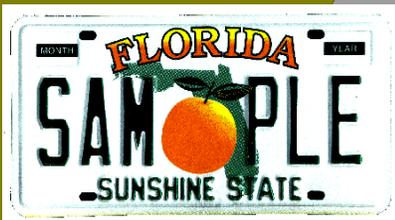
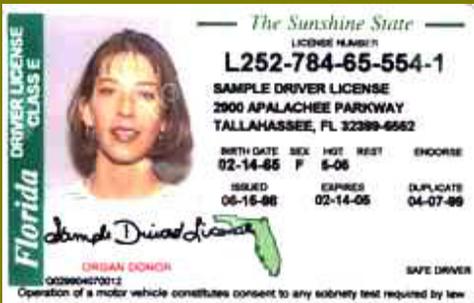


Florida Department of Highway Safety and Motor Vehicles



Quarterly Report July - September 2002

Making Highways Safe

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Note: Information contained in the Quarterly Report is available on the Department of Highway Safety and Motor Vehicles' web site at <http://www.hsmv.state.fl.us/agenda/index.html>.

EXECUTIVE SUMMARY

During the first quarter of fiscal year 2002-2003, 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 law enforcement efforts.

- ◆ Served in excess of 1.5 million customers in Driver License field offices.
- ◆ 725 highway deaths were recorded; 237 were alcohol related.*
*Latest available Statewide Traffic Accident Management Information System (STAMIS) data (FY 01/02, first quarter).
- ◆ 65,829 potential donors registered through the organ donation sign-up program.
- ◆ Twenty-four county tax collectors issued driver licenses in addition to providing vehicle title and license plate services for one-stop customer service.
- ◆ Inspected 893 motor vehicle dealers' records for compliance with established standards, and issued 2,063 dealer and manufacturer licenses.
- ◆ Issued 391,688 actions to suspend, revoke or cancel driving privileges.
- ◆ Issued 15,400 roadside suspensions to drivers with an unlawful blood alcohol content or for failure to submit to sobriety test. This includes 400 suspensions to drivers under 21 for violations of the Zero Tolerance Law.
- ◆ Issued 1,033,469 million new and used vehicle/vessel titles and title transfers.
- ◆ Issued 63,778 motor vehicle registration renewals via the **Internet**.
- ◆ Issued 22,846 motor vehicle registration renewals via **telephone**.
- ◆ Issued 64,062 driver license renewals and address changes via the **Internet**, of which 34,138 were renewals and 29,924 were address changes.
- ◆ Issued 19,993 driver license renewals and address changes via the **telephone**, of which 12,684 were renewals and 7,309 were address changes.
- ◆ FHP cited 2,841 individuals for DUI violations.
- ◆ FHP arrested 1,775 individuals for felony violations.
- ◆ FHP cited or warned 325,444 citizens for traffic or equipment violations.
- ◆ FHP rendered assistance to 73,804 disabled motorists.
- ◆ **Collected \$ 357,686,876 in revenue.**

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

4,809	Authorized Positions
4,492	Current Employees
1,798	Authorized Sworn Law Enforcement Officer Positions
153	Driver Licenses Offices Locations Statewide* <small>*Total includes Tax Collector Offices which issue Driver Licenses</small>
8	Crash Fatalities
3	Alcohol Related Crash Fatalities
\$ 5,588,857	State Revenue Collected
103,227	Miles Patrolled on Highways
53,677	Vehicle Registrations Issued
16,476	Vehicle License Plates Issued
16,148	Vehicle/Vessel Titles Issued/Transferred
26,712	Driver License Customers
9,688	Court Dispositions Processed
4,387	Driver Contacts (includes Written Warnings, Traffic Citations Issued (FHP only), Faulty Equipment Warnings, and Assistance Rendered to Disabled Motorist)
225	Hearings Conducted (includes formal and informal administrative suspensions and hardship cases)

DEPARTMENT MISSION: Making Highways Safe.

PROGRAM – HIGHWAY SAFETY

To increase highway safety in Florida through law enforcement, preventive patrols and public education.

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.

1. Increase highway safety on patrolled highways.

During the fourth quarter of fiscal year 2001-2002¹, the Florida Highway Patrol (FHP) served the public with a total of 795,077 duty hours. These were apportioned as follows:

- 50% (398,114 hours) for direct services to the public including crash investigations, DUI investigations, and assistance rendered to motorists;
- 32% (255,316 hours) for proactive, self-initiated enforcement of traffic and criminal laws; and
- 18% (141,648 hours) for non-patrol activities including training, monthly inspections, recruitment, and applicant investigations.

FHP responded to 76,410 calls for service:

- Average response time to calls for service was 29.21 minutes,
- Investigated 39,700 traffic crashes, and
- Completed 418 investigations of fatal traffic crashes.

COMMUNITY SERVICE OFFICER PROGRAM

FHP is continuing a project in Hillsborough and Pinellas counties in which civilian employees are used to provide motorist assistance and to conduct investigations of minor traffic crashes. FHP has hired 28 Community Service Officers for this function. During the fourth quarter of fiscal year 2001-2002, these officers investigated 1,568 traffic crashes, issued 1,592 traffic citations, and provided assistance to 3,016 motorists.

¹ Due to the nature of data availability, FHP data is reported for the previous quarter.

TROOPER OF THE MONTH PROGRAM

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

Trooper Gary S. Palevoda, Award recipient, April 2002

Trooper Palevoda rescued a handicapped driver from a van that was sinking in a lake. Though the driver later died at the hospital, Trooper Palevoda's quick action was successful in extracting the driver from the vehicle and getting him to medical treatment.

Trooper Tanya Stevens, Award recipient, May 2002

Trooper Stevens was advised of a medical emergency while working off-duty. She administered CPR to a heart attack victim, resulting in the successful resuscitation of the victim.

Corporal Robert S. Ashburn and Trooper Jon T. Leohner, Award recipients, June 2002

Corporal Ashburn and Trooper Leohner shared Trooper of the Month for June. Responding to a serious traffic crash, the two troopers successfully rescued a victim who was trapped inside a burning vehicle.

