

Florida Department of Highway Safety and Motor Vehicles

Quarterly Report
October - December 2003



Making Highways Safe

Department of Highway Safety and Motor Vehicles

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EXECUTIVE SUMMARY

☑ In-office visits by motorists remained relatively constant compared to last quarter, as the department served 1,514,924 customers in driver license field offices.*

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

☑ 813 highway deaths were reported in the second quarter of fiscal year 2003-2004, a decrease of 2.6 percent from the same quarter of the previous fiscal year.*

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

☑ 88,735 new potential organ donors were registered during the second quarter, bringing to 3,818,133 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 553 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 2,566 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges decreased 34 percent, as 393,381 actions were taken. Additionally, 123,579 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 16,460 administrative (roadside) suspensions were issued to drivers with an unlawful blood alcohol content or for failure to submit to a sobriety test. This three percent increase includes 382 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,375,658 new and used vehicle/vessel titles and title transfers.

During the second 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 one percent from the prior quarter. A total of 132,485 transactions were conducted through these two services, with 24,547 by telephone and 107,938 by Internet.

☑ Driver license renewals and address changes via mail, telephone, and Internet decreased approximately seventeen percent from last quarter. A total of 273,025 licenses were issued through these services, with 165,047 coming in by mail, 23,011 by phone, and 84,967 by Internet. These account for approximately 15 percent of the department's total driver license transactions.

☑ The FHP cited 2,669 individuals for DUI violations, a decrease of four percent.

☑ The FHP arrested 1,905 individuals for felony violations, a two percent decrease.

☑ An increase of nine percent was noted as the FHP cited or warned 373,163 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 78,472 motorists with disabled vehicles.

☑ Collected \$349,993,696 in revenue.

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

Quarterly Highlights

105th FHP Recruit Class Graduates



On December 18, 2003, the Florida Highway Patrol Training Academy, located in Tallahassee, graduated its 105th Recruit Class in a ceremony held at the Tallahassee-Leon County Civic Center. Lt. Governor Toni Jennings served as commencement speaker for the occasion. There were 34 graduates, including thirty-one from the Basic Recruit Class (BRC) and three from the Certified Class. These 34 new troopers are a welcome addition, especially in light of the retirement of a number of employees earlier in the year. Before taking their oaths

and receiving their badges, the BRC completed 27 weeks of intensive training, including over 1,200 hours of classroom study at the Training Academy. The Certified Recruits completed the required eight weeks of training.

Ignition Interlock Program

The Division of Driver Licenses initiated the implementation plan for the Ignition Interlock Program, effective February 1, 2004. First-time offenders with either a breath alcohol concentration level of 0.20 or higher or driving with a minor in the vehicle at the time of the offense will be required to have an ignition interlock device for six months. Second-time offenders must have the device installed on their vehicle for one year or two years if the Blood Alcohol Level (BAL) was greater than 0.20 or a minor was in the vehicle. Third-time offenders must have the device installed on their vehicle for two years. The court may order a specific time period that differs from the time periods listed above. Vendor contracts were signed and the vendors began selecting their service provider locations. Computer systems were developed or modified to require ignition interlock device installation prior to driver license issuance and to cancel the driving privileges in certain circumstances. Development also began on creating a database and establishing data transfer procedures from the vendor to the department. Training of judges, probation officers, driver license staff, and law enforcement was also initiated.

New Class of Management Fellows Begins



This quarter, 14 talented members representing each division and various regions of the state were chosen for the agency's 13th Management Fellows Class. This program identifies individuals who display leadership potential and provides them with 12 months of intensive coursework and projects, preparing them for future management and supervisory positions. A primary component of the Fellows Program includes the first four levels of the Certified Public Manager (CPM) Program curriculum offered by the Florida State University Center for Public Management. The CPM Program is a nationally recognized training and development program for government managers and supervisors. Upon completion of this program, the Fellows will receive a Certificate in Supervisory Management.

Operation Hardhat Earns National Award



The Federal Highway Administration, in conjunction with the Roadway Safety Foundation, gave special recognition to the Florida Highway Patrol when it was chosen as one of the 2003 National Roadway Safety Award winners for its work in reducing crashes in roadway construction work zones through the development of its Operation Hardhat enforcement initiative. This award honors initiatives that save lives by improving roadway design, operations, and overall planning. Award winners included six state transportation departments, a regional transportation consortium, two counties, two cities, and the Florida Highway Patrol, and were selected from 138 entries nationwide.

Operation Hardhat was originally developed in Nassau County in the Jacksonville area, and has since spread statewide. This innovative enforcement effort places troopers in work zones dressed as construction workers wearing hardhats and equipped with laser speed measuring devices--a strategy designed to protect both construction workers and motorists. The troopers use lasers to clock speeders, while watching for vehicles following too closely and for aggressive drivers.

