with manual, handwritten reporting. Accurate, timely reporting is extremely valuable since the department processes about 650,000 records each year. It is anticipated that at least 50 percent of Florida's law enforcement agencies will be participating in electronic records transfer beginning January 1, 2005.

-----

## **New SunGuide Transportation Management Center Opens**



Governor Jeb Bush, Executive Director Fred Dickinson, and Colonel Chris Knight along with other members of the FHP, recently attended the grand opening of the SunGuide Transportation Management Center (TMC) in Miami. The new two-story facility, connected to Troop E Headquarters, will eventually house the FHP Miami Regional Communications Center, which provides dispatch services for nine state law enforcement agencies. The Florida Fish and Wildlife Commission will also move their communications center to the new location in the near future.

The new TMC will serve as the command and control center for the DOT's District 6 operations staff. The DOT will monitor numerous video cameras that are strategically located throughout Miami-Dade County. From this central location, staff can dispatch the DOT's Road Rangers to any highway location requested by the FHP or to any disabled vehicle or roadblock viewed on the cameras. This new technology enables the FHP and others to provide better and faster service to Florida's motoring public.

-----

## **Driver and Vehicle Information Database (DAVID)**

A web based on-line inquiry program called DAVID (Driver and Vehicle Information Database) was implemented in October 2002, and subsequently enhanced in March 2003. Users from law enforcement, the judicial system and various state agencies with statutory authority use DAVID to view driver images and signatures, applications, driving history and vehicle history for motorists, plus identification documents used by non-citizens. DAVID is the first of its kind, providing all information about a motorist (driver/vehicle owner) from one program. DAVID replaced a manual, employee task-oriented process. The department, in partnership with the Florida Department of Law Enforcement (FDLE), provides DAVID to authorized users via the criminal justice network for enforcement and investigative purposes only. During the first quarter of fiscal year 2004-2005, there were 6,503,185 DAVID inquiries, an increase of 73 percent from the 3,752,862 inquiries during the same quarter a year ago.

This year, the department's DAVID Work Group received one of the 11 Davis Productivity Awards that was awarded to the department. The Davis Productivity Awards recognize and reward state government employees whose work significantly and measurably increases productivity and which promotes innovation to improve the delivery of services and save money for taxpayers and businesses.

-----

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

**DEPARTMENT MISSION:  
Making Highways Safe.**

- 4,801 Authorized Positions
- 4,525 Current Employees
- 1,813 Authorized Sworn Law Enforcement Officer Positions
- 1,665 Current Sworn Law Enforcement Officers
- 156 Driver License Office Locations Statewide  
(Includes tax collector offices that issue driver licenses)
- 8 Crash Fatalities
- 3 Alcohol Related Crash Fatalities
- \$ 4,902,231 State Revenue Collected
- 116,633 Miles Patrolled on Highways
- 70,385 Vehicle and Mobile Home Registrations Issued
- 18,607 Vehicle and Mobile Home License Plates Issued
- 21,561 Vehicle/Vessel Titles Issued/Transferred
- 33,228 Driver License Customers Served
- 16,802 Court Dispositions Processed  
(Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)
- 3,758 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)
- 212 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
<b>ENFORCEMENT</b>			
a. Arrests			
1. Unlawful Speed Arrests	74,106	110,919	-33.19
2. DUI Arrests	2,418	2,781	-13.05
3. Felony Arrests	1,596	1,933	-17.43
4. Other Arrests (Includes Drug Related Arrests)	122,487	150,077	-18.38
Total Arrests	200,607	265,710	-24.50
b. Written Warnings	51,638	64,750	-20.25
c. Faulty Equipment Notices	24,489	31,490	-22.23
<b>CRASH INVESTIGATIONS</b>	58,779	39,865	47.45
<b>TRAFFIC HOMICIDE INVESTIGATIONS</b>	424	425	-.24
<b>DRUG INTERDICTION</b>			
a. Drug Related Arrests	866	1,338	-35.28
<b>STOLEN VEHICLES RECOVERED</b>	204	246	-17.07
<b>DUTY HOURS</b>			
a. Unobligated Patrol *	231,238	267,040	-13.41
b. Obligated Patrol **	555,274	383,833	44.67
c. Non-Patrol ***	129,641	131,289	-1.26
Total Duty Hours	916,153	782,162	17.13
<b>MILES PATROLLED</b>	10,730,255	9,377,292	14.43