TROOPER OF THE YEAR AWARD

Trooper Andrew J. Maurer was officially recognized as FHP Trooper of the Year for 2002 by Governor Jeb Bush and Cabinet members during a Florida Cabinet Meeting on August 27, 2002. The Florida Petroleum Council sponsors the Trooper of the Year Award, which is presented annually to an outstanding trooper in recognition of acts of heroism or exceptional performance of duties. Trooper Maurer, a 3-year veteran of the Florida Highway Patrol assigned to Troop D, Orlando, was selected for this prestigious award based upon the following incident:

On May 8, 2001, Trooper Maurer was responding to the scene of a traffic crash in Orange County when he observed thick black smoke coming from a nearby day-care center. Several small children and a day-care worker were running from the structure. Trooper Maurer quickly radioed the fire department for their assistance and entered the burning building. Trooper Maurer discovered other children were still in the building and led them to safety. He then made an additional check of each room to insure everyone had safely exited the building. Due to the assistance provided by Trooper Maurer, none of the children were injured.

2. Increase motorist compliance with traffic laws on patrolled highways.

FHP's visibility on the roadways contributes significantly to motorists' compliance with traffic laws. During the fourth quarter of fiscal year 2001-2002, FHP logged 9,393,711 patrol miles on Florida's roadways, resulting in:

- 66,497 written warnings, up 18% from the same quarter in fiscal year 2000-2001,
- 32,250 faulty equipment notices,
- 1,775 felony arrests, up 22%,
- 2,841 DUI arrests during patrol and at DUI checkpoints,

- 98,202 citations for unlawful speed, up 22%, and
- 140,623 citations for other traffic violations, up 17%.²

Compliance with the law depends on the public's belief that laws are enforced in a fair, unbiased manner. On January 1, 2000, FHP troopers began to 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. To-date, reports have been processed for 1,646,234 traffic stops. The following table shows the very close match between the driver demographics and the overall resident demographics, as reflected in the 2000 U.S. Census:

Race	Drivers Stopped	All Residents
White	82.95%	82.39%
Black	15.71%	15.43%
Asian	1.11%	1.82%
Native-American	.23%	.36%

Hispanics comprised 17.06% of the drivers stopped, compared to the Census figure of 16.79% 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 (Driving While License Suspended, Revoked, Canceled, or Disqualified), provides for "seizure and forfeiture (of a vehicle) under Sections 932.701-932.707, F.S., and is subject to liens for recovering, towing, or storing vehicles under Section 713.78, F.S., if, at the time of the DUI offense, the person's driver's license is suspended, revoked, or canceled as a result of a prior conviction for driving under the influence." This statutory provision has given law enforcement the ability to deny conveyance to the worst of the worst DUI offenders.

The statute has additional public benefits through a statutory provision that requires "...when the seizing agency obtains a final judgment granting forfeiture of the motor vehicle under this section, 30 percent of the net proceeds from the sale of the motor vehicle shall be retained by the seizing law enforcement agency and 70 percent shall be deposited in the General Revenue Fund for use by regional workforce boards in providing transportation services for participants of the welfare transition program." In a forfeiture proceeding, the court may consider the extent that the family of the owner of a vehicle has other public or private means of transportation. Likewise, the Agency works closely with the Office of the Attorney General to identify any cases involving innocent owners and appropriate action is taken when releasing a vehicle through a stipulated agreement to address public safety concerns.

FHP has adopted a policy of zero tolerance for offenders meeting the requirements of this statute. Since this seizure and forfeiture provision became effective in January 2000, FHP has seized 571 vehicles and, 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 571 vehicles seized by the Florida Highway Patrol have an estimated value of \$2,783,324. A total of 199 vehicles have been awarded to the agency with an estimated value of \$555,478.

² See Attachment 1

3. Reduce criminal activity on patrolled highways.

HIGHWAY VIOLENCE

FHP continues to place emphasis on decreasing the number of incidents of violence on Florida's roadways. Increased media exposure to this problem has assisted in making motorists aware of the issue of personal safety on the highways. There were 110 incidents of highway violence reported to the Patrol during the fourth quarter of fiscal year 2001-2002, down 52% from a year earlier. Of those incidents, 30 (27%) involved rock throwing and there was one robbery (one percent). Firearms were used in five of the incidents (five percent) with a total of 14 injuries and one fatality. There were 16 arrests in connection with highway violence.

INTERDICTION IN ILLEGAL DRUG SHIPMENTS

FHP is active in reducing the use of Florida's highways to transport illegal drugs. During the fourth quarter of the fiscal year, troopers made 1,247 drug-related arrests, up 39% from the same quarter last year. Illegal drugs with an estimated value of \$287,687 were seized along with \$124,155 in cash.

THEFT AND FRAUD INVESTIGATIONS

During the fourth quarter of fiscal year 2001-2002, FHP efforts to deter auto theft and auto fraud resulted in 214 stolen vehicles being recovered, resulting in a 19% increase in recoveries over the same quarter last year.

4. Increase highway safety education for the motoring public.

FHP actively seeks to provide the citizens of Florida and visitors with a safe driving environment through highway safety education. These educational tools include school presentations, civic meetings, and media exposure. Officers attempt to help the public avoid traffic crashes, injuries, and fatalities by demonstrating the hazards that highways present and emphasizing proper operating procedures for drivers, passengers, pedestrians, and cyclists.

During the fourth quarter of fiscal year 2001-2002, FHP staff conducted 416 highway safety presentations, with 59,129 people attending. Additionally, members of the Public Information Section:

- Made 313 radio and television talks,
- Arranged for 2,170 radio and television public service announcements, and
- Made 8,569 other media contacts.

PROGRAM – MOTORIST SERVICES

To increase public safety through efficient licensing systems that license qualified motor vehicle operators, register and title motor vehicles and vessels, and regulate motor vehicle dealers and mobile home manufacturers.

