



EXPRESSWAYS

FALL 2007 ISSUE

Welcome to Expressways !

Electra Theodorides-Bustle
Executive Director

OUR MISSION

Providing Highway Safety And Security Through Excellence In Service, Education and Enforcement.

OUR VISION

A Safer Florida!

OUR VALUES

We Believe In:

SERVICE
by
exceeding expectations;

INTEGRITY
by
upholding the highest ethical standards;

COURTESY
by
treating everyone with dignity and respect;

PROFESSIONALISM
by
inspiring confidence and trust;

INNOVATION
by
fostering creativity;

and

EXCELLENCE IN ALL WE DO!

This publication serves as a valuable information piece for Department of Highway Safety and Motor Vehicles members and stakeholders. Although it has been over a year since our last publication, we feel that it provides you with insight regarding Department happenings and current news so we are revamping and continuing to provide you this publication. Going forward, Expressways will be published, electronically, on a quarterly basis. Communication is essential, and my hopes are Expressways will help us all share information about what we do and what is going on around the Department.



This agency is amazing. The men and women who work here are one of the hardest working and dedicated groups of people I have ever met. They take pride in their work and they strive for excellence everyday. I am lucky to be a part of their team. Each day I learn more and more about all the great things this agency does, all the many services we provide and the depth of commitment. As I meet with many of our members and stakeholders, I'm often asked: What is the one thing that surprises me most about this Department? My answer has been – how much we do. On the surface, we issue driver licenses, title and register vehicles and patrol the highways. But there is so much we do that falls under the surface. Areas of responsibilities and dedicated members that others don't see, areas we often take for granted. Under the surface is where we truly make a difference in the service we provide. There are so many wonderful things we do as an agency. I am grateful to each of you –

and excited about all we will be doing together in the future – working hard together.

This edition of Expressways will catch you up with many of the accomplishments you have had over the last few months. We've also tried to highlight some of our areas that provide support for all of us – areas many of you may not be familiar with but without we would not function as well as we do. Thank you for what you do each day to provide a safer Florida; and thank you for making this agency the best it can be.

Enjoy your reading!

Electra

INSIDE THIS ISSUE	
The New Mission and Vision	2
Organizational Effectiveness	2
Office of Performance Management	3
Information Systems Administration Update	3
DMV Moving On!	5
Inspector General's Office	6
Big Changes for the DDL	6
25th Annual Police Memorial Event	6
In Memory Of	7
The Tax Collector Equipment Replacement	7
Customer Service Center	8
Personalized License Plate Inquiry	9
New Specialty Plate Options	9
DDL Annual Training	10
Getting into the Flow!	11
The Claude Pepper Award	11
Yesteryear Memories	11
2007 Trooper of the Year	12
FHP Academy Graduates	12
DHSMV's Good Samaritan	13
FHP Awards Medal of Valor	13
Never Too Young To Learn	13
DMV Division Director's Award	14
Tampa Child Safety Fair	15
Did You Know	15
Motorcycle Task Force	16
DMV Hearing Officer	16
2007 Special Olympics Torch Run	17
Highlights / Lowlights	17
Look What We've Done	17
Retirees	19
Milestones	20
Florida Team At AAMVA's Region II Meeting	20

The New Mission and Vision

A Safer Florida! - This is the vision our members created for the Department of Highway Safety and Motor Vehicles.

DHSMV's previous mission statement was "Making Highways Safe." While the old mission encompasses a large part of why we are here, we felt it didn't adequately reflect *all* we do. The work group revised the mission to read:

Providing Highway Safety and Security through Excellence in Service, Education and Enforcement.

A vision statement is new to DHSMV. But what is a vision statement – and better yet, what do we do with it? A vision statement gives us shape and direction to where we want and think the Department should be in the future. In this case, "A Safer Florida!" means that everything we strive to do is to provide a safer state for our citizens and visitors. All organizations need to think about the

future. It should resonate with all members of the organization and help them feel proud, excited, and part of something much bigger than themselves. A vision should stretch the organization's capabilities and image of itself.

How do we create A Safer Florida? Everyone plays a role in this. While there are many things in Florida that we can't control to provide a safer Florida – we need to focus on the many things we can influence. First, and probably the most obvious, most of us travel daily on our roads and highways. Daily, our troopers are out on the road protecting our citizens and travelers. Our driver license members make certain that only qualified persons are issued driver licenses – and remove that privilege when the driver proves to be unsafe. Our motor vehicle members make certain that the vehicles on our roads are properly titled and registered, and regulate the sales and transactions of the vehicles and real property. Information systems members ensure we have systems that protect

information and identities. Administrative services members make certain our members are taken care of and are safe. These are a little more obvious – but what about the members who are "behind the scenes." We provide services to make certain our members can do their jobs, we provide technology and tools to help them do their jobs, and we provide assistance and guidance, to enable them to do their jobs better. It's a group effort – collaboratively, we all must work as a team. An agency-wide effort – whose sum is greater than its parts and whose sum envisions A Safer Florida.

So we see ourselves creating A Safer Florida! How do we do that? With action! As members, you need to ask yourself, "How can I help make A Safer Florida?" Talk with your co-workers and supervisors – think about what your future both personally and with the Department can become - come up with plans to improve the way you and the Department does business. Then carry out those plans - create A Safer Florida!

Organizational Effectiveness

Sometimes, things just don't go like you expect. Things in the office are not getting done, or they are not getting done well. So, what's the answer? Send people to training, right?

Not necessarily. Some problems can't be fixed by providing more training for members. For example, imagine an office where there is a heavy workload. The members are stressed from being asked to do more than they can handle. Sending these members to training won't make them able to produce more. The problem isn't that they don't know HOW to do the job, rather the job is not structured well. Maybe you need a shift in job duties. Maybe try some cross training so multiple employees can work on the same tasks, or an improvement in the process itself that would eliminate unnecessary steps. That's where the



Kristin Watkins (left) and Greg Doss

Office of Organizational Effectiveness can help.

"We used to get a lot of calls from people who were requesting training," said Kristin Watkins, Manager of Organizational Effectiveness. "When I would explore what they wanted to get out of the training, I would often find that we couldn't meet their needs because training wasn't going to help the situation."

So, the Human Resource Training and Development (HRTD) staff now works in conjunction with a Workforce Improvement unit, which is designed to provide internal consulting to offices that are facing challenges. Both are a part of the Office of Organizational Effectiveness.

"We want to help the Department meet its goals," said Greg Doss, manager of the Workforce Improvement unit. "We rely on the experts, our members, and help them to discover solutions to problems that affect the agency."

The Workforce Improvement unit works with teams of people who are familiar with the particular area and assist in mapping processes and doing studies which can provide insightful data. They also do research on technology solutions which might be able to assist offices in increasing efficiency.

Continued on page 3

Organizational Effectiveness

Continued from page 2

One current project: looking at the turnover rates in the Driver License Examiner position. A team of Office Managers and Personnel staff members is studying how we can recruit more candidates for the position, hire more qualified people, and keep them longer. The team started by addressing the hiring process and will soon pilot a new way of screening and interviewing candidates for the position.

The Workforce Improvement unit and HRTD work as a team to develop solutions and train people how to use them.

“Workforce Improvement works very closely with HRTD,” Watkins said. “Many times, they create solutions or new ways of doing things. Then they hand off those projects to HRTD to develop training on how to implement the plans. In exchange, HRTD often shares requests for training with Workforce Improvement so that they can explore whether their services might provide a more effective solution. The two work hand in hand to try to give offices whatever they need to be even better at what they do.”

Office of Performance Management

One of the first priorities of Executive Director Bustle after being appointed was to focus on proactive and strategic planning, enhance the Department’s ability to plan and respond to external and internal customers needs, and develop and implement a Department-wide performance management system to ensure excellence in service delivery.



L-R: Andrew Johns, Teri Crews, Susan Kyzer, Patty Taff and Tommy Edwards.

Susan Kyzer is the Chief Performance Officer, overseeing the Office of Performance Management, in carrying out these important priorities.

The Office of Performance Management’s (OPM) staff consists of Tommy Edwards, Terri Crews, Andrew Johns and Patty Taff.

Areas that OPM has been working on include:

- Performance Management
- Strategic Planning
- The Workforce Climate Review
- Review of our mission statement and the development of vision and value statements
- Organizational Improvement
- The Five Star Customer Service Improvement Plan

Each edition we’ll focus on one area and share with you our progress:

Performance Management – Our Department is an extremely visible agency that touches more individual’s lives than any other agency in the state. Good performance is not only expected by the citizens and visitors of the state of Florida, but also by our stakeholders, business partners, and political leaders. When discussing performance, it is often said that “What gets measured gets managed.” The Department is in the process of completing a performance measure inventory of each division to determine how progress is measured. Each performance measure and standard is being reviewed for validity, use of information, and accuracy. Striving for excellence in our performance will provide excellent service delivery resulting in “A Safer Florida.”

Information System Administration Update

ISA has experienced many changes in the last few months—new leadership, new direction, new methods.