\* 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 or members whose exceptional efforts increase the safety of Florida motorists through intervention in tragedies and catastrophes affecting residents and visitors on Florida's roads.**

**Trooper Darryl Haywood**  
**Award recipient**  
**July 2004**

Trooper Darryl Haywood was selected as the Florida Highway Patrol's Trooper of the Month for July for his life-saving actions in pulling a motorist from a burning vehicle. On Sunday, July 25, 2004, while on patrol on I-95 Trooper Haywood came upon a single vehicle crash. The driver of the vehicle had fallen asleep, left the roadway, overturned, and struck a tree. When Trooper Haywood arrived on the scene, the vehicle was on fire with the driver still inside. He quickly approached the burning vehicle, broke out a window, and removed the driver from danger.

**Corporal Helen McCoy**  
**Award recipient**  
**August 2004**

Corporal Helen McCoy was selected as the Trooper of the Month for August for her quick life-saving actions in freeing a motorist who was pinned beneath his car after his tire jack broke. On August 24, 2004, while filling her patrol car's gas tank at a Polk County gas facility, Corporal McCoy heard a faint cry for help coming from the distance. She stopped filling her gas tank and immediately began to patrol through the adjoining neighborhood.

Corporal McCoy located a lady frantically working on a car jack and asked if she needed assistance. The lady pointed to a car that was on the ground and told her that there was a man under the car. Corporal McCoy summoned the assistance of the Polk County EMS, and then used her patrol car's jack to raise the car. With the car in the air, Corporal McCoy began to triage the injured man's injuries and performed first aid until EMS arrived. An investigation revealed that he had been working under the car when the jack collapsed, allowing the car to come crushing down on him.

**Sergeant David Drake and Trooper Philip Spaziante**  
**Award recipients**  
**September 2004**

Sergeant David Drake and Trooper Philip Spaziante were selected as co-recipients of the Trooper of the Month Award for September 2004, for saving the lives of a family of four who were trapped in their runaway vehicle when the accelerator malfunctioned, preventing them from being able to stop.

In the early morning hours of September 20, 2004, the FHP's Tallahassee Regional Communication Center received a 911 call from an occupant inside a runaway vehicle that was entering Bay County southbound on US Highway 231. The vehicle, with a family of four trapped inside, had a mechanical malfunction causing the accelerator to stick in the full throttle position and was traveling at over 120 MPH.

Sergeant Drake and Trooper Spaziante quickly responded, and upon reaching the runaway vehicle, realized it was going too fast to negotiate an upcoming intersection of Highways 231 and 98. Both attempted to stop the runaway vehicle by slowing their respective patrol cars down in front of the runaway vehicle until the front bumper of the runaway vehicle made contact with the rear bumper of the patrol car. Finally, by using his brakes, Trooper Spaziante was able to bring the runaway vehicle to a stop. The quick actions of Sergeant Drake and Trooper Spaziante resulted in preventing a crash which may have been fatal for the four family members.

## 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 includes 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 3,075,941 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:

<b>Race</b>	<b>Drivers Stopped</b>	<b>Census</b>
White	82.22%	77.99%
Black	15.81%	14.61%
Asian	1.64%	1.72%
Native-American	.20%	.34%
Unknown	.13%	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 16.36 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 736 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 \$3,513,876. A total of 364 vehicles have been successfully awarded to the department, with an estimated value of \$1,061,080.

---

## FHP Auxiliary Troopers Train for Felony Traffic Stops



Felony Stop Scenario Training was recently conducted at the Florida Highway Patrol Auxiliary's annual training meeting. Mandatory training classes, as well as a variety of other training sessions, were conducted for auxiliary troopers during this annual event.

One of the sessions provided training for each crucial stage of a felony traffic stop to ensure that the auxiliary troopers comprehend the importance of communication and safety during this dangerous event. They are instructed to give the violator loud, clear, and precise verbal commands to remove him from his vehicle. During the training, the importance of positioning the violator strategically for better visibility and control was stressed. Because of the instructor's extensive training, knowledge, and expertise in law enforcement, this was one of the most popular classes at the annual meeting.

## National Stop Red Light Running Week



For the seventh consecutive year, the FHP partnered with local law enforcement agencies to heighten public awareness for National Stop Red Light Running Week, which ran from August 29 - September 6, 2004. FHP troopers and deputies from the Jacksonville Sheriff's Office actively worked together at high-crash intersections in Duval County in an attempt to stop motorists from running red lights – a very dangerous violation. On the very first day of the operation, law enforcement officers caught 293 red light runners.

