

Florida Department of Highway Safety and Motor Vehicles

Quarterly Report
October-December 2004



Making Highways Safe

Department of Highway Safety and Motor Vehicles

Quarterly Report
October-December 2004

Table of Contents

➤ EXECUTIVE SUMMARY	2
➤ QUARTERLY HIGHLIGHTS	3
➤ ONE DAY IN THE LIFE OF THE DEPARTMENT	5
➤ DEPARTMENT MISSION	5
➤ STATISTICAL SUMMARIES AND INITIATIVES	
1. Highway Safety.....	6
2. Motorist Services	11
3. Revenue	17
4. Administrative Support.....	20
➤ PURCHASES IN EXCESS OF \$100,000.....	21
➤ MINORITY BUSINESS ENTERPRISE UTILIZATION.....	22

EXECUTIVE SUMMARY

☑ In-office visits by motorists decreased 5.3 percent from the previous quarter, as the department served 1,701,489 customers in driver license field offices.*

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

☑ 871 highway deaths were reported in the second quarter of fiscal year 2004-2005, an increase of 4.7 percent from the same quarter of the previous fiscal year.*

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

☑ There were 4,120,386 organ donors registered through the organ donation sign-up program as of the end of the second quarter, an increase of 58,638 from the previous quarter.

☑ Twenty-eight county tax collectors issued driver licenses in addition to providing motor vehicle title and license plate services for one-stop customer service.

☑ Inspected 1,609 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 2,623 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges decreased 17.52 percent, as 321,407 actions were taken. Additionally, 116,637 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 15,058 administrative (roadside) suspensions were issued to drivers with an unlawful blood alcohol content or for failure to submit to a sobriety test. This 8.5 percent increase includes 366 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,513,318 new and used vehicle/vessel titles and title transfers.

During the second quarter of fiscal year 2004-2005, the Department of Highway Safety and Motor Vehicles dedicated countless hours and resources for post-hurricane relief and assistance efforts. As a result of this reallocation of priorities and resources, many of the measures and criteria typically used to evaluate the department's performance were adversely affected for the quarter.

☑ Motor vehicle registration renewals via the telephone and Internet increased 37.2 percent from the prior quarter. A total of 233,754 transactions were conducted, with 27,466 by telephone and 206,288 by Internet, for a change from last quarter of -2.3 and 45.0 percent, respectively.

☑ There were a total of 291,737 driver licenses issued and address changes completed via mail, telephone, and Internet during the second quarter. These accounted for approximately fifteen percent of the department's total driver license transactions. There were 125,080 transactions by mail, 20,669 by telephone, and 145,988 by Internet, resulting in a change from the prior quarter for each of these transactions of -21.9, -22.9, and 2.0 percent, respectively.

☑ The FHP cited 2,746 individuals for DUI violations, an increase of 13.6 percent.

☑ The FHP arrested 1,810 individuals for felony violations, a 13.4 percent increase.

☑ An increase of 5.2 percent was noted as the FHP cited or warned 274,327 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 79,131 motorists with disabled vehicles.

☑ During the second quarter, the department collected \$370,235,827 in revenue.

Note: Unless otherwise indicated, 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

FHP Honored by IACP



In November, the International Association of Chiefs of Police (IACP) recognized the Florida Highway Patrol at their annual conference held in Los Angeles, California. The FHP was selected, along with the Maryland State Police, as having the third best traffic safety & enforcement program in the country during 2003.

Motor vehicle injuries affect all Americans. Each year, traffic crashes in the United States claim over 40,000 lives and cost Americans over \$150 billion. However, far more people survive these crashes than die, sometimes with lifelong debilitating injuries. Over three million injuries have been documented in police-reported crashes. The IACP Law Enforcement Challenge Program targets three major traffic safety priorities: occupant protection (seatbelt/child restraint use), impaired driving, and speeding. The IACP recognizes efforts to increase enforcement and public education in these key areas.

Fee Waived for On-line Transactions

At the beginning of this quarter, the department discontinued the convenience fee customers paid to renew driver licenses and vehicle/vessel registrations using the agency's Internet renewal site. Prior to this time, customers paid \$3 per online transaction for renewals, which were handled by a third party provider. E-commerce transactions have substantially increased compared to the prior quarter, suggesting that fiscal year 2004-05 will be a record year. This is one of the many tools the department is currently using to enhance customer service statewide.

108th Recruit Class Helps Martin County with Hurricane Jeanne



After Hurricane Jeanne hit the east coast of Florida, Martin County Sheriff Robert L. Crowder sent out a plea for assistance from the FHP. The FHP responded to the call for help by providing a unique type of assistance. The 108th recruits, who were in training at the FHP Academy, fulfilled the state's needs for hurricane relief efforts.

The FHP had already been called upon to activate troopers to assist with the three previous hurricanes, which adversely affected nearly every county in Florida. Immediately, the decision was made and the recruits were sent from Tallahassee to help the citizens of Martin County. For the next five days, the members of the 108th class provided traffic control at major intersections, protected damaged property, and supported the law enforcement community in Martin County.

