

MEETING OF THE GOVERNOR AND CABINET
AS HEAD OF THE DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
June 12, 2007

AGENDA

Agency Contact: David F. Westberry, 850/617-3100

1. Respectfully submit the Minutes for the January 30, 2007, Cabinet meeting.
Attachment #1.
Recommend.
2. Respectfully submit the Quarterly Report for the quarter ending December 2006.
Attachment #2.
Recommend.
3. Respectfully submit the Quarterly Report for the quarter ending March 2007.
Attachment #3.
Recommend.

THE CABINET
STATE OF FLORIDA

Representing:

DIVISION OF BOND FINANCE

FINANCIAL SERVICES COMMISSION, OFFICE OF
INSURANCE REGULATION

DEPARTMENT OF REVENUE

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

FLORIDA LAND AND WATER ADJUDICATORY COMMISSION

BOARD OF TRUSTEES, SOUTH FLORIDA WATER
MANAGEMENT DISTRICT

BOARD OF TRUSTEES, INTERNAL IMPROVEMENT TRUST FUND

STATE BOARD OF ADMINISTRATION

The above agencies came to be heard before
THE FLORIDA CABINET, Honorable Governor Crist presiding,
in the Cabinet Meeting Room, LL-03, The Capitol,
Tallahassee, Florida, on Tuesday, January 30, 2007,
commencing at approximately 9:05 a.m.

Reported by:

MARY ALLEN NEEL
Registered Professional Reporter
Registered Florida Reporter
Notary Public

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

APPEARANCES:

Representing the Florida Cabinet:

CHARLIE CRIST
Governor

CHARLES H. BRONSON
Commissioner of Agriculture

BILL McCOLLUM
Attorney General

ALEX SINK
Chief Financial Officer

* * *

I N D E X

DIVISION OF BOND FINANCE
(Presented by BEN WATKINS)

ITEM	ACTION	PAGE
1	Approved	5
2	Approved	5
3	Approved	6

FINANCIAL SERVICES COMMISSION, INSURANCE REGULATION
(Presented by KEVIN McCARTY)

ITEM	ACTION	PAGE
1	Approved	54

DEPARTMENT OF REVENUE
(Presented by JIM ZINGALE)

ITEM	ACTION	PAGE
1	Approved	55
2	Approved	56

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
(Presented by FRED O. DICKENSON)

ITEM	ACTION	PAGE
1	Approved	57
2	Approved	57
3	Approved	58
4	Approved	59
5	Approved	59

FLORIDA LAND AND WATER ADJUDICATORY COMMISSION
(Presented by GLADYS PEREZ)

ITEM	ACTION	PAGE
1	Approved	60
2	Approved	60

INDEX CONTINUED

BOARD OF TRUSTEES, SOUTH FLORIDA WATER
MANAGEMENT DISTRICT
(Presented by MIKE SOLE)

ITEM	ACTION	PAGE
1	Approved	61
2	Withdrawn	61

BOARD OF TRUSTEES, INTERNAL IMPROVEMENT TRUST FUND
(Presented by MIKE SOLE)

ITEM	ACTION	PAGE
1	Approved	62
2	Approved	65
3	Withdrawn	65

STATE BOARD OF ADMINISTRATION
(Presented by COLEMAN STIPANOVICH)

ITEM	ACTION	PAGE
1	Approved	66
2	Approved	67
3	Approved	67

CERTIFICATE OF REPORTER	71
-------------------------	----

1 GOVERNOR CRIST: Highway Safety and Motor
2 Vehicles.

3 MR. DICKENSON: Good morning, Governor.

4 GOVERNOR CRIST: Good morning, Fred.

5 MR. DICKENSON: Item 1 is the minutes for the
6 Cabinet meeting of October 3rd, '06.

7 GOVERNOR CRIST: Motion on the minutes?

8 ATTORNEY GENERAL McCOLLUM: Move that they be
9 approved.

10 COMMISSIONER BRONSON: Second.

11 GOVERNOR CRIST: Moved and seconded. Without
12 objection, show it approved.

13 MR. DICKENSON: Item 2 is our quarterly report
14 submission for the end of the quarter, September
15 '06.

16 GOVERNOR CRIST: Is there a motion to approve?

17 COMMISSIONER BRONSON: Motion on Item 2.

18 GOVERNOR CRIST: Is there a second?

19 ATTORNEY GENERAL McCOLLUM: Second.

20 GOVERNOR CRIST: Show it approved without
21 objection. Item Number 3.

22 MR. DICKENSON: Item 3 is the appointment of
23 some more doctors for our Medical Advisory Board.
24 We have five doctors there. All are in good
25 standing with their respective associations.

1 ATTORNEY GENERAL McCOLLUM: I move approval.

2 COMMISSIONER BRONSON: Second.

3 GOVERNOR CRIST: Moved and seconded. Show it
4 approved without objection.

5 MR. DICKENSON: I would like to say these are
6 folks that give us their time for nothing, and
7 there are over 100,000 cases that come to them from
8 time to time, and --

9 GOVERNOR CRIST: You keep them working hard.

10 MR. DICKENSON: We do appreciate them.

11 GOVERNOR CRIST: Yes, sir. Item 4.

12 MR. DICKENSON: Item 4 is a rule on
13 administrative suspension review hearings. These
14 are the hearings that are held for all of the
15 people that are charged with DUI. And over time,
16 the courts and the Legislature have spoken to
17 refining this process, and what we're doing
18 basically is keeping the administrative side
19 somewhat separate from the criminal side and trying
20 to refine the issues that come up before the
21 administrative hearing officers.

22 GOVERNOR CRIST: Is there a motion on Item 4?

23 COMMISSIONER BRONSON: Motion on Item 4.

24 ATTORNEY GENERAL McCOLLUM: Second.

25 GOVERNOR CRIST: Moved and seconded. Any

1 objection? Show it approved. Item 5.

2 MR. DICKENSON: Item 5 is the ignition
3 interlock rule, Governor. This is in response to
4 some legislation that passed two sessions ago. And
5 what we're doing is giving a medical exemption, if
6 you will, to those who have shown a medical
7 inability to blow into the machine. They still
8 have to serve their time, but they would not have
9 to get the ignition interlock device put on their
10 car. And they have to be certified with a doctor
11 and through the Medical Advisory Board also.

12 GOVERNOR CRIST: Any questions on Item 5? Is
13 there a motion?

14 COMMISSIONER BRONSON: Motion on Item 5.

15 ATTORNEY GENERAL MCCOLLUM: Second.

16 GOVERNOR CRIST: Moved and seconded. Show it
17 approved without objection.

18 MR. DICKENSON: Thank you, Governor.

19 GOVERNOR CRIST: Thank you, Fred.
20
21
22
23
24
25

DHSMV Minutes Approval Page – January 30, 2007

Charlie Crist
Governor

Electra Theodorides-Bustle
Executive Director



Florida Department of Highway Safety and Motor Vehicles

Making Highways Safe



QUARTERLY REPORT
October-December 2006

Department of Highway Safety and Motor Vehicles

Quarterly Report October - December 2006

Table of Contents

➤ Executive Summary	2
➤ On Any Given Day	3
➤ Statistical Summaries	4
➤ Quarterly Highlights	9
➤ Revenue	11
➤ Purchases in Excess of \$100,000	12
➤ Minority Business Enterprise Utilization	13

Executive Summary

The following is a snapshot of services provided by the Department from October through December 2006.