According to the Federal Highway Administration, motorists nationwide caused 106,000 crashes by running red lights in the year 2000, which resulted in 89,000 injuries and 1,036 deaths. A recent survey suggests that 96 percent of drivers "fear they will get hit by a red light runner when they enter an intersection."

-----

## "Move It, Yes You Can" Campaign

The faces of the FHP Troop D Commander Major Cyrus Brown, Orange County Sheriff Kevin Beary, and Orange County Commissioner Ted Edwards are looking down from billboards on drivers all across Central Florida to get the message out about getting motorists to move their vehicles out of the way when they are involved in a minor traffic crash. This public awareness initiative is aimed at educating the public that they are required by law to move their vehicles out of travel lanes if they are involved in a traffic crash where there are no injuries and the vehicle can be safely moved. Along with the billboard campaign, the FHP participated in a public service announcement, and brochures were created to distribute to the public.

-----

## Operation Sunrise to Sunset



The Florida Highway Patrol, Fort Myers District, was recently the host agency of the Joint Task Force of State Law Enforcement Officers against aggressive driving and other hazardous moving traffic violations. This enforcement operation was held on July 30, 2004, from sunrise to sunset. The overall mission of this operation was to provide a safe driving environment to the motoring public traveling through Lee County and significantly reduce incidents of aggressive and reckless driving.

This operation consisted of the Florida Highway Patrol, in partnership with the Florida Department of Transportation (FDOT) Motor Carrier Compliance Office, conducting a "zero tolerance" traffic law enforcement operation on Interstate 75 within Lee County. FHP personnel wanted to send a clear message—that all troopers and FDOT officers would be using aircraft, unmarked cars, covert vehicles, radar, and laser to strictly enforce the speed limit as well as all other traffic laws to ensure the safety of motorists traveling on Interstate 75. During this operation, special emphasis was placed on the Move Over Law, Following Too Closely, Improper Lane Changes, and Aggressive Driving. This operation was a great success in that calls received in the Ft. Myers Regional Communications Center from motorists reporting aggressive and reckless drivers were greatly reduced during this operation. There were a total of 512 citations issued, including 323 Speed Citations, 58 Move Over Citations, 22 Aggressive Driver Citations, and 2 Following Too Close Citations.

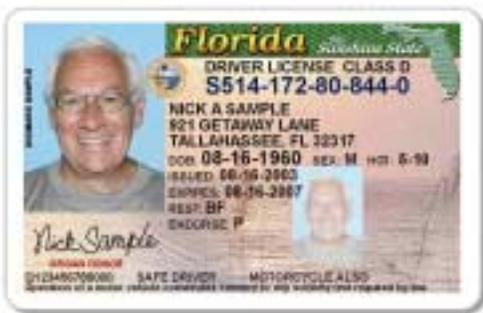


-----

# 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 five 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 *	967,980	921,994	5.0
ID Cards	187,983	200,349	-6.2
Other Services	640,471	454,816	40.8
<b>Total Customers</b>	<b>1,796,434</b>	<b>1,577,159</b>	<b>13.9</b>

\* 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 40.8 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** - As field issuance volume increases and service delivery times increase as a result, more citizens are selecting the use of the Internet to submit license renewals or address changes (an increase of 49.7 percent this quarter vs. same quarter last year). As a result, or more citizens becoming familiar with the Internet, mail-in renewal/address changes declined by 22.2 percent.

Central Issuance- License Renewals/Address Changes	This Quarter	Last Year Same Quarter	Percent Change
Mail *	160,253	206,065	-22.2
Phone	26,813	25,392	5.6
Internet	143,071	95,549	49.7
<b>Total Customers</b>	<b>330,137</b>	<b>328,273</b>	<b>0.6</b>

\* Also includes ID card address changes.

## Financial Responsibility

<b>Financial Responsibility</b>	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases Processed	318,148	236,555	34.5
Insured Rate	94.43%	94.09%	.4

The percent of insured that are not identified by VIN numbers of vehicles, but verified by insurers, is estimated at 7.5 percent for this quarter. This would make the insured vehicle/motorist rate 94.4 percent with the uninsured rate at 5.6 percent. The large percentage increase in cases processed is due to improvements in programming, resulting in targeting the truly uninsured. The department's effectiveness in enforcing the law is increased due to these improvements by both the department and the industry.

