



EXPRESSWAYS

WINTER 2008 ISSUE

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!



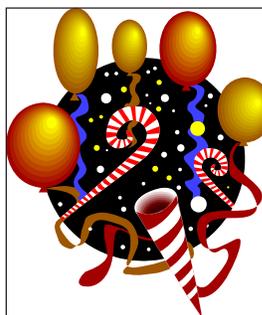
As a new year begins we all think about what we are going to accomplish in the upcoming year and what our resolutions and our goals will be. It might be getting more exercise or volunteering. It might be spending more time with family, children or friends. We all have our New Year resolutions and I wish each of you the best this year- may it be filled with health, happiness and success.

In thinking about 2008, I have made my own professional New Year resolutions and goals for the Department. Over the last nine months, much emphasis has been placed on creating a road map to drive our future, adapting to change and getting to know each other. In 2008, it is time for us to act on what we have planned through our values of Service, Integrity, Courtesy, Professionalism, Innovation and Excellence in all we do. In 2008, we begin to travel down the path using the roadmap as our guide and our vision for our future focusing on service delivery, communications, performance management and our workforce. I want to talk about two strategic areas that are part of my New Years resolution:

In the Communications arena, my 2008 resolution is to continue to openly communicate (both ways) with the almost 5,000 members of the Department and our stakeholders. Communication is always one of the biggest concerns of employees, it is also one of the most difficult to foster. We get caught up in the daily activities and we forget to let our subordinates know that something has changed or is going to change; we are statewide in over 120 field offices and the message about a change gets lost if we apply it inconsistently; we forget to tell our members the "why" behind a change

or a decision and we leave them to fill in the blanks. In order to have effective communication, it needs to be timely, consistent, relevant, and understandable.

For instance, we are bombarded with emails each day - therefore we delete an important message by mistake. We need to make sure that we are communicating in a manner that our members and stakeholders understand and find useful. To that end we are establishing a comprehensive communication plan taking all of this into account and making sure our members and stakeholders get the right information at the right time in a language that is understandable.



In our Workforce focus, 2008 will bring about a new and improved performance evaluation system that will recognize exceptional performance by our members and ultimately be used in the creation of a merit based bonus plan within our budget constraints. 2008 will also be the year we look to implement career pathing for some of our positions like senior and master trooper. Career pathing is something we as an agency have the authority to implement to give our members professional opportunities, including compensation, beyond promotion to a supervisor. In fact, we will be looking at our staffing policies and procedures comprehensively to ensure all members are treated consistently and fairly, have the equipment they need to do their jobs well and are offered training and professional development opportunities.

This is just a small glimpse of what we're trying to do as a Department for our members

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and for the citizens we serve. My promise to you is that we will continue to look for ways to improve in our strategic areas of Communications, Service Delivery, Performance Management and Workforce through our strategic plan. We will continue to listen to you and we will continue to seek your input and expertise. We will continue to focus on service and being the best we can be and I ask for your support and continued commitment to our mission, our vision and our values. We are making a difference and we are leading the way to "A Safer Florida."

As Denis Watley said, "The reason most people never reach their goals is that they don't define them, or ever seriously consider them as believable or achievable. Winners can tell you where they are going, what they plan to do along the way, and who will be sharing the adventure with them."

Electra

These are the top New Year resolutions reported by USA.GOV.

- ◆ Lose Weight
- ◆ Pay Off Debt
- ◆ Save Money
- ◆ Get a Better Job
- ◆ Get Fit
- ◆ Eat Right
- ◆ Drink Less Alcohol
- ◆ Quit Smoking
- ◆ Reduce Stress Overall
- ◆ Reduce Stress At Work
- ◆ Take a Trip
- ◆ Volunteer to Help Others

New Director Appointed for FHP



Colonel Czernis' wife Brenda pins on his new badge.

Colonel John T. Czernis takes over the helm of the Florida Highway Patrol as the new director.

A special promotional ceremony was held in early December at the Department of Highway Safety and Motor Vehicles headquarters in Tallahassee.

Colonel Czernis, a thirty year veteran of the FHP, is well qualified for the new position in both education and experience. Colonel Czernis began his career in law enforcement in 1974 with the Vero Beach Police Department before joining the Patrol in 1977.



Executive Director Electra Bustle presents the promotional certificate to Colonel John Czernis.

At the promotional ceremony, Executive Director Electra Bustle addressed an audience of more than one hundred thirty people that included members of Colonel Czernis' family, fellow law enforcement officers, colleagues, and friends.

The Executive Director announced, "I am excited about this appointment and know that Colonel Czernis will do a tremendous job leading a group of such dedicated and hard working men and women. I know that he will continue to move forward with the priorities of the Governor and Cabinet and serve the

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EXPRESSWAYS

Editors

Major Ernesto Duarte
Director of Communications

Julie M. Baker
Deputy Director of Communications

Ann H. Nucatola
Public Information Director

Editorial Board / Staff

- Kim Jones - OED
- Linda Knight - OED
- Doug Sunshine - Legal
- Patty Taff - OPM
- Mike Beha - CSC
- Raven Davis - DAS
- April Langston - DDL
- Kristy Miranda - DDL
- Paula Stanfield - DMV
- Gina Wells - DMV
- Lt. Ron Castleberry - FHP
- Jo Messer - ISA
- Donna Tomlinson - DHSMV Printshop
- Bob Webb - Layout Designer / Photographer

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New FHP Director

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More than one hundred thirty people were on hand to congratulate the new Colonel.

people of Florida in an outstanding manner.”

The new Colonel was presented with his promotional certificate and credentials.

“I look forward to the challenge, and fully commit to upholding the high ethical standards expected of this position. Our leadership team will work hard to set a proactive course for the Patrol in order to fulfill our mission of providing the safest driving environment for the people of Florida,” said Colonel Czernis.

Congratulations, Colonel Czernis!

Get Your Motor Runnin'!



Compliance Officer Laura Hopper helps Field Supervisor Sarah Hopkins examine a motorcycle.

It started off as an attempt to get more people to visit the Daytona area during the off season. Years later, it's turned into one of the biggest gatherings for motorcycle enthusiasts from all over the world!

Daytona Beach's Biketoberfest, which ran from October 18 to 21, offers sun, beaches and something for just about every bike lover out there, including services from the Department!

The Department's Florida Licensing On Wheels (FLOW) mobile unit issued 53 motorcycle endorsements and passed out motorcycle safety literature to more than 2,000 people at the annual event.

Department members have been active participants in the Volusia County Motorcycle Task Force for more than ten years. Members of the task force assist the Department by obtaining out of state registration information on motorcycles offered for sale and by seizing improperly titled vehicles according to Florida Statutes. Department members assisted the task force in the identification of stolen motorcycles and parts while conducting inspections of the various selling dealers. On average, during Biketoberfest, 10 to 20 motorcycles are recovered and returned to the rightful owners or their insurance companies. The recoveries total approximately \$100,000.

