

# Department of Highway Safety and Motor Vehicles

Quarterly Report

April - June 2003

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## EXECUTIVE SUMMARY

☑ In-office visits by motorists remained relatively constant, as the department served 1,482,216 customers in driver license field offices.\*

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

☑ Slight increases were noted as 775 highway deaths were recorded; 253 were alcohol related.\*

\* Latest available Statewide Traffic Accident Management Information System (STAMIS) data for the prior year's comparable quarter.

☑ 88,915 new potential organ donors were registered during the fourth quarter, bringing to 3,632,301 the total number of potential donors that are currently registered through the organ donation sign-up program.

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

☑ Inspected 735 motor vehicle dealers' records for compliance with established standards, and issued 5,598 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges decreased six percent, as 343,300 actions were taken. Additionally, 112,494 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 14,263 roadside suspensions were issued to drivers with an unlawful blood alcohol content or for failure to submit to a sobriety test. This 11 percent decrease includes 397 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,138,937 new and used vehicle/vessel titles and title transfers.

**During the fourth 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.**

☑ Issued 88,767 motor vehicle registration renewals via the Internet, an increase of approximately 16 percent.

☑ Motor vehicle registration renewals via the telephone remained constant, with 24,770 registrations issued.

☑ Driver license renewals and address changes via mail, telephone, and Internet remained relatively constant, with only a one percent decrease from last quarter. A total of 254,977 licenses were issued through these services, with 162,415 coming in by mail, 18,441 by phone, and 74,121 by Internet. These account for approximately 20 percent of the department's total issuances.

☑ The FHP cited 2,616 individuals for DUI violations, a four percent decrease.

☑ The FHP arrested 2,065 individuals for felony violations, an increase of 32 percent.

☑ Slight increases were noted as the FHP cited or warned 324,399 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 74,932 disabled motorists.

☑ Collected \$321,697,711 in revenue.

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

# Quarterly Highlights

## FLORIDA HIGHWAY PATROL REORGANIZATION

With the retirement of several members of upper management, Colonel Chris Knight has streamlined command and control functions to more efficiently and effectively carry out the FHP's mission. For example, the rank of Chief is being eliminated as individuals are promoted or retire. The FHP has also been reorganized into four commands, each led by a Deputy Director. Lt. Colonel Larry Austin has been assigned to command field operations for the northern and western parts of the state, while Lt. Colonel Rick Gregory will lead field operations in the southern and eastern parts of Florida. Lt. Colonel Ken Howes will lead Law Enforcement Support Services and Lt. Colonel John Czernis will head Special Operations. Chief Jim Lee has been assigned as commander of Troop K (Turnpike) and Chief Jim Howell has become the Chief Public Affairs Officer. The Bureau of Investigations now will be led by Major David Brierton. Major Leroy Smith will serve as the liaison to the State Emergency Operations Center and will lead the FHP's Domestic Security programs.

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## DAVIS PRODUCTIVITY AWARDS



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. For 2003, the department submitted 17 nominations for the Davis Productivity Awards, and all 17 received awards.

Lt. James D. Wells Jr. was the department's top award winner for the development of fuel system enhancements for the Ford Crown Victoria police interceptor vehicles. Other top awards include the development of a Phone Assistance Solution System (PASS), the redesign of the Motor Vehicle Revenue System, and the creation of a Mobile Data Technology Project management web site.

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## OLDER DRIVERS AND THE RELATED ISSUE OF DRIVER TESTING

Legislation passed during the 2003 legislative session requires drivers 80 years of age or older to submit to a vision examination prior to license renewal. This marks the first change in the licensing of older drivers and is effective January 1, 2004. Out of this same bill, came the requirement for the department to conduct a study on the effects of aging on driving ability and develop a comprehensive approach to licensing older drivers. The findings of the study and recommendations are to be reported to the Florida Legislature by February 1, 2004. The department was also directed to appoint an advisory council to assist in the study and issues related to older at-risk drivers on an ongoing basis. Members of the council include representatives of organizations involved with issues facing older drivers including state agencies, medical professionals, senior citizen advocacy groups, providers of services to senior citizens, and research entities.



## AMERICAN ASSOCIATION OF MOTOR VEHICLE ADMINISTRATORS (AAMVA) AWARDS



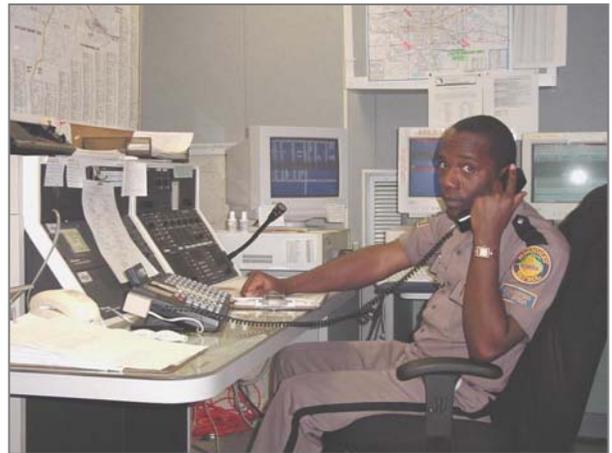
AAMVA Recognition Awards foster a tradition of excellence in the motor vehicle and law enforcement community on a national basis. AAMVA awards recognize outstanding service to the community, excellence in customer service initiatives, safety, and the best in public affairs and consumer educational programs throughout North America. For 2003, the department submitted five nominations for AAMVA's Region II Customer Service Delivery Awards and received awards for all five categories.