One of the biggest changes is our new CIO, Nelson Munn. Prior to joining DHSMV, Nelson served as Deputy Secretary, Planning and Management, for the Department of Environmental Protection. In that capacity, Nelson was responsible for coordinating and overseeing several of the administrative areas including Information Technology. Prior to public service, he held various IT leadership roles in both established and entrepreneurial companies.

excellent Information Technology services for our customers. Going forward, our strategic plan must consider the changing and evolving needs of our customers and the rapid advancements in Information Technology. We must ensure we are working with our customers to invest our resources in the highest yield activities that drive the Department’s mission and vision. Additionally, we must continually look internally at our operating environment for ways to improve service delivery and manage cost.”



Nelson Munn, Chief Information Officer (CIO)

Regarding his vision for ISA, Munn said “We have a great team that provides

Continued on page 4

ISA Update

Continued from page 3

In the coming months, ISA will focus on tactical as well as strategic issues, some of which are:

◆ **Customer Service:** While ISA's annual customer survey responses have always shown a 90% or better overall satisfaction with ISA's services, there is always room to improve. ISA will use relevant input from this year's annual survey and the surveys the Department has been conducting to improve its customer service.

◆ **Communications:** A communications plan will be developed to improve communications internally and externally. Also a communications team has been formed and charged with identifying and recommending solutions to our most critical communications issues. A monthly call-in will be established at which time ISA members can hear about what the division is working on and ask questions that are important to them. As a means to establish better communications within the Department, ISA is currently working on creating a Microsoft SharePoint environment to replace the intranet with a more modern solution.

◆ **Strategic Planning:** ISA is in the process of developing a strategic plan that will provide clarity of focus, a vision that aligns IT and business drivers, and a road map that will direct ISA to its desired future state. The plan will be developed by using the following components:

- A survey to solicit staff members' ideas about what they consider are the Division's key issues.
- A Creative Problem Solving Session to develop a list of the most critical issues facing ISA and proposed solutions.
- Even though the Department has recently created a new mission, vision, and values, ISA will create theirs that is representative of its unique role within the Department.

- A Critical Issues/Goal Statements Session that will be used to develop ISA's goals and to assign objectives, tasks, and resources with each goal.

After these steps are completed ISA will have a plan that not only sets the strategic priorities for ISA, but also defines the tactical steps required to achieve their plan.



ISA Team members working with HP members.

◆ **Technology:** ISA will continue to align its technical priorities to the goals of the Department. First, ISA has made recommendations to consolidate all IT department functions within ISA. This recommendation entails consolidating desktop support, web development and scanning support positions into ISA. Additionally, ISA is working with a vendor to develop an enterprise approach to the use of Microsoft SharePoint.

ISA is addressing numerous tactical issues. Some of the major projects planned are:

- **Virtual Office:** Incorporates the functions of GoRenew, the Department's web based renewal application, and integrates several other e-commerce applications to provide a single customer portal for many of the Department's e-commerce services.
- **OASIS (Driver License Appointment System) Rewrite:** A web application that was developed by the Federal Department of Homeland Security, U.S. Citizen and Immigration Services and modified for the Department to make and track appointments at DL offices. OASIS is being rewritten internally to run on the Department's web and database platforms.

- **Motorist Database Project:** Motor vehicle and driver license databases are being enhanced to update customer information regardless of where the transaction occurs, to provide driver license address change services in all tax collector offices, and to allow users to logon to both systems with one logon and switch between applications without reentering logon information.

- **Electronic Crash Data:** Create an enterprise database of Crash data with the ability for crash data to be submitted via an XML interface. Crash Reports would be accessible via a common display format such as Adobe PDF.

- **Driver and Vehicle Information Database (DAVID):** DAVID is being enhanced to add additional search capability for crash information. Additionally, it will be expanded to support XML queries for the Office of State Courts Administrators and the Judicial Inquiry System.

- **MyFloridaNet Upgrade:** The Department is currently working on plans to upgrade and improve our computer network. This effort is part of the state's decision to procure new network services and is called "MyFloridaNet". As part of this project, the Department will be replacing the network connections in all locations including the Driver License and Motor Vehicle field locations. This new network will provide a modern, robust solution for the Department and our partners.

"ISA has many exciting opportunities ahead. I look forward to being part of the team and helping achieve the goals we set forth," said Nelson Munn.

**Got something to talk about?
Submit articles to:**

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DMV Moving On!

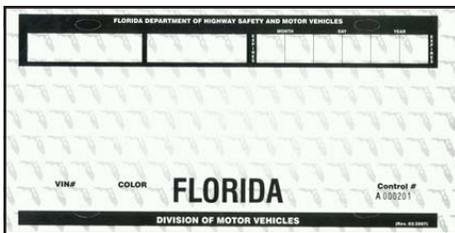
In keeping with the Department's ongoing efforts regarding open communication, Division of Motor Vehicles Director Carl Ford has been visiting with Field Offices throughout the state.

"As an agency we have a better informed workforce on the strategies and objectives we are pursuing," explained Carl about his visits. During these visits, members are given the opportunity to discuss ideas or concerns in an open forum.

"They were simply overjoyed to be part of a discussion about the overall direction of the agency," added Carl.

DMV has been discussing and reviewing the importance of providing excellent customer service as well as changes in performance appraisals and incentive pay initiatives. Carl is also discussing ongoing and new projects the Division is undertaking, such as Electronic Temporary Tag Reporting and Electronic Titles as well as new specialty plates and gift certificates.

Electronic Tags



Temporary license plates have long been problematic for law enforcement in Florida and around the country. Currently temporary license plates issued by licensed Florida dealers are not updated to the Florida vehicle database with registration information. The only record of such issuance is a manual log available at the issuing dealership. So when law enforcement has an inquiry on a temporary license plate issued by a Florida dealer, all that is available is the information on the dealer that was assigned that license plate inventory.

In 2005, the Legislature passed a law to authorize the Department to administer an electronic system for dealers to report the issuance of temporary license plates. A pilot program was developed and proved that information on the actual owner, not the dealer, could be electronically stored and the information disseminated to any law enforcement officer, just like a standard metal license plate issued.

In July 2007, the Department began moving forward with a complete electronic reporting system. Law enforcement, toll authorities and parking authorities will now have better tools to combat fraud and gather needed information.

The Department is currently working with approved vendors in registering Florida auto dealers on the new electronic reporting system – which is voluntary at this time. However, the 2007 Legislature amended the law making electronic temporary tag reporting mandatory by June 30, 2008.

Electronic Titles

The Department is moving to a paperless vehicle title system. An electronic title is a title that exists only in electronic form on a database. The Electronic Lien and Title System offers lien holders reduced handling, storage and mailing costs associated with paper titles by replacing them with electronic titles. The Department currently issues in excess of 5 million paper titles per year. With the implementation of the electronic title process, there will be substantial reduction in title paper usage resulting in significant cost savings to the state and the consumer. E-Title is the next step towards accomplishing a paperless title system. E-titles eliminate the need for duplicate titles, reduce fraud and reduce the number of lost and returned unclaimed titles.

Specialty Plates



With 107 specialty plates now available, and more on the way, a new exciting feature is offering gift certificates for specialty plates. This new gift certificate program works much like any gift certificate. Upon payment of the annual use fee, a gift certificate may be purchased at an authorized motor vehicle office (e.g., state motor vehicle office, local tax collector office or licensed tag agent) for any of the 107 specialty license plates currently available in Florida. At the time of purchase, a receipt will be provided and a credit will be issued in the name of the gift recipient, which can then be redeemed by the recipient at the time the specialty license plate is purchased. You do not have to purchase and redeem the certificate at the same office.

Carl enjoyed spending time hearing the concerns and suggestions of the Division's field personnel and plans to visit more offices in the near future.

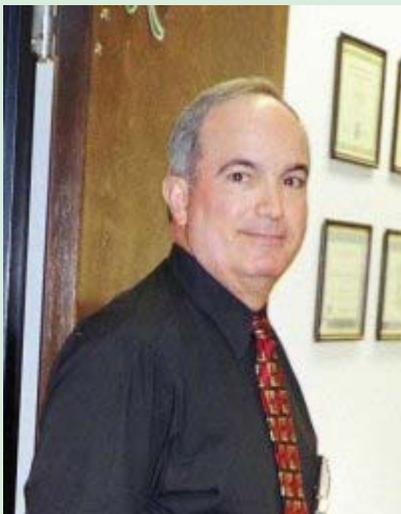
"Seeing the excitement and enthusiasm on their faces taught me that we can never overestimate the positive effect of face to face involvement has for all of our members working in all of our offices," said Carl.



Carl Ford, Division of Motor Vehicles Director

Inspector General's Office

Many of us have never come in contact with the Inspector General – or even heard of it. What exactly is the Inspector General and what do they do? By law, each agency must have an Inspector General to provide a central point for coordination of and responsibility for activities that promote accountability, integrity and efficiency in government. The Inspector General is there to support all of our functions.