-----

## Administrative Suspensions

<b>Administrative Suspensions</b>	This Quarter	Last Year Same Quarter	Percent Change
Suspensions ( Refusals, DUI)	13,526	15,445	-12.4
Suspensions ( Zero Tolerance)	348	467	-25.5
<b>Total Suspensions</b>	13,874	15,912	-12.8
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.

Administrative suspensions are dependent upon enforcement activities. Due to the four hurricanes that hit Florida during this quarter, law enforcement priorities, out of necessity, were shifted to assist hurricane victims. This 12.8 percent reduction in total administrative suspensions is due, in large part, to this reprioritization.

-----

## 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 21,466 customers assisted during the first quarter with the following goals:

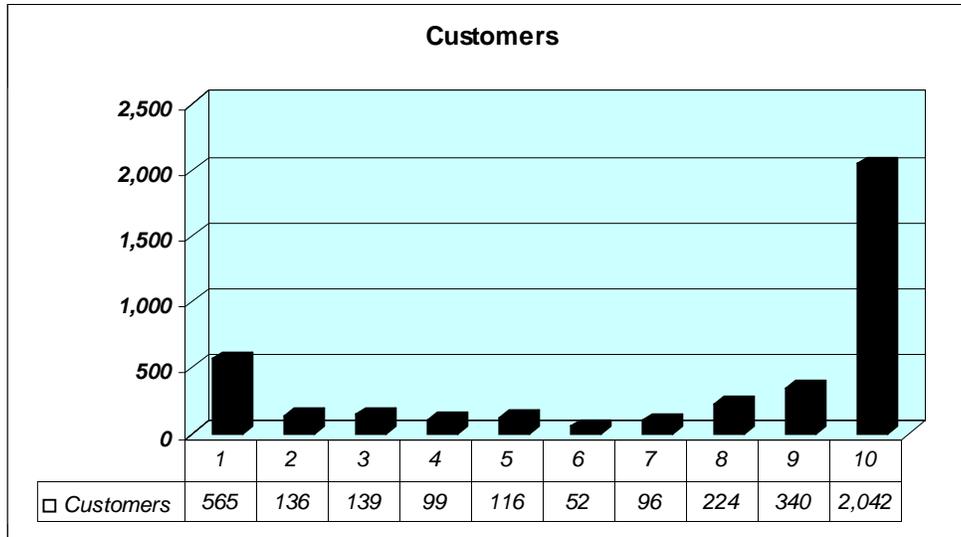
- \* To maintain a professional and effective driver license program which assures that drivers are 1) examined, 2) receive driver education or corrective actions (sanctions), and 3) are held financially accountable (maintain vehicle insurance and pay traffic fines). Communication with customers assures 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.
- \* To provide tracking, accountability, and data for analysis.

-----

## Customer Service

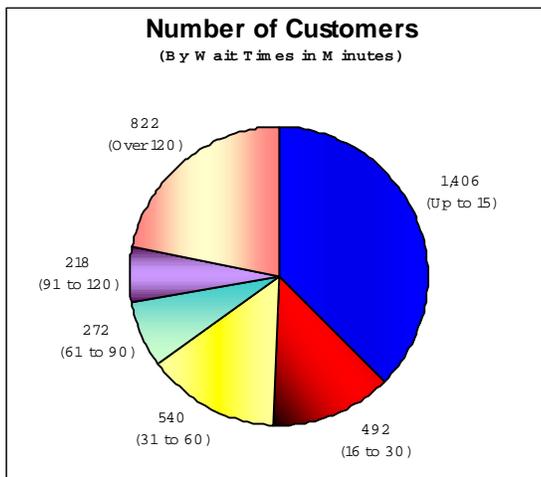
Through the department's "Commitment to Excellence Customer Comment Cards," driver license customers offered their comments regarding the level of customer service received and wait times. The service ranking requested was one to ten (one being the worst service and ten being excellent service). The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

### Customer Service Ranking

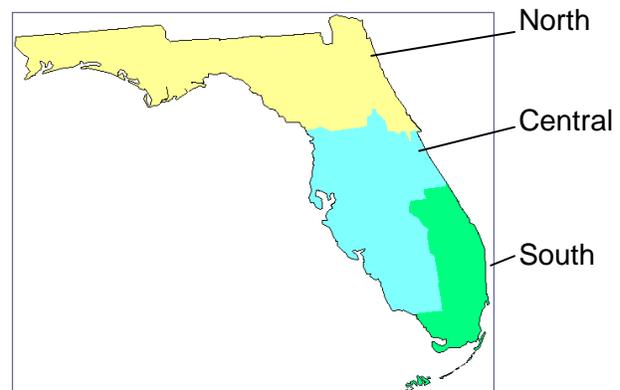


### Customer Wait Times

Customer wait times increased overall from the January-March 2004 quarter, the last quarter that data was available; the percentage of customers waiting "Up to 15 Minutes" decreased from 40 to 38 percent, whereas the "Over 120 Minutes" percentage increased from 20 to 22 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 45, 32, and 39 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 17, 30, and 18 percent, respectively.





