

# Florida Department of Highway Safety and Motor Vehicles

Quarterly Report  
July - September 2003



**Making Highways Safe**

# Department of Highway Safety and Motor Vehicles

Quarterly Report  
July – September 2003

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## EXECUTIVE SUMMARY

☑ In-office visits by motorists increased six percent from the last quarter, as the department served 1,577,159 customers in driver license field offices.\*

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

☑ A seven percent decrease was noted in highway deaths, as 719 were recorded; 232 were alcohol related.\*

\* Latest available Statewide Traffic Accident Management Information System (STAMIS) data for the prior year's comparable quarter.

☑ 97,097 new potential organ donors were registered during the first quarter, bringing to 3,729,398 the total number of potential donors that are currently registered through the organ donation sign-up program.

☑ 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 692 motor vehicle dealers' records for compliance with established standards, and issued 2,157 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges increased 74 percent, as 598,465 actions were taken. Additionally, 127,254 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 15,912 administrative (roadside) suspensions were issued to drivers with an unlawful blood alcohol content or for failure to submit to a sobriety test. This twelve percent increase includes 467 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,148,646 new and used vehicle/vessel titles and title transfers.

**During the first 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 15 percent from the prior quarter. A total of 130,930 transactions were conducted through these two services, with 24,149 by telephone and 106,781 by Internet.

☑ Driver license renewals and address changes via mail, telephone, and Internet increased substantially, with a 28 percent increase from last quarter. A total of 327,006 licenses were issued through these services, with 206,065 coming in by mail, 25,392 by phone, and 95,549 by Internet. These account for approximately 17 percent of the department's total driver license transactions.

☑ The FHP cited 2,781 individuals for DUI violations, a six percent increase.

☑ The FHP arrested 1,933 individuals for felony violations, a decrease of six percent.

☑ Slight increases were noted as the FHP cited or warned 342,959 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 79,561 motorists with disabled vehicles.

☑ Collected \$332,598,064 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

### Electronic Transmission of Crash Records

The department has developed a new electronic data flow system for crash reports. Crash reports can now be electronically transmitted from lap top computers located in trooper vehicles to a server located at FHP headquarters in Tallahassee. This new data flow system reflects the progression from a primarily paper-based reporting system to an electronic system. Using a new digital entry system that uploads information directly to a database is much faster and more accurate. In addition, it speeds up the process and minimizes human error associated with using manual data entry systems. Ultimately, use of the new electronic system will help eliminate excessive paper and the subsequent hand-delivery, mailing, and faxing of paperwork across the state. Further, the new electronic method of reporting crash data will enhance the department's efficiency and provide timely information that is vital for use in education, enforcement, and highway design to make Florida's highways safer.



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### Data Warehouse Now Includes Crash Records

With the aid of federal grant funds, the department has completed the design and implementation of a Crash Records Database within the department's data warehouse. The data warehouse now stores and provides an efficient mechanism for the integration of all major department records, including information retained on driver licenses, motor vehicles, traffic citations, and crashes. This file integration has extremely positive benefits for domestic security, public safety, policy analysis, ad hoc safety reports, operational reporting, and the sale and distribution of driver license and motor vehicle registration data by providing a more efficient and comprehensive data retrieval and linkage system.

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### FHP's Most Wanted Fugitive Captured in Washington State



The FHP Bureau of Investigations, assisted by the Florida Department of Corrections Fugitive Apprehension Coordination Team, announced on September 10, 2003, the capture of the FHP's most wanted subject, Walter N. Rhodes, age 53. Rhodes was wanted for absconding from parole for the 1976 murders of FHP Trooper Philip Black and Canadian Constable Donald Irwin at a Broward County rest area. He was arrested by the Okanogan County, Washington Sheriff's Department on September 9, 2003, without incident for identity-related and other charges, and is awaiting extradition to Florida.

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### FHP Arrests Nearly 200 in Drag-Racing Dragnet

On Friday, August 1, 2003, Florida Highway Patrol troopers in Miami set up one of the largest street racing sting operations in Florida's history. Over 70 Troopers and 30 Miami-Dade Police Officers moved in on a large crowd of illegal street racers on U.S. 27 in Miami-Dade County. Troopers arrested 197 people - 27 of which were charged with racing on the highway. Forty-one juveniles and 129 adults were charged with unlawful assembly. Troopers also had 54 vehicles towed away.



In 2001, FHP conducted a similar sting operation. The only difference was that the existing law at that time only allowed for Troopers to issue traffic citations, thus not making much of an impact on illegal street racing. This time, however, the full force of the law was at the Troopers' disposal. The Legislature passed a bill that was signed into law last year, which makes street racing a second-degree misdemeanor. It provides for the suspension of the violator's driver license for one year and a fine of up to \$500. The new law also allows the courts to immobilize the violator's vehicle as a condition of incarceration or probation. A second offense of a street racing violation will result in the suspension of the violator's license for two years and a fine of up to \$1000.

