



# Florida Department of Highway Safety and Motor Vehicles

*Making Highways Safe*



**QUARTERLY REPORT  
JANUARY-MARCH 2007**

# Department of Highway Safety and Motor Vehicles

Quarterly Report  
January – March 2007

## Table of Contents

➤ Executive Summary .....	2
➤ On Any Given Day .....	3
➤ Statistical Summaries .....	4
➤ Quarterly Highlights .....	9
➤ Revenue .....	12
➤ Purchases in Excess of \$100,000 .....	13
➤ Minority Business Enterprise Utilization .....	14

# Executive Summary

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The following is a snapshot of services provided by the Department from January through March 2007.

## HIGHWAY PATROL

- ☑ 14,011 administrative (roadside) suspensions issued (all Florida law enforcement)
- ☑ 362 suspensions to drivers under 21 for violations of the Zero Tolerance Law
- ☑ 2,704 citations for DUI violations
- ☑ 2,291 arrests for felony violations
- ☑ 369,821 warnings or citations for traffic or equipment violations
- ☑ 71,040 motorists with disabled vehicles received assistance
- ☑ 44 fraud investigation cases closed
- ☑ 60,236 crashes worked – with 889 highway deaths reported during the quarter

## MOTORIST SERVICES

- ☑ 10,781,762 driver license/ID card transactions and motor vehicle/mobile home registrations
- ☑ 766,832 internet transactions (7% of total transactions)
- ☑ 1,895,630 customers served in driver license field offices
- ☑ 81,169 organ donors registered
- ☑ 454,859 suspensions, revocations, and cancellations of driving privileges
- ☑ 119,072 insurance suspensions were issued
- ☑ 1,701,353 new and used vehicle/vessel titles and title transfers issued
- ☑ 1,869 motor vehicle and mobile home dealers' records inspected for compliance with established standards
- ☑ 3,154 dealer and manufacturer licenses issued

## REVENUE COLLECTION

- ☑ Collected \$448,626,485 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**

**3 Alcohol Related Crash Fatalities**

**108,976 Miles Patrolled on Highways**

**4,933 Driver Contacts**



### Motorist Services:

**169 Driver License Office Locations Statewide**

**36,526 Driver License Customers Served**

**268 Hearings Conducted**

**18,457 Court Dispositions Processed**

**84,999 Vehicle and Mobile Home Registrations Issued**

**21,598 Vehicle and Mobile Home License Plates Issued**

**\$7,121,055 Revenue Collected**



## 3<sup>rd</sup> Quarter Statistics January – March 2007

	This Quarter	Last Year Same Quarter	Percent Change
<b>Enforcement</b>			
Unlawful Speed Arrests	106,295	104,653	1.6%
DUI Arrests	2,704	2,704	0%
Felony Arrests	2,291	2,230	2.7%
Drug Related Arrests	1,361	1,446	-5.9%
Other Arrests	167,780	164,665	1.9%
Written Warnings	78,761	69,622	13.1%

<b>Investigations/Recovery</b>			
Crash Investigations	60,236	60,136	.2%
Traffic Homicide Investigations	520	501	4.0%
Stolen Vehicles Recovered	280	259	8.1%

<b>FHP Duty Hours/Miles</b>			
Unobligated Patrol	272,337	259,027	5.1%
Obligated Patrol	410,926	409,614	.32%
Non Patrol	143,935	160,131	-10.1%
<b>Total Duty Hours</b>	827,198	828,772	-.2%
Miles Patrolled	9,807,880	9,497,110	3.3%

<b>Field Issuance (In-Person)</b>			
Licenses	991,144	946,992	4.7%
ID Cards	245,321	235,493	4.2%
Other Services	659,165	652,979	.09%
<b>Total Customers</b>	1,895,630	1,835,464	3.3%