# MOTOR VEHICLES

TRANSACTION	This Quarter	Last Year Same Quarter	Percent Change
ORIGINAL TITLES ISSUED (MOTOR VEHICLE/MOBILE HOME/VESSEL)			
a. New	393,557	386,337	1.87
b. Used	178,488	175,107	1.93
c. Transfers	706,137	747,071	-5.48
d. Miscellaneous	101,717	113,161	-10.11
Total	1,379,899	1,421,676	-2.94
MOTOR VEHICLE -MOBILE HOME REGISTRATIONS	4,504,619	4,485,049	.44
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	2,063	2,157	-4.36
DEALER COMPLAINTS PROCESSED	1,282	1,344	-4.61
DEALER RECORD INSPECTIONS	1,376	692	98.84
MH/RV's INSPECTED	4,006	3,259	22.92
SEALS AND LABELS ISSUED	4,237	4,111	3.06
COMPLAINTS PROCESSED	71	80	-11.25
APPORTIONED LICENSE PLATES ISSUED	12,452	10,883	14.42
NEW MOTOR CARRIER ACCOUNTS	1,492	1,473	1.29
INTERNATIONAL FUEL TAX AGREEMENT (IFTA) DECALS ISSUED	2,644	3,258	-18.85
FUEL USE TAX TEMPORARY PERMITS ISSUED TO WIRE SERVICES	1,900	1,050	80.95

Motor vehicle and vessel title transfers (-5.48%) and miscellaneous title transactions (-10.11%) decreased this quarter due to a reduction in consumer activity.

MV/MH dealer record inspections for the quarter increased 98.84 percent over the prior year's quarter due to a modified record inspection process resulting in an optimized audit process. Using automation and a change in dealer record inspection, the process changed from a full audit process to a confidence-rated audit process. Full audits are conducted when confidence-rated audits indicate potential non-compliance problems.

Mobile Homes and Recreational Vehicles (MH/RV) inspections increased by 22.92 percent due to increased production of mobile homes at the manufacturing facilities.

The 11.25 percent decrease in MH/RV complaints processed is a continuation of a downward trend due to improved plant/manufacturing inspection processes.

The issuance of apportioned license plates increased 14.42 percent due to an increase in consumer activity.

The increase of 80.95 percent in the sale of temporary fuel use permits is due to continued improvement of the business economy within the trucking industry. Contract wire service companies continue to purchase more permits in response to the demand from motor carriers.

-----

### **Electronic Lien and Title System**



The Electronic Lien and Title (ELT) System enables the department and lien-holders to exchange information electronically. As of September 30, 2004, 140 financial institutions were participating in this process. This is an increase of two financial institutions from last quarter. This quarter, 209,950 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

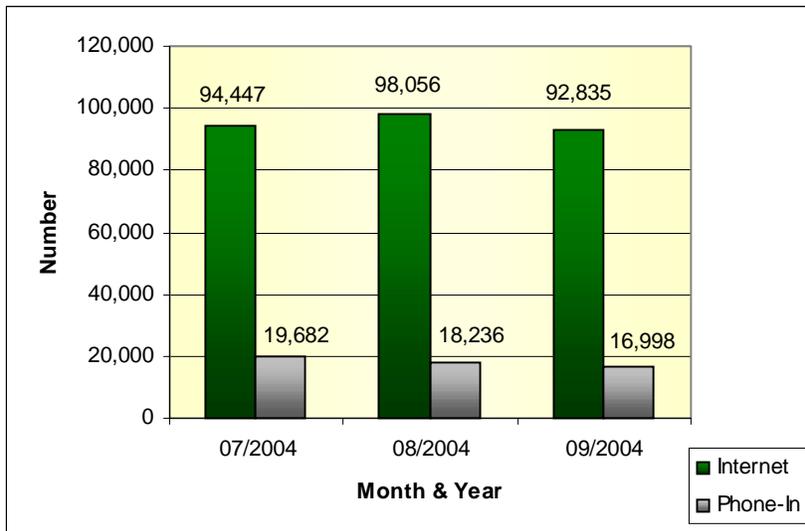
been realized. The program has created a partnership involving both the public and private sectors, which has reduced costs for both entities. The efficiencies and benefits enjoyed by both public and private sectors include a reduction in the number of titles issued, a reduction in the number of titles 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, 54,916 citizens renewed their driver licenses and motor vehicle registrations and changed their addresses by phone and 285,338 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 168,725 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was less than 2½ minutes.

