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

#### MAY 16, 2006

#### AGENDA

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

Respectfully submit the Minutes for the December 13, 2005, Cabinet meeting.
 Attachment #1.

Recommend.

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

Attachment #2. Recommend.

3. Respectfully submit the quarterly report for the quarter ending March 2006.

Attachment #3.

Recommend.

# THE CABINET STATE OF FLORIDA

#### Representing:

DEPARTMENT OF BOND FINANCE
DEPARTMENT OF REVENUE
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
BOARD OF TRUSTEES
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 Tuesday, December 13, 2005, commencing at approximately 9:25 a.m.

Reported by:

MARY ALLEN NEEL
Registered Professional Reporter
Notary Public

ACCURATE STENOTYPE REPORTERS, INC. 2894 REMINGTON GREEN LANE TALLAHASSEE, FLORIDA 32308 (850)878-2221

#### 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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# DEPARTMENT OF REVENUE (Presented by Dr. Jim Zingale)

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# DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES (Presented by Fred Dickinson)

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# BOARD OF TRUSTEES, INTERNAL IMPROVEMENT TRUST FUND (Presented by Colleen Castille)

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GOVERNOR BUSH: Department of Highway Safety 1 2 and Motor Vehicles. CFO GALLAGHER: Motion on the minutes. 3 4 ATTORNEY GENERAL CRIST: Second. There's a motion and a 5 GOVERNOR BUSH: 6 second. Without objection, the item passes. 7 MR. DICKINSON: Item Number 2 is the 8 quarterly report for the fall quarter. 9 Everything looks good there, Governor, but it should. That's compared to last year, and we all 10 11 know what we were fighting. 12 CFO GALLAGHER: Motion to accept the report. 13 ATTORNEY GENERAL CRIST: Second. 14 GOVERNOR BUSH: There's a motion and a 15 Without objection, the item is approved. second. 16 MR. DICKINSON: Item Number 3 is a request 1.7 for approval to enter into a five-year contract 18 on our motor vehicle side with the tax 19 collectors. 20 CFO GALLAGHER: How much money are we saving 21 on that? 22 MR. DICKINSON: We're saving about 2 million 23 over the cost of the last five years. But we 24 have expanded so much with the tax collectors, 25 that's probably where most of that growth was

1	eaten up. It should have been more with the
2	lowering of the cost, but we got a good deal.
3	CFO GALLAGHER: Motion on 3.
4	ATTORNEY GENERAL CRIST: Second.
5	GOVERNOR BUSH: There's a motion and a
6	second. Without objection, the item passes.
7	MR. DICKINSON: Happy holidays to all.
8	GOVERNOR BUSH: Thank you.
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# DHSMV Minutes Approval Page – December 13, 2005

Jeb Bush Governor

Fred O. Dickinson Executive Director

# Florida Department of Highway Safety and Motor Vehicles

**Quarterly Report October - December 2005** 





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

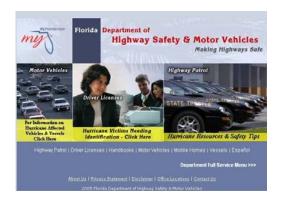
4,935	Authorized Positions
4,546	Current Employees
1,813	Authorized Sworn Law Enforcement Officer Positions
1,655	Current Sworn Law Enforcement Officers
159	Driver License Office Locations Statewide (Includes tax collector offices that issue driver licenses)
10	Crash Fatalities
3	Alcohol Related Crash Fatalities
\$ 6,013,008	State Revenue Collected
112,319	Miles Patrolled on Highways
89,405	Vehicle and Mobile Home Registrations Issued
20,460	Vehicle and Mobile Home License Plates Issued
23,947	Vehicle/Vessel Titles Issued/Transferred
33,082	Driver License Customers Served
17,072	Court Dispositions Processed (Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)
4,732	<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)
223	Hearings Conducted (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 October – December 2005

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#### **EXECUTIVE SUMMARY**

- ☑ In-office visits by motorists decreased 12.3 percent from the previous quarter, as the department served 1,640,998 customers in driver license field offices.\*
- \* This includes customers served in both DHSMV and tax collectors' offices.
- ☑ 903 highway deaths were reported in the 2<sup>nd</sup> quarter of fiscal year 2005-2006, a 3.7 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 4,468,183 organ donors registered through the organ donation signup program as of the end of the second quarter, an increase of 66,734 from the previous quarter.
- ☑ Inspected 1,636 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 2,381 dealer and manufacturer licenses.
- ☑ Suspensions, revocations, and cancellations of driving privileges increased one percent, as 446,614 actions were taken. Additionally, 120,006 insurance suspensions were issued.
- ☑ DUI enforcement remained a priority as 14,449 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 10.5 percent decrease includes 369 suspensions to drivers under 21 for violations of the Zero Tolerance Law.
- ☑ Issued 1,460,786 new and used vehicle/vessel titles and title transfers.

During the second 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 second quarter, the department collected \$366,793,491 in revenue.
- ☑ There were 10,198,052 motorist services transactions conducted during this quarter (driver license/ID card transactions and motor vehicle/mobile home registrations). The Internet accounted for 579,762 of these transactions, or 5.7 percent.
- ☑ The FHP cited 2,655 individuals for DUI violations, a decrease of 3.3 percent.
- ☑ The FHP arrested 2,468 individuals for felony violations, a 5.4 percent decrease.
- ☑ The FHP cited or warned 374,685 citizens for traffic or equipment violations, a 5.7 percent increase.
- ☑ The FHP rendered assistance to 81,752 motorists with disabled vehicles.

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

### **Quarterly Highlights**

#### **Driver License Appointment Center**

During this quarter, the department implemented a central appointment center located in Tallahassee. The appointment center allows customers to call, toll-free, to make appointments at driver license offices located in Miami-Dade, Broward and Palm Beach counties. This new unit, authorized by the 2005 legislature, allowed thirty driver license personnel in those counties to assist customers in the office instead of answering phones and taking appointments. Approximately thirty percent of all customers assisted annually are located in these counties. Customers can also make appointments online for all offices at www.GoRenew.com. The department is better able to manage staffing, resources, and traffic in offices when appointment systems are used. Customers with appointments are also able to come to the office at a time certain, with minimal wait for their service. During this first quarter of operation, the appointment center answered 97,816 telephone calls. The average wait time for customers to speak to an agent was 1.5 minutes.



The department's online services, located at *GoRenew.com* have been expanded. Customers were already able to renew their driver licenses and motor vehicle registrations and make address changes online. Now, customers can also obtain an

original identification card, renew an identification card, obtain a duplicate driver license and obtain a duplicate identification card. The department contracted with the Florida Outdoor Advertising Association, Inc. and had billboards and mall displays with the GoRenew.com and MiLicensia.info websites posted around the state. During the second quarter, over 50,000 customers conducted one of the new online transactions.

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#### **Roll-Out of The New Driver License Issuance System**



This quarter brought completion to the statewide roll-out of the new Driver License Issuance System. During the roll-out, 100 state driver license offices and 61 tax collector offices became operational and were able to begin issuing Florida's new driver licenses and identification cards.

This roll-out allowed the department to enhance the security of the driver license document. New features include overt, covert, and forensic options that make the card much more difficult to reproduce. In addition, Florida is one of the first states to use a web-based inventory system that tracks card stock, laminates, and ribbons from manufacture to destruction.

#### \$2 Difference Child Safety Seat Program – 10 Year Anniversary



In 1995, the Florida legislature enacted a special donations program to allow motor vehicle owners to donate money to help purchase child safety seats for Florida's needy children. Ten years later, the \$2 Difference Child Safety Seat Program is still going strong. All monies donated to the program are used to purchase child safety seats for Florida families who cannot afford to purchase them for their children. The child safety seats are then distributed by the local tax collector's offices, the Florida Highway Patrol, or other designated agencies to families in need. The program relies on the support and participation of the motoring public.