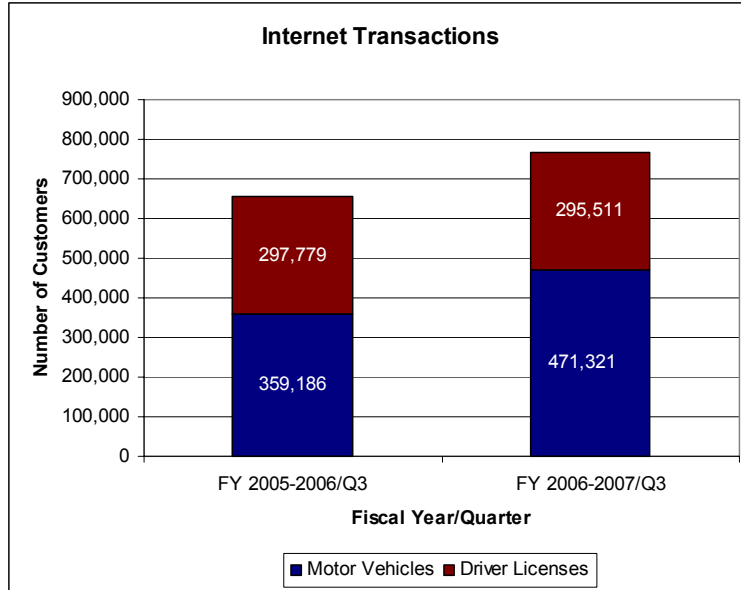
<b>Financial Responsibility</b>			
Financial Responsibility Cases Processed	253,376	256,823	-1.3%
Insured Rate	94.03%	94.68%	-.7%

<b>Administrative Suspensions</b>			
Suspensions (Refusals, DUI)	14,011	11,541	21.4%
Suspensions (Zero Tolerance)	362	310	16.8%
<b>Total Suspensions</b>	14,373	11,851	21.3%
Administrative Suspension Sustained Rate	89%	87%	2.0%

<b>Vehicle/Mobile Home/Vessel Title and Registration – Parking Permits</b>	<b>This Quarter</b>	<b>Last Year Same Quarter</b>	<b>Percentage Change</b>
<b>Titles:</b>	<b>1,691,537</b>	<b>1,716,208</b>	-1.4%
New	448,838	480,798	-6.7%
Used	192,387	213,443	-9.9%
Transfers	862,486	888,754	-3.0%
Miscellaneous	187,826	133,213	41.0%
<b>Registrations:</b>	<b>5,608,221</b>	<b>5,245,891</b>	<b>6.9%</b>
4-Year Permanent Parking Permits Issued	119,669	136,854	-12.6%
<b>Dealer Activity</b>			
MV Dealer and Manufacturer Licenses Issued	3,154	2,966	6.3%
Dealer Complaints Processed	1,196	1,052	13.7%
Dealer Record Inspections	1,869	2,030	-7.9%
<b>Manufactured/Mobile Home</b>			
Mobile Homes Inspected at Plants	2,268	4,617	-50.1%
Mobile Home Complaints Processed	101	127	-20.5%
<b>Motor Carrier Services</b>			
Apportioned License Plates Issued	11,502	11,153	3.1%
New Motor Carrier IRP & IFTA Accounts	2,515	1,961	28.3%
IFTA Decals Issued	13,691	9,735	40.6%

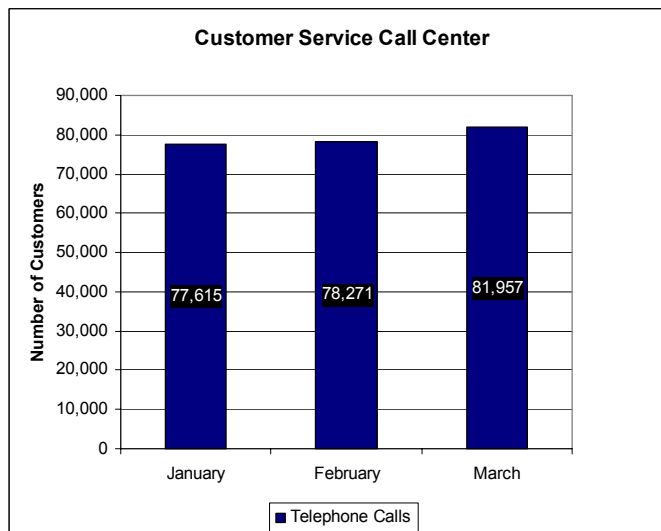
## Internet Renewals and Customer Service Center:

The online services at [www.GoRenew.com](http://www.GoRenew.com) saves customers a trip to their local driver license and/or tax collector's office. This quarter **766,832** 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:



