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Note: Information contained in the Quarterly Report is available on the Department of Highway Safety and Motor Vehicles' web site at www.hsmv.state.fl.us/html/safety.html.



One Day in the Life of the FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Fred O. Dickinson, Executive Director

www.hsmv.state.fl.us/agenda/index.html

4,809	Authorized Positions
4,484	Current Employees
1,798	Authorized Sworn Law Enforcement Officer Positions
1,677	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
\$ 5,562,228	State Revenue Collected
100,820	Miles Patrolled on Highways
69,732	Vehicle and Mobile Home Registrations Issued
19,186	Vehicle and Mobile Home License Plates Issued
18,899	Vehicle/Vessel Titles Issued/Transferred
28,400	Driver License Customers
6,280	Court Dispositions Processed
4,123	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)
253	Hearings Conducted (Includes formal and informal administrative suspensions and hardship cases)

During the third quarter of fiscal year 2002-2003, 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.

- ← Served 1,491,721 customers in Driver License field offices.*
* This includes customers served in both department and tax collectors' offices.
- ← 759 highway deaths were recorded; 233 were alcohol related.*
* Latest available Statewide Traffic Accident Management Information System (STAMIS) data (FY 01/02, second quarter).
- ← 91,117 new potential organ donors were registered during the third quarter, bringing to 3,543,386 the total number of potential donors that are currently registered through the organ donation sign-up program.
- ← Twenty-seven county tax collectors issued driver licenses in addition to providing motor vehicle title and license plate services for one-stop customer service.
- ← Inspected 769 motor vehicle dealers' records for compliance with established standards, and issued 3,817 dealer and manufacturer licenses.
- ← Issued 366,315 actions to suspend, revoke, or cancel driving privileges.
- ← Issued 16,020 roadside suspensions to drivers with an unlawful blood alcohol content or for failure to submit to a sobriety test. This includes 396 suspensions to drivers under 21 for violations of the Zero Tolerance Law.
- ← Issued 1,171,741 new and used vehicle/vessel titles and title transfers.
- ← Issued 76,540 motor vehicle registration renewals via the Internet.
- ← Issued 24,129 motor vehicle registration renewals via the telephone.
- ← Issued 74,566 driver license renewals and address changes via the Internet, of which 36,392 were renewals and 38,174 were address changes.
- ← Issued 21,745 driver license renewals and address changes via the telephone, of which 15,241 were renewals and 6,504 were address changes.
- ← The FHP cited 3,271 individuals for DUI violations.
- ← The FHP arrested 1,560 individuals for felony violations.
- ← The FHP cited or warned 305,770 citizens for traffic or equipment violations.
- ← The FHP rendered assistance to 76,748 disabled motorists.
- ← **Collected \$344,858,128 in revenue.**



MISSION: Making highways safe.

Highway Safety

To increase highway safety in Florida through law enforcement,
preventive patrols and public education.

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.

1. Increase highway safety on patrolled highways.

During the second quarter of fiscal year 2002-2003, the Florida Highway Patrol (FHP) served the public with a total of 777,859 duty hours.¹ These were apportioned as follows:

- < 49% (376,904 hours) for direct services to the public including crash investigations, Driving Under the Influence (DUI) investigations, and assistance rendered to motorists;
- < 33% (258,189 hours) for proactive, self-initiated enforcement of traffic and criminal laws; and
- < 18% (142,766 hours) for other activities including training, monthly inspections, recruitment, and applicant investigations.

Additionally, during this quarter:

- < The FHP responded to 78,227 calls for service with an average response time per call of 28.89 minutes,
- < Investigated 40,656 traffic crashes, and
- < Completed 493 investigations of fatal traffic crashes.



COMMUNITY SERVICE OFFICER PROGRAM

The FHP is continuing a project in Hillsborough and Pinellas counties in which civilian employees are used to provide motorist assistance and to conduct investigations of minor traffic crashes. Twenty-eight Community Service Officers have been authorized by the Legislature for this function. During the second quarter of fiscal year 2002-2003, these officers investigated 1,772 traffic crashes, issued 1,410 traffic citations, and provided assistance to 3,239 motorists.

¹ Due to the nature of data availability, FHP data is reported for the second quarter (October - December) of fiscal year 2002-2003, unless otherwise indicated.

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 our roads.

Trooper Eddie Moorer, Award recipient, October 2002

While on routine patrol, Trooper Moorer spotted a vehicle in the median with the driver slumped over the steering wheel. On approaching the vehicle, he found that the 72-year-old driver was unconscious. After entering the locked vehicle, Trooper Moorer administered

CPR and used a defibrillator on the victim. Paramedics transported the man to a local hospital.

Trooper Benjamin E. Fargo, Award recipient, November 2002

While providing security at the Lake Worth Service Plaza, Trooper Fargo was advised of a car in a canal. Arriving on the scene, he found the driver on the bank of the canal and realized that her child was still in the submerged car. Breaking a window using his baton, Trooper Fargo removed the child and administered CPR. The child was transported to a hospital where he later died.

Sergeant James D. Johnson, Award recipient, December 2002

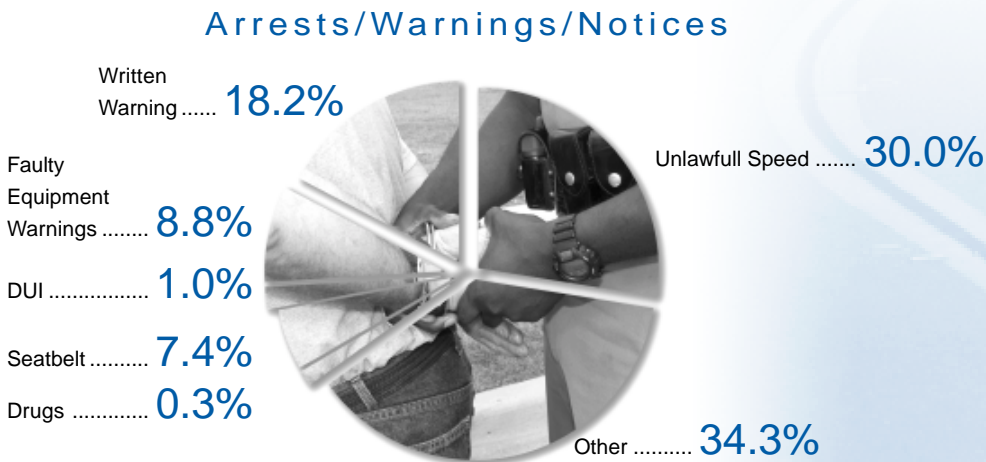
While conducting surveillance at the residence of one of a pair of suspected bank robbers, Sgt. Johnson spotted the suspects in a vehicle. When he attempted a felony traffic stop, the suspects fled. As Sgt. Johnson pursued, one of the suspects fired several gunshots from the window. The chase concluded when the suspects crashed their vehicle. After firing two more shots, one suspect killed himself and the other surrendered and was placed under arrest.