During the quarter, automated services provided more than 222,110 customers with the ability to:

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

These automated features free analysts to help customers with more complex problems. Approximately 85 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 first quarter.

## FY 2004 – 2005 Revenue 1st Quarter

## Where the money comes from

Total: \$313,742,800

66.6¢ 11.0¢ 10.8¢ 10.6¢ 1.0¢



License Plates & Decals	\$208,818,060
Other Revenue*	\$34,446,165
Motor Vehicle Titles	\$34,008,188
Driver Licenses	\$33,392,732
Fines & Forfeitures	\$3,077,655

## Where the money goes

Total: \$313,742,800

29.1¢ 11.0¢ 16.6¢ 13.1¢ 30.2¢



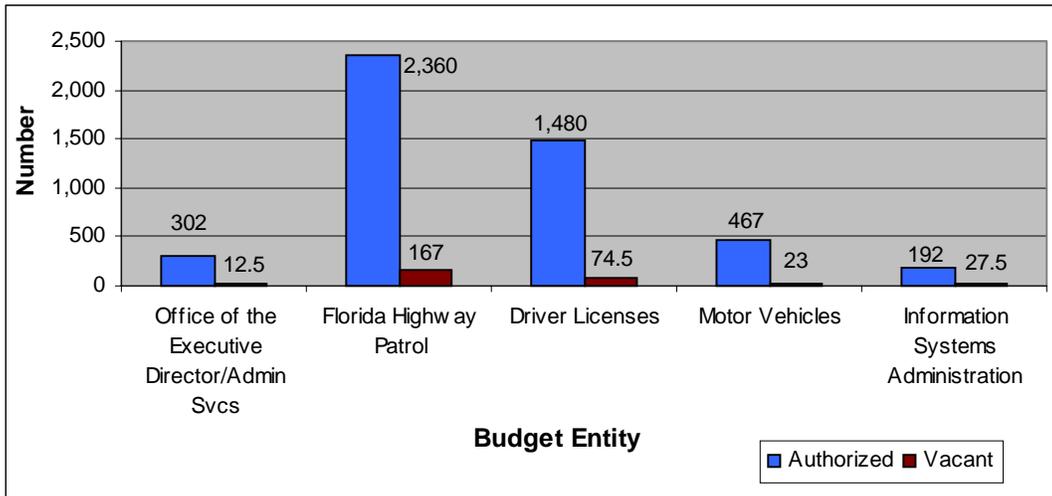
Transportation	\$91,212,906
Other Programs*	\$34,647,938
General Revenue Funded Programs	\$51,996,156
Agency Funding	\$41,297,157
Education	\$94,588,643

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

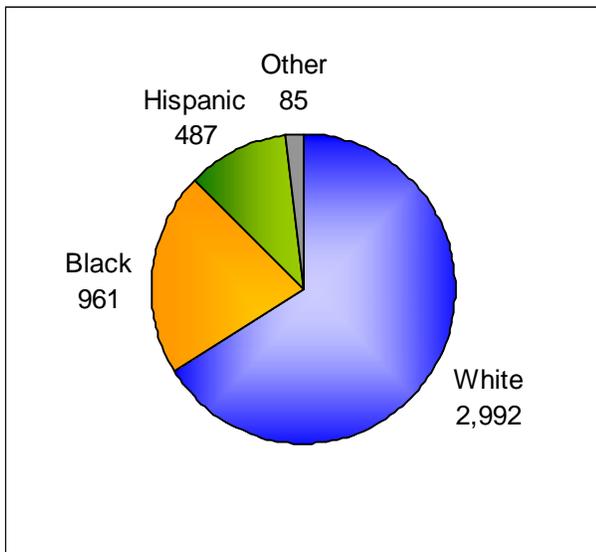
<b>Other Revenue &amp; Other Programs</b>	
WHERE THE MONEY COMES FROM – OTHER REVENUE	1st Quarter
1. Driving Records	6,280,488
2. Motor Fuel Use Tax	13,421,979
3. International Registration Plan	13,011,483
4. Other	1,732,215
TOTAL	\$34,446,165
WHERE THE MONEY GOES – OTHER PROGRAMS	
1. Mobile Home License Payments to Local Governments	1,142,774
2. Fuel Use Tax Program	8,158,904
3. International Registration Plan	5,204,593
4. Specialized License Plates	6,952,055
5. Air Pollution Control Program	4,332,452
6. Law Enforcement Radio System Trust Fund	3,858,977
7. Brain and Spinal Cord Rehabilitation	500,372
8. Vessel Titles and Registrations	246,120
9. Grants and Donations Programs	1,525,705
10. Other	2,725,986
TOTAL	\$34,647,938