DHSMV Wins Safety Awareness Awards

The department received top honors this quarter at the Interagency Advisory Council on Loss Prevention annual awards for enhancing safety awareness among its members. The department received the first place award for safety awareness campaigns and the third place award for overall creativity. The department produced a series of short videos dealing with issues such as general office safety, proper lifting techniques, and repetitive motion. Agency members participated and performed in the videos, which were available for members throughout the state to view on the Highway Safety Net homepage. The Department of Financial Services' Risk Management Division oversees the State of Florida's safety awareness programs and state agencies compete in several safety categories. The goal is to educate and train state employees with initiatives that raise safety awareness and reduce and control risks.

Southern Region Trooper of the Year

Trooper Luis N. Rios, Troop G (Jacksonville), was named the 2003 Southern Region Trooper of the Year by the International Association of Chiefs of Police (IACP). Trooper Rios, was named FHP's Trooper of the Year earlier this year for his brave and heroic assistance to victims of a catastrophic Amtrak derailment in Putnam County. Trooper Rios will represent the Southern Region at the Mid-Year Conference March 2-7, 2004, in Alexandria, Virginia, where he will receive his award and compete for National Trooper of the Year.



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

**DEPARTMENT MISSION:
Making Highways Safe.**

4,804	Authorized Positions
4,447	Current Employees
1,819	Authorized Sworn Law Enforcement Officer Positions
1,599	Current Sworn Law Enforcement Officers
157	Driver License Office Locations Statewide (Includes tax collector offices that issue driver licenses)
9	Crash Fatalities
3	Alcohol Related Crash Fatalities
\$ 5,645,060	State Revenue Collected
103,355	Miles Patrolled on Highways
80,923	Vehicle and Mobile Home Registrations Issued
18,495	Vehicle and Mobile Home License Plates Issued
22,188	Vehicle/Vessel Titles Issued/Transferred
28,838	Driver License Customers Served
17,757	Court Dispositions Processed (Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)
4,909	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)
221	Hearings Conducted (Includes formal and informal administrative suspensions and hardship cases)





Highway Safety

OBJECTIVES

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

ACTIVITY	THIS QUARTER	LAST YEAR SAME QUARTER	PERCENT CHANGE
ENFORCEMENT			
a. Arrests			
1. Unlawful Speed Arrests	118,199	96,733	22.19
2. DUI Arrests	2,669	3,271	-18.40
3. Felony Arrests	1,905	1,560	22.12
4. Other Arrests (Includes Drug Related Arrests)	157,767	133,963	17.77
Total Arrests	280,540	235,527	19.11
b. Written Warnings	75,743	58,638	29.17
c. Faulty Equipment Notices	36,249	28,349	27.87
CRASH INVESTIGATIONS	40,169	40,656	-1.20
TRAFFIC HOMICIDE INVESTIGATIONS	478	493	-3.04
DRUG INTERDICTION			
a. Drug Related Arrests	1,148	967	18.72
b. Contraband Seized (July-Sept)			
1. Drugs (Est. Value)	\$951,870	\$383,449	148.24
2. Cash	\$295,986	\$75,713	290.93
STOLEN VEHICLES RECOVERED	197	197	0.00
DUTY HOURS			
a. Unobligated Patrol *	280,356	258,189	8.59
b. Obligated Patrol **	396,395	376,904	5.17
c. Non-Patrol ***	122,126	142,766	-14.46
Total Duty Hours	798,877	777,859	2.70
MILES PATROLLED	9,508,629	9,275,437	2.51
TOTAL INCIDENTS OF HIGHWAY VIOLENCE	70	57	22.81

* Time available for self-initiated, proactive enforcement of traffic and criminal laws.

** Time used to respond to calls for service or to perform functions/activities including crash investigations, DUI investigations, assistance rendered, etc.

*** Time used to perform functions/activities for enhancement of patrol operations, such as training, squad meetings, etc.

TROOPER OF THE MONTH PROGRAM

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

Trooper Sean Brammer

Award recipient

October 2003

Trooper Sean Brammer, assigned to Troop L-Davie, was selected as the recipient of the Florida Highway Patrol "Trooper of the Month" award for October 2003, based upon his quick response and administration of CPR that saved the life of a fifteen year old boy. While attending church services in Miramar, Trooper Brammer observed a teen-age boy collapse in his chair. He immediately responded by placing the boy on his back and checking for a pulse. Finding a faint pulse, Trooper Brammer attempted to revive him with smelling salts, but the boy did not respond. Trooper Brammer then began CPR with the assistance of Marvelene Allen, a former dispatcher for the Miami Beach Police Department. During the second cycle of CPR, the boy began to breathe. Shortly thereafter, Miramar Fire Rescue arrived to transport the teenager to Hollywood Memorial Hospital.

Corporal Timothy Brown, and Troopers Rafael Lola, Carlos Gascon, and Jose Hernandez

Award recipients

November 2003

Corporal Timothy Brown, and Troopers Rafael Lola, Carlos Gascon, and Jose Hernandez were selected as recipients of the Florida Highway Patrol "Trooper of the Month" award for November 2003, based on their team efforts in apprehending an armed carjacker while working a detail at the recent Free Trade Summit in Miami.