HIGHWAY PATROL

- ☑ 15,145 administrative (roadside) suspensions issued (all Florida law enforcement)
- ☑ 383 suspensions to drivers under 21 for violations of the Zero Tolerance Law
- ☑ 3,054 citations for DUI violations
- ☑ 2,414 arrests for felony violations
- ☑ 402,637 warnings or citations for traffic or equipment violations
- ☑ 77,099 motorists with disabled vehicles received assistance
- ☑ 68 fraud investigation cases closed
- ☑ 61,136 crashes worked – with 867 highway deaths reported during the quarter

MOTORIST SERVICES

- ☑ 10,430,606 driver license/ID card transactions and motor vehicle/mobile home registrations
- ☑ 716,734 internet transactions (7% of total transactions)
- ☑ 1,664,052 customers served in driver license field offices
- ☑ 82,336 organ donors registered
- ☑ 469,002 suspensions, revocations, and cancellations of driving privileges
- ☑ 133,288 insurance suspensions were issued
- ☑ 1,505,247 new and used vehicle/vessel titles and title transfers issued
- ☑ 1,829 motor vehicle and mobile home dealers' records inspected for compliance with established standards
- ☑ 2,508 dealer and manufacturer licenses issued

REVENUE COLLECTION

- ☑ Collected \$359,092,983 in revenue

On Any Given Day...

The following is a snapshot of the Department's activities and services provided on any given day this quarter:

Florida Highway Patrol:

10 Crash Fatalities

4 Alcohol Related Crash Fatalities

107,158 Miles Patrolled on Highways

5,252 Driver Contacts



Motorist Services:

**166 Driver License Office Locations
Statewide**

33,137 Driver License Customers Served

242 Hearings Conducted

18,199 Court Dispositions Processed

**89,020 Vehicle and Mobile Home
Registrations Issued**

**20,584 Vehicle and Mobile Home License
Plates Issued**

\$5,886,770 Revenue Collected



2nd Quarter Statistics October - December 2006

	This Quarter	Last Year Same Quarter	Percent Change
Enforcement			
Unlawful Speed Arrests	117,967	97,019	21.6%
DUI Arrests	3,054	2,909	5.0%
Felony Arrests	2,414	2,405	0.4%
Drug Related Arrests	1,244	1,411	-11.8%
Other Arrests	180,086	156,739	14.7%
Written Warnings	86,288	69,647	23.9%

Investigations/Recovery			
Crash Investigations	61,136	62,921	-2.8%
Traffic Homicide Investigations	515	554	-7.0%
Stolen Vehicles Recovered	261	271	-3.7%

FHP Duty Hours/Miles			
Unobligated Patrol	294,628	260,546	13.1%
Obligated Patrol	392,682	456,699	-14.0%
Non Patrol	130,754	118,581	10.3%
Total Duty Hours	818,064	835,826	-2.1%
Miles Patrolled	9,858,560	9,688,036	1.8%

Field Issuance (In-Person)			
Licenses	906,790	878,977	3.2%
ID Cards	217,679	194,440	12.0%
Other Services	539,583	567,581	-4.9%
Total Customers	1,664,052	1,640,998	1.4%

Financial Responsibility			
Financial Responsibility Cases Processed	269,326	263,593	2.2%
Insured Rate	94.58%	87.61%	8%

Administrative Suspensions			
Suspensions (Refusals, DUI)	15,145	14,080	7.6%
Suspensions (Zero Tolerance)	383	369	3.8%
Total Suspensions	15,528	14,449	7.5%
Administrative Suspension Sustained Rate	88%	88%	-

Vehicle/Mobile Home/Vessel Title and Registration – Parking Permits	This Quarter	Last Year Same Quarter	Percentage Change
Titles:	1,505,247	1,460,786	3.0%
New	416,729	423,878	-1.7%
Used	173,059	185,098	-6.5%
Transfers	740,287	739,424	.1%
Miscellaneous	175,172	112,386	55.9%
Registrations:	5,648,372	5,670,799	-.4%
4-Year Permanent Parking Permits Issued	109,100	138,308	-21.1%

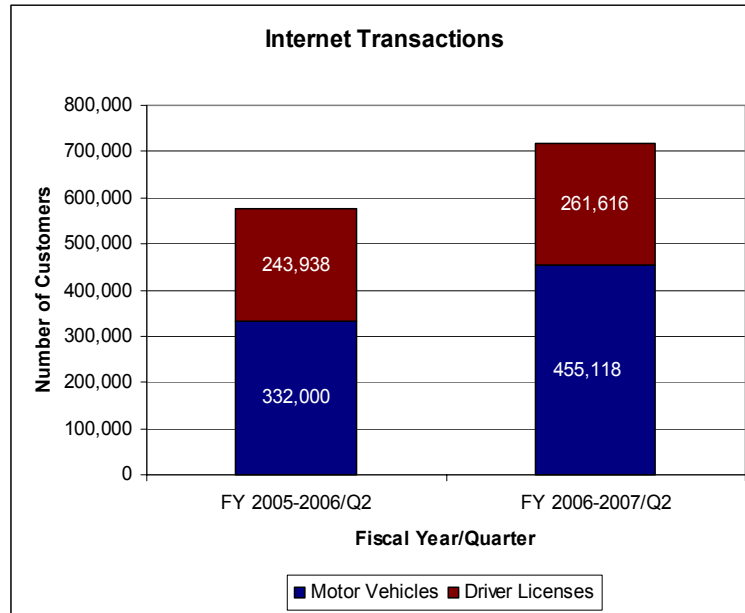
Dealer Activity			
MV Dealer and Manufacturer Licenses Issued	2,508	2,381	5.3%
Dealer Complaints Processed	1,088	1,011	7.6%
Dealer Record Inspections	1,829	1,636	11.8%

Manufactured/Mobile Home			
Mobile Homes Inspected at Plants	2,602	4,671	-44.3%
Mobile Home Complaints Processed	67	100	-33.0%

Motor Carrier Services			
Apportioned License Plates Issued	7,775	6,063	28.2%
New Motor Carrier IRP & IFTA Accounts	1,940	1,519	27.7%
IFTA Decals Issued	39,438	26,625	48.12%

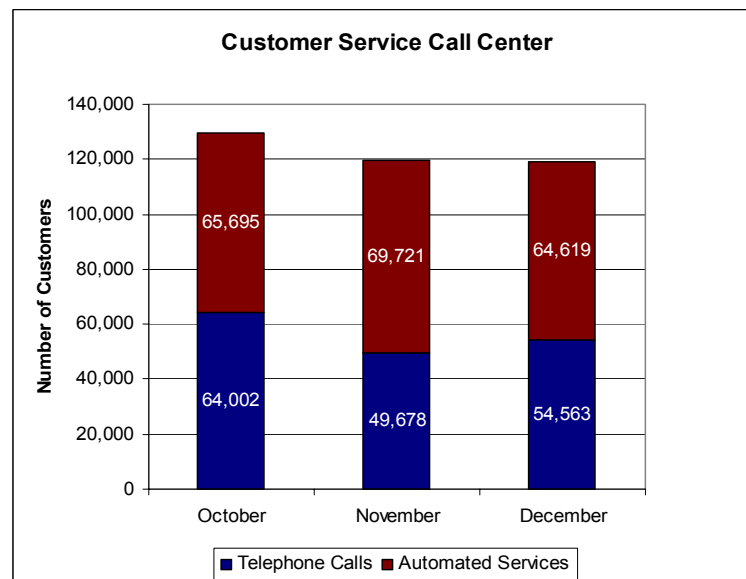
Internet Renewals and Customer Service Center:

The online services at **www.GoRenew.com** saves customers a trip to their local driver license and/or tax collector's office. This quarter **716,734** customers renewed their driver licenses and motor vehicle registrations and changed their addresses by Internet. The following table provides a comparison with the same quarter of fiscal year 2005-06:



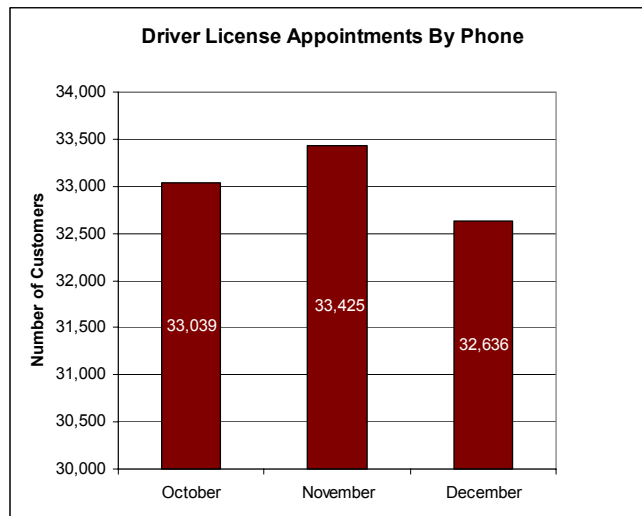
Customer Service Call Center:

- **85%** of questions relate to driver license problems, the remainder to motor vehicle title and registration issues.
- **168,243** telephone calls answered relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was approximately four minutes.
- **200,035** customers used automated services and received faxed information packets on driver license or motor vehicle services, and/or verify vehicle or driver record information.