Additional troopers were in the area to conduct enforcement details to reduce the risk of fatal and serious injury crashes. The enforcement details were a cooperative effort between FHP, Volusia County Sheriff's Office and cities in Volusia County.



Compliance Examiner Belinda Moses makes sure the motorcycle is ready for the road.



Phase One: Complete E-Crash Data

After completing a successful pilot of the electronic crash data system, the Florida Highway Patrol began live transmittals of the data November 1, 2007. FHP crash data is no longer printed and mailed, key-punched, or scanned, resulting in a significant cost and time savings to the Department. Crash report forms that are provided to the public are regenerated from the data real-time, as needed. This joint effort of the Division of Administrative Services, the Florida Highway Patrol, and Information Systems Administration is a green initiative that will save trees, mailing costs, accuracy, and time by converting the process to fully electronic. Paper forms for crashes are no longer mailed to DHSMV or transmitted to Prison Rehabilitation Industries and Diversified Enterprise (PRIDE) to be keypunched or scanned. In addition, the contract with PRIDE has been renegotiated to further reduce costs to the Department. In November, a total of 7,868 crash forms were submitted electronically from all FHP troops.

The E-CRASH Data Project is a DHSMV project to create an online, searchable enterprise database of crash data and crash forms. The project will also integrate the E-CRASH information with the existing Financial Responsibility (FR) Driver License processes. The successful integration of these two systems will allow DHSMV to open FR cases on E-CRASH drivers charged with certain infractions or lacking insurance at the time of the crash.

The project will also expand the search and retrieval process for E-Crash, legacy crash data and crash images to Driver and Vehicle Information Database (DAVID).



The New Logo is Ready

The quest for an easily identifiable and unique DHSMV logo for the Agency has been in the works for a long time. The logo creation was a Management Fellows Team Project that began in 2006. The team explored several options for seeking the right design.

We found a winner by relying on one of our members to submit a logo concept that was ultimately used. After many ideas, concepts, and suggestions were reviewed and voted on, the DHSMV logo is ready for use.

As depicted above, our new logo includes the Agency's vision statement of "A Safer Florida", clearly identifies us as a Florida state agency, and uses a roadway to help relay our mission.

Above, is the final new look of the Department logo.

Get to Know Your Government Day

This November, DHSMV members spent the day at the Laurel Manor Recreation Center in The Villages, located in Sumter County.

They were there to participate in "Get to Know Your Government Day." An estimated 2,500 citizens attended the event.

DHSMV members were on hand to answer various questions and to hand out informative brochures about the many services provided by the Department.

Meet Our Logo Designer Zetta Smith



Zetta Smith is the winner!

Zetta, an Office Manager II for the Division of Driver Licenses, submitted the winning sample for the Agency's new logo.

When asked what prompted her to submit her ideas, Zetta said she has a passion for graphic designs and her first job out of high school was working for the Florida Department of Health creating posters for display in the work area. She became fascinated with designing new and creative things.

When asked about how she views the logo and the future of the agency, Zetta replied:

"The logo is fresh and not overly done, so I think it will be around for a while. I can see it being used on a variety of things such as business cards, stationery and bulletins. I loved working on the logo, It was an opportunity to give a part of me to the department; a piece of history of sorts. I love the direction the department is going now. Everyone has the opportunity to say and do something if they wish. It makes us feel a part of what we do everyday. There is a lot of talent in this department and the opportunity to open the logo out to field services was just what some of us were waiting for."

Hot off the Press! Straight to Homestead!



Julio Ortega was part of the Homestead Team, helping NASCAR fans get their plates.

The NASCAR Foundation, in partnership with the Florida Sports Foundation, announced a new NASCAR-themed, official Florida license plate earlier this year. Both wanted to help fans get their hands on the new plate. That's why NASCAR invited the Department to participate in the Ford 400 race in Homestead this past November.

Florida Licensing On Wheels (FLOW) mobile units were stationed at the track to sell the new NASCAR plate to fans who attended the race. The units are equipped with the technology and ability to bring valuable DHSMV services right to the customers, including the ability to issue specialty plates on the spot. The FLOW mobile units were at Homestead-Miami Speedway for the whole weekend.

Proceeds from the sale of the specialty plate will benefit The NASCAR Foundation and the Florida Sports Foundation.



The DHSMV Homestead Team spent the whole weekend assisting race fans who needed Department services.

Palmetto Office Members Brighten a Child's Life



Palmetto Office Members get ready to play Santa!

When DMV's Palmetto office was asked by one of their employees if they wished to participate in Operation Christmas Child, the office members overwhelmingly and enthusiastically said YES! Operation Christmas Child collects Christmas gifts for underprivileged children in other countries. Persons who participate are to fill a shoe box with small toys for a girl or boy; the box is then labeled with girl or boy and the age range. This was a fun and easy way to spread the joy of Christmas to others.

Chairman of the Board



Assistant Director of Motor Vehicles Ed Broyles congratulates Glenn Turner on his new appointment.

DHSMV's Glenn Turner has been named the Chairman of the Board for the American Association of Motor Vehicles Administrators International. AAMVA, a nonprofit organization, is committed to increasing safety and security by using motor vehicle administrations and law enforcement. Congratulations Glenn!

3rd Time is a Charm



L to R: Lieutenant Robert Ifft, David R. Hobson, Kentucky Department of Criminal Justice and Training, Nancy McArthur, Captain Diane Russo, W. David Munday, North Carolina Highway Patrol (retired), Commander Burl W. Haenel, Scottsdale Arizona Police Department, and Colonel Chris Knight.

Florida Highway Patrol
A Nationally Accredited Law Enforcement Agency

Official accreditation is a difficult process but one of the highest accolades given to law enforcement agencies. But the Florida Highway Patrol has done it, for the third time.

FHP was originally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in November 1996. Since then, a team of assessors from CALEA have visited our Agency to conduct assessments that prove FHP is in compliance in order to maintain the prestigious certification. The CALEA team concluded the assessment and once again gave FHP high marks in a number of areas. Following this year's examination of our Agency's policies and procedures, management, operations, and support services, the team of assessors have reconfirmed that the Florida Highway Patrol continues to keep high standards.

The assessors conduct on-site assessments of participating agencies every three years. Between these, agencies must submit annual reports to show continued compliance with those standards for accreditation.

"The accreditation process is voluntary but FHP does it because the standards set by CALEA are so high, we can take pride in achieving it's standards. It gives us a gauge in which to measure our agency. Going through this process and proving we are keeping this high standard is something we know the people of Florida can be proud of and feel more comfortable knowing we protect them. We are one of the best in the nation," said Colonel John Czernis,

Director of the Florida Highway Patrol. Captain Diane Russo and Lieutenant Robert Ifft oversee the Florida Highway Patrol's Accreditation Program, and work directly with the CALEA Assessment Team which is comprised of law enforcement practitioners from similar agencies who review written materials, interview individuals, and visit select FHP stations throughout the state, as well as other facilities where compliance can be observed. "Once the assessors complete their review of the agency, they report back to the full Commission, which will then decide if the agency is to maintain their accredited status," Captain Russo stated.