OBJECTIVES

1. **Increase consumer protection of vehicle owners and operators and mobile home owners.**
2. **Reduce the number of high-risk drivers.**
3. **Improve customer service.**

1. **Increase consumer protection of vehicle owners and operators and mobile home owners.**

Driver license field offices served 1,520,306 customers this quarter issuing 882,876 driver licenses and 194,055 identification cards. The remaining 443,375 customers received services ranging from driving privilege reinstatements, record reviews, referral for clearance documents and examinations, to surrendering vehicle registrations. The organ donation sign-up program registered 65,829 potential donors and 152,031 citizens received voter registration services.

Driver licenses were also centrally issued to 189,287 additional customers who used mail-in/phone-in/Internet renewal and address change services. The following table provides a breakout of the transactions for each of these methods:

Driver License Transactions Through Central Issuance Services (Renewals and Address Changes)

Time Period	Internet		Phone-in		Mail-in		Total
	#	%	#	%	#	%	
7/2002	20,072	34	6,290	11	32,153	55	58,515
8/2002	23,897	35	7,630	11	37,404	54	68,931
9/2002	20,093	32	6,073	10	35,675	58	61,841
Quarter Total	64,062	34	19,993	11	105,232	55	189,287

The total count of licenses and identification cards issued this quarter from both field offices and central issuance was 1,266,218.³

Presently, DHSMV and the Immigration and Naturalization Services (INS) are participating in an on-going training relationship with Driver License managers and examiners to receive fraudulent document detection training. The Department continues to emphasize fraud identification and

³ See Attachment 2

detection during the issuance of driver licenses and identification cards with the following results:

- 1,080 drivers attempted to avoid a driving suspension or revocation from other licensing jurisdictions by concealing or misrepresenting information. These individuals were denied the issuance of a Florida driver license at the time they were detected.
- The Department's Central Fraud Section at headquarters received 986 new cases this quarter and completed 711 cases.

The Department maintains its emphasis on establishing agents as authorized in section 322.135, F.S. This section authorizes the Department to designate Tax Collectors as agents for the issuance of driver licenses and identification cards. Twenty-four county Tax Collectors have been designated as licensing agents. These include Tax Collectors from Sarasota, Marion, Hillsborough, Leon, Bradford, Duval, Hamilton, Calhoun, Jefferson, Taylor, Osceola, Pinellas, St. Johns, Union, Bay, Manatee, DeSoto, Suwannee, Monroe, Collier, Escambia, Orange, Levy and Martin Counties. New residents are truly experiencing one stop shopping at these Tax Collectors' offices. In addition to the existing tag and registration services, customers can receive driver license and voter registration services at one location.

Designated County Licensing Agents

<u>County</u>	<u>Locations</u>	<u>County</u>	<u>Locations</u>
Bay	1	Manatee	3
Bradford	1	Marion	4
Calhoun	1	Martin	1
Collier	5	Monroe	2
DeSoto	1	Orange	2
Duval	2	Osceola	1
Escambia	2	Pinellas	2
Hamilton	1	Sarasota	1
Hillsborough	3	St. Johns	3
Jefferson	1	Suwannee	1
Leon	2	Taylor	1
Levy	2	Union	1
		Total	44

In its effort to ensure compliance with the state's insurance coverage requirements, the Department processed 198,747 cases to verify Florida's No-Fault or Liability Insurance. Staff evaluation used to identify these cases included the review of insurance policy cancellations from insurance companies, crash involvement, convictions of serious violations, status of suspension under the point suspension program, and renewal of a vehicle registration with an insurance affidavit. Additionally:

- As of 9/30/2002, the state of Florida had 10,592,138 non-commercial vehicles requiring insurance, 8,780,917 (82.9%) of which were insured. Brevard County listed a state high of 85.63% insured vehicles, while Franklin County recorded a low of 75.45% insured.
- There were 80,413 persons who had their driver licenses suspended for not complying with the state's financial responsibility laws. Improved reporting by the insurance industry resulted in more accurate and timely identification of those uninsured motorists. Workshops and meetings with the insurance industry are continuing to enhance the reporting process and identify non-compliant drivers. The insurance industry is currently conducting a study of reporting systems with a major insurance carrier to analyze programs for further improvements.

Through the statewide system of Tax Collectors and license plate agents, the Department provided service to 440,295 customers requesting new or used vehicle or vessel titles and provided miscellaneous services to 96,594 customers. DHSMV no longer offers Expedited (Fast Title) services. The County Tax Collectors have assumed this responsibility. During this quarter, Tax Collectors issued 147,784 Fast Titles to customers who used this new service. The Department also transferred titles in response to 593,174 requests.⁴

The Division of Motor Vehicles:

- Issued 1,033,469 new and used vehicle/vessel titles and title transfers.
- Inspected 893 dealers' records for compliance with established standards. Dealer and manufacturer licenses were issued to 2,063 newly qualified companies while 1,372 dealer complaints were registered with the Department.
- Inspected 3,629 mobile homes, received and processed 97 complaints, and issued 3,670 manufactured home labels.
- Issued 14,849 apportioned license plates to commercial motor carriers.
- Registered 1,522 new motor carrier accounts and issued 3,068 International Fuel Tax Agreement Decals. Additionally, 830 Fuel Use Tax Emergency Trip Permits were issued to wire services for out-of-state motor carriers traveling into Florida.

2. Reduce the number of high-risk drivers.

As the Department focuses on its role of enhancing public safety on Florida highways, it continues to address the issue of high risk drivers and methods to impact their behavior. The following actions have resulted from the use of driver improvement strategies:

- 391,688 drivers had their driving privileges suspended, revoked, or canceled.
- 9,121 hardship hearings were conducted to review requests from drivers under suspension or revocation. These drivers had requested authority to drive only for employment, business or educational purposes during their suspension or revocation periods. A total of 7,334 customers received approval to obtain a license for employment, business or educational purposes as a result of the hearings. The approval for a hardship license includes a review of the willingness of the driver to improve or change driving behaviors.
- 15,000 suspensions were issued for refusal to submit to a breath, blood or urine test or for driving with an unlawful alcohol level. Ninety-one percent of these actions were valid allowing the Department to sustain 13,648 suspensions. The remaining 9% (1,352) suspensions were invalidated due to insufficient case information.
- 400 drivers under the age of 21 received an administrative suspension under the "Zero Tolerance" law. Ninety-six percent of these actions were valid allowing the Department to sustain 384 suspensions. The remaining 16 (4%) suspensions were invalidated due to insufficient case information.
- Florida's drivers continue to improve their knowledge and safe driving awareness by attending driver improvement courses. While attendance is required following various driver license sanctions, many drivers voluntarily attend some of these courses. During

⁴ See Attachment 3

this quarter, 244,264 drivers completed a driver improvement course, 13,688 drivers enrolled in DUI schools, and 1,846 students completed motorcycle safety courses.

