

MEETING OF THE GOVERNOR AND CABINET  
AS HEAD OF THE DEPARTMENT OF HIGHWAY SAFETY  
AND MOTOR VEHICLES

DECEMBER 13, 2005

AGENDA

Agency Contact: David F. Westberry, 850/488-2276

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1. Respectfully submit the Minutes for the September 22, 2005, Cabinet meeting.

[Attachment #1.](#)  
Recommend.

2. Respectfully submit the quarterly report for the quarter ending September 2005.

[Attachment #2.](#)  
Recommend.

3. Request approval to enter into a five-year contract, with a three-year renewal option, totaling approximately \$23.8 million with Hewlett Packard Company to provide the technology refresh for the Florida Real-time Vehicle Information System (FRVIS).

Florida Real-time Vehicle Information System is the department's primary motor vehicle and vessel application, which runs on servers and personal computers in tax collector offices. Currently, there are over 300 tax collector agencies statewide. FRVIS was approved by the Legislature in the late 1970's. This system, which was funded by fifty cents per vehicle registration fee, provided computer hardware, software, services, and data circuits to each of the offices maintained by Florida tax collectors for issuance of motor vehicle titles and registrations. Budget authority has been provided by the Legislature.

[Attachment #3.](#)  
Recommend.

THE CABINET  
STATE OF FLORIDA

Representing:

COPY

DIVISION OF BOND FINANCE  
FSC OFFICE OF INSURANCE REGULATION  
DEPARTMENT OF REVENUE  
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES  
STATE BOARD OF ADMINISTRATION

The above agencies came to be heard before  
THE FLORIDA CABINET, Honorable Governor Bush presiding, in the  
Cabinet Meeting Room, LL-03, The Capitol, Tallahassee, Florida,  
on the 22nd day of September, 2005, commencing at approximately  
9:30 a.m.

Reported by:

KRISTEN L. BENTLEY  
Certified Court Reporter

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## APPEARANCES:

**Representing the Florida Cabinet:**

JEB BUSH  
Governor

CHARLES H. BRONSON  
Commissioner of Agriculture

CHARLIE CRIST  
Attorney General

TOM GALLAGHER  
Chief Financial Officer

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## I N D E X

**DIVISION OF BOND FINANCE**  
(Presented by BEN WATKINS)

<b>ITEM</b>	<b>ACTION</b>	<b>PAGE</b>
1	Approved	4
2	Approved	4

**FINANCIAL SERVICES COMMISSION OFFICE OF INSURANCE REGULATION**  
(Presented by KEVIN McCARTY)

<b>ITEM</b>	<b>ACTION</b>	<b>PAGE</b>
1	Approved	10
2	Approved	10
3	Approved	10

**DEPARTMENT OF REVENUE**  
(Presented by JAMES ZINGALE)

<b>ITEM</b>	<b>ACTION</b>	<b>PAGE</b>
1	Approved	30
2	Approved	31
3	Approved	32

**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES**  
(Presented by FRED DICKINSON)

<b>ITEM</b>	<b>ACTION</b>	<b>PAGE</b>
1	Approved	34
2	Approved	38
3	Approved	44
4	Approved	44
5	Approved	66
6	Approved	74

**STATE BOARD OF ADMINISTRATION**  
(Presented by COLEMAN STIPANOVICH)

<b>ITEM</b>	<b>ACTION</b>	<b>PAGE</b>
1	Approved	75
2	Approved	75
3	Approved	75
4	Approved	76

1           **THE GOVERNOR:** Department of Highway Safety and Motor  
2 Vehicles.

3           **CFO GALLAGHER:** Motion on the minutes.

4           **ATTORNEY GENERAL CRIST:** Second.

5           **THE GOVERNOR:** There's a motion and a second.  
6 Without objection, Item 1 passes.

7           **MR. DICKINSON:** Thank you, Governor. Item 2 is our  
8 quarterly report. I will tell you fatalities were down --  
9 excuse me, fatalities during this quarter were up a little  
10 which is the trend we're seeing throughout, not only the  
11 year, but also the nation. We continue to see growth on  
12 the Internet based motorist services. We had almost a  
13 half a million transactions last quarter. We're still  
14 pushing to do more. We've about doubled it, Governor,  
15 since we were able to do away with that convenience fee  
16 last October.

17           **THE GOVERNOR:** So what percentage now is renewed by  
18 the Internet?

19           **MR. DICKINSON:** I'm sorry?

20           **THE GOVERNOR:** What percentage of your overall?

21           **MR. DICKINSON:** Probably 12 percent. It's still not  
22 where we want it but it's rising. It's going in the right  
23 direction. We're not pleased with where we are at this  
24 point.

25           FHP enforcement numbers were solid, which they had

1 not been the last quarterly report. I was a little  
2 dismayed and the guys reacted to our challenge, especially  
3 DUI felony and crash investigations. And our last  
4 hurricane season, we saw a spike in mobile home inspection  
5 activity and mobile home sales and registrations. So  
6 they're all sky high right now.

7 Our MBE figures, minority business enterprise, we're  
8 showing at 149 percent, Governor. We readjusted those to  
9 about 250 percent because one of our biggest vendors came  
10 in to show us where they were spending in the areas that  
11 the contract actually called for. And I'd like to also  
12 point out that the Florida Highway Patrol was given the  
13 top award. It's called the Martha Erwin Distinguished  
14 Award for Safety from our trade association, the American  
15 Association of Motor Vehicle Administrators, last month in  
16 Texas. And next Tuesday at IACP in Miami, where I'm sure  
17 most of you are going, they're picking up the top award  
18 for state patrol for their category and their size.

19 **THE GOVERNOR:** Fantastic.

20 **MR. DICKINSON:** And I think you all know, I agree  
21 with Ben, the world doesn't know how we turned out over  
22 there and I've shared this with the Governor, but  
23 Waveland, since you mentioned it, we showed up within  
24 about eight hours of the storm. And I say "we", I mean  
25 state law enforcement. So all of you have a piece of this

1 action.

2 **CFO GALLAGHER:** We -- what people don't understand,  
3 and those of us who've been over and visited, we were law  
4 enforcement in southern Mississippi. There was no other.  
5 Their law enforcement both the chief of police in the city  
6 and the county sheriffs were totally blown way. Their  
7 offices were gone, their cars were gone. There was no law  
8 enforcement. And our folks went in and basically were the  
9 law enforcement over there.

10 **THE GOVERNOR:** I got to tell you a funny story. Did  
11 you meet the chief of police in Waveland?

12 **CFO GALLAGHER:** I did not.

13 **THE GOVERNOR:** He's a big ole boy. This storm is  
14 coming, Waveland is on the coast. It's raging and the 26  
15 police officers of the Waveland Police Department, but for  
16 the police chief who couldn't get up on the top of the  
17 roof because he needed to take a few more steps, I think,  
18 he was holding on to a tree, literally for dear life.  
19 These guys were on -- they were on top of their roof.  
20 They had to swim to safety. They lost all of their cars.  
21 They had no police department, as you said. And highway  
22 patrol and everybody came in and then in a week they got  
23 surplus cars from different sheriffs' departments around  
24 the state. So you can go to Waveland now where the city  
25 police are back up and working in Florida cars. You'll

1 see City of Lakeland or Polk County. It's a pretty  
2 bizarre experience when you go there because it's as  
3 though it's an extended part of our state. And it's very  
4 gratifying to see they're all volunteers.

5 The hard part, we're starting to get word that some  
6 of these guys and gals over there are enjoying their work  
7 and they don't want to come back when they are told to.  
8 That's giving me a little concern because we got halfway  
9 to go for hurricane season.

10 **CFO GALLAGHER:** Also, we really led the search and  
11 rescue operation over there too because of our experience  
12 and the people that came in from Florida coordinated with  
13 Mississippi folks. But there were literally a handful of  
14 Mississippi folks and hundreds of Florida folks doing all  
15 the search and rescue. We were finding people in trees,  
16 husband and wife separated in the water, both thought the  
17 other were dead and we got them back together. One down  
18 in the woods, one in a tree. Some amazing stories of what  
19 came out of that effort.

20 **THE GOVERNOR:** You-all know the E Force, the TV show?  
21 That's our Fish and Wildlife Commission officers down in  
22 the Keys. It's the second most watched show on whatever  
23 the movie channel is or whatever, outdoor channel, I  
24 guess. They were in Mississippi and they are filming and  
25 they were doing search and rescue so it will be on TV.



1           **MR. DICKINSON:** I'll shoot you a picture of the  
2 Waveland police chief, what he sent us back. He's got his  
3 flag pole out in front of the police department.

4           **THE GOVERNOR:** I've got it already.

5           **MR. DICKINSON:** He's got America, Florida flag, and a  
6 Mississippi flag under it.

7           **THE GOVERNOR:** I told him not to send that to  
8 Governor Barber, that may be taking it too far.

9           **MR. DICKINSON:** Their highway patrol contacted  
10 Waveland police about 48 hours after Florida had arrived  
11 and asked if they needed any help and they said, We've  
12 already been taken care of, thank you.

13           **THE GOVERNOR:** Well, they got enough problems.

14           **MR. DICKINSON:** Quite an effort.

15           Item 3.

16           **THE GOVERNOR:** I don't know if we -- is there a  
17 motion on 3 -- I mean on --

18           **CFO GALLAGHER:** -- accept the report, the quarterly  
19 report.

20           **ATTORNEY GENERAL CRIST:** Second.

21           **THE GOVERNOR:** There is a motion and a second to  
22 accept the report. Without objection, Item 2 passes.

23           Now, Item 3.

24           **MR. DICKINSON:** Item 3, Governor, is our annual  
25 performance report. The performance standards for our

1 2004/2005 fiscal year were established by the Legislature  
2 and approved by this governor and cabinet last year. Good  
3 news, many of the standard -- most of the standards were  
4 met or exceeded. Our death rate, which is probably the  
5 biggest one we don't have the biggest impact on but  
6 certainly the biggest factor we can seize on, regular and  
7 alcohol related crashes were under our goal which means we  
8 had fewer people die per 100 million miles. The lowest  
9 it's been since World War II. And we're finally getting a  
10 lot closer to the national average which is substantially  
11 below ours. And these are rates of the function of miles  
12 driven so it's good news. And there were 11 billion more  
13 miles driven last year than the previous year.

14 **THE GOVERNOR:** Eleven how many?

15 **MR. DICKINSON:** Billion. That's a DOT figure. So  
16 that's lot of miles.

17 **THE GOVERNOR:** On a base of what, do you know? What  
18 percentage increase?

19 **MR. DICKINSON:** The bottom line is, and I've told you  
20 this before, the economy stimulates most everything --

21 **THE GOVERNOR:** 11 billion more than what?

22 **MR. DICKINSON:** Than the previous year, miles driven.  
23 All vehicles on the Florida highway.

24 **CFO GALLAGHER:** Not 11 billion more.

25 **MR. DICKINSON:** 11 billion more.

1           **THE GOVERNOR:** But what is the base?

2           **MR. DICKINSON:** We can get that for you. I'm not  
3 sure. It's a lot.

4           **CFO GALLAGHER:** Is 11 billion 10 percent or  
5 50 percent?

6           **MR. DICKINSON:** I wouldn't think it's that much.

7           **CFO GALLAGHER:** Is it 5 percent?

8           **MR. DICKINSON:** We'll find that out for you.

9           **CFO GALLAGHER:** Motion on 3.

10          **ATTORNEY GENERAL CRIST:** Second.

11          **THE GOVERNOR:** There's a motion and a second.

12                 Can you talk to us about the delays in the drivers  
13 license?

14          **MR. DICKINSON:** Yes, sir.

15          **THE GOVERNOR:** I read about it in the paper. I'm  
16 just curious.

17          **MR. DICKINSON:** Yes, sir.

18                 The bottom line is, there are delays. We all know  
19 it, we read about it in the paper. We've known about it  
20 for years. Back in '99 the law changed to say Florida  
21 will not license people that are not here legally. We  
22 changed our attitude after the law changed and we started  
23 vetting those that came in the door with a little more  
24 stringent rule. We also, today, scan every source  
25 document that a nonimmigrant, who are the foreign

1           nationals, bring to us and store them. We have adopted  
2           what the feds just passed this last year called The Real  
3           ID Act and it's taken more time to process more people.  
4           Last year, our drivers license people cranked out just  
5           under 7 million licenses and ID cards. That's half of the  
6           people that are driving out there.

7           The problem also is exacerbated by 25 percent of  
8           the -- of our driving force getting the tickets. The  
9           DUIs, the speeding tickets, don't comply with financial  
10          responsibility, and they cause us over 50 percent of our  
11          business. We're trying to examine some ways -- we took  
12          some cuts and I'm tired of talking about that as an  
13          excuse. But the bottom line is we're about 10 percent  
14          down in the field for about a 20 percent increase of  
15          driving population and it caught up to us.

16          We have taken some steps. The Legislature, with your  
17          support, gave us about 130 positions last year. We'll  
18          crank up July 1. We have over 50 percent of those on the  
19          desk right now trained and in the fold. We've done some  
20          training issues that are going to change the waterfront.  
21          We've got some technological changes, try to increase this  
22          Internet use, phone and mail-in. We've established a help  
23          desk. We are overbooking on our appointments like the  
24          airlines did.