Making Changes that Matter to You



Electra Bustle and Director of DDL Sandra Lambert help the people of Bonifay cut the ribbon at their new driver license office.

In October, the Department celebrated the opening of three new offices: Bonifay, DeFuniak Springs and Gulf Breeze.

"This is just another example of how the Department of Highway Safety and Motor Vehicles is committed to 'Making Changes that Matter to You.' The people of Bonifay and DeFuniak Springs needed new offices. The Department asked state leadership for the funding and legislators responded," said Director of Driver Licenses Sandra Lambert. "We are excited about the opportunity to better serve our customers. Our customers expect excellence from us and with our new offices, we can now help customers have a positive experience when doing business with the Department."

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Once again, DHSMV is bringing improved service environment to our customers, this time in DeFuniak Springs."

Prior to moving to the new offices in Bonifay and DeFuniak Springs, both offices were operating out of trailers. But after three decades, the wear and tear had taken a toll. Now gorgeous facilities are available to the people of Bonifay and DeFuniak Springs.

Before September 2004, the Gulf Breeze office was serving thousands of people every year. Then Hurricane Ivan ripped through parts of Florida, the Gulf Breeze office was in Ivan's path. It was leveled.

As Gulf Breeze started the road to recovery, the DHSMV personnel were temporarily assigned to the Milton Driver License Office.

Escambia County Tax Collector Janet Holley added equipment to one of her offices to assist.

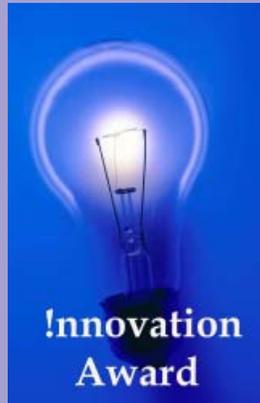
After months of working in a temporary location, a permanent office is now opened in Gulf Breeze.

These new facilities represent the unwavering commitment the Department has when it comes to "Making Changes That Matter to You."



And the Gulf Breeze community will also enjoy a new Driver License facility.

Innovation by Fostering Creativity



Cutting edge technology and better business processes drive our future. DHSMV members create new and improved solutions to business challenges each and every day. We want to hear about those innovations!

Innovation is one of our values, and now we have an exciting new way to reward those members who have outstanding ideas.

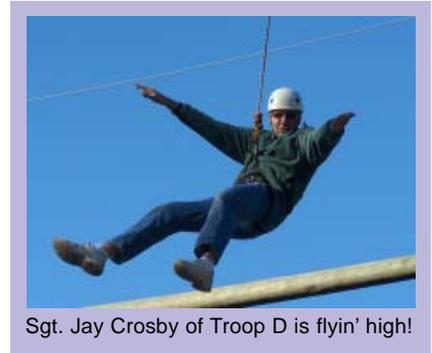
The Innovation Award recognizes members whose ideas result in increased productivity, waste elimination, resource savings or improved morale, safety, or operations.

One great idea came to us from Jean Georges, a Driver License Examiner from West Palm Beach. Jean developed a signature pad to improve the function of existing signature capture devices in Driver License offices. The pad improves customer service by clearly outlining the signature area on the machine's surface. While preventing customers from stray marking, the pad also displays signing instructions in three languages. The adhesive pad even reduces glare from the signature screen.

Like Jean Georges, if your idea is implemented by the Department, you will receive an Innovation Award certificate. An annual selection of the most outstanding among all awarded suggestions will occur each July. Those selected as most outstanding will receive a cash award of \$100 from the Department.

To submit your idea or suggestion, click on [Awards Program](#) on the SafetyNet intranet web page. Then use the link for [DHSMV Innovation Program](#).

Learning to Lead



Sgt. Jay Crosby of Troop D is flyin' high!

The 16th Class of Management Fellows is well on the way to creating new strong leaders.

The current class met for a weeklong orientation session in November. This meeting was the first in a year of activities that will help the Fellows to develop, refine and practice their leadership skills.

In addition to learning more about the program requirements, the Fellows spent a day at the Florida State University Reservation's Challenge Course. The course presents a series of problem solving activities which require the participants to work together to figure out a solution. The exercise allowed the group to examine their strengths and weaknesses as a team and to explore individual and group communication styles.

"I think we all have an understanding of where we are coming from and where we want to go. We all want the group to succeed as a unit," said Greg Bickford, a new Fellow from the Bureau of Purchasing and Contracts. "The ropes course reinforced the team concept and by not working as a team it will be hard to accomplish things."

In the afternoon, the group participated in the high elements activities of the course, which required them to be lifted off the ground by their peers, to climb telephone poles, and to walk a tightrope suspended 40 feet in the air.

"By having them participate in the high elements of the Challenge Course, I feel like it's a real way to show them they can accomplish things they didn't think they could," said Kristin Watkins, Management Fellows Coordinator. "It's a lesson I hope they apply when they

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Learning to Lead

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Najahla Gilchrist pushes herself and her nerves as she works the wires!

develop their Professional Development Plans. I want them to set goals for the year that may look tough, but will give them a sense of reward when they are completed.”

Over the next year, the Fellows will complete the first four levels of the Certified Public Manager program and participate in various placements where they will learn more about the workings of DHSMV.

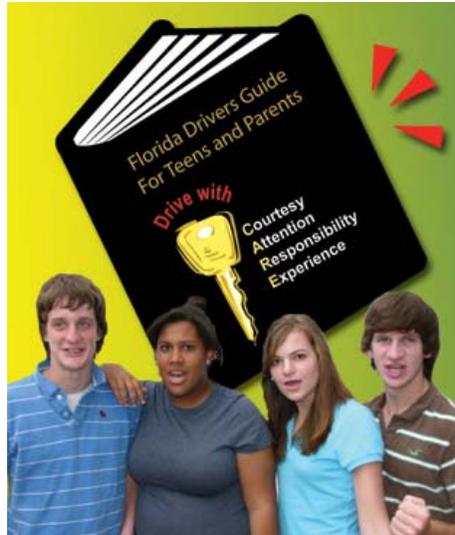
The Next Generation



New exciting advances in technology are happening everyday and the Department is taking advantage of those advances.

With an expiring contract for its web-based driver license and motor vehicle online services, the Department's GoRenew.com website was rewritten to provide for a single customer portal for all online transactions. This new "Virtual Office" portal has the potential to immensely improve customer service and overall operations by providing a more complete driver and vehicle analysis for a customer during a single site visit. The new site displays all online services that the customer is eligible for, and allows them to be conducted together, with one payment. The old and new systems ran concurrently and we have completely cutover to the new Virtual Office for English transactions. About 9,000 transactions were processed the first day. The Spanish version is now ready.