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### **FHP Troopers Increase Visibility for July 4th and Labor Day Holidays**



As many as 200 additional uniformed Florida Highway Patrol officers were on patrol during the 4th of July and Labor Day holiday periods. As in the past, Colonel Chris Knight, FHP Director, suspended office operations for all sworn personnel during the two major holiday periods, and those normally assigned to administrative duties were reassigned to patrol duties throughout both holiday periods. In addition, during the July 4th holiday, FHP troopers joined officers representing hundreds of other Florida law enforcement agencies as part of a national DUI enforcement mobilization called *You Drink and*

*Drive..You Lose.* The campaign began on June 27th and continued through July 13th. Due in part to these increased enforcement efforts, actual fatalities were lower than what was anticipated based on past history for these two holidays.

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### **FHP Seizes Harley Davidson Motorcycles**

On August 5, 2003, the FHP Bureau of Investigations received information from the Palm Beach County Tax Collector's office that there were title applications being made for 19 new 2003 Harley Davidson motorcycles for individuals with similar addresses and names and at prices that appeared to be too low. All of the title applications were being returned to one licensed motor vehicle dealer in Broward County. After reviewing the



information from the Palm Beach County Tax Collector's office, Lieutenant Ernest A. Wessels and Corporal Anthony Caserta, Jr. went to the dealer's place of business and met with the owners. During this meeting the owners admitted they had used the names of family members and friends with their permission to title the motorcycles. They admitted that they had forged the signature of all but five of the title applications with the persons consent.

It was determined during the course of the investigation that the actual purchase price resulted in an under-payment of sales tax in the amount of \$3,120. The 19 motorcycles were seized and Notice of Seizure and Right to Adversarial Hearing forms were issued. The motorcycles are currently impounded at the Troop K Evidence Storage Facility in West Palm Beach, pending the outcome of proceedings.

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

**DEPARTMENT MISSION:  
Making Highways Safe.**

- 4,804 Authorized Positions
- 4,408 Current Employees
- 1,819 Authorized Sworn Law Enforcement Officer Positions
- 1,616 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
- \$ 5,040,595 State Revenue Collected
- 101,927 Miles Patrolled on Highways
- 72,960 Vehicle and Mobile Home Registrations Issued
- 18,747 Vehicle and Mobile Home License Plates Issued
- 17,948 Vehicle/Vessel Titles Issued/Transferred
- 29,753 Driver License Customers Served
- 23,866 Court Dispositions Processed  
(Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)
- 4,593 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)
- 230 Hearings Conducted (Includes formal and informal administrative suspensions and hardship cases)





## 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.

		THIS QUARTER	LAST YEAR SAME QUARTER	PERCENT CHANGE
<b>1.</b>	<b>ENFORCEMENT</b>			
	a. Unlawful Speed Arrests	110,919	107,232	3.44
	b. DUI Arrests	2,781	3,058	-9.06
	c. Felony Arrests	1,933	1,794	7.75
	d. Other Arrests	148,739	144,649	2.83
	TOTAL ARRESTS (Includes Drug Arrests)	265,710	257,964	3.00
	e. Written Warnings	64,750	68,538	-5.53
	f. Faulty Equipment Notices	31,490	32,538	-3.22
<b>2.</b>	<b>CRASH INVESTIGATIONS</b>	39,865	40,707	-2.07
<b>3.</b>	<b>TRAFFIC HOMICIDE INVESTIGATIONS</b>	425	429	-0.93
<b>4.</b>	<b>DRUG INTERDICTION</b>			
	a. Drug Related Arrests	1,338	1,231	8.69
	b. Drugs Seized (Estimated Value)	\$143,194	\$383,449	-62.66
	c. Cash Value	\$51,017	\$75,713	-32.62
<b>5.</b>	<b>STOLEN VEHICLES RECOVERED</b>	246	247	-0.40
<b>6.</b>	<b>DUTY HOURS</b>			
	a. Unobligated Patrol *	267,040	274,939	-2.87
	b. Obligated Patrol **	383,833	373,488	2.77
	c. Non-Patrol ***	131,289	136,276	-3.66
	TOTAL DUTY HOURS	782,162	784,703	-0.32
<b>7.</b>	<b>MILES PATROLLED</b>	9,377,292	9,550,119	-1.81
<b>8.</b>	<b>TOTAL INCIDENTS OF HIGHWAY VIOLENCE</b>	21	94	-77.66

\* 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 (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.**

### **Trooper Eduardo Santos**

**Award recipient**

**July 2003**

On July 27th, Trooper Santos observed a white male, armed with a large padlock and knife, walking with his bike and dog on the southbound emergency lane of State Road 26. When he approached the subject to tell him to get off the expressway, the subject refused and continued walking into the southbound lanes of traffic. To prevent a vehicle from hitting the subject, Trooper Santos stopped traffic in the area. When the subject continued to ignore his requests to get off the roadway, he called for assistance.

