

Annual Performance Report

Fiscal Year 2010-2011



A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES

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The Florida Department of Highway Safety and Motor Vehicles' Annual Report provides highlights of the 2010-2011 fiscal year. The report tells how the agency performed in achieving our strategic goals, meeting performance standards, and fulfilling our vision of a safer Florida.

The Department's core mission is to provide highway safety and security through excellence in service, education and enforcement for the millions of motorists who travel Florida's roadways. The broad reach of our members and their commitment to public safety emphasizes the importance of what we do to keep residents and visitors of the Sunshine State safe. We are dedicated to finding efficient and effective ways to do business so that we may continue to improve customer service, enhance strategic relationships with stakeholders, and measure critical performance indicators.

The 2010-2011 fiscal year was a time of change for the Department as Floridians elected a new Governor and Cabinet members. DHSMV underwent changes of our own as the divisions of Driver Licenses and Motor Vehicles merged into one Division of Motorist Services, and a new director was selected to lead the Florida Highway Patrol. To chart a path that will ensure our continued success in years to come, the Department launched Project T.N.T. - Together Navigating Tomorrow, a progressive initiative using DHSMV members to identify our biggest challenges and best solutions.

Two notable highlights from the year include:

- The vehicle crash fatality rate in Florida dropped more than four percent in 2010 to an all-time low of 1.25 per 100 million miles driven. The number of crash fatalities fell to 2,444, a three-decade low for the state.
- One in three Floridians with a driver license or identification card now have a Real ID compliant credential. Real ID compliant licenses and ID cards have a gold star in the upper right corner of the card to indicate compliance with the new documentation requirements.

The report that follows provides additional accomplishments and successes during the fiscal year. Department values of service, integrity, courtesy, professionalism, innovation and excellence continue to shape how we do business and to influence our operations, our members and their actions. As a Department, our members continue to focus on sound policies and decisions necessary to ensure a safer Florida for all our customers.

Julie L. Jones
Executive Director

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Facts and Figures

FLORIDA HIGHWAY PATROL ACTIVITY

988,651 total citations
114,296 seat belt citations
317,936 unlawful speed citations
9,053 driving under the influence arrests
7,021 felony arrests
210,161 crash investigations
388,904 written warnings issued
436 stolen vehicles recovered
34,889,326 miles patrolled
268,696 motorists with disabled vehicles received assistance
2,430 public safety presentations

MOTORIST SERVICES

5,110,325 driver license and identification cards issued
4,707,697 emergency contacts registered as of 6/30/2011;
27.4% of driver license and identification card holders
5,702,959 organ donors registered as of 6/30/2011
1,978,806 suspensions, revocations, cancellations and disqualifications of driving privileges
497,872 insurance suspensions issued
19,197,024 motor vehicle, manufactured home, and vessel registrations issued
5,361,258 motor vehicle, manufactured home, and vessel titles issued
13,208 vehicle dealer and manufactured homes licenses issued
4,499 motor vehicle and manufactured home consumer complaints investigated
23.3% of driver license and identification card transactions completed by internet
19.7% of motor vehicle transaction services completed by internet
145 Tax Collector offices in 50 out of 67 counties offering driver license services as of 6/30/2011



News of the Year

Fatalities Fall for Fifth Year Straight

In 2010, Florida experienced 2,444 traffic crash fatalities, a three-decade low and an annual decrease of almost five percent. By comparison, 2,563 people died in traffic crashes in 2009. The number of crash fatalities in 2010 is the lowest the state has seen since 1978 even though the Sunshine State's population has doubled since that time. The fatality rate in Florida dropped almost four percent in 2010, to an all-time low of 1.25 per 100 million miles driven.



State Agencies Team Up to Launch *You Snooze, You Lose – Don't Drive Drowsy*

On Sept. 2, 2010, the Department of Highway Safety and Motor Vehicles teamed up with the Florida Department of Transportation to co-host a news conference in conjunction with the hospitals of Morton Plant Mease, law enforcement representatives and safety advocates to announce *Florida's Drowsy Driving Prevention Week* on Sept. 5 – 11. The state agencies worked with State Rep. Alan Williams and Ronshay Dugans' family to launch a public education and awareness campaign coined, *You Snooze, You Lose – Don't Drive Drowsy*. The agencies used existing resources to develop campaign materials, to include a public service announcement, a [web-site](#) and more.