Saving Our Teens



Attorney General Bill McCollum and the Florida Cabinet declared by resolution the third week in October as Florida Teen Driver Safety Week.

Traffic crashes are the number one killer of teens, both here in Florida and nationally. Florida has more than 800,000 teen drivers. Last year, 37,000 teenage drivers were involved in crashes, and more than 400 people were killed in a traffic crash while a teenager was behind the wheel. **There were 1,090 teen drivers who were drinking in crashes resulting in 61 deaths.**

"Behind every one of these statistics is a devastated family and the tragedy of a young person who will never have the chance to reach his or her own unique potential," said Attorney General Bill McCollum. "We as a society must do everything in our power to educate our teenagers about the responsibilities that go with the privilege of having a driver's license."

"Motor vehicle crashes are the leading cause of teen fatalities in this country," said Electra Bustle. "Teenagers are involved in three times as many fatal crashes as all other drivers nationwide."

But we can change that. We encourage parents and guardians to take an active role in educating their young drivers on the rules of the road, and provide them the guidance necessary to succeed in driving safely on Florida roads."

Teen Driver Safety Week concentrates on efforts and educational campaigns aimed not just at teen drivers, but their parents and guardians as well. One way to reach both parents and teens: Use the *Florida Drivers Guide for Teens and Parents*. The guide is an important tool for parents who want to reach out to their teen and encourage safe driving skills, while monitoring their driving habits.



The Art of Giving

The Department, with strong support from leadership givers, has raised more than \$99,000 for the United Way of the Big Bend through the Florida State Employees Charitable Campaign.

The Department brought in 114% of it's goal!

Last year, the Department was number one when it came to Leadership Givers at 57. This year, HSMV is hoping to hang onto that honor once again!

"And that's something very important to us here at DHSMV. The United Way of the Big Bend has an award named after one of our own, Art Lemon. It's called 'The Art of Giving Award'. Once again, we would be so proud to bring this award back to its' home", said Electra Bustle, who was co-chair of the Leadership Giving campaign, along with Deputy Director Dave Westberry.

UNITED STATES ARMED FORCES



John Manos

John Manos is the son of Maintenance Repairman John Manos. John Manos is 27 years old and married. He and his wife, April, are the parents to two great sons, John and Jacob.

John joined the Army straight out of high school because he wanted to serve his nation, and having been in Junior ROTC all of his high school years, he felt the Army was the way to do it. He now has nine years service to our nation.

Donald Hodges

Donald Hodges is the nephew of Driver License Examiner Ella Leach. Donald is 23 years old and he joined the Marine Corps in 2002. He is now stationed in Russia.

Kevin Lockett

First Lt. Kevin Lockett, is in the Air Defense Artillery, and currently stationed in Fort Bliss, Texas.

His mother, Debra Lockett is a Senior Consumer Complaint Analyst with the Department.

Based on his specialty, his unit stands ready to be mobilized to Iraq at any time.

Kevin has been in the military for 15 years as of the 19th of November, and has already had three overseas tours: Germany, Kuwait and Bosnia.

His parents, George and Debra Lockett, are very proud of him.



Keeping Loved Ones Close to Our Hearts When They Are Far Away

As we celebrated the holiday season, the Department wants to make sure to remember those serving in our Armed Forces. Many of these men and women are thousands of miles away from their loved ones and may not get to see their families during this season. These soldiers are willing to give their lives to serve our country so that we can enjoy life and our freedom. It is very important that we remember these heroes and remain thankful for what they do for us every day.

We asked our members to submit the names of their family members who are currently serving our country in order to honor them.

More Members

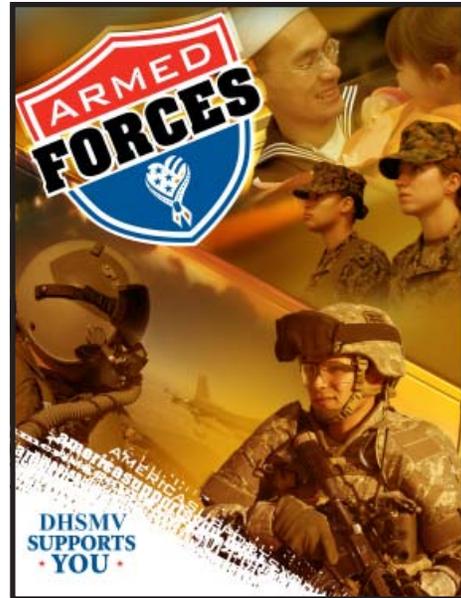
William Dudley III is the nephew of Driver Licenses Examiner I Deedra Dudley.

Brian Badstibner is the nephew of Driver Licenses Examiners I Mila and Bobby Beams.

Chante Rodriguez is the niece of Driver Licenses Examiner I Monique Boswell.

D'Jon Campbell is the nephew of Senior Clerk Sharon Armstrong.

Mitchell Lopez and Edgar Lugo are the nephews of Driver Licenses Examiner I Jeanette Ortiz.



D'Artanyon Williams

D'Artanyon Williams is the cousin of Driver License Examiner Laytoya Hoyte. D'Artanyon is 32 years old and he currently is a sergeant with the US Army stationed in South Carolina. He enlisted about ten years ago because he just wanted a change in his life. Originally he was only going to enlist for four years, now he says that he will stay for 20.



Justin Hendershot

Justin Hendershot, 25, is the nephew of Driver License Office Manager Heather Chinaea.

Justin joined the US Army because he wanted to be a soldier and serve his country.

Justin graduated from an extended basic training course in November and his family couldn't be more proud of him.



Chad F. Lutz

Staff Sergeant Chad F. Lutz is the son-in-law to Florida Highway Patrol Clerk Sandy Watkins and is an Intelligence Analyst in the United States Army. He's currently stationed at United States Central Command. During the past four years, Chad was deployed in support of Operation Enduring Freedom with Combined Forces Special Operations Component Command and in support of Operation Iraqi Freedom with a Joint Task Force in Iraq.

He is stationed at MacDill Air Force Base, where he is in "Army Intelligence."

He has two young boys and a family that is all so very proud of him.

Andrew Brandon

Andrew Brandon is the cousin of Althea Mones, Division of Driver Licenses. Brandon is 35 years old and has been in the Army for 17 years. Andrew worked his way up the ranks as a non-commissioned officer and is now a captain assigned as the company commander of B 47th Forward Support Battalion (FSB) located in Baumholder, Germany. Andrew has been deployed to Iraq twice now. He is scheduled to redeploy back to Iraq for his third tour.

Nathan Sales

Nathan Sales is the cousin of Driver License Examiner Ella Leach. Nathan joined the Marine Corps in 2001. He is 30 years old and his wife, MJ Sales, is also in the Marine Corps. They are stationed in Virginia.