New Cash Receipt System Implementation

This quarter, the department began implementing a cash receipt system (CRS), which will streamline revenue reconciliation and distribution. The department uses the CRS to track revenue from the time it is received, until the customer receives either the service or a refund. The CRS redesign will enable the department to conduct an online search for this revenue information. The long-range goal is to allow customers to track their own transactions from their computers, which will improve customer service. The entire redesign should take two years to complete.



Trooper Uncovers Identity Theft Ring



After receiving a tip from a supervisor in an Osceola County Tax Collector's Office, Trooper Jorge Diaz uncovered the largest identity theft ring in Central Florida, arresting fifteen people. Trooper Diaz worked many long hours on this case with assistance from Orlando's Tactical Response Team, other troopers, the FBI, and the Florida Department of Law Enforcement. The violators were indicted on federal charges by the FBI and the U.S. Attorney's Office after Trooper Diaz made the initial arrests last year on state charges. Members of the identity theft

ring bought over 150 vehicles, valued at over one million dollars, with stolen identities that left over 60 victims with their credit badly damaged.

T1 Bandwidth Upgrade

The 2004 Legislature funded the T1 bandwidth upgrading of the network of circuits connecting approximately 400 remote sites to the department headquarters. Installation of the upgrade began during the second quarter, with an anticipated completion date of April 30, 2005.



The network has been in place and operational at the data rate since 1996. Since that time, there have been significant additions to the functions that the department provides over the network. Licensee images, immigration records, and planned fingerprint images are all transmitted over the network. This is in addition to upgraded systems at all sites that require more network bandwidth for normal operation.

The major benefit of the T1 upgrade will be the ability to support the growing demands on the network. One of the most significant of these is the upgrade of driver license imaging. In addition to allowing network dependent applications to be implemented, the increased bandwidth should reduce the contention that currently causes system sign-on over the network to take over a minute in some cases. Downloading of software will also be significantly improved in many cases.

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

**DEPARTMENT MISSION:
Making Highways Safe.**

4,801	Authorized Positions
4,529	Current Employees
1,813	Authorized Sworn Law Enforcement Officer Positions
1,674	Current Sworn Law Enforcement Officers
156	Driver License Office Locations Statewide (Includes tax collector offices that issue driver licenses)
9	Crash Fatalities
3	Alcohol Related Crash Fatalities
\$ 6,069,440	State Revenue Collected
100,105	Miles Patrolled on Highways
89,105	Vehicle and Mobile Home Registrations Issued
21,965	Vehicle and Mobile Home License Plates Issued
24,808	Vehicle/Vessel Titles Issued/Transferred
32,676	Driver License Customers Served
16,728	Court Dispositions Processed (Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)
3,842	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)
234	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	80,704	118,199	-31.72
2. DUI Arrests	2,746	2,669	2.88
3. Felony Arrests	1,810	1,905	-4.99
4. Other Arrests (Includes Drug Related Arrests)	127,695	157,767	-19.06
Total Arrests	212,955	280,540	-24.09
b. Written Warnings	52,983	75,743	-30.05
c. Faulty Equipment Notices	25,537	36,249	-29.55
CRASH INVESTIGATIONS	62,724	40,169	56.15
TRAFFIC HOMICIDE INVESTIGATIONS	353	478	-26.15
DRUG INTERDICTION			
a. Drug Related Arrests	1,011	1,148	-11.93
STOLEN VEHICLES RECOVERED	204	197	3.55
DUTY HOURS			
a. Unobligated Patrol *	235,434	280,356	-16.02
b. Obligated Patrol **	400,146	396,395	.95
c. Non-Patrol ***	132,300	122,126	8.33
Total Duty Hours	767,880	798,877	-3.88
MILES PATROLLED	9,230,662	9,508,629	-2.92
AVERAGE RESPONSE TIME			
a. Total Calls for Service	51,778	70,091	-26.13
b. Average Response Time (Minutes)	33	30	10.00
TOTAL INCIDENT OF HIGHWAY VIOLENCE	43	70	-38.57

* 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.

Corporal Terry Tiley, Trooper Richard Holland, and Trooper Mike Idziorek

Award recipients

October 2004

Corporal Terry Tiley, Trooper Richard Holland, and Trooper Mike Idziorek were selected as co-recipients of the Trooper of the Month Award for October 2004 for saving the life of a man attempting to commit suicide.

In early October, Corporal Tiley and Troopers Idziorek and Holland were working the Florida Turnpike when they found a white pickup truck parked in the safety zone of the State Road 429 overpass. The driver's side door was open and a male was sitting in the driver's seat. As the troopers approached, they noticed that the man had a rope around his neck with the end tied to a light pole.

When the subject saw the troopers, he scrambled out of the truck and made a move toward the concrete barrier wall with the intention of jumping. Together, the troopers were able to apprehend the man and prevent him from jumping off the overpass. After calming the man down and speaking with him for over an hour, they were able to convince him not to try to harm himself. Finally, the troopers took the subject into custody and for his own safety transported him to an area mental hospital for admission pursuant to the Baker Act.

