

# Florida Department of Highway Safety and Motor Vehicles

Quarterly Report  
July - September 2005



**Making Highways Safe**

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

<b>4,935</b>	<b>Authorized Positions</b>
<b>4,528</b>	<b>Current Employees</b>
<b>1,813</b>	<b>Authorized Sworn Law Enforcement Officer Positions</b>
<b>1,678</b>	<b>Current Sworn Law Enforcement Officers</b>
<b>159</b>	<b>Driver License Office Locations Statewide (Includes tax collector offices that issue driver licenses)</b>
<b>8</b>	<b>Crash Fatalities</b>
<b>3</b>	<b>Alcohol Related Crash Fatalities</b>
<b>\$ 5,364,109</b>	<b>State Revenue Collected</b>
<b>111,217</b>	<b>Miles Patrolled on Highways</b>
<b>72,931</b>	<b>Vehicle and Mobile Home Registrations Issued</b>
<b>19,176</b>	<b>Vehicle and Mobile Home License Plates Issued</b>
<b>23,983</b>	<b>Vehicle/Vessel Titles Issued/Transferred</b>
<b>28,365</b>	<b>Driver License Customers Served</b>
<b>17,263</b>	<b>Court Dispositions Processed (Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)</b>
<b>4,749</b>	<b>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)</b>
<b>225</b>	<b>Hearings Conducted (Includes formal and informal administrative suspensions and hardship cases)</b>

### Department Mission: “Making Highways Safe”

The Florida Department of Highway Safety and Motor Vehicles develops, maintains, and supports a safe driving environment through law enforcement, public education and service, reduction of traffic crashes, titling and registering of vessels and motor vehicles, and licensing motor vehicle operators.



# Department of Highway Safety and Motor Vehicles

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## EXECUTIVE SUMMARY

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☑ In-office visits by motorists increased 4.4 percent\*\* from the previous quarter, as the department served 1,872,074 customers in driver license field offices.\*

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

☑ 803 highway deaths were reported in the 1st quarter of fiscal year 2005-2006, a 22 percent increase 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 4,401,449 organ donors registered through the organ donation sign-up program as of the end of the first quarter, an increase of 97,456 from the previous quarter.

☑ Inspected 1,720 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 2,023 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges increased 6 percent, as 442,173 actions were taken. Additionally, 128,356 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 16,152 administrative (roadside) suspensions were issued by all Florida law enforcement jurisdictions to drivers with unlawful blood alcohol content or for failure to submit to a sobriety test. This 8.4 percent increase includes 397 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,582,908 new and used vehicle/vessel titles and title transfers.

**During the first quarter of fiscal year 2005-2006, 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.**

☑ During the first quarter, the department collected \$354,031,223 in revenue.

☑ There were 7,031,061 motorist services transactions conducted during this quarter (driver license/ID card transactions and motor vehicle/mobile home registrations). The Internet accounted for 510,468 of these transactions, or 7.3 percent, an increase from 6.2 percent from the previous quarter.

☑ The FHP cited 2,766 individuals for DUI violations, an increase of 3.2 percent.

☑ The FHP arrested 2,609 individuals for felony violations, an 11.7 percent increase.

☑ Traffic and equipment violation warnings remained relatively the same this quarter with less than a one percent decrease. The FHP cited or warned 354,270 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 82,617 motorists with disabled vehicles.

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Note: Unless otherwise indicated, current quarter statistics are compared to the prior quarter. Further information is available at the department's web site at [www.hsmv.state.fl.us](http://www.hsmv.state.fl.us).

\*\* A reporting error was noted in the previous quarter data and has been adjusted.

# Quarterly Highlights

## DHSMV and DOT Partner to Launch Statewide Motorcycle Campaign



The Department of Highway Safety and Motor Vehicles (DHSMV) in partnership with the Department of Transportation (DOT) unveiled a statewide Motorcycle Rider Public Information and Education Campaign urging all Florida motorcyclists to “**RIDE LEGAL. RIDE SMART.**”

The motorcycle safety campaign disseminates public information materials through Public Service Announcements (PSA), billboards, posters, motorcycle and community events and other promotional materials, encouraging riders not to ride while impaired, to wear protective gear when riding, to be aware of their surroundings and to promote the need for licensing and endorsements. The campaign also urges other motorists to be aware of motorcyclists on roadways.

As the number of licensed motorcycle riders on Florida’s roads continues to increase each year, the state has seen a surge in the number of fatal motorcycle crashes. Since 1999, the number of fatal crashes has increased over 166 percent. Between 2000 and 2004, 1,508 motorcyclists were killed in traffic crashes, an average of 302 per year. In 2004, there were 416 motorcycle fatalities, or 12.8 percent of all fatalities in motor vehicle crashes.