# Administrative Support

### Number of Positions by Budget Entity



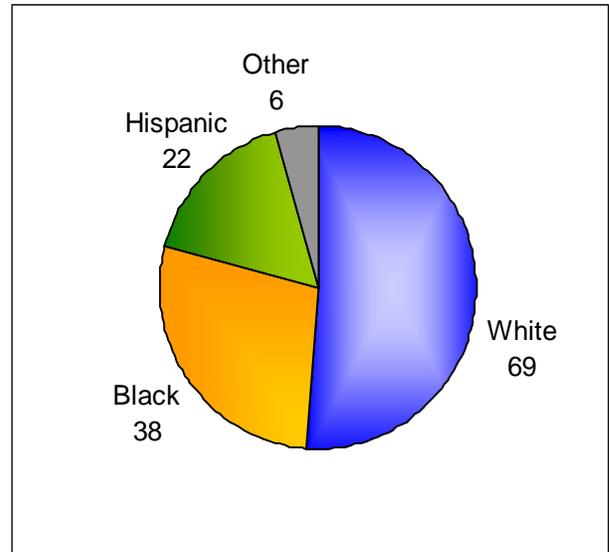
### Employee Representation by Race



<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	66	73
Black	21	12
Hispanic	11	13
<u>Other</u>	<u>2</u>	<u>2</u>
<b>Total</b>	<b>100</b>	<b>100</b>

\* RLM – Relevant Labor Market

### Newly Hired Personnel by Race



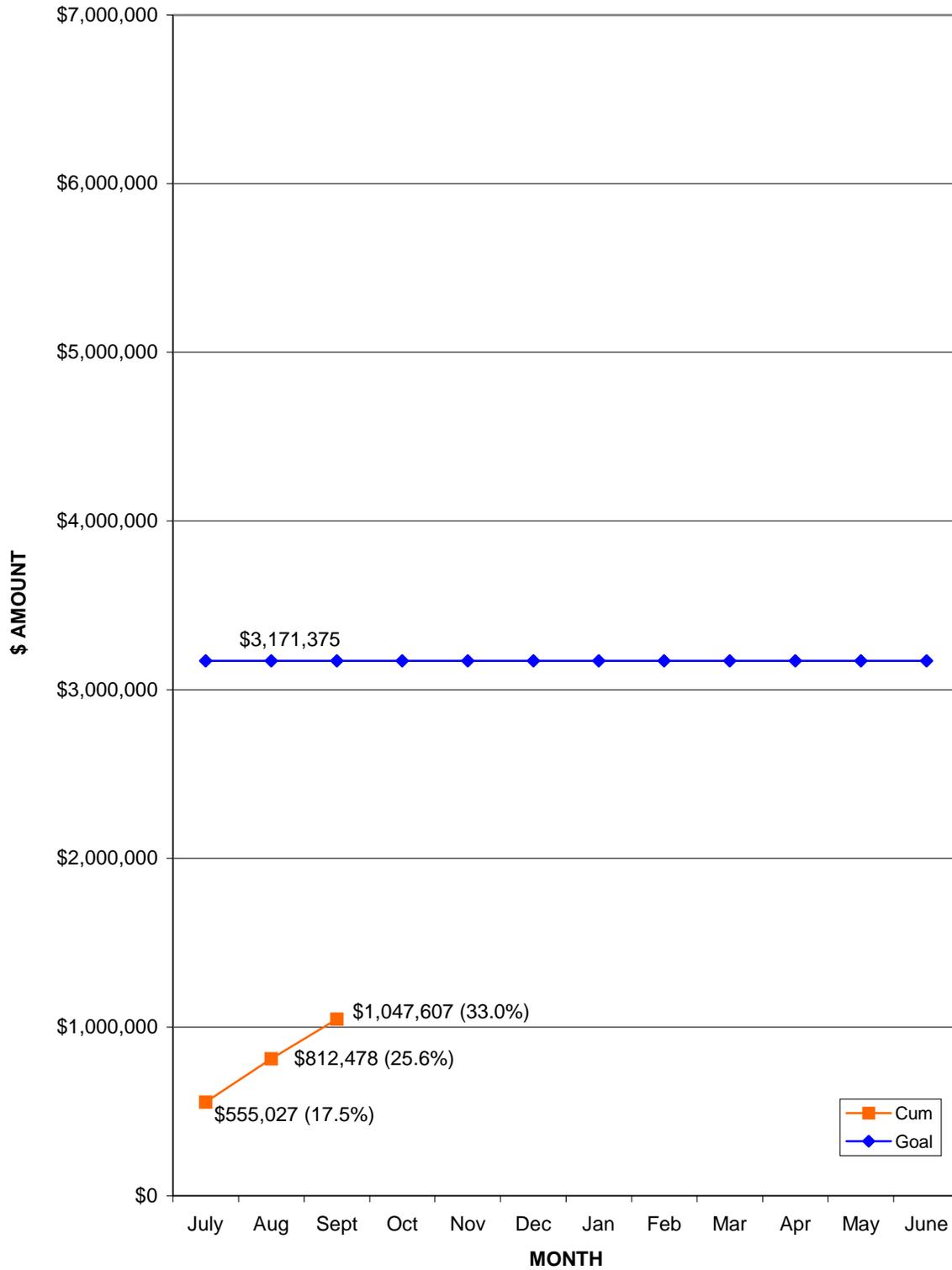
<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	51	73
Black	28	12
Hispanic	17	13
<u>Other</u>	<u>4</u>	<u>2</u>
<b>Total</b>	<b>100</b>	<b>100</b>