Driver License Appointment Center:

99,100 calls answered by the appointment center making driver license appointments in Miami-Dade, Palm Beach, Broward, Okeechobee, St. Lucie, Indian River and Martin counties. The average wait time to speak with an agent was 14 seconds.



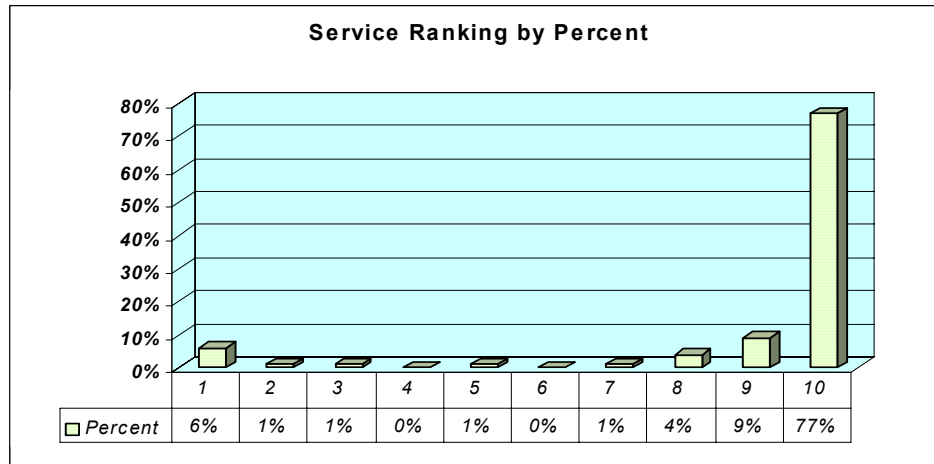
Workload Distribution Between DHSMV and Tax Collectors for Driver License Transactions:

Field Issuance State/ Tax Collector	DHSMV Offices	Tax Collector Offices
Licenses	671,489	235,301
ID Cards	168,400	49,279
Other Services	457,375	82,208
Total Customers	1,297,264 (78%)	366,788 (22%)

Customer Service:

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

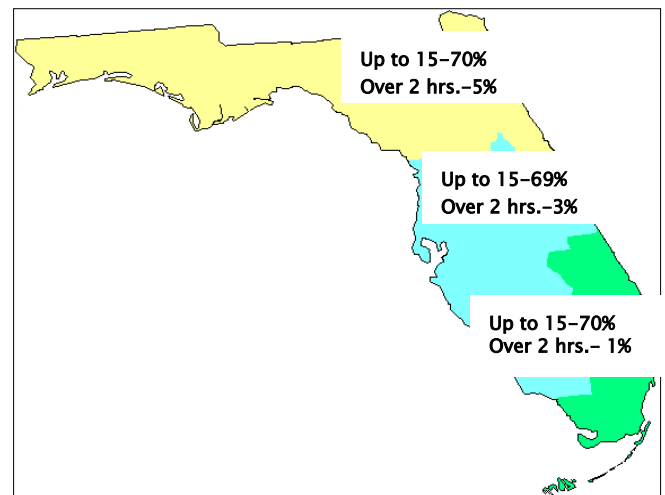
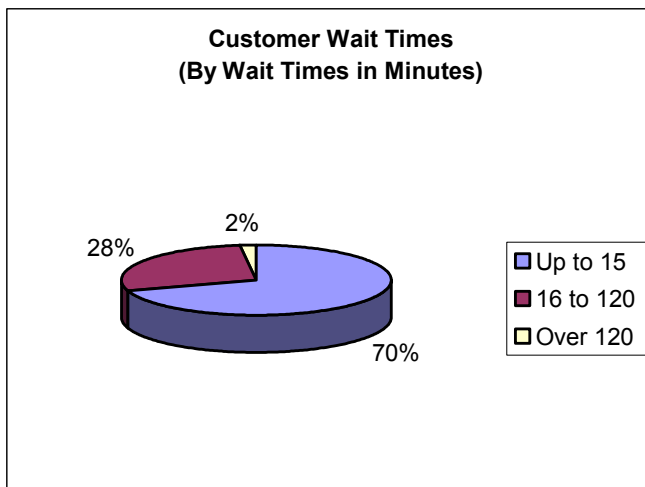
Customer Service Ranking



Customer Wait Times

During this quarter, 70 percent of customers waited "Up to 15 Minutes," and 2 percent waited "Over 120 Minutes."

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 70, 69, and 70 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 5, 3, and 1 percent, respectively.



Quarterly Highlights

Emergency Contact Information: In response to concerns raised by State Representative Bill Galvano, and his constituent Christine Olson, the department developed a mechanism for emergency contact information to be added to a person's driver license or identification card record and accessible through the D.A.V.I.D. (Driver And Vehicle Information Database) system which is a secured database used by most law enforcement agencies in the State of Florida. The Department was able to implement this system with existing resources and within 10 months of the request. Any Florida driver can input their emergency contact information by logging on to the Department of Highway Safety and Motor Vehicles' website at www.hsmv.state.fl.us. The department is urging all licensed drivers in the State of Florida to input their information so families can be contacted more quickly when a family member is seriously injured or killed in a traffic crash. As of December 31, 404,531 customers had entered their emergency contact information.

FHP Attends 20th Annual Florida Statewide Prevention Conference

The [20th Annual Florida Statewide Prevention Conference](#) was recently held in Orlando. As in the past, the Florida Highway Patrol was there on center stage as part of the Florida Prevention Partnership team under the leadership of Mr. William Janes, Director of Florida's Office of Drug Control.

Nine deserving Florida Highway Patrol troopers were recognized at this year's summit for their respective efforts, and initiative in their communities on behalf of substance abuse or violence prevention. Their tireless efforts reflect Florida's capacity for reaching local and state goals for substance abuse and violence prevention.



Suspect Captured After Ramming Five Cars in Tampa



While working an aircraft speed enforcement detail on Interstate 4 in Hillsborough County, FHP pilot Sergeant Mike Cendan notified Trooper Howard Arnold about a SUV traveling 88 miles per hour in the 70 mile per hour posted speed zone. When Trooper Arnold attempted to stop the driver of the SUV, he would not stop and then exited the interstate. At that time, Trooper Arnold disengaged and turned it over to Sergeant Cendan. Following the SUV the air into a residential area then back onto a local roadway, the SUV was then involved in a traffic crash and was subsequently

apprehended.

The Department Gets Down in Tallahassee: The Florida Highway Patrol and the Division of Driver Licenses combined resources at the November 3rd Downtown GetDown event in Tallahassee in an effort to help spread the word about the change in law that allows children ages 5 and older to receive a state issued identification card. This gives law enforcement and parents an opportunity to have a current digital photo of children as well as other pertinent personal information on hand in case of an emergency.