Larry Noda, Inspector General

The Inspector General's staff of seven professionals provides valuable services to the public, Department leadership, and the Department members.

The office does a number of other things related to the Department. The internal audit team has recently completed an analysis of customer service performance measures. As a member of the Human Resources Review Team, the

Since October 3, 2005, Larry Noda has served as our Department's Inspector General. He and his office help to ensure government and member accountability and improve the Department's operations. Two of the main responsibilities are to investigate complaints (from employees and non-employees) and conduct internal audits.

Inspector General is involved in the Department policy revision process. The Inspector General's Office also engages in various consulting and advisory projects for the Executive Leadership team. The Inspector General's Office exists to serve the public and our members and demonstrate excellence in all we do.

Big Changes for the Division of Driver Licenses

"Making Changes that Matter to You!"

Have you seen this new slogan and wondered what it means? The Department has been working very hard to make positive changes in day-to-day business and in customer service.

One of the new big changes: the new driver license office hours. Instead of many of our offices being open four days a week, all offices are now open five days a week. Monday, Wednesday, and Friday, the hours are 8:00 am – 5:00 pm and on Tuesday and Thursday 8:00 am – 6:00 pm. Selected offices are also open Saturday 8:00 am – 1:00 pm. On the first three Mondays that all 96 offices were open statewide, driver license examiners served approximately 50,000 customers.



Continued on page 7

25th Annual Police Memorial Event

The 25th Annual Police Memorial Service was held on May 7, 2007, in Tallahassee at the State Capitol. Law enforcement officers from all across the state gathered to honor the memory of 15 of their fellow officers who lost their lives in the line of duty.

The ceremony on the steps of the Old Capitol took place after a parade through downtown Tallahassee.

The Florida Highway Patrol's 114th Basic Recruit Class and Troop H Honor Guard along with their counterparts from numerous other state, county, and city law enforcement agencies around Florida participated in the memorial march.



Florida Highway Patrol Troopers participate in the 25th Annual Police Memorial

After the name of each fallen officer was announced, hundreds of law enforcement officers stood at attention for the playing of Taps.

Governor Charlie Crist, Lt. Governor Jeff Kottkamp, Attorney General Bill McCollum other dignitaries and commanders from state, county and local law enforcement agencies were present. The service included the releasing of butterflies, a 21 gun salute and "Amazing Grace" played on the bag pipes. Governor Crist addressed the crowd of officers gathered at the Capitol with these words: "The honor and the valor and service and the perseverance of the men and women we honor today can never truly be measured." After the ceremony, the Governor offered words of condolence and hugs to family members of the fallen officers who were killed in the line of duty.

Driver Licenses

Continued from page 6



The Department has implemented many new online services including online social security number verification, traffic school completion check, and free access for parents to a minor's driving record. Other online services continue to be successful such as driver license/identification card renewals, address changes, and duplicates; motor vehicle registration renewals; appointment scheduling; and updating of vehicle insurance information.

One very important service available is the Emergency Contact Information registration. Any person with a driver license or identification card can go online and enter emergency contact information. The information is made available to law enforcement officers through the D.A.V.I.D. (Driver And Vehicle Information Database) system. This is a secured database used by most Florida law enforcement agencies. Having this information available to law enforcement officers helps them quickly locate the right people in case of an emergency.

We are always making changes that matter to you and benefit you.

In Memory Of



**Sergeant
Nicholas G. Sottile
1958 - 2007**



**Sergeant
Gifford (Spanky) Ramsey
1959 - 2007**

The Florida Highway Patrol recently lost two family members: Sergeants Nicholas G. Sottile and Gifford (Spanky) Ramsey.

Florida Highway Patrol Sergeant Nicholas G. Sottile was killed in the line of duty on Friday, January 12, 2007. He was conducting a traffic stop on US-27 in Highlands County when he was shot. After the shooting, the assailants ran away. After a massive search by law enforcement officers representing 25 state, federal and local law enforcement agencies, both suspects were caught early Saturday morning in Highlands County.

The Tax Collector Equipment Replacement Project

The equipment rollout phase of the Tax Collector Equipment Replacement Project has been completed!



The installations required a coordinated effort between the Department and our vendor, Hewlett-Packard, and county tax collectors. Members were on-call each weekend with special thanks to Michele Branch, Luther Lay, Shane Thigpen, and Gary Winkel who were key technical members of the project team. Brant Rogers and Jeff Marsey and the FRVIS section developed new forms for the laser printer that replaced the preprinted ones. Stan Kirkland had the unenviable job of coordinating the tax collector schedule requests throughout the project (there were 23 iterations of the project schedule). Craig Goodman and the members of the Desktop Support section assisted with the cabling and desktops installed in the Kirkman building. Terrence Samuel, Glenn Adams and Boyd Walden are part of the leadership team assisting Sherry Allen, ISA's project manager and Todd Branch, HP's project manager.

Behind the scenes, Debbie Hoover and Rita Parmer continue to track invoices, site acceptances and develop finance packages. Rita flawlessly coordinates additional equipment and move requests and keeps the rest of us informed. Rusty Rudell and Gary Walsingham review the service calls.

Continued on page 8

In Memory Of

Continued from page 7

Sergeant Sottile was airlifted to Florida Hospital in Lake Placid, where he later died from his injuries.

His career with the FHP began March 21, 1983. He was a member of the 68th Recruit Class in Tallahassee, from March 21, 1983 to June 10, 1983. He was stationed in Arcadia County. At the time of his death, he was 48. He is survived by his wife, Elizabeth, and two children, Nicholas and Heather. Sergeant Sottile's son, Nicholas, is also a member of the Patrol and is assigned to Troop C – Tampa.

Sergeant Sottile becomes the 41st trooper who has been killed in the line of duty since 1939.

Sergeant Gifford (Spanky) Ramsey passed away Wednesday, January 10, 2007 after a six-month long battle with cancer that began last summer.

In addition to his job as a Sergeant for the Florida Highway Patrol, Ramsey was a Miami Killian football team defensive backs coach for the past six seasons.

Ramsey, who was affectionately known as "Spanky" by his friends and family in reference to the character from the classic TV show *The Little Rascals*, graduated from Killian in 1977 after a successful prep football career in which he earned All-Dade and All-State honors.

He played three seasons at FAMU where he was part of the Rattlers two Division I-AA national championships in 1977 and 1978. After his senior season at FAMU, he earned All-American honors. He was drafted by the Chicago Bears, but did not play in the NFL.

A couple of years after graduation, he became a state trooper where he served

for the final 24 years of his life. In 2001, he came back to his hometown of Richmond Heights where he was born, to coach at Killian.

It was with the student-athletes at Killian that Ramsey, a deacon, trustee and youth director at Glendale Baptist Missionary Church, made his profound impact. He became the coordinator of the Killian alumni's Fellowship of Christian Athlete's organization where he helped students in matters of life.

"He continuously helped out kids that were in need," said Ramsey's wife of 12 years, Lisa. "He had a passion for helping the youth both in church and on the football field."

Ramsey is survived by his wife, his three sons, Gifford Carl III, Leyland Devon, Jarrett Wyman, and two daughters, LaTosha Nicole and Jayla Marie.

"Hello, this is the Customer Service Center, how may I help you?"

That's what more than 4,500 customers a day hear when they call the Department's Customer Service Center.

The CSC is a busy place. The 55 analysts, eight consultants, support staff and trainers generally are either on the phone, doing research to clear a record, handling faxes or training new employees.

It's a tough job. And the number of people who call the CSC has gone up from 2,833 calls daily in 2001 to the present level of 4,500. Operating with a balky interactive voice recognition system (IVR) which was developed and implemented in 1995 and an even older automated call distribution system (ACD) (dinosaurs in the world of technology) we weren't able to properly serve our customers.

"Our old system could not tell callers how long they might have to wait. We could not route calls efficiently to the

analyst most suited to handle a particular issue—it was just the next available analyst. Advances in technology had moved forward greatly and our systems had not," said CSC Manager Janet Dennis.



Customer service representatives speak with more than 4,500 customers per day!

But that has all changed. The CSC now has a new ACD and new IVR system which will allow staff to do a more efficient and more effective job of meeting customer needs. The ACD

system distributes the calls to waiting analysts, consultants and support staff. The IVR recognizes verbal information. The new IVR takes information about a driver license, insurance or motor vehicle issue, retrieves the customer records and then directs the call to the most knowledgeable representative available.