Troopers are honored in a number of ways. On March 28, 2003, Mothers Against Drunk Driving (MADD) honored twenty troopers who made 100 or more DUI arrests in 2002. The Hurd-Smith Award was presented to Trooper Anthony Palese of Troop C, who made 236 DUI arrests in 2002. The award goes to the trooper making the most DUI arrests and is named for Troopers Kimberly Hurd and Robbie Smith who were both killed by drunk drivers in separate incidents.

2. Increase motorist compliance with traffic laws on patrolled highways.

The FHP's visibility on the roadways contributes significantly to motorists' compliance with traffic laws. During the second quarter of fiscal year 2002-2003, the FHP logged 9,275,437 patrol miles on Florida's roadways, resulting in:

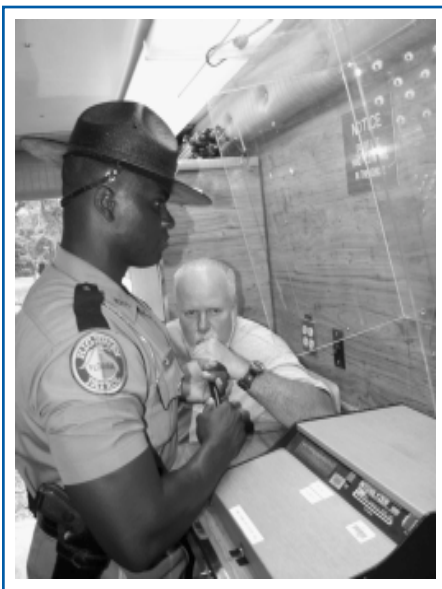
- < 58,638 written warnings,
- < 28,349 faulty equipment notices,
- < 23,961 seatbelt arrests,
- < 3,271 DUI arrests during patrol and at DUI checkpoints,
- < 96,733 citations for unlawful speed,
- < 967 drug-related arrests, and
- < 110,595 arrests for other violations.



Of the above arrests/violations, 1,560 resulted in felony arrests and 1,534 citations were written for violations involving aggressive driving.

In addition to regular patrol duties, FHP troopers provided additional traffic enforcement for several special events during the third quarter, including race weeks, bike week, the space shuttle launch, the gubernatorial inauguration, and spring break.

Compliance with the law depends on the public's belief that laws are enforced in a fair, unbiased manner. On January 1, 2000, FHP troopers began to 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 2,029,123 traffic stops. The following table shows the relatively close match between the driver demographics and the overall resident demographics, as reflected in the 2000 U.S. Census:



Race	Drivers Stopped	Census
White	82.87%	77.99%
Black	15.71%	14.61%
Asian	1.17%	1.72%
Native-American	.22%	.34%
Unknown	.03%	5.34%

The unknown 5.34% of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 17.17% of the drivers stopped, compared to the Census figure of 16.79% 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 DUI offenders. The statute provides for the seizure and forfeiture of a vehicle if, at the time of the DUI offense, the person's driver license was suspended, revoked, or canceled as a result of a prior conviction for Driving Under the Influence.

Since the statute became effective in January 2000, the FHP has seized 600 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 \$2,986,749. A total of 264 vehicles have been successfully awarded to the department, with an estimated value of \$727,016.

3. Reduce Criminal Activity on patrolled highways.

HIGHWAY VIOLENCE

The FHP continues to place emphasis on decreasing the number of incidents of violence on Florida's roadways. Increased media exposure to this problem has assisted in making motorists aware of the issue of personal safety on the highways. There were 57 incidents of highway violence reported to the FHP during the second quarter of fiscal year 2002-2003, down 50% from the same quarter of last fiscal year. Of those incidents, 24 involved rock throwing and there were two robberies. Firearms were used in six of the incidents and there were a total of two injuries and one fatality. There were seven arrests in connection with highway violence.

INTERDICTION OF ILLEGAL DRUG SHIPMENTS

The FHP is active in reducing the use of Florida's highways to transport illegal drugs. During the second quarter of the fiscal year, troopers made 967 drug-related arrests. Illegal drugs with an estimated value of \$1,075,812 were seized along with \$128,282 in cash. Drugs seized during the second quarter included 219 pounds of marijuana and 61 pounds of cocaine.

THEFT AND FRAUD INVESTIGATIONS

During the second quarter of fiscal year 2002-03, through the combined efforts of all bureaus of the FHP, 197 stolen vehicles were recovered, up 11% from the same quarter in the previous year. During the third quarter, the Bureau of Investigations resolved 35 cases of auto theft, 83 cases of driver license fraud/identity theft, five cases of odometer fraud, eight cases of title fraud and seven other criminal cases. Investigators devoted 15,089 hours to criminal investigations during the quarter.

4. Increase highway safety education for the motoring public.

The FHP actively seeks to provide the citizens of Florida and visitors with a safe driving environment through highway safety education. Educational tools utilized include school presentations, civic meetings, and media exposure. Officers attempt to help the public avoid traffic crashes, injuries, and fatalities by demonstrating the hazards that highways present and emphasizing proper operating procedures for drivers, passengers, pedestrians, and cyclists.

During the second quarter of fiscal year 2002-2003, FHP staff conducted 610 highway safety presentations, with a total attendance of 55,321 people. Additionally, members of the Public Information Section:

- < Made 405 radio and television talks,
- < Arranged for 1,147 radio and television public service announcements, and
- < Made 9,128 other media contacts.



Motorist Services

To increase public safety through efficient licensing systems that license qualified motor vehicle operators, register and title motor vehicles and vessels, and regulate dealers and mobile home manufacturers.

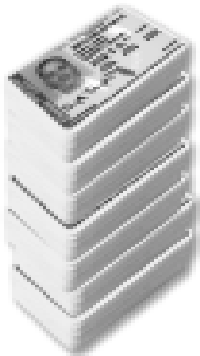
Driver License/ID Card Applicants/Services

FIELD SERVICES **1,491,721** CUSTOMERS SERVED

CENTRAL ISSUANCE
Mail-In, Phone-In, Internet renewals
and address changes. **269,051** CUSTOMERS SERVED

VOTER REGISTRATION **187,118** CUSTOMERS SERVED

ORGAN
DONORS **91,117** CUSTOMERS SERVED



MOTORIST SERVICES - Objectives



1. Increase consumer protection of vehicle owners and operators and mobile home owners.
2. Reduce the number of high-risk drivers.
3. Improve customer service.




1. Increase consumer protection of vehicle owners and operators and mobile home owners.

Driver license **field offices** served 1,491,721 customers this quarter, issuing 868,794 driver licenses and 197,539 identification cards. The remaining 425,388 customers received services ranging from driving privilege reinstatements, record reviews, referral for clearance documents and examinations, to surrendering vehicle registrations. There were 187,118 citizens who received voter registration services, and 91,117 new potential organ donors were registered, bringing to 3,543,386 the total number of donors that are currently registered through the organ donation sign-up program.