When two local police officers arrived, the subject threw the padlock at them, and then picked up a rock and threw it at Santos. The subject then pointed his knife at the police officers in an aggressive manner. To protect the officers and to prevent the subject from injuring himself, Trooper Santos tackled him to the ground. The subject continued to resist by kicking and fighting until the knife was taken and he was handcuffed with the assistance of the other two officers. Even after sustaining an injury to his leg, Santos was able to apprehend the subject. His courage and ability to make good decisions in a dangerous situation not only saved the life of the subject, but prevented injury to two fellow law enforcement officers.

### **Trooper Dean Empie**

**Award recipient**

**August 2003**

On August 2nd, Trooper Dean Empie responded to a B.O.L.O. (Be On the Look Out) for a driver who was possibly asleep or passed out at the wheel while traveling east on Interstate 4. Trooper Empie, while working S.O.A.R.(Statewide Overtime Action Reduction) was flagged down by a motorist and informed of the same information. Suddenly, Trooper Empie observed the suspect's vehicle drifting across several lanes of traffic. Trooper Empie saw that a young female passenger was pulling on the steering wheel of the vehicle.

Trooper Empie was able to pull along side the vehicle and see that the driver was passed out, his head tilted backwards, while the vehicle was traveling at 55 mph. Trooper Empie saw the young female passenger, who was screaming into a cell phone. Trooper Empie yelled "what is wrong with him" to the female passenger, and she replied, "He is drunk." Trooper Empie then slowed down and pulled along side the passenger's side of the vehicle and motioned to the female passenger to roll down her window and put the cell phone down because she would have to stop the vehicle herself. As a result of the instructions given by Trooper Empie, the young female was able to safely stop the vehicle in the center lane of I-4. Further investigation revealed that the young female passenger was only twelve years old. The driver was so intoxicated that he had to be transported to Tampa General Hospital for observation. He was then transported to the Hillsborough County Jail and charged with DUI and Child Endangerment. Trooper Empie utilized his years of experience and knowledge to defuse an extremely dangerous situation.

**Corporal Lona K. Mitchell**  
**Award recipient**  
**September 2003**

Corporal Lona K. Mitchell was selected as the Florida Highway Patrol "Trooper of the Month" for September 2003, based on her diligent traffic homicide investigative efforts and exemplary courtroom presentation. On September 11th, thanks to Corporal Mitchell's professional preliminary traffic homicide investigation and courtroom testimony, the individual responsible for the serious bodily injury of three occupants was found guilty of three counts of attempted second-degree murder and sentenced to seven years in state prison with ninety-four months of probation for his crime. Based upon Corporal Mitchell's investigation and excellent police work, Antonio Luiz Alcantara will serve time for grabbing the wheel of a vehicle in motion. His action caused the car to roll over multiple times, ejecting all the occupants, risking their lives and causing serious bodily injury. Corporal Mitchell is a 17-year veteran of the FHP assigned to Troop F in Bradenton.

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**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. To date, reports have been processed for 2,341,367 traffic stops. The following table shows the relatively close match between the driver demographics and the

overall resident demographics, as reflected in the 2000 U.S. Census:

<b>Race</b>	<b>Drivers Stopped</b>	<b>Census</b>
White	82.65%	77.99%
Black	15.76%	14.61%
Asian	1.25%	1.72%
Native-American	.21%	.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 17.17 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.

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**DUI Civil Forfeiture**

Section 322.34, Florida Statutes, gives law enforcement agencies the authority to seize vehicles, denying future transportation to habitual 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 Driving Under the Influence.

Since the statute became effective in January 2000, the FHP has seized 676 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 \$3,267,801. A total of 295 vehicles have been successfully awarded to the department, with an estimated value of \$803,351.

## **FHP Assists Daytona Beach Police Department**

The Florida Highway Patrol provided 25 out-of-area troopers and 40 local troopers to assist the Daytona Beach Police Department with the Pepsi 400 NASCAR races. The detail ran from Thursday, July 3rd, through Saturday, July 5th. Duties included vehicle and pedestrian traffic control, enforcement, and assistance to the Daytona Beach Police Department.

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## **FHP Recognizes Troopers for Outstanding DUI Enforcement**



The Florida Highway Patrol recognized the following troopers for outstanding DUI enforcement for the period of July through September 2003:

July 2003 – Trooper Ronald Evans – Troop C-Land O' Lakes – 26 arrests

August 2003 – Trooper Anthony Palese – Troop C-Pinellas Park – 21 arrests

September 2003 – Trooper Gregory Mitchell – Troop F-Bradenton – 25 arrests

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## **Construction Begins on new Ocala FHP Station**

The new Ocala Florida Highway Patrol station is under construction. The project began on September 17, 2003 with an anticipated completion date of March 2004. The \$1.4 million dollar project will replace the old station built in 1964 when only 14 troopers were assigned to Marion County. Ocala, one of the fastest growing areas in the state, now has 32 troopers assigned and needs the room for growth. The latest projections are that by 2025, Marion County's population will increase by 82 percent.