The four troopers from Troop E were working at the Free Trade Area of the Americas in a Tactical Response Team capacity when they were called upon to stop a crime in progress. When the team arrived near the scene, they were advised by a crowd of people that a carjacking was in progress in the parking lot of a retail food establishment. A witness pointed to one of the subjects involved in the carjacking, who was seen walking away from the establishment into a nearby alley. As the troopers approached the subject, he was observed throwing a black bag into a dumpster. The subject was turned over to the Miami Beach Police Department for interrogation.

Later, it was discovered that the victim of the carjacking had been forced into the back seat of his vehicle by four persons, one of whom was armed with a gun. As the victim resisted, he was struck several times on his head with the firearm. The victim was able to escape and ran back into the establishment to call for help. One of the suspects stole a black bag from the victim's car while the other three suspects drove off in his car, which was later recovered several miles away by the Miami Beach Police Department.

Lieutenant Derrick T. Charleston

Award recipient

December 2003

Lieutenant Derrick T. Charleston was selected as the recipient of the Florida Highway Patrol "Trooper of the Month" award for December 2003, based on his quick performance of CPR. While working off-duty at a department store, Lieutenant Charleston heard a woman frantically yelling, "Call 911, he's having a heart attack!" Lieutenant Charleston ran toward the woman, finding a man lying face down on the floor. After discovering the subject was not breathing and had no pulse, he immediately began performing CPR. With the assistance of the woman, who was the subject's daughter, Lieutenant Charleston performed four cycles of CPR before the man regained consciousness. The City of Lauderhill Fire Rescue arrived and transported the man to the hospital.

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 2,461,253 traffic stops. The following table shows the relatively close match between the driver demographics and the

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

Race	Drivers Stopped	Census
White	82.59%	77.99%
Black	15.76%	14.61%
Asian	1.30%	1.72%
Native-American	.21%	.34%
Unknown	.14%	5.34%

The unknown 5.34 percent of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 17.06 percent of the drivers stopped, compared to the Census figure of 16.79 percent of the population. Hispanic is defined by the Census Bureau as ethnicity according to country of origin or ancestry, and Hispanics may be of any race.

DUI Civil Forfeiture

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

Since the statute became effective in January 2000, the FHP has seized 695 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 \$3,350,843. A total of 316 vehicles have been successfully awarded to the department, with an estimated value of \$887,006.

FHP Sergeants Complete First Class at Leadership Academy



Florida Highway Patrol Sergeants Doug Dodson and Dennis Sorrells were among twenty-three law enforcement sergeants from across the state of Florida representing city, county, and state agencies, who graduated from the charter class of the Florida Sergeants Leadership Academy on Friday, October 31, 2003.

The Florida Sergeants Leadership Academy was the first of its kind in Florida, bringing together a group of sergeants selected by Chiefs, Sheriffs, and Executive Officers to establish a new instructional curriculum on supervisory skills and techniques used in modern policing. This first graduating class will play a vital role in deciding how future first-line law enforcement supervisors will be trained. The school consisted of four 40-hour classes that included research assignments and additional long hours of study outside the classroom.

FHP Training Academy Construction

The new Florida Highway Patrol Training Academy is under construction at the Pat Thomas Law Enforcement Academy in Gadsden County. The facility will allow for multiple FHP recruit classes as well as integrated classes with other state and local agencies.

The classroom portion of the new academy should be completed soon, with the administrative building being scheduled for completion by early summer 2004. A 200-bed dormitory section, which will have private bed and bathroom facilities, is scheduled for sometime in late 2004.

Trooper Honored for Most DUI Arrests



Trooper Ronald Evans, Troop C – Land O’ Lakes, was honored by the Florida Highway Patrol for arresting more drunk drivers than any other trooper during the months of October, November, and December 2003. Trooper Evans arrested 51 drunk drivers in October, 40 in November, and 51 in December.

FHP Endorses Tow to Go Program

To help ensure that everyone had the opportunity for a safe ride home during the Thanksgiving, Christmas, and New Years holiday season, AAA Auto Club South and Budweiser once again offered the Tow to Go program. This highly successful program, endorsed by the Florida Highway Patrol, gave adults who had too much to drink and were without a designated driver, a free ride home and a free tow for their vehicle. The program ran from November 26, 2003 - January 1, 2004, and was available throughout the entire state of Florida and most of the Southeast, including the metro Atlanta and Nashville areas.



The program was simple to use, in that adults who had been drinking and needed a ride home from bars or restaurants during the holiday season could simply call **1-800-AAA-HELP**. AAA then dispatched a tow truck to take both the driver and vehicle home - free of charge. The program was available to all adults who needed it, not just AAA Club members. Created in 1998, use of the program has increased each year, and in 2002 alone, helped keep 1,254 potential drunk-drivers off roadways across the Southeast.

FHP Assists at Free Trade Summit

The Free Trade Area of the Americas - FTAA

The Florida Highway Patrol, along with local law enforcement, participated in The Free Trade Area of the Americas Summit in Miami in December. FHP's top priority during the Summit was to ensure public safety, keeping all highways, as well as secondary roadways in the venue area, clear and free of protestor activity. The FHP dedicated 324 sworn personnel from all across the state to help with law enforcement, staffing a total of 70 traffic posts in the downtown Miami area, as well as nine duty officers responsible for manning the newly created dispatch center. In addition, FHP provided thirty motorcycle units to provide rapid response to deal with any protestors attempting to impede the flow of traffic. To help local police with crowd control, FHP provided three Mobile Field Forces, each manned with 45 members, to monitor traffic around the venue in the event of any violent protests by demonstrators. A FHP plane provided valuable surveillance and helped monitor traffic in the area.