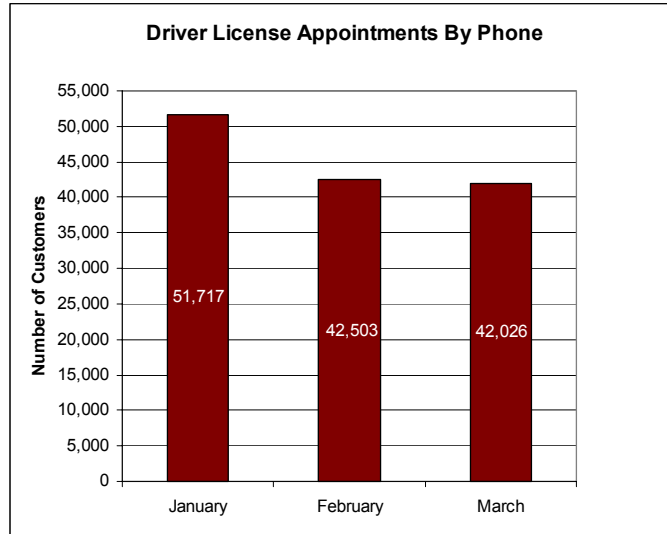
### Customer Service Call Center:

- **85%** of questions relate to driver license problems, the remainder to motor vehicle title and registration issues.
- **237,843** 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.



**Driver License Appointment Center:**

**136,246** 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 21 seconds.



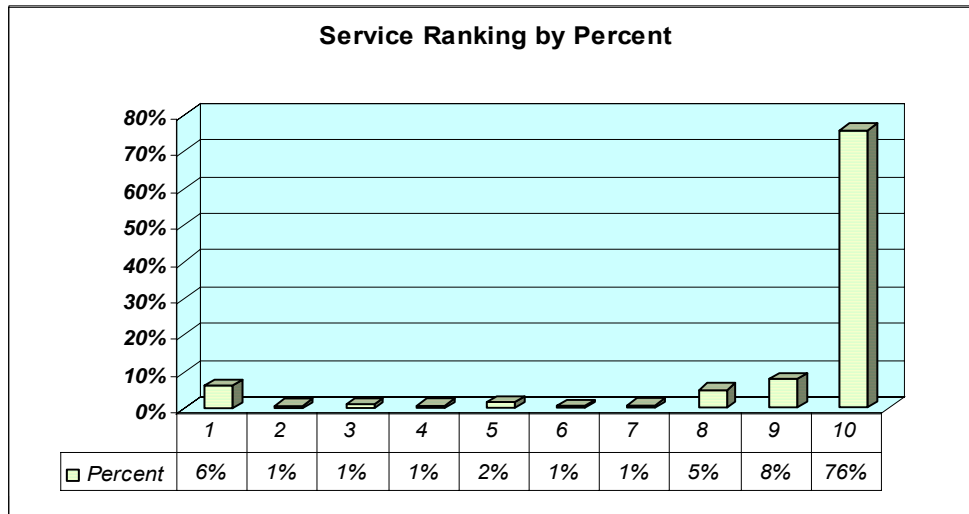
**Workload Distribution Between DHSMV and Tax Collectors for Driver License Transactions:**

<b>Field Issuance State/ Tax Collector</b>	<b>DHSMV Offices</b>	<b>Tax Collector Offices</b>
Licenses	729,939	261,205
ID Cards	187,630	57,691
Other Services	557,409	101,756
<b>Total Customers</b>	<b>1,474,978 (78%)</b>	<b>420,652 (22%)</b>



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:

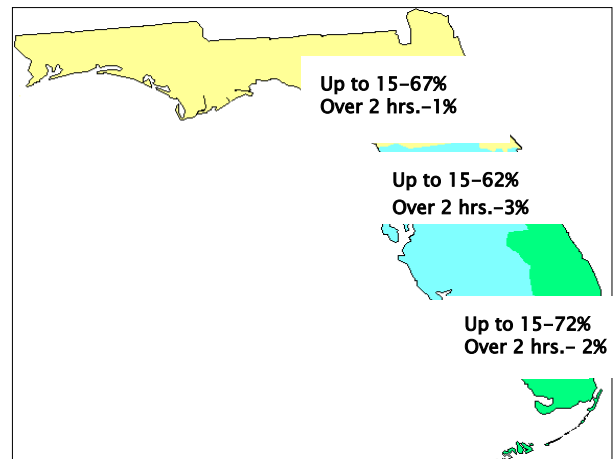
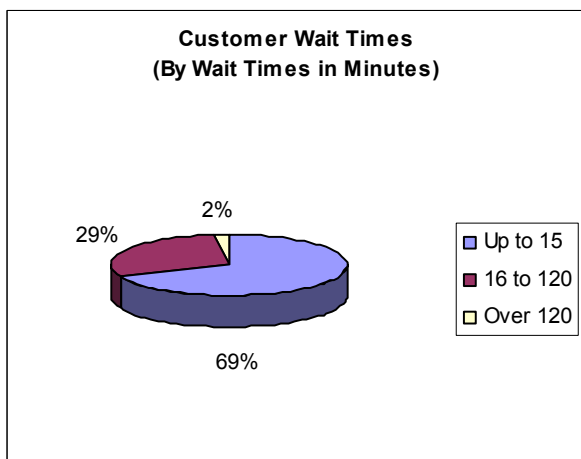
### Customer Service Ranking



### Customer Wait Times

During this quarter, 69 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 67, 62, and 72 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 1, 3, and 2 percent, respectively.



## Quarterly Highlights

### New Executive Director Appointed



On February 27, 2007, Governor Charlie Crist and the Florida Cabinet named Electra Theodorides-Bustle as the new Executive Director for the Florida Department of Highway Safety and Motor Vehicles. Electra came to the agency from the Florida Department of Law Enforcement where she served as Assistant Commissioner of Public Safety Services. With an increased emphasis on strategic planning and improving customer service, she began her tenure as the Department's Executive Director on March 7, 2007.

### Attorney General's Law Enforcement Officer of the Year Award Nominees



Troopers Jorge Lopez-Torres and Carlos Austin were honored for their nominations for the 2006 Attorney General's Law Enforcement Officer of the Year Award. Earlier this year, the two troopers had been selected as co-recipients of the [2006 Florida Highway Patrol Trooper of the Year Award](#) for their heroic actions in responding to a serious vehicle crash on the Sawgrass Expressway in Broward County.

### FHP Participates in Governor's Inauguration



Members of the Florida Highway Patrol were privileged to participate in the Inauguration of Governor Charlie Crist on Tuesday, January 2, 2007. Approximately 87 troopers and supervisors from around the state were detailed to Tallahassee to assist during the Inauguration festivities.

### Electronic Credentialing

The Bureau of Motor Carrier Services is moving toward electronic credentialing for their commercial motor carrier customers. The first phase, electronic tax returns, was implemented in October 2006. Approximately 550 customers have requested filing access. In the future, International Fuel Tax Agreement (IFTA) Program participants will be able to purchase IFTA decals and make electronic payments, and International Registration Plan (IRP) participants will be able to renew registrations online.

### Enhancements to Customer Service Center

On February 19, 2007, the Customer Service Center implemented new technology. Using existing resources, we enhanced our internal phone system and implemented state of the art technology to provide faster, more reliable service to our customers.

These enhancements include:

- New Interactive Voice Recognition system (IVR) that allows customers to give their driver license, vehicle identification or title number and receive information related to that record. They can also say "operator" for a live person.
- New automated call directing system that allows better routing of calls.
- Pop-screen technology that gives the analyst handling the call immediate customer information.
- Recording features that allow us to monitor more calls for better quality assurance.

## Drug Related Asset Forfeiture Check to FHP

On March 21, 2007, the Florida Highway Patrol was presented an asset sharing check for a currency seizure that occurred back in 2000. The investigation involved the Drug Enforcement Administration, Broward Sheriff's Office, and the City of Miami Police Department. This joint investigation resulted in the apprehension of a major cocaine trafficker who was responsible for importing over 1000 kilograms of cocaine into the United States per month throughout the 90's.



## Parents and Teen Driver Records

A new on-line system that allows parents to check the driving records of their minor children is now available. The site is located on the department's webpage at [www.hsmv.state.fl.us](http://www.hsmv.state.fl.us). Parents can enter their child's license number, the last four digits of their social security number and date of birth to view the record. As of March 31, over 1,700 parents had reviewed their teen records.