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## **106th Recruit Class Begins**

The Florida Highway Patrol's 106th Recruit Class began on September 22, 2003, and is scheduled to graduate on March 25, 2004. A total of 25 recruits reported to the FHP Training Academy in Tallahassee to begin 27 weeks of intensive training. The 105th Recruit Class, which consists of 31 recruits and is still in session, began on June 16, 2003, and will graduate on December 18, 2003.

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# 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

The number of licenses issued this quarter increased by 4.4 percent over the same quarter last year due to a higher demand for license renewals and new drivers entering the state.

Calendar year 2003 renewal demand is projected to be higher than calendar year 2002 by 21 percent, and this trend will continue through calendar year 2004, due in large part to the nature of the renewal cycle.

<b>Driver Licenses (In Person)</b>	This Quarter	Last Year Same Quarter	Percent Change
Licenses	921,994	882,876	4.4
ID Cards	200,349	194,055	3.2
Other Services	454,816	443,375	2.6
<b>Total Customers</b>	<b>1,577,159</b>	<b>1,520,306</b>	<b>3.7</b>

The "Other Services" category, which is comprised of reinstatements, record reviews, referral for clearance documents and surrendering vehicle registrations, increased by 2.6 percent, due in part to the increased number of sanctions. These sanctions include suspensions, revocations, cancellations of driving privileges, and insurance suspensions (financial responsibility).

<b>Central Issuance-Renewals/Address Changes</b>	This Quarter	Last Year Same Quarter	Percent Change
Mail	206,065	105,232	95.8
Phone	25,392	19,993	27.0
Internet	95,549	64,062	49.2
<b>Total Transactions</b>	<b>327,006</b>	<b>189,287</b>	<b>72.8</b>

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

## Financial Responsibility

	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases	236,555	198,747	19.02
Insured Rate	94.09% *	82.90%	-

\* New data reporting methodology implemented last quarter.

Financial Responsibility Cases and Insured Rate increases are due to improved reporting by the insurance industry resulting in more accurate and timely identification of uninsured motorists. Additionally, the effectiveness of the department in enforcing the Financial Responsibility Law continues to increase with programmatic improvements by both the department and the industry.

The Insured Rate of 94.09 percent is based on data verified with the insurance carriers on vehicles with proof of insurance. This is a data reporting change implemented last quarter. The prior method of just matching the Vehicle Identification Number (VIN) produced a rate of 85.59 percent for this quarter. This is an increase from 82.90 percent the same quarter last year, which is attributed to improved reporting by the insurance industry. Utilizing this prior methodology, Brevard County listed a state high of 88.07 percent insured vehicles with matching VINs, while Franklin County recorded a low of 78.65 percent.

## Administrative Suspensions

	This Quarter	Last Year Same Quarter	Percent Change
Suspensions ( Refusals, DUI)	15,445	15,000	3.0
Suspensions ( Zero Tolerance)	467	400	16.8
Total	15,912	15,400	3.3
Administrative Suspension Sustained Rate	89%	89%	-

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

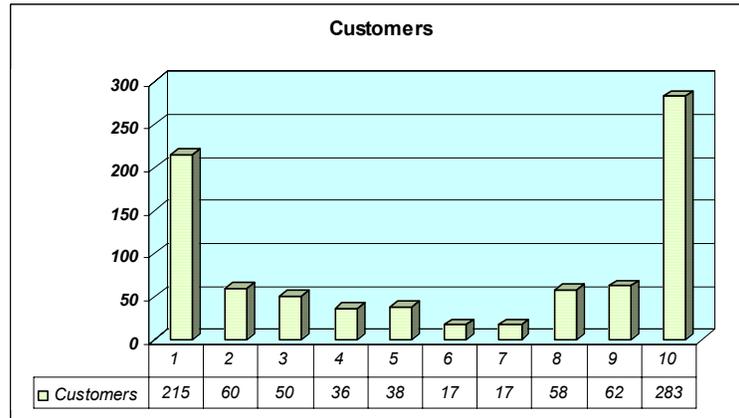
The Division of Driver Licenses implemented an electronic Customer Service Inquiry System in October 2001. This system replaces traditional e-mails with an Internet application that allows the customer to ask a question, make an inquiry, or register a complaint. The customer's inquiry is then captured in a database that allows the division to track, monitor, and apply quality assurance. The division assisted 17,557 customers during the first quarter with the following goals:

- \* 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, and
- \* 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.