Driver licenses were also **centrally issued** to 269,051 additional customers who used Internet/phone-in/mail-in renewal and address change services.³ The following table provides a breakout of the transactions for each of these methods:

Driver License Transactions Through Central Issuance Services (Renewals and Address Changes)

Time Period	Internet 		Phone-in 		Mail-in 		Total
	#	%	#	%	#	%	
1/2003	29,062	28	8,072	8	67,036	64	104,170
2/2003	21,275	23	7,281	8	63,023	69	91,579
3/2003	24,229	33	6,392	9	42,681	58	73,302
Quarter Total	74,566	28	21,745	8	172,740	64	269,051

The total number of licenses and identification cards issued this quarter from **both** field offices and central issuance was 1,335,384.

The department continues to emphasize fraud identification and detection during the issuance of driver licenses and identification cards with the following results:

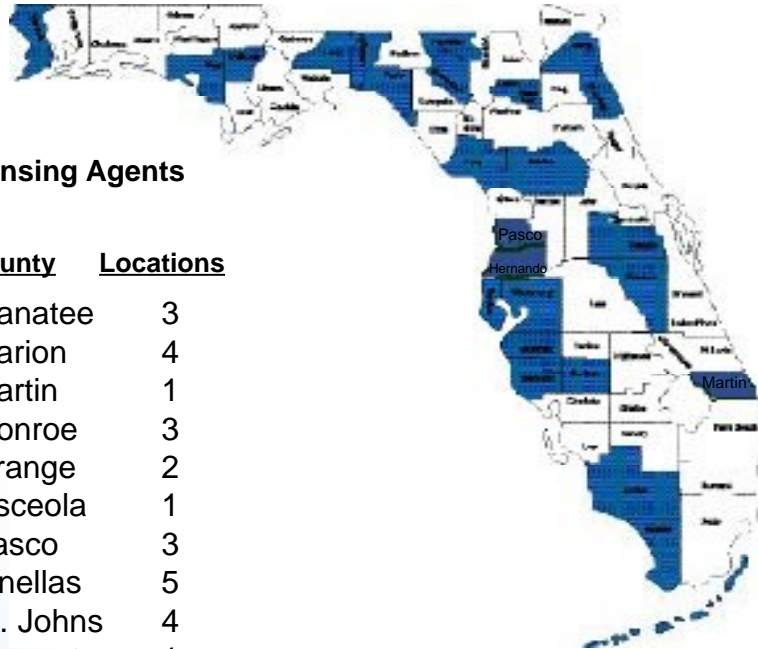


< 1,123 drivers attempted to avoid a driving suspension or revocation from other licensing jurisdictions by concealing or misrepresenting information. These individuals were denied the issuance of a Florida driver license at the time they were detected.

< The department's Central Fraud Section at headquarters received 767 new cases this quarter and completed 945 cases.

< 1,252 non-citizens were denied a license or identification card due to invalid or fraudulent immigration documents.

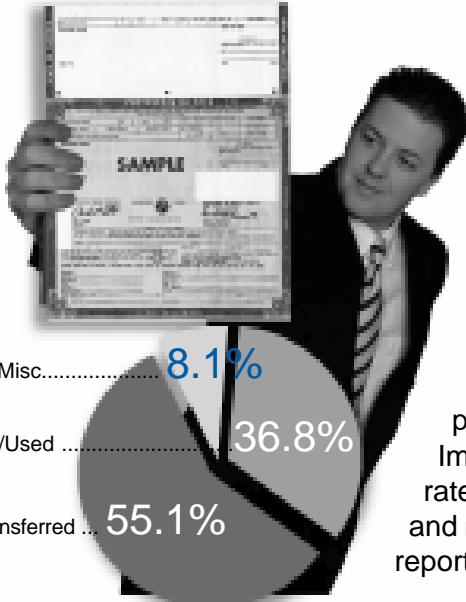
The department maintains its emphasis on establishing agents as authorized in section 322.135, F.S. This section authorizes the department to designate tax collectors as agents for the issuance of driver licenses and identification cards. Twenty-seven county tax collectors have been designated as licensing agents and are available at 54 locations. These include tax collectors from Bay, Bradford, Calhoun, Charlotte, Collier, DeSoto, Duval, Escambia, Hamilton, Hernando, Hillsborough, Jefferson, Leon, Levy, Manatee, Marion, Martin, Monroe, Orange, Osceola, Pasco, Pinellas, St. Johns, Sarasota, Suwannee, Taylor, and Union Counties. New residents are truly experiencing one stop shopping at these tax collectors' offices. In addition to the existing tag and registration services, customers can receive driver license and voter registration services at one location.



Designated County Licensing Agents

<u>County</u>	<u>Locations</u>	<u>County</u>	<u>Locations</u>
Bay	1	Manatee	3
Bradford	1	Marion	4
Calhoun	1	Martin	1
Charlotte	1	Monroe	3
Collier	5	Orange	2
DeSoto	1	Osceola	1
Duval	2	Pasco	3
Escambia	2	Pinellas	5
Hamilton	1	St. Johns	4
Hernando	1	Sarasota	1
Hillsborough	3	Suwannee	1
Jefferson	1	Taylor	1
Leon	2	Union	1
Levy	2	Total	54

In its effort to ensure compliance with the state's insurance coverage requirements, the department processed 208,018 cases to verify Florida's No-Fault or Liability Insurance. Staff evaluation used to identify these cases included the review of insurance policy cancellations from insurance companies, crash involvement, convictions of serious violations, status of suspension under the point suspension program, and renewal of a vehicle registration with an insurance affidavit. Additionally:



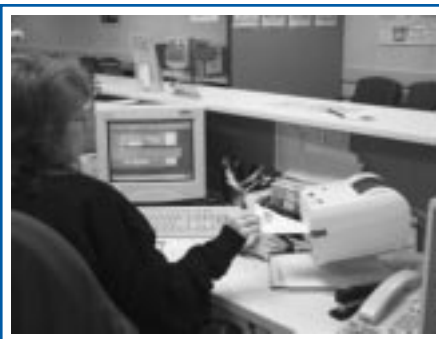
As of March 31, 2003, the state of Florida had 10,758,341 non-commercial vehicles requiring insurance, 9,090,257 (84.49%) of which were insured with their vehicle identification number (VIN) matching with that on the relevant policy. There was an additional 8% of the vehicles, which were insured, but their VINs could not be matched with the insurance policy. This resulted in a total of 92.49% of vehicles insured in the state. Brevard County listed a state high of 87.04% insured vehicles with matching VINs, while Franklin County recorded a low of 76.47% with matching VINs.