The DHSMV’s Florida Rider Training Program (FRTP) is coordinating this campaign with the Florida Outdoor Advertising Association (FOAA) and its participating member companies. FOAA has donated 84 billboards that appear throughout the state. Also, the Florida Radio Network will air PSAs stressing the motorcycle safety messages. FRTP contractors throughout the state use curriculum developed by the Motorcycle Safety Foundation to teach the knowledge and skills necessary to ride safely on Florida’s streets and highways. For more information on the FRTP, please visit the web site at: <http://motorcycles.hsmv.state.fl.us/>.

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## Hurricane Katrina Relief



On August 29, 2005, Hurricane Katrina demonstrated the daunting power of nature—something those of us in Florida know all too well. FHP responded by sending fifty-nine troopers on a mission—to help restore order and help the victims in the Mississippi Gulf Coast. The troopers, most of whom volunteered last year with Hurricanes Charley, Jeanne, Ivan, and Frances, traveled to Mississippi to support local law enforcement and assist the communities affected by the storm.

Upon arrival in Mississippi, troopers found that their only means of communication was via their laptop computers in their patrol cars. Messages from the region painted a horrific picture of damage and destruction experienced by those living in this part of the nation. Soon, an additional forty-eight members, along with two Mobile Command vehicles, were deployed to Mississippi for extra support. The 107 sworn personnel were assigned to the Moss Point and Gautier Police Departments to fulfill their mission to help staff the 24-hour Multi-Agency Coordination (MAC) center, control traffic, enforce curfews, provide security, escort fuel and supplies vehicles, distribute food and water to victims, and render humanitarian aid as needed.

## **FHP Wins 2005 Martha Irwin Distinguished Service Award for Highway Safety**



In 2001, the American Association of Motor Vehicle Administrators (AAMVA) created the Distinguished Service Award for Safety. Following the first presentation of the award, the AAMVA Board of Directors changed the name to the Martha Irwin Distinguished Service Award for Highway Safety in recognition of former AAMVA Chair Martha Irwin's focus on highway safety.

The AAMVA Martha Irwin Distinguished Service Award for Highway Safety is presented annually to an individual, organization, or jurisdiction whose primary function is highway and traffic safety, and who has made the greatest impact on highway safety and/or the reduction of highway fatalities. This year's Martha Irwin Distinguished Service Award for Highway Safety was presented to the FHP for their hurricane relief efforts in 2004.

During the hurricane relief efforts in 2004, the FHP 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.

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## **DMV Email System**



The Division of Motor Vehicles (DMV) has established a state of the art electronic email system with numerous customer service enhancements. This, combined with a newly created DMV email database, will significantly reduce the number of emails submitted, will systematically route emails, track emails, and provide report capabilities.

Customers are better equipped to obtain answers to their questions due to the ease of accessibility of Frequently Asked Questions (FAQ's). In the event a customer cannot obtain the desired answer via the FAQ's, they have the opportunity to email DMV.

Customers are required to submit specific vehicle and client information to ensure an accurate response from DMV staff. Immediately upon submission of the customer's email, a DMV electronically generated response acknowledging receipt of the email is generated and sent. Simultaneously, the customer's email is electronically routed to a DMV staff member for processing.

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## Highway Watch Force



Recently, the Florida Highway Patrol was involved with a *Highway Watch* Train-the-Trainer course held in Tallahassee. The program is designed to train commercial motor vehicle (CMV) operators to be alert on Florida's roadways. The program is designed to train CMV operators to be aware of possible terrorist or other suspicious activities while traveling the streets and highways of Florida and to use these operators as an additional resource to assist law enforcement in their efforts to keep our citizens and visitors safe.

Basically, the *Highway Watch* program works by assigning a unique identifier code to each participating CMV operator so that law enforcement officials can properly identify the operator. The *Highway Watch* team member is trained in the correct method of reporting a variety of suspicious activities to law enforcement. The *Highway Watch* program will continue to prove a valuable tool for reporting suspicious criminal activities to proper law enforcement agencies.

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# 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	105,179	74,108	41.9
2. DUI Arrests	2,766	2,418	14.4
3. Felony Arrests	2,609	1,596	63.5
4. Other Arrests (Includes Drug Related Arrests)	167,561	122,496	36.8
Total Arrests	278,115	200,618	38.6
b. Written Warnings	68,982	51,644	33.6
c. Faulty Equipment Notices	31,695	24,490	29.4
<b>CRASH INVESTIGATIONS</b>	63,546	58,781	8.1
<b>TRAFFIC HOMICIDE INVESTIGATIONS</b>	505	426	18.5
<b>DRUG INTERDICTION</b>			
a. Drug Related Arrests	1,511	866	74.5
<b>STOLEN VEHICLES RECOVERED</b>	236	204	15.7
<b>DUTY HOURS</b>			
a. Unobligated Patrol *	259,066	231,274	12
b. Obligated Patrol **	451,677	555,368	-18.7
c. Non-Patrol ***	137,470	129,665	6
Total Duty Hours	848,213	916,307	-7.4
<b>MILES PATROLLED</b>	10,231,977	10,731,867	-4.7

\* 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.**

### **Troopers Douglas Strickland and Ronald Drake Award recipients July 2005**

While performing assigned Response Team Duties during the Hurricane Dennis detail in the Florida Panhandle, Troopers Strickland and Drake were approached by a severely injured man who was bleeding profusely. It was obvious to the troopers that the victim had suffered a severe injury, severing his upper thigh just above the knee with a chain saw he had been using to cut up a tree blocking a roadway. The troopers recognized that the location of the injury and the amount of blood loss indicated the victim might have cut a major artery and could be in danger of bleeding to death.