During the program's first year, nearly \$38,000 in donations was collected. By early 1999, a total of \$174,700 had been collected for the growing program. As of December 2005, at the end of its tenth year, the \$2 Difference Child Safety Seat Program has collected a total of \$682,587 from which nearly 16,000 child safety seats have been purchased and distributed to Florida's needy children. We urge the motoring public to continue to support this important program with your generous donations!

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#### **New Evidence Tracking System**

Thirty-five newly designated Evidence/Property Custodians (EPCs) from across the state recently received their final training on a new evidence/property tracking computer system specially designed for the Florida Highway Patrol. Using a state-of-the-art bar code tracking system, FHP is the first agency to use this advanced technology that is designed to control and manage one of the largest inventories of evidence/property for a major state law enforcement agency in the United States. This system will enable troopers to process and submit all evidence/property receipts from their patrol cars using their mobile data terminals. The FHP has also implemented new policies that are much more progressive and comprehensive, providing for greater accountability and integrity within the evidence/property control function at all levels.

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#### FHP Participates in Focus on Driving Program



FHP and the National Association of Secondary School Principals held the national kickoff of Focus on Driving, a new drivers education program created by Sprint Nextel and cosponsored by NASCAR, to educate teens about the importance of attentive driving.

Focus on Driving, which was introduced in 2003 as a pilot in the Orange County Public Schools in Orlando, Florida, is now available free of charge to driver education teachers and students throughout Florida.

"We are pleased to partner with Sprint Nextel in an effort to curb the high number of traffic related deaths and injuries as a result of driver

distraction. Safety awareness programs, such as this one, provide a foundation of prudent driving habits for young drivers to build upon," commented Col. Christopher A. Knight, director of the Florida Highway Patrol. "When you get behind the wheel of an automobile, your first priority is to focus on driving. Helping new drivers understand that will make roads safer in Florida and in all the communities where this curriculum is available."

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#### Operation Safe Ride: Phase V

The latest phase of *Operation Safe Ride* focused upon the issue of speed, especially those violators with speeds of 10-15 MPH over the posted speed limits. Operation Safe Ride, a 48-hour statewide unlawful speed enforcement operation, was conducted November 22-23, 2005.

#### **Enforcement Totals:**

Total Citations	7,226
Total Misdemeanor Citations	429
Total Warnings	1,567
Faulty Equipment Notices	640
Total Miles Patrolled	126,228

#### **Activity Breakdown:**

Speed Citations	3,909
Driving Under the Influence Arrests	34
Aggressive Driving	145



## **Highway Safety**

#### **OBJECTIVES**

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

ACTIVITY	THIS QUARTER	LAST YEAR SAME QUARTER	PERCENT CHANGE
ENFORCEMENT			
a. Arrests			
Unlawful Speed Arrests	103,277	80,704	27.9
2. DUI Arrests	2,655	2,746	-3.3
3. Felony Arrests	2,468	1,810	36.3
Other Arrests (Includes Drug Related Arrests)	164,601	127,695	28.9
Total Arrests	273,001	212,955	28.1
b. Written Warnings	69,479	52,983	31.1
c. Faulty Equipment Notices	32,205	25,537	26.1
CRASH INVESTIGATIONS	61,847	62,724	-1.3
TRAFFIC HOMICIDE INVESTIGATIONS	561	548	2.3
DRUG INTERDICTION			
a. Drug Related Arrests	1,404	1,011	38.8
STOLEN VEHICLES RECOVERED	226	204	10.7
DUTY HOURS			
a. Unobligated Patrol *	259,730	235,434	10.3
b. Obligated Patrol **	464,218	400,146	16.0
c. Non-Patrol ***	136,163	132,300	2.9
Total Duty Hours	860,111	767,880	12.0
MILES PATROLLED	10,333,324	9,230,662	11.9

<sup>\*</sup> 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 Charles Edwards and Dan Cole Award recipients October 2005

Florida's famous Sunshine Skyway bridge attracts all kinds – some thrill seekers, some spectators, and some with suicide on their minds. On a recent sunny afternoon on top of the bridge, troopers stopped traffic for a few minutes while they did their job to prevent what could have been a real tragedy.

Trooper Charles Edwards was parked on top of the Sunshine Skyway Bridge during a recent shift on a suicide prevention detail, when a cab driver approached him and told him that a customer he was driving to Bradenton had just jumped out of the cab and run to the edge of the bridge. Trooper Edwards responded to find a man who claimed to be armed standing partially hanging over the cement barrier wall.

Since the suspect was thought to be armed, troopers were called for back-up to stop traffic on the bridge. Meanwhile, Trooper Edwards began to speak with the suspect, hoping to gain his trust until help arrived. Moments later, Trooper Dan Cole arrived and assessed the situation. When the opportunity presented itself, Trooper Cole charged the man, placing him into a tight bear hug and pulling him down to the ground. Trooper Edwards immediately gripped the subject's hands while Trooper Cole secured the suspect.

The suspect was then searched and transported to a local hospital where he was "Baker Acted" by the FHP. Quick thinking, fast action, and bravery on the part of our troopers prevented a disaster and only inconvenienced the motoring public for less than ten minutes – great job!

#### Trooper Michael Uzzell Award recipient November 2005

On November 8, 2005, while conducting a stationary laser detail on State Road 8 in Leon County, Trooper Uzzell observed a large recreational vehicle overturn just yards from his location. The crash caused the vehicle to collapse into a pile of rubble. He immediately responded to the crash, utilizing the radio to summon assistance. When Trooper Uzzell approached the vehicle he noticed that a propane tank attached to the vehicle was damaged and leaking heavily. Trooper Uzzell also discovered that a passenger was trapped under the vehicle debris, and chemicals carried inside the vehicle had spilled, causing noxious gases to fill the area where he was trapped. The gases made it difficult for the trapped man and Trooper Uzzell to breathe.

Despite these perils, Trooper Uzzell maintained his composure and began to attempt to free the trapped motorist while at the same time directing passersby and other first responders to approach with safety so as to eliminate the possibility of a propane explosion. Trooper Uzzell subsequently relinquished control of the rescue efforts to firefighters who were more properly equipped to free the man. Trooper Uzzell acted in the highest tradition of the Florida Highway Patrol, and is commended for his actions.

#### Trooper Daniel Cole Award recipient December 2005

Trooper Daniel Cole apprehended a career criminal and habitual traffic offender who killed a pedestrian and left the scene of the crash in St. Petersburg.

The impaired driver had just run over a person crossing a busy street and was fleeing the scene on I-275 in Pinellas County. Trooper Cole, who was already investigating a crash on the interstate, observed a vehicle travel past him that appeared to have fresh crash damage. The suspicious damage and the driver's inability to maintain a single lane prompted Trooper Cole to temporarily excuse himself from the crash he was investigating to stop the suspect's vehicle.

The driver refused to stop and exited the interstate, striking a curb and finally disabling the vehicle. Trooper Cole approached the car and placed the suspect in custody. The suspect and vehicle were turned over to the St. Petersburg Police Department who was investigating the fatal hit and run. Trooper Cole is commended for his actions.

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#### **Trooper-Initiated Traffic Stops**

Compliance with the law depends on the public's belief that laws are enforced in a fair, unbiased manner. FHP troopers report data on each trooper-initiated traffic stop. The data 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 3,640,109 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:

	Drivers	
Race	Stopped	Census
White	81.80%	77.99%
Black	15.90%	14.61%
Asian	1.90%	1.72%
Native-American	.19%	.34%
Unknown	.21%	5.34%

The unknown 5.34 percent of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 16.0 percent of the drivers stopped, compared to the Census figure of 16.8 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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#### **High DUI Awards**

October Trooper Scotty Lolley	Troop H	DUI Arrests 17
November Trooper Scotty Lolley Trooper Carlos Sisk	Troop H Troop A	16 16
December Trooper Ronald Evans	Troop C	33

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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 decreased by 3.6 percent from the same quarter last year.