Trooper Rodger Carpenter

Award recipient

November 2004

Trooper Rodger Carpenter was selected as the recipient of the Florida Highway Patrol Trooper of the Month Award for November 2004 for his life-saving actions in pulling a motorist from a submerged vehicle.

On November 6, 2004, while off duty at his home residence, Trooper Carpenter observed a vehicle traveling at a high rate of speed. He then witnessed the vehicle leave the roadway and travel across a neighbor's yard, continue through a fence and a screen enclosure, and into a swimming pool. Quickly, Trooper Carpenter ran to the scene and jumped into the pool to rescue the driver, an elderly lady who was slumped over the steering wheel unconscious. After he pulled the lady from the submerged vehicle to safety, she soon regained consciousness. Trooper Carpenter's quick actions saved the woman's life.

Trooper Christian Pimentel

Award recipient

December 2004

Trooper Christian Pimentel was selected as the Florida Highway Patrol Trooper of the Month for December 2004, for his traffic stop which led to the arrest of two suspects who were wanted for attempted murder.

Trooper Pimentel was patrolling I-75 in Hillsborough County when he stopped a vehicle for a faulty equipment violation. When Trooper Pimentel ran the computer check of the driver and passenger, he discovered that the driver had an outstanding arrest warrant. Trooper Pimentel arrested the driver and during a search of the suspect's vehicle, he found a handgun, which he seized and turned over to the Hillsborough County Sheriff's Office for safekeeping. The passenger was issued a ticket for not wearing

a seatbelt and the vehicle was towed away prior to Trooper Pimentel taking the suspect to jail for booking.

In December, Trooper Pimentel was contacted by a detective with the Hillsborough County Sheriff's Office who advised him that the handgun he had found during the traffic stop had been used in a drive-by shooting where a subject had been shot. They advised that since Trooper Pimentel had issued the passenger a ticket for the seat belt violation, they were able to successfully link the passenger to being in the car with the gun at the time of the shooting. Both the driver and passenger were arrested and charged with attempted murder.

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 3,101,062 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	82.20%	77.99%
Black	15.81%	14.61%
Asian	1.66%	1.72%
Native-American	.20%	.34%
Unknown	.13%	5.34%

The unknown 5.34 percent of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 16.31 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 722 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 \$3,432,473. A total of 340 vehicles have been successfully awarded to the department, with an estimated value of \$990,376.

FHP Reaccredited by CALEA



In December, the Florida Highway Patrol was reaccredited by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) at the Commission's conference in Austin, Texas. This marks the Florida Highway Patrol's third award, having been originally accredited in November of 1996.

The award follows an extensive on-site assessment by CALEA assessors who reviewed all aspects of the Patrol's operations. The assessment consisted of a review of files prepared for each standard, tours of nine Patrol facilities, and comments received from citizens. In the course of their review, the Commission's assessors interviewed over 100 FHP employees and inspected all areas of operations for compliance with CALEA standards.

FHP's Occupant Protection Program

The Florida Highway Patrol continues its efforts to ensure that all motorists, especially children, ride safely on Florida's roadways through its popular Occupant Protection Program. This program includes seat belt education, anti-DUI outreach efforts, and Child Passenger Safety (CPS) education. Since recent statistics show that only 76 percent of all motorists wear seat belts in Florida and many child safety seats in Florida are improperly installed, it remains critical that law enforcement and other public safety personnel continue to help educate the public on the need for using seat belts and child restraint devices.



The FHP recognizes the importance of this issue, and has renewed its commitment by ensuring that its Occupant Protection Team and the rest of its CPS Certified Technicians across the state are available to instruct parents on the proper installation of child safety seats and to answer questions regarding the use of child safety seats, booster seats, and seat belts. Currently, every FHP Troop across the state has at least one CPS Certified Technician available to check child safety seats for the public.

Mercury Marauder (Aggressive Driving Enforcement)



The Florida Highway Patrol officially unveiled its newest frontline enforcement tool -- the Mercury Marauder. Eighteen of these unmarked, high-tech performance vehicles have been generously donated to the FHP from a private citizen who chooses to remain anonymous. The new fleet of stealth cars will be used to enhance the agency's ability to deter and apprehend aggressive drivers. These new vehicles will play a key role in the FHP's campaign against aggressive driving and in DUI enforcement, supporting current efforts to keep those drivers who endanger themselves and others off Florida's roadways.

The Mercury Marauder is an excellent stealth vehicle for use in detecting and apprehending aggressive drivers. These unmarked vehicles are specially equipped with covert lighting packages, emergency sirens, the latest speed measuring devices, and state-of-the-art audio/video recording systems designed to provide valuable recorded documentation needed for court presentation and prosecution of violators.

