

Florida Department of Highway Safety and Motor Vehicles

Quarterly Report
April - June 2005



Making Highways Safe

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

**DEPARTMENT MISSION:
Making Highways Safe.**

4,801	Authorized Positions
4,551	Current Employees
1,813	Authorized Sworn Law Enforcement Officer Positions
1,692	Current Sworn Law Enforcement Officers
156	Driver License Office Locations Statewide (Includes tax collector offices that issue driver licenses)
9	Crash Fatalities
3	Alcohol Related Crash Fatalities
\$ 6,273,392	State Revenue Collected
107,023	Miles Patrolled on Highways
82,092	Vehicle and Mobile Home Registrations Issued
22,147	Vehicle and Mobile Home License Plates Issued
24,754	Vehicle/Vessel Titles Issued/Transferred
32,826	Driver License Customers Served
17,782	Court Dispositions Processed (Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)
4,754	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)
243	Hearings Conducted (Includes formal and informal administrative suspensions and hardship cases)

The Florida Department of Highway Safety and Motor Vehicles develops, maintains, and supports a safe driving environment through law enforcement, public education and service, reduction of traffic crashes, titling and registering of vessels and motor vehicles, and licensing motor vehicle operators.



Department of Highway Safety and Motor Vehicles

Quarterly Report
April - June 2005

Table of Contents

- EXECUTIVE SUMMARY 2

- QUARTERLY HIGHLIGHTS 3

- STATISTICAL SUMMARIES
 - 1. Highway Safety..... 4
 - 2. Motorist Services 7
 - 3. Revenue 13
 - 4. Administrative Support..... 16

- PURCHASES IN EXCESS OF \$100,000 17

- MINORITY BUSINESS ENTERPRISE UTILIZATION 18

EXECUTIVE SUMMARY

☑ In-office visits by motorists decreased 6.5 percent from the previous quarter, as the department served 1,772,850 customers in driver license field offices.*

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

☑ 830 highway deaths were reported in the fourth quarter of fiscal year 2004-2005, a 5.5 percent increase 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 4,303,993 organ donors registered through the organ donation sign-up program as of the end of the fourth quarter, an increase of 93,636 from the previous quarter.

☑ Inspected 1,801 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 5,891 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges increased 3.6 percent, as 417,191 actions were taken. Additionally, 112,839 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 14,901 administrative (roadside) suspensions were issued by all Florida law enforcement jurisdictions to drivers with an unlawful blood alcohol content or for failure to submit to a sobriety test. This includes 355 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,584,253 new and used vehicle/vessel titles and title transfers.

During the fourth quarter of fiscal year 2004-2005, 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.

☑ During the fourth quarter, the department collected \$401,497,077 in revenue.

☑ There were 7,354,715 motorist services transactions conducted during this quarter (driver license/ID card transactions and motor vehicle/mobile home registrations). The Internet accounted for 458,956 of these transactions, or 6.2 percent. In the prior quarter, there were 411,655 Internet transactions, accounting for 5.7 percent of total motorist services transactions for the quarter.

☑ The FHP cited 2,680 individuals for DUI violations, an increase of 10.9 percent.

☑ The FHP arrested 2,336 individuals for felony violations, a 16.2 percent increase.

☑ An increase of 30.7 percent was noted as the FHP cited or warned 354,398 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 78,174 motorists with disabled vehicles.

Note: Unless otherwise indicated, current quarter statistics are compared to the prior quarter. Further information is available at the department's web site at www.hsmv.state.fl.us.

Quarterly Highlights

FHP Implements New Evidence Tracking System



On April 21st, FHP members designated as evidence custodians from all troops were trained on a new computer software system that will be used to track evidence/property (E/P) in all of the Patrol's 32 E/P rooms around the state. The new computer system is an advanced, state of the art program that was specially designed for the Florida Highway Patrol. Rather than purchasing a product off the shelf, the software was tailor-made for the specific operations of the FHP--one that would enhance the overall integrity of the daily E/P case management system. The new

Evidence Tracking System includes a bar code scanner and printer that will greatly improve the speed, efficiency, and accuracy in tracking the chain of custody and current status of all evidence/property from the point of seizure to final disposition or destruction. In addition, the FHP is in the process of finalizing a complete, modern revision of all of its evidence/property policies and procedures to give its members a clear and comprehensive guide in the overall management of the E/P control function.

