

# Florida Department of Highway Safety and Motor Vehicles

Quarterly Report  
April - June 2004



**Making Highways Safe**

# Department of Highway Safety and Motor Vehicles

Quarterly Report

April-June 2004

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## EXECUTIVE SUMMARY

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☑ In-office visits by motorists remained relatively constant compared to last quarter, as the department served 1,683,597 customers in driver license field offices.\*

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

☑ 787 highway deaths were reported in the fourth quarter of fiscal year 2003-2004, a decrease of .1 percent from the same quarter of the previous fiscal year.\*

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

☑ There were 3,973,968 organ donors registered through the organ donation sign-up program as of the end of the fourth quarter, an increase of 85,434 from the previous quarter.

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

☑ Inspected 1,192 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 5,139 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges increased 12.4 percent, as 429,873 actions were taken. Additionally, 98,540 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 15,601 administrative (roadside) suspensions were issued to drivers with an unlawful blood alcohol content or for failure to submit to a sobriety test. This 7.3 percent increase includes 412 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,495,036 new and used vehicle/vessel titles and title transfers.

**During the fourth quarter of fiscal year 2003-2004, 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.**

☑ Motor vehicle registration renewals via the telephone and Internet increased approximately 14 percent from the prior quarter. A total of 156,251 transactions were conducted through these two services, with 28,699 by telephone and 127,552 by Internet.

☑ Driver license renewals and address changes via mail, telephone, and Internet decreased less than one percent from last quarter. A total of 295,521 licenses were issued through these services, with 164,211 coming in by mail, 25,238 by telephone, and 106,072 by Internet. These account for approximately fifteen percent of the department's total driver license transactions.

☑ The FHP cited 2,765 individuals for DUI violations, an increase of two percent.

☑ The FHP arrested 2,048 individuals for felony violations, a four percent decrease.

☑ An increase of 13 percent was noted as the FHP cited or warned 356,277 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 81,752 motorists with disabled vehicles.

☑ The DHSMV collected \$384,132,017 in revenue during the fourth quarter.

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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

## Issuance of Enhanced Florida Driver License

Beginning in June, all central issuance customers began receiving Florida's newly redesigned driver license with a distinctly different look designed to deter identity theft, counterfeiting, and other kinds of fraud. The central issuance process's switch to the newly enhanced driver license is the initial step in a multi-phased conversion program. By the end of the year, the department will be converting all local field offices statewide and equipping them to issue the new license and ID card.

This license enhancement is the result of a five-year contract with Digimarc ID Systems Inc. that Governor Jeb Bush and the state Cabinet approved last August. To keep up with rapid changes in technology, the contract provides for updating the system with new hardware and software when it comes up for renewal after five years.

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## FHP Assists at G-8 Summit

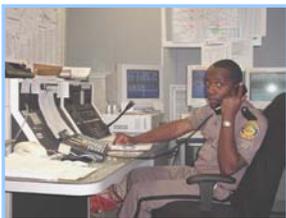
The Florida Highway Patrol assisted the Georgia State Patrol during the G-8 Summit in Sea Island, Georgia, June 8-10, 2004. Leaders of the world's major industrial democracies were brought together at this summit.



Several world leaders met with current G-8 members, which include the United States, French Republic, Russian Federation, United Kingdom, Germany, Japan, Italy, and Canada. The FHP was on hand to assist the Georgia State Patrol to preserve peace, enforce the laws fairly and impartially, protect the Constitutional rights of all persons involved, and prevent property damage and injury. Activists and protestors were expected to be present to voice their positions and try to disrupt the normal operations during the event; however, the number that showed was far less than anticipated.

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## Duty Officers Honored for Service to the Public



National Telecommunications Week was celebrated April 11th-17th by recognizing and commending the many deserving women and men who work in FHP's Regional Communications Centers across the state. Duty Officers are appreciated for the job they do each day, providing emergency assistance. Every day, millions of Floridians and visitors to our state depend on the skill, expertise and commitment of public safety telecommunications professionals. The public relies upon Duty Officers to help save countless lives by responding to emergency calls, dispatching emergency professionals and equipment where needed, and providing moral support to citizens in distress.

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## Troopers Honored at DUI 100 Club Awards

For the eleventh consecutive year, Mothers Against Drunk Driving (MADD) officially recognized Florida law enforcement officers who arrested 100 or more drunk drivers during the 2003 calendar year. Recently, MADD held a press conference on the steps of the Old Capitol to publicly thank the law enforcement officers for their efforts and encourage passage of stronger DUI Legislation.



Following the press conference 18 troopers were presented with a special "100 Club" award by Colonel Christopher A. Knight during a ceremony held at the FHP Academy with family, friends, FHP Executive Staff, Troop Commanders, and new recruits in attendance. The troopers honored by MADD and the Florida Highway Patrol arrested collectively a total of 2,389 drunk drivers during 2003.

MADD also hosted a luncheon at the Tallahassee-Leon County Civic Center where all of the law enforcement honorees received a beautiful crystal award. The highlight of the ceremony was the presentation of the Patrol's highest DUI award, the Hurd-Smith Award. This year's Hurd-Smith Award winner was Trooper Ronald J. Evans with 300 DUI arrests. This special award honors Trooper Kimberly Hurd and Trooper Robbie Smith, who were both tragically killed by drunk drivers in separate incidents.