Safety Billboards



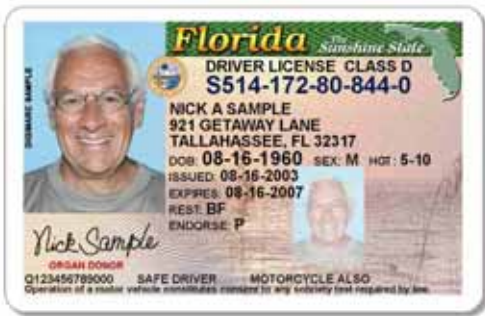
The FHP is currently placing hundreds of large billboards and posters with four different traffic safety messages along Florida's major roadways, on bus shelters, and on mall kiosk panels – all in an effort to remind motorists to drive safely and obey traffic laws.

One billboard tells drivers not to block traffic by “hanging out” in the left passing lane, which is a moving violation. Another billboard advertises Florida's “Move Over” Law, which requires motorists to move over from the outside lane where law enforcement and other emergency vehicle personnel are working. One billboard asks motorists to "Back off, tailgating is against the law," and yet another speaks out against the dangerous activity of street racing on public roadways.

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 7.5 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 *	954,226	887,584	7.5
ID Cards	192,694	178,617	7.9
Other Services	554,569	448,723	23.6
Total Customers	1,701,489	1,514,924	12.3

* New issue, renewal, and address change transactions.

The "Other Services" category, which is comprised of examination retests, reinstatements, record reviews, referral for clearance documents and surrendering vehicle registrations, increased by 23.6 percent, due in large part to the increased number of receipt only transactions and tag surrenders.

Central issuance - As field issuance volume increases and service delivery times increase as a result, more customers are selecting the use of the Internet to submit license renewals or address changes (an increase of 71.8 percent this quarter vs. same quarter last year). Additionally, due to the elimination of the \$3 fee for Internet transactions, it appears that many customers are selecting the Internet over phone or mail to renew their license or to make a change of address.

Central Issuance- License Renewals/Address Changes	This Quarter	Last Year Same Quarter	Percent Change
Mail *	125,080	165,047	-24.2
Phone	20,669	23,011	-10.2
Internet	145,988	84,967	71.8
Total Customers	291,737	273,025	6.9

* Also includes ID card address changes.

Financial Responsibility

Financial Responsibility	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases Processed	273,860	243,405	12.5
Insured Rate	94.55%	93.81	.8

The percentage increase in cases processed is due in part to improvements in programming, resulting in targeting the truly uninsured. The department's effectiveness in enforcing the law is increased due to these improvements by both the department and the industry.

The percent of insured that are identified by VIN number is 87.05 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 94.55 percent, with the uninsured rate at 5.45 percent.

Administrative Suspensions

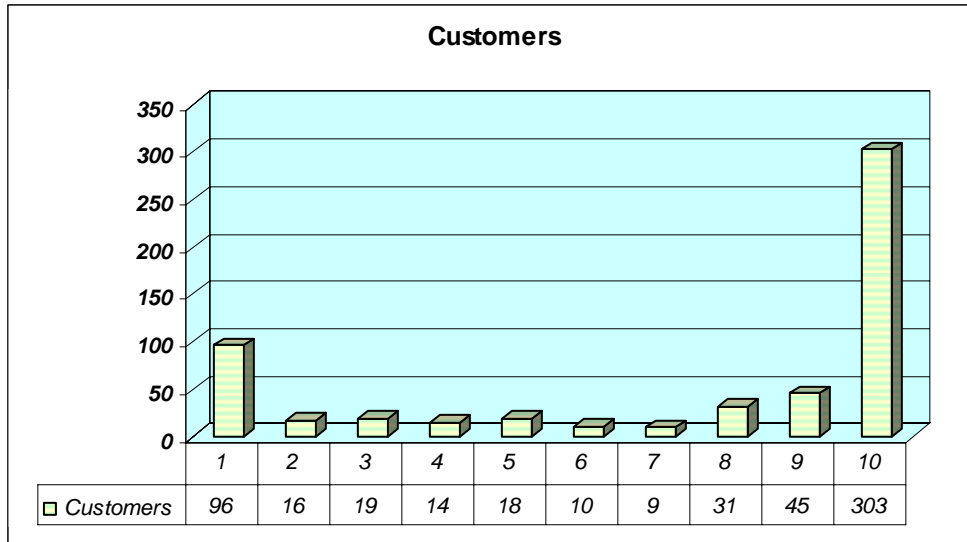
Administrative Suspensions	This Quarter	Last Year Same Quarter	Percent Change
Suspensions (Refusals, DUI)	14,692	16,078	-8.6
Suspensions (Zero Tolerance)	366	382	-4.2
Total Suspensions	15,058	16,460	-8.5
Administrative Suspension Sustained Rate	88%	89%	-1.1