After applying a makeshift splint with a fallen limb, the troopers stabilized the man's leg and maintained pressure on the wound. Keeping the injured man calm, they provided comfort to him and his wife. Since radio communication was not possible in the area, assistance was sought from a nearby fire station. Upon the arrival of a local ambulance, the victim was transported to an area hospital for treatment.

### **Trooper Gary Bach Award recipient August 2005**

On August 8, 2005, Trooper Gary Bach arrived at the scene of a traffic crash on I-95 near the 108 mile post. Upon arrival, Trooper Bach observed several severely damaged vehicles and injured motorists, including a middle aged man holding a small child in his arms. Seeing that the man was frantic and wildly swinging the small child about, Trooper Bach approached the man, discovering that the small child he was holding was having difficulty breathing and was gasping for air. Trooper Bach calmly took control of the situation, evaluated the medical condition of the child, and called for the Martin County Fire Rescue. Trooper Bach noticed that the child had a severe bruise on the neck in the area of the trachea. He placed the child on the ground and opened the child's airway, keeping it open until the medical team arrived. The child was airlifted to Saint Mary's Hospital in West Palm Beach and treated for a crushed trachea. The child is expected to make a full recovery.

### **Troopers Jose Michael Meier and Delmos Barfield, Jr. Award recipients September 2005**

Shortly before midnight on September 27, 2005, FHP's Tampa Bay Regional Communication Center received a "Be on the Look Out" (BOLO) from the Largo Police Department regarding a murder suspect who was possibly in a rest area within Troop C. Over the course of the next hour, several updates on the suspect were issued while troopers searched every rest area in the troop. The suspect was described as a trained military demolition expert and was considered armed and dangerous.

At approximately 1:20 a.m., Troopers Michael Meier and Delmos Barfield, Jr., located the suspect's vehicle in the northbound rest area on I-75 in Pasco County. They then spotted the suspect at a nearby pay phone where Troopers Barfield and Meier secured the suspect at gunpoint. After conducting a search, they located a very important piece of evidence necessary for the murder suspect's successful prosecution. The suspect later made a full confession post-Miranda to Trooper Barfield.

## 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 3,337,704 traffic stops. The following table shows the relatively close match between the driver demographics and the overall Florida resident demographics during the quarter, as reflected in the 2000 U.S. Census:

<b>Race</b>	<b>Drivers Stopped</b>	<b>Census</b>
White	81.9%	77.99%
Black	15.83%	14.61%
Asian	1.9%	1.72%
Native-American	.19%	.34%
Unknown	.18%	5.34%

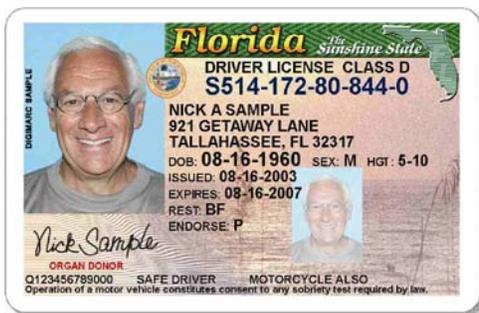
The unknown 5.34 percent of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 15.97 percent of 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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# 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 3.5 percent over the same quarter last year.

Field Issuance (In-Person)	This Quarter	Last Year Same Quarter	Percent Change
Licenses *	1,001,405	967,980	3.5
ID Cards	208,490	187,983**	10.9
Other Services	662,179	615,730	7.5
<b>Total Customers</b>	<b>1,872,074</b>	<b>1,771,693**</b>	<b>5.7</b>

The "Other Services" category, which is comprised of examination retests, reinstatements, record reviews, referral for clearance documents, and surrendering vehicle registrations, increased by 7.5 percent.

\* New issue, renewal, and address change transactions.

\*\* A reporting error was noted in the "Last Year Same Quarter" data and has been adjusted.

**Central issuance** - More customers are selecting the use of the Internet to submit license renewals or address changes (an increase of 47.2 percent this quarter vs. same quarter last year).

Central Issuance- License Renewals/Address Changes	This Quarter	Last Year Same Quarter	Percent Change
Mail *	119,939	160,253	-25.2
Phone	14,975	26,813	-44.2
Internet	210,605	143,071	47.2
<b>Total Customers</b>	<b>345,519</b>	<b>330,137</b>	<b>4.7</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	268,004	318,148	-16
Insured Rate	94.78%	94.43%	-

The percent of insured that are identified by VIN number is 87.28 percent for the quarter, whereas 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. The total of these make the insured vehicle/motorist rate 94.78 percent, with the uninsured rate at 5.22 percent.