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### **Driver License On-line Testing**

May 17, 2004, marked the beginning of a pilot project, which allows first time applicants for the regular Class E driver license to take their knowledge test on-line. This is made available through commercial driver education schools/companies who are the owner of a state approved Traffic Law and Substance Abuse Education (TLSAE) course, which is offered on-line as a web-based program. There are four selected representatives who met the Department's criteria and were contracted to participate in a one-year trial implementation for third party knowledge testing services for Florida's regular Class E driver license.

This project is designed so that applicants who complete the TLSAE course online through one of these companies may then choose to take the general knowledge tests, which are required to obtain a Class E driver license. If the tests are passed, the applicant is exempt from taking them in the driver license office. There is currently only one company offering the exam online and the others are in the process of implementing it.

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### **Advancing Women's Leadership in Law Enforcement**

The National Center for Women and Policing's 9th Annual Leadership Training Conference was held in Boca Raton April 27-April 30, 2004. The Florida Highway Patrol had five representatives present, including (L to R) Trooper Charlotte Thompson, Lt. Lisa Hunter- Sellers, Captain Linda Perkins, Lt. Urana Harris, and Sgt. Kelly Bagnardi.



Through this challenging leadership program, participants explored how women leaders could use their vision and influence to increase the numbers of women in law enforcement and make significant reforms in their departments. It was an opportunity to promote the positive impact greater numbers of women make on the culture, operations, and efficiency of law enforcement. It provided a rare opportunity to mentor, to be mentored, and take advantage of networking with a variety of women police leaders.

The National Center for Women and Policing presented an outstanding agenda and recognized the significant contributions that women bring to law enforcement. Captain Linda Perkins was among twenty other law enforcement women leaders who were recognized and received the "Breaking the Glass Ceiling" award.

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

**DEPARTMENT MISSION:  
Making Highways Safe.**

4,806	Authorized Positions
4,531	Current Employees
1,819	Authorized Sworn Law Enforcement Officer Positions
1,661	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
\$ 6,002,063	State Revenue Collected
105,579	Miles Patrolled on Highways
78,207	Vehicle and Mobile Home Registrations Issued
19,779	Vehicle and Mobile Home License Plates Issued
23,360	Vehicle/Vessel Titles Issued/Transferred
30,924	Driver License Customers Served
20,337	Court Dispositions Processed (Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)
4,814	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)
254	Hearings Conducted (Includes formal and informal administrative suspensions and hardship cases)





# Highway Safety

## OBJECTIVES

1. Increase highway safety on patrolled highways.
2. Increase motorist compliance with traffic laws on patrolled highways.
3. Reduce criminal activity on patrolled highways.
4. Increase highway safety education for the motoring public.

ACTIVITY	THIS QUARTER	LAST YEAR SAME QUARTER	PERCENT CHANGE
<b>ENFORCEMENT</b>			
a. Arrests			
1. Unlawful Speed Arrests	109,638	101,646	7.86
2. DUI Arrests	2,765	2,616	5.70
3. Felony Arrests	2,048	2,065	-.82
4. Other Arrests (Includes Drug Related Arrests)	159,225	142,436	11.79
Total Arrests	273,676	248,763	10.01
b. Written Warnings	69,642	63,373	9.89
c. Faulty Equipment Notices	32,882	29,992	9.64
<b>CRASH INVESTIGATIONS</b>	56,641	39,728	42.57
<b>TRAFFIC HOMICIDE INVESTIGATIONS</b>	322	451	-28.60
<b>DRUG INTERDICTION</b>			
a. Drug Related Arrests	1,249	1,248	.08
b. Contraband Seized (Jan-Mar)			
1. Drugs (Est. Value)	\$1,433,976	\$585,691	144.83
2. Cash	\$50,410	\$84,461	-40.32
<b>STOLEN VEHICLES RECOVERED</b>	230	248	-7.26
<b>DUTY HOURS</b>			
a. Unobligated Patrol *	263,684	245,582	7.37
b. Obligated Patrol **	272,264	376,505	-27.69
c. Non-Patrol ***	136,673	142,155	-3.86
Total Duty Hours	672,621	764,242	-11.99
<b>MILES PATROLLED</b>	9,607,734	9,050,701	6.15

\* Time available for self-initiated, proactive enforcement of traffic and criminal laws.

\*\* Time used to respond to calls for service or to perform functions/activities including crash investigations, DUI investigations, assistance rendered, etc.

\*\*\* Time used to perform functions/activities for enhancement of patrol operations, such as training, squad meetings, etc.

## **TROOPER OF THE MONTH PROGRAM**

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

### **Troopers Colise Frazier and Jennifer Kibler**

#### **Award recipients**

**April 2004**

Troopers Colise Frazier and Trooper Jennifer Kibler are credited with saving the life of a truck driver who was involved in a serious traffic crash. The two troopers were working security at the St. Johns County Rest Area on April 21st, when a semi that had just left the rest area was struck from behind by another truck, which then caught on fire. The driver was trapped inside his crushed cab, which was pinned against a metal guardrail.