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

Customer Service

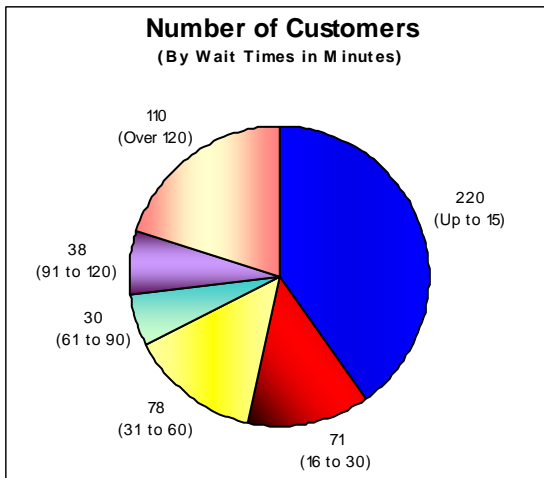
Through the department's "**Commitment to Excellence Customer Comment Cards,**" driver license customers offered their comments regarding the level of customer service received and wait times. The service ranking requested was one to ten (one being the worst service and ten being excellent service).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

Customer Service Ranking

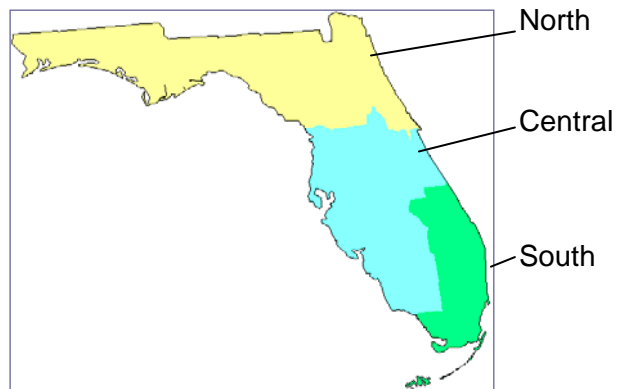


Customer Wait Times

Customer wait times decreased overall from the July - September 2004 quarter; the percentage of customers waiting "Up to 15 Minutes" increased from 38 to 40 percent, whereas the "Over 120 Minutes" percentage decreased from 22 to 20 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 50, 41, and 29 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 11, 19, and 31 percent, respectively.





Motor Vehicles

TRANSACTION	This Quarter	Last Year Same Quarter	Percent Change
ORIGINAL TITLES ISSUED (MOTOR VEHICLE/MOBILE HOME/VESSEL)			
a. New	444,448	385,025	15.4
b. Used	190,106	170,250	11.7
c. Transfers	767,456	712,426	7.7
d. Miscellaneous	111,308	107,957	3.1
Total	1,513,318	1,375,658	10.0
MOTOR VEHICLE -MOBILE HOME REGISTRATIONS	5,435,414	5,017,231	8.3
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	2,623	2,566	2.2
DEALER COMPLAINTS PROCESSED	1,075	1,192	-9.8
DEALER RECORD INSPECTIONS	1,609	553	191.0
MH/RV's INSPECTED	4,190	3,341	25.4
SEALS AND LABELS ISSUED	4,547	3,910	16.3
COMPLAINTS PROCESSED	69	86	-19.8
APPORTIONED LICENSE PLATES ISSUED	7,488	7,329	2.2
NEW MOTOR CARRIER ACCOUNTS	1,583	1,416	11.8
INTERNATIONAL FUEL TAX AGREEMENT (IFTA) DECALS ISSUED	41,806	37,690	10.9
FUEL USE TAX TEMPORARY PERMITS ISSUED TO WIRE SERVICES	2,525	2,100	20.2

Motor vehicle and vessel titles issued increased this quarter for new (15.4 percent), used (11.7 percent), and transfers (7.7 percent), due to an increase in consumer activity.

Motor vehicle and mobile home registrations also increased this quarter (8.3 percent) due to an increase in consumer activity.

Dealer complaints processed decreased 9.8 percent over the same quarter a year ago due to increased dealer record inspections.

MV/MH dealer record inspections for the quarter increased 191 percent over the prior year's quarter due to a modified record inspection process resulting in an optimized audit process. Using automation and a change in dealer record inspections, the process changed from a full audit process to a confidence-rated audit process. Full audits are conducted when confidence-rated audits indicate potential non-compliance problems.

Mobile homes and recreational vehicles (MH/RV) inspections increased by 25.4 percent due to increased production of mobile homes at the manufacturing facilities.

The number of HUD mobile home seals and labels issued increased 16.3 percent due to an increase in production at the plants.

The 19.8 percent decrease in MH/RV complaints processed is a continuation of a downward trend due to improved plant/manufacturing inspection processes.

New motor carrier accounts increased 11.8 percent due to increased consumer activity.

International Fuel Tax Agreement (IFTA) decals issued increased 10.9 percent, also due to increased consumer activity.

The increase of 20.2 percent in the sale of temporary fuel use permits is due in part to continued improvement of the business economy within the trucking industry. Contract wire service companies continue to purchase more permits in response to the demand from motor carriers.