## 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:

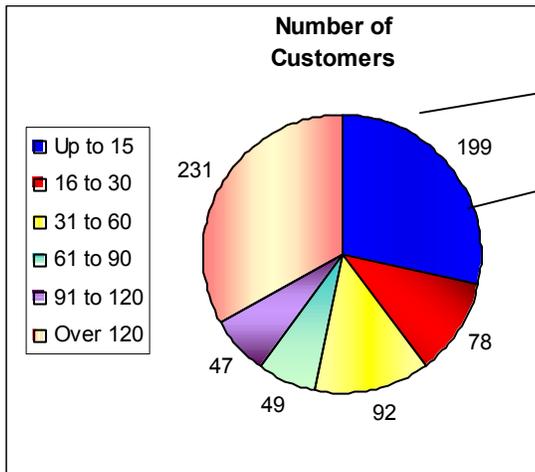
### Customer Service Ranking



### Customer Wait Times

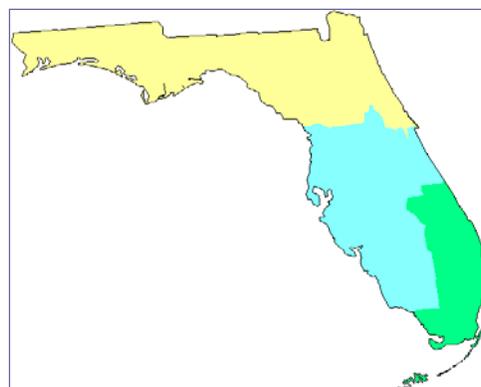
Customer wait times increased from the prior quarter; the "0 – 15 minute" wait time decreased from 41 to 29 percent; whereas, the "over 120 minutes" wait time increased from 20 to 33 percent.

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 times for the North, Central, and South regions were 42, 33, and 19 percent, respectively. For the same regions, for the "Over 120 minutes" wait times, the percentages were 22, 26, and 45 percent, respectively.



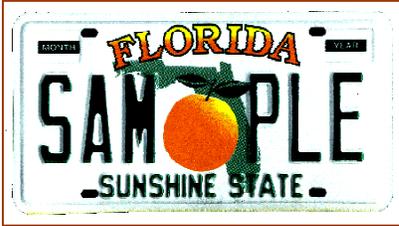
North

Central



South

# Motor Vehicles



1. ORIGINAL TITLES (VEHICLE/VESSEL) ISSUED	This Quarter	Last Year Same Quarter	Percent Change
a. New	282,101	303,547	-7.1
b. Used	146,209	136,748	6.9
c. Transfers	606,997	593,174	2.3
d. Miscellaneous	113,339	96,594	17.3
<b>Total</b>	<b>1,148,646</b>	<b>1,130,063</b>	<b>1.6</b>
2. MOTOR VEHICLE - MOBILE HOME REGISTRATIONS	4,669,464	3,473,035	34.4
3. MV, MH DEALER AND MANUFACTURER LICENSES ISSUED	2,157	2,063	4.6
4. DEALER COMPLAINTS PROCESSED	1,344	1,372	-2.0
5. DEALER RECORD INSPECTIONS	692	893	-22.5
6. MH/RV's INSPECTED	3,259	3,629	-10.2
7. SEALS AND LABELS ISSUED	4,111	3,670	12.0
8. COMPLAINTS PROCESSED	80	97	-17.5
9. APPORTIONED LICENSE PLATES ISSUED	10,883	14,849	-26.7
10. NEW MOTOR CARRIER ACCOUNTS	1,473	1,522	-3.2
11. INTERNATIONAL FUEL TAX AGREEMENT DECALS ISSUED	3,258	3,068	6.2
12. FUEL USE TAX EMERGENCY PERMITS ISSUED TO WIRE SERVICES	1,050	830	26.5

Miscellaneous titles issued have increased 17.3 percent from the same quarter last year due to improved screening processes requiring title corrections.

Motor vehicle/mobile home registrations have increased 34.4 percent due to increased demand and improved data collections using the department's data warehouse.

The 22.5 percent reduction in dealer records inspections is a function of the regional offices beginning to issue titles. Ten regional offices are currently doing this and the eleventh will begin shortly. This increased workload with no additional resources has had an impact on other functions in the offices, especially dealer records inspections.

The decrease in mobile homes inspected, 10.2 percent, is due to the lack of production of new mobile homes in the state.

The number of mobile home complaints processed decreased by 17.5 percent from the same quarter a year ago. Mobile home manufacturing processes have improved due to new HUD construction requirements, training, and quality control by the department employees in the manufacturing facilities.

The number of units being registered in Florida to operate under the International Registration Plan (IRP) has declined every year since the 1999 registration year. One factor which may be contributing to this decline is unfavorable economic conditions over the past several years. The trucking industry has been faced with increasing fuel prices, increasing insurance costs, and increased operating costs in general, forcing many companies to cease or downsize operations to maintain profit levels. These factors explain for the most part why the department registered 26.7 percent fewer trucks than the same quarter a year ago.