Troopers Frazier and Kibler heard the crash and immediately responded to the scene. Upon arrival, they observed the flames around the cab of the truck rising higher and higher. They both retrieved their fire extinguishers from their patrol cars, and along with the driver of the other semi truck, extinguished the fire. Smoke had consumed the cab where the driver was trapped. Trooper Frazier climbed onto the passenger side of the truck, and broke out the window so the smoke could escape and the driver could breathe fresh air. If not for the quick response by Troopers Frazier and Kibler, the trucker might not have survived the crash.

### **Trooper David R. Hicks**

#### **Award recipient**

**May 2004**

Trooper David R. Hicks was selected as Trooper of the Month for May for his quick response and brave assistance to a fellow law enforcement officer who was shot in an ambush. While on patrol in north Santa Rosa County, Trooper Hicks responded to a call for help involving a fellow law enforcement officer who had been shot.

A deputy sheriff had sustained gunshot wounds to his abdomen, upper arm, and hand. Trooper Hicks immediately positioned his patrol car in a defensive position, called for help, and began administering first aid to the wounded officer. Trooper Hicks then called for additional units that included FHP personnel and units from the Santa Rosa Sheriff's Office. A perimeter was quickly set up when it was determined that the suspect was barricaded in his residence. A standoff ensued for several hours. The following morning, a SWAT team entered the house, only to discover the suspect had taken his own life. Trooper Hicks's quick response and willingness to put his life on the line for a fellow officer showed great courage.

### **Troopers Mark Cross and Daniel Cole**

#### **Award recipients**

**June 2004**

Troopers Mark Cross and Daniel Cole were selected as co-recipients of the Trooper of the Month Award for June for their quick life-saving response in preventing a man from jumping from the Sunshine Skyway Bridge. On May 31, 2004, Troopers Daniel Cole and Mark Cross arrived at the top of the Sunshine Skyway Bridge to find a man, later identified as Eugene Ayalo-Cruz, threatening to jump in the water below. As they talked to the man, he became more and more desperate and began to stand on one leg on top of the barrier. While Trooper Cross maintained a dialogue with the man, Trooper Cole circled around in the darkness and got behind him unnoticed. Trooper Cole then rushed Mr. Ayalo-Cruz and grabbed his arms as he began to fall over the side of the bridge. Together, the troopers pulled the man off the wall and back to safety.

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## Trooper of the Year Award - 2004



Trooper Sean Brammer was selected as the 2004 Trooper of the Year for his quick response and administration of CPR that saved the life of a teenage boy. This award is presented annually to an outstanding trooper in recognition of acts of heroism or exceptional performance of duties.

While attending church services last October in Miramar, Florida, Trooper Brammer observed a teenage boy collapse in his chair. Trooper Brammer immediately responded by laying the boy on his back and checking for a pulse. Finding a faint pulse, Trooper Brammer attempted to revive him with smelling salts, but the boy did not respond. Then, after finding no pulse, he began CPR with assistance from a citizen. During a second cycle of CPR, the boy began to breathe again. Trooper Brammer acted in the highest tradition of the Florida Highway Patrol, and is to be commended for his life saving actions.

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## 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. Since January 1, 2000, reports have been processed for 2,848,028 traffic stops. The following table shows the relatively close match between the driver demographics and the overall Florida resident demographics, as reflected in the 2000 U.S. Census:

Race	Drivers Stopped	Census
White	82.42%	77.99%
Black	15.76%	14.61%
Asian	1.49%	1.72%
Native-American	.20%	.34%
Unknown	.13%	5.34%

The unknown 5.34 percent of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 16.54 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 Driving Under the Influence (DUI) offenders. The statute provides for the seizure and forfeiture of a vehicle if, at the time of the DUI offense, the person's driver license was suspended, revoked, or canceled as a result of a prior conviction for DUI.

Since the statute became effective in January 2000, the FHP has seized 714 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 \$3,441,873. A total of 352 vehicles have been successfully awarded to the department, with an estimated value of \$1,029,885.

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## Trooper Recognized by IACP



Trooper Greg Edison of Troop G was recognized at the International Association of Chief's of Police (IACP) Highway Safety Conference at the Institute of Police Technology & Management. Trooper Edison earned this recognition for his outstanding enforcement efforts during the 2003 Buckle Up Florida and You Drink & Drive You Lose Campaigns, when he issued over 1,200 citations to motorists who failed to buckle up.

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## Auxiliary Troopers Apprehend Felons

Tampa unit Florida Highway Patrol Auxiliary (FHPA) Sergeant Lou Lawrence was on Limited Scope Patrol when he came upon a disabled vehicle on I-75 south of the Cross-town Expressway in Tampa. Sgt. Lawrence observed the driver walking away from the vehicle and went to assist. The driver appeared to be very nervous which prompted Sgt. Lawrence to perform a routine warrants check. The warrants check revealed that the subject had several outstanding Felony Warrants for his arrest from Escambia County. The driver was taken into custody and a Trooper was called to take over.