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## COMPUTER – AIDED DISPATCH SYSTEM

During May and June, the Florida Highway Patrol switched over to a new computer-aided dispatch system provided by SmartCop, Inc. New computers were installed in each of the seven regional communications centers. The system interfaces with laptop computers in the patrol cars to provide capabilities for silent dispatching and entering data in the field. Besides FHP troopers, the Patrol provides dispatching for the Department of Transportation, Department of Law Enforcement, Office of the Attorney General, Department of Financial Services, Department of Professional and Business Regulation, Department of Environmental Protection, and the Department of Agriculture and Consumer Services.

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## NATIONAL MOTOR VEHICLE TITLE INFORMATION SYSTEM (NMVTIS)

In June 2003, the department implemented Phase I of the National Motor Vehicle Title Information System (NMVTIS). The system is designed to reduce titling of stolen cars and fraud by allowing state titling agencies to verify the validity of ownership documents before they issue new titles. NMVTIS also checks to see if the vehicle is reported "stolen" -- if so, the states do not issue the new titles. Brands are not lost when the vehicle travels from state to state, because NMVTIS keeps a history of all brands ever applied by any state to a vehicle. Information within NMVTIS will ultimately be available to all titling jurisdictions; federal, state, and local law enforcement officials; insurance carriers; and other prospective purchasers (e.g., individuals, auction companies, and used car dealers).

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

**DEPARTMENT MISSION:  
Making Highways Safe.**

4,809	Authorized Positions
4,526	Current Employees
1,798	Authorized Sworn Law Enforcement Officer Positions
1,673	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
\$ 5,026,527	State Revenue Collected
99,458	Miles Patrolled on Highways
78,387	Vehicle and Mobile Home Registrations Issued
19,708	Vehicle and Mobile Home License Plates Issued
17,796	Vehicle/Vessel Titles Issued/Transferred
27,144	Driver License Customers Served
15,710	Court Dispositions Processed (Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission systems)
4,388	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)
241	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.

### FHP REPORT FOR THE QUARTER ENDING JUNE 2003

	THIS QUARTER	LAST YEAR SAME QUARTER	PERCENT CHANGE
<b>1. ENFORCEMENT</b>			
a. Unlawful Speed Arrests	101,646	98,202	3.51
b. DUI Arrests	2,616	2,840	-7.89
c. Felony Arrests	2,065	1,775	16.34
d. Other Arrests	141,188	140,623	0.40
<b>TOTAL ARRESTS</b>	<b>248,763</b>	<b>244,687</b>	<b>1.67</b>
e. Written Warnings	63,373	66,497	-4.70
f. Faulty Equipment Notices	29,992	32,250	-7.00
<b>2. CRASH INVESTIGATIONS</b>	<b>39,728</b>	<b>39,700</b>	<b>0.07</b>
<b>3. TRAFFIC HOMICIDE INVESTIGATIONS</b>	<b>451</b>	<b>418</b>	<b>7.89</b>
<b>4. DRUG-RELATED ARRESTS</b>	<b>1,248</b>	<b>1,247</b>	<b>0.08</b>
<b>5. STOLEN VEHICLES RECOVERED</b>	<b>248</b>	<b>214</b>	<b>15.89</b>
<b>6. TOTAL DUTY HOURS</b>	<b>764,242</b>	<b>795,077</b>	<b>-3.88</b>
a. Unobligated Patrol *	245,582	255,316	-3.81
b. Obligated Patrol **	376,505	398,114	-5.43
c. Non-Patrol ***	142,155	141,648	0.36
<b>7. MILES PATROLLED</b>	<b>9,050,701</b>	<b>9,393,711</b>	<b>-3.65</b>
<b>8. TOTAL INCIDENTS OF HIGHWAY VIOLENCE</b>	<b>58</b>	<b>110</b>	<b>-47.27</b>

\* 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 (training, squad meetings, etc.).

## TROOPER OF THE MONTH PROGRAM

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

### **Trooper Anthony J. Lee** **Award recipient** **January 2003**

While on routine patrol, Trooper Lee observed that a Broward County Fire Rescue vehicle had been involved in a crash. Noting smoke coming from the vehicle and the driver lying across the front seat, he used a metal bar to break a window and, with the help of a civilian, pulled the trapped driver to safety.

### **Trooper Kristi Menzies** **Award recipient** **February 2003**

While responding to a call on the Sunshine Skyway Bridge, Trooper Menzies established contact with a despondent man who was on a support cable approximately 50 feet above the road. She talked

with the man for two hours before a trained negotiator arrived. After another 45 minutes, the man returned to the roadway safely.