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 9.3 percent over the same quarter last year due to a higher demand for license renewals and new drivers entering the state.

Field Issuance (In-Person)	This Quarter	Last Year Same Quarter	Percent Change
Licenses *	887,584	812,206	9.3
ID Cards	178,617	179,001	-0.2
Other Services	448,723	383,619	17.0
Total Customers	1,514,924	1,374,826	10.2

* New issue, renewal, and address change transactions.

The "Other Services" category, which is comprised of reinstatements, record reviews, referral for clearance documents and surrendering vehicle registrations, increased by 17 percent, due in part to the increased number of sanctions. These sanctions include suspensions, revocations, cancellations of driving privileges, and insurance suspensions (financial responsibility).

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

Central Issuance- License Renewals/Address Changes	This Quarter	Last Year Same Quarter	Percent Change
Mail *	165,047	72,971	126.2
Phone	23,011	20,164	14.1
Internet	84,967	62,691	35.5
Total Transactions	273,025	155,826	75.2

* Also includes ID card address changes.

Financial Responsibility

Financial Responsibility	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases Processed	243,405	203,674	19.5
Insured Rate	93.81% *	82.96%	-

* New data reporting methodology implemented in April-June quarter, 2003.

Financial Responsibility Cases Processed 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.

Administrative Suspensions

Administrative Suspensions	This Quarter	Last Year Same Quarter	Percent Change
Suspensions (Refusals, DUI)	16,078	16,434	-2.2
Suspensions (Zero Tolerance)	382	420	-9.1
Total Suspensions	16,460	16,854	-2.3
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

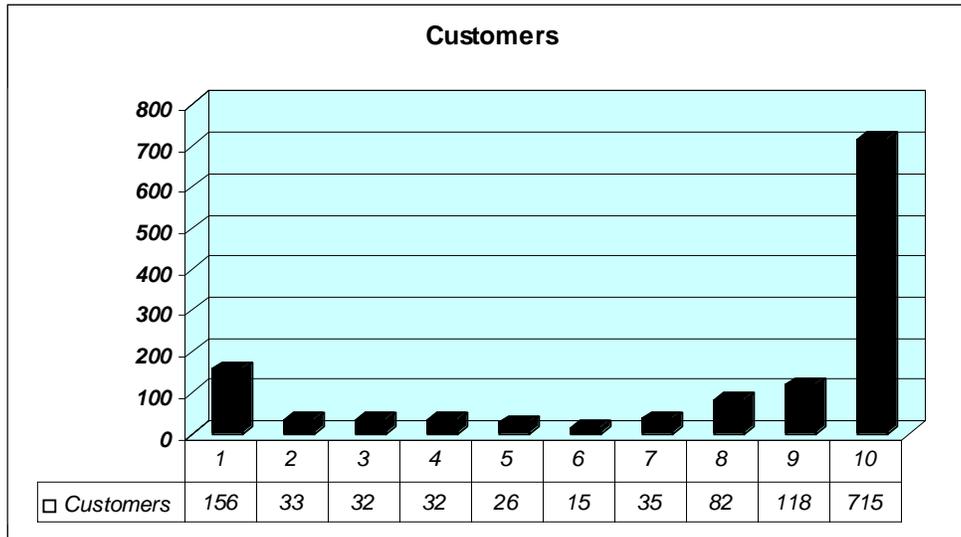
The Division of Driver Licenses implemented an electronic Customer Service Inquiry System in October 2001. This system replaces traditional e-mails with an Internet application that allows the customer to ask a question, make an inquiry, or register a complaint. The customer's inquiry is then captured in a database that allows the division to track, monitor, and apply quality assurance, and at the same time maintain 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

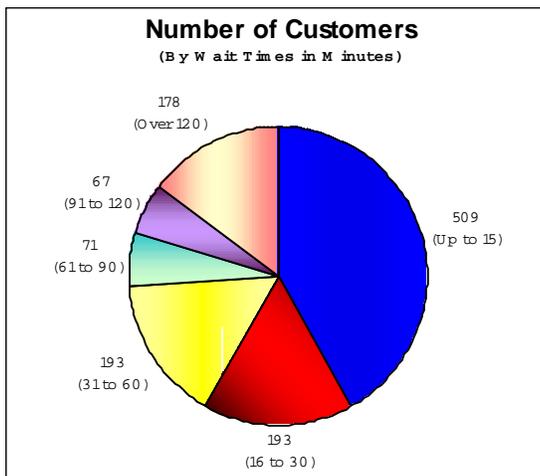
Through the department's "Commitment to Excellence Customer Comment Cards," driver license customers offered their comments regarding the level of customer service received and wait times. The service ranking requested was one to ten (one being the worst service and ten being excellent service). The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