Commercial Driver License (CDL) HAZMAT



The Division of Driver Licenses, in conjunction with the Federal Transportation Security Administration, implemented new requirements for obtaining a hazardous materials endorsement. The new requirements were the second phase of the Uniting & Strengthening America by Providing

Appropriate Tools Required to Intercept and Obstruct Terrorism (USA PATRIOT) Act. The first phase was implemented in 2003 when the Transportation and Security Administration (TSA) began a name-based screening of all CDL HAZMAT drivers across the country. The second phase required all applicants for a hazardous materials endorsement to undergo a federal fingerprint-based background check, as well as complete a federal application form.

Fingerprint scanners were placed in various Driver License offices throughout the state for customer convenience. A webpage was developed that provides background information on the requirements, an interactive map that allows customers to click on a county and see the offices with a fingerprint scanner in that county, and a status check for customers to view the status of their application. The most recent update to the system was the development of a web-based application form. Customers can fill out their application on-line or may visit a Driver License office where the examiner can submit the application through the on-line system. This addition greatly enhanced the application process.

Since January 31, 2005, 4,470 customers have applied for the background check, and 2,843 of those have completed the process.



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
ENFORCEMENT			
a. Arrests			
1. Unlawful Speed Arrests	107,804	109,638	-1.67
2. DUI Arrests	2,680	2,765	-3.07
3. Felony Arrests	2,336	2,048	14.06
4. Other Arrests (Includes Drug Related Arrests)	164,191	159,225	3.12
Total Arrests	277,011	273,676	1.22
b. Written Warnings	68,001	69,642	-2.36
c. Faulty Equipment Notices	30,732	32,882	-6.54
CRASH INVESTIGATIONS	62,901	56,642	11.05
TRAFFIC HOMICIDE INVESTIGATIONS	517	512	0.98
DRUG INTERDICTION			
a. Drug Related Arrests	1,686	1,249	34.99
STOLEN VEHICLES RECOVERED	218	230	-5.22
DUTY HOURS			
a. Unobligated Patrol *	258,131	263,684	-2.11
b. Obligated Patrol **	418,435	402,817	3.88
c. Non-Patrol ***	147,286	136,673	7.77
Total Duty Hours	823,853	803,174	2.57
MILES PATROLLED	9,739,094	9,607,764	1.37

* 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.

Sergeant Michael Black and Corporal Mark McGlynn

Award recipients

April 2005

On April 3, 2005, Sgt. Black and Cpl. McGlynn responded to the scene of a vehicle crash on the Florida Turnpike at the 165-mile post. The vehicle with a sole occupant had overturned and landed upside down in the canal on the northwest side of the roadway. The troopers immediately called for Emergency Medical Service(EMS).

Sgt. Black and Cpl. McGlynn entered the canal in waist deep water to attempt to save the occupant. After making several attempts to open the doors, the troopers were finally able to crack a side window to gain entry into the vehicle, and remove the occupant. EMS personnel arrived on the scene and attempted to revive the victim, but were not successful. Despite sustaining injuries, Sgt. Black and Cpl. McGlynn pulled the victim from the vehicle without regard for their personal safety.

Troopers Carlos R. Austin and Jorge L. Lopez-Torres

Award recipients

May 2005

On May 10, 2005, at approximately 10:00 a.m., Trooper Austin and Trooper Lopez-Torres responded to a head-on crash that occurred on the Sawgrass Expressway in Broward County, involving a pick-up truck and a dump truck. Both vehicles ended up at final rest submerged in a canal located adjacent to the roadway. With the assistance of several passersby, Trooper Austin and Trooper Lopez-Torres entered the water to free the dump truck driver from the vehicle. CPR was successfully administered to the victim prior to the arrival of emergency services personnel. The driver was subsequently transported to an area hospital in critical condition.

Troopers Jose Hernandez, Velma Juarez, Samuel Johnson, and Gifford Ramsey

Award recipients

June 2005

On Friday, June 24, 2005, a BOLO (Be On the Look Out) was given for an aggravated assault that occurred on State Road 874. The victim of the assault advised FHP dispatch that a driver in a blue BMW pointed a pistol at him in a threatening manner. The incident started when the subject tried to cut in front of the victim. The victim moved his vehicle not allowing the subject to get in front. The subject then started to tailgate the victim in an aggressive manner and managed to position his vehicle alongside the victim and point a silver pistol at him. This is when the victim, fearing for his life, called FHP.