### **Trooper Alexander Annunziato** **Award recipient** **March 2003**

Trooper Alexander Annunziato was involved in two separate incidents in which his actions helped prevent injury and the endangerment of life. The first incident involved a mentally ill person who escaped from a local facility for the mentally disturbed and walked onto the center median of a busy roadway in Miami Dade County armed with a bottle and a large rock. Trooper Annunziato approached the subject and distracted him until Miami-Dade Police Officers arrived at the scene and were able to apprehend the subject without causing injury to him or anyone else. The second incident occurred while Trooper Annunziato was working a DUI shift in which he stopped the

driver of a vehicle for weaving in and out of passing lanes and for faulty equipment. While talking to the driver, Trooper Annunziato noticed a small plastic bag containing a suspicious white powder substance in the driver's side door panel. Upon further investigation, the driver was immediately arrested for possession of cocaine. A female juvenile who was in the front passenger seat then told Trooper Annunziato that she was being held against her will. She said that the driver attempted to stab her with a six-inch screwdriver, which was later retrieved from the vehicle. Trooper Annunziato secured the victim and the crime scene until detectives from the Miami-Dade Police Sexual Crime Unit arrived to process the evidence.



## TROOPER OF THE YEAR AWARD - 2003

At a ceremony in May, Trooper Luis Noel Rios was recognized as Trooper of the Year for 2003. Trooper Rios was recognized for his actions following an Amtrak train derailment near Crescent City. Though the undercarriages of the cars were charged with 2,000 volts of electricity, he spent nearly two hours in the cars providing first aid to injured passengers and guiding uninjured passengers to safety.

Colonel Knight, Trooper Rios, and Dave Mica, President of the Florida Petroleum Council

### Trooper-Initiated Traffic Stops

Compliance with the law depends on the public's belief that laws are enforced in a fair, unbiased manner. FHP troopers report data on each trooper-initiated traffic stop. The data include demographic information on the driver, the reason for the stop, enforcement actions taken, and if a search is conducted, the reason for and outcome of the search. To date, reports have been processed for 2,111,639 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	82.82%	77.99%
Black	15.68%	14.61%
Asian	1.19%	1.72%
Native-American	.21%	.34%
Unknown	.10%	5.34%

The unknown 5.34 percent of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 17.11 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.

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### 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 653 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 \$3,211,531. A total of 286 vehicles have been successfully awarded to the department, with an estimated value of \$792,846.

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### Public Service

A 30-second public service announcement (PSA), promoting the use of booster seats for children ages four through seven, began airing on television and radio stations throughout Florida. The PSA features an upbeat jingle and scenes of children enjoying their car ride as they watch the world pass by from the safety of their booster seats. These children have outgrown child safety seats; however, they are often too small to ride safely in a safety belt. The Florida Highway Patrol received a grant from the Department of Transportation to promote the voluntary use of booster seats.

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### Memorial Day DUI Enforcement

The Memorial Day holiday is one of the major periods when impaired drivers are on the road. This year, FHP assigned special details to enforce the law against driving under the influence of alcohol or controlled substances (DUI). Using DUI checkpoints and saturation patrols, troopers made 320 DUI arrests during the holiday period along with issuing 8,598 safety belt citations, 176 child restraint citations, and 17,455 speeding citations. While on these details, troopers apprehended 72 fugitives and recovered 16 stolen vehicles.

# 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

Number of licenses issued increased by 5 percent due to a higher demand for license renewals.

Calendar year 2003 renewal demand is projected to be higher than calendar year 2002 by 21 percent, and this trend will continue through calendar year 2004.

<b>Driver Licenses</b>	This Quarter	Last Year Same Quarter	Percent Change
Total Customers	1,482,216	1,464,988	1.2
Licenses	860,058	822,492	4.6
ID Cards	198,298	201,969	-1.8
Other Transactions	423,860	440,527	-3.8

Other transactions decrease is due to a new examination policy effective in March, 2003, where citizens are permitted to re-take a written test only once per day (instead of as many as time permits).

<b>Central Issuance- Renewals/Address Changes</b>	This Quarter	Last Year Same Quarter	Percent Change
Mail	162,415	124,069	30.9
Phone	18,441	17,780	3.7
Internet	74,121	51,069	45.1
<b>Total</b>	<b>254,977</b>	<b>192,918</b>	<b>32.2</b>
Central Issuance /Non-Citizen	110,920	84,750	30.9

More non-citizens renewed their licenses this quarter than during the same quarter last year due to the department's outreach programs to relieve their concerns about staying in the country.

Phone-in applications increase is due to higher renewal demand.