Field Issuance (In-Person)	This Quarter	Last Year Same Quarter	Percent Change
Licenses *	878,977	954,226	-7.9
ID Cards	194,440	192,694	0.9
Other Services	567,581	554,569	2.3
Total Customers	1,640,998	1,701,489	-3.6

<sup>\*</sup> New issue, renewal, and address change transactions.

The "Other Services" category, which is comprised of examination retests, reinstatements, record reviews, referral for clearance documents, and surrendering vehicle registrations, increased by 2.3 percent.

**Central issuance -** More customers are selecting the use of the Internet to submit license renewals or address changes (an increase of 69.7 percent this quarter vs. same quarter last year).

Central Issuance- License Renewals/Address Changes	This Quarter	Last Year Same Quarter	Percent Change
Mail *	114,741	125,080	-8.3
Phone	14,498	20,669	-29.9
Internet	247,762	145,985	69.7
Total Customers	377,001	291,734	29.2

<sup>\*</sup> Also includes ID card address changes.

#### Other Services, Continued

**New Online Services** – As noted in the highlights, additional online services became available for the first time during this quarter. As a baseline, the following on-line transactions were reported:

Central Issuance- New online services	This Quarter
Duplicate driver licenses	42,194
Original Identification cards	4,234
Identification cards renewed	2,134
Duplicate identification cards	7,169
Total Customers	55,731

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#### **Financial Responsibility**

Financial Responsibility	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases			
Processed	263,593	273,860	-3.7
Insured Rate	94.11%	96.55%	-2.5

The percent of insured that are identified by VIN number is 87.61 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 6.5 percent for this quarter. The total of these make the insured vehicle/motorist rate 94.11 percent, with the uninsured rate at 5.89 percent.

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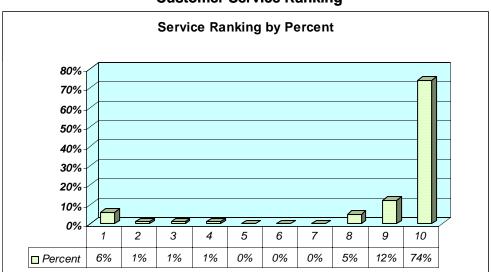
#### **Administrative Suspensions**

Administrative Suspensions	This Quarter	Last Year Same Quarter	Percent Change
Suspensions (Refusals, DUI)	14,080	14,692	-4.2
Suspensions ( Zero Tolerance)	369	366	.8
Total Suspensions	14,449	15,058	-4.0
Administrative Suspension			
Sustained Rate	88%	88%	-

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 <u>and</u> those drivers under the age of 21 receiving an administrative suspension under the Zero Tolerance Law. This rate tends to remain fairly constant from quarter to quarter.

#### **Customer Service**

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

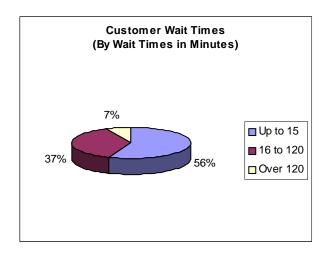


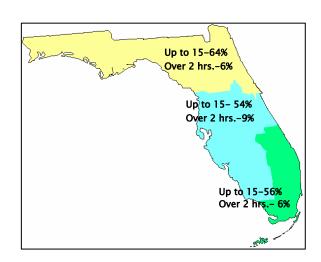
#### **Customer Service Ranking -**

#### **Customer Wait Times**

During the quarter, the percentage of customers waiting "Up to 15 Minutes" increased from 42 percent to 56 percent, and the "Over 120 Minutes" decreased from 14 percent to 7 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 64, 54, and 56 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 6, 9, and 6 percent, respectively. The percentages for "Up to 15 Minutes" have increased while the "Over 120 Minutes" have decreased from the previous quarter.







## **Motor Vehicles**

TRANSACTION	This Quarter	Last Year Same Quarter	Percent Change
ORIGINAL TITLES ISSUED (MOTOR VEHICLE/MOBILE HOME/VESSEL)			
a. New	423,878	444,448	-4.6
b. Used	185,098	190,106	-2.6
c. Transfers	739,424	767,456	-3.7
d. Miscellaneous	112,386	111,308	.9
Total	1,460,786	1,513,318	-3.5
MOTOR VEHICLE - MOBILE HOME REGISTRATIONS	5,453,680	5,435,414	.3
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	2,381	2,623	-9.2
DEALER COMPLAINTS PROCESSED	1,011	1,075	-5.9
DEALER RECORD INSPECTIONS	1,636	1,609	1.7
MH/RV's INSPECTED	4,671	4,190	11.5
SEALS AND LABELS ISSUED	4,174	4,547	-8.2
COMPLAINTS PROCESSED	100	69	44.9
APPORTIONED LICENSE PLATES ISSUED	6,036	7,488	-19.4
NEW MOTOR CARRIER ACCOUNTS	1,519	1,583	-4.0
INTERNATIONAL FUEL TAX AGREEMENT (IFTA) DECALS ISSUED	26,625	41,806	-36.3
FUEL USE TAX TEMPORARY PERMITS ISSUED TO WIRE SERVICES	1,660	2,525	-34.3
ELECTRONIC LIEN AND TITLE (ELT) TRANSACTIONS PROCESSED	175,476	208,297	-15.8
ELT FINANCIAL INSTITUTIONS	165	140	17.8

The 9.2 percent decrease in MV/MH Dealer and Manufacturer Licenses Issued is primarily due to 129 previously franchised dealers not renewing by December 31, 2005.

The 5.9 percent decrease in Dealer Complaints Processed is primarily attributable to a reduced number of complaints filed in Miami, Tampa, Plantation, and Palmetto. These regions were affected by hurricanes.

The 11.5 percent increase in MH/RV's Inspected is primarily due to an increase frequency of inspections as a result of updated certification for two mobile home manufacturing facilities.

The 8.2 percent decrease in Seal and Labels Issued is due to the direct relationship of the decrease in plant production of mobile homes.

The 44.9 percent increase in the number of mobile home complaints filed was a result of an increase in the number of mobile homes being sold in Florida during the same period.

The 19.4 percent decrease in the number of apportioned license plates issued is primarily due to timing. An enhancement in processing procedures resulted in a larger number of decal orders being processed in the 1<sup>st</sup> quarter instead of being held into the 2<sup>nd</sup> quarter.

The 36.3 percent decrease in the number of IFTA decals issued is primarily due to timing. An enhancement in processing procedures resultedin a larger number of decal orders that were processed in the 1<sup>st</sup> quarter instead of being held into the 2<sup>nd</sup> quarter.

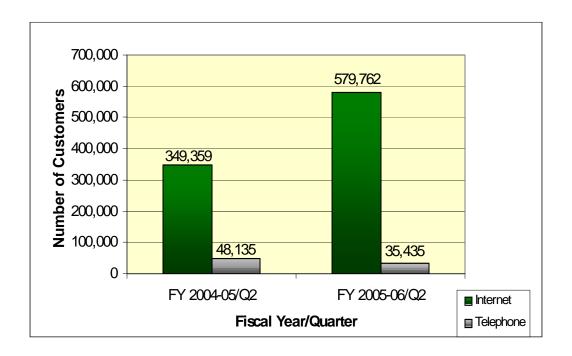
The 34.3 percent decrease in the number of temporary fuel use permits issued to wire services is due to decreased orders as a result of less demand from the wire services' end customers.