25          I was telling Dave earlier, we had 89,000 people last

1 month in Dade County got a drivers license or ID card.  
2 And over half of those had an appointment. Now we've  
3 moved the appointments, the people that were sitting down  
4 in south Florida, we've moved those positions up here and  
5 put those folks also on the front line. So we should have  
6 close to 130. We ought to have about half of the cut that  
7 was taken some years ago back in force and we're hoping.

8 We've been to Publix and Disney to ask them about  
9 some of our consumer -- the thing that bothers me more  
10 than anything is the rudeness. And we're hearing these  
11 reports constantly. And that one is not getting it with  
12 me. And we have contacted Publix and Disney, two of the  
13 companies we feel like are outstanding in that particular  
14 area and they're helping us with our public service. And  
15 we've got five new, up to five new mobile units that we've  
16 ordered. Two will be delivered this calendar year and we  
17 hope to get the additional three in the fiscal year. So  
18 I'm hoping to report in to you in a matter of weeks. We  
19 also got auditors in the office these last two weeks and  
20 next week to get a better feel for how much. But the  
21 bottom line is about 25 percent of the folks that came in  
22 our office last quarter waited an additional 15 minutes to  
23 get waited on. We don't find that acceptable. So I'll be  
24 coming to you with more information.

25 **THE GOVERNOR:** General?

1           **ATTORNEY GENERAL CRIST:** Thanks, Governor.

2           Yeah, Fred, I'm just curious. What are Publix and  
3           Disney doing for you?

4           **MR. DICKINSON:** They're helping us with our customer  
5           service. Greeting people with a smile instead of snarl.  
6           We've been out there and our people, quite frankly --

7           **ATTORNEY GENERAL CRIST:** We don't have people that  
8           can tell people how to be nice?

9           **MR. DICKINSON:** Yes, sir, we do. But the bottom line  
10          is our folks are working four-day workweeks ten hours a  
11          day. And if you're in line at any of our offices, you're  
12          going to be served that day. We changed that several  
13          years ago. A lot of our folks don't get home until 9:00.  
14          They're getting back in there at 7:00 the next morning.  
15          They can't see the light at the end of the tunnel and  
16          we've just got to change a little culture out there.

17          **CFO GALLAGHER:** Fred, we're also -- we've been able  
18          to get a license for like 18 years without ever seeing a  
19          licensed person. In other words, you can do it by phone,  
20          do it by computer, whatever else. And I think a lot of us  
21          think that might be a little long for waiting to get  
22          somebody to see if you can still see or drive or anything  
23          else. Eighteen years is a long time. It looks to me like  
24          you're about to change it to 16 years instead of three  
25          6-year renewals, you're going to do eight years, eight

1 years. Want to tell us a little bit about how that's  
2 going to work?

3 **MR. DICKINSON:** Yes, sir, you want to talk about that  
4 now or you want to talk about it --

5 **CFO GALLAGHER:** Move 3.

6 **ATTORNEY GENERAL CRIST:** Second.

7 **THE GOVERNOR:** There's a motion on 3.

8 **ATTORNEY GENERAL CRIST:** Second.

9 **THE GOVERNOR:** And a second. Without objection, the  
10 item passes.

11 Item 4.

12 **MR. DICKINSON:** Item 4 annual performance contract  
13 for next year. And basically it's similar to the one we  
14 just discussed. We've updated some things and put some  
15 workload figures in there and we've continued to raise the  
16 bar on our expectations. This is also approved in the  
17 General Appropriations Act.

18 **CFO GALLAGHER:** Motion on 4.

19 **ATTORNEY GENERAL CRIST:** Second.

20 **THE GOVERNOR:** There's a motion and a second.

21 Without objection, the item passes.

22 Just as it relates to the waiting 15 minutes or more,  
23 is it the same threshold that you're --

24 **MR. DICKINSON:** Yes, sir, that's one we did not meet,  
25 Governor.

1           **THE GOVERNOR:** I know. That's why I'm bringing it  
2 up. So for this year, it's the same. It's 75 percent?

3           **CFO GALLAGHER:** The goal is 18 percent or less that  
4 wait for 30 minutes?

5           **MR. DICKINSON:** Where are we, Dave?

6           **THE GOVERNOR:** No, it's the percent of customers  
7 waiting 15 minutes or less for driver's license services  
8 that is 75 percent --

9           (Off-the-record discussion.)

10           **CFO GALLAGHER:** They didn't meet the goal.  
11 Percentage of customers waiting 15 minutes or less was  
12 50 percent, standard was 75. The percentage of customers  
13 waiting 30 minutes or more was 35 percent. The standard  
14 is 18.

15           **THE GOVERNOR:** Is that the same as last year?

16           **MR. DICKINSON:** It's the same standard as last year,  
17 yes.

18           **THE GOVERNOR:** Okay. Thank you. Let's see if we can  
19 achieve it.

20           **MR. DICKINSON:** We shall.

21           **THE GOVERNOR:** Okay.

22           **MR. DICKINSON:** Okay. Legislative package is -- did  
23 you-all move?

24           **THE GOVERNOR:** Yes, we did.

25           **MR. DICKINSON:** No. 5, is the Department's



1 legislative package. And it's the one that we've had the  
2 most interaction on, I think, with your offices. The  
3 first item -- or do you-all want to start the question and  
4 answer or do you want me to go through them, Governor? I  
5 think I know pretty much what some of the questions might  
6 be. Do you want to start on motorcycles?

7 **THE GOVERNOR:** Why don't you talk about your  
8 legislative package.

9 **MR. DICKINSON:** All right, sir.

10 **THE GOVERNOR:** We're ready to listen.

11 **MR. DICKINSON:** First item is settlement of taxes and  
12 penalties on interest. This will help our truckers where  
13 they come in and pay some of their penalties on an  
14 installment method instead of coming and having to pay the  
15 whole thing so we don't keep them out of order, off the  
16 road.

17 DUBAL, this is a technical change to reflect some  
18 legal opinions to where we can actually take the  
19 administrative license at the time we stop the car as  
20 opposed to putting them under arrest if they are in  
21 physical control.

22 Third item is motorcycle riders. What we'd like to  
23 do, as you're aware, Judge -- I mean, Governor.

24 (Laughter.)

25 **CFO GALLAGHER:** Where have you been?

1           **MR. DICKINSON:** The last couple of years, we have had  
2 a tremendous increase in motorcycle fatalities and there  
3 was a report that came from the feds earlier this year  
4 that stimulated some interaction and thought. The bottom  
5 line is we have had an increase in fatalities and it's  
6 pretty commensurate with the increase in registrations.  
7 Obviously during that time we did away with the  
8 requirement to wear a helmet and that has also become an  
9 issue. To me, the bigger issue is the fact that we got so  
10 many more motorcycles out there on the highway.

11           **THE GOVERNOR:** Phenomenal increase, it's 80 percent  
12 in three years' time or something.

13           **MR. DICKINSON:** And it started before the helmet law  
14 kicked in. So this is a trend. As I have told you  
15 before, my theory is that a lot of folks are getting out  
16 there, 50 years old, and buying their first motorcycle and  
17 it's the big boy. And they're not used to 125 or a 250  
18 that we all grew up on. And it's changed some things.  
19 And in an effort to combat that, we would like to require  
20 everybody that gets a motorcycle endorsement on their  
21 driver's license to go through the course that currently  
22 only those under 21 if they seek to get a motorcycle  
23 endorsement on their driver's license have to go through.

24           The bottom line also is that nobody since '02, '03,  
25 or '04 have been killed on the highways of Florida on a

1 motorcycle that graduated from this course.

2 **THE GOVERNOR:** That's a phenomenal statistic.

3 **MR. DICKINSON:** It's beyond us. It's a small  
4 population, but the bottom line is that nobody --

5 **THE GOVERNOR:** Is that because there are so few?

6 **CFO GALLAGHER:** How many?

7 **MR. DICKINSON:** About 15 percent.

8 **ATTORNEY GENERAL CRIST:** How many graduated?

9 **MR. DICKINSON:** Numbers, gross numbers?

10 **THE GOVERNOR:** 15 percent of the total --

11 **MR. DICKINSON:** There are 600,000 -- I think it's  
12 about 150,000. And what we would like to do is say  
13 everybody from date forward, let's grandfather in those  
14 that are riding now. But everybody from date forward have  
15 to successfully complete this course.

16 **THE GOVERNOR:** And how long is the course?

17 **MR. DICKINSON:** The course is two eight-hour  
18 sessions.

19 **ATTORNEY GENERAL CRIST:** What's it cost?

20 **MR. DICKINSON:** The cost runs anywhere from about  
21 \$190 to \$300. We have the community colleges involved.  
22 We have our own program. And also some of the motorcycle  
23 manufacturers have a program. If they're -- all of them  
24 as teachers qualify and are certified, then they can take  
25 that course and it applies towards their -- they can get

1 the endorsement at that point.

2 Anyway, we've heard from the industry and this is  
3 just the start of the dialog. I don't think that one they  
4 had a whole lot of beef over. But one of the next ones  
5 they certainly did. We'd also like to say the under 21s  
6 who currently cannot ride without a helmet, we'd like to  
7 change the color of their tag so law enforcement knows  
8 this guy should be wearing a helmet, this gal should be  
9 wearing a helmet.

10 **THE GOVERNOR:** Because if not, it's not an  
11 enforceable --

12 **MR. DICKINSON:** Well, I'm sure it is.

13 **THE GOVERNOR:** I mean, unless you got Bill  
14 Cotterell's hair or my hair, we would clearly not be --  
15 they would know that Bill and I are not under 18.

16 **MR. DICKINSON:** Bill and I are going to the same  
17 barber, I think.

18 **THE GOVERNOR:** Okay. Coleman and me.

19 **MR. DICKINSON:** The third item is the insurance item.  
20 And this came really from Dr. Agwunobi before he flew  
21 north on us.

22 **THE GOVERNOR:** Yeah, he left.

23 **COMMISSIONER BRONSON:** 50,000 and then he leaves.

24 **MR. DICKINSON:** Currently in Florida to buy either a  
25 motorcycle, a taxi cab or limousine, you do not need to

1 show proof of insurance. Now if you look at that, the  
2 cabs and limousines are running in metropolitan areas or  
3 cities, generally county, where they have to get a  
4 medallion or some kind of a certification to roll. They  
5 require the insurance at that point and it's a high dollar  
6 quite frankly.

7 Motorcycles have never been able to really get  
8 insured when we did the law years ago, Governor, and I  
9 know you've been a proponent of this and tried to do  
10 something about the insurance. The insurance industry has  
11 really never, across the board, written this risk and it's  
12 something we're going to have to work on with them and I  
13 think, hearing from some of your offices, you're  
14 interested in trying to tie that to the motorcycle  
15 registrations. That's easier said than done. This will  
16 be a work in progress. This is the one that the  
17 motorcycle industry is most concerned about.

18 Doc called me last night and said if you're going to  
19 raise all the cars, you know everybody who drives a car up  
20 to 50,000, then we don't mind it but why the  
21 discrimination. And I said I don't think it's really  
22 discrimination. We're trying to get to an issue and we  
23 will work on it, you know, work in progress, Doc, and  
24 we're committed to that.

25 **CFO GALLAGHER:** You know, the 10,000 PIP, personal

1 injury protection, and property damage is around from the  
2 early '70s.

3 **MR. DICKINSON:** Correct.

4 **CFO GALLAGHER:** So it's a very low number when you  
5 think about it. And one side of me says it ought to be  
6 increased and I wouldn't have any problem with it. The  
7 problem that exists with fraud right now makes me  
8 concerned that there is a \$50,000 opportunity instead of  
9 an \$8- to \$10,000 opportunity for fraud which just -- if  
10 we're paying -- right now, each family is paying about  
11 \$250 to \$200 a year to cover insurance fraud in their  
12 premium bill, then I'd hate to think what it would be if  
13 we went to 50,000. So there's a lot of issues that have  
14 to be looked at for automobiles on that. Even though  
15 we've had a tremendous inflation on the cost of medical  
16 care since 10,000 was put in.

17 And if you look at the head, brain, skull injury  
18 treatment cost, we've seen it, you know, a tremendous  
19 increase in that that's been reported as far as  
20 motorcycles are concerned. And just for the 30 months  
21 prelaw change, it was \$35,000 average per case. Thirty  
22 months after the law it's \$45,000 per case. They reported  
23 about 21 million prior to the law, 50 million since the  
24 law. So there is some tremendous costs that are probably  
25 being picked up by the public hospitals and the emergency

1 rooms without getting reimbursed for it.

2 **THE GOVERNOR:** Well, some of it, some of you have  
3 your own health care insurance, you get covered. To me,  
4 the concern and you have this huge increase in the number  
5 of motorcycles. An 80 percent increase -- we've had an  
6 80 percent increase in accidents and an 80 percent  
7 increase in -- there's symmetry because of the volume.

8 To require higher insurance on the one hand and on  
9 the other hand to say there is no insurance company  
10 writing the insurance, that kind of seems like a  
11 contradiction to me.

12 **MR. DICKINSON:** Can I address that?

13 **THE GOVERNOR:** Yeah, sure. It's really kind of a  
14 question, not a statement.