Customer Service Ranking

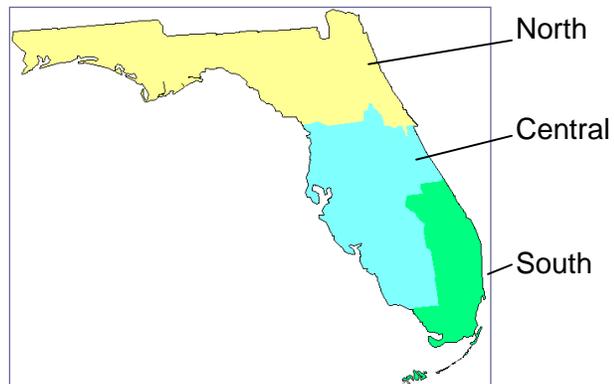


Customer Wait Times

Customer wait times decreased overall from the prior quarter; the percentage of customers waiting "Up to 15 Minutes" increased from 29 to 42 percent, whereas the "Over 120 Minutes" percentage decreased from 33 to 15 percent.



Geographically, as a percentage of the total number of citizens that reported wait times for each region of the state; the "Up to 15 Minutes" wait percentages for the North, Central, and South regions were 54, 42, and 37 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 11, 14, 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	385,025	278,335	38.3
b. Used	170,250	125,825	35.3
c. Transfers	712,426	541,633	31.5
d. Miscellaneous	107,957	90,954	18.7
Total	1,375,658	1,036,747	32.7
MOTOR VEHICLE -MOBILE HOME REGISTRATIONS	5,017,231	3,935,325	27.5
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	2,566	2,436	5.3
DEALER COMPLAINTS PROCESSED	1,192	1,453	-18.0
DEALER RECORD INSPECTIONS	553	814	-32.1
MH/RV's INSPECTED	3,341	3,523	-5.2
SEALS AND LABELS ISSUED	3,910	4,188	-6.6
COMPLAINTS PROCESSED	86	96	-10.4
APPORTIONED LICENSE PLATES ISSUED	7,329	5,270	39.1
NEW MOTOR CARRIER ACCOUNTS	1,416	1,316	7.6
INTERNATIONAL FUEL TAX AGREEMENT DECALS ISSUED	37,690	35,731	5.5
FUEL USE TAX EMERGENCY PERMITS ISSUED TO WIRE SERVICES	2,100	1,150	82.6

Motor vehicle/mobile home/vessel titles issued increased 32.7 percent while motor vehicle/mobile home registrations increased 27.5 percent. These increases are due primarily to increased demand and improved data collections using the department's data warehouse.

The decrease of 18 percent in motor vehicle and mobile home dealer complaints processed is a direct function of activity that is initiated by customers.

The 32.1 percent decrease in dealer record inspections is primarily attributable to all ten regional offices assuming the responsibility of issuing titles and registrations, utilizing existing staff. Due to the rollout of this new one-stop-shop process, inspections have temporarily been reduced. However, performance levels should return to normal by the end of the third quarter.

The 5.2 percent decrease in mobile homes inspected is a function of the reduced number of new mobile homes produced in the state.

The number of mobile home/recreational vehicle complaints processed decreased by 10.4 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 increase of 39.1 percent in the number of apportioned license plates issued is, in part, a result of one of the largest carriers renewing their vehicles in the fourth quarter of 2003 whereas they completed their renewals for 2002 in the third quarter. Additionally, two new large fleets were added in this quarter.

The 82.6 percent increase in the issuance of emergency fuel use permits to wire service companies is a direct function of an increase in the number of interstate carriers requesting temporary fuel use permits.

Division of Motor Vehicles Regional Offices Services



All eleven of 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 all DMV Regional Offices, located in Deland, Jacksonville, Miami, Ocala, Palmetto, Pensacola, Plantation, Tampa, West Palm Beach, and Winter Park. 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 a title and registration. Now they can obtain a title and registration immediately after their vehicle passes inspection. In addition to being a major improvement in the quality of service, the opportunity for fraud regarding titling of rebuilt and assembled from parts vehicles is greatly reduced.