In a separate incident, Auxiliary Captain H. Wade Osborn, from Troop F, was on Limited Scope Patrol in Sarasota County, when he came upon a disabled vehicle on the side of Interstate 75. He approached the stranded driver who was attempting to change a flat tire on his vehicle. As the two spoke, Osborn noticed that the individual appeared very nervous. Concerned about the encounter, Auxiliary Captain Osborn ran a check on the vehicle's plate. The tag attached did not match. A subsequent check on the vehicle's registered owner revealed an active felony warrant for aggravated burglary out of Coffee County, Alabama. The suspect was arrested without incident.

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## FHP Participates in the Miami-Dade County Fair

Once again troopers from Miami promoted safety at the Miami-Dade County Fair. The Miami-Dade County Fair is one of the largest of its kind in Florida. This year, during 18 days, it was anticipated that more than 800,000 people would attend. This gave troopers a great opportunity to promote safety and recruit qualified individuals to become part of our Law Enforcement team.

Troopers were on hand to answer a variety of questions concerning the Florida Highway Patrol. The promotions included the Child Safety Seat Program and handing out coloring books to children and safety pamphlets to adults. The FHP Camaro patrol car was on display, and videos of previous academy classes were shown.

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## FHP Attends National Cargo Security Conference



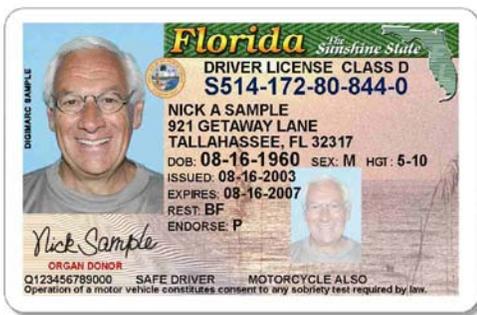
On June 13-15, 2004, Captain Michelle R. Carter and Corporal David Vincent attended the National Cargo Security Council's 2004 Annual Conference. The Florida Statewide Cargo Theft Task Force, which consists of representatives from the Florida Highway Patrol, Florida Department of Law Enforcement, Miami-Dade Tomcats, Florida Department of Transportation's Motor Carrier Compliance Division, and Florida Sheriff's Association, was honored as the 2003 Outstanding Regional Task Force. Captain Carter and Corporal Vincent had the honor of meeting retired Lt. Colonel Oliver North, who was the speaker at the opening session.

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# Motorist Services

## OBJECTIVES

1. Increase consumer protection and public safety by assuring Florida's citizens are properly licensed to drive.
2. Reduce criminal use of fraudulent identification and vehicle titles and ensuring motorists' compliance with the Florida Financial Responsibility Law.
3. Ensure mobile home manufacturers' compliance with construction standards.



## Driver Licenses

**Field issuance** (in-person) of driver licenses this quarter increased by 12.6 percent over the same quarter last year due to a higher demand for license renewals and new drivers entering the state.

<b>Field Issuance (In-Person)</b>	This Quarter	Last Year Same Quarter	Percent Change
Licenses *	968,717	860,058	12.6
ID Cards	198,631	198,298	.2
Other Services	516,249	423,860	21.8
<b>Total Customers</b>	<b>1,683,597</b>	<b>1,482,216</b>	<b>13.6</b>

\* New issue, renewal, and address change transactions.

The "Other Services" category, which is comprised of examination retests, reinstatements, record reviews, referral for clearance documents and surrendering vehicle registrations, increased by 21.8 percent, due in large part to the increased number of sanctions. These sanctions include suspensions, revocations, cancellations of driving privileges, and insurance suspensions (financial responsibility).

**Central issuance** of license renewals and address changes increase is due to this being a higher renewal year and to more aggressive outreach efforts. As field issuance volume increases and service delivery times increase as a result, more citizens are selecting to mail in their renewal/address change application or utilize their telephone or computer from the convenience of home or office.

<b>Central Issuance- License Renewals/Address Changes</b>	This Quarter	Last Year Same Quarter	Percent Change
Mail *	164,211	162,415	1.1
Phone	25,238	18,441	36.9
Internet	106,072	74,121	43.1
<b>Total Customers</b>	<b>295,521</b>	<b>254,977</b>	<b>15.9</b>

\* Also includes ID card address changes.

## Financial Responsibility

<b>Financial Responsibility</b>	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases Processed	278,929	186,201	49.8
Insured Rate	94.10%	93.82%	.3

The percent of insured that are not identified by VIN numbers of vehicles, but verified by insurers, is estimated at 7.5 percent for this quarter. This would make the insured vehicle/motorist rate 94.1 percent with the uninsured rate at 5.9 percent. The large percentage increase in cases processed is due to improvements in programming, resulting in targeting the truly uninsured. The department's effectiveness in enforcing the law is increased due to these improvements by both the department and the industry.

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## Administrative Suspensions

<b>Administrative Suspensions</b>	This Quarter	Last Year Same Quarter	Percent Change
Suspensions ( Refusals, DUI)	15,189	13,866	9.5
Suspensions ( Zero Tolerance)	412	397	3.8
<b>Total Suspensions</b>	15,601	14,263	9.4
Administrative Suspension Sustained Rate	87%	87%	-

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

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## Customer Service Inquiry System

The department 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. There were 20,321 customers assisted during the fourth quarter with the following goals:

- \* 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,
- \* To be in compliance with the Governor's Customer Service Standards Act,
- \* To provide a system which assures quality citizen service, and
- \* To provide tracking, accountability, and data for analysis.