15 **MR. DICKINSON:** The insurance companies are not  
16 writing the traditional PIP like we see on the car side  
17 and we accept, in addition to your motorcycle car PIP type  
18 insurance, we'll also accept health insurance. If you  
19 just show us you're insured in some, way, shape or  
20 fashion --

21 **THE GOVERNOR:** On medical coverage?

22 **MR. DICKINSON:** Yes, sir, that is going to satisfy.  
23 So not all of this is going to be borne in the traditional  
24 automobile insurance area. But I'll be honest with you,  
25 Treasurer, your people are a lot more expertise in this

1 area than we are. We threw this out there to get some  
2 dialog going. Health is very interested in it and we  
3 understand where they're coming from. Most of the  
4 companies that we talked to would cover up to -- I mean,  
5 the 50,000 is not an issue on the pure health insurance  
6 side. It is certainly an issue if you go back to the PIP  
7 type traditional insurance.

8 **CFO GALLAGHER:** It's a huge issue because of fraud.

9 **MR. DICKINSON:** Well, they're not going to find  
10 anybody to write it, quite frankly. I see GEICO all of a  
11 sudden showing motorcycle insurance. It's about the first  
12 company I've seen advertise any kind of motorcycle  
13 insurance.

14 **THE GOVERNOR:** So you think, I mean, your proposal  
15 here you think would have -- there would be a market,  
16 there -- we're not proposing something that's impossible  
17 to --

18 **MR. DICKINSON:** I can assure you that it's a work in  
19 progress and we're going to go back and start meeting with  
20 everybody and try to figure this thing out. The  
21 enforcement of any of these insurance plans are key to  
22 whether or not it works. We're the only state that has  
23 PIP. We're also the only state that has anything close to  
24 the uninsured rate that we do, i.e., we're lower by  
25 half -- the closest state to us is about 14 percent and



1 we're sitting between 6 and 5 percent.

2 **THE GOVERNOR:** Of?

3 **MR. DICKINSON:** Of uninsured on the road.

4 **ATTORNEY GENERAL CRIST:** What?

5 **THE GOVERNOR:** We only have 6 or 5 percent?

6 **MR. DICKINSON:** We can match up 88 percent but we  
7 know that there are another 7 percent out there that have  
8 insurance policies.

9 **THE GOVERNOR:** How come I always get hit -- at least  
10 when I was driving -- by people that were uninsured?

11 **CFO GALLAGHER:** Fred has these statistics and I can  
12 tell you this --

13 **THE GOVERNOR:** I'm always being that 6 percent when  
14 I'm on the road.

15 **CFO GALLAGHER:** I don't concur with those numbers and  
16 of course he's got all the statistics to prove it. But I  
17 can just tell you that people won't buy insurance to cover  
18 somebody else's assets. And there are a large number of  
19 people in this state that cannot afford to buy insurance.  
20 And it's a choice of whether they're going to feed the  
21 family or buy insurance. You know, they're going to buy  
22 it because they have to get it filed with Fred. And as  
23 soon as it's all filed, Fred thinks they have insurance  
24 and then they don't make the payments. There's a  
25 tremendous amount of that. They don't do it again until

1 it comes time to renew. So on the record book, you know,  
2 it looks like they have it. But the bottom line is  
3 there's a large percentage of people who don't have  
4 coverage.

5 **THE GOVERNOR:** Commissioner.

6 **COMMISSIONER BRONSON:** Governor, and I'm concerned  
7 about a few things too. We all know what the fuel costs  
8 are going to. And we also know there's going to be  
9 probably more people buying motorcycles of whatever sizes  
10 to get around on especially young people. And so the  
11 helmet situation with them is going to be -- still going  
12 to be factor on enforcement. But as far as requiring  
13 people to get 50,000, we already know there's a lot of  
14 insurance companies that don't want to cover that.

15 We're almost creating our own monster here without  
16 coming to some agreement with the industry. And quite  
17 frankly, I think they do have an argument, I would assume,  
18 unless I see some figures that distinctly gives me another  
19 opinion, with the total number of people driving cars and  
20 as bad as some of the accidents are on the road and some  
21 of the hospital costs for them has got to be just as high,  
22 that we don't unduly force that situation especially on a  
23 low income family who's trying to get their child either  
24 to high school or to college or whatever that we cause  
25 some dire consequences. We just need to work these issues

1 out to come up with some workable solution. And I think  
2 you're going to see a lot more motorcycles on the highway  
3 with the cost of fuel and all.

4 **THE GOVERNOR:** Maybe hybrid. Hybrid motorcycles.

5 **MR. DICKINSON:** I think I hear the message. I think  
6 I hear the message, Governor. If I may, I want to go  
7 ahead and try to get this legislative package out. I just  
8 as soon excise -- if you-all want to either tell us to  
9 excise the insurance work or work on it?

10 **THE GOVERNOR:** My support would be, on that  
11 particular item, I think the education item is right on  
12 target based on the data that you have. My -- I'm just  
13 not big on supporting legislation that won't -- that's not  
14 relevant to solving the problem that it's trying to do.  
15 So I'd be -- it doesn't sound like you have enough  
16 information yet to determine whether there is a robust  
17 market and what the impacts of that would be.

18 **MR. DICKINSON:** I hear you. We'll let down a little  
19 bit.

20 **CFO GALLAGHER:** I think you ought to pursue the study  
21 of it.

22 **MR. DICKINSON:** We're going to study it but we'll  
23 come back to you with --

24 **CFO GALLAGHER:** Some solid numbers on what exists out  
25 there.

1           **MR. DICKINSON:** As I said, the issue really came from  
2 Department of Health. We can't figure a way to tie it to  
3 the registration which is the only way you're going to  
4 make it work. The Treasurer, you know, he knows the  
5 industry. He knows what's happening in the car world.  
6 We've tried to beef up that car side but it's a tough  
7 issue for us.

8           **THE GOVERNOR:** General?

9           **ATTORNEY GENERAL CRIST:** I'm good.

10          **THE GOVERNOR:** Okay. Is there a motion?

11          **CFO GALLAGHER:** You want to talk about driver's  
12 license fee?

13          **MR. DICKINSON:** Yes, sir.

14          **THE GOVERNOR:** Oh, I'm sorry.

15          **MR. DICKINSON:** Also, we're going to allow kids five  
16 years old -- right now we do it for youngsters 12 and up  
17 to get an ID card. And we would like to allow five to 12  
18 years old to also get an ID card.

19          **THE GOVERNOR:** That will look like a driver's  
20 license? That would be cool.

21          **MR. DICKINSON:** Well, it's an ID card. Yes, sir.  
22 They have to prove everything you would have to prove.

23          **THE GOVERNOR:** As long as they're not driving a  
24 motorcycle.

25               (Laughter.)

1           **MR. DICKINSON:** No motorcycle endorsements for under  
2 the age of 12.

3           We had what we called a modification of our driver's  
4 license fee structure. And I know this has got some  
5 people's attention. The bottom line is we would like to  
6 expand from four or six years to eight years the term of  
7 your driver's license. We would also like to change some  
8 fees around.

9           Right now, you have to pay \$10 to change your  
10 address. We had a million people in the last couple of  
11 years that paid \$10 to comply with that. We know there  
12 are more than a million that are changing around. It is  
13 apparent and also mandatory from the new Real ID Act that  
14 we be a little better at getting addresses. So we'd like  
15 to do away with the \$10 fee. But to keep that  
16 all-important revenue stream alive, it caused us to have  
17 to go in another direction. What we'd like to do is  
18 increase the \$15 renewal fee to \$20, the \$20 original fee  
19 to \$27 to make up that revenue stream and give some breaks  
20 around.

21           Now what this is going to do and I hear you, we  
22 already heard from your staffs. What this will do, will  
23 take the price of a driver's license from \$3.75 a year and  
24 reduce it to \$2.63 a year. So I think if you look at it  
25 in total, it makes more sense. Again, this is one of

1 those discussion items, Governor. We're going to have to  
2 tackle this Real ID Act between now and '08. That's the  
3 time line they have set. There are provisions to extend  
4 that time line for the individual states. And at some  
5 point we're going to have to come up with some ideas.

6 **CFO GALLAGHER:** There is no doubt that a \$10 fee is a  
7 disincentive for somebody to tell you they have a new  
8 address and it is imperative that we know where people  
9 live. So I don't think any of us have a problem with that  
10 side of it. I guess the makeup side is where the issue  
11 is.

12 **THE GOVERNOR:** General?

13 **ATTORNEY GENERAL CRIST:** Yeah, I'm just curious. Why  
14 do you want to up the fee?

15 **MR. DICKINSON:** To make up the difference. The  
16 bottom line is the \$10 million that comes in every year  
17 goes into the general revenue pot. We've tried this the  
18 last three years and we've been cut off so they told us,  
19 Go find some way to supplement that income stream and  
20 we'll talk to you.

21 **THE GOVERNOR:** Is it a dollar-for-dollar rebalancing?

22 **CFO GALLAGHER:** It's actually less if you look at  
23 three-year license --

24 (Off-the-record discussion.)

25 **MR. DICKINSON:** Over the period of time, I'm told

1 that it is.

2 **THE GOVERNOR:** What's that mean? How about the next  
3 year?

4 **MR. DICKINSON:** That means over eight years. It's  
5 front end loaded and then at the rear it catches up with  
6 itself. The bottom line is you're going to have an  
7 increase --

8 **ATTORNEY GENERAL CRIST:** What do you mean it catches  
9 up?

10 **MR. DICKINSON:** Because of growth and some other  
11 factors, you're not going to see the bulge -- you're going  
12 to see a couple million dollar increase right now  
13 increasing the 15 to 20 and the 20 to 27. You'll see  
14 2.8 million in the first couple of years and then it goes  
15 down towards the end of the 8-year cycle and it balances  
16 out. So you're not raising all fees if you consider the  
17 \$10 million a year that we're chopping away for the  
18 address change and extending the life of the driver's  
19 license.

20 **THE GOVERNOR:** Well, on that basis, you're increasing  
21 fees by 2.9 million for the first year. And then over the  
22 next eight years it's equal.

23 **MR. DICKINSON:** That's correct.

24 **CFO GALLAGHER:** Figure out how to do it the other way  
25 around where it stays equal and then it goes up at the

1 end.

2 **THE GOVERNOR:** Or it just stays equal.

3 **MR. DICKINSON:** I'd love to. If you would help us  
4 with some of the appropriations people, I think it would  
5 be helpful but that's where we get stopped.

6 **CFO GALLAGHER:** If you take it to them that way, it's  
7 a lot easier to help you with it than it is if you take it  
8 the other way.

9 **THE GOVERNOR:** There is typically two reasons to  
10 increase fees. One is to increase revenue and the other  
11 is to accomplish a policy objective. You're presenting  
12 this as an effort to accomplish implementation of the  
13 national law and a good policy of making sure that we know  
14 where people are and that there is no disincentive for  
15 people to change their address.

16 So seems to me, if that's the motive of this, not to  
17 increase revenue but to do that, then it ought to be --  
18 there ought to be a way to do this where it's basically  
19 revenue neutral from the get-go, I mean from the  
20 beginning. That would be -- if you're looking for  
21 guidance, that would be my --

22 **COMMISSIONER BRONSON:** Governor, I think I know where  
23 Fred is coming from. I look at my own agency and some of  
24 the fees and things that we've been using have been there  
25 since we've had a population of 13, 14 million people or



1 less and now we're trying to do enough to serve 17 million  
2 people and you can use computers, you can update all your  
3 equipment, you can do everything you can do. But when it  
4 takes manpower essentially still and people to go out and  
5 investigate and do things, it's costing more to handle  
6 those 17 million people than it did the 12 or 13 million  
7 that the rates were originally set at. And every agency  
8 is going through this. We're doing the same thing in our  
9 agency, we're running people ragged trying to do all their  
10 investigations and all their inspection programs and all  
11 based on figures that are probably out of date by at least  
12 ten years or more.

13 **THE GOVERNOR:** Well, if Fred wanted to come here and  
14 say, I got a funding -- I got a revenue problem, I can't  
15 operate my -- this Division because we don't have enough  
16 money, then he can do that but that's not what he's done.  
17 So I'm taking you at face value that this is not a revenue  
18 issue like maybe what you're facing in the Department of  
19 Agriculture. It is related to a problem that we face  
20 which there are a ton of people that don't have their  
21 driver's license address correct and there is disincentive  
22 to go get it changed.

23 **MR. DICKINSON:** Governor, to compound the situation,  
24 the \$15 and the \$20, the renewal fee and the origination  
25 fee, in the driver's license world all goes to general

1 revenue. Our fees are made up to service that particular  
2 function in our agency. Our fees are made up in the DUI  
3 problems, the point problems. When people come in and pay  
4 a reinstatement fee, that's where we make the money to pay  
5 for the front line folks that handle -- to bring in this  
6 \$100 million.

7 **THE GOVERNOR:** So you're not even trust funded on  
8 this?

9 **MR. DICKINSON:** Yes, sir. That's all trust funded by  
10 the \$15 and \$20, where we're actually seeking an increase,  
11 that money --

12 **THE GOVERNOR:** You're not even getting it?

13 **MR. DICKINSON:** No, sir.

14 **CFO GALLAGHER:** Why are you putting your neck out for  
15 general revenue? Let the Legislature get stuck with doing  
16 that.

17 **MR. DICKINSON:** We haven't exactly had much success  
18 in that arena either.