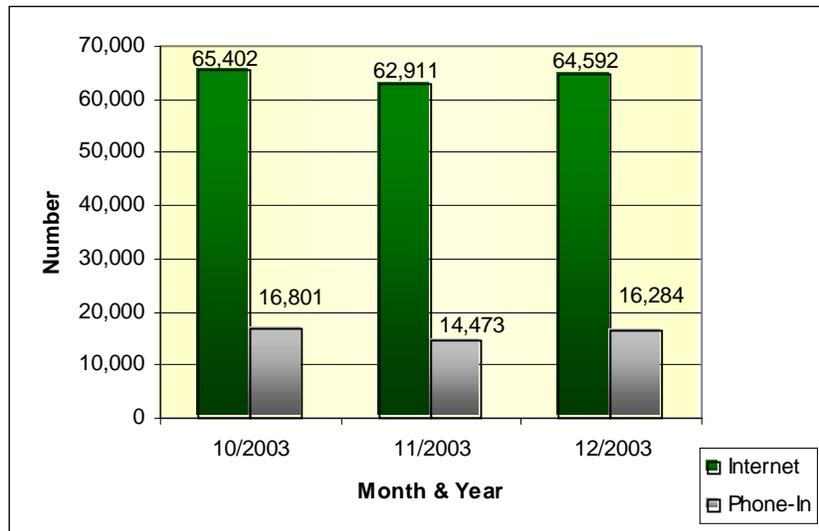
Electronic Lien and Title System

The Electronic Lien and Title (ELT) System enables the department and lien-holders to exchange information electronically. As of December 31, 2003, 129 financial institutions were participating in this process. This is an increase of five financial institutions from last quarter. This quarter, 179,705 ELT transactions were processed. ELT transactions are anticipated to continue to increase as current institutions fully participate and new institutions sign on. With the implementation of ELT, many benefits and efficiencies have been realized. The program has created a partnership involving both the public and private sectors, which has reduced costs for both entities. The efficiencies and benefits enjoyed by both public and private sectors include a reduction in the number of titles issued, a reduction in the number of titles canceled due to errors, a reduction of fraud potential, and reduced data processing costs, postage costs, staffing, and file space. Other benefits provided by the ELT system to consumers and businesses are the automation of the processing of title and lien transactions, the tracking of loans, and loan evidence for auditing purposes.

Driver Licenses/Motor Vehicles

Telephone/Internet Renewals and Address Changes

The department's **1-866-GoRenew** and the **Internet** are initiatives that are saving citizens a trip to their local driver license and/or tax collector's office. This quarter, 47,558 citizens renewed their driver licenses and motor vehicle registrations and changed their addresses by phone and 192,905 by Internet. The following table provides a breakout of phone-in and Internet transactions:



Customer Service Center

During this quarter, the department Customer Service Center answered 159,344 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent during the quarter was approximately 2½ minutes, down from 3½ minutes in January 2003.

Automated services provided 12,500 customers each week with the ability to:

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

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

Information Services Administration (ISA) DL/MV Initiatives

During this quarter, ISA developed the programming for and installed fingerprint scanning devices to comply with the Federal Patriot Act. This Act requires a criminal history record check using fingerprint verification at the federal level before a commercial driver license with a hazardous materials endorsement is issued. The effective date of the Act, however, was postponed until April 2004. ISA also developed online Social Security Number verification with the Social Security Administration and the second phase of the National Motor Vehicle Title Information System (NMVTIS). NMVTIS is a national system designed to prevent title fraud.

REVENUE DATA

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

FY 2003 – 2004 Revenue 2nd Quarter

Total: \$349,993,696

Where the money comes from

71.0¢ 8.5¢ 10.5¢ 8.2¢ 1.8¢



License Plates & Decals	\$248,674,590
Other Revenue*	\$29,658,703
Motor Vehicle Titles	\$36,809,301
Driver Licenses	\$28,530,916
Fines & Forfeitures	\$6,320,186

Where the money goes

Total: \$349,993,696

56.9¢ 11.8¢ 13.5¢ 11.2¢ 6.6¢



Transportation	\$199,256,268
Other Programs*	\$41,143,697
General Revenue Funded Programs	\$47,170,280
Agency Funding	\$39,336,137
Education	\$23,087,314

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

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

**FY 2003 – 2004
Revenue
Year-to-Date**

**Where
the money
comes from**

Total: \$682,591,760

68.9¢ 9.4¢ 10.8¢ 8.3¢ 2.6¢



License Plates & Decals	\$470,371,846
Other Revenue*	\$64,593,475
Motor Vehicle Titles	\$73,756,577
Driver Licenses	\$56,452,021
Fines & Forfeitures	\$17,417,841

**Where
the money goes**

Total: \$682,591,760

45.3¢ 11.3¢ 14.1¢ 12.6¢ 16.7¢



Transportation	\$309,452,489
Other Programs*	\$77,398,608
General Revenue Funded Programs	\$95,972,178
Agency Funding	\$86,089,759
Education	\$113,678,726

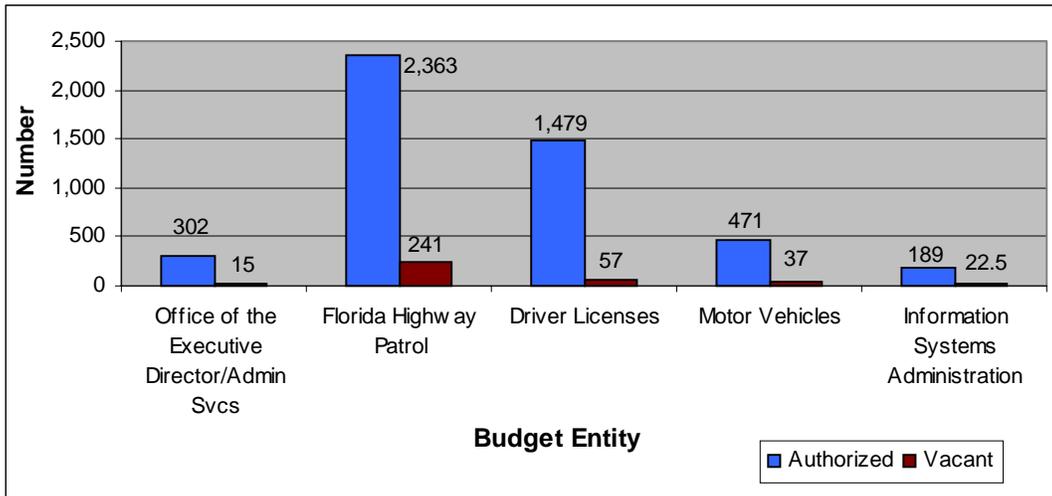
* See next page for a breakdown of Other Revenue & Other Programs.