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## Administrative Suspensions

<b>Administrative Suspensions</b>	This Quarter	Last Year Same Quarter	Percent Change
Suspensions ( Refusals, DUI)	15,755	13,526	16
Suspensions ( Zero Tolerance)	397	348	14
<b>Total Suspensions</b>	16,152	13,874	16
Administrative Suspension Sustained Rate	89%	88%	1

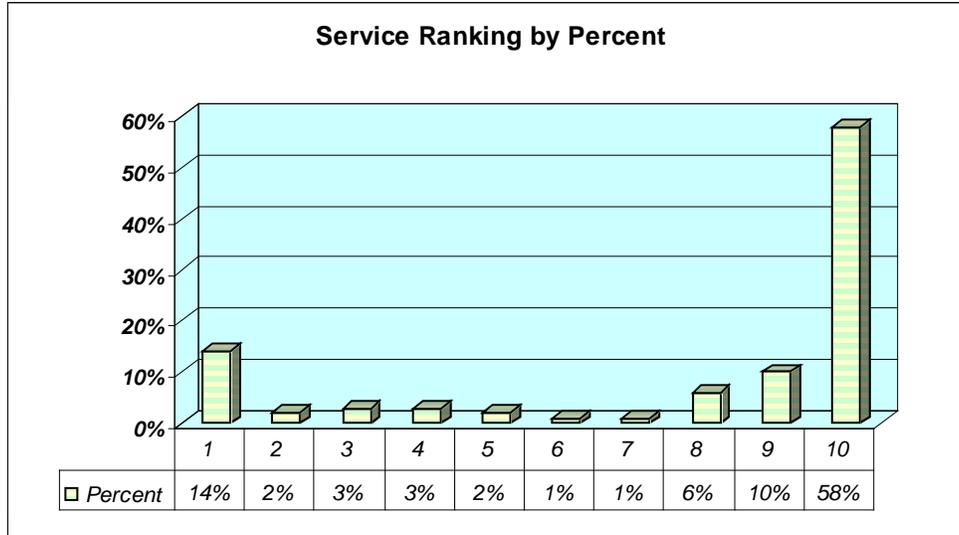
The Administrative Suspension Sustained Rate includes both those drivers refusing to submit to a breath, blood, or urine test or for driving with an unlawful alcohol level and those drivers under the age of 21 receiving an administrative suspension under the Zero Tolerance Law. This rate tends to remain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

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## Customer Service

Through the department's "**Commitment to Excellence Customer Comment Cards,**" driver license customers offered their comments using comment cards 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 customers' feedback this quarter:

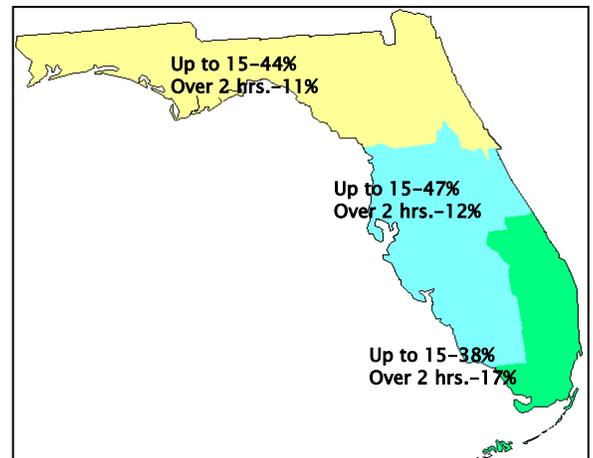
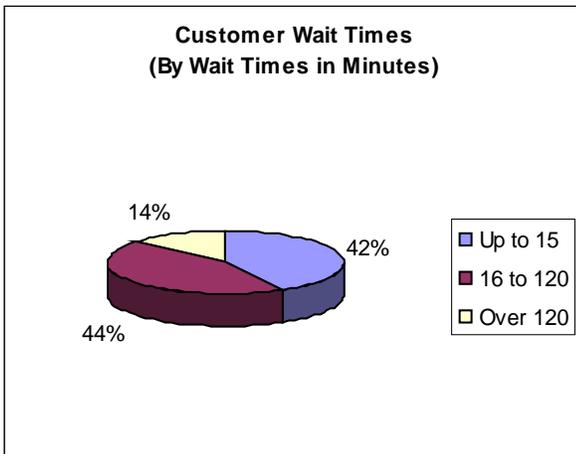
### Customer Service Ranking



### Customer Wait Times

During the quarter, the percentage of customers waiting "Up to 15 Minutes" increased from 39 percent to 42 percent, and the "Over 120 Minutes" decreased from 17 percent to 14 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 44, 47, and 38 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 11, 12, and 17 percent, respectively.