With regard to the 26.5 percent increase in the number of fuel permits being issued to wire service companies, the decrease in IRP registrations is probably the primary reason. During bad economic times, Florida-based trucking companies may be reducing the geographic coverage of their operations, register their trucks with regular Florida plates, and then purchase temporary fuel permits when they need to go out of state.

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### **Division of Motor Vehicles Regional Offices Services**

The Division of Motor Vehicles' (DMV) Regional Offices are now offering a new service. In addition to tax collectors offices, citizens who are filing for titles for rebuilt salvaged vehicles or vehicles assembled from parts may now receive full title and registration services at ten DMV regional offices located in Deland, Jacksonville, Miami, Ocala, Palmetto, Panama City, Pensacola, Plantation, Tampa, and Winter Park. The only regional office not yet issuing titles and registrations is the West Palm Beach office and that office will begin issuing titles and registrations the first of November 2003. This service is especially important to those seeking titles for vehicles that have been rebuilt or assembled from parts. The law requires that such vehicles be inspected by DMV staff before they can be titled. In the past, after the inspection, customers were sent to tag agencies to obtain title and registration. Now they can obtain title and registration immediately after their vehicle passes inspection.

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

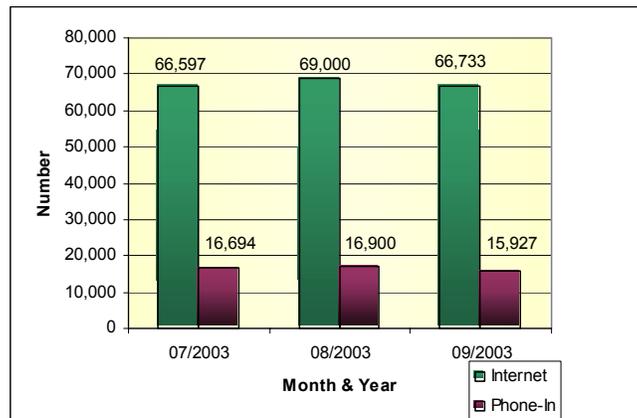
The Electronic Lien and Title (ELT) System enables the department and lien-holders to exchange information electronically. As of September 30, 2003, 124 financial institutions were participating in this process. This is an increase of nine financial institutions from last quarter. This quarter, 191,265 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.

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# Driver License/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, 49,521 citizens renewed their driver licenses and motor vehicle registrations and changed their addresses by phone and 202,330 by Internet. The following table provides a breakout of phone-in and Internet transactions:



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## Revenue Data

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

**FY 2003 – 2004**

**Revenue**

**1st Quarter**

Total: \$332,598,064

**Where  
the money  
comes from**

66.7¢ 10.5¢ 11.1¢ 8.4¢ 3.3¢



License Plates & Decals \$221,697,256

\*Other Revenue \$34,934,772

Motor Vehicle Titles \$36,947,276

Driver Licenses \$27,921,105

Fines & Forfeitures \$11,097,655

**Where  
the money goes**

Total: \$332,598,064

33.1¢ 10.9¢ 14.7¢ 14.1¢ 27.2¢



Transportation \$110,196,221

\*Other Programs \$36,254,911

General Revenue Funded Programs \$48,801,898

Agency Funding \$46,753,622

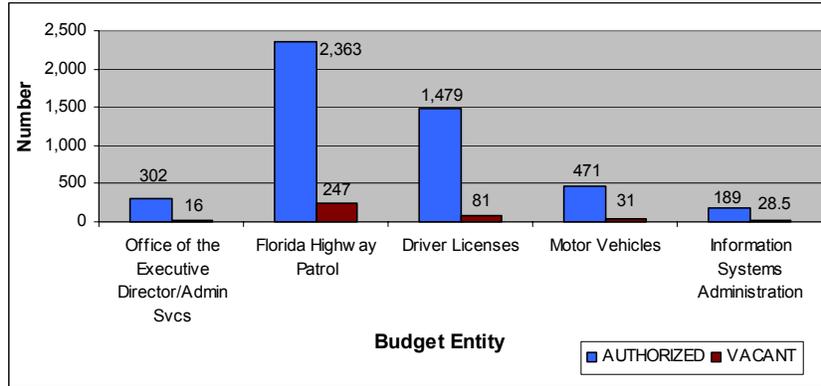
Education \$90,591,412

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

<b>Other Revenue And Other Programs</b>	
WHERE THE MONEY COMES FROM – OTHER REVENUE	<b>1st Quarter</b>
1. Driving Records	6,255,038
2. Motor Fuel Use Tax	13,115,133
3. International Registration Plan	13,760,186
4. Other	1,804,415
TOTAL	\$34,934,772
WHERE THE MONEY GOES – OTHER PROGRAMS	
1. Mobile Home License Payments to Local Governments	1,022,371
2. Fuel Use Tax Program	8,778,570
3. International Registration Plan	5,504,074
4. Specialized License Plates	6,248,488
5. Air Pollution Control Program	4,650,603
6. Law Enforcement Radio System Trust Fund	4,279,088
7. Brain and Spinal Cord Rehabilitation	543,093
8. Vessel Titles and Registrations	346,575
9. Grants and Donations Programs	1,695,019
10. Other	3,187,030
TOTAL	\$36,254,911