## Troopers of the Month Honored:

### Trooper Edward Pope, Troop F – January 2007 Fourth Time Award



In December 2006, Trooper Pope received information on illegal drug activity in the Charlotte County area. The information revealed that two suspects were targeting another individual with the intent to kill him. Trooper Pope located the targeted individual at his residence and arrested him on an active warrant. He then obtained information from this individual regarding the two suspects who were looking for him. Further investigation revealed that one of the suspects was on Charlotte County's Most Wanted list.

With assistance, Trooper Pope initiated an action plan to apprehend the suspects. He tracked the first one down at his residence and arranged a meeting with the second fugitive. When the second fugitive arrived for the meeting, a traffic stop was conducted. The traffic stop yielded approximately 461 grams of marijuana, 13 grams of cocaine, drug paraphernalia, and two large knives. The driver and passenger were charged with the possession of the drugs and paraphernalia. The driver was also charged with driving on a suspended license.

### Trooper John Castleberry, Troop H – February 2007



Recently, while on a snow skiing vacation in Colorado, Trooper John Castleberry saved the life of a fellow skier by administering CPR for over 15 minutes after the skier had suffered a heart attack. Trooper Castleberry was able to resuscitate the man, thanks to his quick actions and his first responder training. What makes Trooper Castleberry's actions so important is that he was off-duty and not bound by any expectations to act, yet did so benevolently and with great regard for human life.

### **Trooper Elliot Gonzalez, Troop K – March 2007**



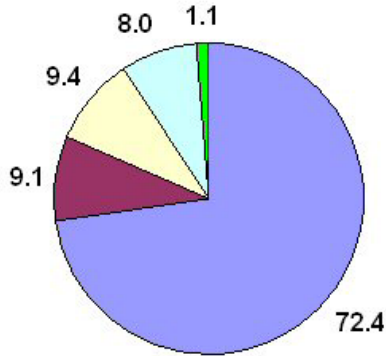
On March 13, 2007, Trooper Gonzalez stopped a black pickup truck towing a trailer for a toll violation on the Florida Turnpike in Palm Beach County. During the traffic stop, Trooper Gonzalez identified the contents within the trailer to be marijuana cultivation equipment. He also recovered a loaded 9 mm semi-automatic pistol and a loaded 12 gauge Remington shotgun. As a result of his findings, Trooper Gonzalez arrested the driver and seized the truck, trailer, the contents within the trailer and both weapons. During the inventory of the truck and the trailer contents, Trooper Gonzalez discovered a check with the name of one of the truck occupants with a residential address.

After further investigation, Trooper Gonzalez suspected this address could lead to a possible marijuana grow house location. Trooper Gonzalez contacted members of the Drug Enforcement Agency (DEA) task force and made contact with the occupants of the residence. Permission to enter the residence was granted by the occupants of the house. As a result of Trooper Gonzalez's hard work and instincts, a large hydroponic marijuana grow house was discovered. Sixty-nine hydroponic marijuana plants were eradicated from the garage of this residence, along with more than seven pounds of marijuana. The total value of marijuana that was discovered exceeded \$75,000 dollars. The value of the hydroponic cultivation equipment seized was over \$100,000.

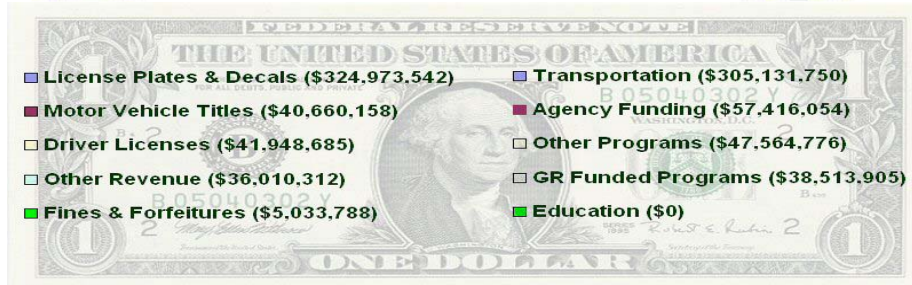
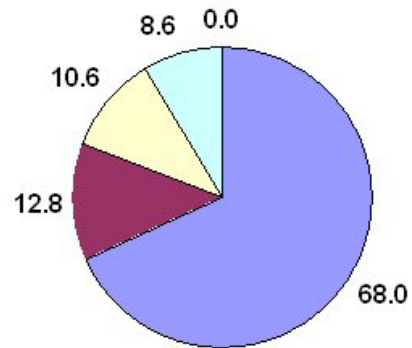
## Revenue Information