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## 2004 Annual DDL Training:

The Bureau of Administrative Reviews, in conjunction with the Division of Driver Licenses training staff, conducted the 2004 Annual DDL Training for driver license members in June in Tampa. The training included such items as reading a driver record, conducting hearings and/or reviews, and other related subjects. Members receiving the training were Bureau of Administrative Reviews supervisors, hearing officers, senior clerks, and Bureau of Field Operation's office managers.

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# Motor Vehicles

TRANSACTION	This Quarter	Last Year Same Quarter	Percent Change
ORIGINAL TITLES ISSUED (MOTOR VEHICLE/MOBILE HOME/VESSEL)			
a. New	399,323	255,790	56.11
b. Used	183,993	133,609	37.71
c. Transfers	803,063	600,776	33.67
d. Miscellaneous	108,657	100,725	7.87
Total	1,495,036	1,090,900	37.05
MOTOR VEHICLE -MOBILE HOME REGISTRATIONS	5,005,271	5,016,791	-.02
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	5,139	5,598	-8.20
DEALER COMPLAINTS PROCESSED	1,158	1,554	-25.48
DEALER RECORD INSPECTIONS	1,192	735	62.18
MH/RV's INSPECTED	4,024	3,260	23.44
SEALS AND LABELS ISSUED	4,170	3,578	16.55
COMPLAINTS PROCESSED	62	69	-10.14
APPORTIONED LICENSE PLATES ISSUED	10,496	10,681	-1.73
NEW MOTOR CARRIER ACCOUNTS	1,771	1,562	13.38
INTERNATIONAL FUEL TAX AGREEMENT (IFTA) DECALS ISSUED	4,281	3,443	24.34
FUEL USE TAX EMERGENCY PERMITS ISSUED TO WIRE SERVICES	2,375	1,675	41.79

Motor vehicle/mobile home/vessel titles issued increased 37.05 percent from the same quarter last year. This increase is due primarily to an increase in consumer activity.

There was an 8.2 percent decrease in MV/MH dealer and manufacturer licenses issued for the fourth quarter compared to the same quarter for Fiscal Year 2002/03. However, for the entire Fiscal Year 2003/04 there was an increase of 4.8 percent over the prior year.

The decrease of 25.48 percent in MV/MH dealer complaints is consistent with the previous quarter's downward trend in complaints. The division has implemented statewide changes instituting electronic selection of dealers for audit and dealer record inspections are up.

The increase of 62.18 percent in MV/MH dealer records inspections is attributable to a heightened awareness and focus at all regional offices. For Fiscal Year 2003/04 there was an increase of 14.7 percent in this core activity.

The increase in MH/RV inspections and decal seals and labels issued is a function of increased production at mobile home manufacturing plants.

The 10.14 percent decrease in MH/RV complaints is a continuation of a three-year reduction trend due to improved plant/manufacturing review processes.

The increase of 13.38 percent in new motor carrier accounts is a result of improving economic conditions this year versus last year, which may be causing more truckers to get into interstate trucking for the first time or to get back in the interstate business again.

The increase of 24.34 percent in IFTA decals issued is due to consumer fluctuation of ordering decals during different quarters, as well as to improved economic conditions compared to last year.

The increase of 41.79 percent in fuel use tax emergency permits issued is due to an increase in the number of permits the contract permit services bought (bulk purchases) from the department to issue to truckers. Bulk purchases are associated with either anticipated increases in sales or replenishment of inventories.

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



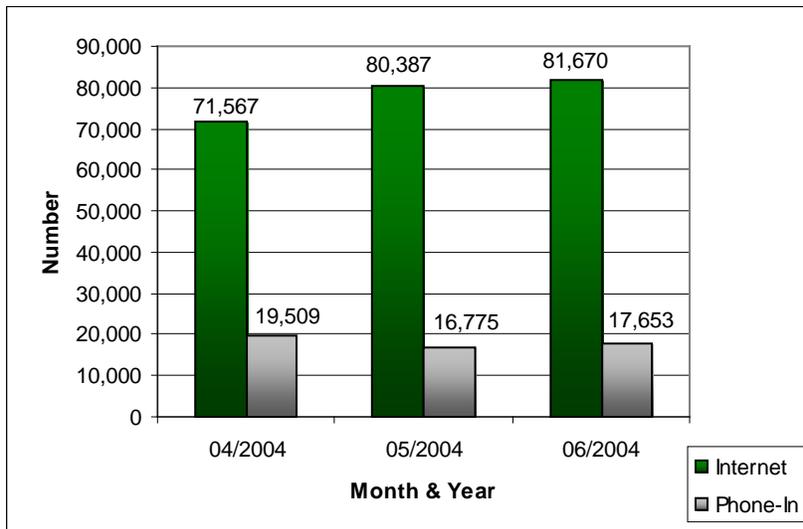
The Electronic Lien and Title (ELT) System enables the department and lien-holders to exchange information electronically. As of June 30, 2004, 138 financial institutions were participating in this process. This is an increase of four financial institutions from last quarter. This quarter, 207,872 ELT 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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# Driver Licenses/Motor Vehicles

## Telephone/Internet Renewals and Address Changes

The department's **1-866-GoRenew** and the **Internet** are initiatives that are saving citizens a trip to their local driver license and/or tax collector's office. This quarter, 53,937 citizens renewed their driver licenses and motor vehicle registrations and changed their addresses by phone and 233,624 by Internet. The following table provides a breakout of phone-in and Internet transactions:



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## Customer Service Center

During this quarter, the department's Customer Service Center answered 202,923 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was less than three minutes.