There were 95,228 persons who had their driver licenses suspended for not complying with the state's financial responsibility laws. Improved reporting by the insurance industry resulted in more accurate and timely identification of those uninsured motorists. Workshops and meetings with the insurance industry are continuing to enhance the reporting process and identify non-compliant drivers.

Through the statewide system of tax collectors and license plate agents, the Division of Motor Vehicles provided service to 431,369 customers requesting new or used vehicle or vessel titles, transferred titles in response to 645,100 requests, and provided miscellaneous title services to 95,272 customers. The Division no longer offers expedited (fast title) services as the county tax collectors have assumed this responsibility. During this quarter, tax collectors issued 154,003 fast titles to customers who used this service.

Additionally, the Division of Motor Vehicles:

Inspected 769 dealers' records for compliance with established standards. Dealer and manufacturer licenses were issued to 3,817 newly qualified companies while 1,387 dealer complaints were registered with the department.



Inspected 3,492 mobile homes, received and processed 106 complaints, and issued 3,535 manufactured home labels.

Issued 7,555 apportioned license plates to commercial motor carriers.

Registered 1,896 new motor carrier accounts and issued 11,135 International Fuel Tax Agreement Decals. Additionally, 1,400 Fuel Use Tax Emergency Trip Permits were issued to wire services for out-of-state motor carriers traveling into Florida.

2. Reduce the number of high-risk drivers.

As the department focuses on its role of enhancing public safety on Florida highways, it continues to address the issue of high-risk drivers and methods to impact their behavior. The following actions have resulted from the use of driver improvement strategies:

- < 366,315 drivers had their driving privileges suspended, revoked, or canceled.
- < 10,080 hardship hearings were conducted to review requests from drivers having their license under suspension or revocation. These drivers had requested authority to drive only for employment, business, or educational purposes during their suspension or revocation periods. A total of 7,029 customers received approval to obtain a license for employment, business, or educational purposes as a result of the hearings. The approval for a hardship license includes a review of the willingness of the driver to improve or change driving behaviors.
- < 15,624 suspensions were issued for refusal to submit to a breath, blood, or urine test or for driving with an unlawful alcohol level. Eighty-eight percent of these actions were valid, allowing the department to sustain 13,805 suspensions. The remaining 12% (1,819) suspensions were invalidated due to insufficient case information. These suspensions exclude those drivers under the age of 21 receiving an administrative suspension under the “Zero Tolerance” law
- < 396 drivers under the age of 21 received an administrative suspension under the “Zero Tolerance” law. Ninety-five percent of these actions were valid allowing the department to sustain 375 suspensions. The remaining 5% (21) suspensions were invalidated due to insufficient case information.
- < Florida’s drivers continue to improve their knowledge and safe driving awareness by attending driver improvement courses. While attendance is required following various driver license sanctions, many drivers voluntarily attend some of these courses. During this quarter, 206,903 drivers completed a driver improvement course, 17,619 drivers enrolled in DUI schools, 3,843 students completed motorcycle safety courses, and 1,175 drivers received driver license cancellations for failure to attend a traffic crash avoidance course.

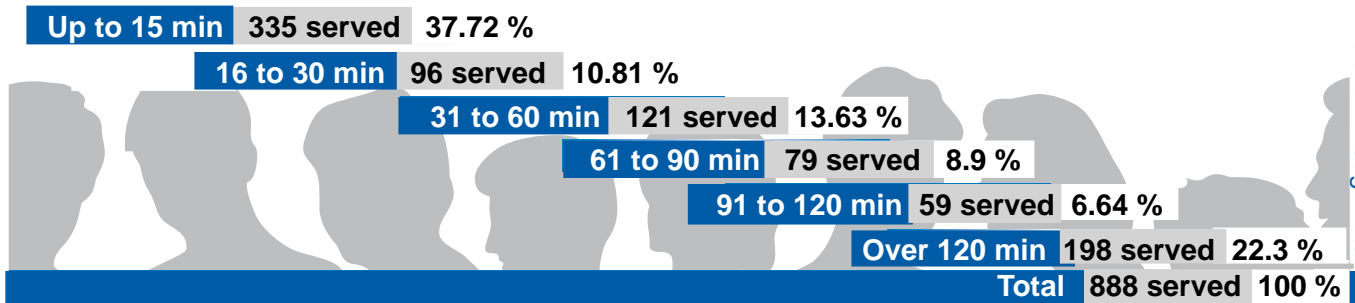
3. Improve customer service.

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 1 to 10 (1 being the worst service and 10 being excellent service). The following charts represent customers’ feedback this quarter:

SERVICE RANKING

SERVICE RANKING	WORST										EXCELLENT	TOTAL
	1	2	3	4	5	6	7	8	9	10		
NUMBER OF CUSTOMERS	167	39	47	22	40	21	22	33	85	455	931	
PERCENT	17.94	4.19	5.05	2.36	4.30	2.26	2.36	3.54	9.13	48.87	100	

WAIT TIMES



Using the department's convenient telephone service, customers can save time and a trip to a driver license office. The **1-866-GoRenew** telephone service offers driver license renewals, address changes, and vehicle registrations. During this quarter, 21,745 customers received this service via telephone. Additionally, using the on-line Internet service "Express Lane," 74,566 customers received driver license renewals, address changes, and vehicle registrations. Driver license renewals and address changes utilizing these two methods cost \$3.50 in addition to the statutory fees.

Automated driver license testing equipment is available in all state driver license facilities. This equipment eliminates the paper and pencil testing system and uses a touch screen electronic system, increasing accuracy, providing immediate scoring, and reducing waiting and processing time for customers. Eighteen licensing agents in 33 locations also utilize this automated system through an Internet connection, as well as two commercial driver schools.

The Division of Driver Licenses continues to increase the reliability and accountability of voter registration applications through the "Motor-Voter" Program. All driver license personnel have been trained in this program, which is provided in conjunction with local Supervisors of Elections. Emphasis is placed on collecting complete information on applications, obtaining signatures, and offering the electronic voter registration process to all driver license customers. The department now provides the customer with a receipt indicating the "motor-voter" choice. The receipt has been enhanced to provide evidence of voter registration application completion, declination, or ineligibility status. Customers are advised to contact the Supervisor of Elections Office if their voter registration card is not received in 30 days. Software was enhanced to provide communication and accountability between the driver license offices and the Supervisor of Elections office, providing reports indicating motor-voter preference, including customers' decision not to register. The entire process is reviewed periodically by department quality review teams to increase accountability.

Driver license offices in Orange, Hillsborough, Pinellas, Miami-Dade, Duval, and Broward counties continue to heighten customer satisfaction by furnishing full service on Saturdays.