3. Improve 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 1 to 10 (1 being the worst service and 10 being excellent service). The charts below represents customers' feedback this quarter:

Customers Service Ranking

Service Ranking	Number of Customers	Percent
1	182	19.68
2	56	6.05
3	41	4.43
4	25	2.70
5	39	4.22
6	10	1.08
7	20	2.16
8	38	4.11
9	65	7.03
10	449	48.54
Total	925	100

Response Time Rating

Time in Minutes	Number of Customers	Percent
Up to 15	341	36.36
16 to 30	98	11.02
31 to 60	103	11.59
61 to 90	58	6.52
91 to 120	65	7.31
Over 120	224	25.20
Total	889	100

Using the Department's convenient telephone service, customers can save time and a trip to a driver license office. The **1-866-GoRenew** telephone service offers driver license renewals, address changes and vehicle registrations. During this quarter, 19,993 customers received this service via telephone. Additionally, using the on-line Internet service "Express Lane," 64,062 customers received driver license renewals, address changes and vehicle registrations. Driver license renewals and address changes utilizing these two methods cost \$3.50 in addition to the statutory fees.

Automated driver license testing equipment is available in all state driver license facilities. This equipment eliminates the paper and pencil testing system and uses a touch screen electronic system, increasing accuracy, providing immediate scoring, and reducing waiting and processing time for customers. Five licensing agents also utilize this automated system through an Internet connection.

A convenience experienced by Miami-Dade customers is the addition of another Mini-FLOW (**Florida Licenses On Wheels**, mobile license office), and providing services in the Jacksonville area is a newly reconditioned full size FLOW Bus.

The Division of Driver Licenses continues to increase the reliability and accountability of voter registration applications through the "Motor-Voter" Program. All driver license personnel have been trained in the new process that was provided in conjunction with local Supervisors of Elections. Emphasis was placed on collecting complete information on applications, obtaining signatures, and offering the electronic voter registration process to all driver license customers. The Department now provides the customer with a receipt indicating the "motor-voter" choice. The receipt has been enhanced to provide evidence of voter registration application completion, declination or ineligibility status. Customers are advised to contact the Supervisor of Elections Office if their voter registration card is not received in 30 days. Software was enhanced to provide communication and accountability between the Driver License offices and the Supervisor of Elections office, providing reports indicating motor-voter preference, including customers' decision not to register. The entire process is reviewed periodically by department quality review teams to increase accountability.

Driver license offices in Orange, Hillsborough, Pinellas, Miami-Dade, Duval, and Broward counties continue to heighten customer satisfaction by furnishing full service on Saturdays.

Florida drivers who have had their licenses suspended for failure to pay a traffic fine will find the process of having their license reinstated much easier. An updated automated driver license reinstatement system has been made available to the public with a more modern, reliable, and user friendly system. Citizens can reinstate suspensions for failure to pay traffic fines via an Interactive Voice Response application and the use of Visa or MasterCard. Once an individual has paid a traffic fine and the payment is recorded on the DHSMV database, it eliminates the previous waiting period required under the old manual reinstatement process. During this quarter, 903 customers used this new technology. This procedure particularly benefits those citizens who are out of state or the county where the traffic citation was issued when they learn their driver license is under suspension.

Motor Vehicle regional offices are now offering new services. In addition to Tax Collectors offices, customers who are filing for rebuilt VIN plates for salvaged vehicles may now receive full title and registration services at two Division of Motor Vehicle (DMV) regional offices in Pensacola and Winter Park. The remaining eight regional offices will be offering these services in the future. This is especially important to those seeking titles for vehicles that have been rebuilt or assembled from parts, requiring a physical vehicle inspection. Not only is there a DMV inspection of the vehicle, these types of vehicles also have special documentation requirements that must be verified by DMV inspectors.

DEPARTMENT INITIATIVES

Florida Real-Time Vehicle Information System (FRVIS)

The new Florida Real-Time Vehicle Information System 2000 (FRVIS) software developed by the Department for the Tax Collectors' Online Vehicle Registration and Titling System has enhanced the accuracy and integrity of the title and registration revenue collection and reporting process and has significantly increased the overall collection of revenues. The Department is continuing to enhance software applications based on user comments and is nearing completion of programming for the title and registration issues passed by the 2002 Legislature. The decal "print on demand" equipment in all Tax Collector and Department offices has made inventory issues much more manageable for both the Department and Tax Collectors. Additionally, FRVIS 2000 system is continuing to increase title and registration revenue collections. These increases are derived from FRVIS 2000 system benefits to the Department and Tax Collectors, which includes the ability to better administer title and registration laws.