This allows us to know the type of issue before we begin speaking to the caller. And by passing this information on to the analyst handling the call, we can access the record much sooner than we used to. While the customer is beginning to tell us about their problem, we can already be reviewing the record. The system also allows customers to have self-service on simple cases. Customers are able to fax themselves directions to clear suspensions. The system also is able to provide directions verbally if the customer doesn't have a fax machine. The automated system

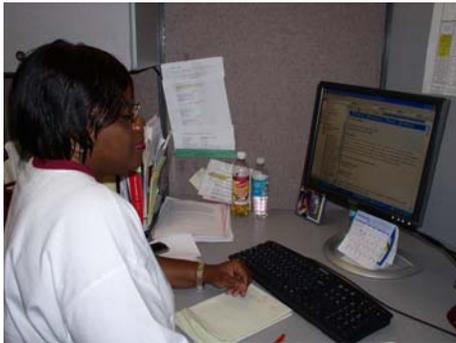
Continued on page 9

Customer Service Center

Continued from page 8

operates around the clock, seven days a week and advises customers to use the Department's web page to clear their record whenever possible.

The two most frequent types of calls to the CSC are providing insurance for a FR PIP case, and how to clear a ticket. In both of these instances, the IVR will handle the call automatically. This leaves our analysts available to more



Customer Service Representative Shirley Paul, hard at work.

quickly assist customers who have more complex issues.

Janet shared her vision for the perfect system with Siemens engineers who

had to develop the system. Then she and CSC managers Laverne Hill, Jeff Keel and Micheal Beha went through a detailed design process, reviewing the flow of the system and writing the templates for the faxes and verbal instructions.

Marie Beauford and Jeff attended Siemens training to learn how to run the system's administrative software. Trainers Deborah Allen, Orena Bell, Najahla Gilchrist, Tanya Guidry and Ken Zimmerman developed and administered 21 knowledge assessments to provide information to assist the IVR in selecting an analyst to receive a customer call.

Twanna Smith and Mike developed a testing plan to examine each feature of the system. Testing ran from the end of June 2006 through implementation this February.

While the technology is a great tool that enables us to assist our customers, it is the members who use the technology to assist our customers who make the difference.

Personalized License Plate Inquiry

A screenshot of a web form titled "Personalized License Plate Inquiry". The form includes instructions: "Before making a trip to your local tax collector's office, use this service to find out if a proposed personalized plate configuration is available. Enter each desired personalized plate configuration in one of the boxes below. Configurations can have a maximum of 7 characters. Eligible plate types depend on the length of the configuration." It features five input fields labeled 1 through 5, each with a "Submit" and "Clear" button. There are also sections for "Availability Status" and "Eligible plate types based on length of plate configuration".

A new service is available to anyone interested in purchasing a personalized Florida license plate.

The personalized license plate inquiry page allows customers to predetermine if a personalized plate configuration is available before making a trip to their local tax collector's office to order a plate. The new inquiry allows you to check up to five choices at a time. If you are considering personalizing a specialty plate, the inquiry can tell you if your choice will fit on the license plate you have chosen.

So if you see a personalized license plate in your future, take a look on-line and save yourself some time in line.

Go to <http://www.hsmv.state.fl.us> to check it out!

New Specialty Plate Options



Corrections Foundation



NASCAR



Support Our Troops!

Specialty plates make a car stand out. But it's not all about standing out. Purchasing one helps a charity or organization.

Five specialty plates were recently approved by the Legislature. Three of them have the official thumbs up, and will soon be seen on Florida vehicles: **Corrections Foundation**, **NASCAR** and **Support Our Troops**.

The **Trees Are Cool** plate is on the Cabinet agenda for final approval on November 14, 2007, and will be available in Winter 2008. The **Protect Florida Springs** plate will be on the agenda for an upcoming Cabinet meeting. If approved during that meeting, the plate should be ready for the public in Spring 2008

Thinking about the holiday season and want to get that special gift for that

special someone (who's very difficult to shop for)? Then consider getting them a specialty license plate gift certificate!

The NASCAR plate will be on sale during the Ford Championship Weekend at Homestead Miami Speedway November 16-18, 2007. Two FLOW Mobile Units will be there to help NASCAR fans get NASCAR tags. We'll have more about this event in the next edition of Expressways.

Division of Driver Licenses Annual Training 2007

It was that time of year again when hearing officers, clerks, office managers, operations and management consultant managers, bureau chiefs and many special guests gathered to visit with old friends, meet new members and most importantly learn new things. Also participating were Tax Collectors from several counties. The training took place at the Embassy Suites Hotel in Orlando, Florida.



L-R: Pamela Jones, Helen Ryan-Dullaghan, Sandra Lambert, Patrice Morrison, Rebecca Chambers, and Danny Watford.

Senior Clerk of the Year, Region I – Pamela Jones

Senior Clerk of the Year, Region II – Patrice Morrison

Senior Clerk of the Year, Region III – Rebecca Chambers

Senior Clerk of the Year, Region IV – Helen Ryan-Dullaghan



L-R: Richard Schwable, Flossie Jones, Sandra Lambert, Charles Gowan, Melissa McKinney, and Daniel Thatcher.

Topics covered at the training included statutory and rule requirements, legal issues, administrative suspensions, computer training, customer service and much more. Also included were some stress relief exercises and advice on how to improve memory. The learning environment was exciting and very informative.

informative. Also in attendance was guest speaker, Judge Errol Powell, who inspired the hearing officers and commended them for the job they do. Perhaps the most exciting speaker was Executive Director, Electra Theodorides-Bustle with her words of encouragement and support.

Supervisor of the Year – Karsona “Trudy” Atkinson

Field Operations Awards

North Bureau Office Managers of the Year – Mary Jones, Darlene Wiles, Ray Ely and Eleanor Faulkenberry

Central Bureau Office Managers of the Year – Richard Schwable, Flossie Jones, Melissa McKinney and Daniel Thatcher

South Bureau Office Managers of the Year – Cynthia Vernon, Annette Shirley, Valarie Thomas, Mary Ross and Michelle Rolle.



L-R: Barbara Ellington, Rashi Arya-Blankenship, Sandra Lambert, Karsona Atkinson, Susan Curry, and Danny Watford.

One thing everyone looks forward to each year is the awards for Hearing Officer of the Year, Senior Clerk of the Year, Officer Manager of the Year, and Supervisor of the Year. These awards were presented by Driver License Division Director, Sandra Lambert, who also expressed her thankfulness to the members for all of their hard work and dedication. The award winners are as follows:

Bureau of Administrative Reviews Awards

Hearing Officer of the Year, Region I – Barbara Ellington

Hearing Officer of the Year, Region II – Rashi Arya-Blankenship

Hearing Officer of the Year, Region III – Kenneth Russell

Hearing Officer of the Year, Region IV – Susan Curry



L-R: Mary Jones, Darlene Wiles, Sandra Lambert, Ray Ely, and Eleanor Faulkenberry.

Other awards were presented to Deborah Todd and Deb Roby-Ward for their hard work and dedication to the training of the members. Director Lambert also announced that the Sight Saver Campaign beat last year’s goal with over half a million dollars raised in only one month. The South Bureau took home the overall trophy for the Sight Saver Awards.

Each year the training gets better and better. Everyone’s efforts, great ideas and participation helps to make the experience one to be enjoyed and remembered.



L-R: Michelle Rolle, Mary Ross, Valarie Thomas, Sandra Lambert, Diana Baker, Annette Shirley, and Cynthia Vernon.

For the very first time included in the events was Friday night “Talent Night”. This gave members a chance to demonstrate their other talents and abilities beyond their daily duties with the Department. Several people from all over the state participated by singing, playing instruments, and telling jokes. The talent night was a true showing of the camaraderie that is present in the Department.

Steven Fielder tackled the topic of New Legislation with his quick-wit and kept everyone laughing while still being very

Getting into the *FLOW!*



Lake Mary, Florida
August 17, 2007

The Department held its Five Star Tour in August of this year.

Hours and hours of preparation were put into this effort by many members throughout the Department.

For the Five Star Tour, five FLOW mobile units traveled all over the state. The purpose was to educate our citizens about the "one stop mobile units."

The kick off event was held on August 17, 2007 in Lake Mary at the AAA Headquarters. For the tour, there were five mobile units heading in five different directions. During the course of that particular week, the mobile units made stops all over Florida, serving customers at each location.

All five of the full size driver licensing units were on site, staffed by members from each Field Region. Members included Dennis White, Wayne Archer, Mike Bowman, Jim Barton, Crystal Vargas, Maggie Nelson, Brett Geller, Danny Fahlgren, Carl Guerrina and Chris Mustain. Ken Ward, Bill Shepherd, Julie McMullen, Barbara Heid, Ana Nieves, Milly Cole, Coy Permenter, Alicia

Armstrong and Sandra Lambert were also on site for the event.

Services provided included driver license and tag renewals, identification cards for children, and emergency contact information updates.

The Florida Highway Patrol presented their roll-over simulator and seat belt convincer in action. Major Cyrus Brown, Trooper Kim Miller, Sergeant Jorge Delahoz, Sergeant Jim Montes, Lieutenant Kevin Vaughn and Trooper Brian Hearn provided these safety demonstrations to the public. Major Cyrus Brown also supplied information regarding the "Move-Over" law at a press conference.

AAA members Randy Bly, Kathy Walters, Laura Lara-Palermo and Kevin Bakewell graciously provided support during this event. AAA Senior Vice President Kevin Bakewell spoke at the press conference about his company's partnership with the Department.