Florida drivers who have had their licenses suspended for failure to pay a traffic fine will find the process of having their license reinstated much easier. An updated automated driver license reinstatement system has been made available to the public with a more modern, reliable, and user friendly system. Citizens can reinstate suspensions for failure to pay traffic fines via an Interactive Voice Response application and the use of Visa or MasterCard. Once an individual has paid a traffic fine and the payment is recorded on the department database, it eliminates the previous waiting period required under the old manual reinstatement process. During this quarter, 932 customers used this new technology. This procedure particularly benefits those citizens who are out of state or

the county where the traffic citation was issued when they learn their driver license is under suspension.

Division of Motor Vehicles' (DMV) Regional Offices are now offering new services. In addition to tax collectors offices, customers who are filing for rebuilt VIN plates for salvaged vehicles may now receive full title and registration services at five regional offices located in Miami, Ocala, Panama City, Pensacola, and Winter Park. The remaining five regional offices will be offering these services in the future. This is especially important to those seeking titles for vehicles that have been rebuilt or assembled from parts, requiring a physical vehicle inspection. Not only is there a DMV inspection of the vehicle, these types of vehicles also have special documentation requirements that must be verified by DMV inspectors.

DEPARTMENT INITIATIVES



Florida Real-Time Vehicle Information System (FRVIS 2000)

The Florida Real-Time Vehicle Information System 2000 (FRVIS 2000) software developed by the department for the Tax Collectors' Online Vehicle Registration and Titling System has enhanced the accuracy and integrity of the title and registration revenue collection and reporting process. The department is continuing to enhance software applications based on user comments, and the decal "print on demand" equipment in all tax collector and department offices has made inventory issues much more manageable for both the department and tax collectors. Additionally, the system serves as a tool that provides more efficient service to the department's customers.

The FRVIS 2000 system is continuing to increase title and registration revenue collections. These increases are being derived from FRVIS 2000 system benefits to the department and tax collectors, and include the ability to better administer title and registration laws. For the three fiscal years ending with fiscal year 2001-2002, the department's cumulative increase in registration revenue collections was \$288.6 million over the pre-FRVIS 2000 base year of fiscal year 1998-1999; for title revenue, cumulative collections were up by \$35.4 million for the three year period; and for vessel titles and registrations the increase was \$3.9 million.

Electronic Motor Vehicle Renewals

The electronic renewal of motor vehicle registrations on a statewide basis is a major step forward for the citizens of Florida. It allows customers to renew their motor vehicle, mobile home and vessel registrations, or disabled parking permit, in the comfort of their home, office, or anywhere they can access the Internet or use a telephone. Of the two methods, Internet renewals show the highest volume. Volume for electronic renewals is as follows:

Time Period	Internet		Phone-in		Total
	# 	%	# 	%	
1/2003	25,998	76	8,168	24	34,166
2/2003	23,707	76	7,556	24	31,263
3/2003	26,835	76	8,405	24	35,240
Quarter Total	76,540	76	24,129	24	100,669

Electronic Lien and Title System

The Electronic Lien and Title (ELT) System enables the department and lien-holders to exchange information electronically. In mid-March 2001, the department completed a successful pilot project with a bank and its third-party vendor. Since then, one additional third-party vendor has passed structure testing. As of March 31, 2003, 107 financial institutions were participating in this process. This is an increase of ten financial institutions from last quarter. This quarter, 143,456 ELT transactions were processed and from July 1, 2001, through March 31, 2003, the department processed 643,207 transactions. 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.

Kiosk Renewal of License Plates

Kiosk renewal of license plates consists of a stand-alone installation that contains a PC and printer, which a customer can use to renew his registration without standing in line to be served by a tax collector employee. The customer enters the necessary information from their postcard renewal and pays with a credit card. A registration and decal is then printed and the transaction is completed. Of the 26 counties requesting a kiosk, 12 have been installed and 14 await installation.

A version of the kiosk is under development and being tested for installation in locations other than a tax collector's office, e.g., a shopping mall. These kiosks would utilize an Internet connection through which the customer enters his renewal information, pays by credit card, and obtains a receipt showing renewal confirmation. The registration and decal would be provided by mail. The results of this test will determine its feasibility and how it can be implemented by the department and tax collectors.

Creative Services

The Creative Services and Training and Development Sections within the Division of Administrative Services supports the department's mission of "Making Highways Safe", by providing video, graphics, and training and development support to the Florida Highway Patrol, the Division of Driver Licenses, and the Division of Motor Vehicles. Specific activities for this quarter are as follows:

- ⟨ Videotaped and edited a program for the dedication of the FHP Trooper Memorial Monument that was held at the FHP Training Academy in February. The FHP provided copies of the program to families of those troopers who were killed in the line-of-duty.

- ⟨ Created a brochure informing judges of the law changes to the DUI Interlock system. These law changes became effective July 1, 2002. The Division of Driver Licenses distributed this brochure at a conference of judges in central Florida.
- ⟨ Videotaped, edited and duplicated a Public Service Announcement (PSA) in English and Spanish to air on television stations statewide. The PSA exposes an Internet scam involving international driver licenses.
- ⟨ Began pre-production for television PSAs for the FHP promoting the use of booster seats and safety belts.

Human Resource Training and Development

Mission support activities conducted by the Human Resource Training and Development Section during this quarter are as follows:

- ⟨ Delivered approximately 107 hours of training to 647 participants, concentrating on topics aimed at increasing the member's effectiveness, productivity, and skills.
- ⟨ Coordinated the delivery of four videoconferences to approximately 520 supervisors across the state on the Bonus Plan process. The videoconferences provided information, handouts, procedures and answers to the supervisors who are responsible for implementing this process beginning in April.
- ⟨ The fiscal year 2002-2003 Management Fellows class attended customized training on leadership communication skills and business grammar. This group of 10 Fellows graduated in a formal ceremony on February 7, 2003.
- ⟨ Coordinated the statewide People First Learning Sessions for SES/SMS members, as well as FHP Sergeants, Lieutenants and Captains.

Driver And Vehicle Information Database (DAVID)

A web based on-line inquiry program called DAVID (Driver And Vehicle Information Database) was implemented in October 2002, and subsequently enhanced in March 2003. Users from law enforcement, the judicial system and various state agencies with statutory authority use DAVID to view driver images and signatures, applications, driving history and vehicle history for motorists, plus identification documents used by non-citizens. DAVID is the first of its kind, providing all information about a motorist (driver/vehicle owner) from one program. DAVID replaced a manual, employee task-oriented process. The department, in partnership with the Florida Department of Law Enforcement (FDLE), provides DAVID to authorized users via the criminal justice network for enforcement and investigative purposes only. This quarter surpasses all other time frames, with the number of DAVID inquiries increasing from 1,532,700 last quarter to 2,521,817 for the third quarter of fiscal year 2002-2003.