The duty officer receiving the call kept the victim on the phone while she alerted the troopers in the area of the situation. When the subject exited onto State Road 976, Troopers Hernandez, Juarez, Johnson, and Ramsey were waiting and conducted a felony traffic stop. As a result of the vigilance and quick professional actions of the FHP team, the subject was arrested, his weapon seized, and he was taken into custody without further incident.

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 includes 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 3,337,704 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:

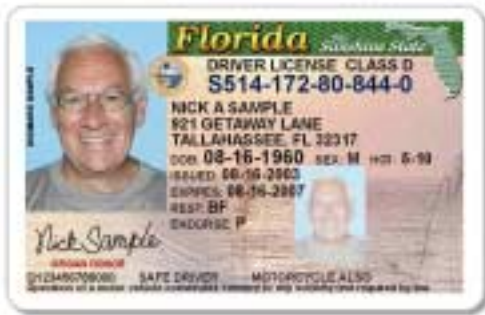
Race	Drivers Stopped	Census
White	82.07%	77.99%
Black	15.82%	14.61%
Asian	1.81%	1.72%
Native-American	.19%	.34%
Unknown	.12%	5.34%

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 16.13 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.

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 stayed relatively the same over the same quarter last year.

Field Issuance (In-Person)	This Quarter	Last Year Same Quarter	Percent Change
Licenses *	963,603	968,717	-0.5
ID Cards	211,420	198,631	6.4
Other Services	597,827	516,249	15.8
Total Customers	1,772,850	1,683,597	5.3

The "Other Services" category, which is comprised of examination retests, reinstatements, record reviews, referral for clearance documents, and surrendering vehicle registrations, increased by 15.8 percent.

* New issue, renewal, and address change transactions.

Central issuance - More customers are selecting the use of the Internet to submit license renewals or address changes (an increase of 75 percent this quarter vs. same quarter last year). Due to the elimination of the \$3 fee for Internet transactions, it appears that many customers are selecting the Internet over phone or mail to renew their license or to make a change of address.

Central Issuance- License Renewals/Address Changes	This Quarter	Last Year Same Quarter	Percent Change
Mail *	126,477	164,211	-23.0
Phone	15,887	25,238	-37.1
Internet	185,641	106,072	75.0
Total Customers	328,005	295,521	11.0

* Also includes ID card address changes.

Financial Responsibility

Financial Responsibility	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases Processed	286,157	278,929	2.6
Insured Rate	95.95%	94.10%	2.0

The percent of insured that are identified by VIN number is 87.45 percent for the quarter, whereas the percent of insured that are not identified by VIN numbers of vehicles, but verified by insurers, is estimated at 8.5 percent for this quarter. The total of these make the insured vehicle/motorist rate 95.95 percent, with the uninsured rate at 4.05 percent.

Administrative Suspensions

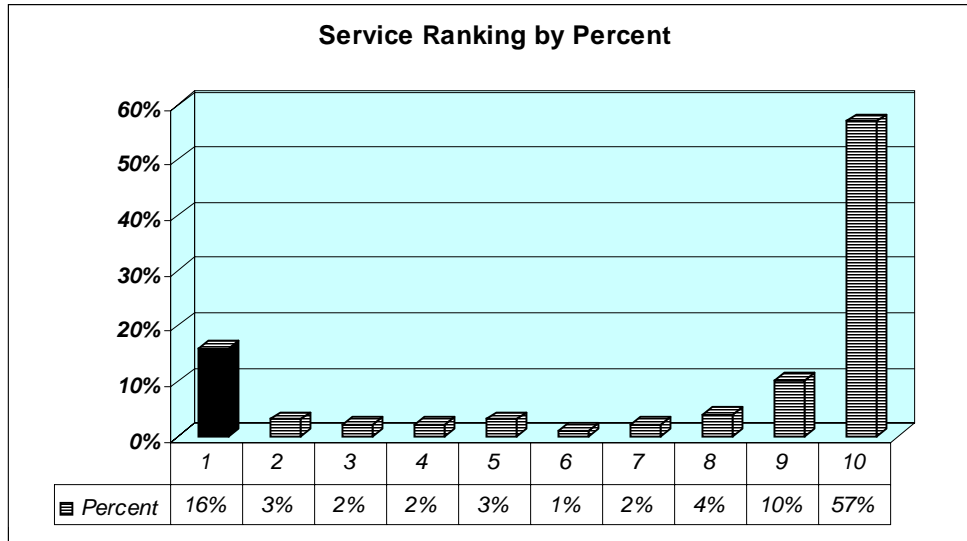
Administrative Suspensions	This Quarter	Last Year Same Quarter	Percent Change
Suspensions (Refusals, DUI)	14,546	15,189	-4.2
Suspensions (Zero Tolerance)	355	412	-13.8
Total Suspensions	14,901	15,601	-4.5
Administrative Suspension Sustained Rate	87%	87%	-