19 **CFO GALLAGHER:** Well, but that's not your -- I mean,  
20 come on, Fred, why should we be -- that's not our jobs or  
21 yours.

22 **MR. DICKINSON:** I hear you.

23 **THE GOVERNOR:** But you're not even getting the  
24 revenue to operate --

25 **CFO GALLAGHER:** No, he's all trust fund.

1           **MR. DICKINSON:** We're all trust funded but that  
2 particular income on the driver's license itself goes to  
3 the general revenue --

4           **THE GOVERNOR:** So you lose the ten bucks.

5           **MR. DICKINSON:** That goes to general revenue also in  
6 a split.

7           **THE GOVERNOR:** Oh, it does. Okay. All right.

8           **MR. DICKINSON:** It's a split.

9           **THE GOVERNOR:** Well, now I got a headache.

10          **COMMISSIONER BRONSON:** I stand by my statements.

11          **THE GOVERNOR:** What's your statement? You're just  
12 saying you wanted more fees for your department to  
13 operate.

14                   (Laughter.)

15          **CFO GALLAGHER:** And we don't vote on that.

16          **THE GOVERNOR:** I heard your statement. This was  
17 related to another meeting.

18          **COMMISSIONER BRONSON:** But we have some of the same  
19 constraints that Fred and so it's the same --

20          **THE GOVERNOR:** He's not claiming it.

21          **CFO GALLAGHER:** This money isn't going into his trust  
22 fund. It's going in general revenue. You at least get to  
23 keep the money you raise.

24          **COMMISSIONER BRONSON:** Not all of it we don't.

25          **CFO GALLAGHER:** Need to raise your trust fund again?

1           **COMMISSIONER BRONSON:** We can go over that later.  
2           That is a legislative issue of cutting the general revenue  
3           and living off the trust fund until the trust funds are  
4           gone and then nobody can figure how we're going to operate  
5           after that. But it's some of the same basis. And I know  
6           that they're handling a lot more people using the same  
7           basic money situation they've had and we're doing the same  
8           and so are other agencies.

9           **ATTORNEY GENERAL CRIST:** I think we have a consensus.  
10          I don't think we're warm and fuzzy about this last item.

11          **MR. DICKINSON:** I understand.

12          **THE GOVERNOR:** Well, I'm open to --

13          **MR. DICKINSON:** Can I ask to bring you some language?  
14          Can we bring some language to you?

15          **THE GOVERNOR:** Absolutely. I'm more than open to  
16          look at it.

17          **MR. DICKINSON:** This is more conceptual than  
18          anything. Let us see if we can make it revenue neutral on  
19          the front end and see if that might be more palatable.

20          **THE GOVERNOR:** That would make me a happy camper.

21          **CFO GALLAGHER:** I'll move the issue with the  
22          exception of the license fees until you bring us some  
23          language.

24          **ATTORNEY GENERAL CRIST:** If I could offer a friendly  
25          amendment to that. The insurance issue discussed about

1 the motorcycles, could we sort of carve that one out too?  
2 I think that was a concern, Governor. I mean, Treasurer,  
3 I assume you're talking about all of Item 5 that you're  
4 moving with the exception you mentioned about the fee  
5 structure.

6 **CFO GALLAGHER:** Right.

7 **ATTORNEY GENERAL CRIST:** I think the Governor  
8 expressed a concern about the motorcycle license issue.

9 **THE GOVERNOR:** Well, just insurance.

10 **CFO GALLAGHER:** Carve out 316.211 --

11 **THE GOVERNOR:** All right. There is a motion.

12 **ATTORNEY GENERAL CRIST:** Second.

13 **THE GOVERNOR:** As amended and seconded. Any  
14 discussion?

15 Without objection, the item passes.

16 **MR. DICKINSON:** The last item, Governor, is our  
17 budget request.

18 **THE GOVERNOR:** Subject to --

19 **MR. DICKINSON:** This represents an increase of about  
20 5 percent over our prior year, majority of the request  
21 comes from the need to address growth. The only personnel  
22 issues are law enforcement, highway patrol. Those are  
23 split evenly between the DOT side which wants to pay for  
24 some Alligator Alley and Turnpike area increase. And then  
25 about 50 troopers that we are requesting to handle

1 statewide issues. I told you years ago we would not be  
2 before you again asking for FHP personnel until we got our  
3 vacancy under control. We were sitting on about 200 plus  
4 law enforcement vacancies. We are now down in the 70 to  
5 80 range. We really made some strides there. Thank you  
6 for supporting the pay raise; that has helped. Quite  
7 frankly, I think more it's the whole aging -- the baby  
8 boomers, we're influencing all statistics all the way  
9 through. We went through that first drop group and we've  
10 kind of, I think, hit pay dirt after that.

11 **THE GOVERNOR:** So recruitment has gone --

12 **MR. DICKINSON:** Yes, sir. We're holding more  
13 recruits. We've still got a bad situation with the first  
14 three years, losing about 14 percent of those. But the  
15 older guys are staying with us now and that's been  
16 helpful. We're also making the new recruits sign a  
17 contract where they pay us back for those fees that we put  
18 out to equip them, train them and --

19 **THE GOVERNOR:** Is that an enforceable contract? Oh,  
20 I shouldn't say that publicly.

21 **MR. DICKINSON:** If they believe it is, it works,  
22 Governor.

23 **THE GOVERNOR:** I know, that's my point. I think a  
24 good lawyer could tear that apart in a heartbeat.

25 **MR. DICKINSON:** All of our funding is out of our

1 operating trust fund except for the patrol and we're about  
2 two-thirds versus one-third out of general revenue. The  
3 one-third being the patrol. Two-thirds the rest of the  
4 department.

5 **CFO GALLAGHER:** That's why you want a little more  
6 money in general revenue. I figured it out.

7 **THE GOVERNOR:** Well, if it goes to general revenue,  
8 how does it go to you?

9 **CFO GALLAGHER:** It comes back around.

10 **MR. DICKINSON:** If what goes to general revenue?

11 **THE GOVERNOR:** Back to the license increase. When  
12 you said you're not even benefitting from it, I assume  
13 that meant it went into general revenue --

14 **MR. DICKINSON:** It does.

15 **CFO GALLAGHER:** But when he goes and talks to the  
16 Legislature he has to say to them, I need this out of  
17 general revenue. And, by the way, the license is going to  
18 put this much in so you can get this much out and it makes  
19 it easier to sell. Am I right?

20 **THE GOVERNOR:** Everybody else has the same bite at  
21 the apple.

22 **MR. DICKINSON:** My poker days are over, thank you,  
23 Treasurer. No, you're right. I mean, that's exactly the  
24 way it works.

25 **ATTORNEY GENERAL CRIST:** I guess the question would

1 be, Does this proposed budget contemplate that we would  
2 have adopted your license fee issue?

3 **MR. DICKINSON:** No, sir.

4 **CFO GALLAGHER:** No, but it certainly makes it easier  
5 to sell.

6 **THE GOVERNOR:** Well, I don't know. It's the same  
7 as --

8 **MR. DICKINSON:** We haven't had a license fee increase  
9 in about 30 years. And every year we go to Legislature.  
10 I can remember probably a handful of years in the 20 years  
11 I've been there where we've actually come out with less  
12 than we went in. So the budget has grown and I think  
13 we've gotten our fair share along the way.

14 **CFO GALLAGHER:** Fred, the reason you haven't had an  
15 increase is look how many driver's licenses you're  
16 processing. There's lines. You can't get to all the  
17 people.

18 **MR. DICKINSON:** That's correct.

19 **CFO GALLAGHER:** It's producing a ton of money.  
20 That's the way it is.

21 **THE GOVERNOR:** Any discussion about --

22 **CFO GALLAGHER:** And you're a lot more efficient with  
23 technology in issuing these licenses than you were way  
24 back.

25 **COMMISSIONER BRONSON:** Governor, the law enforcement



1 recruitment retention program, which two years ago when  
2 Fred was here, I mentioned that our department along with  
3 others are having the same problem. Part of their  
4 situation was addressed last year in the Legislature.  
5 Ours was not. And we're certainly going to request again  
6 this year that that be looked at. We're losing too many  
7 people. We don't have cars for them to take home or any  
8 of that stuff. They have to come in with their own  
9 vehicle, pick up their vehicle, and we all know what gas  
10 and all has gone to in the past year. And really, it's a  
11 hit on their income, if you will.

12 And so from our law enforcement side, we're losing  
13 too many good, qualified people. We don't have a training  
14 academy. We pick up fully qualified trained law  
15 enforcement officers and we put them in our law  
16 enforcement division. And to hold those trained officers,  
17 it's going to take some type of adjustment to hold some of  
18 them. Same thing in our firefighters. We're still losing  
19 almost 25 percent of our firefighters because cities and  
20 counties recognize that they're trained for woodland fires  
21 as well as structural fires and it's like saving money to  
22 the cities and counties to be able to steal our  
23 firefighters because they don't have to put them through  
24 school. We've already paid \$77,000 apiece to do that.

25 **THE GOVERNOR:** You may want to get the director's

1 contract. See if the language works --

2 **COMMISSIONER BRONSON:** I don't think we'll have as  
3 many takers as these guys on a situation like that. But  
4 these guys know this and it makes them more attractive to  
5 come after by the cities and counties so they can save  
6 money and we keep paying it out the front door and the  
7 back door. And we just have to really sit down and  
8 address this. It's becoming a real problem for us and  
9 we -- you know, I've got enough problems on my hands  
10 without having to worry about losing my good law  
11 enforcement and firefighters.

12 **CFO GALLAGHER:** Let me mention something. This is  
13 not a new issue. This has been around for almost as long  
14 as I have. And every group of law enforcement throughout  
15 the state comes in with the same issue. They are losing  
16 people and we fix this one. And then, of course, when we  
17 fix this one, then they start recruiting from everywhere  
18 else and it's a continual battle. They have it over at  
19 Highway Safety with the Highway Patrol. We have it in  
20 ours and we only hire experienced law enforcement so we're  
21 out there stealing from people that train like Highway  
22 Patrol and local.

23 This is an issue that I think you need to get all the  
24 law enforcement issues together and see where the pay is  
25 on all of them and it needs to be a State issue to sort of

1 look at all of them and try to balance it out so everybody  
2 isn't stealing from everybody else. And then everybody --  
3 somebody always ends up with the worse problem and the  
4 Legislature fixes the worst one. Highway Patrol was  
5 certainly the worst one for awhile, it gets fixed. Well,  
6 then all of a sudden other people are suffering because  
7 people are moving over to Highway Patrol. And we need to  
8 look at this on a global basis instead of individual law  
9 enforcement little niches.

10 **THE GOVERNOR:** I agree with that and that's what  
11 we're doing. I was going to tell the commissioner that  
12 the key to this though is not just to say, Well, we're  
13 having problems. The key is to say, Here's the vacancies  
14 because we can't recruit and people are leaving. And if  
15 that vacancy is above a certain amount, that's the best  
16 evidence that there is a problem. Patrol had that problem  
17 and maybe it was part of kind of a culprit in that our  
18 budget recommendation included recommendations for  
19 increasing pay for the patrol because of that and we  
20 didn't do it for the other law enforcement officers in  
21 other agencies.

22 So we're definitely going to propose this from a  
23 global perspective. But not on just hearsay, but really  
24 based on the fact that if you are losing your folks and  
25 you can't recruit, the best way to deal with that

1 typically -- it might be different, by the way, for every  
2 agency. There are compression issues in some places.  
3 Fred's agency has the three-year -- up to three-year  
4 problem. Other agencies have problems where, you know,  
5 it's eight years, five through ten, or five through 15.  
6 So it may not be a one-size-fits-all approach, but we are  
7 looking at it globally because it's come up for the last  
8 year on a regular basis by every agency.

9 **MR. DICKINSON:** Governor, I kind of feel like -- you  
10 may have heard me say this before -- we're responsible.  
11 We pay our athletes who can't control their time or money  
12 or, you know, relationships up here. And we pay our  
13 teachers and law enforcement down here and it's just not  
14 right. I mean, they're responsible for the biggest part  
15 of our society. But we will pay a lot of money to go  
16 watch those guys. And that being said, I still wish I  
17 could jump a little higher and run a little faster. But  
18 the bottom line is, we created this --

19 **THE GOVERNOR:** You're too old.

20 **MR. DICKINSON:** You've been serious about the  
21 teachers. You've been very serious about law enforcement.  
22 It's the only time in my tenure where we've had multiple  
23 pay raises every three years. That is more to the issue.  
24 We'll go fix it one year, and then two years go by and  
25 these counties and cities are raising 20 and 30 percent

1 and we're behind farther than we were when we tried to fix  
2 it before. So if we get to some standard where we can  
3 keep addressing this and you've certainly kept the dialog  
4 going and I appreciate that for your leadership. All of  
5 you have done everything for law enforcement. It's a  
6 great group of people out there and we appreciate the  
7 support.

8 **THE GOVERNOR:** Any other discussion about the budget?  
9 Is there a motion?

10 **COMMISSIONER BRONSON:** I move we accept the budget as  
11 presented.

12 **THE GOVERNOR:** Is there a second?