The 15.8 percent decrease in electronic lien and title transactions processed is due to the decrease in original titles issued. Approximately 60 percent of original titles involve buyers borrowing money. Thus 60 percent of the 52,532 reduction in original titles would be approximately 31,500, which is close to the change in electronic lien and title transactions for the quarter.

#### **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 579,762 customers renewed their driver licenses and motor vehicle registrations and changed their addresses by Internet and 35,435 by telephone. The following table provides a comparison with the same quarter of fiscal year 2004-05:



\_\_\_\_\_

#### **Customer Service Center**

During this quarter, the department's Customer Service Center answered 189,232 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was just under three minutes.

During the quarter, automated services provided more than 528,000 customers with the ability to:

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

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

The following graphic depicts the revenue collection and disbursement efforts of the Department during the second guarter.

## FY 2005 - 2006 Revenue 2nd Quarter

Where the money comes from

Total: \$366,793,491

72.0¢ 10.6¢ 8.9¢ 7.5¢ 100.0¢



License Plates & Decals

\$263,961,780

Motor Vehicle Titles

\$38,869,617

**Driver Licenses** 

\$32,750,494 \$27,410,245

Where

Fines & Forfeitures

Other Revenue

\$3,801,355

## the money goes

Total: \$366,793,491

60.3¢ 74.8¢ 87.4¢ 95.6¢ 100.0¢



Transportation

Agency Funding

\$53,136,567

Other Programs

\$46,329,551

GR\* Funded Programs

\$30,005,880

Education

\$16,101,840

<sup>\*</sup> GR refers to "General Revenue" \*\* See page 17 for Other Revenues & Other Programs

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

FY 2005 – 2006 Revenue Year to Date Where the money comes from

Total: \$720,824,714 69.1¢ 11.2¢ 9.4¢ 9.2¢ 100.0¢



Where

Fines & Forfeitures

\$7,920,727

\$67,732,574

\$66,375,002

### the money goes

**Driver Licenses** 

Other Revenue

Total: \$720,824,714

47.6¢

64.1¢ 78.5¢ 90.1¢ 100.0¢

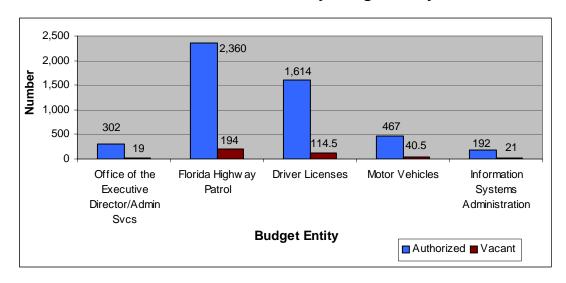


<sup>\*</sup>See next page for breakdown of Other Revenue & Programs

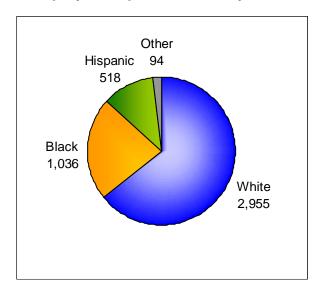
OTHER REVENUES AND OTHER I	PROGRAMS	
	2nd Quarter	Year-to-Date
WHERE THE MONEY COMES FROM – OTHER REVENUES		
Driving Records	6,241,167	12,957,055
2. Motor Fuel Use Tax	11,303,956	23,053,528
3. International Registration Plan	8,432,918	26,930,237
4. Other	1,432,204	3,434,182
TOTAL	\$27,410,245	\$66,375,002
WHERE THE MONEY GOES – OTHER PROGRAMS		
Mobile Home License Payments to Local Governments	11,040,797	11,771,864
2. Fuel Use Tax Program	6,470,955	12,535,038
International Registration Plan	3,373,167	10,772,095
Specialized License Plates	7,685,420	14,920,736
5. Air Pollution Control Program	5,135,546	9,876,299
Law Enforcement Radio System Trust Fund	4,645,612	9,178,263
7. Brain and Spinal Cord Rehabilitation	551,676	1,150,138
Vessel Titles and Registrations	1,471,371	1,800,804
Grants and Donations Programs	1,861,362	3,662,137
10. Other	4,093,645	8,054,937
TOTAL	\$46,329,551	\$83,722,311

## **Administrative Support**

#### **Number of Positions by Budget Entity**

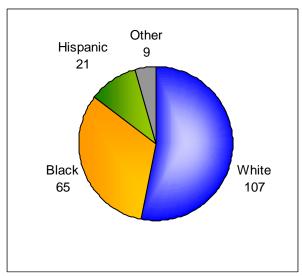


#### **Employee Representation by Race**



RACE	<b>PERCENT</b>	<u>RLM %</u> *
White	64	64.3
Black	23	13.9
Hispanic	11	17.8
<u>Other</u>	2	4.0
Total	100	100

### **Newly Hired Personnel by Race**



RACE	<b>PERCENT</b>	<u>RLM %</u> *
White	53	64.3
Black	32	13.9
Hispanic	10	17.8
<u>Other</u>	<u> </u>	4.0
Total	100	100

Regular volunteer employees provided 1,011 hours of service. Occasional volunteer employees provided 68 hours of service.

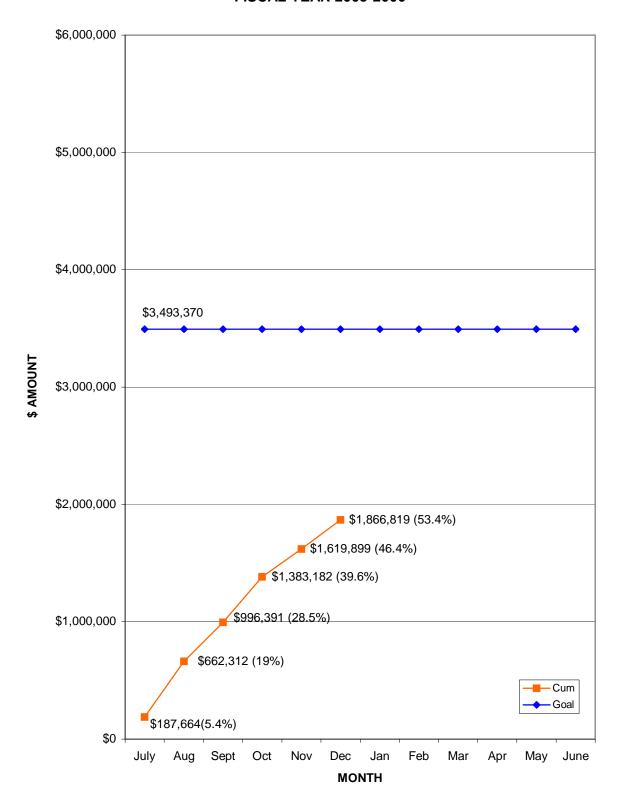
<sup>\*</sup>RLM - Relevant Labor Market.