Customer Service Inquiry System

The Division of Driver Licenses' Customer Service Inquiry System had its first anniversary in October 2002, following a successful year in operation. Implemented in October 2001, this system has facilitated more than 80,000 inquiries to date. The total for the third quarter was 22,290 inquiries, with an average response time of 1.46 days. Instead of using traditional e-mail inquiries, an on-line web-based system was created by division employees with the following goals:

- To be in compliance with the Governor's Customer Service Standards Act (2001),
- To provide a system which assures quality customer 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.



The Customer Service Inquiry System (E-mail Tracking) received a 2002 Davis Productivity Commemorative Plaque Award. The Davis Productivity Awards recognize and reward state government employees whose work significantly and measurably increases productivity and promotes innovation to improve the delivery of state services and save money for Florida taxpayers and businesses. The program is a major government improvement initiative sponsored by Florida TaxWatch, The Florida Council of 100, and the State of Florida.

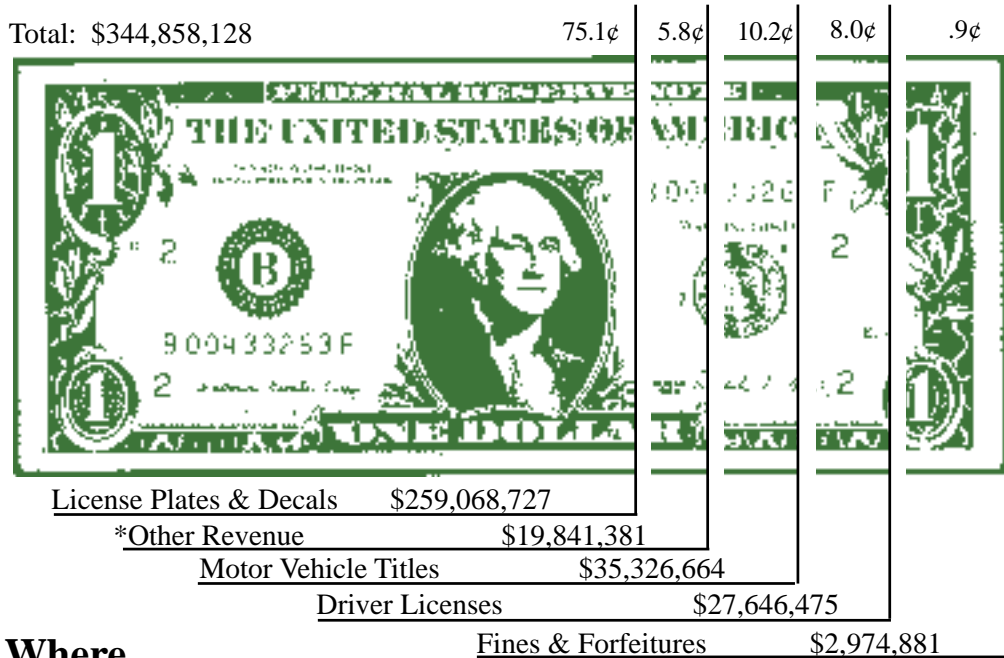
The following graphic depicts the revenue collection and disbursement efforts of the Department during the **3rd quarter**.

Fiscal Year 2002-2003

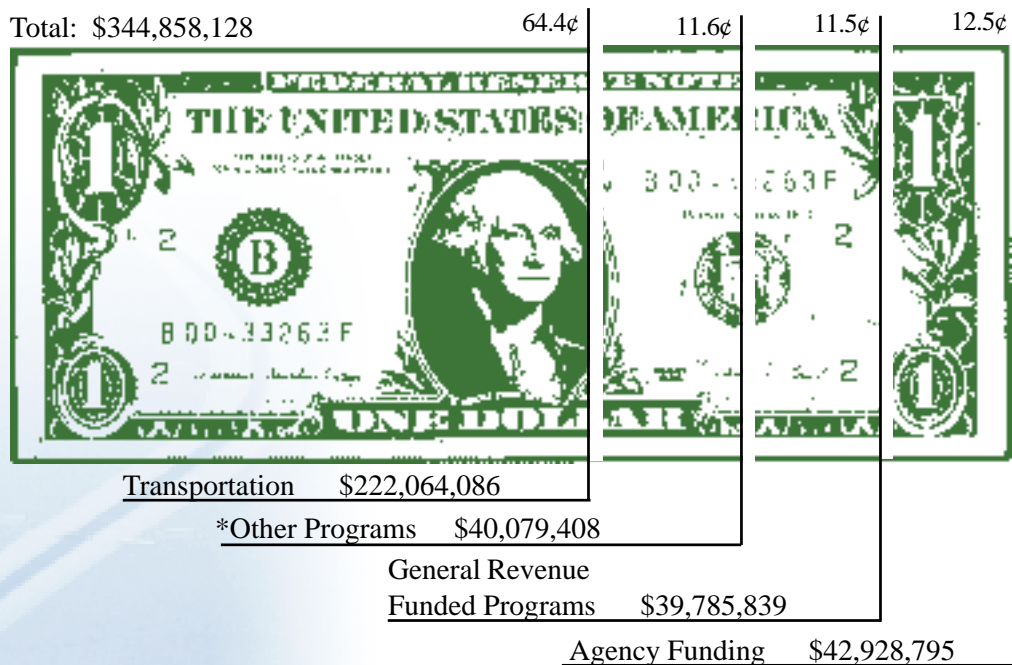
REVENUE

3rd Quarter

Where
the money
comes from



Where the money goes



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

3rd Quarter

BREAKDOWN OF "OTHER REVENUE" INCLUDED IN "WHERE THE MONEY COMES FROM" - \$19,841,381

1. Driving Records	6,220,709
2. Motor Fuel Use Tax	11,939,759
3. Other	1,680,913 (1)
TOTAL	\$19,841,381

(1) "Other" is the sum of 34 remaining revenue line items ranging in amounts from \$25 to \$425,556.

BREAKDOWN OF "OTHER PROGRAMS" INCLUDED IN "WHERE THE MONEY GOES" - \$40,079,408

1. Mobile Home License Payments to Local Governments	5,848,459
2. Fuel Use Tax Program	7,969,384
3. Civil Penalties Paid to Other Agencies for Various Programs	-
4. Specialized License Plates	6,114,891
5. Air Pollution Control Program	4,619,535
6. Law Enforcement Radio System Program	4,055,388
7. Brain and Spinal Cord Rehabilitation	556,381
8. Vessel Titles and Registrations	1,525,658
9. Grants and Donations Programs	1,703,264
10. International Registration Plan Fees Paid to Other Jurisdictions	5,033,247
11. Other	2,653,201 (2)
TOTAL	\$40,079,408

(2) "Other" is the sum of 7 remaining distribution line items ranging in amounts from \$13,578 to \$737,327.