Thank you to everyone who participated in the kickoff and truly provided Five Star Customer Service to customers all over Orlando, and across the rest of the state!

The Claude Pepper Award



Judson Chapman (center), getting his award.

Every year at its annual convention, the Florida Bar selects a government attorney who truly exemplifies and embodies the ideal of a "public servant". The Claude Pepper Outstanding Government Lawyer Award, named for the late Senator and Congressman Claude Pepper, recognizes "an outstanding lawyer who has made an extraordinary and exemplary contribution as a practicing government lawyer". The Florida Bar accepts nominations for the award throughout the year which are reviewed by members of the Government Lawyer section of the Bar who ultimately select the recipient. The selection committee reviews the nominations looking for a government attorney with many years of service "whose character and accomplishments exemplify the highest ideals of government service."

This past June at the Florida Bar's annual convention in Orlando, the Florida Bar presented its 2007 Claude Pepper Outstanding Government Lawyer Award to the Department of Highway Safety and Motor Vehicles' General Counsel, Judson Chapman, in recognition of his 28 years of dedicated service representing the Department and his tireless service representing disadvantaged clients through North Florida Legal Services, Inc. and the Tallahassee Bar Association legal aid office. Congratulations, Judd, on this wonderful acknowledgement of your service to all of the citizens of the State of Florida.

YESTERYEAR MEMORIES



Does this building look familiar? It should. This is what the Neil Kirkman Building looked like in 1967. Then, it was the home of the Department of Public Safety.

Photo Courtesy of Florida State Archives

2007 Trooper of the Year



L-R: Governor Charlie Crist, CFO Alex Sink, Agriculture Commissioner Charles H. Bronson, and Trooper Edward Pope

The Florida Highway Patrol is pleased to announce that Trooper Edward Pope has been selected as the Florida Highway Patrol 2007 *Trooper of the Year*. Trooper Pope is further recognized for earning the distinction of being the only trooper in the history of the Florida Highway Patrol to be awarded *Trooper of the Month* an unprecedented three times in a single year.

Trooper Pope, who is a four-year veteran of the Florida Highway Patrol stationed in Charlotte County, Florida, was officially recognized for this honor by Governor Charlie Crist and members of the Cabinet at a Cabinet meeting at the Capitol. The Florida Highway Patrol *Trooper of the Year* is once again sponsored by the Florida Petroleum Council, as it has been since 1965.

This year's honoree, Trooper Edward Pope, was selected for this prestigious award for three separate acts of bravery and excellent police work, which include his investigation and recovery of stolen property in a case involving a stolen vehicle and equipment; his life-saving efforts in an attempted suicide; and his rescue of two motorists from their submerged vehicle.

Trooper Pope was commended for his hard work, relentless efforts, excellent investigative skills, and for his performance above and beyond the call of duty. Trooper Pope acted in the highest tradition of the Florida Highway Patrol and is congratulated on his selection as the Florida Highway Patrol 2007 *Trooper of the Year*!



FHP Academy Graduates



"One Team, One Fight 113th Does It Right"



"Black & Tan to the Core, We're the Mighty 1-1-4!"

During two ceremonies at the Leon County Civic Center in Tallahassee, the Florida Highway Patrol's 113th and the 114th Basic Recruit Classes and Certified Officers Recruit Classes graduated. The 113th graduated on April 25, 2007. The 114th walked across the stage on September 19, 2007.

Executive Director Electra Bustle was present for both graduations to congratulate the newest troopers and to introduce the commencement speakers. For the 113th, Lt. Governor Jeff Kottkamp wished the troops good luck and for the 114th, FDLE Commissioner Gerald Bailey was the speaker, sharing his wisdom and advice.

After completing their respective training at the Academy, the Basic and Certified Officer Recruits received their diplomas and badges, and standing proudly next to each other, they took the oath of office. The oath was administered to the 113th by Col. Chris Knight. The 114th took the oath with Lt. Col. John Czernis.

The new troopers were given their first assignments that tell them where to report for duty and complete their 10 weeks of field training. After that, they hit the highways of Florida for their solo patrols, protecting you.

The Department of Highway Safety & Motor Vehicles and Florida Highway Patrol are proud to welcome these men and women into their ranks.

Good luck Classes 113 & 114!

Examiner Mary Buffum DHSMV's Good Samaritan



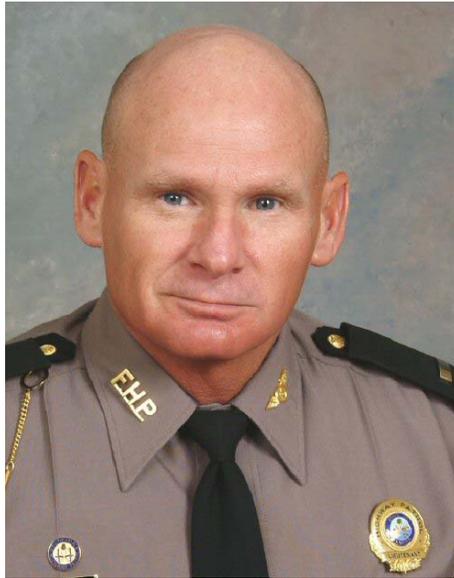
A customer came in to the Orange Park Driver License office to reinstate her driver's license. After she left, she decided to grab lunch. After lunch however, she discovered that she was missing her bank envelope containing \$400 and thought she may have left the envelope on the table where she ate her lunch. She searched the table, but was unable to find the money. She even took garbage home and went through it that day, searching through it the entire weekend.

Days later on January 2, 2007, while the DL crew checked their money and prepared their work stations for their business day, examiner Mary Buffum was removing some trash from her desk and was about to throw away an empty bank envelope. When Mary picked up the envelope, she noticed it was too heavy to be empty and checked the contents. The envelope contained \$400 and the withdrawal slip. Mary turned the envelope over to her manager, Janice Delp, who then called the customer who had lost the money. Mary informed her that her money had been found.

The customer was ecstatic that her money had been found and would soon be returned to her. Jacksonville's Channel 4 News even did a small report on the story, describing the Orange Park DL office staff as caring and honest; that it was a good Samaritan that returned the money.

This is just another example of the high level and trust DHSMV members display daily in their work at the Division of Driver Licenses.

FHP Awards Medal of Valor



On July 6, 2007, Lieutenant Roley E. Kiker was awarded with the Medal of Valor for his actions on September 18, 2006, while apprehending a violent felon in Pensacola.

On Monday, September 18, 2006, Lt. Kiker was in an off-duty status traveling to the gym for physical fitness training. While enroute he observed an Escambia County Sheriff's office deputy exiting his patrol car with his firearm drawn. After immediately notifying the Tallahassee Regional Communications Center of the situation, Lt. Kiker took up a defensive position to back the deputy up. The deputy then informed Lt. Kiker that the white male suspect who was sitting in a vehicle in a ditch had just tried to rob a grocery store. Several vehicles drove between the deputy's vehicle and the armed suspect's vehicle. Seeing the danger to the public, Lt. Kiker repositioned his vehicle blocking the roadway to protect the public. In doing so he positioned himself closer to the armed suspect.

Lt. Kiker and the deputy gave repeated commands to the suspect, directing him to drop his weapon and exit the vehicle. The suspect then exited his vehicle and pointed a gun at Lt. Kiker, who ordered the suspect repeatedly to drop his weapon. The suspect however did not drop his weapon and continued to point

at Lt. Kiker, at which time Lt. Kiker fired one round, striking the suspect in the abdomen. The suspect fell to the ground and was immediately handcuffed and secured. The suspect was subsequently transported from the scene to West Florida Hospital. He was charged by the Escambia County Sheriff's Office with robbery and aggravated assault. This suspect was also wanted by the FBI for bank robbery in Alabama. Lt. Kiker displayed outstanding bravery and courage in the protection of life, preservation of peace and prevention of a criminal act. In doing so he exposed himself to great peril and personal danger and acted above and beyond the call of duty.

Lt. Kiker is to be commended for his actions. Lt Kiker not only ended a life threatening situation to himself and the deputy, but also removed a violent felon from the community in which he serves. He demonstrates his commitment to the Florida Highway Patrol, and the citizens he serves by his unselfish actions on that day.

Lt. Kiker's family, present for the presentation, is very proud of his medal of valor award.

Never Too Young To Learn



Hialeah Middle School 8th Graders
go to the Capitol.

A few months ago, Sandra Lambert and Barbara Lauer asked Assistant General Counsel, Jason Helfant, if he could lend some assistance to a local 8th grade class at Hialeah Middle School in Miami. Jason agreed and contacted their teacher, Jackie Vianna, who turned out

Continued on page 14

Never Too Young To Learn

Continued from page 13

to be the most energetic and caring teacher Jason had ever met.