# PURCHASES IN EXCESS OF \$100,000 (Not in Conjunction with State Contracts) October-December 2005

October-December 2005		
PROJECT/PURCHASE	VENDOR	AMOUNT
FHP Advanced Emergency Warning System including LED lightbars, amber directional lights and sirens, ITN 013- 05, DO# 175316	Code 3 Inc., St. Louis, MO	\$722,926.88
844 HP Deskjet 450wbt mobile printers, HP Lithium ion battery, HP UB cable (a- b), 2 meter, DO# 178075, ITN 001-01, KDC-056-122	Hewlett Packard, Tallahassee, FL	\$281,896.00
1,465 FHP rugged model 3610 laptops which includes one year warranty, KDC-056-123, ITN# 001-01, DO# 179965	Hewlett Packard, Tallahassee, FL	\$5,806,920.00
Ink Cartridges for HP Deskjet 450wbt mobile printer for MDT project which includes shipping (Quantities are estimated) 4914 HP 56 (black) cartridges C6656AN @ \$15.40 each, 2457 HP 57 (color) cartridges C6657AN @ \$24.99 each, Term 01/01/06 thru 06/30/08, ITB# 011-06, DO# 189973	Upstate Computers Corporation, Monroe, NY	\$816,632.00
Transaction Fees 05/06 Estimated Monthly, Term 7/1/05 thru 06/30/06, Single Source, KDC-045-291, DO# 190455	American Association of Motor Vehicle Administrators, Arlington, VA	\$897,707.31
In-Car Deployment of Laptops and Printers for MDT Project, ITN# 014-06, KDC-056-137, DO# 200649	First Vehicle Services, Pompano Beach, FL	\$298,824.00
Visitor Central Hardware 20 Visitor Central Kiosk Enrollment PC, small form factor p4 2.8GHZ, 512MB RAM, 40GB HD Ethernet plus 15-inch touch screen flat panel monitor, ITB# 012-04, KDC-056-176, DO# 203665	ADT Security Services, Inc., Winter Park, FL	\$235,832.00
5 Flow Mobiles (Mobile Driver Licenses Unit), 33 foot with everything, ITB# 005-06, Term 12/12/05 thru 04/28/2006, DO# 169418-V2.	Transit Plus, Corporation, Atlantic Beach, FL	\$562,672.50
Computer Hardware – Year 1 (ref. Contract pgs. 1-3 for deliverables) ITN 003-06, Term 12/15/05 thru 06/30/11, DO# 209864	Fairfax Imaging, Chantilly, VA	\$186,906.00

FRVIS Replacement Toner Cartridges, FY 2005-2011, ITN# 025-05, DO# 205144	Hewlett Packard, Tallahassee, FL	\$3,573,408.80
ISA/FRVIS Replacement – Site Surveys, FY 2005 – 2007, KDC-056- 179, ITN#025-05, DO# 205711	Hewlett Packard, Tallahassee, FL	\$126,432.43
FRVIS Replacement Project Manager and Team for 2005 thru 2010, ITN# 025-05, DO# 205713-V2	Hewlett Packard, Tallahassee, FL	\$1,289,312.08
FRVIS Replacement – Training Veritas Training, Symantec Training, Observer Training, Microsoft Course 2823, 1 Course x 10 persons, KDC 056-179, ITN#025-05, DO 205721	Hewlett Packard, Tallahassee, FL	\$129,914.50
ISA/FRVIS Replacement – Cabling, Term 2005 thru 2007, KDC-056-179, ITN#025-05, DO# 205712	Hewlett Packard, Tallahassee, FL	\$756,412.96
QUARTER TOTAL		\$15,685,797.46

# 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



# Florida Department of Highway Safety and Motor Vehicles

Quarterly Report January - March 2006





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

4,935	Authorized Positions
4,602	Current Employees
1,813	Authorized Sworn Law Enforcement Officer Positions
1,668	Current Sworn Law Enforcement Officers
161	Driver License Office Locations Statewide (Includes tax collector offices that issue driver licenses)
10	Crash Fatalities
3	Alcohol Related Crash Fatalities
\$ 6,950,396	State Revenue Collected
105,305	Miles Patrolled on Highways
79,163	Vehicle and Mobile Home Registrations Issued
21,436	Vehicle and Mobile Home License Plates Issued
26,920	Vehicle/Vessel Titles Issued/Transferred
37,665	Driver License Customers Served
22,329	Court Dispositions Processed (Includes both dispositions collected manually and from the Traffic Citation Accounting Transmission System-TCATS)
4,732	<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)
194	Hearings Conducted (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 January - March 2006

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#### **EXECUTIVE SUMMARY**

- ☑ In-office visits by motorists increased 17.1 percent from the previous quarter, as the department served 1,921,211 customers in driver license field offices.\*
- \* This includes customers served in both DHSMV and tax collectors' offices.
- ☑ 854 highway deaths were reported in the third quarter of fiscal year 2005-2006, an increase of less than 1 percent from the same quarter of the previous fiscal year.\*

  \*The number of deaths is derived from preliminary information as reported by statewide law enforcement agencies.
- ☑ There were 4,545,085 organ donors registered through the organ donation signup program as of the end of the third quarter, an increase of 76,902 from the previous quarter.
- ☑ Inspected 2,030 motor vehicle and mobile home dealers' records for compliance with established standards, and issued 2,966 dealer and manufacturer licenses.
- ☑ Suspensions, revocations, and cancellations of driving privileges increased four percent, as 465,252 actions were taken. Additionally, 115,510 insurance suspensions were issued.
- ☑ DUI enforcement remained a priority as 11,851 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 includes 310 suspensions to drivers under 21 for violations of the Zero Tolerance Law.
- ☑ Issued 1,630,571 new and used vehicle/vessel titles and title transfers.

During the third 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 third quarter, the department collected \$437,874,929 in revenue.
- ☑ There were 10,406,646 motorist services transactions conducted during this quarter (driver license/ID card transactions and motor vehicle/mobile home registrations). The Internet accounted for 658,090 of these transactions, or 6.3 percent.
- ☑ The FHP cited 2,909 individuals for DUI violations, an increase of 10 percent.
- ☑ The FHP arrested 2,405 individuals for felony violations, a 3 percent decrease.
- ☑ The FHP cited or warned 338,946 citizens for traffic or equipment violations, a 3 percent decrease.
- ☑ The FHP rendered assistance to 79,687 motorists with disabled vehicles.

Note: Unless otherwise indicated, current quarter statistics are compared to the prior quarter. Further information is available at the department's web site at <a href="https://www.hsmv.state.fl.us">www.hsmv.state.fl.us</a>.

### **Quarterly Highlights**

#### **Driver Licenses Come To You**



The department unveiled the first of five new FLOWmobiles (Florida Licensing On Wheels) that were authorized and funded by the 2005 legislature to replace aging buses. These vehicles allow customers to register vehicles, renew tags, replace and renew driver licenses, and issue and renew identification cards. The vehicles are designed to travel to places and events to serve our customers. These vehicles are fully loaded with computer workstations, two public information monitors, and other technology that allows us to issue and renew licenses and tags. The FLOWmobiles were

extremely useful during the hurricane season as each vehicle has its own generator and has enabled residents to obtain identification and replacement documents. The second FLOWmobile is scheduled to hit the streets in May.

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#### **Making Changes To Serve You Better**

Along with the FLOWmobiles allowing us to reach even more customers, the department has continued to make changes in our driver license offices statewide to reduce waiting times and allow customers to transact business online. The first step was enhancing the *GoRenew.com* and *MiLicensia.info* websites and getting the word out about new online opportunities. Secondly, the department created a central call center for Palm Beach, Broward, and Miami-Dade counties with a toll-free number for customers to make appointments. This allowed thirty additional members to assist customers in the office, rather than on the phone. Roving teams were also created to assist high volume offices when needed, and increased training for examiners was conducted. The results are proving positive. Online transactions continue to increase, keeping customers from having to come into the office. For those that must visit our offices, wait times are down statewide. Customer satisfaction has increased. One year ago, twenty percent of our customers reported having to wait over two hours. This past quarter this was reported at five percent. These reductions are statewide, with significant wait time reductions in the South Region. With continued promotion of online service, including the ability to make appointments, and more personnel available in the offices to assist customers, customer satisfaction continues to increase.

#### **BAR Reinstates Driver Licenses**



The Bureau of Administrative Reviews (BAR) completed its statewide rollout for processing hardship reinstatements in March. This process allows the BAR offices statewide to reinstate licenses that have been approved for a hardship. In the past, drivers who were granted hardship reinstatements had to visit a driver license office to receive the reinstated license. The customer can now pay at the BAR office and is given a temporary permit. The reinstated license is processed from the Central Issuance Processing System at headquarters in Tallahassee and mailed to the customer.