Regular volunteer employees provided 397 hours of service.  
Occasional volunteer employees provided 42 hours of service.

**PURCHASES IN EXCESS OF \$100,000  
(Not in Conjunction with State Contracts)  
July - September 2004**

<b>PROJECT/PURCHASE</b>	<b>VENDOR</b>	<b>AMOUNT</b>
Software Maintenance Renewals 2004/05 Compuware Software, Term: 07/01/04 Thru 06/30/05, KDC-034-233, PO# W01556.	Compuware Corporation, Detroit, MI	\$272,281.00
Renewal Lease & License Fee Software products, Term: 07/01/04 Thru 06/30/05, KDC-034-276, PO# W01566.	IBM Corporation, Tallahassee, FL	\$318,816.00
Application for Vehicle/Vessel Certificate of Title and Registration, Term: 7/1/04 Thru 06/30/05, Bid# 030-02, PO# W01560.	Standard Register, Jacksonville, FL	\$169,938.54
Renewal Maintenance for Watch for E- Business Suite Unix Tier C, KDC-034- 291, Bid# 009-04, Term: 7/1/04 Thru 6/30/05, PO# W01683.	DLT Solutions Inc., Herndon, VA	\$113,648.43
Motorcycles for Training, Bid# 004-05, PO# W02321.	NOSA Inc., Hialeah, FL	\$111,228.00
WIC-1DSU-TI 1-Port T1/Fractional T1 DSU/CSU WAN, Interface Card, KDC- 045-44, PO# W02462.	Sprint-Florida Inc., Tallahassee, FL	\$196,479.50
Phase II weatherproofing Neil Kirkman Building exterior. Pressure washing, priming, weatherproofing as per specifications, PO# W02516.	First Impression Painting Contractor, Tallahassee, FL	\$206,140.00
TCATS Project FY-04-05 system operation maintenance and support, Term: 7/1/04 Thru 6/30/05, KDC-034-257, PO# W01651.	Florida Association of Court Clerks, Tallahassee, FL	\$1,200,000.00
Transaction Fees 04/05 CDLIS Transactions, KDC-034-277, Term: 7/1/04 Thru 6/30/05, Single Source, PO# W01667.	American Association of Motor Vehicle Administrators, Arlington, VA	\$818,275.20
<b>QUARTER TOTAL</b>		<b>\$3,406,806.67</b>

## MINORITY BUSINESS ENTERPRISE UTILIZATION FISCAL YEAR 2004-2005



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  
Office of Management Research and Development  
Neil Kirkman Building  
2900 Apalachee Parkway  
Tallahassee, FL 32399 - 0500