Robert Amos

Robert Amos is 23 years old. He was born at Walter Reed Hospital in Washington, D.C. while his father, HSMV Office Manager Robert Amos, was stationed at Ft. George G. Meade, Maryland. Robert's father was in the Air Force and traveled all over the world, and Robert chose to do the same thing, although he only made it to Georgia.

He was selected to become an Air Traffic Controller.

He is married to Christi Cloutier of Jacksonville, and they have one child, Aiden, who was born last year.



Seamus Kneeland

Seamus Kneeland is the son of Staff Assistant Frances Kneeland and Director of the Strategic Project Office for the Office of the Executive Director Jim Kneeland. Seamus is a firefighter and an EMT. He currently works as an EMT for Leon County and is a member of the Leon County Marine Corps Reserve, which was activated last spring.

He currently serves as a squad leader on an anti-terrorist team in Ramadi, Iraq.



Rachel Doss

LCpl. Rachel Doss, daughter of Training Manager Greg Doss, serves in the Marine Corps reserves while attending Tallahassee Community College. She is being deployed to Iraq in early 2008. While in high school, Rachel worked two recent summers in the Bureau of Accounting for the Department in the Kirkman building in Tallahassee.

Stephen Kyle and Jeffery Cuyler

Office Manager Johnny Williams has two family members serving the Nation.

The first is his 40 year old son, Sgt. First Class Stephen Kyle Mc Arthur.

Kyle is a 17 year Army Reserve soldier presently on a highly specialized assignment in Washington D.C., due to the Iraq war. He is married, with five children and the youngest is only one month old. Kyle and his family live in Staten Island, NY.

He was appointed, and will attend Warrant Officers school in Rutgers, Alabama in the spring of 2008.

While not in uniform, Kyle works as Market Analyst Manager with the New York Stock Exchange in New York City.

Johnny's second family member enlisted in the military is his 28 year old grandson, Sgt. Jeffery Cuyler. Jeffery went into the armed services upon his graduation from high school. Jeffery has a total of ten years of active Marine Corps/Army duty. He first served three years as a Marine. He then reenlisted into the Army and is now serving his 4th tour of duty in Iraq. He is married with a son and they live in Ft. Stewart, Georgia.

Lasting Partnerships



Electra Bustle accepting an award from Jackie Pons, Leon County Schools Superintendent on behalf of our Department.

The Florida Department of Highway Safety & Motor Vehicles has been an outstanding and dedicated *Partner for Excellence with Leon County Schools* for the last eighteen years.

The partnership with Lincoln High School began when Lincoln lost several students in a car crash. The relationship has blossomed over the years to one of the most distinguished in the district.

The Department maintains the relationship through various activities that usually require lots of "hands" like the Fall Honor Roll Ice Cream Social and the Spring Honor Roll Picnic. Other events include providing volunteers twice a year for the Special Recognition Awards Assembly for students who have made a difference at the school or have changed their lives. Department members also participate as judges at History Fairs. Once, there was even a raffle for a Volkswagen!

Linda McLaughlin, Lincoln's Partner Coordinator, says "The volunteers from Highway Safety are always dependable, prompt, enthusiastic, willing and have that 'can do' attitude! They come to planning meetings to offer support, to help solve problems and they often come up with unique solutions!"

Lincoln High School has named their *Partner Star Award* after the Highway Safety employee who was their Partner Contact for many years, Mr. Art Lemon.

After nearly two decades of continuous service to the students of Leon County Schools, the Department continues to rally the troops, keep their long-term commitment and pass the torch to the next generation to keep this partnership a vital part of Lincoln High School's future.

Wall of Honor, Lest We Forget



The Wall of Honor is now on display at the Neil Kirkman Building.

The Department of Highway Safety and Motor Vehicles unveiled a special memorial dedicated to slain Florida Highway Patrol troopers. The FHP Memorial Wall of Honor, located in the lobby of the Neil Kirkman building in Tallahassee, features the 41 names of the men and women killed in the line of duty from December 1941 to January 2007.

The memorial unveiling ceremony was held on November 27, 2007.

"Those we remember today did not live to be called heroes. They died protecting their fellow citizens from danger. The entire state pays respect to them for their service and their sacrifice," said Electra Bustle.

Colonel John T. Czernis said, "The rule of law does not come cheap. It exacts a heavy toll on the men and women who serve, and the families whose love makes that service possible. We will remain forever grateful. This permanent memorial wall will inspire us, and future generations, to continue to reflect on their lives and our loss."

At the closing of the ceremony, the FHP Memorial Wall of Honor was unveiled to reveal the names and the posting of the passage, "Their duty was to serve. Our duty is to remember."

STOPPING FRAUD



Title Fraud

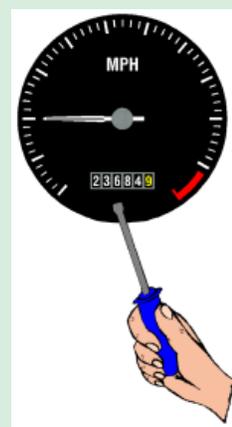
The Department continues to reach out to other agencies and organizations to help stop criminals.

Caroline B. Nixon, Management Analyst II, Training and Development, Division of Motor Vehicles conducted two Title and Odometer Fraud classes for the Tampa Police Department.

Detective Heather Bishop with the Tampa Police Department, Auto Theft Unit, had attended one of the Department's classes recently on Title and Odometer Fraud taught by Caroline. She enjoyed the class and realized how other law enforcement and insurance fraud investigators could benefit from it. Responding to a request, two more classes were conducted for the Tampa/St. Petersburg area so that other agencies could attend.

The class included issues involving how the odometers are rolled back, auto theft and the alteration of the title and supporting documentation. Videos were shown on alteration techniques and how a document is chemically washed.

The participants were able to examine and compare Florida titles security features and alteration techniques with other states.



Odometer Fraud

More Plates in 2008



Trees Are Cool

The 108th Florida license plate received approval this November. The *Trees Are Cool* plate will be available in Winter 2008. Proceeds for the plate will go to the Florida Chapter of the International Society of Arboriculture, Inc.



Protect Florida Springs

And coming soon, the *Protect Florida Springs* plate will be available to the public in the Spring of 2008.



Custom Vehicle

The *Custom Vehicle* license plate is for motor vehicles that are 25 years old or older. This plate could be also used for a model year after 1948 or those manufactured to resemble a vehicle that is 25 years old. It can also have been altered from the manufacturer's original design or has a body constructed from nonoriginal materials. This license plate can be obtained at the local county tax collector offices and tag agencies.



Gold Star Family

This license plate honors the family of service members who have been killed while serving in the Armed Forces of the United States. With proof of eligibility, this license plate can be obtained at the local county tax collector offices and tag agencies.



Save the Manatee

The *Save the Manatee* specialty license plate has a new design. This specialty license plate has been available for over 17 years and this is their first redesign. The new design is now available at the local county tax collector offices and tag agencies.