Cross Creek Office Opened: In a continuing effort to decentralize International Registration Plan Services and improve service delivery to our motor carrier customers, the department has relocated its Tallahassee walk-in service desk. The new facility opened in October at the Cross Creek Center, located at Capital Circle and Apalachee Parkway. This convenient location provides both easier access and adequate parking for heavy trucks. The new facility and the reassignment of personnel has resulted in faster service for customers who come to Tallahassee to conduct business.

Troopers of the Month Honored:



October 2006-Trooper Jonathan Young, Troop B

On October 11, 2006, Trooper Jonathan Young responded to a call on I-75. Upon arriving at the scene, Trooper Young found a man sitting on the roof of his truck contemplating suicide. Trooper Young's quick response helped prevent a potentially fatal situation.



November 2006-Trooper Christopher Ellison, Troop K

On November 8, 2006, while working SunPass toll enforcement at the Homestead Toll Plaza, Trooper Ellison assisted agents from the Florida Department of Law Enforcement by attempting to conduct a traffic stop on a suspect who was wanted for murder.

Trooper Ellison promptly located the suspect's vehicle as it exited the Florida Turnpike and attempted to pull the driver over. Before Trooper Ellison could make the traffic stop, the suspect stopped his car, exited the vehicle, and fled on foot with a revolver in his hand. The suspect was subsequently taken into custody by Trooper Ellison and the Florida Department of Law Enforcement agents.



December 2006-Trooper James Barley, Troop D

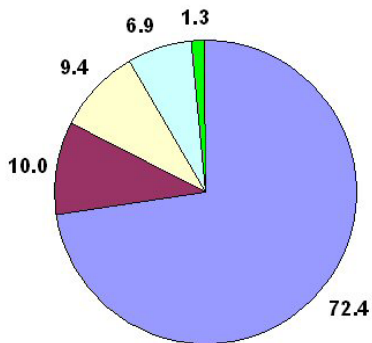
On December 12, 2006, Trooper Barley was patrolling in Brevard County when he stopped a driver for unlawful speed. Trooper Barley was overwhelmed by the odor of cannabis coming from inside the car, and upon further investigation observed some large bags of green leafy substance inside the car. A search of the vehicle revealed approximately 28 pounds of cannabis and drug paraphernalia. Trooper Barley arrested the suspect for trafficking cannabis and possession with intent to sell.

The following week Trooper Barley was again patrolling State Road 9 in Brevard County when he stopped another driver for unlawful speed. Trooper Barley detected an odor of cannabis coming from the car, and immediately secured the situation. With the assistance of Trooper Glaenzer, he searched the vehicle. The search revealed 50 grams of cocaine, 15 grams of morphine, 8 grams of Xanax and several grams of cannabis. Some of the drugs were located in close proximity to a three month old child passenger. The suspect was arrested for drug trafficking. Further investigation lead to a DEA warrant, uncovering a significant amount of cocaine. In the month of December 2006, Trooper Barley made 20 separate drug arrests, 11 of which were felonies.

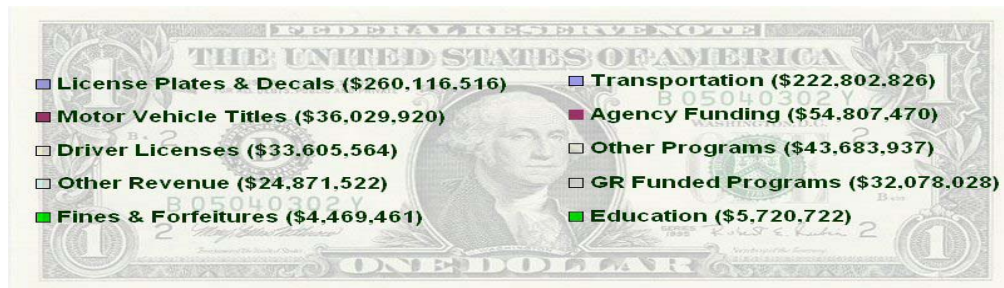
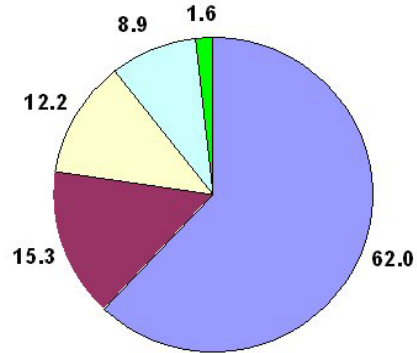
Revenue Information

FY 2006 – 2007 2nd Quarter:

Where the money comes from:



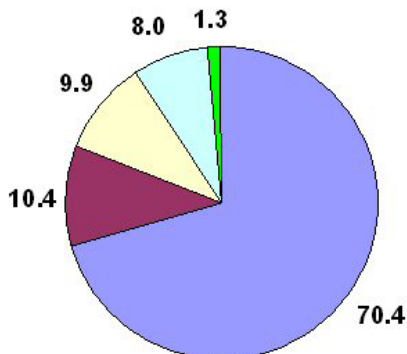
Where the money goes:



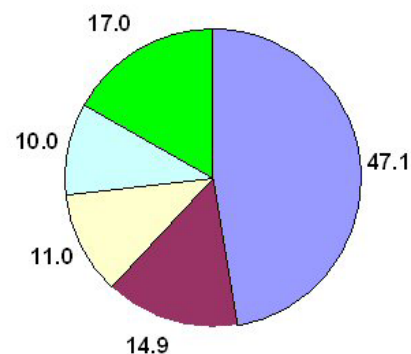
Total = \$359,092,983

FY 2006-2007 Year to Date:

Where the money comes from:



Where the money goes:



Total = \$714,347,013

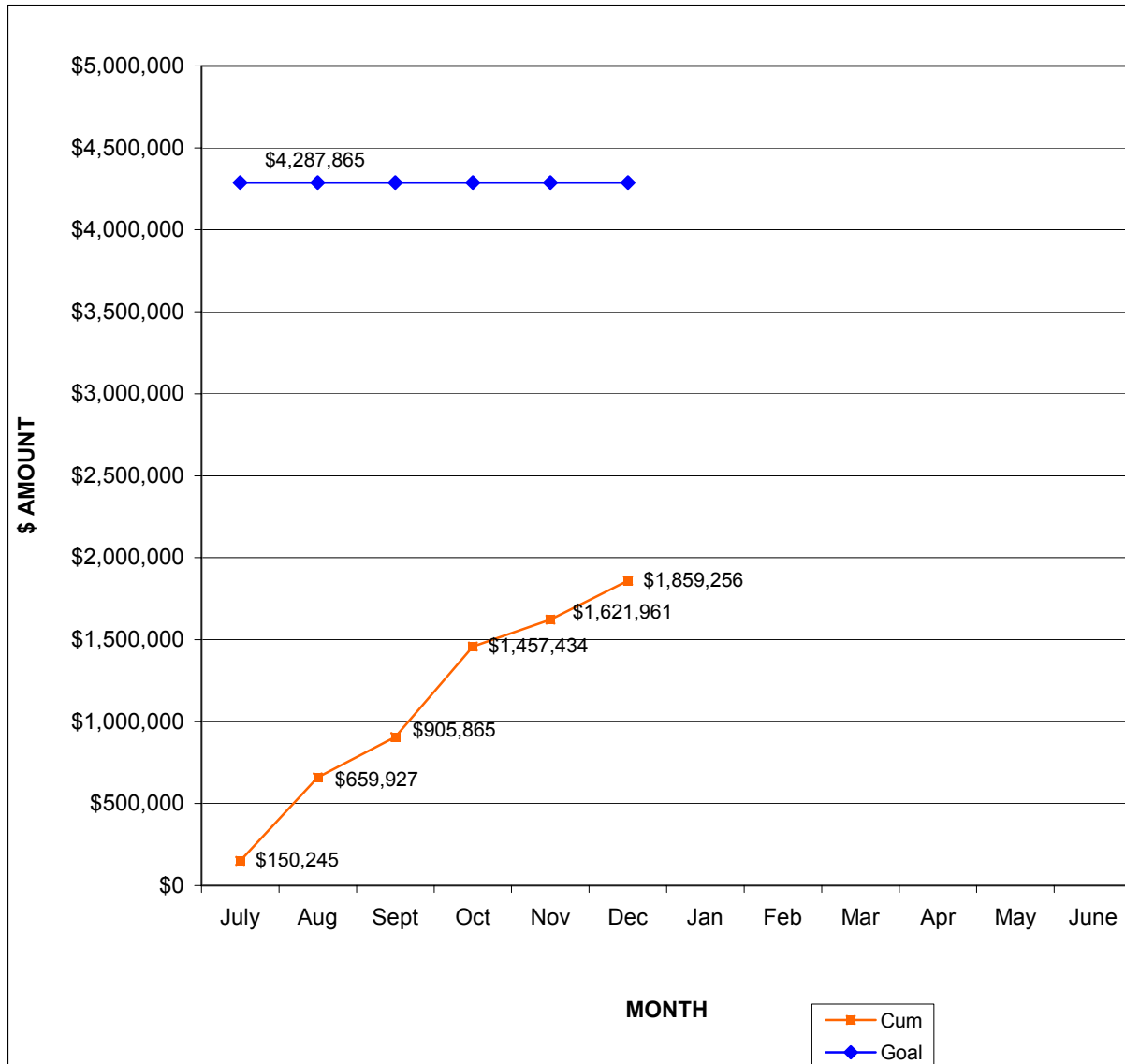
Purchases Made in Excess of \$100,000

(Not in Conjunction with State Contracts)

October - December 2006

PROJECT/ PURCHASE	VENDOR	AMOUNT
Two Head Landscape Heidelberg Printmaster GTO 52-2 press. Less: Press trade-in one (1) A.B. Dick 360 press, ITB# 007-07, DO# 373947	Heidelberg USA Incorporation Kennesaw, GA	\$108,405.00
FHP – Rearview mirror LED light and FHP Slicktop vehicle warning system, ITN# 013-05, Term 02/23/2005 thru 02/22/2009, DO# 370646	Code 3 Incorporation St. Louis, MO	\$105,925.20
Funds needed for one year renewal period to process crash records, Term 01/01/07 thru 12/31/07, ITN# 022-01, DO# 378529	Pride Enterprises Bristol, FL	\$550,000.00
QUARTER TOTAL		\$764,330.20

Minority Business Enterprise Utilization FISCAL YEAR 2006-2007



Information Furnished by
Florida Department of Highway Safety and Motor Vehicles
Neil Kirkman Building
2900 Apalachee Parkway
Tallahassee, FL 32399 - 0501



Florida Department of Highway Safety and Motor Vehicles

Making Highways Safe



**QUARTERLY REPORT
JANUARY-MARCH 2007**

Department of Highway Safety and Motor Vehicles

Quarterly Report January – March 2007

Table of Contents

➤ Executive Summary	2
➤ On Any Given Day	3
➤ Statistical Summaries	4
➤ Quarterly Highlights	9
➤ Revenue	12
➤ Purchases in Excess of \$100,000	13
➤ Minority Business Enterprise Utilization	14

Executive Summary

The following is a snapshot of services provided by the Department from January through March 2007.

HIGHWAY PATROL

- ☑ 14,011 administrative (roadside) suspensions issued (all Florida law enforcement)
- ☑ 362 suspensions to drivers under 21 for violations of the Zero Tolerance Law
- ☑ 2,704 citations for DUI violations
- ☑ 2,291 arrests for felony violations
- ☑ 369,821 warnings or citations for traffic or equipment violations
- ☑ 71,040 motorists with disabled vehicles received assistance
- ☑ 44 fraud investigation cases closed
- ☑ 60,236 crashes worked – with 889 highway deaths reported during the quarter

MOTORIST SERVICES

- ☑ 10,781,762 driver license/ID card transactions and motor vehicle/mobile home registrations
- ☑ 766,832 internet transactions (7% of total transactions)
- ☑ 1,895,630 customers served in driver license field offices
- ☑ 81,169 organ donors registered
- ☑ 454,859 suspensions, revocations, and cancellations of driving privileges
- ☑ 119,072 insurance suspensions were issued
- ☑ 1,701,353 new and used vehicle/vessel titles and title transfers issued
- ☑ 1,869 motor vehicle and mobile home dealers' records inspected for compliance with established standards
- ☑ 3,154 dealer and manufacturer licenses issued

REVENUE COLLECTION

- ☑ Collected \$448,626,485 in revenue

On Any Given Day...

The following is a snapshot of the Department's activities and services provided on any given day this quarter:

Florida Highway Patrol:

10 Crash Fatalities

3 Alcohol Related Crash Fatalities

108,976 Miles Patrolled on Highways

4,933 Driver Contacts



Motorist Services:

**169 Driver License Office Locations
Statewide**

36,526 Driver License Customers Served

268 Hearings Conducted

18,457 Court Dispositions Processed

**84,999 Vehicle and Mobile Home
Registrations Issued**

**21,598 Vehicle and Mobile Home License
Plates Issued**

\$7,121,055 Revenue Collected



3rd Quarter Statistics January – March 2007

	This Quarter	Last Year Same Quarter	Percent Change
Enforcement			
Unlawful Speed Arrests	106,295	104,653	1.6%
DUI Arrests	2,704	2,704	0%
Felony Arrests	2,291	2,230	2.7%
Drug Related Arrests	1,361	1,446	-5.9%
Other Arrests	167,780	164,665	1.9%
Written Warnings	78,761	69,622	13.1%

Investigations/Recovery			
Crash Investigations	60,236	60,136	.2%
Traffic Homicide Investigations	520	501	4.0%
Stolen Vehicles Recovered	280	259	8.1%

FHP Duty Hours/Miles			
Unobligated Patrol	272,337	259,027	5.1%
Obligated Patrol	410,926	409,614	.32%
Non Patrol	143,935	160,131	-10.1%
Total Duty Hours	827,198	828,772	-.2%
Miles Patrolled	9,807,880	9,497,110	3.3%

Field Issuance (In-Person)			
Licenses	991,144	946,992	4.7%
ID Cards	245,321	235,493	4.2%
Other Services	659,165	652,979	.09%
Total Customers	1,895,630	1,835,464	3.3%

Financial Responsibility			
Financial Responsibility Cases Processed	253,376	256,823	-1.3%
Insured Rate	94.03%	94.68%	-.7%

Administrative Suspensions			
Suspensions (Refusals, DUI)	14,011	11,541	21.4%
Suspensions (Zero Tolerance)	362	310	16.8%
Total Suspensions	14,373	11,851	21.3%
Administrative Suspension Sustained Rate	89%	87%	2.0%

Vehicle/Mobile Home/Vessel Title and Registration – Parking Permits	This Quarter	Last Year Same Quarter	Percentage Change
Titles:	1,691,537	1,716,208	-1.4%
New	448,838	480,798	-6.7%
Used	192,387	213,443	-9.9%
Transfers	862,486	888,754	-3.0%
Miscellaneous	187,826	133,213	41.0%
Registrations:	5,608,221	5,245,891	6.9%
4-Year Permanent Parking Permits Issued	119,669	136,854	-12.6%