During the quarter, automated services provided more than 212,858 customers with the ability to:

- \*Pay reinstatement fees and receive clearance letters,
- \*Receive faxed information packets on driver license or motor vehicle services, and
- \*Verify vehicle or driver record information.

These automated features free analysts to help customers with more complex problems. Approximately 80 percent of questions relate to driver license problems, the rest to motor vehicle title and registration issues.

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# Revenue Data

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

**FY 2003 – 2004**  
**Revenue**  
**4th Quarter**

**Where**  
**the money**  
**comes from**

Total: \$384,132,017

68.6¢ 10.2¢ 11.4¢ 8.9¢ .9¢



License Plates & Decals	\$263,391,538
Other Revenue*	\$39,038,346
Motor Vehicle Titles	\$43,661,131
Driver Licenses	\$34,402,372
Fines & Forfeitures	\$3,638,630

**Where**  
**the money goes**

Total: \$384,132,017

61.2¢ 11.6¢ 9.9¢ 17.1¢ .2¢



Transportation	\$235,087,402
Other Programs*	\$44,380,741
General Revenue Funded Programs	\$38,196,478
Agency Funding	\$65,859,984
Education	\$607,412

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

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

**FY 2003 – 2004  
Revenue  
Year-to-Date**

**Where  
the money  
comes from**

Total: \$1,439,513,614

69.1¢ 9.6¢ 10.7¢ 8.8¢ 1.8¢



License Plates & Decals	\$994,841,897
Other Revenue*	\$138,620,653
Motor Vehicle Titles	\$153,894,204
Driver Licenses	\$126,799,899
Fines & Forfeitures	\$25,356,961

**Where  
the money goes**

Total: \$1,439,513,614

54.0¢ 11.2¢ 12.7¢ 14.2¢ 7.9¢



Transportation	\$777,672,837
Other Programs*	\$160,660,129
General Revenue Funded Programs	\$182,184,967
Agency Funding	\$204,709,543
Education	\$114,286,138

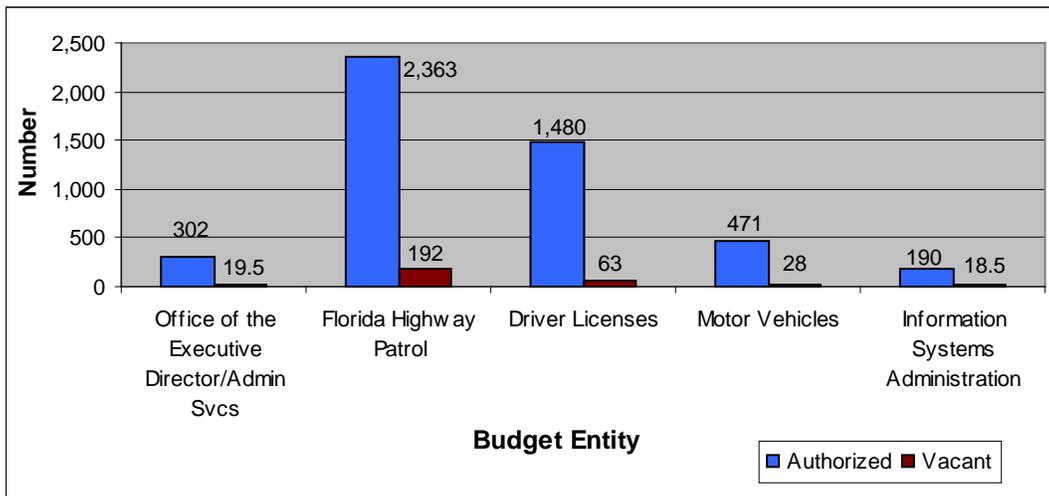
\* See the next page for a breakdown of Other Revenue & Other Programs.