## Motor Vehicles

TRANSACTION	This Quarter	Last Year Same Quarter	Percent Change
ORIGINAL TITLES ISSUED (MOTOR VEHICLE/MOBILE HOME/VESSEL)			
a. New	463,856	393,557	17.86
b. Used	192,415	178,488	7.8
c. Transfers	803,692	706,137	13.82
d. Miscellaneous	122,945	101,717	20.87
Total	1,582,908	1,379,899	14.71
MOTOR VEHICLE -MOBILE HOME REGISTRATIONS	4,813,468	4,504,619	6.86
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	2,023	2,063	-1.94
DEALER COMPLAINTS PROCESSED	1,068	1,282	-16.69
DEALER RECORD INSPECTIONS	1,720	1,376	25
MH/RV's INSPECTED	4,238	4,006	5.79
SEALS AND LABELS ISSUED	4,761	4,237	12.37
COMPLAINTS PROCESSED	112	71	57.75
APPORTIONED LICENSE PLATES ISSUED	16,386	12,452	31.59
NEW MOTOR CARRIER ACCOUNTS	1,515	1,492	1.54
INTERNATIONAL FUEL TAX AGREEMENT (IFTA) DECALS ISSUED	20,990	2,644	693.87
FUEL USE TAX TEMPORARY PERMITS ISSUED TO WIRE SERVICES	2,150	1,900	13.16
ELECTRONIC LIEN AND TITLE (ELT) TRANSACTIONS PROCESSED	224,203	209,950	6.79
ELT FINANCIAL INSTITUTIONS	159	140	13.57

The 14.71 percent increase in title transactions and corrections to ELT transactions is primarily due to increased public demand beyond the same prior year quarter.

The 6.86 percent increase in registration transactions is primarily due to increased public demand beyond the same prior year quarter.

Dealer complaints received reflected a 16.69 percent decrease over the last year same quarter and can be attributable to an increase in records inspections with coaching and training dealers on various weaknesses in the business practices. Other contributing factors would be the increase in dealer compliance with Florida Statutes.

Dealer record inspections increased 25 percent over last year's same quarter. The Bureau of Field Operations continued their efforts in this initiative by modifying the records inspection process in an optimized audit approach, utilizing automation and a change in the records inspection process from a full audit process to a confidence-rated process. When a confidence-rated audit indicates potential non-compliance problems, full audits are conducted.

The 5.79 percent increase in mobile home inspections is primarily due to an increase in plant production of mobile homes.

The 12.37 percent increase in seals and labels issued is due to the direct relationship of the increase in plant production of mobile homes.

The 57.75 percent increase in complaints is primarily due to the increase in the actual production of mobile homes. As a result, more customers are making purchases and have consumer complaints.

The 31.59 percent increase in the number of apportioned license plates issued is due in part to the earlier submission and processing of October IRP renewal applications during the first quarter.

The 693.78 percent increase in the number of IFTA decals issued is merely a timing issue. Due to a change and enhancement in processing procedures, a larger number of decal orders were processed in the first quarter instead of being held into the second quarter.

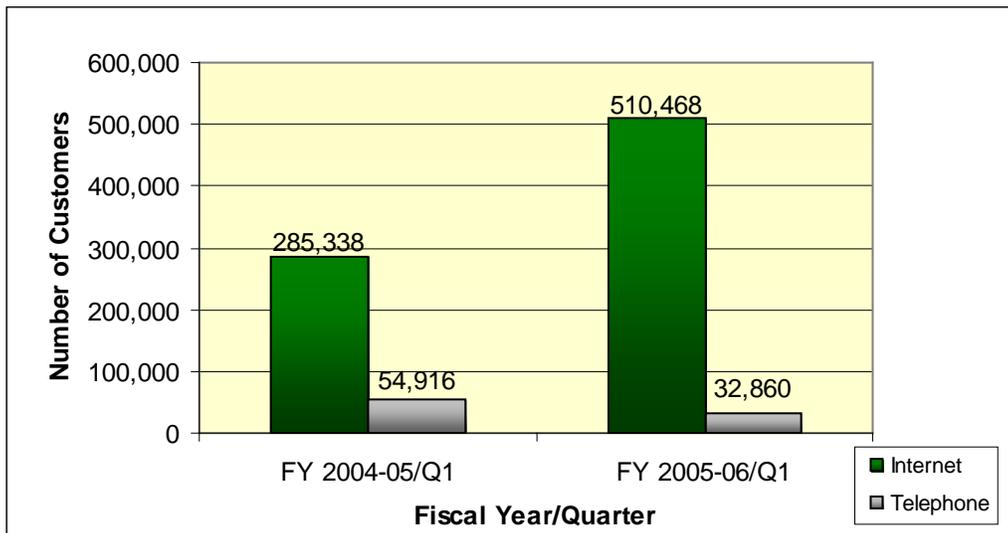
The 13.16 percent increase in the number of temporary fuel use tax permits issued to wire services is due to increased demand for the permits being placed on the wire services.