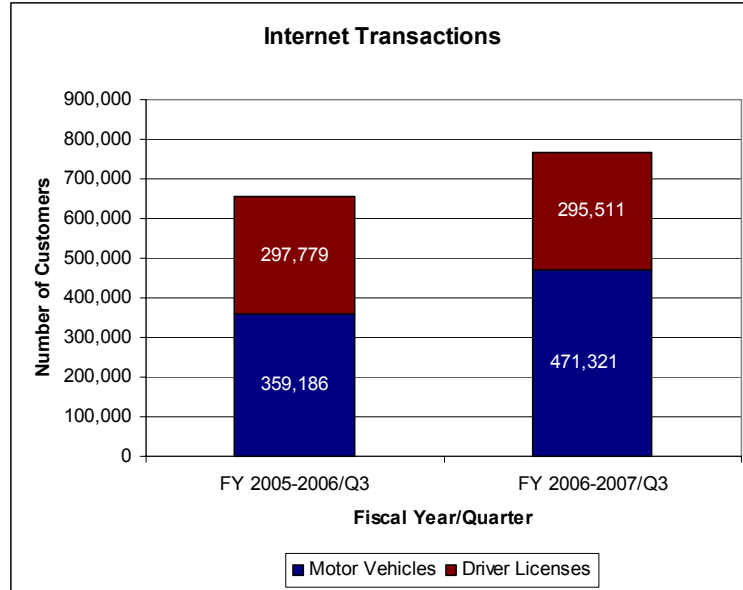
Dealer Activity			
MV Dealer and Manufacturer Licenses Issued	3,154	2,966	6.3%
Dealer Complaints Processed	1,196	1,052	13.7%
Dealer Record Inspections	1,869	2,030	-7.9%

Manufactured/Mobile Home			
Mobile Homes Inspected at Plants	2,268	4,617	-50.1%
Mobile Home Complaints Processed	101	127	-20.5%

Motor Carrier Services			
Apportioned License Plates Issued	11,502	11,153	3.1%
New Motor Carrier IRP & IFTA Accounts	2,515	1,961	28.3%
IFTA Decals Issued	13,691	9,735	40.6%

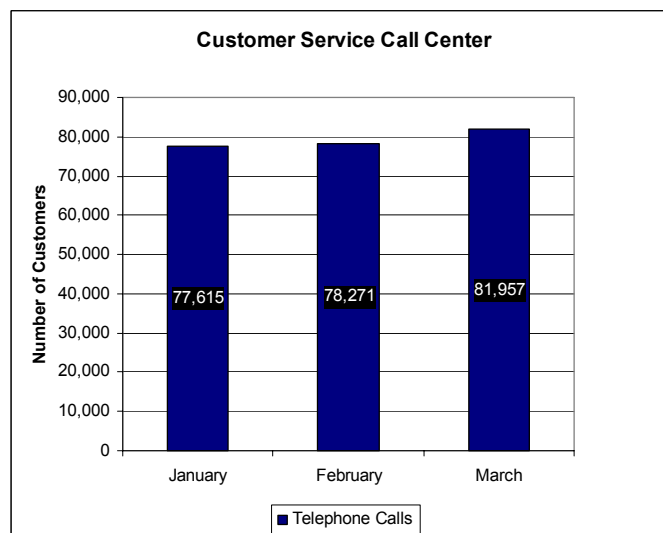
Internet Renewals and Customer Service Center:

The online services at **www.GoRenew.com** saves customers a trip to their local driver license and/or tax collector's office. This quarter **766,832** customers renewed their driver licenses and motor vehicle registrations and changed their addresses by Internet. The following table provides a comparison with the same quarter of fiscal year 2005-06:



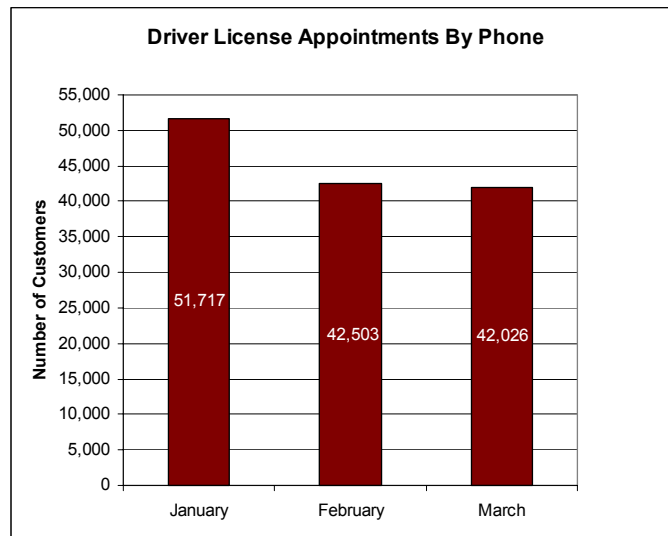
Customer Service Call Center:

- **85%** of questions relate to driver license problems, the remainder to motor vehicle title and registration issues.
- **237,843** telephone calls answered relating to driver license and motor vehicle issues. The average wait time for customers to speak to an agent was approximately four minutes.



Driver License Appointment Center:

136,246 calls answered by the appointment center making driver license appointments in Miami-Dade, Palm Beach, Broward, Okeechobee, St. Lucie, Indian River, and Martin counties. The average wait time to speak with an agent was 21 seconds.

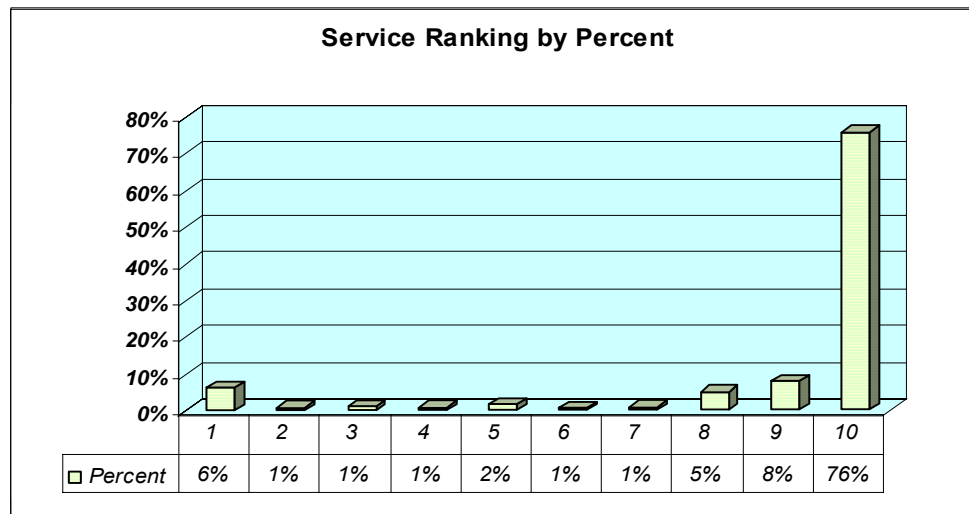


Workload Distribution Between DHSMV and Tax Collectors for Driver License Transactions:

Field Issuance State/ Tax Collector	DHSMV Offices	Tax Collector Offices
Licenses	729,939	261,205
ID Cards	187,630	57,691
Other Services	557,409	101,756
Total Customers	1,474,978 (78%)	420,652 (22%)

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

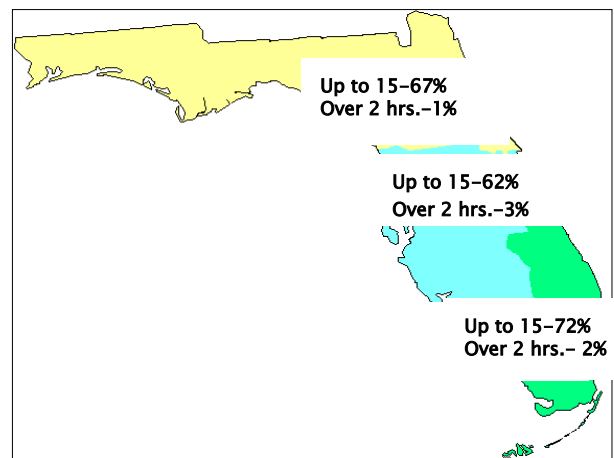
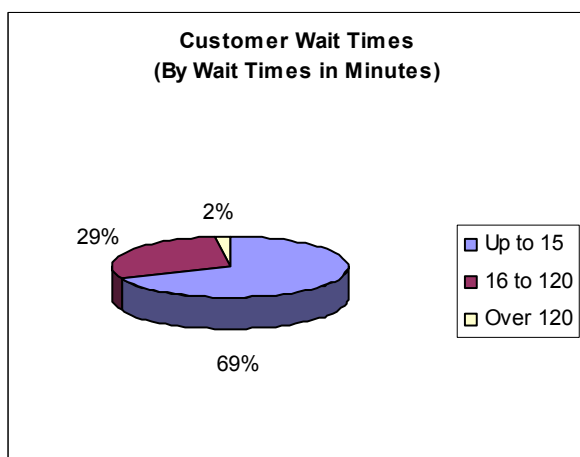
Customer Service Ranking



Customer Wait Times

During this quarter, 69 percent of customers waited "Up to 15 Minutes," and 2 percent waited "Over 120 Minutes."

