



Florida Department of Highway Safety and Motor Vehicles

Making Highways Safe



QUARTERLY REPORT
October-December 2006

Department of Highway Safety and Motor Vehicles

Quarterly Report
October - December 2006

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Executive Summary

The following is a snapshot of services provided by the Department from October through December 2006.

HIGHWAY PATROL

- ☑ 15,145 administrative (roadside) suspensions issued (all Florida law enforcement)
- ☑ 383 suspensions to drivers under 21 for violations of the Zero Tolerance Law
- ☑ 3,054 citations for DUI violations
- ☑ 2,414 arrests for felony violations
- ☑ 402,637 warnings or citations for traffic or equipment violations
- ☑ 77,099 motorists with disabled vehicles received assistance
- ☑ 68 fraud investigation cases closed
- ☑ 61,136 crashes worked – with 867 highway deaths reported during the quarter

MOTORIST SERVICES

- ☑ 10,430,606 driver license/ID card transactions and motor vehicle/mobile home registrations
- ☑ 716,734 internet transactions (7% of total transactions)
- ☑ 1,664,052 customers served in driver license field offices
- ☑ 82,336 organ donors registered
- ☑ 469,002 suspensions, revocations, and cancellations of driving privileges
- ☑ 133,288 insurance suspensions were issued
- ☑ 1,505,247 new and used vehicle/vessel titles and title transfers issued
- ☑ 1,829 motor vehicle and mobile home dealers' records inspected for compliance with established standards
- ☑ 2,508 dealer and manufacturer licenses issued

REVENUE COLLECTION

- ☑ Collected \$359,092,983 in revenue

On Any Given Day...

The following is a snapshot of the Department's activities and services provided on any given day this quarter:

Florida Highway Patrol:

10 Crash Fatalities

4 Alcohol Related Crash Fatalities

107,158 Miles Patrolled on Highways

5,252 Driver Contacts



Motorist Services:

166 Driver License Office Locations Statewide

33,137 Driver License Customers Served

242 Hearings Conducted

18,199 Court Dispositions Processed

89,020 Vehicle and Mobile Home Registrations Issued

20,584 Vehicle and Mobile Home License Plates Issued

\$5,886,770 Revenue Collected



2nd Quarter Statistics October - December 2006

	This Quarter	Last Year Same Quarter	Percent Change
Enforcement			
Unlawful Speed Arrests	117,967	97,019	21.6%
DUI Arrests	3,054	2,909	5.0%
Felony Arrests	2,414	2,405	0.4%
Drug Related Arrests	1,244	1,411	-11.8%
Other Arrests	180,086	156,739	14.7%
Written Warnings	86,288	69,647	23.9%

Investigations/Recovery			
Crash Investigations	61,136	62,921	-2.8%
Traffic Homicide Investigations	515	554	-7.0%
Stolen Vehicles Recovered	261	271	-3.7%

FHP Duty Hours/Miles			
Unobligated Patrol	294,628	260,546	13.1%
Obligated Patrol	392,682	456,699	-14.0%
Non Patrol	130,754	118,581	10.3%
Total Duty Hours	818,064	835,826	-2.1%
Miles Patrolled	9,858,560	9,688,036	1.8%

Field Issuance (In-Person)			
Licenses	906,790	878,977	3.2%
ID Cards	217,679	194,440	12.0%
Other Services	539,583	567,581	-4.9%
Total Customers	1,664,052	1,640,998	1.4%