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.

Customer Service

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

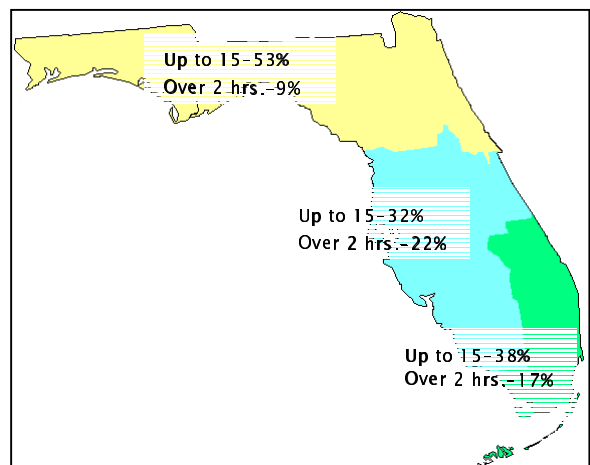
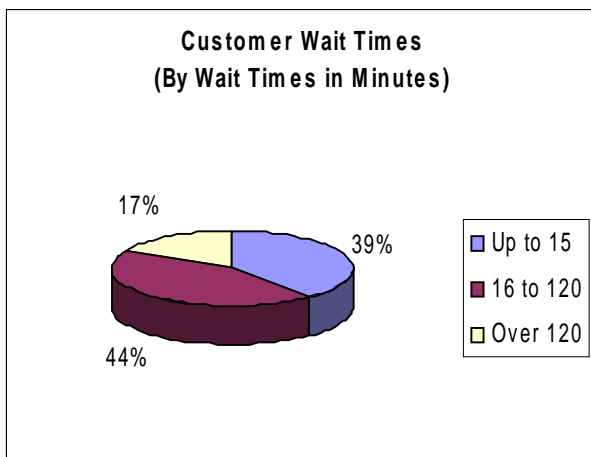
Customer Service Ranking



Customer Wait Times

During the quarter, the percentage of customers waiting "Up to 15 Minutes" decreased from 41 percent to 39 percent, and the "Over 120 Minutes" decreased from 20 percent to 17 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 percentages for the North, Central, and South regions were 53, 32, and 38 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 9, 22, and 17 percent, respectively.





MOTOR VEHICLES

TRANSACTION	This Quarter	Last Year Same Quarter	Percent Change
ORIGINAL TITLES ISSUED (MOTOR VEHICLE/MOBILE HOME/VESSEL)			
a. New	436,785	399,323	9.38
b. Used	198,057	183,993	7.64
c. Transfers	831,644	803,063	3.56
d. Miscellaneous	117,767	108,657	8.38
Total	1,584,253	1,495,036	5.97
MOTOR VEHICLE -MOBILE HOME REGISTRATIONS	5,253,860	5,005,271	4.97
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	5,891	5,139	14.63
DEALER COMPLAINTS PROCESSED	1,124	1,158	-2.94
DEALER RECORD INSPECTIONS	1,801	1,192	51.09
MH/RV's INSPECTED	4,566	4,024	13.47
SEALS AND LABELS ISSUED	4,876	4,170	16.93
COMPLAINTS PROCESSED	74	62	19.35
APPORTIONED LICENSE PLATES ISSUED	11,943	10,496	13.79
NEW MOTOR CARRIER ACCOUNTS	1,730	1,771	-2.32
INTERNATIONAL FUEL TAX AGREEMENT (IFTA) DECALS ISSUED	4,490	4,281	4.88
FUEL USE TAX TEMPORARY PERMITS ISSUED TO WIRE SERVICES	2,275	2,375	-4.21
ELECTRONIC LIEN AND TITLE (ELT) TRANSACTIONS PROCESSED	227,867	207,872	9.62
ELT FINANCIAL INSTITUTIONS	150	138	8.7