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## Driver Licenses / Motor Vehicles

### Internet/Telephone Renewals and Address Changes

The department's **www.GoRenew.com** and the **1-866-GoRenew** are initiatives that are saving customers a trip to their local driver license and/or tax collector's office. This quarter, 510,468 customers renewed their driver licenses and motor vehicle registrations and changed their addresses by Internet and 32,860 by telephone. The following table provides a comparison with the same quarter of fiscal year 2004-05:



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### Customer Service Center

During this quarter, the department's Customer Service Center answered 174,662 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was just under four minutes.

During the quarter, automated services provided more than 255,000 customers with the ability to:

- \*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 remainder to motor vehicle title and registration issues.

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

**FY 2005 – 2006  
Revenue  
1st Quarter**

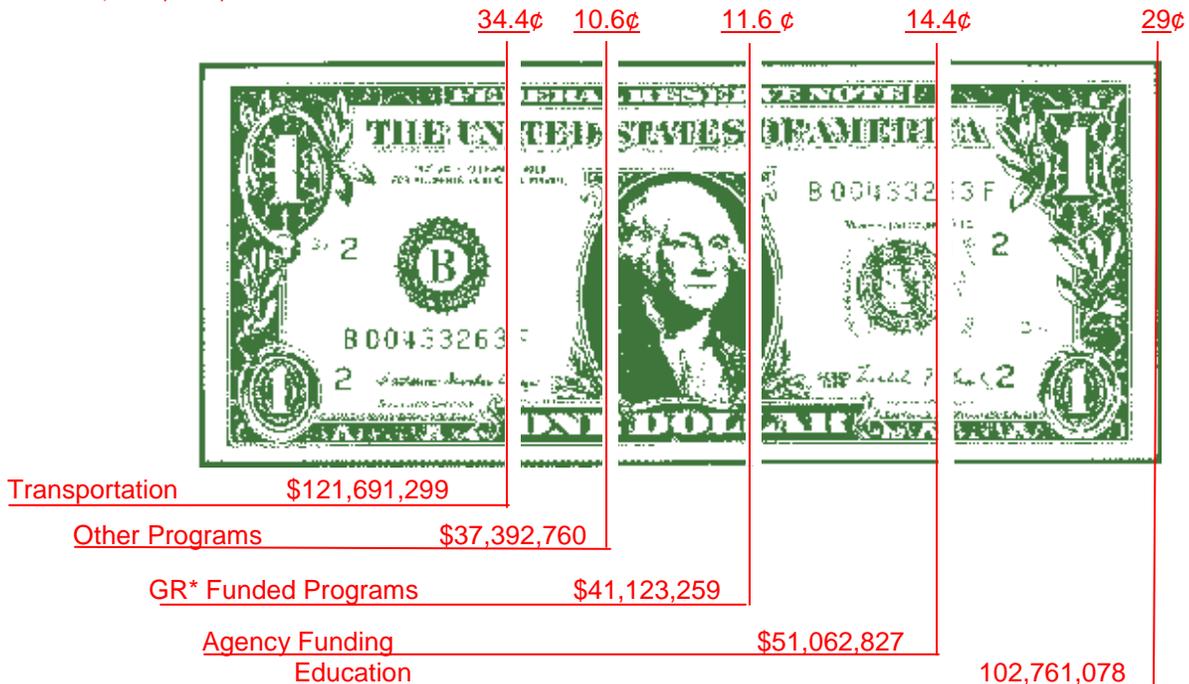
**Where  
the money  
comes from**

Total: \$354,031,223



**Where  
the money goes**

Total: \$354,031,223

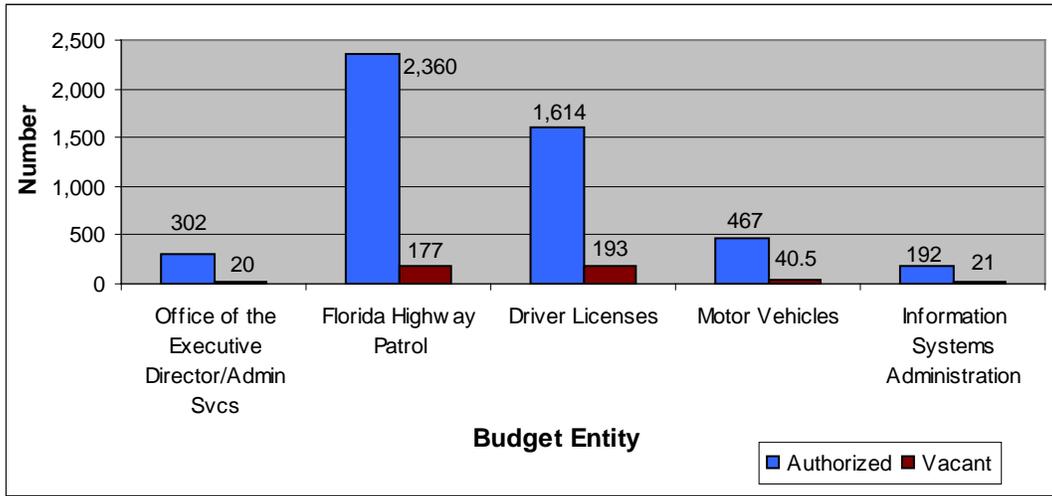


\* GR refers to "General Revenue" \*\* See page 16 for Other Revenues & Other Programs