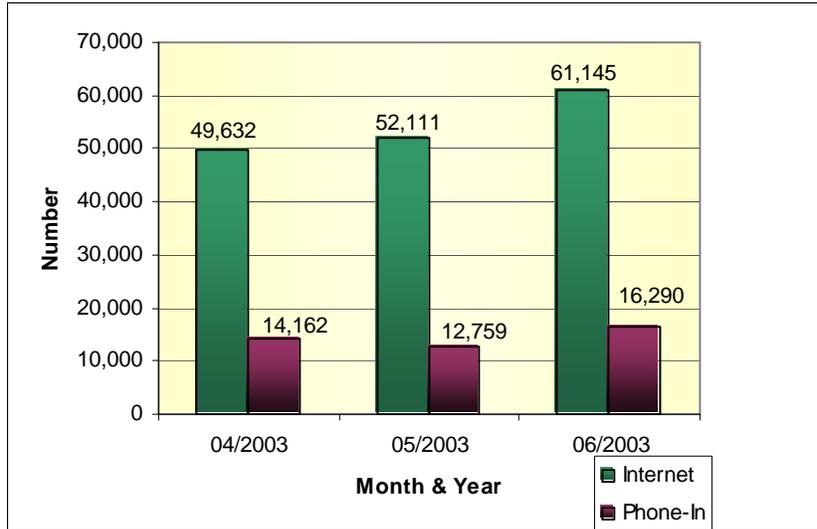
Internet applications increase is due to a higher renewal demand and more aggressive outreach efforts. As in-person citizen volume increases and service delivery times increase, more citizens are being referred to or are selecting the Internet renewal application.

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**1-866-GoRenew Phone Services**

The department's **1-866-GoRenew** service is another initiative that is saving citizens a trip to their local driver license office. This quarter, 43,211 citizens renewed their driver licenses and motor vehicle registrations and changed their addresses by phone. The following table provides a breakout of Internet and phone-in transactions:

**Driver License/Motor Vehicle Renewals & Address Changes**



**Financial Responsibility**

	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases	186,201	181,848	2.40
Insured Rate	93.82% *	81.47%	-

\* New data reporting methodology implemented this quarter.

Financial Responsibility Cases and Insured Rate increases are due to improved reporting by the insurance industry resulting in more accurate and timely identification of uninsured motorists.

The Insured Rate of 93.82 percent is based on data verified with the insurance carriers on vehicles with proof of insurance. This is a data reporting change starting this quarter. The method of just matching the Vehicle Identification Number (VIN) produced a rate of 85.32 percent for this quarter. This is an increase from 81.47 percent last year same quarter, which is attributed to improved reporting by the insurance industry. Brevard County listed a state high of 87.65 percent insured vehicles with matching VINs, while Franklin County recorded a low of 78.13 percent.

**Administrative Suspensions**

	This Quarter	Last Year Same Quarter	Percent Change
Administrative Suspension Sustained Rate	87.00%	88.00%	-1.00

Administrative Suspension Sustained Rate change is negligible. This percent change can be expected in the normal course of reviewing the cases. However, this will continue to be tracked in the event the negative difference increases.

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**Customer Service Inquiry System**

The Division of Driver Licenses implemented an electronic Customer Service Inquiry System in October 2001. This system replaces traditional e-mails with an Internet application that allows the customer to

ask a question, make an inquiry or register a complaint. The customer's inquiry is then captured in a database that allows the division to track, monitor and apply quality assurance. The division assisted 14,873 customers during the fourth quarter with the following goals:

- \* To be in compliance with the Governor's Customer Service Standards Act,
- \* To provide a system which assures quality citizen service,
- \* To provide tracking, accountability, and data for analysis, and
- \* To maintain a professional and effective driver license program which assures that drivers are 1) examined, 2) receive driver education or corrective actions (sanctions), and 3) are held financially accountable (maintain vehicle insurance and pay traffic fines). Communication with customers assures compliance with these three major elements of the driver license program.

**“Motor-Voter” Program**

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

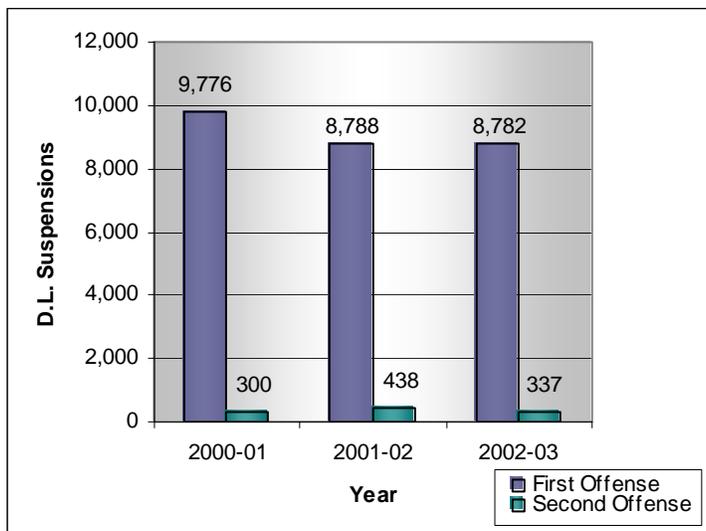


enhanced to provide evidence of voter registration application completion, declination, or ineligibility status. Citizens are advised to contact the Supervisor of Elections Office if their voter registration card is not received in 30 days. Software was enhanced to provide communication and accountability 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.

**Videos to Keep Kids in Schools**

Florida law utilizes driving privilege as an incentive to keep kids in school. The department produced a video to inform kids about the law and consequences for not attending school. Tallahassee's Lincoln High School drama students were portrayed as students who had their driving privilege suspended for excessive absences. Requirements for reinstatement of driving privilege referenced in the statute (Section 322.091, F.S.) were included. School administrators viewed the video at the annual Department

**Driver License Suspension Orders Issued for School Absences**



of Education Attendance Symposium in November 2002, and school superintendents in 67 counties were subsequently provided a copy. Additional copies are available from the department upon request.

