

Quality Process Inventory (QPI) Program

The Department of Highway Safety and Motor Vehicles, the courts, and law enforcement agencies are jointly responsible to account for all uniform traffic citations in accordance with traffic court rules and department procedures contained in the UTC Manual. To accomplish those requirements, the department is beginning a Quality Process Inventory (QPI) Program. This program will assist law enforcement agencies with the maintenance and improvement of their UTC processes. The QPI Program is simply an inventory of the law enforcement agency's UTC policies and practices, conducted by the Department of Highway Safety and Motor Vehicles Regional Senior Liaison Officer (SLO). Our goal is to review all law enforcement agencies within the initial two years and continue the two-year cycle thereafter. The QPI Program consists of the following:

- A. **Initial Program Notification Letter.** Each Law Enforcement Agency receives an initial program notification letter from the Executive Director. The department sends the program notification letter at the beginning of each two-year cycle. A copy of this letter is included with each QPI package to the Law Enforcement Agency.
- B. **QPI Process.** The QPI process for the agency will commence with the receipt of a letter of explanation and a QPI package from the Chief of Bureau of Records. The letter will explain the detailed process of the QPI, request that the agency return the QPI Survey Instrument, and schedule an on-site visit date with the department SLO. The QPI process steps are:
 1. Pre – Visit Activity. QPI packet receipt, survey return, and scheduling. The agency should review the QPI package, complete, and return the QPI Survey to the HSMV Regional Senior Liaison Officer. The QPI packet will contain the following items.
 - a. QPI Survey
 - b. QPI On-Site Visit Tool
 - c. UTC Tracking Form and a random sampling of assigned citations (generally supplied in past two years)
 - d. HSMV SLO listing and QPI Program notification letter

The HSMV SLO will then coordinate with the agency to schedule the on-site visit date.

2. On-site visit and Exit Debrief. The HSMV SLO will visit the agency and conduct the inventory. The agency should have all UTC information ready and available to allow the Liaison Officer to complete the items on the QPI On-Site Visit Tool, and to check and record the status on **all** of the randomly selected citations listed on the UTC Tracking Form. The department will evaluate a randomly selected sample of those citations received over the previous two years. Upon completion of these items, the SLO will conduct an exit interview with the agency leader, explain the preliminary results, and provide a copy of preliminary results.
3. Final results. The SLO sends preliminary results to the department, for evaluation and recording in the LEA database. The Bureau of Records will then send a final letter report back to the agency. The department will analyze the aggregate results of the QPI and will use the results to improve the statewide UTC process.

As the data and results of the QPI Program evolve, the department will initiate improvements with law enforcement agencies and other partners in the UTC system. The ultimate result of the QPI Program is to improve the accuracy and timeliness of the Uniform Traffic Citation system data, and the accuracy of the Florida driver record.

Quality Process Inventory for Law Enforcement Agencies