# Administrative Support Data

## Number of Positions by Budget Entity

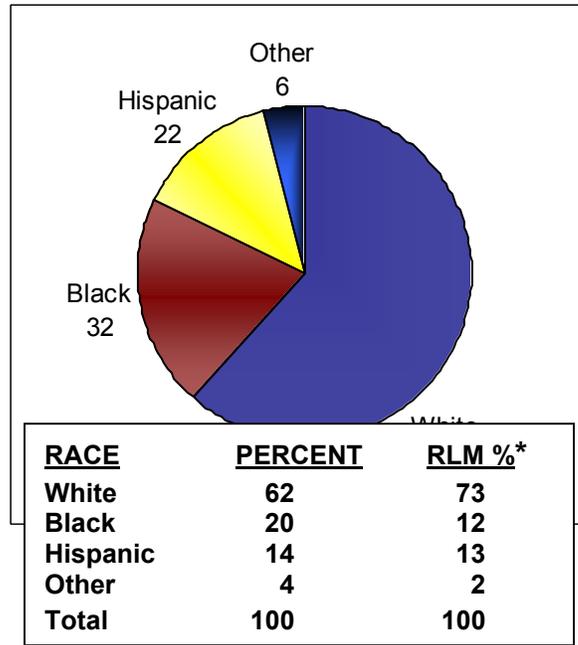
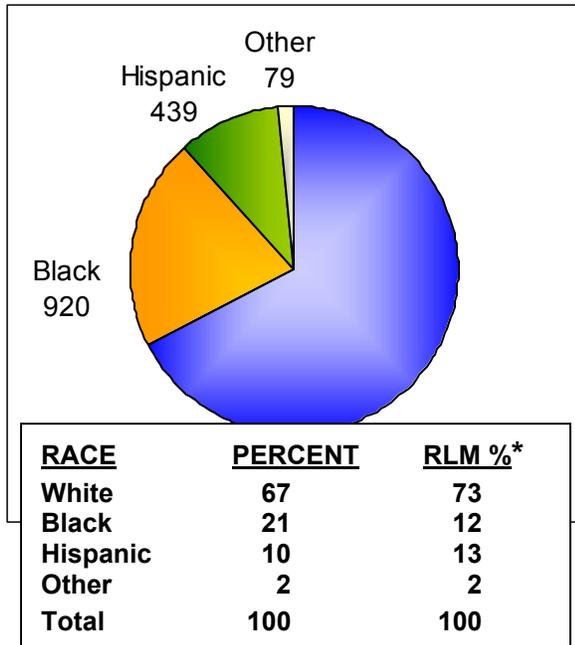


## Employee Representation by Race

\* RLM – Relevant Labor Market

## Newly Hired Personnel by Race

Regular volunteer employees provided 449 hours of service.