The increase in issuance of MV/MH dealer and manufacturer licenses (14.63 percent) can be attributable to last minute renewals filed in April and again for delinquent renewals in May and June.

MV/MH dealer record inspections for the quarter increased (51.09 percent) due to a modified record

inspection process resulting in an optimized audit process. Using automation and a change in dealer records inspection, the process changed from a full audit process to a confidence-rated process. Full audits are conducted when confidence-rated audits indicate potential non-compliance problems.

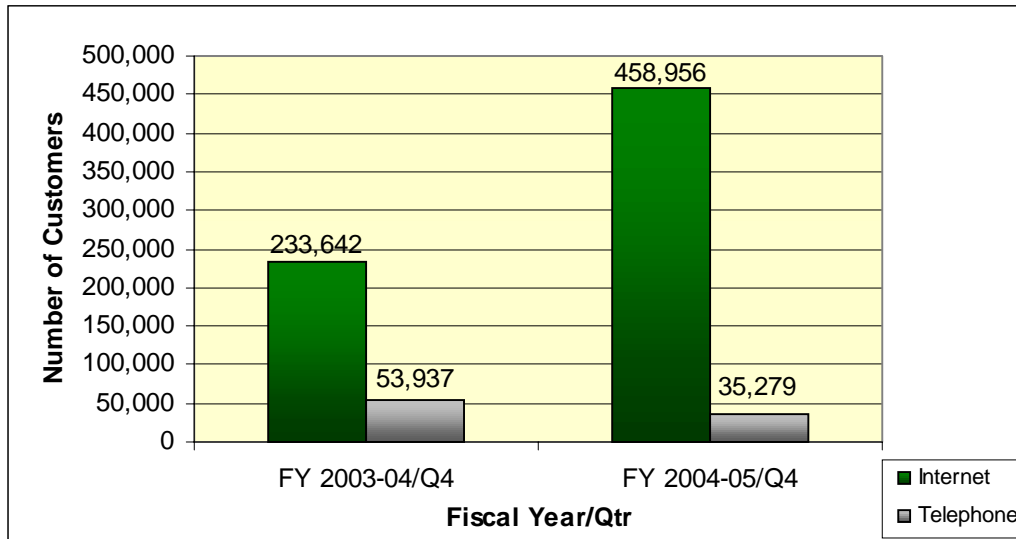
The (19.35) increase in the number of mobile home complaints this past quarter compared to the fourth quarter of last fiscal year is a function of increased sales of mobile homes. As the number of mobile homes sold increases, the number of consumer complaints will also increase.

The issuance of apportioned license plates increased 13.79 percent due to new motor carrier accounts being opened and vehicles being added to existing accounts as a result of increased consumer activity.

Driver Licenses/Motor Vehicles

Internet/Telephone Renewals and Address Changes

The department's **www.GoRenew.com** and the **1-866-GoRenew** are initiatives that are saving customers a trip to their local driver license and/or tax collector's office. This quarter, 458,956 customers renewed their driver licenses and motor vehicle registrations and changed their addresses by Internet and 35,279 by telephone. The following table provides a comparison with the same quarter of fiscal year 2003-04:



Customer Service Center

During this quarter, the department's Customer Service Center answered 207,593 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was approximately 3 minutes.

During the quarter, automated services provided more than 210,000 customers with the ability to:

- *Receive faxed information packets on driver license or motor vehicle services.
- *Verify vehicle or driver record information.

These automated features free analysts to help customers with more complex problems. Approximately 85 percent of questions relate to driver license problems, the remainder to motor vehicle title and registration issues.