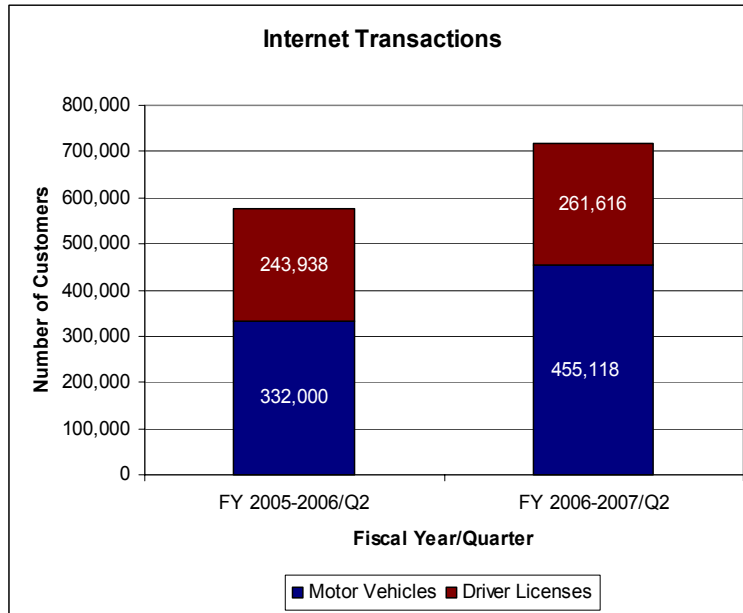
Financial Responsibility			
Financial Responsibility Cases Processed	269,326	263,593	2.2%
Insured Rate	94.58%	87.61%	8%

Administrative Suspensions			
Suspensions (Refusals, DUI)	15,145	14,080	7.6%
Suspensions (Zero Tolerance)	383	369	3.8%
Total Suspensions	15,528	14,449	7.5%
Administrative Suspension Sustained Rate	88%	88%	-

Vehicle/Mobile Home/Vessel Title and Registration – Parking Permits	This Quarter	Last Year Same Quarter	Percentage Change
Titles:	1,505,247	1,460,786	3.0%
New	416,729	423,878	-1.7%
Used	173,059	185,098	-6.5%
Transfers	740,287	739,424	.1%
Miscellaneous	175,172	112,386	55.9%
Registrations:	5,648,372	5,670,799	-4%
4-Year Permanent Parking Permits Issued	109,100	138,308	-21.1%
Dealer Activity			
MV Dealer and Manufacturer Licenses Issued	2,508	2,381	5.3%
Dealer Complaints Processed	1,088	1,011	7.6%
Dealer Record Inspections	1,829	1,636	11.8%
Manufactured/Mobile Home			
Mobile Homes Inspected at Plants	2,602	4,671	-44.3%
Mobile Home Complaints Processed	67	100	-33.0%
Motor Carrier Services			
Apportioned License Plates Issued	7,775	6,063	28.2%
New Motor Carrier IRP & IFTA Accounts	1,940	1,519	27.7%
IFTA Decals Issued	39,438	26,625	48.12%

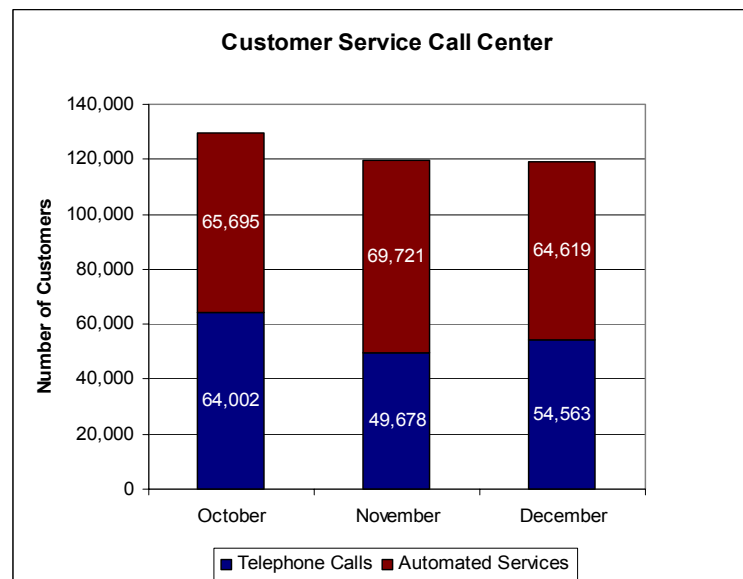
Internet Renewals and Customer Service Center:

The online services at www.GoRenew.com saves customers a trip to their local driver license and/or tax collector's office. This quarter **716,734** customers renewed their driver licenses and motor vehicle registrations and changed their addresses by Internet. The following table provides a comparison with the same quarter of fiscal year 2005-06:



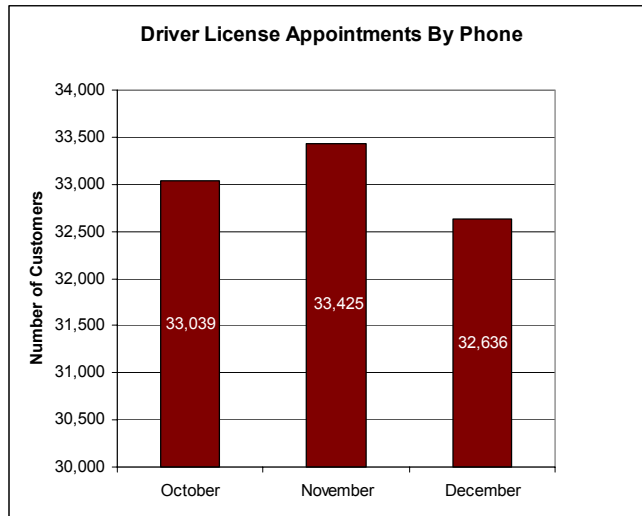
Customer Service Call Center:

- **85%** of questions relate to driver license problems, the remainder to motor vehicle title and registration issues.
- **168,243** telephone calls answered relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was approximately four minutes.
- **200,035** customers used automated services and received faxed information packets on driver license or motor vehicle services, and/or verify vehicle or driver record information.



Driver License Appointment Center:

99,100 calls answered by the appointment center making driver license appointments in Miami-Dade, Palm Beach, Broward, Okeechobee, St. Lucie, Indian River and Martin counties. The average wait time to speak with an agent was 14 seconds.



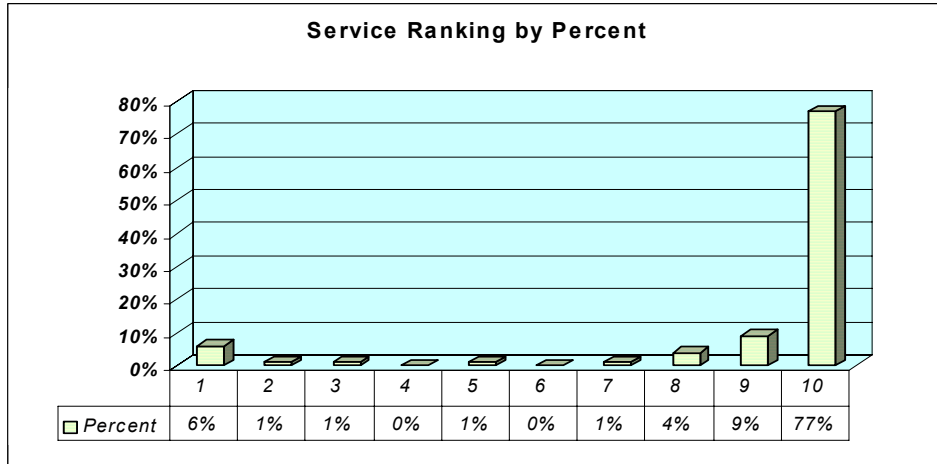
Workload Distribution Between DHSMV and Tax Collectors for Driver License Transactions:

Field Issuance State/ Tax Collector	DHSMV Offices	Tax Collector Offices
Licenses	671,489	235,301
ID Cards	168,400	49,279
Other Services	457,375	82,208
Total Customers	1,297,264 (78%)	366,788 (22%)