### FY 2006 – 2007 3rd Quarter:

#### Where the money comes from:



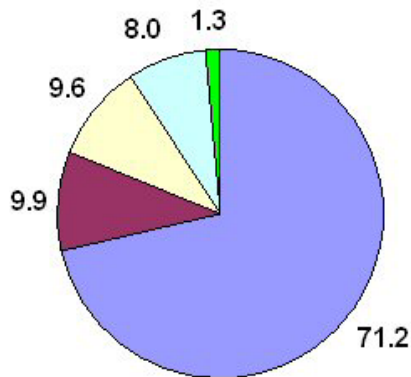
#### Where the money goes:



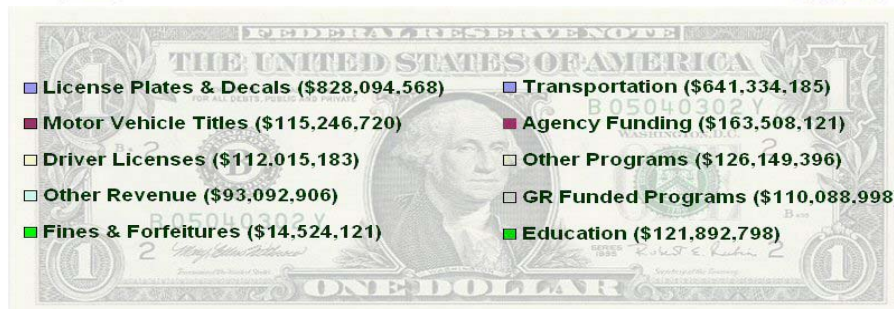
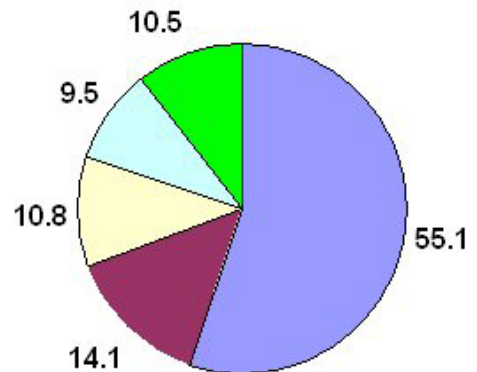
**Total = \$448,626,485**