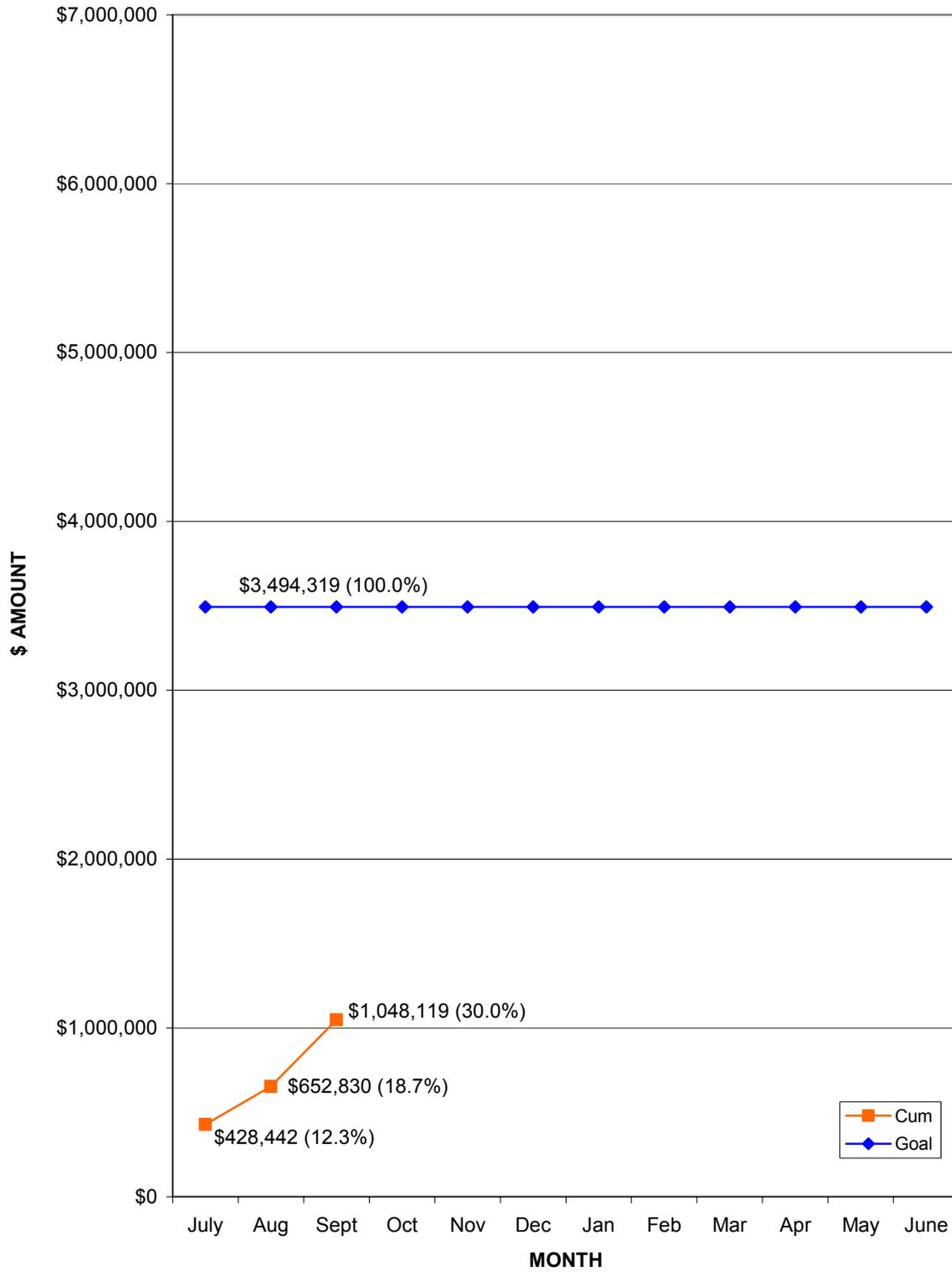
Occasional volunteer employees provided 86 hours of service.

**PURCHASES IN EXCESS OF \$100,000  
(Not in Conjunction with State Contracts)  
July Through September 2003**

<b>PROJECT/PURCHASE</b>	<b>VENDOR</b>	<b>AMOUNT</b>
Blanket Purchase Order to cover the following items, per the terms and conditions of ITN #008-99 P/O #V08159	Hewlett- Packard Company, Tallahassee, FL	\$100,000.00
Card, identification, Florida driver license, laminated, with photograph, Bid # 003-02, Term 10/01/03 – 09/30/09, P.O. #V08860	Digimarc ID Systems, Burlington, MA	\$52,477,920.39
Full service maintenance agreement on equipment located in the dl network and various locations in the Kirkman Building, Bid #031-02, Term 10/01/03 – 06/30/05, P.O. #V08173	BLM Technologies, INC., Ft. Lauderdale, FL	\$355, 317.25
TCATS project FY 2003 – 2004 system operation, maintenance and support, Term 07/01/03 – 06/30/04, P.O. V08179	Florida Association of Court CL, Tallahassee, FL	\$1,200,000.00
Blanket Purchase Order for legal services for handling the following types of forfeiture litigation statewide, as per terms & conditions, Term 07/01/03 – 06/30/04, P.O. #V08194	Office of the Attorney General, Tallahassee, FL	\$317,837.00
175 motel rooms for Florida Highway Patrol, Bid# 037-03, P.O. #V08253	CCMH Miami Airport Marriott, Miami, FL	\$110,600.00
Blanket Purchase Order for storage & retrieval of DMV documents in excess of 9 months located at the Pride warehouse in Sneads, FL, Term 07/28/03 – 06/30/04, P.O. #V08330	Pride Enterprises, St. Petersburg, FL	\$105,000.00
Support for Unix Database Servers located KDC, Term 08/01/03 – 06/30/04, P.O. #V08842	Hewlett-Packard Company, Tallahassee, FL	\$402,149.88
Contract extension for digital imaging system, Term 10/01/03 – 09/30/04, Bid # 065-95, P.O. #V08868	Unisys Corporation, Tallahassee, FL	\$3,499,999.47
Computer software partitioning and management packs, P.O. #V08979	Ntier Solutions Inc., Delray Beach, FL *	\$161,040.00
<b>QUARTER TOTAL</b>		<b>\$58,729,863.99</b>

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