#### Stay Alive...Just Drive!



The department teamed up with the Florida Department of Transportation, the Leon County Sheriff's Office, the Tallahassee Police Department, AAA Auto Club South, AARP Florida, MADD, and the Florida Trucking Association for a press conference to remind drivers to Just Drive! The number of fatalities on Florida's highways, as well as nationally, continues to rise as do the number of drivers and vehicles on our roads. This event focused on reminding drivers to control their behaviors, obey the laws, use seat belts, and drive defensively. This event also coincided with FHP's *Operation Safe Ride*.

-----

#### **Move Over Law**



After five recent incidents, including two deaths, of emergency personnel being hit while assisting motorists, the Florida Highway Patrol increased its efforts at educating motorists on the Move Over Law. This law requires:

On highways with two or more lanes traveling in the same direction, when a law enforcement or emergency vehicle is stopped by the roadside with emergency lights on, motorists must move out of the lane closest to the stopped vehicle as soon as it is safe to do so unless otherwise directed by an officer. If the motorist is unable to move into another lane,

they must slow to 20 miles per hour below the posted speed limit when the posted speed limit is 25 miles per hour or greater; or travel at 5 miles per hour when the posted speed limit is 20 miles per hour or less when driving on a two lane road, except when otherwise directed by a law enforcement officer.

New stickers to remind and educate motorists on the Move Over Law will begin appearing on gas pumps statewide beginning in April.



# **Highway Safety**

#### **OBJECTIVES**

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

ACTIVITY	THIS QUARTER	LAST YEAR SAME QUARTER	PERCENT CHANGE
ENFORCEMENT			
a. Arrests			
Unlawful Speed Arrests	97,019	78,120	24.2
2. DUI Arrests	2,909	2,417	20.4
3. Felony Arrests	2,405	2,010	19.7
4. Other Arrests (Includes Drug Related Arrests)	158,150	132,301	19.7
Total Arrests	260,483	214,848	21.2
b. Written Warnings	69,947	50,017	39.8
c. Faulty Equipment Notices	31,956	23,904	33.7
CRASH INVESTIGATIONS	62,921	62,319	1.0
TRAFFIC HOMICIDE INVESTIGATIONS	561	537	4.5
DRUG INTERDICTION			
a. Drug Related Arrests	1,411	1,362	3.6
STOLEN VEHICLES RECOVERED	271	166	63.3
DUTY HOURS			
a. Unobligated Patrol *	260,546	226,493	15.0
b. Obligated Patrol **	456,699	412,425	10.7
c. Non-Patrol ***	118,581	151,524	-21.7
Total Duty Hours	835,826	790,442	5.7
MILES PATROLLED	9,688,036	9,240,205	4.8

<sup>\*</sup> 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.

Trooper Edward Pope, Troop F Award recipient January 2006

On January 17, 2006, Trooper Pope was operating stationary radar on Midway Boulevard in Charlotte County when a citizen informed him that there was a stolen black pickup truck with an Ohio license plate parked on the shoulder of Eagle Street in Port Charlotte. Trooper Pope located the suspect vehicle, and conducted a check on the tag and VIN, which showed the vehicle had been stolen. Trooper Pope made contact with an individual at the residence where the stolen vehicle was parked. The individual stated that the driver of the pickup was not home, but gave permission to search the premises. In a shed in the backyard Trooper Pope found a large quantity of generators and power tools. When a serial number check was conducted, one of the generators came back as stolen. Trooper Pope is working with investigators in Ohio where some of the stolen property came from.

In a separate incident in January 2006, Trooper Pope received a BOLO (be on the lookout) for a black BMW traveling from Tampa to Charlotte County. This vehicle was alleged to be carrying a large quantity of cocaine. The BOLO supplied a name of the driver. Trooper Pope traveled to the address of the driver to investigate and found the black BMW in the driveway. Deputies from the Charlotte County Sheriff's Office were already at the address investigating a burglary at the residence. Trooper Pope informed the deputies of the BOLO. The Sheriff's Office had their K-9 unit respond and was alerted to the BMW. The owner of the BMW would not give Trooper Pope consent to search the vehicle, so Trooper Pope obtained and executed a search warrant for the vehicle. Trooper Pope found approximately half a pound of marijuana and then arrested the owner for felony possession of marijuana and seized the vehicle.

\_\_\_\_\_

Trooper Terrel Dozier, Troop K Award recipient February 2006

On February 3, 2006, Trooper Dozier was dispatched to a multi-vehicle rollover crash northbound on the Florida Turnpike in St. Lucie County, Florida. Upon Trooper Dozier's arrival, he immediately notified the Lake Worth Communications Center that the Turnpike was completely obstructed northbound and there were multiple overturned vehicles on fire. Trooper Dozier requested Fire Rescue and began to carefully assess the crash scene and search for any injured crash victims. During his search Trooper Dozier informed dispatch that he could hear several victims screaming for help inside a U-Haul moving truck that was fully engulfed by fire, but he could not find the victims due to extreme heat and thick smoke from the fire.

Risking serious injury to himself, Trooper Dozier located the victims who were still inside the cab of the truck. Without hesitation, Trooper Dozier immediately pulled the victims to a safe location away from the burning truck. The victims were air-lifted to the hospital with serious injuries; however, if not for the extraordinary effort taken by Trooper Dozier, both victims could have suffered a more serious fate.

#### Trooper Susan Josephson Award recipient March 2006

On March 5, 2006, Trooper Josephson responded to a motorcycle crash on Route 1 near Marathon involving a couple from West Virginia who were traveling to Key West when they were struck by a vehicle changing lanes. Both suffered serious injuries and were transported to Fisherman's Hospital in Marathon.

Later that day, Trooper Josephson contacted the couple's son to notify him of his parent's crash. The female crash victim was released from the hospital, but her husband had to be flown to Jackson Memorial Hospital in Miami. Meanwhile, she had no transportation and nowhere to stay. Trooper Josephson took it upon herself to help the victim, arranging a place for her to stay, a ride to get there, someone to take care of her, something to eat, and delivery of her prescription medications from Fisherman's Hospital. Later, the son picked up his father in Miami and drove to Marathon to get his mother. Trooper Josephson, realizing that the father and son also had nowhere to stay, made arrangements for them at a beach house for the next two nights while her friends looked after the female victim who was extremely sick and needed care. Trooper Josephson also coordinated treatment and lodging in the Keys until the family was well enough to return to West Virginia.

The victims' son described Trooper Josephson as the most caring public employee he has ever seen, stating that Trooper Josephson treated his parents as if they were her own, and that he had never seen anyone with so much compassion and love for complete strangers.

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#### **Trooper-Initiated Traffic Stops**

Compliance with the law depends on the public's belief that laws are enforced in a fair, unbiased manner. FHP troopers report data on each trooper-initiated traffic stop. The data 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 3,983,606 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:

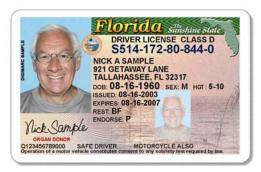
_	Drivers	
Race	Stopped	Census
White	81.65%	77.99%
Black	15.95%	14.61%
Asian	1.84%	1.72%
Native-American	.18%	.34%
Unknown	.38%	5.34%

The unknown 5.34 percent of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match between drivers stopped and the Census would be very close. Additionally, Hispanics comprised 16.0 percent of the drivers stopped, compared to the Census figure of 16.8 percent of the population. Hispanic is defined by the Census Bureau as ethnicity according to country of origin or ancestry, and Hispanics may be of any race.