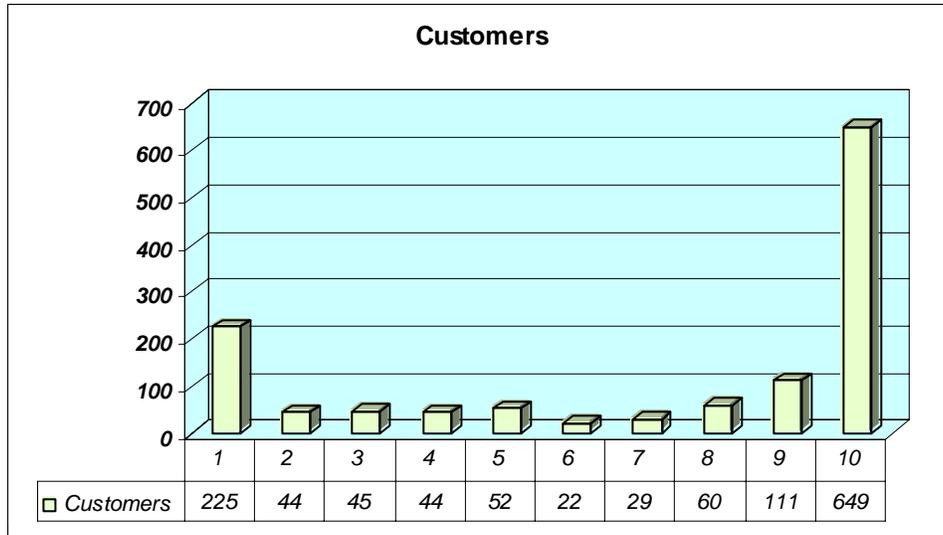
During the last three fiscal years, less than five percent of students reported were suspended a second time for truancy.

One factor contributing to the program's success is interagency cooperation and commitment between the department and the Florida Department of Education. The department is proud to assist in a program designed to keep kids in school, as improved school attendance facilitates student achievement and supports the Governor's Improved Education Initiative.

## Customer Service

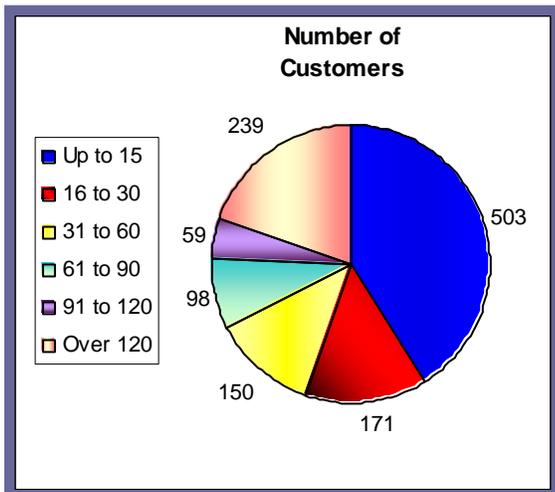
Through the department's "**Commitment to Excellence Customer Comment Cards**," driver license customers offered their comments regarding the level of customer service received and wait times. The service ranking requested was one to ten (one being the worst service and ten being excellent service).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

### Citizens Service Ranking

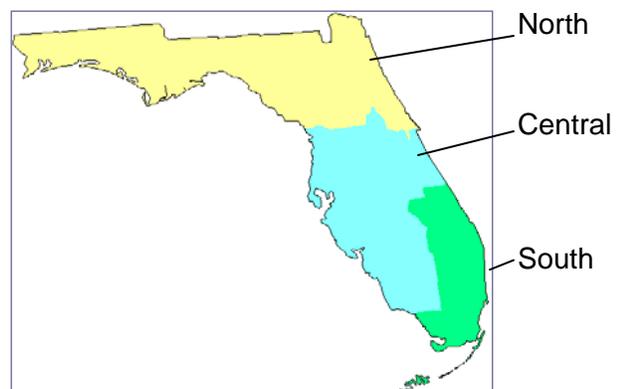


### Citizens Wait Times Time in Minutes

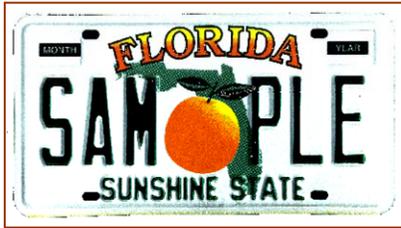
Customer wait times decreased from the prior quarter by one to four percentage points. The "0 – 15 minute" wait time increased from 37 to 41 percent; whereas, the "over 120 minutes" wait time decreased from 23 to 20 percent.



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 times for the North, Central, and South regions were 60, 44, and 27 percent, respectively. For the same regions, for the "Over 120 minutes" wait times, the percentages were 10, 16, and 29 percent, respectively.



# Motor Vehicles



Motor Vehicle/Mobile Home Registrations, Dealer Complaints Processed, and International Fuel Tax Agreement Decals Issued are all economy driven.