Each year, as part of a year long class project, Ms. Vianna's class drafts a piece of legislation and then lobbies to have it proposed, adopted and eventually signed into law. Last year, as an outgrowth of her student's experiences during the rash of hurricanes plaguing south Florida, her students proposed a law requiring gas stations to have gas powered generators for their pumps in case of power outages. As a result of Ms. Vianna and her student's hard work, along with several interested state legislators, the student's bill passed in its first year of being proposed; a remarkable feat for any piece of first year legislation, let alone one drafted and proposed by eighth graders.



L-R: Gary Chapell, Director of the Advocate DUI Program in Miami/Dade County; Felecia Ford, Shaleiah Fox, and Barbara Lauer.

This year, Ms. Vianna's students became very concerned with the problem of those drunk drivers who continued to drink and drive. The student's bill proposed to modify Chapter 316.1937(1) of the Florida Statutes which addressed the installation and use of ignition interlock devices. This device, sometimes called an "IID", requires a driver to blow into it and register a blood alcohol level of .05 percent or less in order to both start the car and continue its operation. In Florida, a person with a blood alcohol level of .08 percent or above is presumed impaired. The kids researched this topic and found that, in almost every state that has an IID program like Florida's, a

blood alcohol level of only .025 percent or less was required for drivers with the device to operate their car. The students felt that lowering the operator's blood alcohol level by half, from the current .05 percent to .025 percent, would make it more difficult for a driver with the IID to start and operate their car after drinking.

As an attorney for the Department who routinely works with issues involving IIDs, Jason was asked to help the students better understand what exactly the IID was, how and when it was used, how blood alcohol level was determined and used, and to explain the other legal terminology involved with this issue. Jason also helped them understand existing DUI and IID laws. In addition, Jason helped the students study and prepare for a trip to Tallahassee to lobby legislators for their proposed legislation.

As the legislative session approached, the class' infectious passion for their law and their fight against drunk drivers reached not only Jason but a host of other prominent Floridians as well. Representative Rene Garcia of Hialeah agreed to sponsor the student's bill on the House side. Ms. Viana's class was also visited by then Governor Jeb Bush, Senate President Marco Rubio, Florida Supreme Court Justice Cantero, a host of legislators and the Department's own Barbara Lauer and Felicia Ford.

When the kids were contacted by a local Miami PBS TV station for a documentary of the class experience trying to pass the bill, they made sure Jason was there for the class interview. Next, a documentary movie producer from Hollywood selected Ms. Viana's class for a feature film documentary about schools around the world who lobby their governments and try to pass laws. Again, the class invited Jason to take part in the filming. Jason describes participating in a High Definition feature film as incredible. Even better, he says, was the great feeling taking part in a project where he could help kids learn about Florida law, help them pass new legislation and, in turn make Florida roads safer for everyone.

Alas, the story this year did not have the same Hollywood ending as last year.

Despite the students traveling to Tallahassee and lobbying as hard as they could, and despite the House of Representatives passing their bill unanimously, the bill became stuck in a Senate committee and never made it to the Senate floor for a vote. Though Ms. Vianna and her students were disappointed, they will take this life-long lesson on the legislative process to heart and have resolved to fight even harder next year. Jason, for his part, is confident that the class will finish the job begun this year and hopes to assist the class see the IID bill through to the Governor's signature next year.

Region 4 Employees Win DMV Division Director's Award

Region 4 employees were awarded the DMV Division Director's Award at the most recent Awards Ceremony.

Bureau of Field Operations Chief Billy Rankin accepted the award on behalf of the employees during DMV's Quarterly Recognition Ceremony on July 25, 2007.

The employees were nominated for their efforts during the February 2007 tornado which destroyed the regional office. Regional Administrator Patricia Giumarra set an example of true leadership by rallying her employees to make the tornado transparent to our customers. When Patricia and others arrived at the scene, they immediately took action to ensure that everyone was safe, important and confidential files were safeguarded and salvageable equipment was transported to another regional office for safekeeping.

Once it was determined that all employees were safe, Patricia found temporary working locations in which to continue serving our customers. The employees worked out of two offices during this time, and would like to extend

Continued on page 15

Region 4 Employees Win

Continued from page 14

their thanks to the Florida Highway Patrol for allowing them to work out of the DeLand FHP office and to DMV's Region 5 staff for allowing the Region 4 employees to share space with them.

This was truly a blending of the lines between Divisions and just goes to show that we are all in this together, always there to help each other when there is a need.

The good news is Region 4 has found a new home and they are settled and back to business as usual. A big thank you to all of those who assisted in this effort.

Tampa Child Safety Fair has HSMV Seeing Stars!

On June 9, 2007, in Tampa, FHP teamed up with 21st Century Insurance to hold a special Child Safety Fair to promote the use of child safety seats. At the event, FHP and Auxiliary troopers, 21st Century Insurance Representative, Joyce Prager, and a crew of volunteers and support staff worked for hours in the heat to educate parents and grandparents on the proper installation and use of child safety seats.



FHP motor troopers pose for photo with Erik Estrada.

Lucky participants and attendees at the Child Safety Fair were able to shake hands or get hugs and autographs from TV star Erik Estrada, who played the character *Ponch*, a motorcycle officer, on the popular television show *CHiPs* (California Highway Patrol) in the late

1970's. Estrada, a father himself, and strong safety advocate for children, works all over the United States to encourage the public to use properly installed child seats to help ensure their children's safety. Estrada and FHP's Occupant Protection Team Coordinator Kim Jones did interviews with a local TV station to tell parents about the critical need for child seats to be properly installed and for parents to ensure their children ride properly restrained in child seats every time they get into their vehicles.



FHP's Kim Jones (L) provides instructions in English while Erik Estrada (R) translates into Spanish for this parent of a small child.

Under the capable direction of Public Affairs Officer Trooper Larry Coggins, Occupant Protection Specialist Trooper Reggie Edwards, and FHPA Lt. Nancy Newbould, FHP's team of Nationally Certified Child Passenger Safety Technicians that included members from GHQ, Troop D and Troop F, did a phenomenal job assisting the public with their child restraint needs. Despite the heat in the parking lot of the University Mall, CPS technicians worked hard to help each person who showed up. Cars were lined up everywhere with parents patiently waiting to get their children's child seats inspected by the experts. Child seats that were recalled, too old, defective or inappropriate for the children were replaced with brand new child seats, free of charge, compliments of traffic safety partner 21st Century Insurance.

In all, six FHP CPS technicians inspected 125 child seats, distributed 83 new seats and removed 30 defective seats that had to be destroyed because they were unsafe for use. Several of the seats that had been used were cracked and missing important parts. Many child seats that were inspected were

improperly installed by parents, including one in which the parents had not used the seat belt to secure the seat to the vehicle, but opted to use bungee cords instead.



Over 100 children left the event safe and happily buckled up.

Thanks to the efforts of Troopers Kim Miller, Wanda Diaz, and Lucy Papp who traveled to Tampa from their home troops to help out, the event was a huge success. The heavily publicized event drew a large crowd, gained lots of media attention for the cause, and provided a valuable public service to the community. Thanks again to our partners in traffic safety - 21st Century Insurance and Erik Estrada - for their generous support of our child safety efforts in Florida. A great big **THANK YOU** for everyone who participated in this important CPS event. You are all greatly appreciated for your hard work and dedication!

Did you know ...



This license plate was registered as Florida's 5th motor vehicle registration certificate on August 23, 1905, and was made of leather.

Did you know the State of Florida is celebrating 102 years of motor vehicle registration? Yes, it's true! The State of Florida issued its first motor vehicle registration certificate on August 1, 1905. Therefore, on August 1, 2007, Florida celebrated a 102-year anniversary.

So when you see Florida license plates displayed on motor vehicles, remember our history and our 102nd Anniversary of motor vehicle registration.

DHSMV Members Represent Florida in Motorcycle Task Force



L-R: Lt. Gary Howze of FHP, Sheri Taynor of DMV, Officer Shannon O'Toole of Myrtle Beach Police Dept., and Investigator Todd Blair of Volusia County Sheriff's Office (FL).

Lieutenant Gary Howze of the Florida Highway Patrol and Senior Highway Safety Specialist Sheri Taynor of the Division of Motor Vehicles represented the Department of Highway Safety and Motor Vehicles at the Spring Rally in Myrtle Beach, South Carolina this year. They were there to assist in the identification and recovery of stolen motorcycles and motorcycle parts. This was Lt. Howze's first time and Ms. Taynor's third to Myrtle Beach to assist the task force.

Lt. Howze and Sheri Taynor took part in this task force based on their skills in the identification of stolen and altered motorcycles and motorcycle parts. Both are members of the Volusia County Sheriff's Office Motorcycle Theft Task Force, and Lt. Howze leads the task force in Panama City Beach during the Thunder Beach Rally.

The Myrtle Beach Task Force was comprised of experts from Florida, South Carolina, Connecticut, South Dakota, Pennsylvania, North Carolina and Ohio. During the four days, the task force recovered 16 motorcycles worth approximately \$250,000.