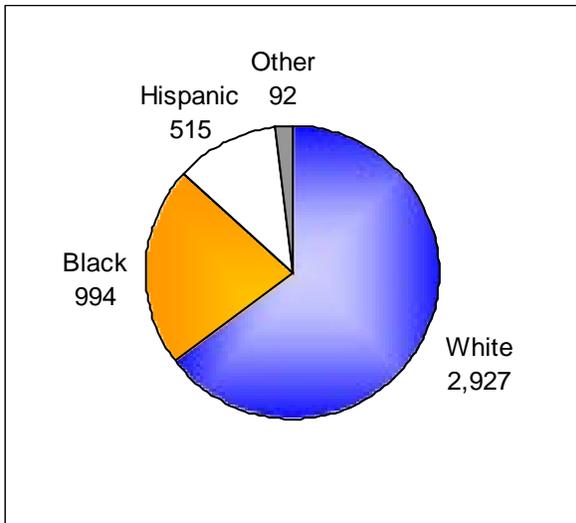
	<b>1st Quarter</b>
<b>WHERE THE MONEY COMES FROM – OTHER REVENUES</b>	
1. Driving Records	6,715,888
2. Motor Fuel Use Tax	11,749,572
3. International Registration Plan	18,497,319
4. Other	2,001,978
<b>TOTAL</b>	<b>\$38,964,757</b>
<b>WHERE THE MONEY GOES – OTHER PROGRAMS</b>	
1. Mobile Home License Payments to Local Governments	731,067
2. Fuel Use Tax Program	6,064,083
3. International Registration Plan	7,398,928
4. Specialized License Plates	7,235,316
5. Air Pollution Control Program	4,740,753
6. Law Enforcement Radio System Trust Fund	4,532,651
7. Brain and Spinal Cord Rehabilitation	598,462
8. Vessel Titles and Registrations	329,433
9. Grants and Donations Programs	1,800,775
10. Other	3,961,292
<b>TOTAL</b>	<b>\$37,392,760</b>

# Administrative Support

## Number of Positions by Budget Entity

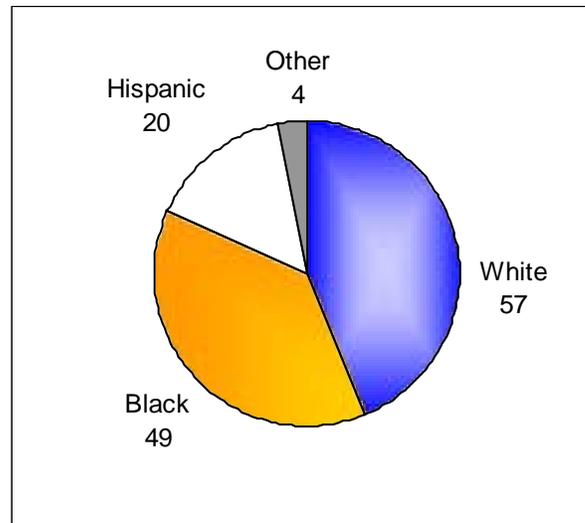


## Employee Representation by Race



<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	65	64.3
Black	22	13.9
Hispanic	11	17.8
<u>Other</u>	<u>2</u>	<u>4</u>
<b>Total</b>	<b>100</b>	<b>100</b>

## Newly Hired Personnel by Race



<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	44	64.3
Black	38	13.9
Hispanic	15	17.8
<u>Other</u>	<u>3</u>	<u>4</u>
<b>Total</b>	<b>100</b>	<b>100</b>