#### **Motorist Services**

#### **OBJECTIVES**

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



#### **Driver Licenses**

**Field issuance** (in-person) of driver licenses this quarter increased by 1 percent from the same quarter last year.

Field Issuance	This	Last Year	Percent
(In-Person)	Quarter	Same Quarter	Change
Licenses	1,008,214	1,026,723	-1.8
ID Cards	239,234	221,812	7.9
Other Services	673,763	646,854	4.2
Total Customers	1,921,211	1,895,389	1.4

The "Other Services" category, which is comprised of examination retests, reinstatements, record reviews, referral for clearance documents, and surrendering vehicle registrations, increased by 4.2 percent.

**Central issuance -** More customers are selecting the use of the Internet to submit license renewals or address changes (an increase of 68.7 percent this quarter vs. same quarter last year).

Central Issuance-	This	Last Year	Percent
License Renewals/Address Changes	Quarter	Same Quarter	Change
Mail *	138,055	124,966	10.5
Phone	14,709	18,063	-18.6
Internet	298,904	177,154	68.7
Total Customers	451,668	320,183	41.1

<sup>\*</sup> Also includes ID card address changes.

#### Other Services, Continued

**New Online Services** – New online services became available for the first time last quarter. Increases in these services allow us to serve customers without having them visit a driver license office.

Central Issuance-	This	Last Quarter	Percent
New online services	Quarter		Change
Duplicate driver licenses	54,059	42,194	28.1
Original identification cards	5,631	4,234	33.0
Identification cards renewed	1,778	2,134	-16.7
Duplicate identification cards	5,857	7,169	-18.3
Total Customers	67,325	55,731	20.8

-----

#### **Financial Responsibility**

Financial Responsibility	This Quarter	Last Year Same Quarter	Percent Change
Financial Responsibility Cases			
Processed	256,823	296,156	-13.3
Insured Rate	94.68%	96.19%	-1.6

The percent of insured that are identified by VIN number is 88.18 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 6.5 percent for this quarter. The total of these make the insured vehicle/motorist rate 94.68 percent, with the uninsured rate at 5.32 percent.

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#### **Administrative Suspensions**

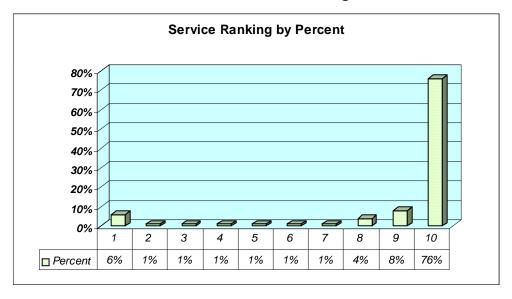
Administrative Suspensions	This Quarter	Last Year Same Quarter	Percent Change
Suspensions (Refusals, DUI)	11,541	15,645	-26.2
Suspensions ( Zero Tolerance)	310	459	-32.5
Total Suspensions	11,851	16,104	-26.4
Administrative Suspension			
Sustained Rate	87%	89%	-2.2

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

#### **Customer Service**

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

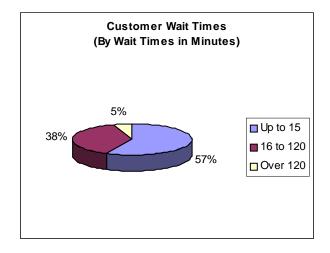
#### **Customer Service Ranking**

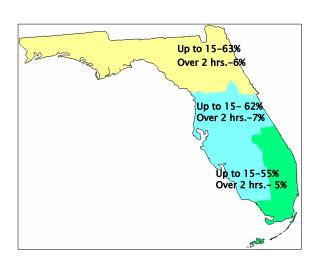


#### **Customer Wait Times**

During the quarter, the percentage of customers waiting "Up to 15 Minutes" increased from 56 percent to 57 percent, and the "Over 120 Minutes" decreased from 7 percent to 5 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 63, 62, and 55 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 6, 7, and 5 percent, respectively.







# **Motor Vehicles**

TRANSACTION	This Quarter	Last Year Same Quarter	Percent Change
ORIGINAL TITLES ISSUED (MOTOR VEHICLE/MOBILE HOME/VESSEL)			
a. New	480,798	459,622	4.61
b. Used	213,443	208,220	2.51
c. Transfers	888,754	866,512	2.57
d. Miscellaneous	133,213	123,131	8.19
Total	1,716,208	1,657,485	3.54
MOTOR VEHICLE - MOBILE HOME REGISTRATIONS	4,987,283	5,038,218	-1.01
MV/MH DEALER AND MANUFACTURER LICENSES ISSUED	2,966	4,095	-27.57
DEALER COMPLAINTS PROCESSED	1,052	1,084	-2.95
DEALER RECORD INSPECTIONS	2,030	1,661	22.22
MH/RV's INSPECTED	4,617	4,609	.17
SEALS AND LABELS ISSUED	4,885	4,941	-1.13
COMPLAINTS PROCESSED	127	85	49.41
APPORTIONED LICENSE PLATES ISSUED	11,153	10,616	5.06
NEW MOTOR CARRIER ACCOUNTS	1,961	1,880	4.31
INTERNATIONAL FUEL TAX AGREEMENT (IFTA) DECALS ISSUED	9,735	10,393	-6.33
FUEL USE TAX TEMPORARY PERMITS ISSUED TO WIRE SERVICES	3,175	3,780	-16.00
ELECTRONIC LIEN AND TITLE (ELT) TRANSACTIONS PROCESSED	202,157	205,537	-1.64
ELT FINANCIAL INSTITUTIONS	174	144	20.83

The 27.57% reduction in licenses issued for MV/MH Dealers is primarily attributable to dealers not filing for early renewal. Dealer renewals have been impacted by the new requirement of completing eight hours of continuing education prior to submitting their license renewal.

Dealer record inspections have increased due to continued efforts to improve the records inspections process. We have automated procedures and changed from a full audit process to a confidence-rated process.

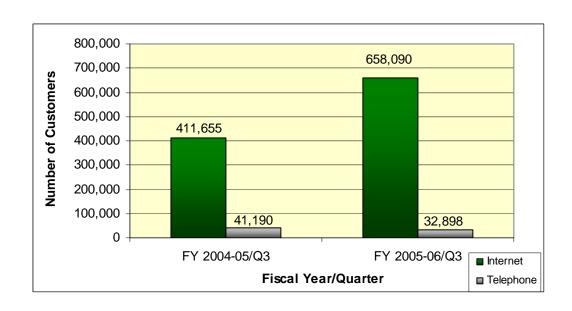
The significant increase in the number of mobile home complaints processed is a result of the significant increase in the sales of mobile homes in Florida. If the pattern continues, there will be a 14 percent increase in the number of mobile homes titled in Florida from this fiscal year to last.

The 16 percent decrease in Temporary Fuel Use Tax permits issued to wire services is due to decreased demand for the permits being placed on the wire services by the public compared with same quarter of prior year.

#### **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 658,090 customers renewed their driver licenses and motor vehicle registrations and changed their addresses by Internet and 32,898 by telephone. The following table provides a comparison with the same quarter of fiscal year 2004-05:



\_\_\_\_\_

#### **Customer Service Center**

During this quarter, the department's Customer Service Center answered 192,482 telephone calls relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was under two minutes.

During the quarter, automated services provided more than 237,000 customers with the ability to:

\*Receive faxed information packets on driver license or motor vehicle services.

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.

<sup>\*</sup>Verify vehicle or driver record information.

#### **Driver License Appointment Center**

During this quarter, the department's appointment center answered 137,376 telephone calls making driver license appointments in Miami-Dade, Palm Beach and Broward counties. The average wait time to speak with an agent was one minute. This was the second quarter of operation for this new unit authorized by the 2005 legislature.