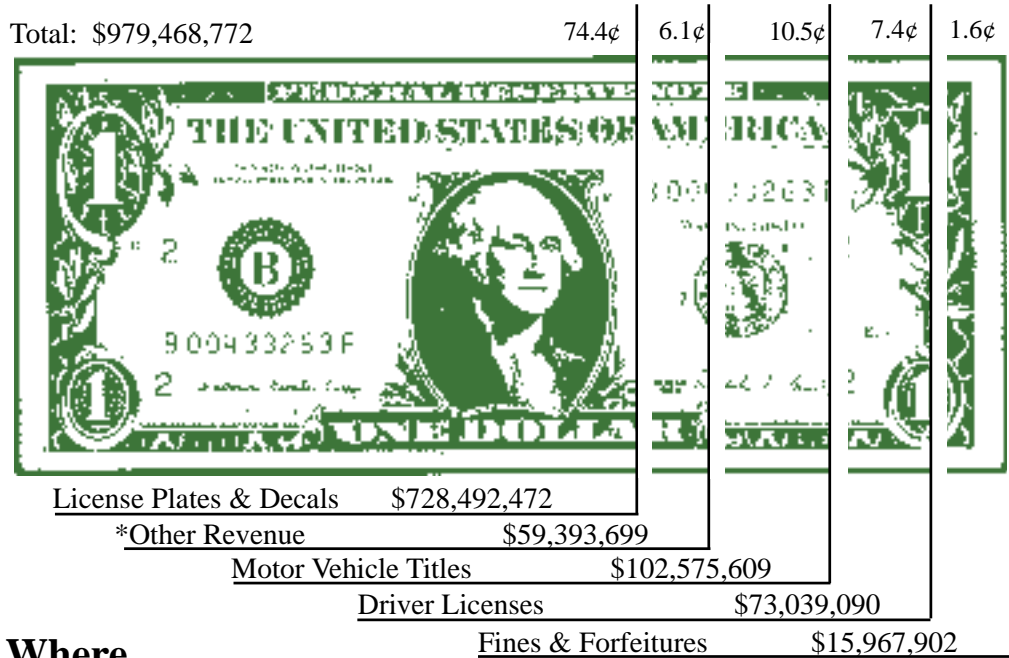
The following graphic depicts the revenue collection and disbursement efforts of the Department, year to date.

Fiscal Year 2002-2003

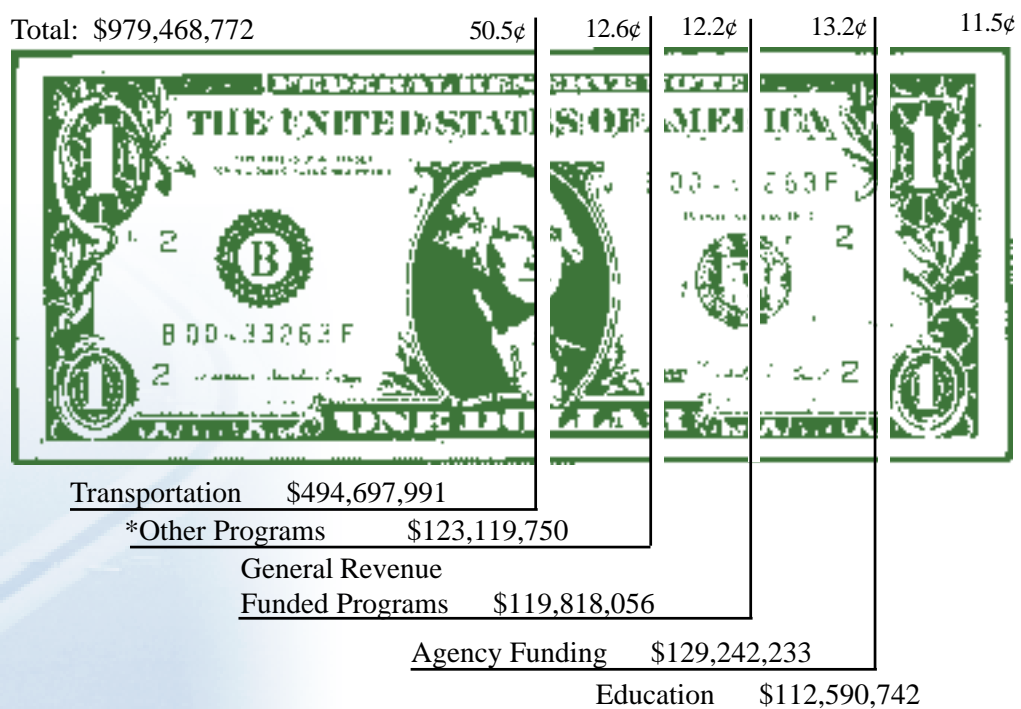
REVENUE

Year to Date

Where
the money
comes from



Where the money goes



Note: Due to a change in reporting methodology, the sum of the third quarter revenue and the two previous quarters as reported in prior quarterly reports do not equal the year to date total.

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

Year to Date

BREAKDOWN OF "OTHER REVENUE" INCLUDED IN "WHERE THE MONEY COMES FROM" - \$59,393,699

1. Driving Records	18,359,292
2. Motor Fuel Use Tax	35,328,064
3. Other	5,706,343 (1)
TOTAL	\$59,393,699

(1) "Other" is the sum of 37 remaining revenue line items ranging in amounts from \$10 to \$425,556.

BREAKDOWN OF "OTHER PROGRAMS" INCLUDED IN "WHERE THE MONEY GOES" - \$123,119,750

1. Mobile Home License Payments to Local Governments	17,292,983
2. Fuel Use Tax Program	21,543,546
3. Civil Penalties Paid to Other Agencies for Various Programs	-
4. Specialized License Plates	18,106,226
5. Air Pollution Control Program	13,184,064
6. Law Enforcement Radio System Program	11,564,451
7. Brain and Spinal Cord Rehabilitation	1,527,370
8. Vessel Titles and Registrations	5,787,933
9. Grants and Donations Programs	4,857,071
10. International Registration Plan Fees Paid to Other Jurisdictions	21,208,459
11. Other	8,047,647 (2)
TOTAL	\$123,119,750

(2) "Other" is the sum of 9 remaining distribution line items ranging in amounts from \$2,941 to \$883,966.