	<b>This Quarter</b>	<b>Last Year Same Quarter</b>	<b>Percent Change</b>
1. ORIGINAL TITLES (VEHICLE/VESSEL) ISSUED			
a. New	268,886	297,971	-9.8
b. Used	139,502	137,817	1.2
c. Transfers	626,757	636,641	-1.6
d. Miscellaneous	103,792	100,259	3.5
<b>Total</b>	<b>1,138,937</b>	<b>1,172,688</b>	<b>-2.9</b>
2. MOTOR VEHICLE - MOBILE HOME REGISTRATIONS	5,016,791	3,866,125	29.8

	<b>This Quarter</b>	<b>Last Year Same Quarter</b>	<b>Percent Change</b>
3. MV, MH DEALER AND MANUFACTURER LICENSES ISSUED	5,598	5,132	9.1
4. DEALER COMPLAINTS PROCESSED	1,554	1,256	23.7
5. DEALER RECORD INSPECTIONS	735	817	-10.0

6. MH/RV's INSPECTED	3,260	3,280	-.6
7. SEALS AND LABELS ISSUED	3,578	3,565	.4
8. COMPLAINTS PROCESSED	69	67	3.0

9. APPORTIONED LICENSE PLATES ISSUED	10,681	11,515	-7.2
10. NEW MOTOR CARRIER ACCOUNTS	1,562	1,871	-16.5
11. INTERNATIONAL FUEL TAX AGREEMENT DECALS ISSUED	3,443	4,834	-28.8
12. FUEL USE TAX EMERGENCY PERMITS ISSUED TO WIRE SERVICES	1,675	1,730	-3.2

### **Division of Motor Vehicles Regional Offices Services**

The Division of Motor Vehicles' (DMV) Regional Offices are now offering a new service. In addition to tax collectors offices, citizens who are filing for rebuilt VIN plates for salvaged vehicles may now receive full title and registration services at six regional offices located in Deland, Miami, Ocala, Panama City, Pensacola, and Winter Park. The remaining four regional offices in Tampa, Plantation, Palmetto, and West Palm Beach will be offering these services in the near 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.

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### **Electronic Lien and Title System**

The Electronic Lien and Title (ELT) System enables the department and lien-holders to exchange information electronically. As of June 30, 2003, 116 financial institutions were participating in this process. This is an increase of nine financial institutions from last quarter. This quarter, 168,273 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.

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## Revenue Data

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

### FY 2002 – 2003 Revenue 4th Quarter

### Where the money comes from

Total: \$321,697,711

72.4¢ 6.2¢ 11.4¢ 8.8¢ 1.2¢



License Plates & Decals	\$233,045,136				
*Other Revenue	\$19,837,941				
Motor Vehicle Titles	\$36,802,685				
Driver Licenses	\$28,175,666				
Fines & Forfeitures	\$3,836,283				

### Where the money goes

Total: \$321,697,711

62.4¢ 10.3¢ 12.8¢ 14.5¢



Transportation	\$200,775,684				
*Other Programs	\$33,087,637				
General Revenue Funded Programs	\$41,253,514				
Agency Funding	\$46,580,876				

\*See page 17 for breakdown of Other Revenue & Programs.

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

**FY 2002 – 2003  
Revenue  
Year-to-Date**

**Where  
the money  
comes from**

Total: \$1,301,166,483

73.9¢ 6.1¢ 10.7¢ 7.8¢ 1.5¢



License Plates & Decals	\$961,537,608				
*Other Revenue	\$79,231,640				
Motor Vehicle Titles	\$139,378,294				
Driver Licenses	\$101,214,756				
Fines & Forfeitures	\$19,804,185				

**Where  
the money goes**

Total: \$1,301,166,483

53.6¢ 12.0¢ 12.4¢ 13.5¢ 8.5¢



Transportation	\$697,556,975				
*Other Programs	\$156,207,387				
General Revenue Funded Programs	\$161,071,570				
Agency Funding	\$175,823,109				
Education	\$110,507,442				

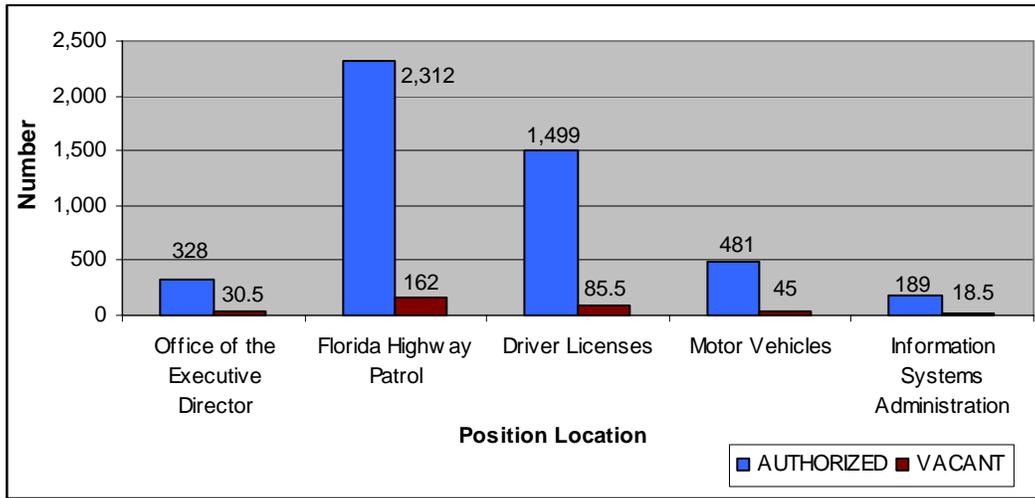
Note: Due to an interim year change in reporting methodology, the sum of the fourth quarter revenue and the three previous quarters' revenues as reported in prior quarterly reports, do not equal the year-to-date total.