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

**FY 2004 – 2005
Revenue
4th Quarter**

**Where
the money
comes from**

Total: \$401,497,077

68.0¢ 10.1¢ 10.9¢ 9.9¢ 1.1¢



License Plates & Decals	\$273,003,703
Other Revenue*	\$40,416,917
Motor Vehicle Titles	\$43,724,816
Driver Licenses	\$39,642,095
Fines & Forfeitures	\$4,709,546

**Where
the money goes**

Total: \$401,497,077

61.8¢ 11.3¢ 11.4¢ 15.8¢ <.3¢>



Transportation	\$248,142,528
Other Programs*	\$45,344,213
General Revenue Funded Program	\$45,747,026
Agency Funding	\$63,523,810
Education	<\$1,260,500>

Note: The initial funding estimate made by the Department of Education for 2004/05 for funds to be distributed was overstated by the amount shown above and was returned to DHSMV in the 4th Quarter.

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

**FY 2004 – 2005
Revenue
Year to Date**

**Where
the money
comes from**

Total: \$1,491,585,090

69.0¢ 9.7¢ 10.6¢ 9.7¢ 1.0¢



License Plates & Decals	\$1,029,481,606	69.0%
Other Revenue*	\$144,473,131	9.7%
Motor Vehicle Titles	\$157,788,804	10.6%
Driver Licenses	\$144,634,539	9.7%
Fines & Forfeitures	\$15,207,010	1.0%

**Where
the money goes**

Total: \$1,491,585,090

54.0% 11.5% 12.3% 14.4% 7.8%



Transportation	\$805,751,320	54.0%
Other Programs*	\$172,031,257	11.5%
General Revenue Funded Programs	\$183,719,358	12.3%
Agency Funding	\$214,584,429	14.4%
Education	\$115,498,726	7.8%

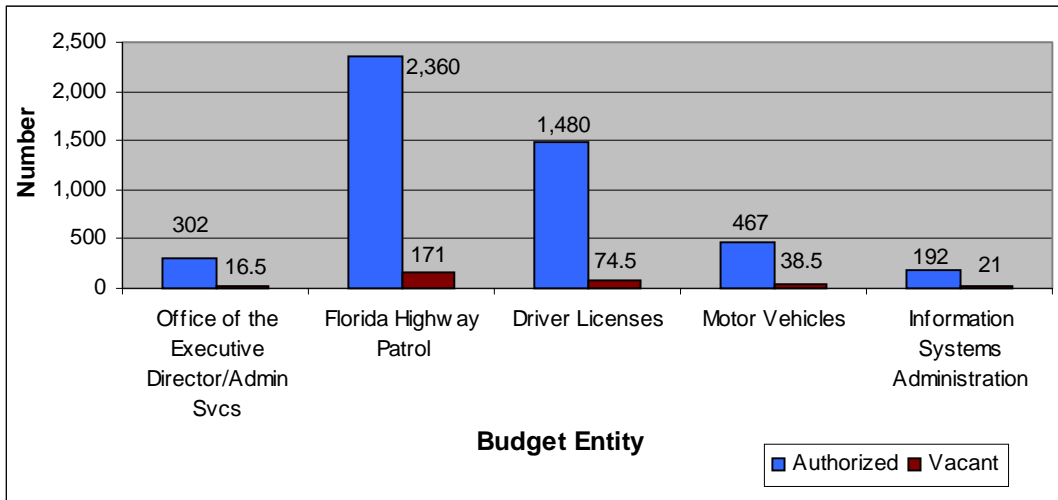
* See next page for a breakdown of Other Revenues & Other Programs.