OTHER REVENUE AND OTHER PROGRAMS

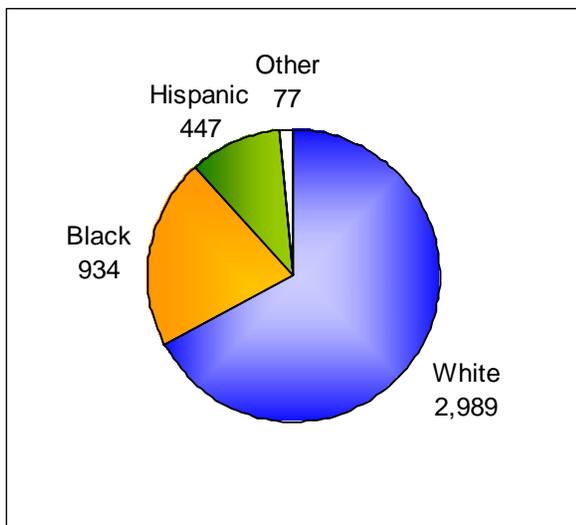
	2nd Quarter	Year-to-Date
WHERE THE MONEY COMES FROM – OTHER REVENUE		
1. Driving Records	6,025,885	12,280,923
2. Motor Fuel Use Tax	11,531,053	24,646,186
3. International Registration Plan	10,439,413	24,199,599
4. Other	1,662,352	3,466,767
TOTAL	\$29,658,703	\$64,593,475
WHERE THE MONEY GOES – OTHER PROGRAMS		
1. Mobile Home License Payments to Local Governments	10,328,310	11,350,681
2. Fuel Use Tax Program	4,074,984	12,853,554
3. International Registration Plan	4,175,765	9,679,839
4. Specialized License Plates	6,557,805	12,806,293
5. Air Pollution Control Program	4,954,715	9,605,318
6. Law Enforcement Radio System Trust Fund	4,450,049	8,729,137
7. Brain and Spinal Cord Rehabilitation	516,588	1,059,681
8. Vessel Titles and Registrations	1,485,893	1,832,468
9. Grants and Donations Programs	1,775,808	3,470,827
10. Other	2,823,780	6,010,810
TOTAL	\$41,143,697	\$77,398,608

Administrative Support

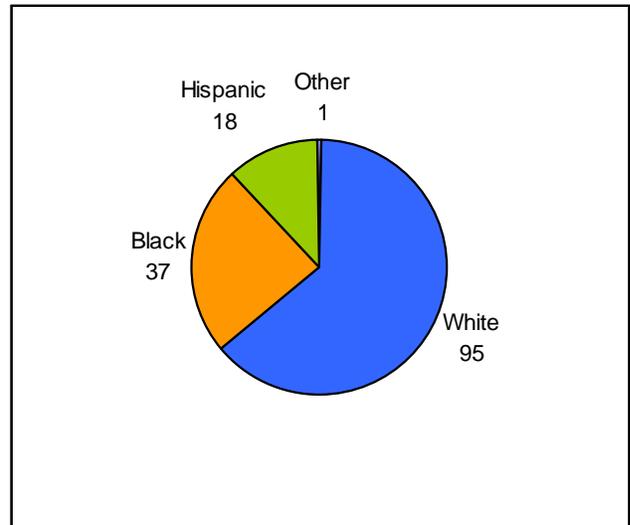
Number of Positions by Budget Entity



Employee Representation by Race



Newly Hired Personnel by Race



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

<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	63	73
Black	24	12
Hispanic	12	13
Other	1	2
Total	100	100