Electronic Lien and Title System

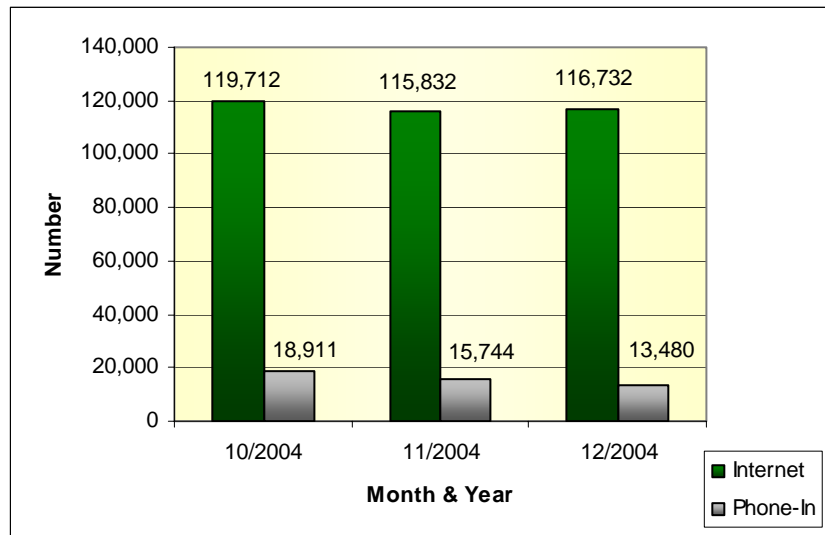


The Electronic Lien and Title (ELT) System enables the department and lien-holders to exchange information electronically. As of December 31, 2004, 140 financial institutions were participating in this process. This quarter, 208,297 ELT transactions were processed. ELT transactions are anticipated to 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 **www.GoRenew.com** are initiatives that are saving citizens a trip to their local driver license and/or tax collector's office. This quarter, 48,135 customers renewed their driver licenses and motor vehicle registrations and changed their addresses by phone and 352,276 by Internet. The following table provides a breakout of phone-in and Internet transactions:



Customer Service Center

During this quarter, the department's Customer Service Center answered 201,767 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was approximately 3 minutes.

During the quarter, automated services provided more than 158,800 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.

Revenue Data

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

FY 2004 – 2005 Revenue 2nd Quarter

Where the money comes from

Total: \$370,235,827

70.7¢ 8.4¢ 10.6¢ 9.3¢ 1.0¢



License Plates & Decals

\$261,923,206

Other Revenues*

\$31,172,745

Motor Vehicle Titles

\$39,208,037

Driver Licenses

\$34,360,891

Fines & Forfeitures

\$3,570,948

Where the money goes

Total: \$370,235,827

55.5¢ 12.2¢ 12.4¢ 13.9¢ 6.0¢



Transportation

\$205,421,898

Other Programs*

\$45,266,506

General Revenue Funded Programs

\$46,024,312

Agency Funding

\$51,352,528

Education

\$22,170,583

* See page 19 for a breakdown of Other Revenues & Other Programs.

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

**FY 2004 – 2005
Revenue
Year to Date**

**Where
the money
comes from**

Total: \$683,978,627

68.8¢ 9.6¢ 10.7¢ 9.9¢ 1.0¢



License Plates & Decals	\$470,741,266
Other Revenues*	\$65,618,910
Motor Vehicle Titles	\$73,216,225
Driver Licenses	\$67,753,623
Fines & Forfeitures	\$6,648,603

**Where
the money goes**

Total: \$683,978,627

43.4¢ 11.7¢ 14.3¢ 13.5¢ 17.1¢



Transportation	\$296,634,804
Other Programs*	\$79,914,444
General Revenue Funded Programs	\$98,020,468
Agency Funding	\$92,649,685
Education	\$116,759,226

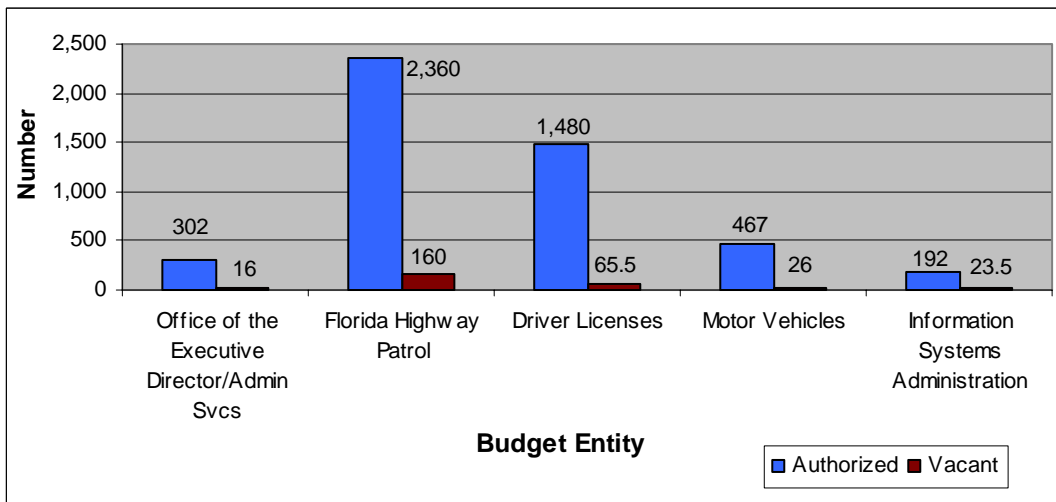
* See next page for a breakdown of Other Revenues & Other Programs.