DHSMV member Bob Webb was on a deaf cruise this year to Jamaica and captured this picture of a regional office for the Jamaica Island Traffic Authority.

Jamaica's "DHSMV"

In Jamaica, the Island Traffic Authority is the equivalent to the Department. It oversees the provisions of the Road Traffic Act for Jamaica. The Act covers the testing of vehicles and general compliance with standards of safety. The ITA is the agency that makes sure a high standard of safety exists on Jamaica's roadways, just like DHSMV in Florida.

Team Building through Basketball



Winner - BOTCH Wizards (FDLIS / DLHost). 1st row left to right: Chester Coffee, Patricia Joseph, Don Jones, and Julius Jackson. 2nd row left to right: David Meadows, Demetri Squoros, Jedediah Padilla, Ben Woodruff (behind), and Stacey Shuman.

Do you know the best day of the week? It is Wednesday not because it is hump day, but it is *Game Day*. Every Wednesday Information System Administration (ISA) members trade in their ties, dress shoes, blouses and slacks for sweats, shorts and shirts and square off in a good game of basketball.

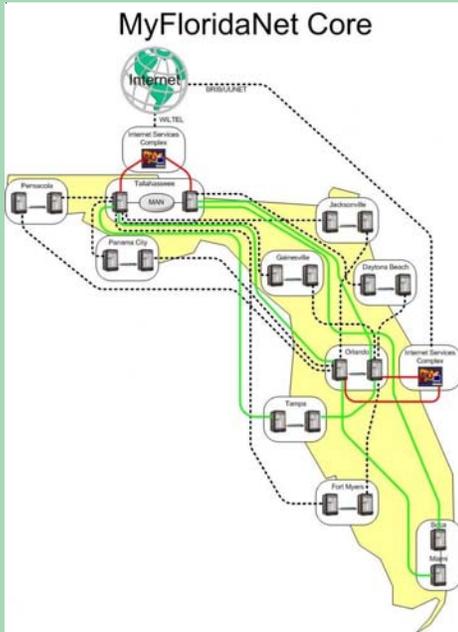
ISA consists of many different teams that work together to fulfill the mission, vision, and values of the Department of Highway Safety and Motor Vehicles. As many of us know, we all get caught up with work and forget about having fun or getting to know the people we work with. This is a great way to do both!

The first ISA Basketball Tournament started off as a simple idea that would allow different sections to play a game of basketball, but it developed into a great team building exercise. The purpose of the tournament was to have fun, build awareness of the people we work with, and build a bridge of communication between different sections and management.



You can see the vehicle inspection station with the ramp on the right next to the building.

DHSMV Migrates Wide Area Network to New MyFloridaNet



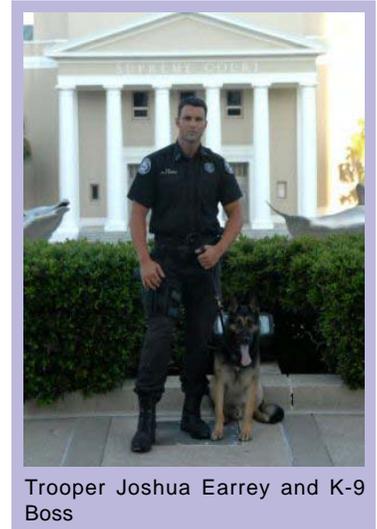
DHSMV's Information Systems Administration (ISA) has completed the migration of Driver License and Motor Vehicle field locations to the State of Florida's MyFloridaNet (MFN) network. ISA's Network Services and Technical Assistance Center (TAC) teams planned and executed this upgrade, with Theresa Lane (Network Services Manager) leading the effort. ISA was assisted by partners in Driver License, Motor Vehicles, and Florida Highway Patrol who helped coordinate and verify information for ordering and implementation. Each office participated in their specific circuit cut-over.

This effort is part of the State's decision to procure new network services, and was performed in conjunction with the Department of Management Services and their contracted vendor AT&T (formerly BellSouth). DHSMV carefully coordinated with each office to replace the network connection in all Driver License and Motor Vehicle field locations. The team migrated 40 offices per week starting in August of this year and completed the last office in early December for a total of 416 offices migrated.

This new network will provide a modern, robust solution for the Department and our Partners. It will also save a significant amount of funding each year, and topped the list of budget reduction items for returning one of the largest funding amounts to the State during a recent budget reduction exercise. Says Nelson Munn, CIO: "This is a great start - and a great team effort! 'Infrastructure' work like this rarely gets the credit some of our more 'visual' IT efforts receive. I thank our team for the work they have done to migrate to MyFloridaNet."

The next phase of the MFN Project is to migrate the 51 FHP field offices from FDLE's CJNET network to DHSMV's network circuits on MyFloridaNet. The circuits have been ordered, and this phase of the project is anticipated to be complete in late December or early January 2008.

Contraband Interdiction Program, the National Forensic Institute at Florida International University, and the standards of the United States Customs Narcotic Detection Dog Manual.



Trooper Joshua Earrey and K-9 Boss



Troopers & K-9's: Drug Detection Academy



Trooper David Cimino and K-9 Goblin

Two of Florida Highway Patrol troopers and a Wakulla County Sergeant along with their assigned K-9's will be on patrol now that they have graduated from the 320-hour intensive drug detection training course. The three K-9 teams in this class have now earned certification under the standards set forth by the Florida Highway Patrol

The new graduates and their instructor, Trooper Michael Van Leer, gave an impressive demonstration of the handling and drug detection skills learned by the teams during a special graduation ceremony held at GHQ. Certificates were presented and kudos offered at the ceremony.

Congratulations to the new graduates!



Taking to the Sky



FHP Pilot Sgt. D.J. Torres poses with the FHP airplane that he piloted.

A twenty year old motorcycle street racer suspect admitted to traveling at speeds in excess of 150 mph and purposely eluding police officers and

Continued on page 13

FHP Aircraft

Continued from page 12

troopers on a regular basis. Recently, this suspect was the target of a sting operation in Miami set up to track down and arrest him. Using Troop E's aircraft, FHP Pilot Sgt. D. J. Torres was able to intercept the suspect from the air as he sped down the interstate on his speed bike. Sgt. Torres tracked the suspect to his final destination and alerted ground troopers who arrested him without incident. FHP seized the motorcycle.

This suspect is only one of several motorcycle street racers who have suffered the consequences of thinking they are above the law and ended up losing their bikes in the process. In recent months, Sgt. Torres has been instrumental in catching and arresting several motorcycle daredevils in the Miami area.

“What do you want to achieve or avoid?.....How will you go about achieving your desired results? The answer to this you can call strategy.”

As promised in the last edition of Expressways, we are continuing our deeper look into our Office of Performance Management (OPM) and what its role is with the Department.

One of the areas of responsibility for OPM is Strategic Planning, which is essential for any agency that wants to be successful in reaching its goals and demonstrating its competence in doing so. A strategic plan identifies where the Department wants to be at some point in the future and defines how it is going to get there.