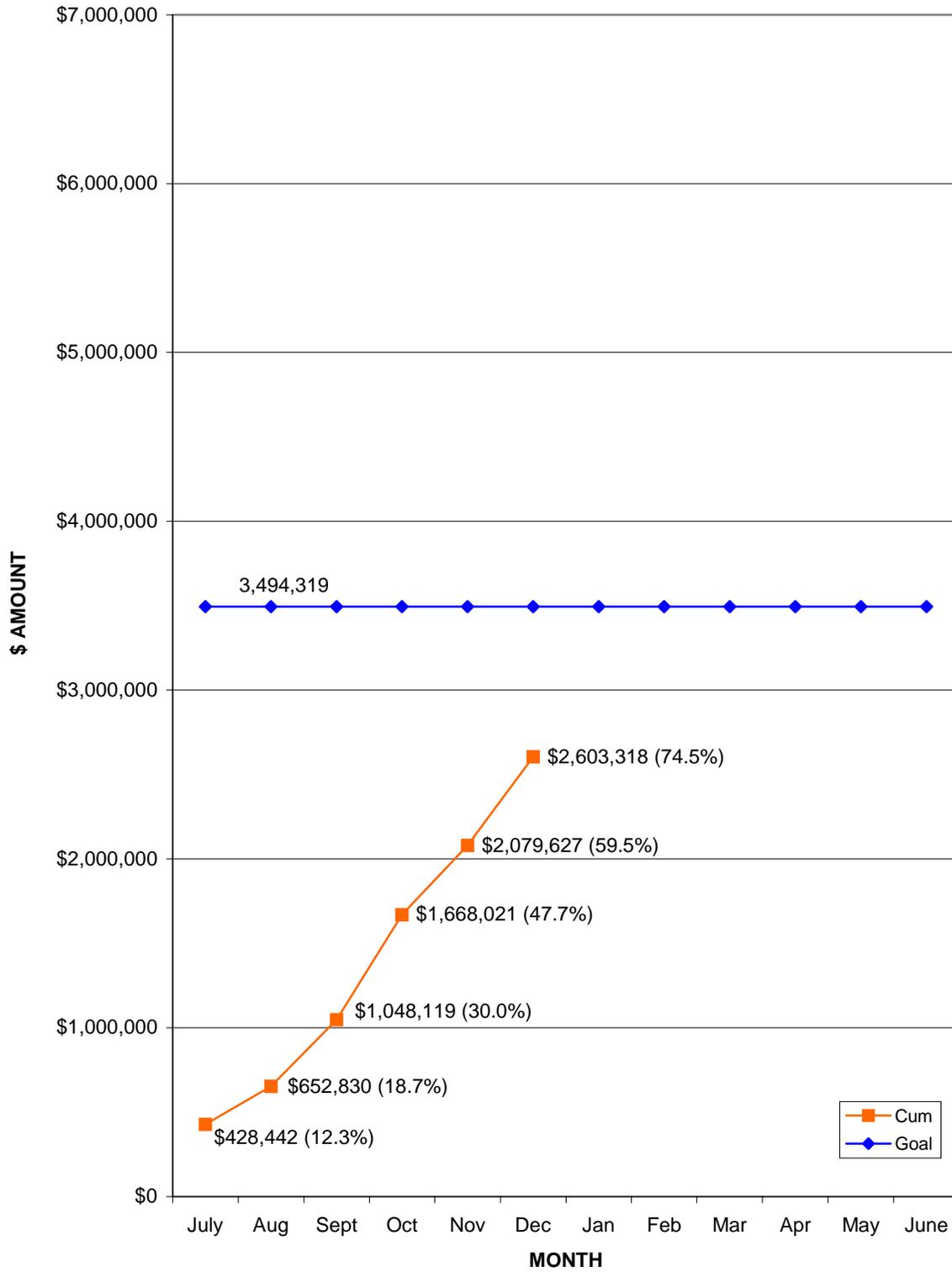
* RLM – Relevant Labor Market

Regular volunteer employees provided 329 hours of service.
Occasional volunteer employees provided 16 hours of service.

**PURCHASES IN EXCESS OF \$100,000
(Not in Conjunction with State Contracts)
October - December 2003**

PROJECT/PURCHASE	VENDOR	AMOUNT
State project number HSMV – 23018000 to contract with local area mechanical contractor to provide improvements. Design and repairs to the Troop C Headquarters building HVAC system, P.O. #V09215	Department of Management Services, Tallahassee, FL	\$184,790.00
Support for standby system full service agreement, Term 10/01/03 – 09/30/04, P.O. #V09241	Hewlett-Packard Company, Tallahassee, FL	\$188,180.04
Transaction fee 03-04 application services licensed programs CDLIS charger AAMVA Net charger, term 10/01/03 – 06/30/04. P.O. #V09248	AAMVA C/O Sun Trust Bank, Baltimore, MD	\$556,079.40
Data Maintenance Services, Term 11/21/03 – 06/30/04, P.O. #V09286	Bull Services, Tallahassee, FL	\$149,500.00
Cell phone airtime and service for market #1, market #2, market #3, market #4, market #5, Term 11/01/03 – 10/31/04, P.O.#V09438	Cingular Wireless LLC, Jacksonville, FL	\$101,967.00
Remittance processing services to be paid per the term and conditions in attached contract for Term November 2003 thru June 2005, P.O. #V09447	Florida Department of Revenue, Tallahassee, FL	\$295,455.00
Capacity fee for FHP'S use of City of Tallahassee system per 800 MHZ TSR system user agreement number, P.O. #V09428	City of Tallahassee Procurement, Tallahassee, FL	\$106,379.50
800 decal printer print heads, 1,120 boxes decal printer cleaning kits, P.O. #V09564, Bid #008-99	Hewlett-Packard Company, Tallahassee, FL	\$171,008.00
Motor services disk storage, NWRDC, P.O.#V09637	Hewlett-Packard Company, Tallahassee, FL	\$335,906.00
QUARTER TOTAL		\$2,089,264.94

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
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Tallahassee, FL 32399 - 0500