Internet and Telephone Renewals

The Department has ended its pilot testing and has implemented the Internet and Telephone Renewals System statewide. This is a major step forward in service and convenience for the customer. The DMV has been brought to the customer, "virtually." This service allows customers to renew their motor vehicle registrations in the comfort of their home, office, or anywhere they can access the Internet or use a telephone. Of the two methods, Internet renewals show the highest volume. However, since not everyone has a computer, customers appreciate the convenience of telephone renewals. Volume for electronic renewals is as follows:

Electronic Renewals

Time Period	Internet		Phone-In		Total
	#	%	#	%	
7/2002	19,886	73	7,517	27	27,403
8/2002	22,028	74	7,880	26	29,908
9/2002	21,864	75	7,449	25	29,313
Quarter Total	63,778	74	22,846	26	86,624

Electronic Lien and Title System

The Electronic Lien and Title System (ELT) enables the Department and lien-holders to exchange information electronically. In mid-March 2001, the Department completed a successful pilot project with a bank and its third-party vendor. Since then, one additional third-party vendor has passed structure testing. As of September 30, 2002, 90 financial institutions were participating in this process. This is an increase of nine financial institutions from last quarter. From July 1, 2001 through September 30, 2002, the Department processed 308,298 ELT transactions. ELT transactions are anticipated to continue to increase as current institutions fully participant 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: reduction in number of titles issued, reduction in number of titles canceled due to errors, 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 DMV processing of title and lien transactions, the tracking of loans, and loan evidence for auditing purposes.

Kiosk Renewal of License Plates

Kiosk renewal of license plates consists of a stand-alone installation that contains a PC and printer, which a customer can use to renew his registration without standing in line to be served by a Tax Collector employee. The customer enters the necessary information from their postcard renewal and pays with a credit card. A registration and decal is then printed and the transaction is completed. Of the 26 counties requesting a kiosk, 12 have been installed and 14 await installation.

A version of the kiosk is under development and being tested for installation in locations other than a Tax Collector office, e.g., a shopping mall. A mall kiosk would involve using an Internet connection through which the customer enters his renewal information, pays by credit card and obtains a receipt showing renewal confirmation. The registration and decal would be provided by mail. The results of this test will determine its feasibility and how it can be implemented by the Department and Tax Collectors.

The following graphic depicts the accumulated revenue collection and disbursement efforts of the Department during this quarter.

**2002 – 2003
Revenue
1 st Quarter**

**Where
the money
comes from**

Total: \$357,686,876

73.3 ¢ 8.7 ¢ 8.9 ¢ 6.6 ¢ 2.5 ¢



License Plates & Decals	\$262,305,569				
*Other Revenue	\$30,998,931				
Motor Vehicle Titles	\$32,019,925				
Driver Licenses	\$23,581,360				
Fines & Forfeitures	\$8,781,091				

**Where
the money goes**

Total: \$357,686,876

38.5 ¢ 14.0 ¢ 14.3 ¢ 11.3 ¢ 21.9 ¢



Transportation	\$ 137,823,327				
*Other Programs	\$ 50,142,673				
General Revenue Funded Programs	\$ 50,978,303				
Agency Funding	\$ 40,442,528				
Education	\$78,300,045				

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

MAJOR SOURCES OF REVENUE INCLUDED IN
"OTHER REVENUE" - \$ 30,998,931

1. Driving Records (Highway Safety Operating Trust Fund - DL)	5,784,995
2. Motor Fuel Use Tax	23,226,915
3. Other	1,987,021 (1)
TOTAL	\$ 30,998,931

(1) "Other" is the sum of 37 remaining revenue line items ranging in amounts from \$ 640 to \$ 281,838.

BREAKDOWN OF " OTHER PROGRAMS " INCLUDED IN
" WHERE THE MONEY GOES " - \$ 50,142,673

1. Mobile Home License Payments to Local Governments	974,273
2. Fuel Use Tax Program	18,280,921
3. Civil Penalties Paid to Other Agencies for Various Programs	1,317,446
4. Specialized License Plates	4,859,455
5. Air Pollution Control Program	4,001,655
6. Law Enforcement Radio System Program	3,844,302
7. Brain and Spinal Cord Rehabilitation	471,074
8. Vessel Titles and Registrations	1,286,197
9. Grants and Donations Programs	1,520,525
10. IRP Fees Paid to Other Jurisdictions	10,575,548
11. Other	3,011,277 (2)
TOTAL	\$ 50,142,673

(2) "Other" is the sum of 9 remaining distribution line items ranging in amounts from \$ 2,941 to \$ 883,966.

DEPARTMENT ADMINISTRATIVE SUPPORT DATA

NUMBER OF POSITIONS BY BUDGET ENTITY

POSITION LOCATION	AUTHORIZED	VACANT
Office of the Executive Director and Administrative Services	328	30.0
Florida Highway Patrol	2,312	151.0
Driver Licenses	1,499	92.5
Motor Vehicles	481	23.5
Information Systems Administration	189	8.0
TOTAL	4,809	305.0

EMPLOYEE REPRESENTATION AT END OF QUARTER

RACE	NUMBER	PERCENT	RLM* %
White	3,088	69	73
Black	918	20	12
Hispanic	413	9	13
Other	73	2	2
TOTAL	4,492	100	100

*RLM - Relevant Labor Market

NEWLY HIRED PERSONNEL

RACE	NUMBER	PERCENT	RLM* %
White	71	69	73
Black	22	21	12
Hispanic	8	8	13
Other	2	2	2
TOTAL	103	100	100

*RLM - Relevant Labor Market

VOLUNTEERS

Number of hours provided by regular service volunteer employees	589
Number of hours provided by occasional service volunteer employees	67