OTHER REVENUES AND OTHER PROGRAMS

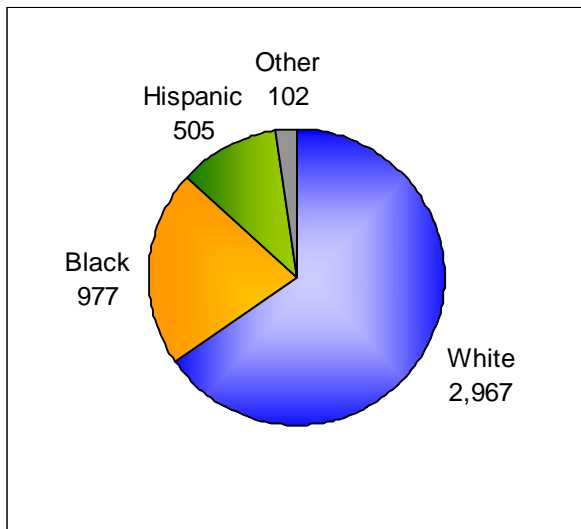
	4th Quarter	Year-to-Date
WHERE THE MONEY COMES FROM – OTHER REVENUES		
1. Driving Records	6,515,797	25,424,613
2. Motor Fuel Use Tax	13,803,424	51,809,347
3. International Registration Plan	17,290,111	57,727,528
4. Other	2,807,585	9,511,643
TOTAL	\$40,416,917	\$144,473,131
WHERE THE MONEY GOES – OTHER PROGRAMS		
1. Mobile Home License Payments to Local Governments	2,152,373	19,442,898
2. Fuel Use Tax Program	8,357,479	30,940,582
3. International Registration Plan	6,916,044	23,091,011
4. Specialized License Plates	7,895,945	29,816,834
5. Air Pollution Control Program	5,287,245	19,302,594
6. Law Enforcement Radio System Trust Fund	5,141,751	18,146,538
7. Brain and Spinal Cord Rehabilitation	620,270	2,241,758
8. Vessel Titles and Registrations	2,066,949	5,221,326
9. Grants and Donations Programs	2,037,058	7,224,351
10. Other	4,869,099	16,603,365
TOTAL	\$45,344,213	\$172,031,257

Administrative Support

Number of Positions by Budget Entity

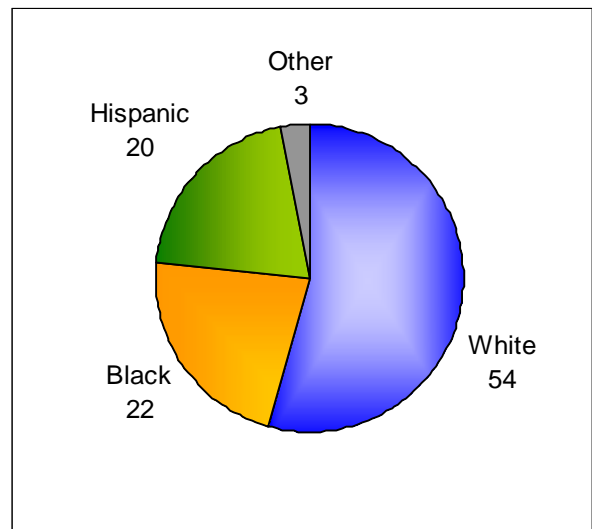


Employee Representation by Race



<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	65	73
Black	22	12
Hispanic	11	13
Other	2	2
Total	100	100

Newly Hired Personnel by Race



<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	55	73
Black	22	12
Hispanic	20	13
Other	3	2
Total	100	100