The group is broken down into teams in order to cover the entire city. The "Florida" team was made up of Lt. Howze, Sheri Taynor, Officer Shannon O'Toole of the Myrtle Beach Police

Department, and Investigator Todd Blair of the Volusia County Sheriff's Office.

The Florida team recovered a complete motorcycle that had to be identified with the assistance of a confidential number search. Immediate investigation of the motorcycle revealed that all of the confidential numbers had been removed. A date code was used to narrow down the true identification and after a lengthy search it was determined to be stolen out of North Carolina. The motorcycle was forfeited to the Myrtle Beach Police Department.



The Thunder Beach Rally in Myrtle Beach, SC draws thousands.

The Myrtle Beach Police Department is receiving an award in New Orleans from the National Crime Prevention Committee based on the recovery of the motorcycles and the implementation of the task force to help reduce thefts at their motorcycle rallies.

Both Lt. Howze and Ms. Taynor say they look forward to working with the Myrtle Beach Task Force in the future.

DMV Hearing Officer Presents: Seminar on Professionalism for Government Lawyers

On June 27, 2007, the Division of Motor Vehicles' Hearing Officer, William L. Camper, prepared and facilitated on behalf of the Second Judicial Circuit Professionalism Committee a professionalism seminar for the Florida Government Bar Association for which Continuing Legal Education (CLE)



DMV Hearing Officer William L. Camper

credits were received by those who attended. The program included a multimedia presentation and discussion utilizing scenes from motion pictures.

A panel consisting of three judges from the second judicial circuit together with Mr. Camper facilitated the discussion between each video clip. The judges were the Honorable Janet E. Ferris, Honorable Terry P. Lewis, and Honorable Claude Arrington.

The issues discussed were: Professionalism before the Court, competence of counsel, proper decorum, improper conduct with a client and professionalism in general.

William Camper was appointed by Chief Judge Charles Francis as an original member of that committee and continues to serve as one of its members. The committee is charged with the responsibility of reporting to the Chief Judge on the status and conditions of professionalism in the Second Judicial Circuit, and with the development of programs and activities which will promote professionalism within the circuit. It was pursuant to that charge and the committee's request that the seminar was presented.

William received a letter of appreciation from Chief Judge Francis regarding the program, thanking him for his efforts and a program well done. Judge Francis went on to say that William has been a good role model and mentor for young lawyers, and personally thanked William for his willingness to share his experience with others in the circuit.

2007 Special Olympics Torch Run



Passing the Torch

The Law Enforcement Torch Run is held each year to raise money to cover the transportation costs for Special Olympic athletes to attend the Summer Games. This year marked the event's 24th Anniversary.

Staff members, and the 113th and 114th Academy Classes completed the 1.7 mile run which ended at the steps of the old Capitol downtown. They were cheered on by dignitaries, including Lt. Governor Jeff Kottkamp and DHSMV Executive Director Electra Bustle.

At its most basic level, the Torch Run is an actual running event in which officers and athletes carry the Flame of Hope to the Opening Ceremonies of local Special Olympics competitions, State and Provincial Games and the National Summer or Winter Games. However, the fully developed Torch Run initiative encompasses a variety of fundraising vehicles in addition to the Torch Run itself, such as merchandise sales, donations and pledges, corporate donations and other special events such as Polar Plunges and golf tournaments.

Each year, the Florida Highway Patrol is proud to take an active part in this annual fundraiser and to offer our support for a most worthy cause!

HIGHLIGHTS / LOWLIGHTS FROM 2006 CRASH STATISTICS REPORT (as compared to 2005)

- ↓ 3,365 people were killed in motor vehicle crashes **4.8% decrease** from 2005.
- ↓ 214,914 people were injured **8.1% decrease** from 2005.
- ↓ 256,200 traffic crashes reported **4.6% decrease** from 2005.
- ↓ Fatality rate is 1.65 per VMT **decreased from 1.76** in 2005.
- ↓ 32.7% of traffic fatalities were alcohol-related **decreased from 35.1%** in 2005.
- 8.9% of all traffic crashes were alcohol-related - Same as 2005.
- ↓ 61.9% of vehicle passengers killed were unrestrained **decrease from 62.9%** in 2005.
- ↓ The number of children under 16 killed **decreased 24.9%** from 2005. The largest decrease was 5-9 year olds who **decreased 41.7%**.
- ↑ The number of 10 – 15 years olds killed **increased by 4.6%**.
- ↓ The number of 16 – 20 years olds killed **decreased by 15.5%**. The largest decrease was with 16 year olds who **decreased by 23.6%**.
- ↑ Motorcycle and their passengers deaths rose for the seventh consecutive year.
- ↑ 550 motorcyclists and their passengers died **13.3% increase** from 2005.
- ↓ 546 pedestrians were killed **5.2% decrease** from 2005.
- ↑ 126 bicyclists and their passengers were killed **5.9% increase** from 2005.

Look What We've Done

This particular edition of Expressways has been long awaited! We hope you're pleased with some of the new changes you see in this new edition, including what's obvious, for the first time, it's being done electronically.

We, the editors of Expressways, wanted to take this opportunity to recap the last six months and highlight all the great things we have done:

- Completed a review and update of our mission statement and development of Department-wide vision and value statements.
- Redesigned our website for easier use and access.
- Created "Ask the Director" e-mail.
- Implemented more than 1,100 new e-mail accounts allowing additional members access from desktop computers.
- Provided training to all managers on various Governor initiatives and Executive Orders (e.g. Plain Language, Ethics, Greenhouse Gas Emissions).
- Reviewed all external letters, forms and documents for use of plain language.
- Instituted new public records e-mail address for public access to Department information.
- Conducted a Customer Service Review process involving all members using an innovative process created by the Disney Institute.
- 1,758 members provided input on performance measures, agency challenges and opportunities, and customer service completing the Workforce Climate Review Project.
- 113th and 114th Recruit Classes graduated.

Continued on page 18

Continued on page 18

Look We've Done

Continued from page 17

- Rapid ID Pilot was launched providing troopers additional safety and quick identification of drivers during traffic stops.
- Completed a successful onsite review assessment for FHP's CALEA law enforcement reaccreditation.
- Conducted various operations including:
 - Operation Safe Ride
 - Operation 4 Days on Interstate 4
 - "Click It or Ticket" campaign
 - "Stop Red Light Running" Week
 - Operation CARE
 - Drunk Driving. Over the Limit. Under Arrest.
 - Recent Trucking Initiative.
- Posted a customer service survey on our internet in both English and Spanish – to date close to 65,000 surveys have been received.
- From June 1 through November 1, the Department received over 72,000 ASK brochure customer service responses from our driver license offices. 92% of those respondents indicated excellent overall service in those offices.
- Registered more than 809,064 customers in the Emergency Contact Information system via extensive promotion and including access to information to law enforcement outside of Florida.
- Received the AAMVA Int'l PACE award for the Emergency Contact Information System.
- Implemented a new system for tracking consumer complaints in DMV.
- Continued to partner with Tax Collectors and added 10 new offices offering DL services.
- Launched the new "Making Changes That Matter To You" campaign and expanded hours in our driver license offices.
- Implemented the electronic temporary registration system for motor vehicle dealers to report the issuance of temporary license plates.
- Created "Florida Drivers Guide for Teens and Parents," to help teen drivers and their parents know what skills and behaviors are necessary for safe driving.
- Hosted the Region II AAMVA Conference in Ponte Vedra Beach.
- Created gift certificates for specialty license plates.
- Expanded our electronic lien process to include electronic titling.
- Added sexual predator and offender designations to driver licenses.
- Improved the Customer Service Center technology resulting in agents handling calls more quickly.
- Held "Five Star FLOW" event – Five units, traveling in five different directions, for five days; serving over 900 customers.
- Added "Temporary" designation to driver licenses and ID cards.
- Provided information regarding the Federal REAL ID Act on our website to aid in public education.
- Made key enhancements to DAVID system with additional search capabilities and greater access for users, including crash information for investigators at DFS.
- Implemented new web-based system that allows parents to check the driving records of their minor children.
- Graduated 13 members from our Management Fellows Program and began the next class.
- Created a Tax Collector Steering Committee to enhance our Tax Collector partnerships and interaction.
- Received leadership award for FSECC and began kickoff for 2007 campaign.

- Implemented two new awards, including an Innovation Award to recognize members who contribute outstanding ideas and the Executive Director's Award, which recognizes members who consistently exhibit the agency values in their work.
- Began reporting bi-weekly briefs to cabinet and monthly accomplishments to Governor's office.
- Focused divisions' customer service improvements into the Five-Star Customer Service Improvement Plan
- Developed 21 new performance measures relating to the Governor's Executive Order 07-01 - Section 5.

This list is impressive for any agency, but not that surprising for one as great as ours. Thank you to all our members for contributing to this significant list of accomplishments. We look forward to continuing our vision to create A Safer Florida!