OTHER REVENUES AND OTHER PROGRAMS

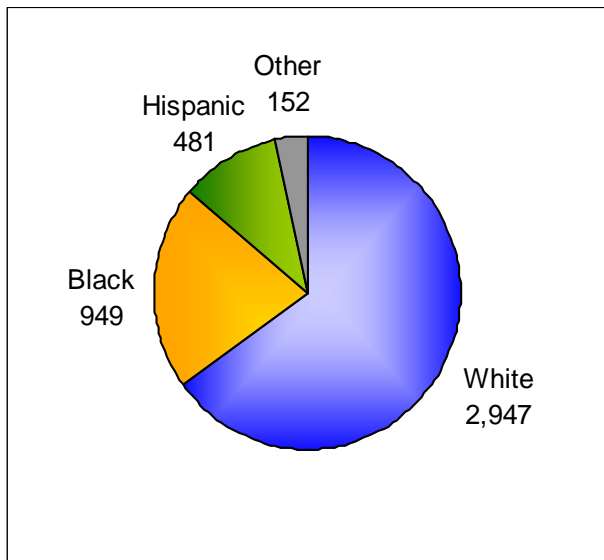
	2nd Quarter	Year-to-Date
WHERE THE MONEY COMES FROM – OTHER REVENUES		
1. Driving Records	5,866,782	12,147,270
2. Motor Fuel Use Tax	11,214,336	24,636,315
3. International Registration Plan	11,040,307	24,051,790
4. Other	3,051,320	4,783,535
TOTAL	\$31,172,745	\$65,618,910
WHERE THE MONEY GOES – OTHER PROGRAMS		
1. Mobile Home License Payments to Local Governments	10,662,422	11,805,196
2. Fuel Use Tax Program	5,569,525	13,728,429
3. International Registration Plan	4,416,123	9,620,716
4. Specialized License Plates	7,470,692	14,422,747
5. Air Pollution Control Program	4,744,032	9,076,484
6. Law Enforcement Radio System Trust Fund	4,587,664	8,446,641
7. Brain and Spinal Cord Rehabilitation	520,026	1,020,398
8. Vessel Titles and Registrations	1,362,635	1,608,755
9. Grants and Donations Programs	1,682,441	3,208,146
10. Other	4,250,946	6,976,932
TOTAL	\$45,266,506	\$79,914,444

Administrative Support

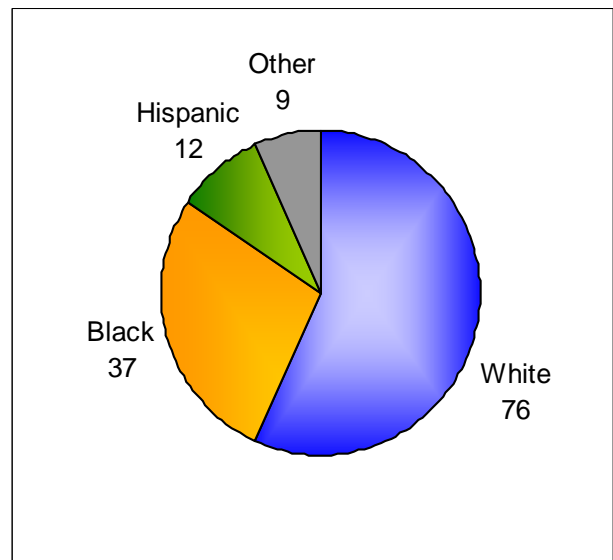
Number of Positions by Budget Entity



Employee Representation by Race



Newly Hired Personnel by Race



<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	65	73
Black	21	12
Hispanic	11	13
Other	3	2
Total	100	100

<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	57	73
Black	28	12
Hispanic	9	13
Other	6	2
Total	100	100