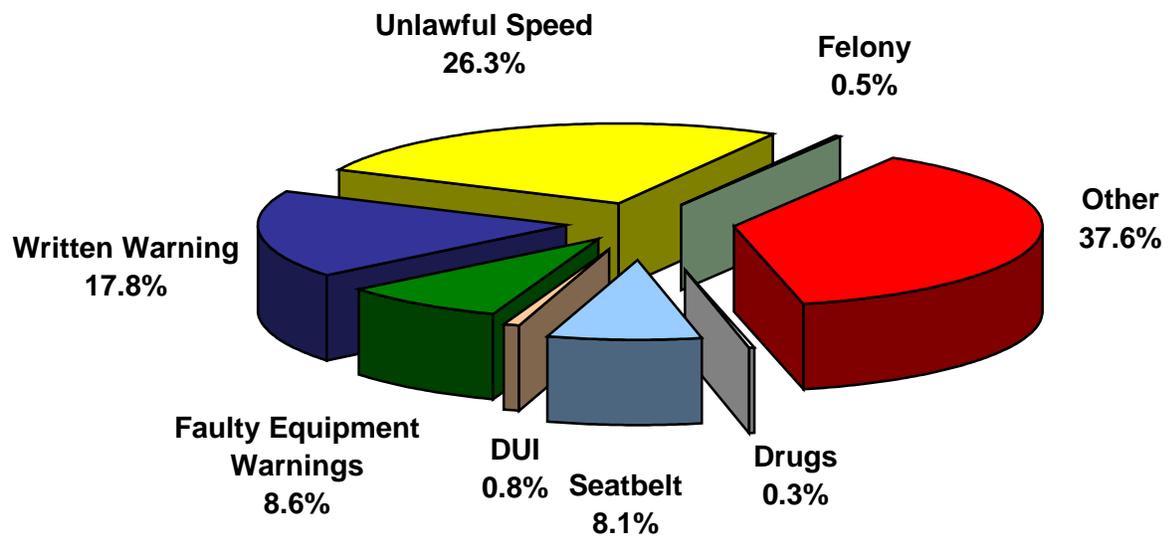
PURCHASES IN EXCESS OF \$100,000 (Not in Conjunction with State Contracts) JULY THROUGH SEPTEMBER 2002		
PROJECT	VENDOR	AMOUNT
TCATS project, ISA, Term: 07/01/02 – 06/30/03, P.O. #V05913	Florida Association of Court Clerks, Inc. Tallahassee, FL	\$1,632,351.00
Maintenance cost for laptops and hardware accessories, Troop D, FHP, ITN 001-01, Term 11/01/02 – 10/31/05, P.O. #V05626	Datamaxx Applied Technologies, Inc. Tallahassee, FL **	\$1,208,840.90
Maintenance cost for laptops and hardware accessories, Troop E, FHP, ITN 001-01, Term 12/01/02 – 11/30/05, P.O. #V05627	Datamaxx Applied Technologies, Inc. Tallahassee, FL **	\$1,086,177.26
Maintenance cost for laptops and hardware accessories, Troop L, FHP, ITN 001-01, Term 01/01/03 – 12/31/05, P.O. #V05629	Datamaxx Applied Technologies, Inc. Tallahassee, FL **	\$877,951.15
Lease of laptop computers and hardware accessories, Troop D, FHP, ITN 001-01, Term 11/01/02 – 10/31/05, P.O. #V05622	Compaq Computer Corp Tallahassee, FL	\$753,503.04
Lease of laptop computers and hardware accessories, Troop E, FHP, ITN 001-01, Term 12/01/02 – 11/30/05, P.O. #V05623	Compaq Computer Corp Tallahassee, FL	\$673,571.16
Maintenance cost for laptops and hardware accessories, Troop K, FHP, ITN 001-01, Term 12/01/02 – 11/30/05, P.O. #V05628	Datamaxx Applied Technologies, Inc. Tallahassee, FL **	\$615,657.88
HSMV 75901 Florida Uniform Traffic Citations 160,387 books, DDL, ITB 037-99, P.O. #V05793	Standard Register Co Tallahassee, FL	\$586,214.49
Maintenance cost for laptops and hardware accessories, Troop L, FHP, ITN 001-01, Term 01/01/03 – 12/31/05, P.O. #V05625	Compaq Computer Corp Tallahassee, FL	\$565,520.04
Lease & license fee software products, ISA, single source, Term 07/1/02 – 06/30/03, P.O. #V06099	IBM Corporation Tallahassee, FL	\$534,300.00
Lease of laptop computers and hardware accessories, Troop K, FHP, ITN 001-01, Term 12/01/02 – 11/30/05, P.O. #V05624	Compaq Computer Corp Tallahassee, FL	\$371,153.52
Data entry services, ISA, ITB 007-99, Term 10/01/02 – 09/30/03, P.O. #V05424	Jan Rey Data Processing Tampa, FL **	\$250,000.00
Legal services for handling DUI forfeiture litigation statewide, OED, Term 07/01/02 – 06/30/03, P.O. #V06053	Office Of The Attorney General Tallahassee, FL	\$250,000.00
Lease of workstation for headquarters, Troop D, FHP, ITN 001-01, Term 11/01/02 – 10/31/05, P.O. #V05631	Smartcop Inc Pensacola, FL	\$242,987.97

Lease of workstation for headquarters, Troop E, FHP, ITN 001-01, Term 12/01/02 – 11/30/05, P.O. #V05630	Smartcop Inc Pensacola, FL	\$214,444.72
FDLE state criminal background check, DMV, Term 07/01/02 – 06/30/03, P.O. #V05883	FDLE-Criminal History Section Tallahassee, FL	\$200,000.00
Lease of workstation for headquarters, Troop L, FHP, ITN 001-01, Term 01/01/03 – 12/31/05, P.O. #V05633	Smartcop Inc Pensacola, FL	\$180,980.22
Application for certificate of title form #82041, DMV, ITB 030-02, Term 07/19/02 – 06/30/03, P.O. #V05461	Standard Register Jacksonville, FL	\$163,426.68
Full service maintenance on Xerox 4050 and 4135, ISA, Term 07/01/02 – 06/30/03, P.O. #V05838	Xerox Corporation Tallahassee, FL	\$137,316.00
Lease of workstation for headquarters, Troop K, FHP, ITN 001-01, Term 12/01/02 – 11/30/05, P.O. #V05632	Smartcop Inc Pensacola, FL	\$119,956.72
Support for Quest data base, ISA, Term 07/01/02 – 06/30/03, P.O. #V05835	Quest Software Irvine, CA	\$118,197.00
Film Kodak professional supra 400 film, DAS, ITB 031-00, P.O. #V06183	Indian River Supply Co Melbourne, FL **	\$115,200.00
Uniforms hats, gun belts and accessories, FHP, ITB 013-01, Term 07/09/02 – 06/30/03, P.O. #V05323	Martins Uniforms Seminole, FL	\$100,000.00
In-state delivery service (51-5000 lbs.), DAS, ITB 038-98, Term 07/01/02 – 06/30/03, P.O. #V05825	Benton Express Tallahassee, FL	\$100,000.00
Computer output microfilm (com) and records storage services, DAS, Term 07/01/02 – 06/30/03, P.O. #V05842	Department of State Tallahassee, FL	\$100,000.00
Deinstallation/Installation cables, ISA, ITB 008-99, Term 07/01/02 – 06/30 03, P.O. #V05909	Compaq Computer Corp Tallahassee, FL	\$100,000.00