### FY 2006-2007 Year to Date:

#### Where the money comes from:



#### Where the money goes:



**Total = \$1,162,973,498**

## Purchases Made in Excess of \$100,000

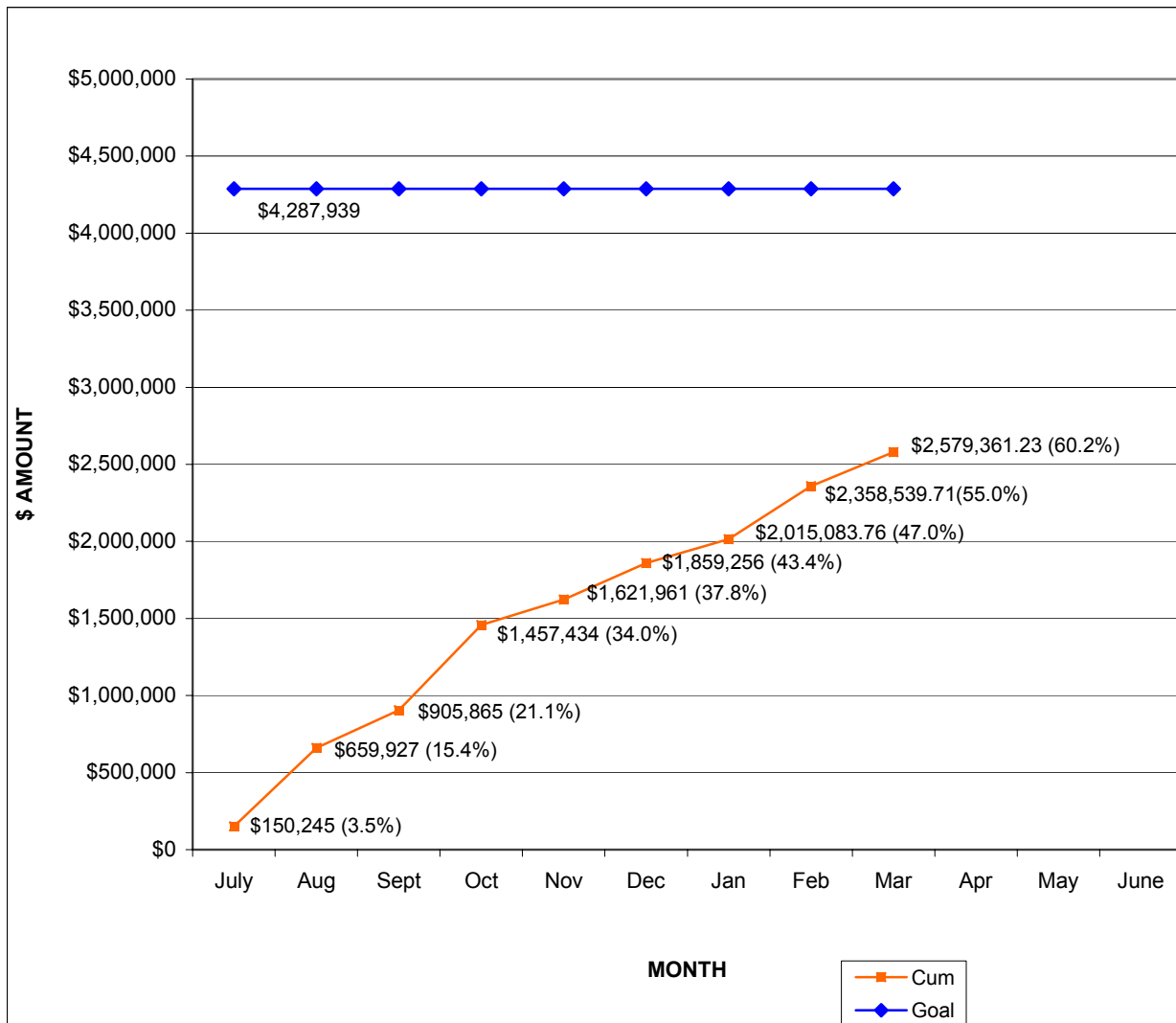
(Not in Conjunction with State Contracts)

January - March 2007

PROJECT/ PURCHASE	VENDOR	AMOUNT
FHP extended warranty for Itronix Gobook in car computers, Term 1/1/07 - 12/31/07, Single Source, DO# 384909.	Itronix Corporation Spokane Valley, WA	\$144,088.00
FHP Alcohol Related Motorcycle Crash Reduction Billboard Campaign, Term 01/19/07 - 09/30/07, Single Source, DO# 387064.	Florida Outdoor Advertising Association, Incorporated Tallahassee, FL	\$174,585.00
DAS Neil Kirkman Building and Ina Thompson Center Floor and Carpet Maintenance, Term 01/19/07 - 01/18/2010, ITB# 009-07, DO# 387876.	Association Service and Supplies, Incorporated Tallahassee, FL	\$136,322.64
DDL Additional Color Document Platform Hardware and Scanners for document authentication system, Single Source, KDC-067-257, Term 2/5/07 - 6/30/07, DO# 394974.	Viisage Technology, Incorporated Billerica, MA	\$208,456.96
DDL Fixed Readers for port security, ITB# 018-05, DO# 404094.	Johnson Controls, Incorporated Tampa, FL	\$115,000.00
FHP Child Safety Seats from 2006 donations and \$2.00, "Make a Difference Program", ITB# 016-07, DO# 406922.	Comade, Incorporated Irvine, CA	\$121,481.00
DDL FDLIS equipment for driver licenses issuance installed for Marion County Tax Collector, ITN# 003-02, KDC 067-313, DO# 407019.	Digimarc Corporation Burlington, MA	\$105,286.24
<b>QUARTER TOTAL</b>		<b>\$764,330.20</b>



## Minority Business Enterprise Utilization FISCAL YEAR 2006-2007



Information Furnished by  
 Florida Department of Highway Safety and Motor Vehicles  
 Neil Kirkman Building  
 2900 Apalachee Parkway  
 Tallahassee, FL 32399 - 0501