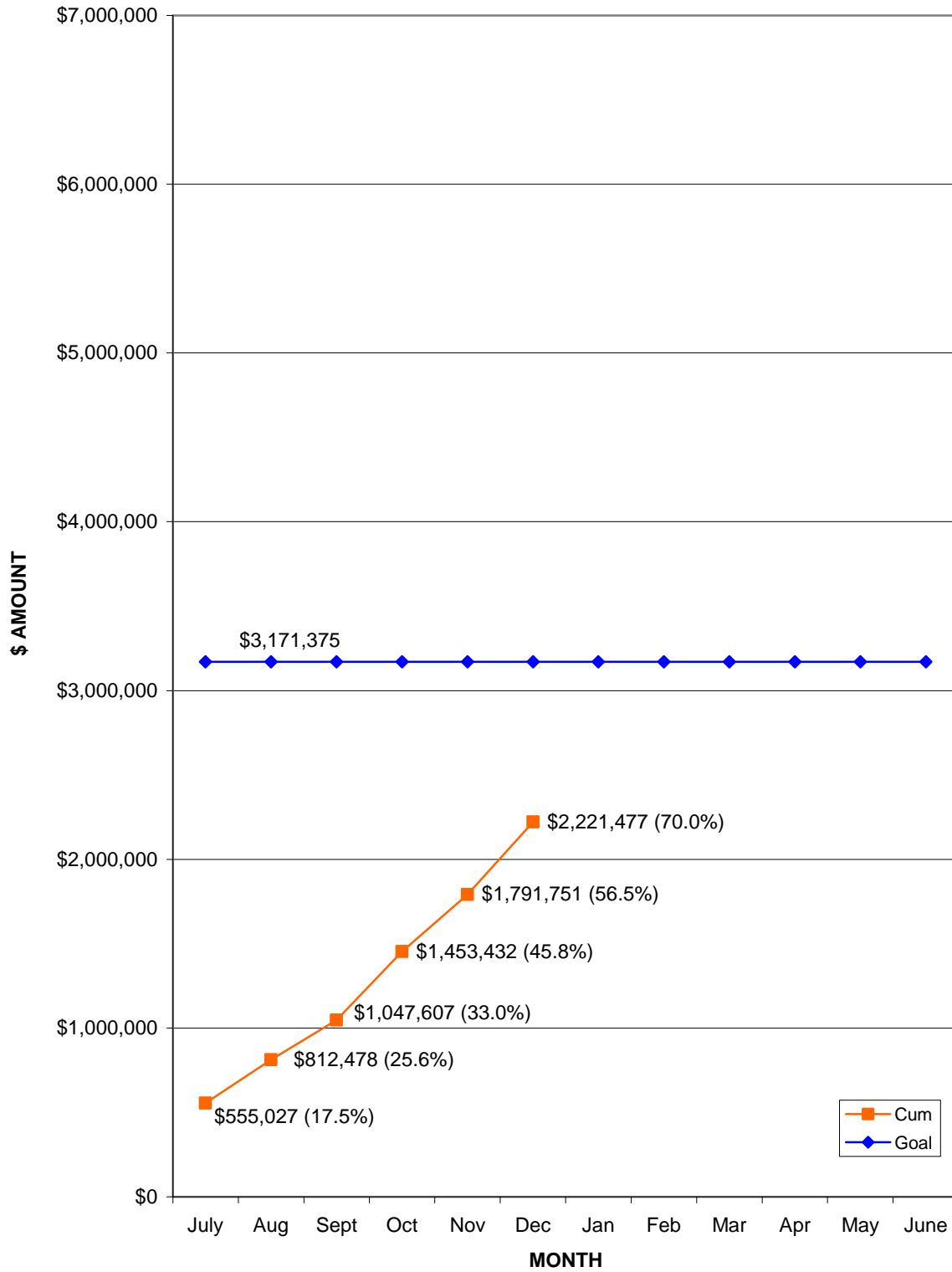
* RLM – Relevant Labor Market.

Regular volunteer employees provided 315 hours of service.
Occasional volunteer employees provided 10 hours of service.

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

PROJECT/PURCHASE	VENDOR	AMOUNT
Maintenance and service agreement for 12 elevators in the Neil Kirkman Building. Term: 10/01/04 Thru 09/30/09, Bid #008-05, PO# W02806.	Schindler Elevator Corporation, Jacksonville, FL	\$116,400.00
Computer output microfilm and records storage services. Term: 07/01/04 Thru 08/31/05, PO# W02807.	Department of State, Bureau of Archives and Records Management, Tallahassee, FL	\$100,030.00
Thirty minute red fusee flares. Term: 10/07/04 Thru 06/30/05, Bid# 011-05, PO# W02834.	Standard Fusee Corporation, Easton, MD	\$138,516.00
FRVIS hardware maintenance renewal for tax collector, Term: 01/01/05 Thru 06/30/05, Bid# 008-99, KDC-045-136, PO# DO50407.	Hewlett Packard, Tallahassee, FL	\$727,346.50
Delivery and installation of document authenticating equipment as required and detailed in the technical specifications, Term: 11/15/04 Thru 11/14/07, Single Source, PO# W03112.	Viisage, Billerica, MA	\$1,139,999.00
Interface module for field panels, Term: 10/27/04 Thru 10/28/07, Bid # 012-04, PO # DO46121.	ADT Security Services, Inc., Winter Park, FL	\$139,466.25
QUARTER TOTAL		\$2,361,757.75

MINORITY BUSINESS ENTERPRISE UTILIZATION FISCAL YEAR 2004-2005



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

Information Furnished through the
Florida Department of Highway Safety and Motor Vehicles
Office of Management Research and Development
Neil Kirkman Building
2900 Apalachee Parkway
Tallahassee, FL 32399 - 0500