The Office of Performance Management helped facilitate the Department's strategic planning process along with Dr. Becky and Bob Molnar of Dyer-Molnar and Associates. An agency Strategic Planning Team consisting of 40 members from all divisions including

field personnel was established and began work last summer on the foundation of the strategic plan by reviewing the agency's mission statement, and developing a vision and value statements. **(The Fall 2007 issue of Expressways has more details on this initiative).**

A successful strategic plan also includes input from the organization's key stakeholders, service public, and the members that will carry out the action plans. To accomplish this, the OPM staff surveyed four target groups between March and June 2007: Executive Leadership; Supervisors; Members; and Stakeholders. Fifty one percent of our members responded and 34 percent of our stakeholders responded. The Stakeholder Climate Review Project was designed to receive a variety of stakeholder's input and perspective based on their experiences with the Department members and services provided. Upon the completion of the Workforce and Stakeholder Climate Reviews, **four critical areas of focus were identified: Communications, Service Delivery, Workforce, and Performance Management.**

The Strategic Planning Team came together again under OPM's guidance and began to establish short and long term goals and objectives to address critical priorities. A list of 16 goals was developed with 4 – 7 objectives for each goal. These goals and objectives were reviewed and revised several times by the Executive Leadership Team and assigned as appropriate.

Throughout this process, the Office of Performance Management provided training in the strategic planning process and developing action plans that will drive our future! Action plans are required for each goal, establishing critical timelines, determining financial need, outlining tasks, and assigning responsibility.

DSHMV's 2007-2010 Strategic Plan was completed in December with copies issued to the Executive Leadership Team. If you are interested in viewing a complete copy of the 2007-2010 Strategic Plan, you may visit our intranet site at <http://www.hsmv.state.fl.us/Intranet/>.

The next installment will focus on OPM's role with Customer Service.

Emergency Contact



Trooper Brannon Snead checks D.A.V.I.D. to find out the next of kin of the victim.

The Florida Department of Highway Safety and Motor Vehicles announced the implementation of the new Emergency Contact Information (ECI) System more than a year ago.

Today, nearly one million Floridians have entered their contact information into the ECI System.

The new system allows people to voluntarily provide emergency contact information online, giving law enforcement immediate access to this information, and making it easier for them to speak with someone faster in cases of emergency.

“This allows law enforcement to do their job more efficiently. It helps them protect the citizens of Florida even more,” said Director of Driver Licenses Sandra Lambert.

Those with a Florida driver license or identification card can go online to www.hsmv.state.fl.us and enter this information. This information will be immediately available to law enforcement officials.

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

Ann Nucatola
DHSMV's Communications Office
2900 Apalachee Pkwy.
Room A430, MS04
Tallahassee, FL 32399-0509
hsmv-info@hsmv.state.fl.us

Always Room for Improvement



The Customer Service Center's Performance Improvement Team: (Left to right) Michele Lee, Carlena Jackson, Rod Dod, Najahla Gilchrist, Lucy McKnight, and Miriam Mitchell receive their certification.

The Customer Service Center's first Performance Improvement Team is making a difference, working to simplify work request forms filled out by CSC analysts.

The group worked with the CSC Training and Support Staff to improve four forms that telephone analysts use to request action by other sections of the Agency. Forms for requesting clearance letters, retrieving tickets, correcting online vehicle registration errors and researching title issues were modified to reduce errors. Additionally, all forms are being automated to get them to the other bureaus faster and to make it easier to track the status of the requests. The revised forms will be available for use in the near future.

The PI Team is part of a CSC recognition program to reward top performers in the bureau. Analyst availability, talk time, attendance, monitoring scores and customer feedback survey scores are compiled to determine who will serve on the process improvement group.



Wynell Williams is also a member of the Customer Service Center's Performance Improvement Team.

Merry Christmas, Amber!



Left to right: Captain David Tripp, Amber, Duty Officer Angie Daniels and top center Duty Officer Marty McGuire with Allannah.

At the Department, family and loyalty is an important thing.

Recently, members of the Tallahassee Regional Communications Center delivered a Christmas gift to former Duty Officer Amber Isaac-Pittman. The \$1,000 check was the thoughtful gift of FHP Troop D – Auxiliary in Orlando.

FHPA Commander Captain John Kirchhoefer said, "Former Duty Officer Isaac-Pittman had been in the hearts of many of our members and this was our way of helping Amber and her family celebrate the holiday."

Amber was paralyzed in a car crash in October 2005. She attempted to return to her duties as a regional communications officer in Tallahassee. However, being the single parent of a toddler, paralyzed from the waist down and trying to commute to work over 70 miles each way soon become overwhelming. In February 2007, Amber left the patrol so she could concentrate on battling her re-occurring infections and raise her daughter, Allannah.



Amber reads the kind comments that accompanied her gift.

New Laws for 2008



On January 1, 2008 we began a new and exciting year at the Department of Highway Safety and Motor Vehicles. Along with all of the normal festivities that surround the beginning of a new year, we saw two new laws become effective as well as an old law revived. First, with the passage of House bill 275 during the 2007 session, motor vehicle owners will be allowed to choose between renewing their vehicle registration for one or two year increments. Offering two-year registration as an option to vehicle owners was something Rep. Mike Davis thought would be a wonderful customer service idea. In particular he jokingly told committee members voting on the bill that since he was notorious for always forgetting to renew his tag on-time, he could now choose the two-year option and only pay half as many late fees. Although Rep. Davis was taken from us earlier this fall, he will be remembered this holiday season as we implement this legislation that he was so eager to participate.

Secondly, in response to a couple of very tragic crashes involving migrant farm workers, January 1 all passenger vehicles used to transport these workers must be properly equipped with seatbelts for every passenger. This agency has been working together with all parties involved to ensure that proper signage is in place on these vehicles directing all passengers to use their seatbelts to ensure safety.

January 1 saw the return of Personal Injury Protection; better known by its acronym PIP. As most Floridans know, PIP was removed as a statutorily required coverage back on October 1. After much debate and negotiation, PIP returned as a required coverage that all drivers must have on their policies in order to avoid the suspension of their driving privilege. So, as a new year's gift to yourself, don't forget to make certain that you have PIP on your insurance policy in January.

Holiday Cheer!



Our Customer Service choir sings for their lunch.

On December 3, the Employee Benefit Committee sponsored the 3rd Annual Holiday Luncheon.

The DHSMV Management served their members. Everyone had a great time visiting with friends and enjoying a good meal.

Wonderful food was provided by our cafeteria staff, All J's Catering. Music was performed by Omega Forbes, Steven Fielder and the Customer Service Choir.

The Employee Benefit Committee was able to sponsor the luncheon through the food and drink money made by vending machines located in the Kirkman Building. The money raised is used for employee luncheons, funerals and retirements. Through your support, we are able to continue to provide these services to our employees.