DEPARTMENT ADMINISTRATIVE SUPPORT DATA

NUMBER OF POSITIONS BY BUDGET ENTITY

POSITION LOCATION	AUTHORIZED	VACANT
Office of the Executive Director and Administrative Services	328	30.5
Florida Highway Patrol	2,312	155.0
Driver Licenses	1,499	102.5
Motor Vehicles	481	32.5
Information Systems Administration	189	17.5
TOTAL	4,809	338.0

EMPLOYEE REPRESENTATION AT END OF QUARTER

RACE	NUMBER	PERCENT	RLM* %
White	3,078	69	73
Black	912	20	12
Hispanic	419	9	13
Other	75	2	2
TOTAL	4,484**	100	100

*RLM - Relevant Labor Market

** Includes shared and overlapped positions

NEWLY HIRED PERSONNEL

RACE	NUMBER	PERCENT	RLM* %
White	71	77	73
Black	15	16	12
Hispanic	6	7	13
Other	0	0	2
TOTAL	92	100	100

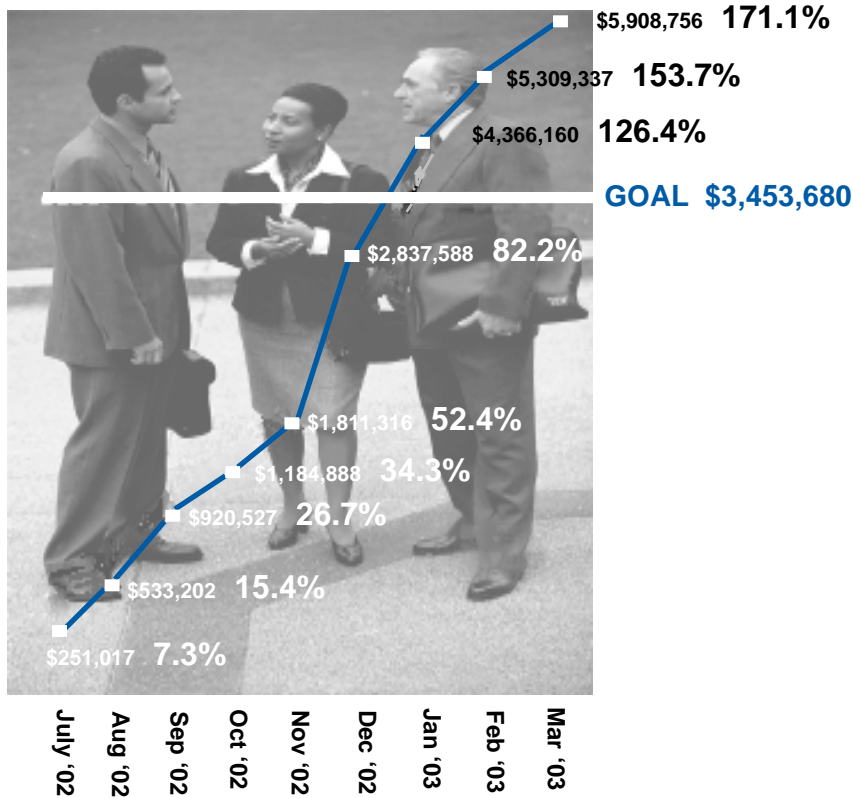
*RLM - Relevant Labor Market

VOLUNTEERS

Number of hours provided by regular service volunteer employees	805
Number of hours provided by occasional service volunteer employees	326

Minority Business Enterprise Utilization

Fiscal Year 2002-03



PURCHASES IN EXCESS OF \$100,000 (Not in Conjunction with State Contracts) January Through March 2003

PROJECT/PURCHASE	VENDOR	AMOUNT
Motor Vehicle/Vessel Certificates of Title Form #82250. Term 02/01/03 – 01/31/06, P.O. # V07065 Bid # 015-03 Rebid	American Bank Note Company Trevose, PA	\$244,750.00
Blanket P.O. for the following: provide clothing for DDL/DMV uniformed field members Bid # 016-03 , Term 11/01/02 – 10/31/05, P.O. #V07089	Martins Uniforms Division of Superior Uniform Group, Inc. Seminole, FL	\$462,500.00
Computer aided dispatch (CAD) System, per the terms and conditions of ITN: 009-03 Term: 06/01/2003 - 05/31/2004, P.O. #V07293	SmartCop, Inc. Pensacola, FL	\$860,415.00

Lease of laptop computers and hardware accessories, Troop K, FHP, ITN 001-01, Term 12/01/02 – 11/30/05, P.O. #V05624	Compaq Computer Corporation Tallahassee, FL	\$371,153.52
Data entry services, ISA, ITB 007-99, Term 10/01/02 – 09/30/03, P.O. #V05424	Jan Rey Data Processing Tampa, FL **	\$250,000.00
Legal services for handling DUI forfeiture litigation statewide, OED, Term 07/01/02 – 06/30/03, P.O. #V06053	Office Of The Attorney General Tallahassee, FL	\$250,000.00
Lease of workstation for headquarters, Troop D, FHP, ITN 001-01, Term 11/01/02 – 10/31/05, P.O. #V05631	Smartcop, Inc. Pensacola, FL	\$242,987.97
Lease of workstation for headquarters, Troop E, FHP, ITN 001-01, Term 12/01/02 – 11/30/05, P.O. #V05630	Smartcop, Inc. Pensacola, FL	\$214,444.72
FDLE state criminal background check, DMV, Term 07/01/02 – 06/30/03, P.O. #V05883	FDLE-Criminal History Section Tallahassee, FL	\$200,000.00
Lease of workstation for headquarters, Troop L, FHP, ITN 001-01, Term 01/01/03 – 12/31/05, P.O. #V05633	Smartcop, Inc. Pensacola, FL	\$180,980.22
Application for certificate of title form #82041, DMV, ITB 030-02, Term 07/19/02 – 06/30/03, P.O. #V05461	Standard Register Jacksonville, FL	\$163,426.68
Full service maintenance on Xerox 4050 and 4135, ISA, Term 07/01/02 – 06/30/03, P.O. #V05838	Xerox Corporation Tallahassee, FL	\$137,316.00
Lease of workstation for headquarters, Troop K, FHP, ITN 001-01, Term 12/01/02 – 11/30/05, P.O. #V05632	Smartcop, Inc. Pensacola, FL	\$119,956.72
Support for Quest data base, ISA, Term 07/01/02 – 06/30/03, P.O. #V05835	Quest Software Irvine, CA	\$118,197.00
Film Kodak professional supra 400 film, DAS, ITB 031-00, P.O. #V06183	Indian River Supply Company Melbourne, FL **	\$115,200.00
Uniforms, hats, gun belts and accessories, FHP, ITB 013-01, Term 07/09/02 – 06/30/03, P.O. #V05323	Martins Uniforms Seminole, FL Term 07/01/02 – 06/30/03, P.O. #V05842	\$100,000.00

In-state delivery service (51-5000 lbs.), DAS, ITB 038-98, Term 07/01/02 – 06/30/03, P.O. #V05825	Benton Express Tallahassee, FL	\$100,000.00
Computer output microfilm (com) and records storage services, DAS,	Department of State Tallahassee, FL	\$100,000.00
Deinstallation/Installation cables, ISA, ITB 008-99, Term 07/01/02 – 06/30 03, P.O. #V05909	Compaq Computer Corporation Tallahassee, FL	\$100,000.00
QUARTER TOTAL		\$4,331,327.83

** Certified Minority Business.

*Information Furnished through the
Florida Department of Highway Safety and Motor Vehicles
Office of Management Research and Development
Neil Kirkman Building
Tallahassee FL 323299-0500*