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

# FY 2005 - 2006 Revenue 3rd Quarter

Where the money comes from

\$5,375,993

Total: \$437,874,929

79.6¢ 89.5¢ 98.8¢ 100¢ 70.1¢



License Plates & Decals \$307,098,072

> **Driver Licenses** \$43,249,136

> > Fines & Forfeitures

Motor Vehicle Titles \$41,654,247

> Other Revenue \$40,497,481

Where the money goes

Total: \$437,874,929

Transportation

66.4¢ 80.1¢ 90.8¢ 100¢ B 00433263 F \$290,725,242 \$59,909,068

Agency Funding

**Other Programs** \$46,810,728

\$40,429,891 GR\* Funded Programs Education

<sup>\*</sup> GR refers to "General Revenue" \*\* See page 17 for Other Revenues & Other Programs

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

# FY 2005 – 2006 Revenue

#### **Year to Date**

Where the money comes from

Total: \$1,158,699,643 69.5¢ 80.1¢ 89.7¢ 98.9¢ 100¢



License Plates & Decals

\$805,375,044

Motor Vehicle Titles

\$122,173,686

**Driver Licenses** 

\$110,981,710

Where Sines &

\$106,872,483

\$13,296,720

# the money goes

Total: \$1,158,699,643

 Transportation
 \$633,636,194

 Agency Funding
 \$164,108,462

 Other Programs
 \$130,533,039

 Education
 \$111,559,030

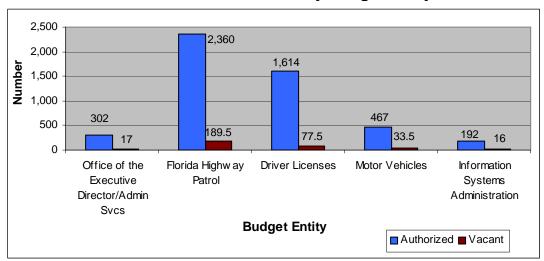
Fines & Forfeitures

<sup>\*</sup>See next page for breakdown of Other Revenue & Programs

OTHER REVENUES AND OTHER PROGRAMS			
	3rd Quarter	Year-to-Date	
WHERE THE MONEY COMES FROM – OTHER REVENUES			
Driving Records	7,197,789	20,154,844	
2. Motor Fuel Use Tax	12,224,988	35,278,516	
International Registration Plan	18,881,917	45,812,154	
4. Other	2,192,787	5,626,969	
TOTAL	\$40,497,481	\$106,872,483	
WHERE THE MONEY GOES – OTHER PROGRAMS			
Mobile Home License Payments to Local Governments	5,625,822	17,397,686	
2. Fuel Use Tax Program	7,674,237	20,209,275	
International Registration Plan	7,552,767	18,324,862	
Specialized License Plates	7,786,374	22,707,110	
Air Pollution Control Program	5,115,256	14,991,555	
Law Enforcement Radio System Trust Fund	4,770,924	13,949,187	
7. Brain and Spinal Cord Rehabilitation	603,401	1,753,539	
8. Vessel Titles and Registrations	1,621,191	3,421,995	
9. Grants and Donations Programs	1,905,970	5,568,107	
10. Other	4,154,786	12,209,723	
TOTAL	\$46,810,728	\$130,533,039	

## **Administrative Support**

#### **Number of Positions by Budget Entity**



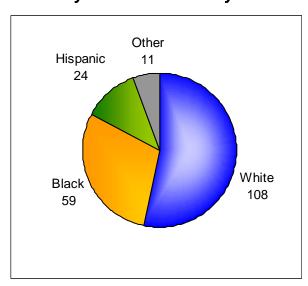
#### **Employee Representation by Race**

# Other Hispanic 91 529 White 2,977

RACE	<b>PERCENT</b>	<u>RLM %</u> *
White	64	64.3
Black	23	13.9
Hispanic	11	17.8
<u>Other</u>	2	<u>4.0</u>
Total	100	100

<sup>\*</sup> RLM - Relevant Labor Market

#### **Newly Hired Personnel by Race**



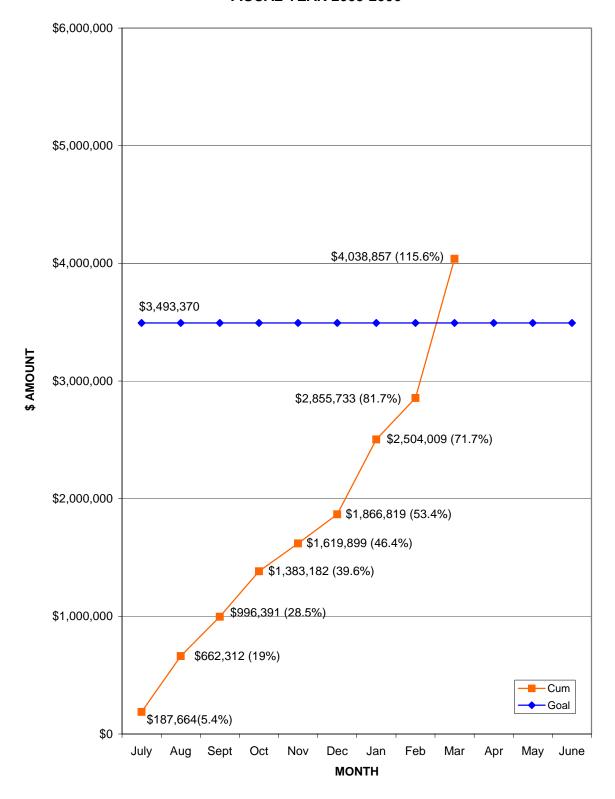
RACE White Black Hispanic Other	PERCENT 53 32 10 5	RLM %* 64.3 13.9 17.8 4.0
Total	100	100

Regular volunteer employees provided 15,059 hours of service. Occasional volunteer employees provided 8 hours of service.

# PURCHASES IN EXCESS OF \$100,000 (Not in Conjunction with State Contracts) January - March 2006

	iary - March 2006	
PROJECT/PURCHASE	VENDOR	AMOUNT
ISA/FRVIS Replacement Hardware, installation and deinstallation of current equipment, ITN# 025-05, KDC-056-179, DO# 213303. One time cost for new installation.	Hewlett Packard, Tallahassee, FL	\$12,701,643.85
ISA/FRVIS Replacement Hardware maintenance, Term: 04/01/06 – 12/30/10, ITN# 025-05, KDC-056-179, DO# 212414 includes the cost for the entire term.	Hewlett Packard, Tallahassee, FL	\$5,296,086.89
DMV/Document Imaging System, Year 1, ITN# 003-06, KDC-056-186, DO# 209864. Order includes hardware, training, software, and 5 year maintenance.	Fairfax Imaging, Chantilly, VA	\$549,683.00
FHP/Contract for "Move Over Law" Public Information Campaign with gas pump stickers, posters, and insert mailout cards. Single Source, DO# 229514.	Florida Petroleum Marketers and Convenience Store Association, Tallahassee, FL	\$175,000.00
DDL/Facial Recognition Pilot to evaluate the integrity of the CDL credential holders. ITN# 009-06, DO# 239738, KDC# 056-276	Merkatum Corporation, Miami, FL	\$259,000.00
DDL/FDLIS Equipment and maintenance for 3 years. Installation at the Collier-Orange Blossom-Naples location of the Collier County Tax Collector. Nine, 3100 Signature pads w/stylus and magnetic stripe reader. Term 05/05/06 – 05/04/09, ITN# 003-02, KDC-056-212, DO# 222990	Digimarc ID Systems, Burlington, MA	\$112,805.54
ISA/Lease and License fee for IBM software products, Term 07/01/05 – 06/30/06, Single Source, KDC# 045-389, DO# 133996-V2.	IBM Corporation, Tallahassee, FL	\$306,666.00
QUARTER TOTAL		\$19,400,885.28

# 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
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