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 customers’ feedback this quarter:

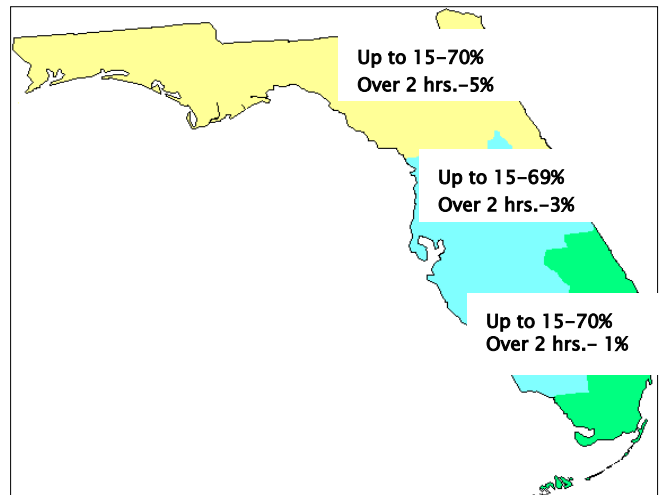
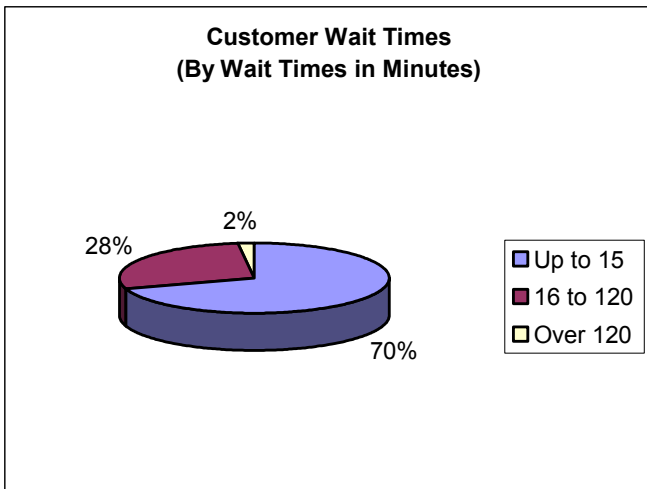
Customer Service Ranking



Customer Wait Times

During this quarter, 70 percent of customers waited “Up to 15 Minutes,” and 2 percent waited “Over 120 Minutes.”

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 70, 69, and 70 percent, respectively. For the same regions, for the “Over 120 Minutes” wait times, the percentages were 5, 3, and 1 percent, respectively.



Quarterly Highlights

Emergency Contact Information: In response to concerns raised by State Representative Bill Galvano, and his constituent Christine Olson, the department developed a mechanism for emergency contact information to be added to a person's driver license or identification card record and accessible through the D.A.V.I.D. (Driver And Vehicle Information Database) system which is a secured database used by most law enforcement agencies in the State of Florida. The Department was able to implement this system with existing resources and within 10 months of the request. Any Florida driver can input their emergency contact information by logging on to the Department of Highway Safety and Motor Vehicles' website at www.hsmv.state.fl.us. The department is urging all licensed drivers in the State of Florida to input their information so families can be contacted more quickly when a family member is seriously injured or killed in a traffic crash. As of December 31, 404,531 customers had entered their emergency contact information.

FHP Attends 20th Annual Florida Statewide Prevention Conference

The [20th Annual Florida Statewide Prevention Conference](#) was recently held in Orlando. As in the past, the Florida Highway Patrol was there on center stage as part of the Florida Prevention Partnership team under the leadership of Mr. William Janes, Director of Florida's Office of Drug Control.

Nine deserving Florida Highway Patrol troopers were recognized at this year's summit for their respective efforts, and initiative in their communities on behalf of substance abuse or violence prevention. Their tireless efforts reflect Florida's capacity for reaching local and state goals for substance abuse and violence prevention.