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 67, 62, and 72 percent, respectively. For the same regions, for the "Over 120 Minutes" wait times, the percentages were 1, 3, and 2 percent, respectively.



Quarterly Highlights

New Executive Director Appointed



On February 27, 2007, Governor Charlie Crist and the Florida Cabinet named Electra Theodorides-Bustle as the new Executive Director for the Florida Department of Highway Safety and Motor Vehicles. Electra came to the agency from the Florida Department of Law Enforcement where she served as Assistant Commissioner of Public Safety Services. With an increased emphasis on strategic planning and improving customer service, she began her tenure as the Department's Executive Director on March 7, 2007.

Attorney General's Law Enforcement Officer of the Year Award Nominees



Troopers Jorge Lopez-Torres and Carlos Austin were honored for their nominations for the 2006 Attorney General's Law Enforcement Officer of the Year Award. Earlier this year, the two troopers had been selected as co-recipients of the [2006 Florida Highway Patrol Trooper of the Year Award](#) for their heroic actions in responding to a serious vehicle crash on the Sawgrass Expressway in Broward County.

FHP Participates in Governor's Inauguration



Members of the Florida Highway Patrol were privileged to participate in the Inauguration of Governor Charlie Crist on Tuesday, January 2, 2007. Approximately 87 troopers and supervisors from around the state were detailed to Tallahassee to assist during the Inauguration festivities.

Electronic Credentialing

The Bureau of Motor Carrier Services is moving toward electronic credentialing for their commercial motor carrier customers. The first phase, electronic tax returns, was implemented in October 2006. Approximately 550 customers have requested filing access. In the future, International Fuel Tax Agreement (IFTA) Program participants will be able to purchase IFTA decals and make electronic payments, and International Registration Plan (IRP) participants will be able to renew registrations online.

Enhancements to Customer Service Center

On February 19, 2007, the Customer Service Center implemented new technology. Using existing resources, we enhanced our internal phone system and implemented state of the art technology to provide faster, more reliable service to our customers.

These enhancements include:

- New Interactive Voice Recognition system (IVR) that allows customers to give their driver license, vehicle identification or title number and receive information related to that record. They can also say "operator" for a live person.
- New automated call directing system that allows better routing of calls.
- Pop-screen technology that gives the analyst handling the call immediate customer information.
- Recording features that allow us to monitor more calls for better quality assurance.

Drug Related Asset Forfeiture Check to FHP

On March 21, 2007, the Florida Highway Patrol was presented an asset sharing check for a currency seizure that occurred back in 2000. The investigation involved the Drug Enforcement Administration, Broward Sheriff's Office, and the City of Miami Police Department. This joint investigation resulted in the apprehension of a major cocaine trafficker who was responsible for importing over 1000 kilograms of cocaine into the United States per month throughout the 90's.



Parents and Teen Driver Records

A new on-line system that allows parents to check the driving records of their minor children is now available. The site is located on the department's webpage at www.hsmv.state.fl.us. Parents can enter their child's license number, the last four digits of their social security number and date of birth to view the record. As of March 31, over 1,700 parents had reviewed their teen records.

Troopers of the Month Honored:

Trooper Edward Pope, Troop F – January 2007 Fourth Time Award



In December 2006, Trooper Pope received information on illegal drug activity in the Charlotte County area. The information revealed that two suspects were targeting another individual with the intent to kill him. Trooper Pope located the targeted individual at his residence and arrested him on an active warrant. He then obtained information from this individual regarding the two suspects who were looking for him. Further investigation revealed that one of the suspects was on Charlotte County's Most Wanted list.

With assistance, Trooper Pope initiated an action plan to apprehend the suspects. He tracked the first one down at his residence and arranged a meeting with the second fugitive. When the second fugitive arrived for the meeting, a traffic stop was conducted. The traffic stop yielded approximately 461 grams of marijuana, 13 grams of cocaine, drug paraphernalia, and two large knives. The driver and passenger were charged with the possession of the drugs and paraphernalia. The driver was also charged with driving on a suspended license.

Trooper John Castleberry, Troop H – February 2007



Recently, while on a snow skiing vacation in Colorado, Trooper John Castleberry saved the life of a fellow skier by administering CPR for over 15 minutes after the skier had suffered a heart attack. Trooper Castleberry was able to resuscitate the man, thanks to his quick actions and his first responder training. What makes Trooper Castleberry's actions so important is that he was off-duty and not bound by any expectations to act, yet did so benevolently and with great regard for human life.

Trooper Elliot Gonzalez, Troop K – March 2007



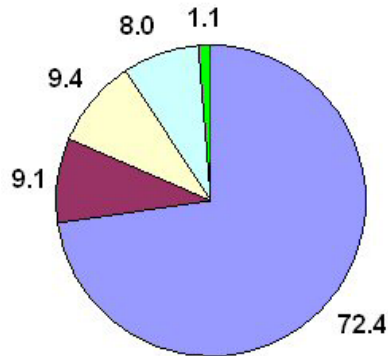
On March 13, 2007, Trooper Gonzalez stopped a black pickup truck towing a trailer for a toll violation on the Florida Turnpike in Palm Beach County. During the traffic stop, Trooper Gonzalez identified the contents within the trailer to be marijuana cultivation equipment. He also recovered a loaded 9 mm semi-automatic pistol and a loaded 12 gauge Remington shotgun. As a result of his findings, Trooper Gonzalez arrested the driver and seized the truck, trailer, the contents within the trailer and both weapons. During the inventory of the truck and the trailer contents, Trooper Gonzalez discovered a check with the name of one of the truck occupants with a residential address.

After further investigation, Trooper Gonzalez suspected this address could lead to a possible marijuana grow house location. Trooper Gonzalez contacted members of the Drug Enforcement Agency (DEA) task force and made contact with the occupants of the residence. Permission to enter the residence was granted by the occupants of the house. As a result of Trooper Gonzalez's hard work and instincts, a large hydroponic marijuana grow house was discovered. Sixty-nine hydroponic marijuana plants were eradicated from the garage of this residence, along with more than seven pounds of marijuana. The total value of marijuana that was discovered exceeded \$75,000 dollars. The value of the hydroponic cultivation equipment seized was over \$100,000.