State Agencies Team Up to Promote School Bus Safety

On Oct. 14, 2010, the Department of Highway Safety and Motor Vehicles joined the departments of Education and Transportation at the State Capitol to promote school bus safety and to announce Florida's statewide winners of a student poster contest. During the news conference, the agencies announced the new state website, [FloridaSchoolBusSafety.gov](#) and promoted the campaign message, *Stop on Red, Kids Ahead*. The three partnered agencies encouraged school districts and communities to conduct motorist awareness activities and to recognize dedicated transportation professionals and bus operators.



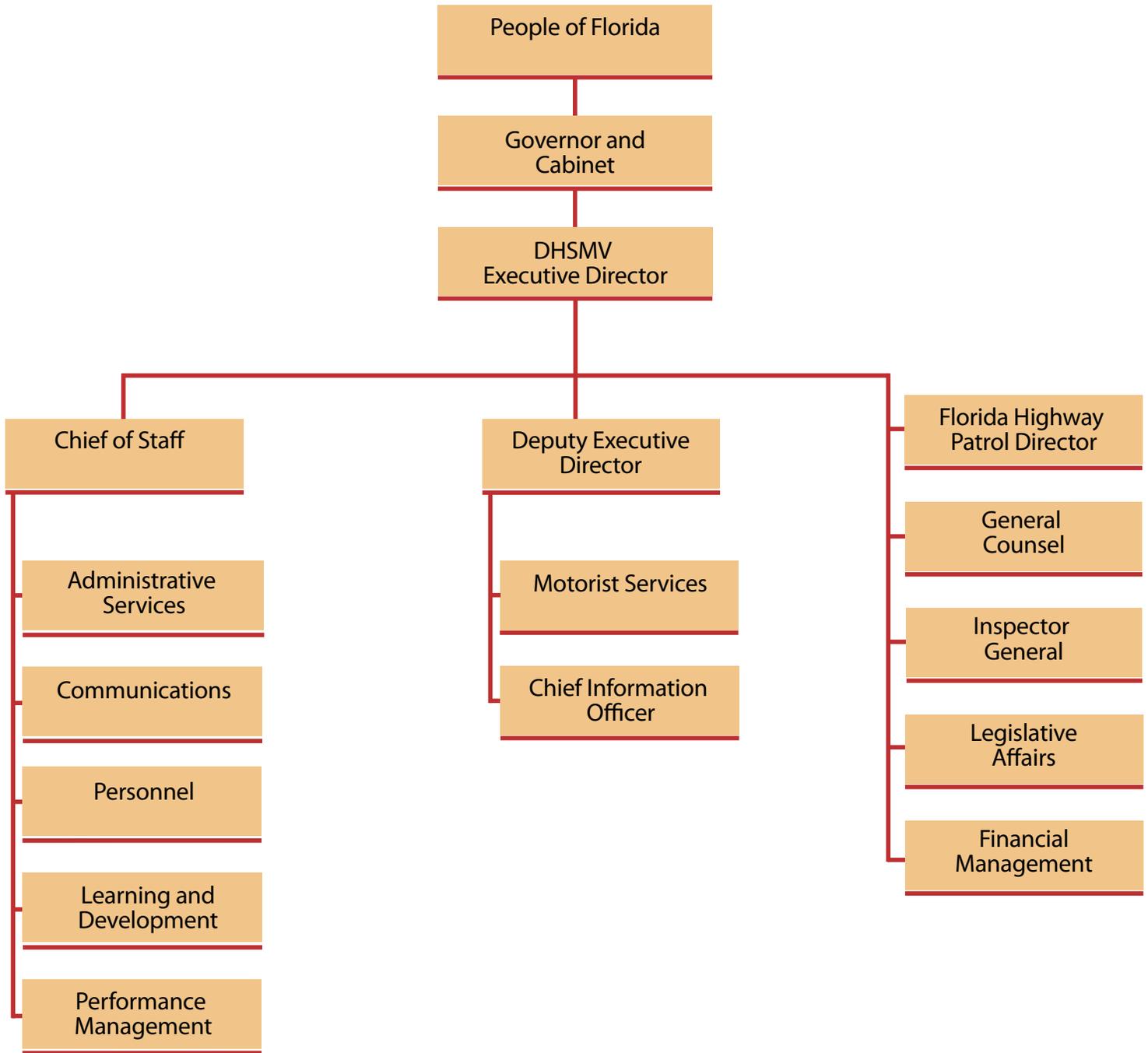
[FloridaSchoolBusSafety.gov](#)

DHSMV and Teens White Out Crashes

Traffic crashes are the #1 killer of teens in Florida and in the United States. To keep more teens safe in the driver and passenger seat, the Department encouraged Floridians to participate in a statewide *White Out* by wearing a white shirt on Oct. 19, 2010, to help white out teen crashes. The Florida Highway Patrol worked with 10 high schools to host White Out news conferences that day, and the message was well-received and widely disseminated through mainstream media, blogs and social media. The Department observed *Teen Driver Safety Week* on Oct. 17 – 23, and used the opportunity to educate teens and their parents about staying safe behind the wheel.