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

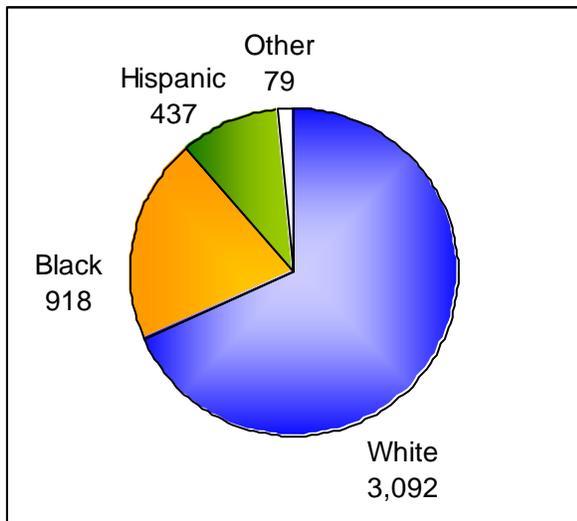
<b>Other Revenue And Programs Breakdown</b>			
<b>WHERE THE MONEY COMES FROM</b>	<b>4<sup>th</sup> Quarter</b>		<b>Year-to-Date</b>
1. Driving Records	5,971,857		24,331,149
2. Motor Fuel Use Tax	11,197,103		46,525,167
3. Other	2,668,981		8,375,324
TOTAL	\$19,837,941		\$79,231,640
<b>WHERE THE MONEY GOES</b>			
1. Mobile Home License Payments to Local Governments	1,857,620		19,150,603
2. Fuel Use Tax Program	6,665,184		28,208,730
3. Specialized License Plates	5,885,418		23,991,644
4. Air Pollution Control Program	4,385,496		17,569,560
5. Law Enforcement Radio System Program	5,120,483		16,684,934
6. Brain and Spinal Cord Rehabilitation	550,994		2,078,314
7. Vessel Titles and Registrations	1,443,897		7,231,830
8. Grants and Donations Programs	1,766,122		6,623,193
9. International Registration Plan Fees Paid to Other Jurisdictions	2,232,776		23,441,235
10. Other	3,179,697		11,227,344
TOTAL	\$33,087,687		\$156,207,387

# Aministrative Support Data

## Number of Positions by Budget Entity

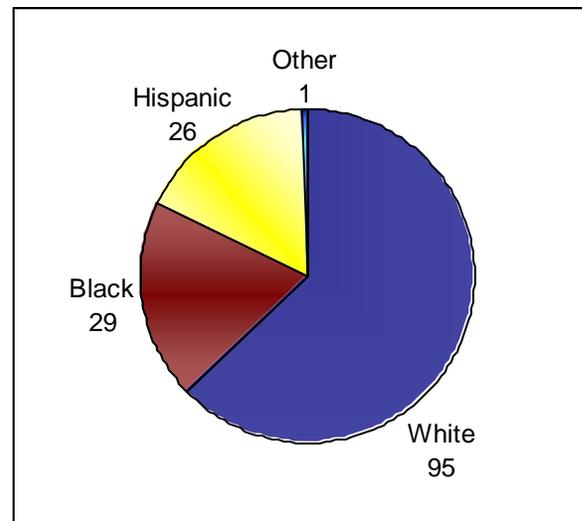


## Employee Representation by Race



RACE	Percent	RLM %*
White	68	73
Black	20	12
Hispanic	10	13
Other	2	2
Total	100	100

## Newly Hired Personnel by Race



RACE	Percent	RLM %*
White	63	73
Black	19	12
Hispanic	17	13
Other	1	2
Total	100	100