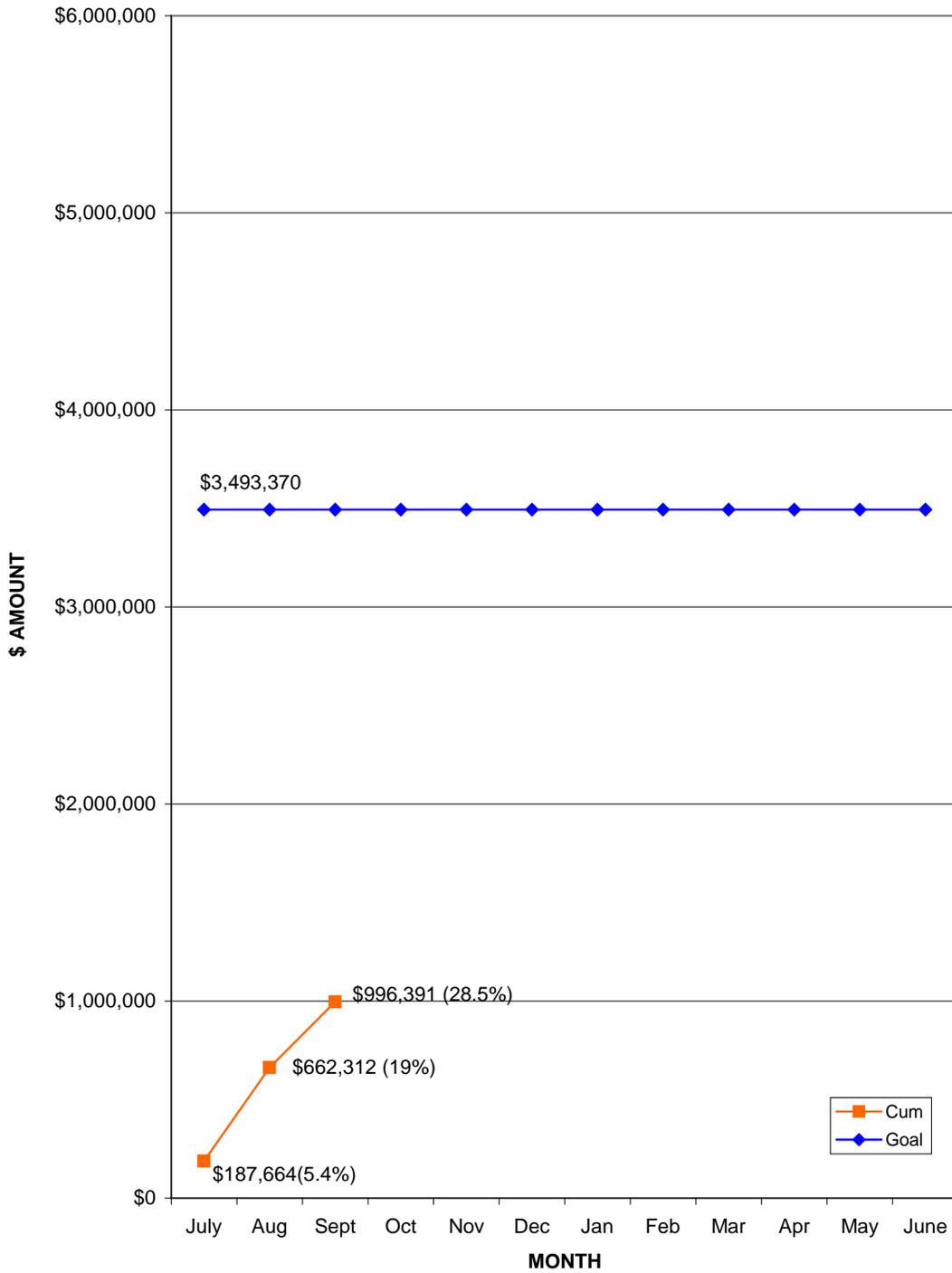
\* RLM – Relevant Labor Market.

Regular volunteer employees provided 832 hours of service.  
Occasional volunteer employees provided 23 hours of service.

**PURCHASES IN EXCESS OF \$100,000  
(Not in Conjunction with State Contracts)  
July - September 2005**

<b>PROJECT/PURCHASE</b>	<b>VENDOR</b>	<b>AMOUNT</b>
DMV Application for Vehicle/Vessel Certificate of Title and/or Registration #82041, BID# 001-06, Term 07/15/2005 Thru 07/14/2008, DO# 133777.	Moore Wallace North America, Jacksonville, FL	\$191,084.58
Monthly Lease and License Fee Software Products, KDC# 045-389, Term 07/01/2005 Thru 06/30/2006, DO# 133996, Single Source.	IBM Corporation, Tallahassee, FL	\$303,396.00
Renewal E-Commerce Support and Operation, Term 07/01/2005 Thru 06/30/2006, DO# 131051, Bid# 008-99, KDC# 045-370.	Hewlett Packard, Tallahassee, FL	\$208,806.48
ISA/Project Manager and Team (FRVIS) Renewal, Term 07/01/2005 Thru 06/30/2006, KDC# 045-369, DO# 131026, Bid# 008-99.	Hewlett Packard, Tallahassee, FL	\$243,324.72
FRVIS Hardware Maintenance, Term 07/01/2005 Thru 06/30/2006, Bid# 008-99, DO# DO142922.	Hewlett Packard, Tallahassee, FL	\$1,517,592.24
Flow Mobile (Mobile Driver Licenses Unit), Term 09/14/2005 Thru 01/20/2006, BID# 005-06 DO# 169418.	Transit Plus, Corporation, Atlantic Beach, FL	\$200,545.00
Full Service Maintenance Agreement on printers in DL Network and Kirkman Building, Term 07/01/05 thru 06/30/06, DO# 149097, Bid# 031-03, KDC# 056-34.	BLM Technologies, Inc., Ft. Lauderdale, FL	\$137,364.00
<b>QUARTER TOTAL</b>		<b>\$2,802,113.02</b>

**MINORITY BUSINESS ENTERPRISE UTILIZATION  
FISCAL YEAR 2005-2006**



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  
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