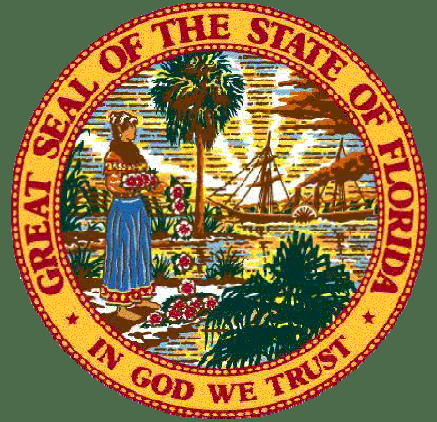
13 **ATTORNEY GENERAL CRIST:** Second.

14 **THE GOVERNOR:** There is a motion and a second. I'm  
15 going to abstain so that I can submit my own budget to the  
16 Florida legislature. My last budget to the Florida  
17 legislature.

18 Without objection, the motion passes, three zip.  
19 Well, three, whatever.

# Florida Department of Highway Safety and Motor Vehicles

Quarterly Report  
July - September 2005



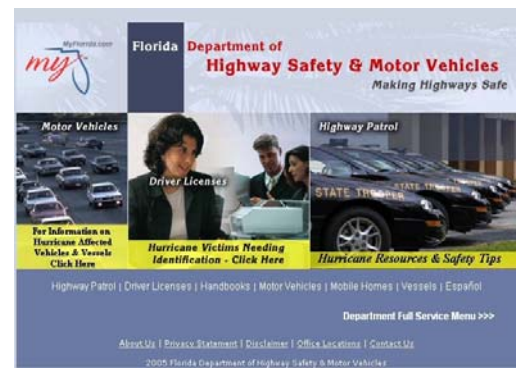
**Making Highways Safe**

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

<b>4,935</b>	<b>Authorized Positions</b>
<b>4,528</b>	<b>Current Employees</b>
<b>1,813</b>	<b>Authorized Sworn Law Enforcement Officer Positions</b>
<b>1,678</b>	<b>Current Sworn Law Enforcement Officers</b>
<b>159</b>	<b>Driver License Office Locations Statewide</b> (Includes tax collector offices that issue driver licenses)
<b>8</b>	<b>Crash Fatalities</b>
<b>3</b>	<b>Alcohol Related Crash Fatalities</b>
<b>\$ 5,364,109</b>	<b>State Revenue Collected</b>
<b>111,217</b>	<b>Miles Patrolled on Highways</b>
<b>72,931</b>	<b>Vehicle and Mobile Home Registrations Issued</b>
<b>19,176</b>	<b>Vehicle and Mobile Home License Plates Issued</b>
<b>23,983</b>	<b>Vehicle/Vessel Titles Issued/Transferred</b>
<b>28,365</b>	<b>Driver License Customers Served</b>
<b>17,263</b>	<b>Court Dispositions Processed</b> (Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)
<b>4,749</b>	<b>Driver Contacts</b> (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)
<b>225</b>	<b>Hearings Conducted</b> (Includes formal and informal administrative suspensions and hardship cases)

## Department Mission: “Making Highways Safe”

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  
July – September 2005

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## EXECUTIVE SUMMARY

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☑ In-office visits by motorists increased 4.4 percent\*\* from the previous quarter, as the department served 1,872,074 customers in driver license field offices.\*

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

☑ 803 highway deaths were reported in the 1st quarter of fiscal year 2005-2006, a 22 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 4,401,449 organ donors registered through the organ donation sign-up program as of the end of the first quarter, an increase of 97,456 from the previous quarter.

☑ Inspected 1,720 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 2,023 dealer and manufacturer licenses.

☑ Suspensions, revocations, and cancellations of driving privileges increased 6 percent, as 442,173 actions were taken. Additionally, 128,356 insurance suspensions were issued.

☑ DUI enforcement remained a priority as 16,152 administrative (roadside) suspensions were issued by all Florida law enforcement jurisdictions to drivers with unlawful blood alcohol content or for failure to submit to a sobriety test. This 8.4 percent increase includes 397 suspensions to drivers under 21 for violations of the Zero Tolerance Law.

☑ Issued 1,582,908 new and used vehicle/vessel titles and title transfers.

**During the first quarter of fiscal year 2005-2006, 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 first quarter, the department collected \$354,031,223 in revenue.

☑ There were 7,031,061 motorist services transactions conducted during this quarter (driver license/ID card transactions and motor vehicle/mobile home registrations). The Internet accounted for 510,468 of these transactions, or 7.3 percent, an increase from 6.2 percent from the previous quarter.

☑ The FHP cited 2,766 individuals for DUI violations, an increase of 3.2 percent.

☑ The FHP arrested 2,609 individuals for felony violations, an 11.7 percent increase.

☑ Traffic and equipment violation warnings remained relatively the same this quarter with less than a one percent decrease. The FHP cited or warned 354,270 citizens for traffic or equipment violations.

☑ The FHP rendered assistance to 82,617 motorists with disabled vehicles.

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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](http://www.hsmv.state.fl.us).

\*\* A reporting error was noted in the previous quarter data and has been adjusted.

# Quarterly Highlights

## DHSMV and DOT Partner to Launch Statewide Motorcycle Campaign



The Department of Highway Safety and Motor Vehicles (DHSMV) in partnership with the Department of Transportation (DOT) unveiled a statewide Motorcycle Rider Public Information and Education Campaign urging all Florida motorcyclists to “**RIDE LEGAL. RIDE SMART.**”

The motorcycle safety campaign disseminates public information materials through Public Service Announcements (PSA), billboards, posters, motorcycle and community events and other promotional materials, encouraging riders not to ride while impaired, to wear protective gear when riding, to be aware of their surroundings and to promote the need for licensing and endorsements. The campaign also urges other motorists to be aware of motorcyclists on roadways.

As the number of licensed motorcycle riders on Florida’s roads continues to increase each year, the state has seen a surge in the number of fatal motorcycle crashes. Since 1999, the number of fatal crashes has increased over 166 percent. Between 2000 and 2004, 1,508 motorcyclists were killed in traffic crashes, an average of 302 per year. In 2004, there were 416 motorcycle fatalities, or 12.8 percent of all fatalities in motor vehicle crashes.

The DHSMV’s Florida Rider Training Program (FRTTP) is coordinating this campaign with the Florida Outdoor Advertising Association (FOAA) and its participating member companies. FOAA has donated 84 billboards that appear throughout the state. Also, the Florida Radio Network will air PSAs stressing the motorcycle safety messages. FRTTP contractors throughout the state use curriculum developed by the Motorcycle Safety Foundation to teach the knowledge and skills necessary to ride safely on Florida’s streets and highways. For more information on the FRTTP, please visit the web site at: <http://motorcycles.hsmv.state.fl.us/>.

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## Hurricane Katrina Relief



On August 29, 2005, Hurricane Katrina demonstrated the daunting power of nature—something those of us in Florida know all too well. FHP responded by sending fifty-nine troopers on a mission—to help restore order and help the victims in the Mississippi Gulf Coast. The troopers, most of whom volunteered last year with Hurricanes Charley, Jeanne, Ivan, and Frances, traveled to Mississippi to support local law enforcement and assist the communities affected by the storm.

Upon arrival in Mississippi, troopers found that their only means of communication was via their laptop computers in their patrol cars. Messages from the region painted a horrific picture of damage and destruction experienced by those living in this part of the nation. Soon, an additional forty-eight members, along with two Mobile Command vehicles, were deployed to Mississippi for extra support. The 107 sworn personnel were assigned to the Moss Point and Gautier Police Departments to fulfill their mission to help staff the 24-hour Multi-Agency Coordination (MAC) center, control traffic, enforce curfews, provide security, escort fuel and supplies vehicles, distribute food and water to victims, and render humanitarian aid as needed.

## **FHP Wins 2005 Martha Irwin Distinguished Service Award for Highway Safety**



In 2001, the American Association of Motor Vehicle Administrators (AAMVA) created the Distinguished Service Award for Safety. Following the first presentation of the award, the AAMVA Board of Directors changed the name to the Martha Irwin Distinguished Service Award for Highway Safety in recognition of former AAMVA Chair Martha Irwin's focus on highway safety.

The AAMVA Martha Irwin Distinguished Service Award for Highway Safety is presented annually to an individual, organization, or jurisdiction whose primary function is highway and traffic safety, and who has made the greatest impact on highway safety and/or the reduction of highway fatalities. This year's Martha Irwin Distinguished Service Award for Highway Safety was presented to the FHP for their hurricane relief efforts in 2004.

During the hurricane relief efforts in 2004, the FHP were called upon to participate in search and rescue efforts, while other troopers headed to areas hardest hit to give out food and water to displaced people. Additionally, troopers served to enforce curfews, protect property, control traffic, and escort fuel trucks and emergency medical vehicles where needed.

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## **DMV Email System**



The Division of Motor Vehicles (DMV) has established a state of the art electronic email system with numerous customer service enhancements. This, combined with a newly created DMV email database, will significantly reduce the number of emails submitted, will systematically route emails, track emails, and provide report capabilities.

Customers are better equipped to obtain answers to their questions due to the ease of accessibility of Frequently Asked Questions (FAQ's). In the event a customer cannot obtain the desired answer via the FAQ's, they have the opportunity to email DMV.

Customers are required to submit specific vehicle and client information to ensure an accurate response from DMV staff. Immediately upon submission of the customer's email, a DMV electronically generated response acknowledging receipt of the email is generated and sent. Simultaneously, the customer's email is electronically routed to a DMV staff member for processing.

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## Highway Watch Force



Recently, the Florida Highway Patrol was involved with a *Highway Watch* Train-the-Trainer course held in Tallahassee. The program is designed to train commercial motor vehicle (CMV) operators to be alert on Florida's roadways. The program is designed to train CMV operators to be aware of possible terrorist or other suspicious activities while traveling the streets and highways of Florida and to use these operators as an additional resource to assist law enforcement in their efforts to keep our citizens and visitors safe.

Basically, the *Highway Watch* program works by assigning a unique identifier code to each participating CMV operator so that law enforcement officials can properly identify the operator. The *Highway Watch* team member is trained in the correct method of reporting a variety of suspicious activities to law enforcement. The *Highway Watch* program will continue to prove a valuable tool for reporting suspicious criminal activities to proper law enforcement agencies.

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# 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	105,179	74,108	41.9
2. DUI Arrests	2,766	2,418	14.4
3. Felony Arrests	2,609	1,596	63.5
4. Other Arrests (Includes Drug Related Arrests)	167,561	122,496	36.8
Total Arrests	278,115	200,618	38.6
b. Written Warnings	68,982	51,644	33.6
c. Faulty Equipment Notices	31,695	24,490	29.4
<b>CRASH INVESTIGATIONS</b>	63,546	58,781	8.1
<b>TRAFFIC HOMICIDE INVESTIGATIONS</b>	505	426	18.5
<b>DRUG INTERDICTION</b>			
a. Drug Related Arrests	1,511	866	74.5
<b>STOLEN VEHICLES RECOVERED</b>	236	204	15.7
<b>DUTY HOURS</b>			
a. Unobligated Patrol *	259,066	231,274	12
b. Obligated Patrol **	451,677	555,368	-18.7
c. Non-Patrol ***	137,470	129,665	6
Total Duty Hours	848,213	916,307	-7.4
<b>MILES PATROLLED</b>	10,231,977	10,731,867	-4.7

\* 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 Douglas Strickland and Ronald Drake**

#### **Award recipients**

**July 2005**

While performing assigned Response Team Duties during the Hurricane Dennis detail in the Florida Panhandle, Troopers Strickland and Drake were approached by a severely injured man who was bleeding profusely. It was obvious to the troopers that the victim had suffered a severe injury, severing his upper thigh just above the knee with a chain saw he had been using to cut up a tree blocking a roadway. The troopers recognized that the location of the injury and the amount of blood loss indicated the victim might have cut a major artery and could be in danger of bleeding to death.

After applying a makeshift splint with a fallen limb, the troopers stabilized the man's leg and maintained pressure on the wound. Keeping the injured man calm, they provided comfort to him and his wife. Since radio communication was not possible in the area, assistance was sought from a nearby fire station. Upon the arrival of a local ambulance, the victim was transported to an area hospital for treatment.

### **Trooper Gary Bach**

#### **Award recipient**

**August 2005**

On August 8, 2005, Trooper Gary Bach arrived at the scene of a traffic crash on I-95 near the 108 mile post. Upon arrival, Trooper Bach observed several severely damaged vehicles and injured motorists, including a middle aged man holding a small child in his arms. Seeing that the man was frantic and wildly swinging the small child about, Trooper Bach approached the man, discovering that the small child he was holding was having difficulty breathing and was gasping for air. Trooper Bach calmly took control of the situation, evaluated the medical condition of the child, and called for the Martin County Fire Rescue. Trooper Bach noticed that the child had a severe bruise on the neck in the area of the trachea. He placed the child on the ground and opened the child's airway, keeping it open until the medical team arrived. The child was airlifted to Saint Mary's Hospital in West Palm Beach and treated for a crushed trachea. The child is expected to make a full recovery.

### **Troopers Jose Michael Meier and Delmos Barfield, Jr.**

#### **Award recipients**

**September 2005**

Shortly before midnight on September 27, 2005, FHP's Tampa Bay Regional Communication Center received a "Be on the Look Out" (BOLO) from the Largo Police Department regarding a murder suspect who was possibly in a rest area within Troop C. Over the course of the next hour, several updates on the suspect were issued while troopers searched every rest area in the troop. The suspect was described as a trained military demolition expert and was considered armed and dangerous.