Organizational Chart



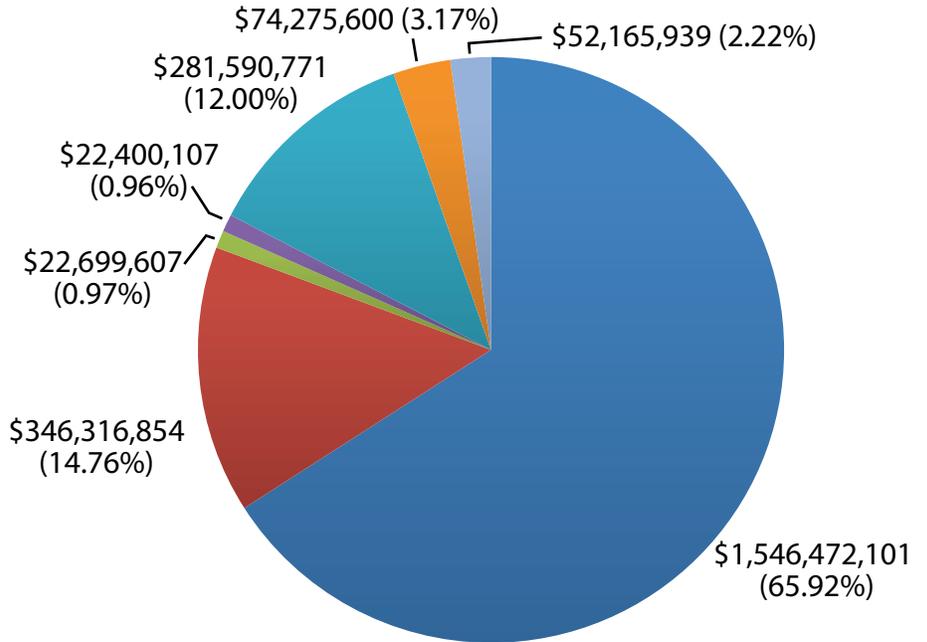
Our Fiscal Impact

REVENUE GENERATED

	Trust Fund	General Revenue	Total
FY2010-11	\$1,370,661,095	\$975,259,884	\$2,345,920,979

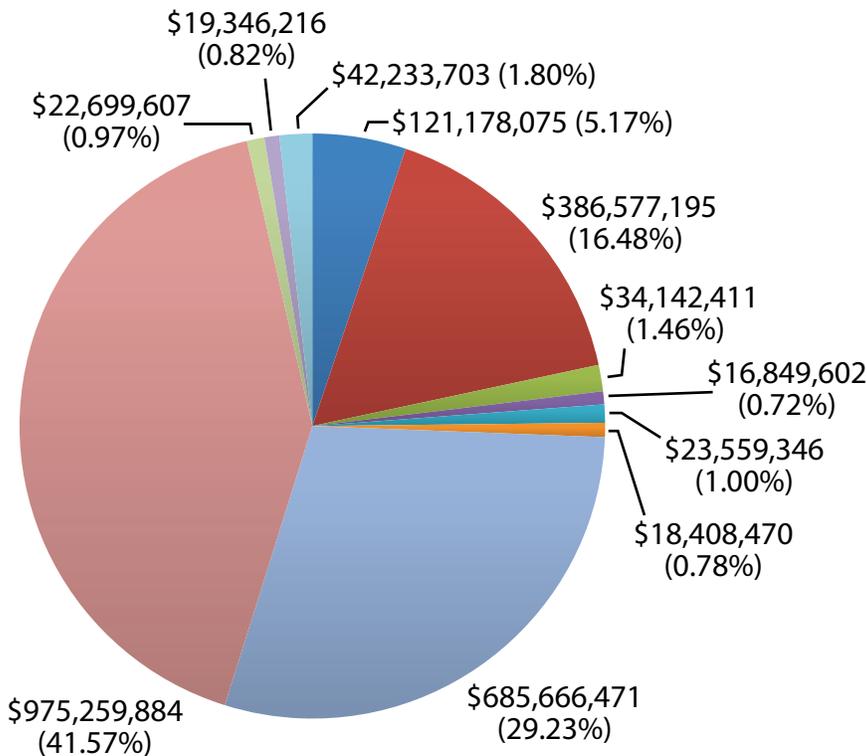
WHERE THE MONEY COMES FROM:

- License Plates and Decals
- Motor Vehicle Titles
- Motor Fuel Use Tax
- Fines and Forfeitures
- Driver Licenses
- Driving Records/Transcript
- Other

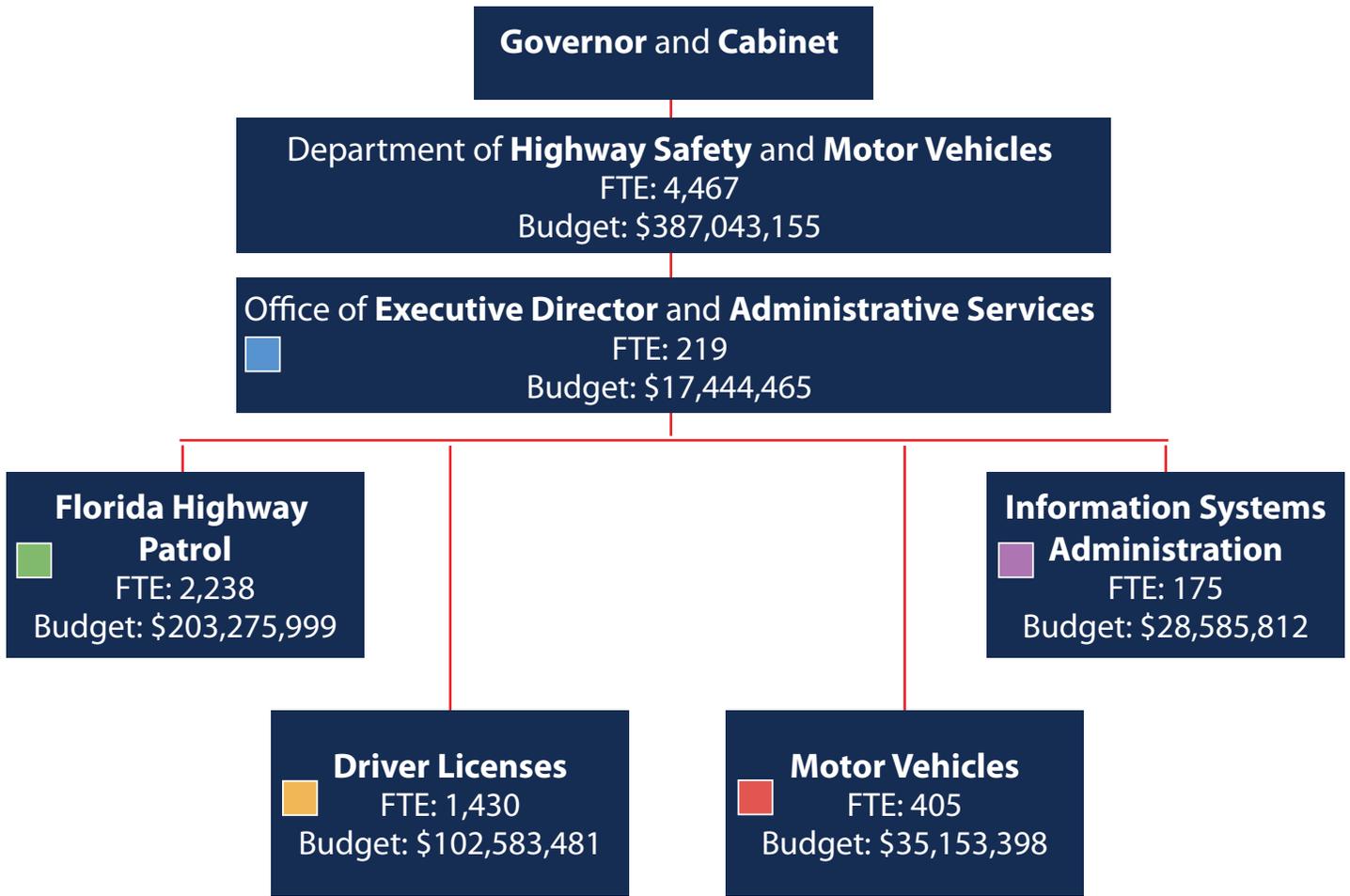


WHERE THE MONEY GOES:

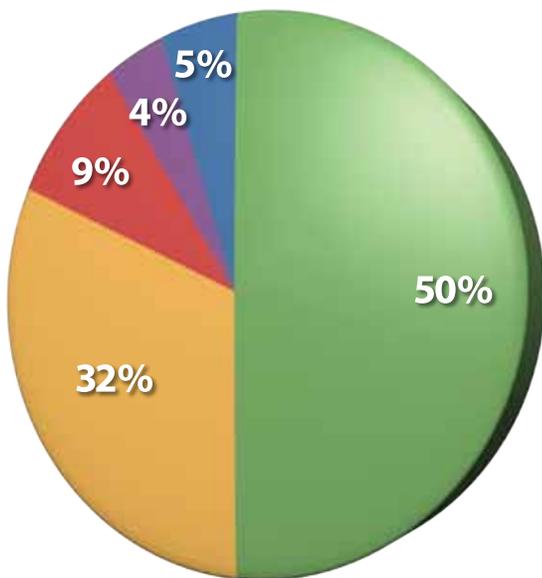
- Department of Education
- HSMV Agency Funding
- Specialty Plate Organizations
- Dept of Juvenile Justice
- Fish & Wildlife Conservation Commission
- Law Enforcement Radio Trust Fund
- Dept of Transportation
- General Revenue Funded Programs
- Fuel Use Tax
- Air Pollutions Control-DEP
- Other



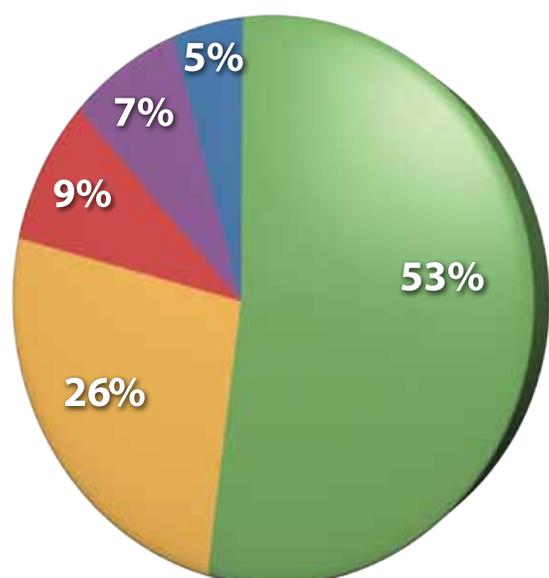
Budget by Division



FTE by Division



Budget by Division



Accomplishments

RELIABLE SERVICE DELIVERY

Florida Vets Connect Links Veterans with Benefits: More than 1.6 million veterans live in Florida, but as of July 2010, the Florida Department of Veterans' Affairs only had accurate contact information for approximately 700,000. Nationwide, the *Veterans of Foreign Wars Magazine* reported more than \$22 billion in veterans' pension funds go unclaimed annually.

The Department of Highway Safety and Motor Vehicles teamed up with the Chief Financial Officer and the FDVA in July 2010 to launch *Florida Vets Connect*, which allows veterans to voluntarily identify their veteran status when applying for or renewing a driver license or identification card. It uses DHSMV's existing resources to collect and provide FDVA with those veterans' names and their contact information so that FDVA can contact them. Between the program's inception and June 30, 2011, the initiative helped the state outreach to 152,590 veterans.

Streamlined Real ID Process Enhances Customer Service: The Department streamlined our process to allow for specific types of management decisions associated with the issuance of Real ID compliant credentials to be pushed down to the local level and documented by using SharePoint services. The U.S. Department of Homeland Security approved the new process that allows the Department and our tax collector partners to better serve our customers in a more timely and efficient manner.

Emergency Contact Information Program Continues to Expand: The Department's award winning Emergency Contact Information program now has more than 4.7 million registrants, representing a quarter of Florida's licensed drivers and identification card holders. The Department remains committed to its goal of getting all drivers and ID card holders to register their emergency contacts with DHSMV. In a Dec. 14, 2010, news release, DHSMV touted the success of the ECI Program and encouraged Floridians to give their loved ones the peace of mind that comes with registering their information – especially during the holiday season. The Emergency Contact Information program allows licensed drivers and identification card holders to submit two contacts to notify in the event of an emergency, such as a vehicle crash. The information can then be accessed only in the case of an emergency by law enforcement officers to find designated contacts.