Along with great food, came comraderie among employees.



Larry Noda, Inspector General, serves hungry DHSMV members.



Steven Fielder sings his heart out.



One student poses with her new Florida Identification card.

Teach-In Event Gets an A+!

At the Department we believe in order to create "A Safer Florida", it is necessary to reach teens at a young age.

This past November, Department Members took a Florida Licensing On Wheels (FLOW) unit to Orange County's annual Teach-In event at Conway Middle School where Office Manager Milly Cole, Examiner Specialist Carl Guerrian and Examiner I Brenda Johnson issued almost 50 identification cards to the students and 26 people were issued driver licenses.

Emergency Contact Information was given by all of the ID and driver license recipients. Milly also did a presentation for the students to teach them, when the time comes, how to get a learners permit. All of those in attendance called it a great success!



Examiner Specialist Carl Guerrian (right) issues a Driver License to a customer.



Examiner I Brenda Johnson issues a driver license to a customer.



Left to right: Office Manager Milly Cole, Examiner Specialist Carl Guerrian, and Examiner I Brenda Johnson receive a certificate of appreciation from Conway Middle School

RETIRING MEMBERS

MILESTONES

15 Years of Service

September 2007

Ms. Dorothy L. Ceasor, DMV
Ms. Hazel L. Williams, DMV
Mr. Nolan L. Bennett, DDL
Mr. Gary J. Burkhart, DDL
Corporal William H. Corbett, FHP
Mr. Cledis J. Fort, FHP
Corporal Vito C. Fruggiero, FHP
Mr. James A. Hanna, FHP
Lieutenant Randy M. Kosec, FHP

October 2007

Ms. Massota M. Green, DAS
Ms. Joanne W. Collins, DDL
Ms. Janice S. Delp, DDL
Mr. Gary W. Geiser, DDL
Trooper Gerald R. Caves, FHP
Trooper Ronald K. Hunley, FHP
Colonel Christopher Knight, FHP
Corporal James H. Price, Jr., FHP

November 2007

Ms. Catherine A. Winebrenner, OED
Ms. Elizabeth M. Lee, CSC
Ms. Nelda A. Strickland, DMV
Mr. Leonard A. Scott, DDL
Mr. Rolando A. Trujillo, DDL
Sergeant Sandra L. Bailey, FHP
Trooper Michael J. Butinski, FHP
Lieutenant Daniel W. Campbell, FHP
Lieutenant James B. Darby, Jr., FHP
Trooper David C. Roper, FHP
Ms. Melba H. Todd, FHP

December 2007

Mr. Ben T. Edwards, OED
Mr. Charles M. Reynolds, DMV
Ms. Pearlie S. Albritton, DDL
Mr. Jeffery A. English, DDL
Mr. Charlie L. Joiner, DDL
Ms. Martha A. Roldan, DDL
Ms. Lula M. Seals, DDL
Ms. Theresa A. Sitko, DDL
Sergeant Douglas S. Cranford, FHP
Lt. Colonel Kenneth C. Howes, FHP
Trooper Michael L. Jones, FHP
Mr. Thomas B. Longwell, FHP
Trooper Robert W. Mager, FHP

5 Years of Service

Melvyn Cadiz, DDL
Judith Chery, DDL
Donn Davis, DDL
Silas Gibson, DDL
Toni Owens, DDL
Maximo Rodriguez, DDL
Jose Velazquez, DDL
Carlos Austin, FHP
Kenneth Boatright, FHP
David Bryan, FHP
Robert Chandler, FHP
Henry Cichoski, FHP
Angela Daniels, FHP
Christopher Davidson, FHP
Robert Dooley, FHP
Robert Douglass, FHP
Eileen Dziuba, FHP
Christopher Ellison, FHP
Ramon Fernandez, FHP
William Foden, FHP
Colin Fowler, FHP
Glen Frazee, FHP
Jesus Hernandez, FHP
Brandon Hoaglan, FHP
Paul Howard, FHP
Lisa Hunter, FHP
Amy Johns, FHP
Jim Johnson, FHP
Jaime Lachowicz, FHP
Bryan Lewis, FHP
Kristie Liberty, FHP
John Lieb, Jr., FHP
Walter Lovett, FHP
Dawayne Maddux, FHP
Stephanie Manus, FHP
Brandon McElderry, FHP
Marty McGuire, FHP
William Newman, FHP
Nicholas Orsino, FHP
Stanton Parsons, FHP
Pedro Reinoso, FHP
Richard Reyes, FHP
William Richardson, FHP
Eduardo Rivera, FHP
Vicente Torres Rivera, FHP
Jose Rodriguez, FHP
Stuart Roth, FHP
Joel Terrell, FHP
Adolfo Torres, FHP
Stephen Williams, FHP
April Wilson, FHP
Joshua Zahller, FHP

10 Years of Service

Oscar Colston, Jr., DAS
Kimberly Robinson-Murray, DAS
Deborah Webster, DAS
Sonya Peacock, DDL
Don Jones, ISA
Carolina Meadows, ISA

Felix Hurchins, DAS
Jose Espinal, DDL
Wilton Etienne, DDL
Leroy Eubanks, DDL
Maria Gonzalez, DDL
Theresa Strachan, DDL
Jack Williams, DDL
Helen Daniel, DMV
Annie Baynes, FHP
Marisela Fernandez, FHP
Kathleen Grossett-Tate, FHP
Nancy Herring, FHP
Rosanne Tanner, FHP

20 Years of Service

Dawn McDermott, DAS
Donald Klein, DDL
Lisette Rivera, DDL
Deshun Robinson, DDL
Cherie Godwin, DMV
Lou Seays Stallings, DMV
Ruthenell Dubose, FHP
Glenn Etheridge, ISA
Geneen Simmons, ISA

25 Years of Service

Francis Clough, DDL
Melvin Bass, FHP
Charlotte Christian, FHP
Ronald Daniels, FHP
Frances Dunn, FHP
Gregg Hodge, FHP
Michael King, FHP
Pedro Llanio, FHP
Patrick Morrissey, FHP
Lee Olds, FHP
Richard Pagliaro, FHP
Scott Ports, FHP
Jerry Robbins, FHP
Tommie Robinson, FHP
Michael Smith, FHP
Dennis Sorrells, FHP
Larry Thomas, FHP
Richard Vore, Jr., FHP
Peter Young, FHP

30 Years of Service

Elizabeth Arabi, DDL
Anglea Fienemann, DDL
Peggy Ghioto, DDL
Elizabeth Lee, DDL
Sharon Sabourin, DDL
Cheryl Ballard, DMV
Stephen Corbin, FHP
Danny Griffith, FHP
Wilburn Hart, FHP
Elliott Rosen, FHP
Lydia Thigpen, ISA
Patricia Traynor, ISA
Charlene, Hoffmann, ISA

35 Years of Service

Patricia Morris, DDL
Ruth Rollins, FHP