At approximately 1:20 a.m., Troopers Michael Meier and Delmos Barfield, Jr., located the suspect's vehicle in the northbound rest area on I-75 in Pasco County. They then spotted the suspect at a nearby pay phone where Troopers Barfield and Meier secured the suspect at gunpoint. After conducting a search, they located a very important piece of evidence necessary for the murder suspect's successful prosecution. The suspect later made a full confession post-Miranda to Trooper Barfield.

## 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 during the quarter, as reflected in the 2000 U.S. Census:

<b>Race</b>	<b>Drivers Stopped</b>	<b>Census</b>
White	81.9%	77.99%
Black	15.83%	14.61%
Asian	1.9%	1.72%
Native-American	.19%	.34%
Unknown	.18%	5.34%

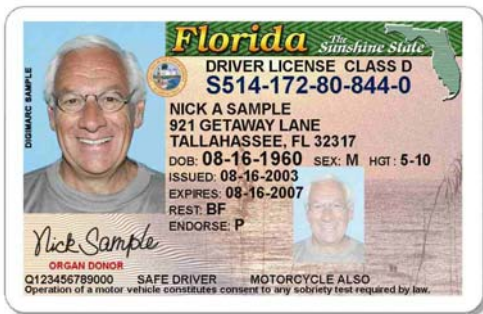
The unknown 5.34 percent of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 15.97 percent of 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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# 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 3.5 percent over the same quarter last year.

Field Issuance (In-Person)	This Quarter	Last Year Same Quarter	Percent Change
Licenses *	1,001,405	967,980	3.5
ID Cards	208,490	187,983**	10.9
Other Services	662,179	615,730	7.5
<b>Total Customers</b>	<b>1,872,074</b>	<b>1,771,693**</b>	<b>5.7</b>

The "Other Services" category, which is comprised of examination retests, reinstatements, record reviews, referral for clearance documents, and surrendering vehicle registrations, increased by 7.5 percent.

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

\*\* A reporting error was noted in the "Last Year Same Quarter" data and has been adjusted.

**Central issuance** - More customers are selecting the use of the Internet to submit license renewals or address changes (an increase of 47.2 percent this quarter vs. same quarter last year).

Central Issuance- License Renewals/Address Changes	This Quarter	Last Year Same Quarter	Percent Change
Mail *	119,939	160,253	-25.2
Phone	14,975	26,813	-44.2
Internet	210,605	143,071	47.2
<b>Total Customers</b>	<b>345,519</b>	<b>330,137</b>	<b>4.7</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	268,004	318,148	-16
Insured Rate	94.78%	94.43%	-

The percent of insured that are identified by VIN number is 87.28 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 7.5 percent for this quarter. The total of these make the insured vehicle/motorist rate 94.78 percent, with the uninsured rate at 5.22 percent.

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## Administrative Suspensions

<b>Administrative Suspensions</b>	This Quarter	Last Year Same Quarter	Percent Change
Suspensions ( Refusals, DUI)	15,755	13,526	16
Suspensions ( Zero Tolerance)	397	348	14
<b>Total Suspensions</b>	16,152	13,874	16
Administrative Suspension Sustained Rate	89%	88%	1

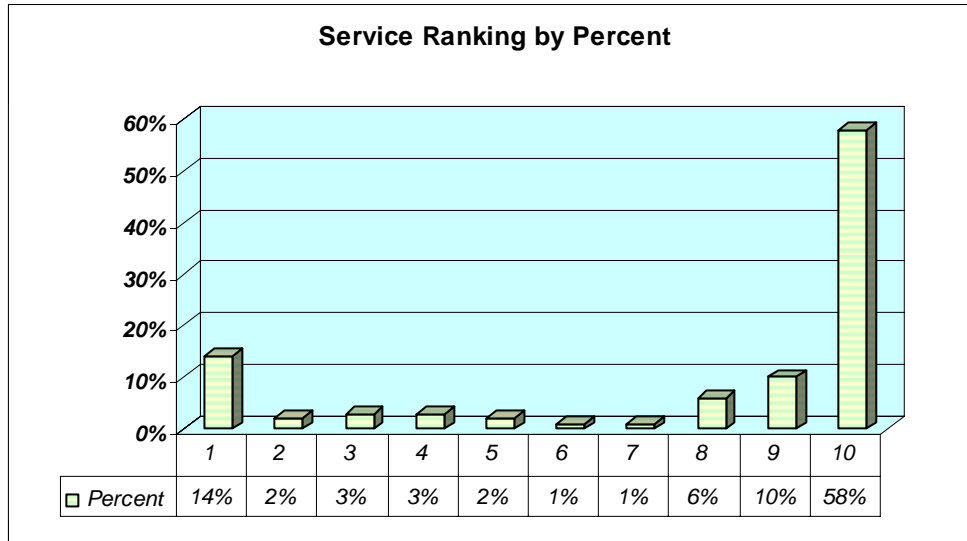
The Administrative Suspension Sustained Rate includes both those drivers refusing to submit to a breath, blood, or urine test or for driving with an unlawful alcohol level and those drivers under the age of 21 receiving an administrative suspension under the Zero Tolerance Law. This rate tends to remain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

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## Customer Service

Through the department's **"Commitment to Excellence Customer Comment Cards,"** driver license customers offered their comments using comment cards 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:

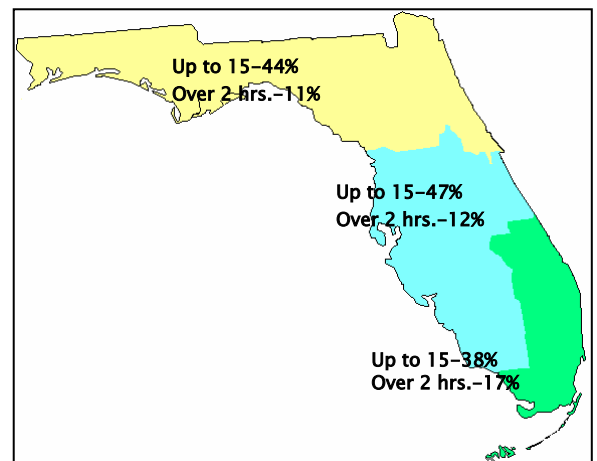
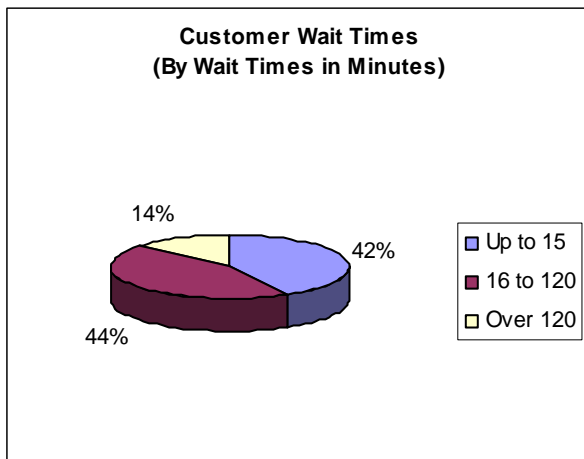
### Customer Service Ranking



### Customer Wait Times

During the quarter, the percentage of customers waiting "Up to 15 Minutes" increased from 39 percent to 42 percent, and the "Over 120 Minutes" decreased from 17 percent to 14 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 44, 47, and 38 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 11, 12, 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	463,856	393,557	17.86
b. Used	192,415	178,488	7.8
c. Transfers	803,692	706,137	13.82
d. Miscellaneous	122,945	101,717	20.87
Total	1,582,908	1,379,899	14.71
MOTOR VEHICLE -MOBILE HOME REGISTRATIONS	4,813,468	4,504,619	6.86
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	2,023	2,063	-1.94
DEALER COMPLAINTS PROCESSED	1,068	1,282	-16.69
DEALER RECORD INSPECTIONS	1,720	1,376	25
MH/RV's INSPECTED	4,238	4,006	5.79
SEALS AND LABELS ISSUED	4,761	4,237	12.37
COMPLAINTS PROCESSED	112	71	57.75
APPORTIONED LICENSE PLATES ISSUED	16,386	12,452	31.59
NEW MOTOR CARRIER ACCOUNTS	1,515	1,492	1.54
INTERNATIONAL FUEL TAX AGREEMENT (IFTA) DECALS ISSUED	20,990	2,644	693.87
FUEL USE TAX TEMPORARY PERMITS ISSUED TO WIRE SERVICES	2,150	1,900	13.16
ELECTRONIC LIEN AND TITLE (ELT) TRANSACTIONS PROCESSED	224,203	209,950	6.79
ELT FINANCIAL INSTITUTIONS	159	140	13.57

The 14.71 percent increase in title transactions and corrections to ELT transactions is primarily due to increased public demand beyond the same prior year quarter.

The 6.86 percent increase in registration transactions is primarily due to increased public demand beyond the same prior year quarter.

Dealer complaints received reflected a 16.69 percent decrease over the last year same quarter and can be attributable to an increase in records inspections with coaching and training dealers on various weaknesses in the business practices. Other contributing factors would be the increase in dealer compliance with Florida Statutes.

Dealer record inspections increased 25 percent over last year's same quarter. The Bureau of Field Operations continued their efforts in this initiative by modifying the records inspection process in an optimized audit approach, utilizing automation and a change in the records inspection process from a full audit process to a confidence-rated process. When a confidence-rated audit indicates potential non-compliance problems, full audits are conducted.

The 5.79 percent increase in mobile home inspections is primarily due to an increase in plant production of mobile homes.

The 12.37 percent increase in seals and labels issued is due to the direct relationship of the increase in plant production of mobile homes.

The 57.75 percent increase in complaints is primarily due to the increase in the actual production of mobile homes. As a result, more customers are making purchases and have consumer complaints.

The 31.59 percent increase in the number of apportioned license plates issued is due in part to the earlier submission and processing of October IRP renewal applications during the first quarter.

The 693.78 percent increase in the number of IFTA decals issued is merely a timing issue. Due to a change and enhancement in processing procedures, a larger number of decal orders were processed in the first quarter instead of being held into the second quarter.

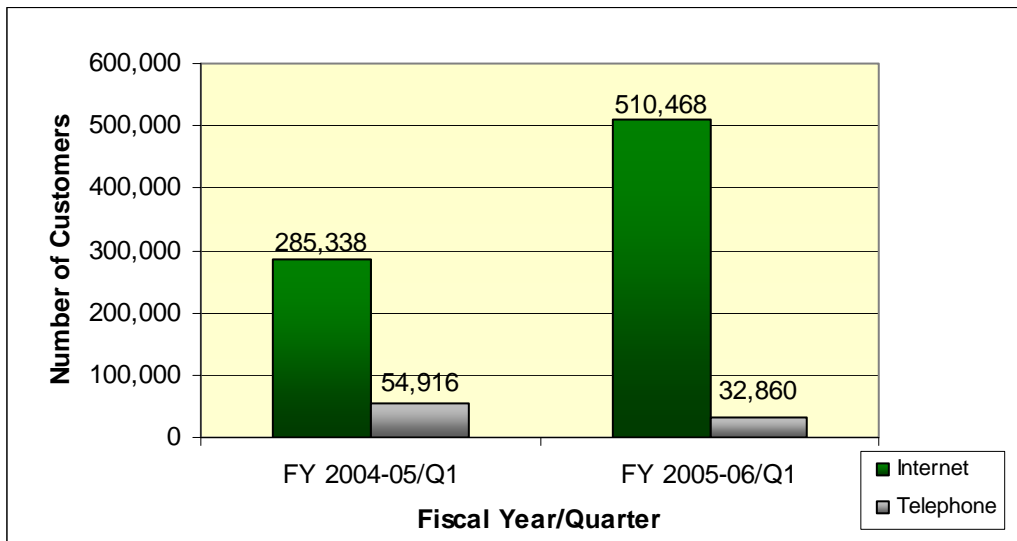
The 13.16 percent increase in the number of temporary fuel use tax permits issued to wire services is due to increased demand for the permits being placed on the wire services.

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## 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, 510,468 customers renewed their driver licenses and motor vehicle registrations and changed their addresses by Internet and 32,860 by telephone. The following table provides a comparison with the same quarter of fiscal year 2004-05:



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### Customer Service Center

During this quarter, the department's Customer Service Center answered 174,662 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was just under four minutes.

During the quarter, automated services provided more than 255,000 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.