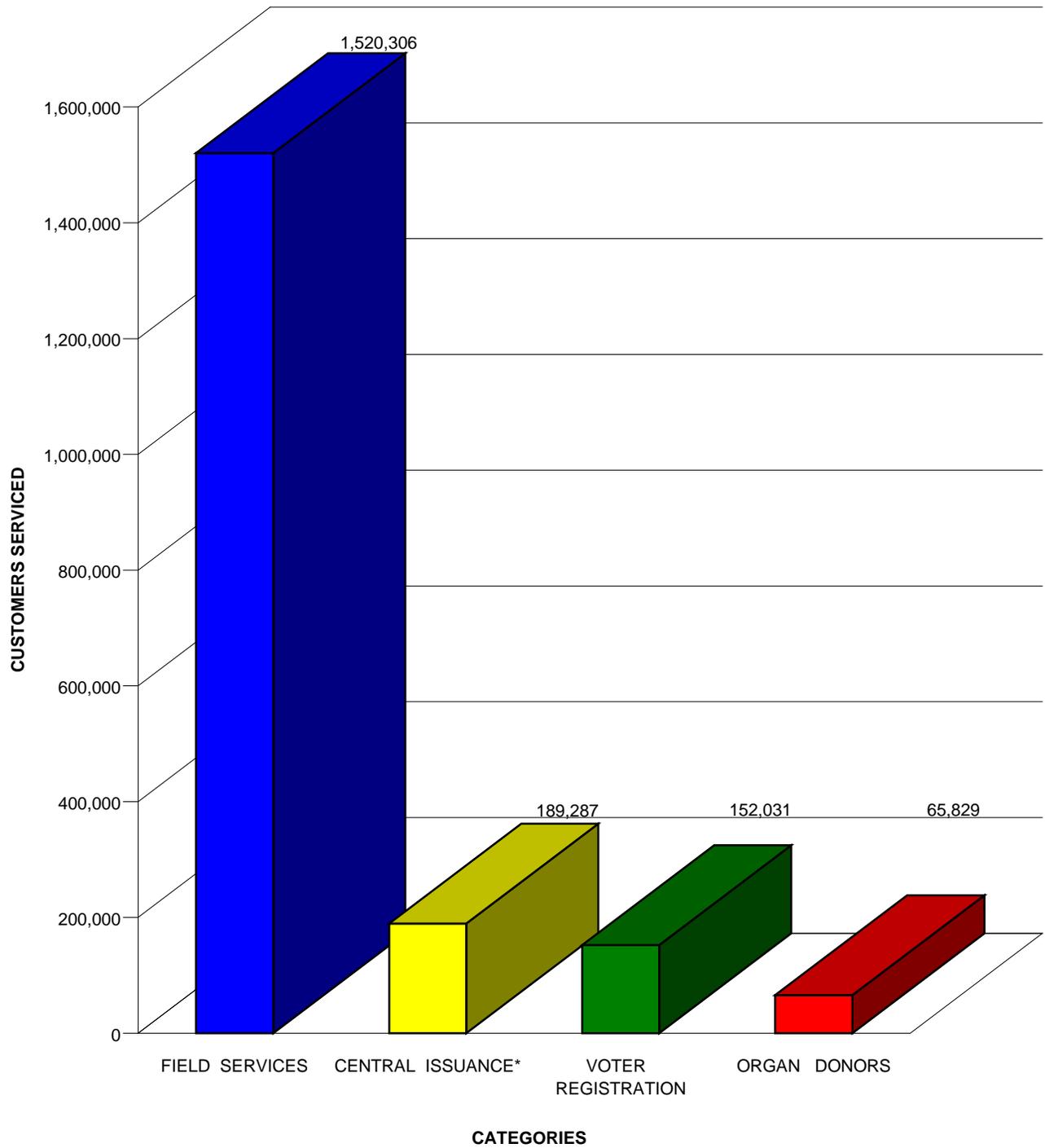
** Certified Minority Business⁵

⁵ See Attachment 4

Arrests / Warnings / Notices

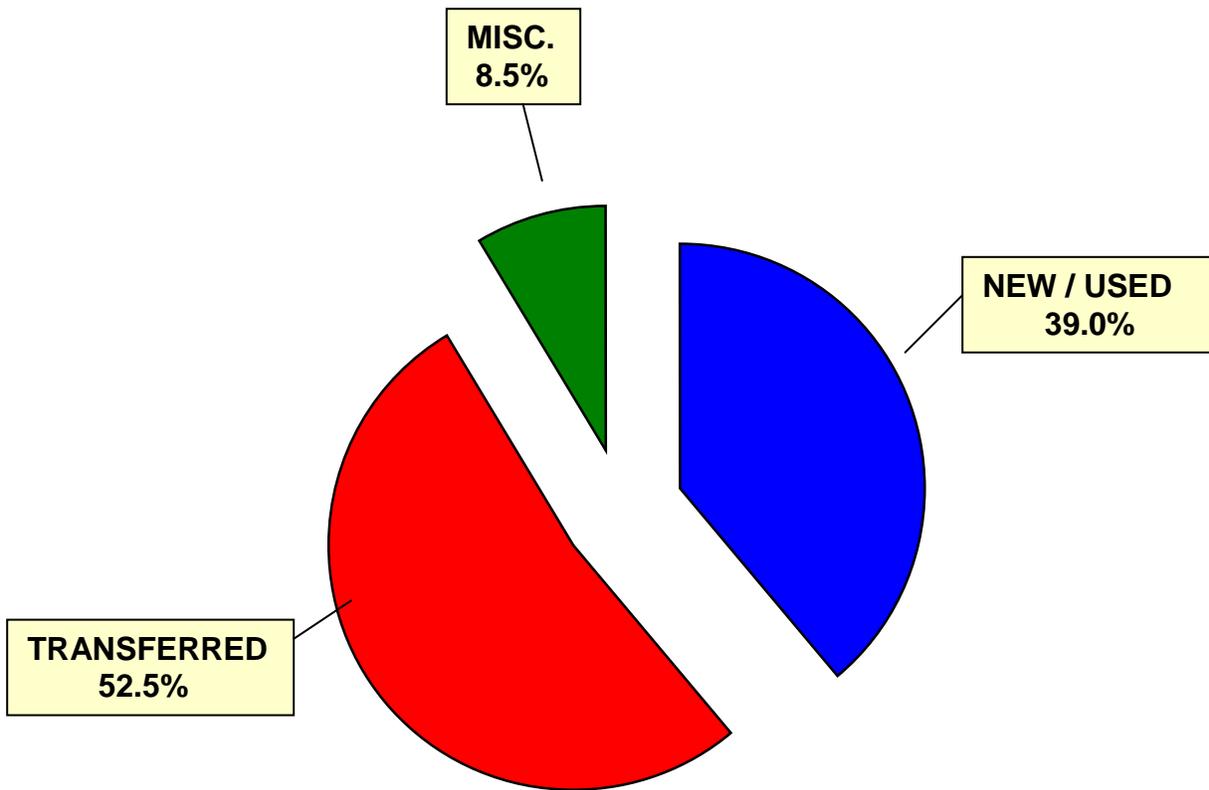


DRIVER LICENSE - ID CARD APPLICANTS - SERVICES

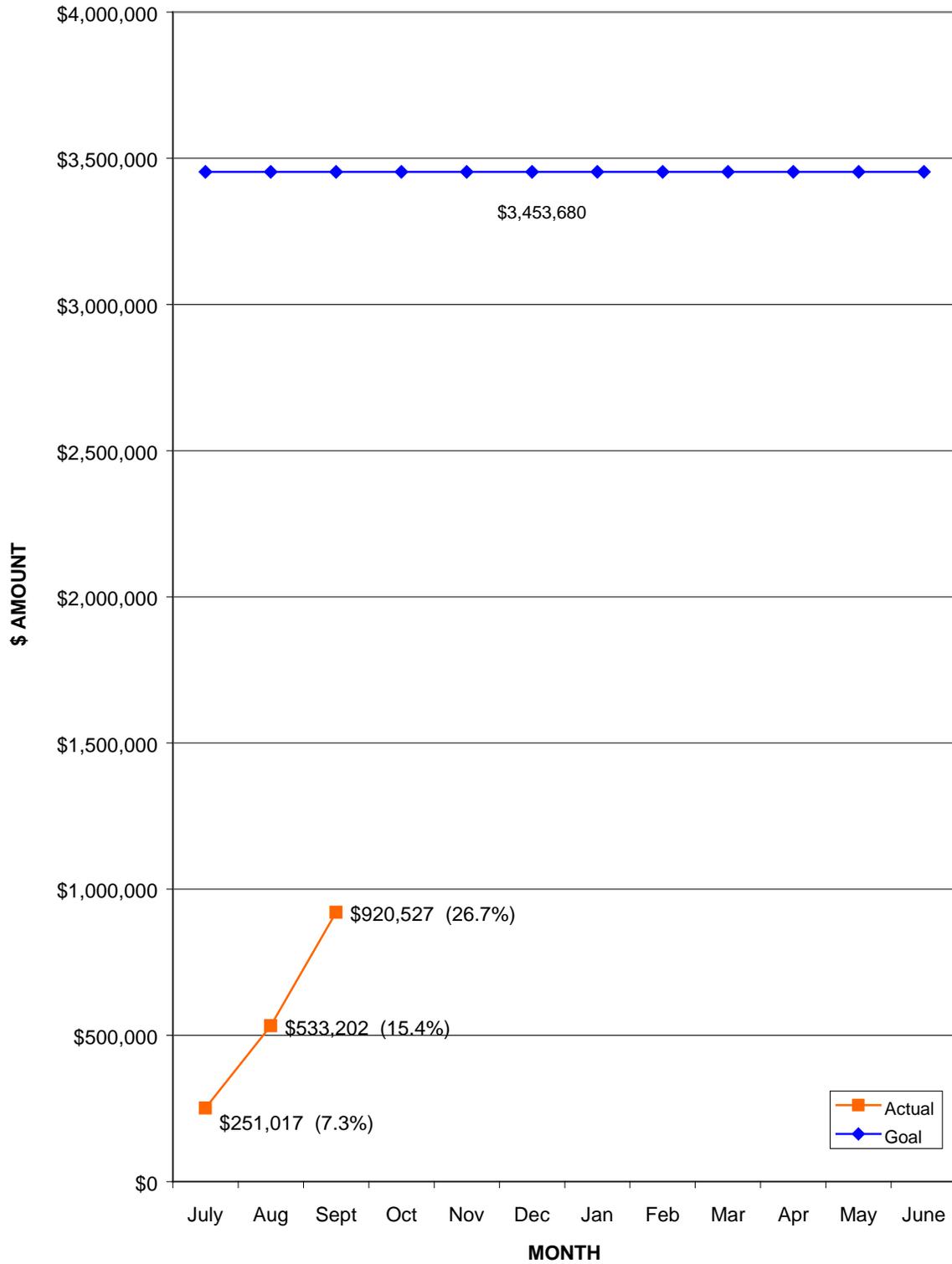


*Central Issuance: Renewals and address changes (Internet, Phone-In, and Mail-In.)

VEHICLE / VESSEL TITLES ISSUED



MINORITY BUSINESS ENTERPRISE UTILIZATION FISCAL YEAR 2002 -2003



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

*Information Furnished through the
Office of Management Research and Development
Neil Kirkman Building
Tallahassee, FL 32399 - 0500*