- The Editors of Expressways

Highlights / Lowlights

Continued from page 17

- ↓ 61.9% of people killed in seat belt equipped vehicles were not wearing seat belts **decrease from 62.1%** in 2005.
- ↑ 71.8% of children 17 and under killed were not using safety equipment **increase from 56.7%** in 2005.
- Memorial Day 2006 experienced highest fatality rate for holidays (**59.3%** were alcohol-related).
- Thanksgiving 2005 was highest last year (**45.5%** were alcohol-related).

RETIRING MEMBERS

December 2006

Mr. Harrel F. Bolden, DAS
Ms. Nancy C. Bass, DDL
Mr. John D. Crooke, DDL
Ms. Nancy A. Depaola, DDL
Ms. Betty B. Dunlap, DDL
Mr. Jack R. Law, DDL
Ms. Cornelia Mathis, DDL
Ms. Sharon E. Pitts, DDL
Ms. Barbara Rawlins-Williams, DDL
Ms. Cathy Williams, DDL
Mr. Ronald R. Heckel, DMV
Ms. Mary R. Yant, DMV
Trooper Charles W. Creel, FHP
Lieutenant Calvin E. Floyd, FHP
Trooper John H. Futch, FHP
Trooper Thomas A. Kushmer, FHP
Trooper Emmett G. Perdue, FHP
Lieutenant Larry W. Peterson, FHP
Lieutenant William L. Shiver, FHP
Trooper Raymond J. Steele, FHP
Ms. Linda S. King, ISA

January 2007

Ms. Maria B. Duran, DDL
Major Randall M. Brown, FHP
Corporal Michael Hulion, FHP
Corporal Dennis E. Jetton, Sr., FHP
Mr. Michael A. Wood, FHP
Ms. Ruby M. Williams, FHP
Ms. Kathryn O. Wick, OED

February 2007

Ms. Sharon M. Crews, DDL
Trooper Joseph N. Williams, FHP
Trooper David W. Wright, FHP
Ms. Gloria L. Cooksey, OED

March 2007

Ms. Maureen D. Boles, DAS
Ms. Sara E. Boyt, DDL
Ms. Nelda L. Caldwell, DDL
Mr. Alan T. Penn, DDL
Ms. Luz E. Ramos, DDL
Mr. Barry R. Rosenthal, DDL
Ms. Irene E. Schultz, DDL
Mr. Norge A. Nunez, DMV
Ms. Lanita J. Richardson, DMV
Trooper Joan L. Davis, FHP
Trooper Charles E. Deal, Jr., FHP
Robbie A. Finch, FHP
Trooper Jon G. Garrett, FHP
Trooper Derry A. Kraszewski, FHP
Mr. Mark W. Lewis, FHP

Lieutenant James R. Richburg, Jr., FHP
Captain Celesta C. Tharpe, FHP

April 2007

Mr. Charles R. Barbee, DDL
Mr. Armando Ferreira, DDL
Ms. Mary L. Kennedy, DDL
Ms. Mary L. King, DDL
Ms. Lorene M. Parker, DDL
Ms. Nancy B. Payne, DDL
Mr. Ronald R. Piltz, DDL
Ms. Ann L. Senesse, DDL
Mr. Michael S. Figueroa, FHP
Corporal Jeffery W. Gay, FHP
Trooper Robin L. Hadley, FHP
Trooper James L. Wright, FHP
Ms. Barbara J. Strickland, ISA

May 2007

Mr. William A. Clark, DDL
Ms. Peggy J. Cleveland, DDL
Ms. Joy L. Ferguson, DDL
Mr. Robert C. Laughter, Jr., DDL
Ms. Carol C. Rodi, DDL
Ms. Patsy Summerford, DDL
Mr. Everett A. Fryrear, DMV
Ms. Margaret E. Sellers, DMV
Ms. Donna K. Veitinger, DMV
Trooper Christopher J. Barry, FHP
Trooper Gregory A. Freimuth, FHP
Trooper Christopher J. Hickel, FHP
Captain Carl M. McElreath, FHP
Mr. Raymond B. Marsh, Jr., ISA

June 2007

Ms. Georgia Hampton, DAS
Ms. Deborah C. Allen, DDL
Ms. Erleen P. Armet, DDL
Ms. Catherine O. Butler, DDL
Ms. Dora B. Roque, DDL
Mr. Philip R. Bergelt, DMV
Ms. Chris T. Burgbacher, FHP
Trooper Earl S. Collins, FHP
Trooper Ronald L. Green, Jr., FHP
Trooper Brunzell D. Lawrence, FHP
Corporal Ramon M. Vega, FHP

July 2007

Ms. Mary L. Randolph, DAS
Ms. Maria N. Allain, DDL
Mr. James L. Feldman, DDL
Ms. Deborah M. Perkins, DDL
Mr. George L. Pouliot, DDL

Ms. Glennie A. Lemon, DDL
Trooper John S. Bennett, FHP
Ms. Rosa T. Hallbrooks, FHP
Corporal Kimberly W. Hebb, FHP
Trooper Mangum T. Lamb, FHP
Major James M. Lee, FHP
Corporal Bruce A. Stewart, FHP
Trooper Edward D. Whiddon, FHP
Mr. John H. Pace, Jr., ISA

August 2007

Mr. Ervin J. Mundy, DAS
Mr. Nolan L. Bennett, DDL
Ms. Helen G. Brown, DDL
Mr. Warren V. Cantey, DDL
Mr. Howard C. Campbell, DMV
Ms. Lori A. Grimm, DMV
Trooper Kenneth F. Brookins, FHP
Trooper Felipe F. Corrales, FHP
Sergeant Richard E. Davis, FHP
Trooper William A. Horne, FHP
Trooper Roy D. McLendon, FHP
Captain Robert L. Miller, FHP
Corporal Virgil P. Sandlin, FHP
Mr. Randall D. Sweet, FHP
Trooper Dwight L. Walton, Sr., FHP

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MILESTONES

25 Years of Service

30 Years of Service

5 Years of Service

Diana Vaughn, DAS
Krystal Howell, DDL
Susan Powell, DDL
Robert Mustain, DDL
David Brown, DDL
Qamarul Hasan, DDL
Tom Seeto, DDL
Burton Caswell, FHP
Shannan Stoltz, FHP

10 Years of Service

Mary Lewis, DDL
Catrunda Rackley, DDL
Jeffrey Keel, DDL
Debbra Posey, DMV
Brian Lucas, FHP
Laramie Battle, FHP

15 Years of Service

Columbus Wilson, DAS
Norma Sosa, DDL
Mark Hiers, DDL
Evalina Fields, DMV
Charles Crews, ISA

20 Years of Service

Deron Owens, DAS
Bonnie Scott-Walls, DDL
April McCaskill, DDL
Josefina McCarty, DDL
Ollie Canty, DMV
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Daniel Lloyd, FHP

Dwight Davis, DMV
Lesa Adams, DMV
James Brooker, FHP
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Anthony Allen, FHP
Dawn Tomlinson, FHP
Michael Foti, FHP
David Frith, FHP
Patrick Murphy, FHP
Roosevelt Brown, FHP
Mark Medei, FHP
James Raymond, FHP
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Michael Vaughan, FHP
Norman Krause, FHP
Anthony Jackson, FHP
Roger Cheshire, FHP

Penelope Samuel, DDL
Shirley Huggins, DMV
Jeffrey Succi, FHP
James Gatewood, FHP
William Barge, Jr., FHP
Virginia Yates, FHP

35 Years of Service

Donna Tomlinson, DAS
Keith Veitinger, DAS
Eddie Kelley, DDL
Gail Shelow, DDL

Region II Annual Conference a Major Success!



From left to right back row: John Czernis, Gordon Brown, Linda McCarter, Bob Prather, Glenn Turner, Jackie Ross, Ted Daye. Front row: Aleta Barber, Deb Roby, April Langston, Glennie Lemon, Jerry Scruggs, Leslie Langston, Gina Wells, Stan Kirkland, Jo Messer, Bob Webb.

With 609 people in the final registration count, the 2007 Region II Annual Conference held June 10 -14 at the Sawgrass Marriott and Spa in Ponte Vedra Beach, Florida will go down as one of the most successful in recent years.

President Glenn Turner and the entire Florida host staff did an outstanding job of showing the great "Southern Hospitality" that Region II is so noted for, and with the able assistance of President Turner's slate of committee chairs and vice chairs, they also produced a conference program that was packed full of timely, well attended breakout sessions. Highlights included general sessions on AAMVA and what it offers to the membership, and a jurisdictional roundtable in which all Region II member jurisdictions participated. In addition, each of the 10 AAMVA disciplines held break out sessions covering a myriad of timely topics of interest to the membership, including Real ID, Unified Carrier Registration, Click & Clack, DPPA Update, Strategies for Customer Service in the 21st Century, NAFTA Update and many, many more.

AAMVA Items of Interest: Janet Dennis, CSC, shared her "Interesting things I learned at the AAMVA Conference" with Electra and staff. Items included Driver Privacy Protection Act violations, an animated TV series called Click & Clack being put together on driving issues and Real ID discussion – including how to communicate this with the public. Great feedback from a great conference!