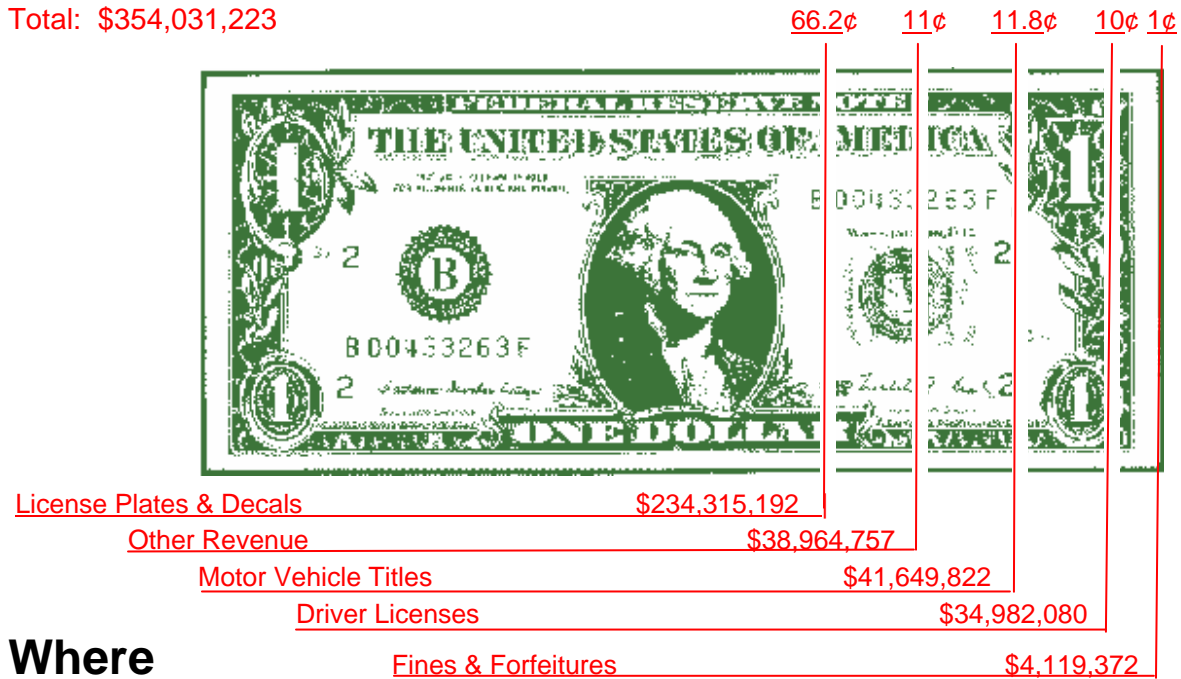
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The following graphic depicts the revenue collection and disbursement efforts of the Department during the first quarter.

**FY 2005 – 2006  
Revenue  
1st Quarter**

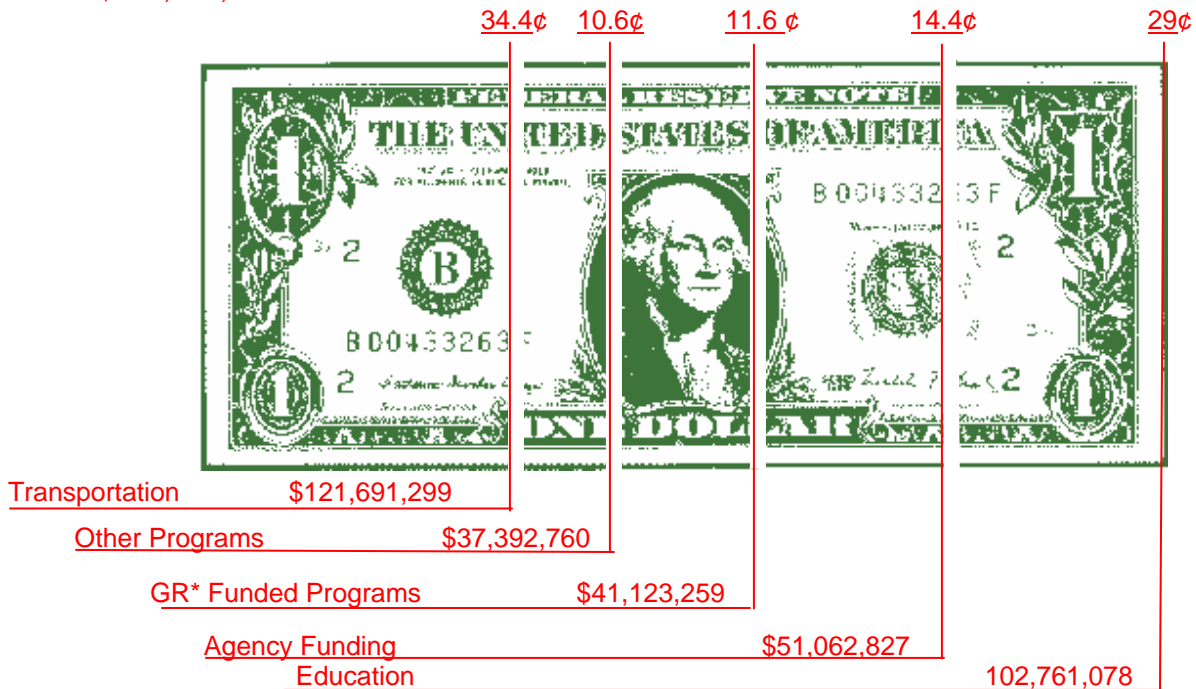
**Where  
the money  
comes from**

Total: \$354,031,223



**Where  
the money goes**

Total: \$354,031,223

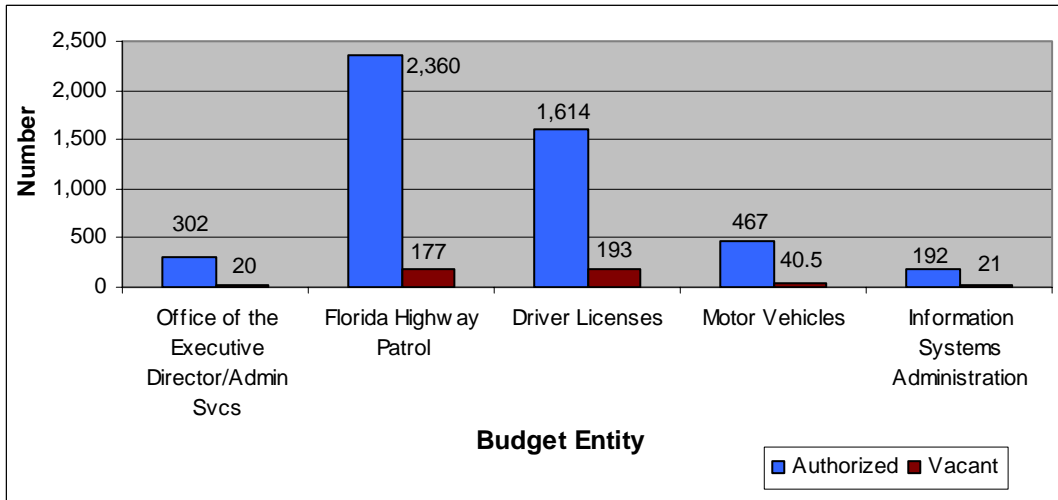


\* GR refers to "General Revenue" \*\* See page 16 for Other Revenues & Other Programs

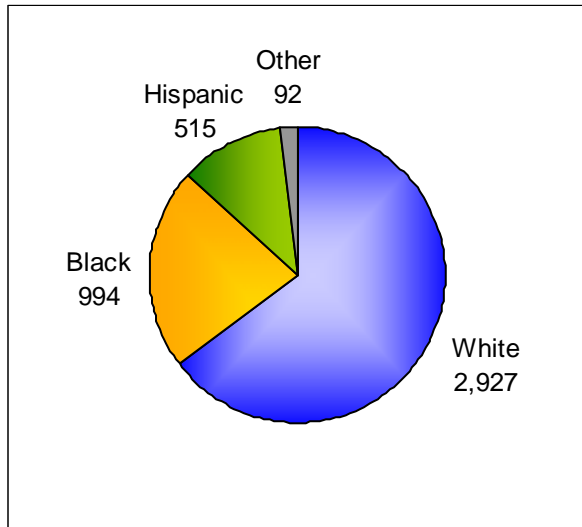
	<b>1st Quarter</b>
<b>WHERE THE MONEY COMES FROM – OTHER REVENUES</b>	
1. Driving Records	6,715,888
2. Motor Fuel Use Tax	11,749,572
3. International Registration Plan	18,497,319
4. Other	2,001,978
<b>TOTAL</b>	<b>\$38,964,757</b>
<b>WHERE THE MONEY GOES – OTHER PROGRAMS</b>	
1. Mobile Home License Payments to Local Governments	731,067
2. Fuel Use Tax Program	6,064,083
3. International Registration Plan	7,398,928
4. Specialized License Plates	7,235,316
5. Air Pollution Control Program	4,740,753
6. Law Enforcement Radio System Trust Fund	4,532,651
7. Brain and Spinal Cord Rehabilitation	598,462
8. Vessel Titles and Registrations	329,433
9. Grants and Donations Programs	1,800,775
10. Other	3,961,292
<b>TOTAL</b>	<b>\$37,392,760</b>

# Administrative Support

## Number of Positions by Budget Entity

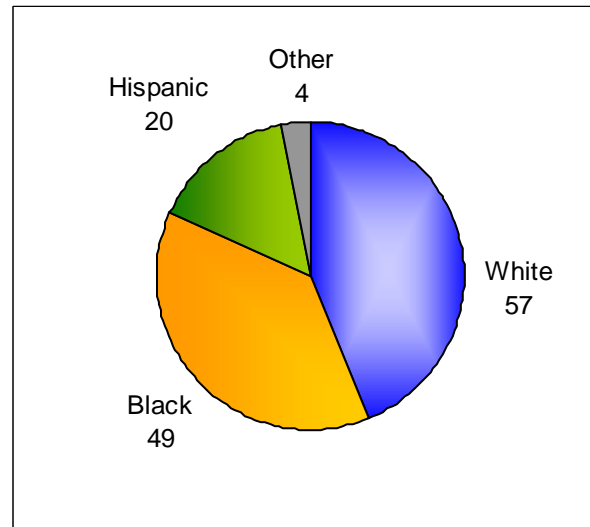


## Employee Representation by Race



<u>RACE</u>	<u>PERCENT</u>	<u>RLM %*</u>
White	65	64.3
Black	22	13.9
Hispanic	11	17.8
<u>Other</u>	<u>2</u>	<u>4</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	44	64.3
Black	38	13.9
Hispanic	15	17.8
<u>Other</u>	<u>3</u>	<u>4</u>
<b>Total</b>	<b>100</b>	<b>100</b>

\* RLM – Relevant Labor Market.

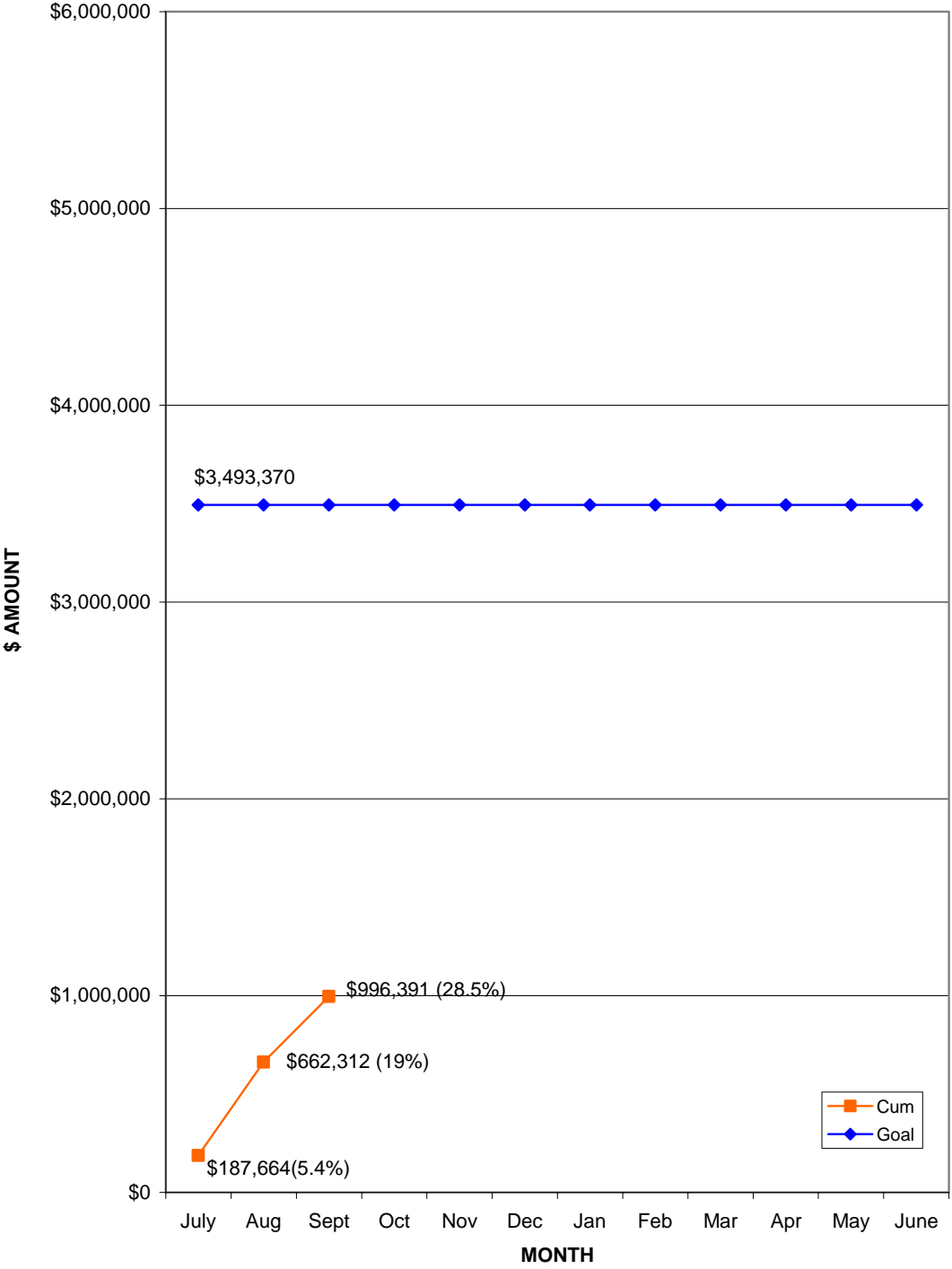
Regular volunteer employees provided 832 hours of service.  
Occasional volunteer employees provided 23 hours of service.