## OTHER REVENUE AND OTHER PROGRAMS

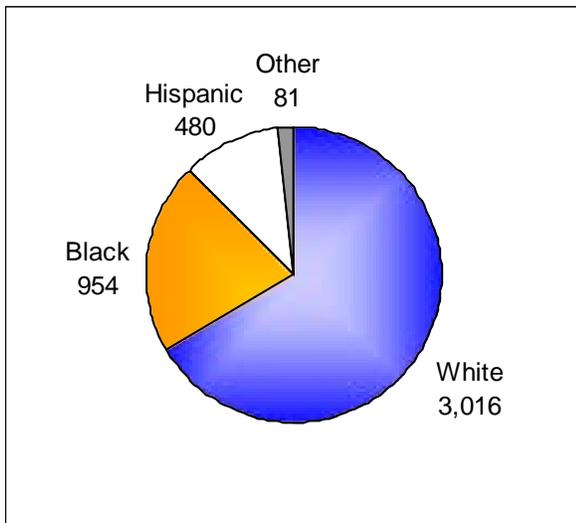
	4th Quarter	Year-to-Date
<b>WHERE THE MONEY COMES FROM – OTHER REVENUE</b>		
1. Driving Records	6,892,451	26,041,336
2. Motor Fuel Use Tax	13,559,422	48,696,131
3. International Registration Plan	14,552,536	54,728,153
4. Other	4,033,937	9,155,033
<b>TOTAL</b>	<b>\$39,038,346</b>	<b>\$138,620,653</b>
<b>WHERE THE MONEY GOES – OTHER PROGRAMS</b>		
1. Mobile Home License Payments to Local Governments	2,092,566	19,524,494
2. Fuel Use Tax Program	9,768,418	28,530,972
3. International Registration Plan	5,821,014	21,891,260
4. Specialized License Plates	6,957,863	25,703,353
5. Air Pollution Control Program	5,252,662	19,112,925
6. Law Enforcement Radio System Trust Fund	5,106,653	17,781,216
7. Brain and Spinal Cord Rehabilitation	617,906	2,205,559
8. Vessel Titles and Registrations	2,113,344	5,329,230
9. Grants and Donations Programs	2,019,491	7,063,672
10. Other	4,630,824	13,517,448
<b>TOTAL</b>	<b>\$44,380,741</b>	<b>\$160,660,129</b>

# Administrative Support

### Number of Positions by Budget Entity

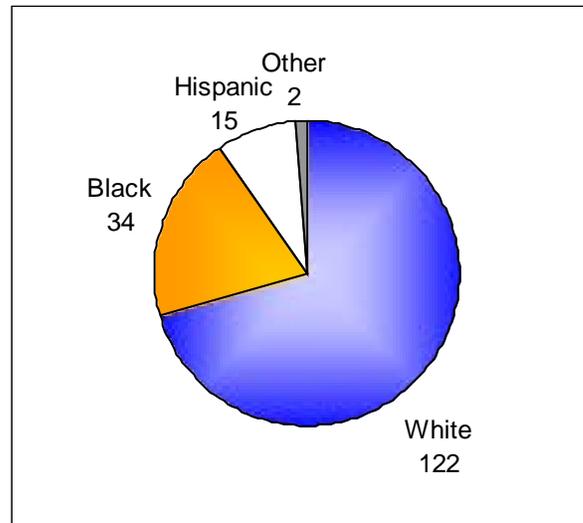


### Employee Representation by Race



<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	67	73
Black	21	12
Hispanic	10	13
Other	<u>2</u>	<u>2</u>
<b>Total</b>	<b>100</b>	<b>100</b>

### Newly Hired Personnel by Race



<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	70	73
Black	20	12
Hispanic	9	13
Other	<u>1</u>	<u>2</u>
<b>Total</b>	<b>100</b>	<b>100</b>

\* RLM – Relevant Labor Market

Regular volunteer employees provided 137 hours of service.  
Occasional volunteer employees provided 20 hours of service.

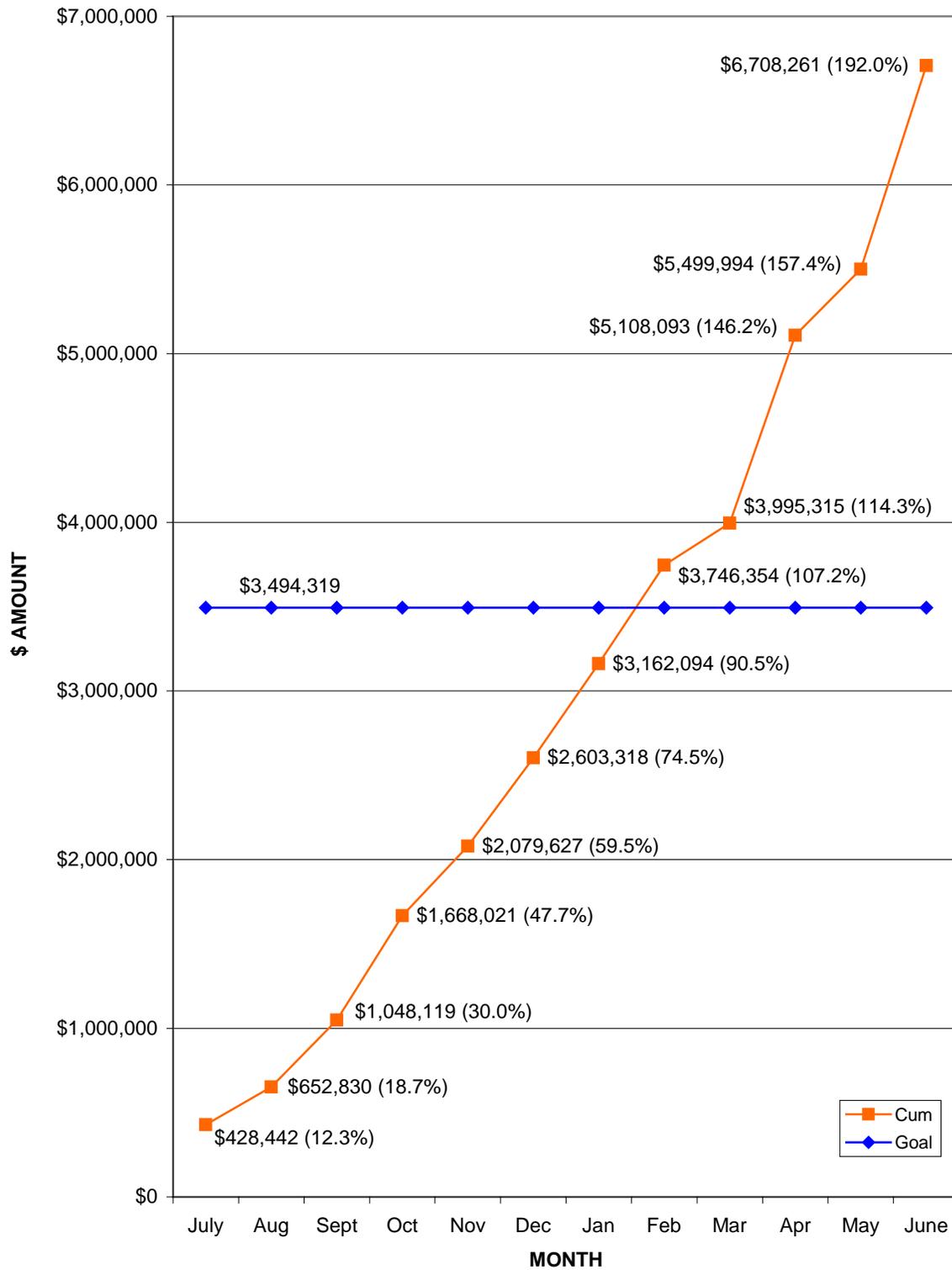
**PURCHASES IN EXCESS OF \$100,000  
(Not in Conjunction with State Contracts)  
April - June 2004**