Suspect Captured After Ramming Five Cars in Tampa



While working an aircraft speed enforcement detail on Interstate 4 in Hillsborough County, FHP pilot Sergeant Mike Cendan notified Trooper Howard Arnold about a SUV traveling 88 miles per hour in the 70 mile per hour posted speed zone. When Trooper Arnold attempted to stop the driver of the SUV, he would not stop and then exited the interstate. At that time, Trooper Arnold disengaged and turned it over to Sergeant Cendan. Following the SUV the air into a residential area then back onto a local roadway, the SUV was then involved in a traffic crash and was subsequently

apprehended.

The Department Gets Down in Tallahassee: The Florida Highway Patrol and the Division of Driver Licenses combined resources at the November 3rd Downtown GetDown event in Tallahassee in an effort to help spread the word about the change in law that allows children ages 5 and older to receive a state issued identification card. This gives law enforcement and parents an opportunity to have a current digital photo of children as well as other pertinent personal information on hand in case of an emergency.



Cross Creek Office Opened: In a continuing effort to decentralize International Registration Plan Services and improve service delivery to our motor carrier customers, the department has relocated its Tallahassee walk-in service desk. The new facility opened in October at the Cross Creek Center, located at Capital Circle and Apalachee Parkway. This convenient location provides both easier access and adequate parking for heavy trucks. The new facility and the reassignment of personnel has resulted in faster service for customers who come to Tallahassee to conduct business.

Troopers of the Month Honored:



October 2006-Trooper Jonathan Young, Troop B

On October 11, 2006, Trooper Jonathan Young responded to a call on I-75. Upon arriving at the scene, Trooper Young found a man sitting on the roof of his truck contemplating suicide. Trooper Young's quick response helped prevent a potentially fatal situation.



November 2006-Trooper Christopher Ellison, Troop K

On November 8, 2006, while working SunPass toll enforcement at the Homestead Toll Plaza, Trooper Ellison assisted agents from the Florida Department of Law Enforcement by attempting to conduct a traffic stop on a suspect who was wanted for murder.

Trooper Ellison promptly located the suspect's vehicle as it exited the Florida Turnpike and attempted to pull the driver over. Before Trooper Ellison could make the traffic stop, the suspect stopped his car, exited the vehicle, and fled on foot with a revolver in his hand. The suspect was subsequently taken into custody by Trooper Ellison and the Florida Department of Law Enforcement agents.



December 2006-Trooper James Barley, Troop D

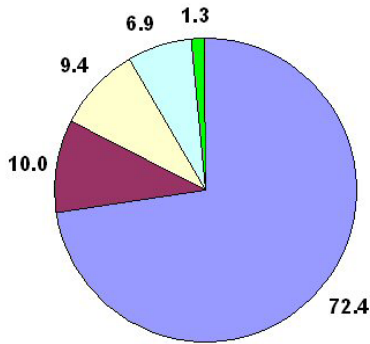
On December 12, 2006, Trooper Barley was patrolling in Brevard County when he stopped a driver for unlawful speed. Trooper Barley was overwhelmed by the odor of cannabis coming from inside the car, and upon further investigation observed some large bags of green leafy substance inside the car. A search of the vehicle revealed approximately 28 pounds of cannabis and drug paraphernalia. Trooper Barley arrested the suspect for trafficking cannabis and possession with intent to sell.

The following week Trooper Barley was again patrolling State Road 9 in Brevard County when he stopped another driver for unlawful speed. Trooper Barley detected an odor of cannabis coming from the car, and immediately secured the situation. With the assistance of Trooper Glaenger, he searched the vehicle. The search revealed 50 grams of cocaine, 15 grams of morphine, 8 grams of Xanax and several grams of cannabis. Some of the drugs were located in close proximity to a three month old child passenger. The suspect was arrested for drug trafficking. Further investigation lead to a DEA warrant, uncovering a significant amount of cocaine. In the month of December 2006, Trooper Barley made 20 separate drug arrests, 11 of which were felonies.