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

<b>PROJECT/PURCHASE</b>	<b>VENDOR</b>	<b>AMOUNT</b>
DMV Application for Vehicle/Vessel Certificate of Title and/or Registration #82041, BID# 001-06, Term 07/15/2005 Thru 07/14/2008, DO# 133777.	Moore Wallace North America, Jacksonville, FL	\$191,084.58
Monthly Lease and License Fee Software Products, KDC# 045-389, Term 07/01/2005 Thru 06/30/2006, DO# 133996, Single Source.	IBM Corporation, Tallahassee, FL	\$303,396.00
Renewal E-Commerce Support and Operation, Term 07/01/2005 Thru 06/30/2006, DO# 131051, Bid# 008-99, KDC# 045-370.	Hewlett Packard, Tallahassee, FL	\$208,806.48
ISA/Project Manager and Team (FRVIS) Renewal, Term 07/01/2005 Thru 06/30/2006, KDC# 045-369, DO# 131026, Bid# 008-99.	Hewlett Packard, Tallahassee, FL	\$243,324.72
FRVIS Hardware Maintenance, Term 07/01/2005 Thru 06/30/2006, Bid# 008-99, DO# DO142922.	Hewlett Packard, Tallahassee, FL	\$1,517,592.24
Flow Mobile (Mobile Driver Licenses Unit), Term 09/14/2005 Thru 01/20/2006, BID# 005-06 DO# 169418.	Transit Plus, Corporation, Atlantic Beach, FL	\$200,545.00
Full Service Maintenance Agreement on printers in DL Network and Kirkman Building, Term 07/01/05 thru 06/30/06, DO# 149097, Bid# 031-03, KDC# 056-34.	BLM Technologies, Inc., Ft. Lauderdale, FL	\$137,364.00
<b>QUARTER TOTAL</b>		<b>\$2,802,113.02</b>

**MINORITY BUSINESS ENTERPRISE UTILIZATION  
FISCAL YEAR 2005-2006**



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



## EXECUTIVE SUMMARY

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### **Introduction:**

The Hewlett Packard Company has been selected to provide the technology refresh for the Florida Real-time Vehicle Information System (FRVIS). The department issued Invitation to Negotiate #025-05 on May 16, 2005, for the technology refresh of FRVIS. Over a month of negotiations followed selection of the top two respondents on July 26, 2005.

Best-and-final offers were submitted September 12, 2005. Subsequent to being evaluated by the department's evaluation committee, the Notice of Intent to Award to Hewlett Packard Company was posted at 9:15 AM, September 16, 2005. Hewlett Packard offered the highest scoring proposal with the lowest cost. Equipment, software, and decal printing features met or exceeded all requirements.

A formal protest was received from Unisys based on an allegation that the printers and cartridges bid by Hewlett Packard would not perform as presented in their proposal. Subsequent to meetings with all the parties, a settlement agreement was reached that required testing of all printers and cartridges proposed by an independent testing laboratory. The results of the test showed that the Hewlett Packard printers and cartridges performed to the specifications required by the department and as presented by Hewlett Packard. As agreed to by Unisys and Hewlett Packard, the protest was withdrawn.

Installation is scheduled to begin in January 2006 with a schedule that is developed jointly with the tax collectors. The intervening time between contract award and January 2006 will be required for project planning and programming.

Florida Real-time Vehicle Information System (FRVIS) is the department's primary motor vehicle and vessel application, which runs on servers and personal computers in tax collector offices. Currently, there are over 300 tax collector agencies statewide. FRVIS was approved by the Legislature in the late 1970's. This system, which was funded by fifty cents per vehicle registration fee, provided computer hardware, software, services, and data circuits to each of the offices maintained by Florida tax collectors for issuance of motor vehicle titles and registrations. Budget authority has been provided by the Legislature.

In 2000/01, the department was funded for statewide replacement of the tax collector computer equipment through a five-year installation purchase contract, which is now expiring. The computer equipment is now at the end of its useful life and needs replacing.

### **Purpose:**

The purpose of this project is to provide a technology refresh of the computer equipment, system software, hardware maintenance, consumables, and services within the current budget funding. It includes replacing impact printers with laser printers so that central form issuance, mailing, and distribution may be eliminated.

### **ITN Final Scoring:**

Hewlett Packard Company	296.35 Points
Unisys	295.06 Points

FAILURE TO FILE A PROTEST WITH THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES. ALL BIDS/PROPOSALS ACCEPTED BY THE STATE ARE SUBJECT TO THE STATE'S TERMS AND CONDITIONS AND ANY AND ALL ADDITIONAL TERMS AND CONDITIONS SUBMITTED BY THE BIDDERS/PROPOSERS ARE REJECTED AND SHALL HAVE NO FORCE AND EFFECT. OFFERS FROM THE VENDORS LISTED HEREIN ARE THE ONLY OFFERS RECEIVED TIMELY AS OF THE ABOVE OPENING DATE AND TIME. ALL OTHER OFFERS SUBMITTED IN RESPONSE TO THIS SOLICITATION, IF ANY, ARE HEREBY REJECTED AS LATE. NOTICE OF BID/PROPOSALS PROTEST BONDING REQUIREMENT. ANY PERSON WHO FILES AN ACTION PROTESTING A DECISION OR INTENDED DECISION PERTAINING TO CONTRACTS ADMINISTERED BY THE DIVISION OR A STATE AGENCY PURSUANT TO SECTION 120.57(3), FLORIDA STATUTES, SHALL POST WITH THE DIVISION OR THE STATE AGENCY AT THE TIME OF FILING THE FORMAL WRITTEN PROTEST, A BOND PAYABLE TO THE DIVISION OR STATE AGENCY IN AN AMOUNT EQUAL TO 1 PERCENT OF THE DIVISION'S OR STATE AGENCY'S ESTIMATE OF THE TOTAL VOLUME OF THE CONTRACT OR \$5,000, WHICHEVER IS LESS, WHICH BOND SHALL BE CONDITIONED UPON THE PAYMENT OF ALL COSTS WHICH MAY BE ADJUDGED AGAINST HIM IN THE ADMINISTRATIVE HEARING IN WHICH ACTION IS BROUGHT AND IN ANY SUBSEQUENT APPELLATE COURT PROCEEDING. FOR PROTEST OF DECISIONS OR INTENDED DECISIONS OF THE DIVISION PERTAINING TO AGENCIES' REQUEST FOR APPROVAL OF EXCEPTIONAL PURCHASES, THE BOND SHALL BE IN THE AMOUNT EQUAL TO 1 PERCENT OF THE REQUESTING AGENCY'S ESTIMATE OF THE CONTRACT AMOUNT FOR THE EXCEPTIONAL PURCHASE REQUESTED OR \$5,000, WHICHEVER IS LESS. IN LIEU OF A BOND, THE DIVISION OR STATE AGENCY MAY, IN EITHER CASE, ACCEPT A CASHIER'S CHECK OR MONEY ORDER IN THE AMOUNT OF THE BOND. FAILURE TO FILE THE PROPER BOND AT THE TIME OF FILING THE FORMAL PROTEST, WILL RESULT IN THE DENIAL OF THE PROTEST.

**BID/PROPOSAL TABULATION**  
**BID TITLE** Tax Collector Equipment  
**BID NUMBER** 025-05  
**OPENING DATE** 9/15/05 **TIME** 10:00 AM  
**POSTING TIME/DATE**  
**FROM:** 9:15 AM / 9/16/05  
**UNTIL:** 9:15 AM / 9/21/05  
**PAGE:** 1 **OF** 5 **PAGE(S)**

BIDDERS	Technical Points	Price Points	Total Points
Hewlett Packard	76.35	220.00	296.35
Unisys	77.18	217.88	295.06
Note: See attached for further breakdown of points awarded.			
All pass/fail categories passed			

**OPENED BY:** David Shuffelbotham **TABULATED BY:** Greg Bickford **VERIFIED BY:** [Signature]  
**REMARKS:** CIRCLED PRICE INDICATES INTENT TO AWARD. NOT AS SPECIFIED CODE(S):

**NOTICE OF INTENDED AWARD**

**FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES**

NAME OF BID: Tax Collector Equipment DATE OF POSTING NOTICE: 9/15/05<sup>16</sup>

BID OR RFP # 025-05 TIME: \_\_\_\_\_

Advertising was published in: Vendor Bid System

**OPENING OF BIDS OR PROPOSALS**  
Neil Kirkman Building

Location: Tallahassee, Florida Date: 9/15/05 Time: 10:00 AM

Opened by: David Shufflebotham Tabulated by: Greg Bickford

WITNESSED BY and REPRESENTING

[Signature]  
[Signature]  
[Signature]

DHSMV  
DHSMV  
DHSMV

**INTENDED AWARD**

Vendor: Hewlett Packard Price: \$23,873.356.39

Terms: \_\_\_\_\_

Lowest Bidder: \_\_\_\_\_ Yes  No

If no, Justification: ITN awarded to Hewlett Packard based on highest total number of points scored at 296.35

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes. Any notice of protest or protest to this solicitation which was filed within the time limits set forth in this posting. In accordance with section 120.573, FS, notice is hereby provided that mediation of the administrative dispute for the type of agency action announced is not available.

**CERTIFICATION**

I certify that the above statements are correct. I further certify that the award of this bid is made in accordance with Section 287, Part I, Florida Statutes and Chapter 60A-1, Florida Administrative Code.

[Signature]  
(Signature)

9/16/05  
(Date)

Title

PROPOSAL TABULATION SHEET										
Vendor	Max. Pts.	Sherry A.	Terrence S.	Glenn T.	Boyd W.	Laurel W.	Total	Average	Unlisy's	
Evaluation Categories										
Ex-Summary 7.2	P/F	P	P	P	P	P	P	P		
Project Org & Plan 7.3	15	13.5	14.4	15	13.8	14.25	70.95	14.19		
System Demo 7.6	10	10	9.7	10	9.5	10	49.2	9.84		
System Demo 7.5	3	2.7	2.91	3	2.9	3	14.51	2.90		
System Demo 7.5	2	2	1.86	2	2	2	9.86	1.97		
Equipment Software Svs 7.6	20	20	19.2	19.6	19	20	97.8	19.56		
System Installation 7.7	8	7.6	7.92	7.6	7.4	8	38.52	7.70		
Existing FR/VS Equipment 7.8	P/F	P	P	P	P	P	P	P		
Designated Personnel 7.9	7	6.3	6.65	7	6.3	5.6	31.85	6.37		
Software Lic/Service Agree 7.10	P/F	P	P	P	P	P	P	P		
Documentation 7.11	P/F	P	P	P	P	P	P	P		
Supplies 7.12	P/F	P	P	P	P	P	P	P		
Site Readiness 7.13	P/F	P	P	P	P	P	P	P		
Add System Requirements 7.14	P/F	P	P	P	P	P	P	P		
Maintenance Requirements 7.15	10	10	9.6	10	9.5	9.5	48.6	9.72		
Security 7.16	P/F	P	P	P	P	P	P	P		
Quality Control 7.17	2	1.9	1.92	2	1.8	2	9.62	1.92		
Training 7.18	3	3	3	3	3	3	15	3.00		
Future Improvements 7.19	P/F	P	P	P	P	P	P	P		
Total Evaluators Score	90	77	77.16	79.2	75.2	77.35		77.18		
Price	220							217.88		
Total Evaluation & Price Score								295.06		





**Total Payments**

	<b>Unisys</b>	<b>HP</b>
<b>Year 1</b>	\$8,479,368.00	\$7,273,510.91
<b>Year 2</b>	\$8,755,346.00	\$8,670,761.83
<b>Year 3</b>	\$1,977,402.00	\$1,720,632.14
<b>Year 4</b>	\$2,023,724.00	\$2,657,877.58
<b>Year 5</b>	\$2,057,135.00	\$3,070,680.07
<b>Year 6</b>	\$555,478.00	\$479,893.86
<b>Total</b>	<b>\$23,848,453.00</b>	<b>\$23,873,356.39</b>

**Total NPV**

	<b>Unisys</b>	<b>HP</b>
<b>Year 1</b>	\$8,441,686.30	\$7,241,187.95
<b>Year 2</b>	\$8,262,809.63	\$8,182,983.78
<b>Year 3</b>	\$1,769,041.86	\$1,539,328.01
<b>Year 4</b>	\$1,716,260.20	\$2,254,067.01
<b>Year 5</b>	\$1,653,801.38	\$2,468,625.02
<b>Year 6</b>	\$423,327.15	\$365,724.84
<b>Total</b>	<b>\$22,266,926.52</b>	<b>\$22,051,916.61</b>

	<b>Unisys</b>	<b>HP</b>
<b>Points</b>	<b>217.88</b>	<b>220</b>