<b>PROJECT/PURCHASE</b>	<b>VENDOR</b>	<b>AMOUNT</b>
HVAC contractor to retrofit approximately 9000 sq. ft. of distribution ductwork on the fourth floor of A-Wing North end, PO# W00740.	Department of Management Services, Tallahassee, FL	\$156,479.53
Florida Highway Patrol Mobile Command Bus with interoperability communications system, Bid# 011-04, PO# W00756.	Farber Specialty Vehicles Inc., Reynoldsburg, OH	\$406,656.00
White regular standard window envelopes #10. Recycled content white wove 10/24 printed both sides (16024), PO# W00769.	Mac Papers, Inc., Jacksonville, FL*	\$122,310.00
2004-2005 HSMV 75901 Florida Uniform Citations, 25 per book, Bid# 037-99, PO #W00864.	Standard Register Company, Tallahassee, FL	\$648,242.40
D530 CMT P4/2660, 256MG 40GB 48X W2K personal computers, Bid# 008-99, PO# W00904.	Hewlett-Packard Company, Tallahassee, FL	\$560,662.50
HP Laser Jet 2300DTN printer, PO# W00998.	Insight Public Sector, Inc., Tallahassee, FL	\$107,900.00
Replace obsolete TCAD'S in the following aircraft: N251HP, N714HP, N9575B, N25HP, N706HP, N211HP, N91HP, Bid# 013-04, PO# W01027.	Tomlinson Avionics of Florida, Fort Myers, FL	\$134,900.00
FOAA Contract for 4 traffic safety campaigns. Billboard, poster panels, bus shelters, mall displays (statewide). Single Source, PO# W01035.	Florida Outdoor Advertising Association, Tallahassee, FL	\$174,790.00
Paper, cut size bond, recycled content, husky xerocopy (15022), PO# W01098.	Mac Papers, Inc., Midway, Florida, FL	\$182,400.00
System handheld control unit & mike model, SMA, Antena version plus. Includes coiled cable rubber PTT button, 2 position volume control earphone jack, and antenna port, PO# W01193.	M/A COM Inc., Clearwater, FL	\$111,696.75
Dell EMC CX500 Disk processor enclosure array, PO# W01201.	C&C International Computers, Hollywood, FL*	\$167,567.02
Updates, subscription, and product support for Oracle Software products. Programmer 40 licenses, Term: 06/30/04 through 06/29/2005, PO# W01247.	Ntier Solutions, Inc., Delray Beach, FL*	\$256,608.00
MDT Computers for Traffic Crash Investigation, monthly data services one year contract includes air card and licenses fees for 28 units, PO# W01282.	FHPA Foundation, Inc., Wellington, FL	\$145,600.00

Unicenter CA-7 Job Management, Unicenter CA-11 restart and tracking, Term: 06/30/04 Thru 06/29/05, PO# W01293.	Computer Associates Internation, Tallahassee, FL	\$166,390.00
Kustom Signals Mobile IN-CAR Video model "EYEWITNESS", Bid# 016-04, PO# W02024.	Kustom Signals Inc., Lenexa, KS	\$594,750.00
<b>QUARTER TOTAL</b>		<b>\$3,936,952.20</b>

\* Certified Minority Business

### MINORITY BUSINESS ENTERPRISE UTILIZATION FISCAL YEAR 2003-2004



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

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