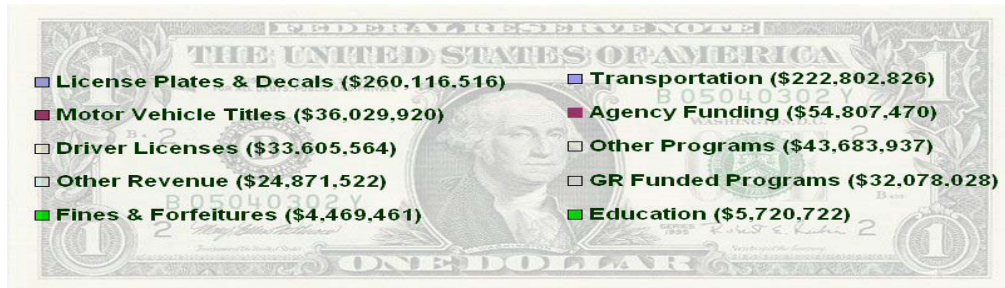
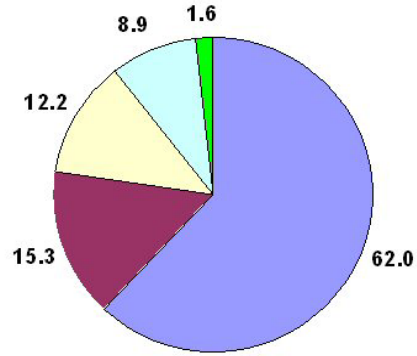
Revenue Information

FY 2006 – 2007 2nd Quarter:

Where the money comes from:



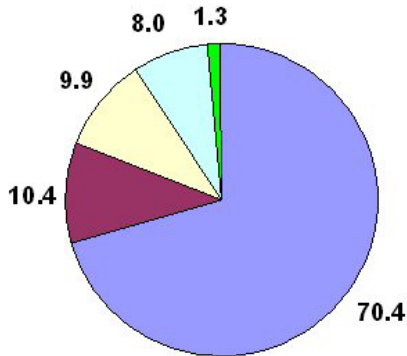
Where the money goes:



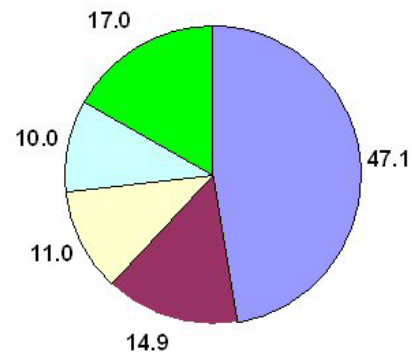
Total = \$359,092,983

FY 2006-2007 Year to Date:

Where the money comes from:



Where the money goes:



Total = \$714,347,013

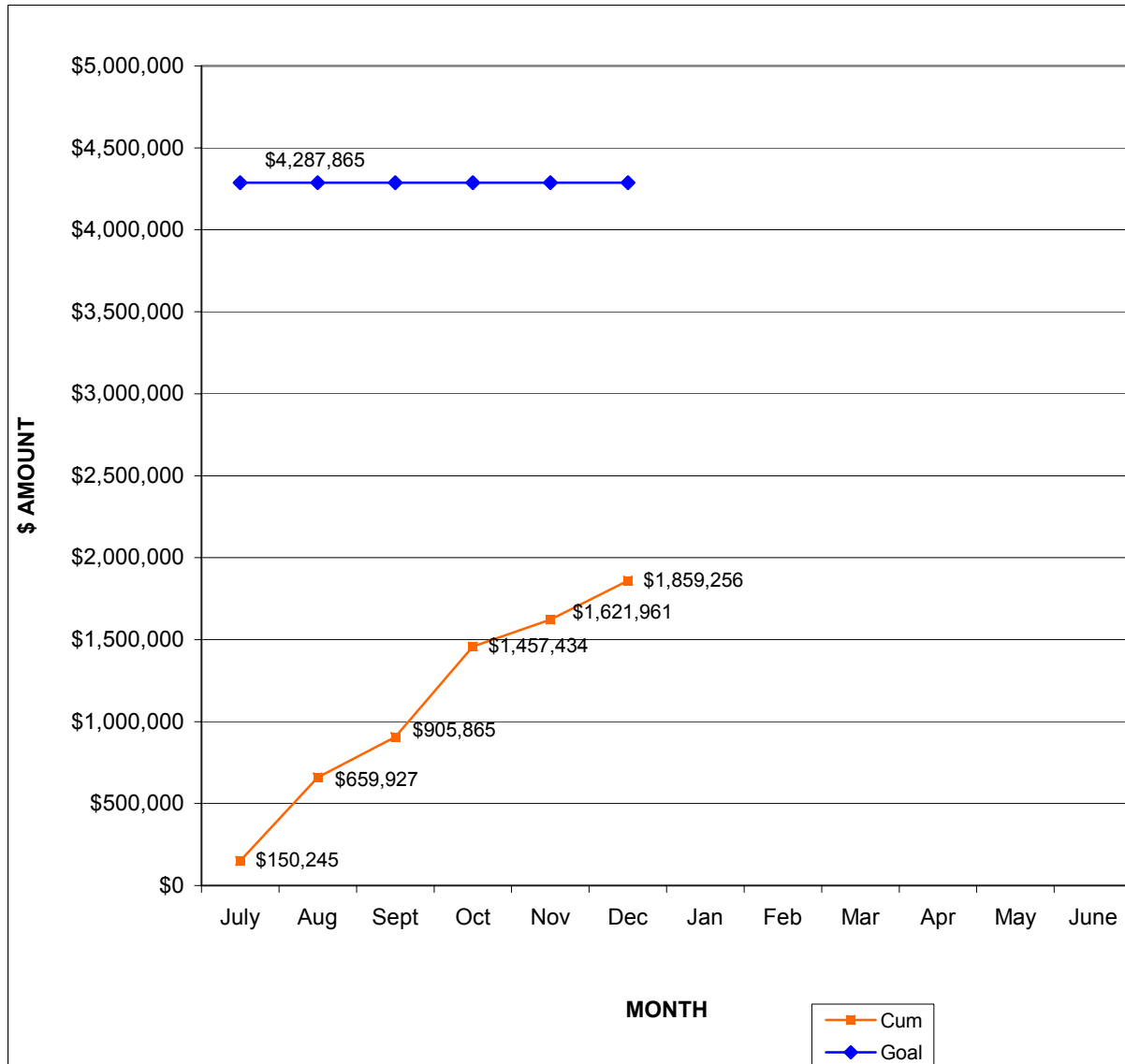
Purchases Made in Excess of \$100,000

(Not in Conjunction with State Contracts)

October - December 2006

PROJECT/ PURCHASE	VENDOR	AMOUNT
Two Head Landscape Heidelberg Printmaster GTO 52-2 press. Less: Press trade-in one (1) A.B. Dick 360 press, ITB# 007-07, DO# 373947	Heidelberg USA Incorporation Kennesaw, GA	\$108,405.00
FHP – Rearview mirror LED light and FHP Slicktop vehicle warning system, ITN# 013-05, Term 02/23/2005 thru 02/22/2009, DO# 370646	Code 3 Incorporation St. Louis, MO	\$105,925.20
Funds needed for one year renewal period to process crash records, Term 01/01/07 thru 12/31/07, ITN# 022-01, DO# 378529	Pride Enterprises Bristol, FL	\$550,000.00
QUARTER TOTAL		\$764,330.20

Minority Business Enterprise Utilization FISCAL YEAR 2006-2007



Information Furnished by
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