\* RLM – Relevant Labor Market

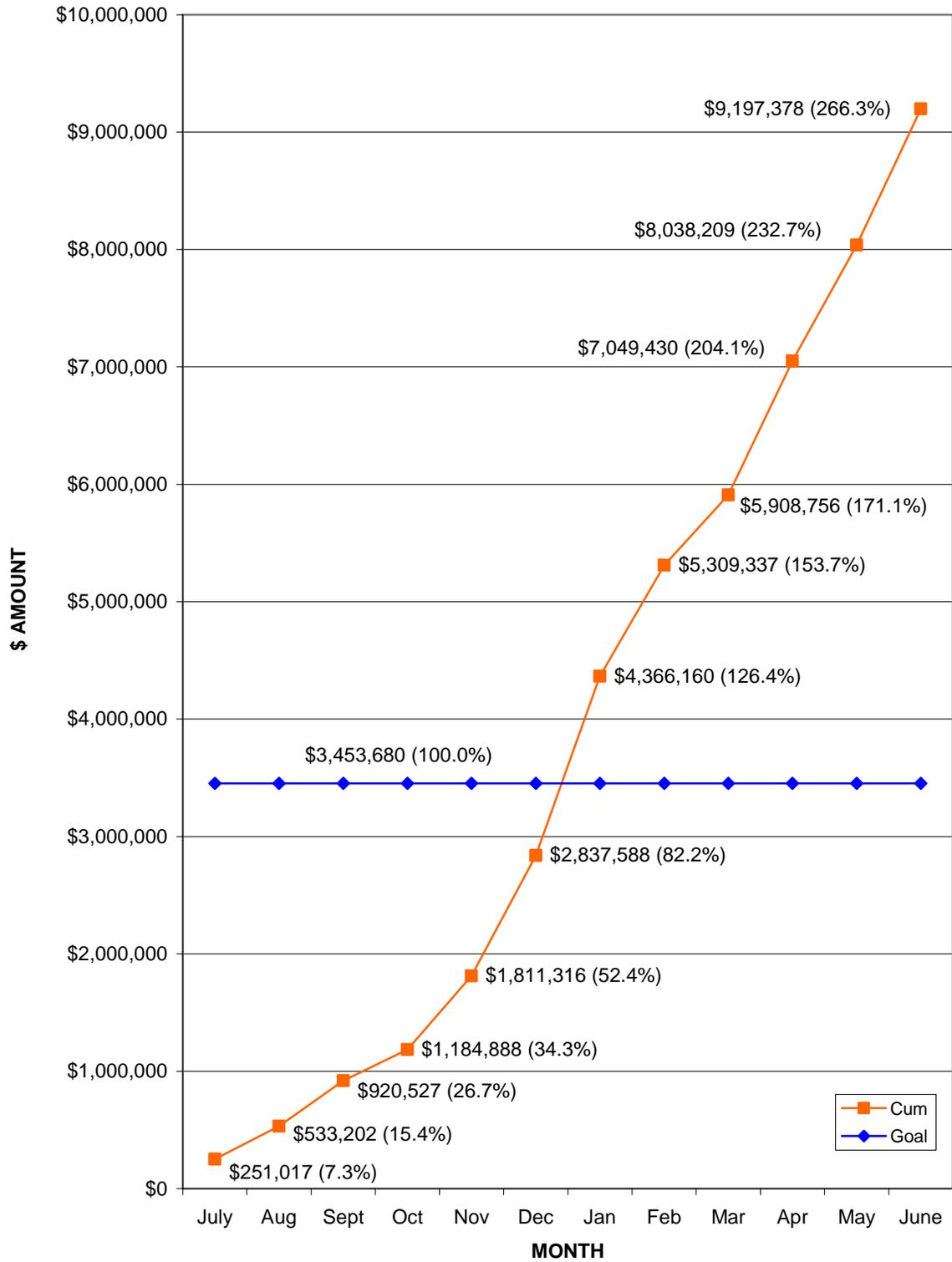
Regular volunteer employees provided 552 hours of service.  
Occasional volunteer employees provided 868 hours of service.

**PURCHASES IN EXCESS OF \$100,000  
(Not in Conjunction with State Contracts)  
April Through June 2003**

<b>PROJECT/PURCHASE</b>	<b>VENDOR</b>	<b>AMOUNT</b>
DVR Eyewitness 1W650/8, 160GIF HD, Camera JVC TKC 750U, DVR Eyewitness 1W650/16, 320GIF HD, Camera JVC TKC 750U Weatherproofing (Exterior cameras at Kirkman Building) Surveillance system installation and setup Term: 06/01/03 thru 05/31/08 P/O #V07490 Bid# 012-03	General Fiber Communications, Vero Beach, FL	\$668,317.00
Airbag cutoff switches vehicle year 2000 or earlier, airbag cutoff switches vehicles years 2001 or later must be delivered, installed by 06/30/03 P/O #V07761 Bid# 001-01	Datamaxx Applied Technologies, Tallahassee, FL*	\$138,255.30
Blanket Purchase Order for catering services for the FHP Training Academy as per ITN-023-99 Term: 07/01/03 thru 06/30/04 P/O #V08510 Bid# 023-99	Secret Pantry Inc., Tallahassee, FL	\$340,415.00
Oracle database enterprise (one time) new support fees deliver on or before 06/14/03, existing support fees, Term 07/01/03 thru 06/30/04, P/O #V08047	Ntier Solutions Inc., Delray Beach, FL	\$256,608.04
Oracle database enterprise (one time) KDC-023-230 deliver on or before 06/23/03, P/O # V08074	Ntier Solutions Inc., Delray Beach, FL	\$200,000.00
<b>QUARTER TOTAL</b>		<b>\$1,603,595.34</b>

\* Certified Minority Business.

## MINORITY BUSINESS ENTERPRISE UTILIZATION FISCAL YEAR 2002-2003



*Information Furnished through the  
Florida Department of Highway Safety and Motor Vehicles  
Office of Management Research and Development  
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