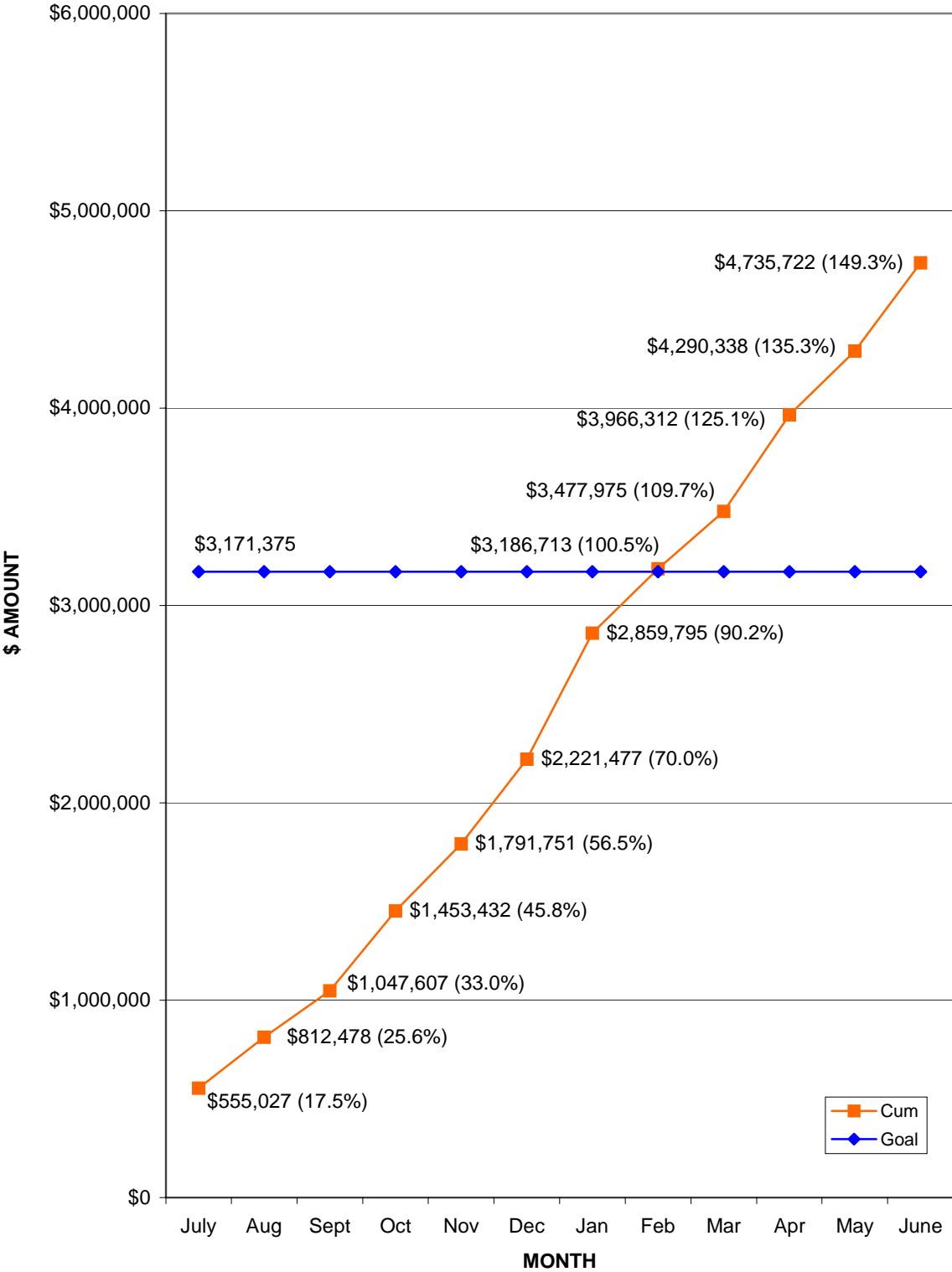
* RLM – Relevant Labor Market.

Regular volunteer employees provided 767 hours of service.
Occasional volunteer employees provided 79 hours of service.

**PURCHASES IN EXCESS OF \$100,000
(Not in Conjunction with State Contracts)
April - June 2005**

PROJECT/PURCHASE	VENDOR	AMOUNT
FHP- Advanced Emergency Warning System for Vehicles, including LED light bars, amber directional lights, and sirens, ITN# 013-05, Term 02/23/2005 Thru 02/22/2009, DO# 83115.	Code 3 Incorporation, St. Louis, MO	\$562,500.00
KDC- LDSS Add-on to LDMS Security suite components: Patch Management Anti-Spyware Security Threat Analyzer Application blocker user-defined Vulnerabilities connection control manager LANDesk updates, ITB# 026-05, KDC# 045-277, Term 07/01/2005 Thru 06/30/2006, DO# 102112.	Software House International, Somerset, NJ	\$386,400.00
DDL-Florida Seaport Gate Control System, ITB 018-05, Quantities and types of readers to be determined, ITN# 018-05, KDC#045-250, Term 05/31/2005 Thru 05/30/2007, DO# 105134.	Johnson Controls, Inc., Tampa, FL	\$453,058.60
FHP- "Eyewitness" Video Cameras by Kustom Signals, Incorporation, ITB# 030-05, Term 06/07/2005 Thru 07/31/2005, DO# 111570.	Kustom Signals, Incorporation, Lenexa, KS	\$186,395.00
DDL- Authentication Document Platform, Single Source, Term 06/29/2005 Thru 08/31/2005, DO# 117257-V2.	Imaging Automation Incorporation, Billerica, MA	\$137,022.80
QUARTER TOTAL		\$1,725,376.40

**MINORITY BUSINESS ENTERPRISE UTILIZATION
FISCAL YEAR 2004-2005**



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