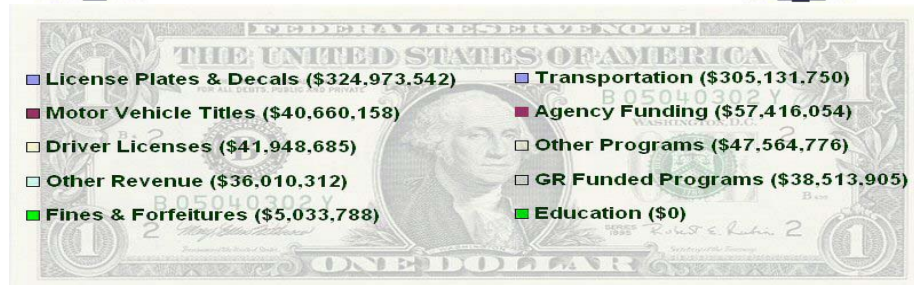
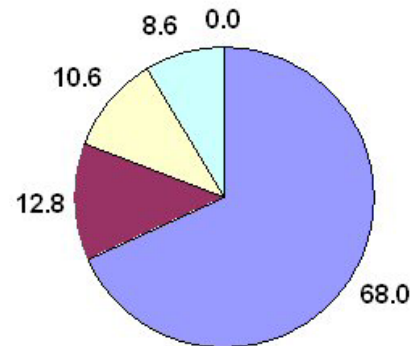
Revenue Information

FY 2006 – 2007 3rd Quarter:

Where the money comes from:



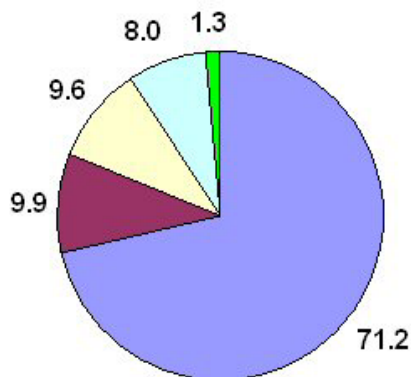
Where the money goes:



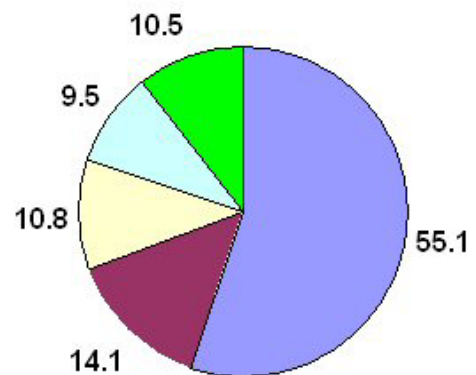
Total = \$448,626,485

FY 2006-2007 Year to Date:

Where the money comes from:



Where the money goes:



Total = \$1,162,973,498

Purchases Made in Excess of \$100,000

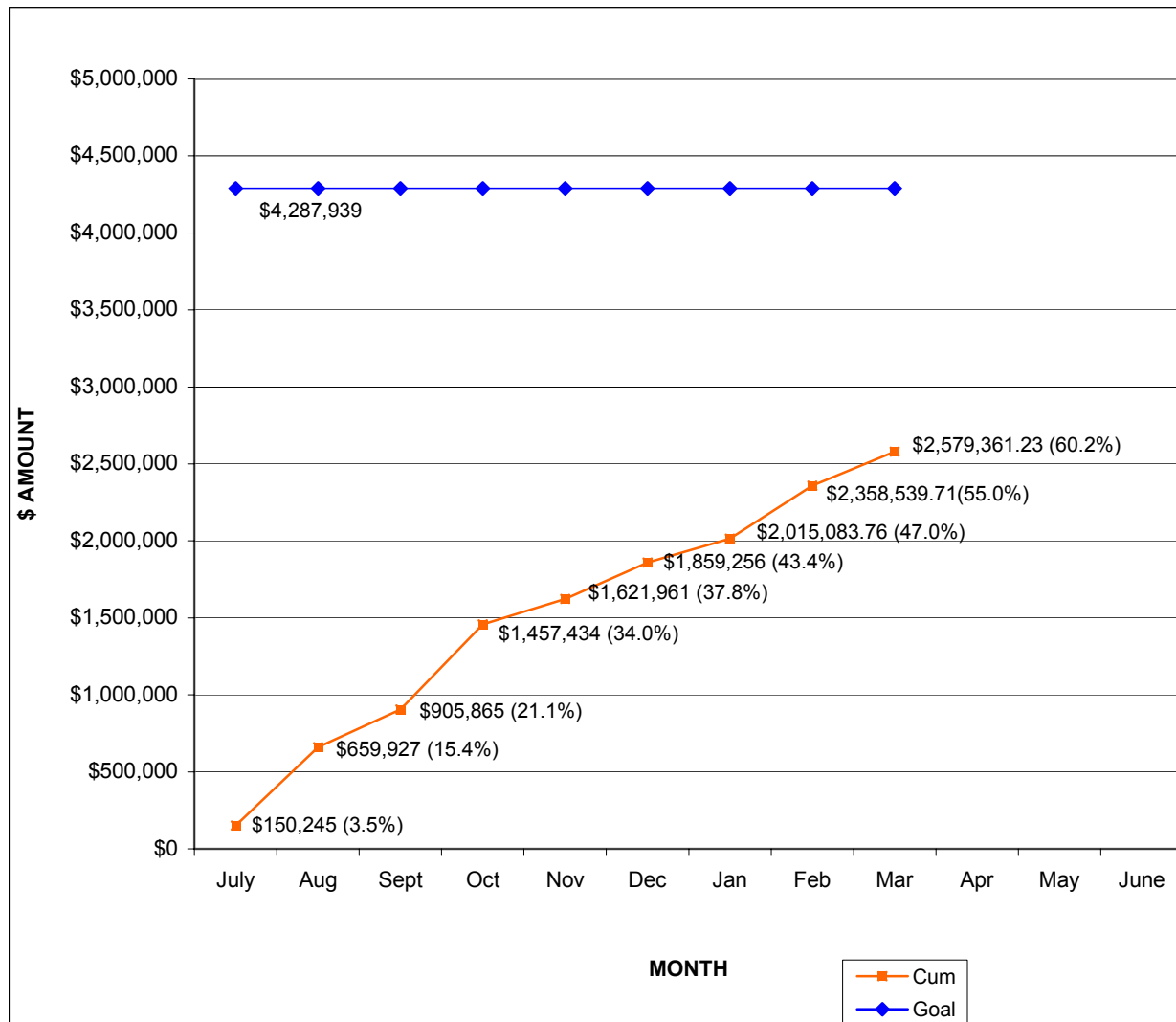
(Not in Conjunction with State Contracts)

January - March 2007

PROJECT/ PURCHASE	VENDOR	AMOUNT
FHP extended warranty for Itronix Gobook in car computers, Term 1/1/07 - 12/31/07, Single Source, DO# 384909.	Itronix Corporation Spokane Valley, WA	\$144,088.00
FHP Alcohol Related Motorcycle Crash Reduction Billboard Campaign, Term 01/19/07 - 09/30/07, Single Source, DO# 387064.	Florida Outdoor Advertising Association, Incorporated Tallahassee, FL	\$174,585.00
DAS Neil Kirkman Building and Ina Thompson Center Floor and Carpet Maintenance, Term 01/19/07 - 01/18/2010, ITB# 009-07, DO# 387876.	Association Service and Supplies, Incorporated Tallahassee, FL	\$136,322.64
DDL Additional Color Document Platform Hardware and Scanners for document authentication system, Single Source, KDC-067-257, Term 2/5/07 - 6/30/07, DO# 394974.	Viisage Technology, Incorporated Billerica, MA	\$208,456.96
DDL Fixed Readers for port security, ITB# 018-05, DO# 404094.	Johnson Controls, Incorporated Tampa, FL	\$115,000.00
FHP Child Safety Seats from 2006 donations and \$2.00, "Make a Difference Program", ITB# 016-07, DO# 406922.	Comade, Incorporated Irvine, CA	\$121,481.00
DDL FDLIS equipment for driver licenses issuance installed for Marion County Tax Collector, ITN# 003-02, KDC 067-313, DO# 407019.	Digimarc Corporation Burlington, MA	\$105,286.24
QUARTER TOTAL		\$764,330.20

Minority Business Enterprise Utilization

FISCAL YEAR 2006-2007



Information Furnished by
 Florida Department of Highway Safety and Motor Vehicles
 Neil Kirkman Building
 2900 Apalachee Parkway
 Tallahassee, FL 32399 - 0501