Update on Florida's New Driver License, ID Card Requirements: Beginning Jan. 1, 2010, Florida became one of the

first states in the nation to issue Real ID compliant credentials. The change brought on new documentation requirements for Florida residents who wish to obtain a driver license or identification card. Between Jan. 1, 2010 - June 30, 2011, the Department and our tax collector partners issued 5,385,599 cards with the gold star in the upper right corner indicating compliance with the new identification requirements.

The website created to prepare Floridians for their next visit to a driver license office, www.GatherGoGet.com, continues to maintain steady traffic. Approximately 35,000 – 40,000 unique visitors seek out the site every week to make sure they have everything they need to obtain a new or renewed license or ID card.

Department Participates in Inmate Credentialing Pilot: The Department recently partnered with the Florida Department of Corrections to assist with an inmate credentialing pilot program. The program pairs DHSMV with the Department of Health's Office of Vital Statistics and the Social Security Administration to help soon-to-be released inmates obtain an identification card before their release. Obtaining the required documentation for an ID card can be difficult for some, and assisting inmates with the process before their release into society helps simplify their transition.

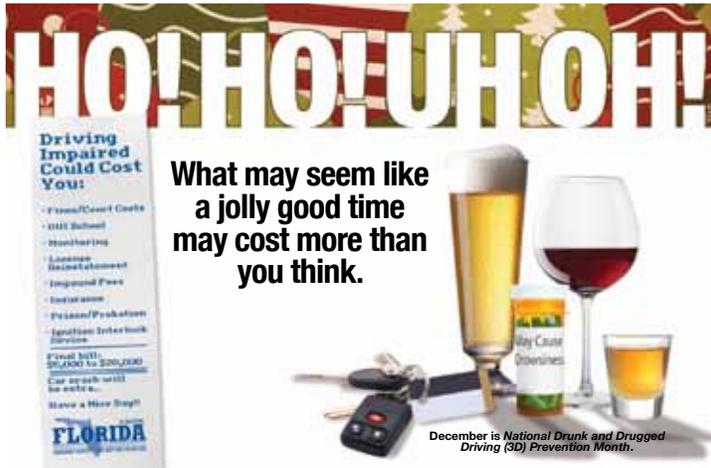
National Association Recognizes DHSMV for Going Digital and Tracking Citations: The National Highway Traffic Safety Administration assessed Florida's traffic records and acknowledged DHSMV for the many enhancements made since their last evaluation in 2006. The team applauded the Department's efforts in electronic reporting of uniform traffic citations and crash reports with encouragement to become 100 percent electronic in reporting. They also recognized Florida as the number one state in the country for accurately tracking and reporting citation data from the point of the issuance of the citation by law enforcement to the final reporting of the disposition on the driver's history record.

PUBLIC SAFETY

International Association of Chiefs of Police/Leadership in Police Organizations: The Florida Highway Patrol sent all supervisors through the International Association of Chiefs of Police's *Leadership in Police Organizations* program. The leadership development program is the result of a grant from the United States Department of Justice and draws upon leadership development research done by the faculty at the United States Military Academy at West Point. The training gave the attendees the tools to facilitate the program in a format that brings our most important issues to light and that equips participants with the tools to address those issues and to prevent future problems. Sixty-three FHP members successfully completed the program.

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FHP Shuts Down Fraudulent ID Makers: The Florida Highway Patrol combined forces with United States Postal Inspectors and the State Attorney's White Collar Crime Unit to shut down three manufacturers of fraudulent identification cards in Palm Beach, Broward and Miami-Dade counties. Officials seized the equipment used to create the illegal documents and made numerous arrests.



DHSMV Focuses on Reducing Impaired Driving: Alcohol and drugs factored into more than 21,000 crashes in 2009, leading to more than 15,000 injuries. Since the holiday season is typically a time of celebration and heightened travel for many who drive to visit friends and family, the governor issued a proclamation to recognize *National Drunk and Drugged Driving (3D) Prevention Month* in Florida. To combat impaired driving, the Florida Department of Highway Safety and Motor Vehicles teamed up with local law enforcement agencies and safety advocates to host a news conference on Dec. 1, 2010, at the State Capitol to discuss the importance of keeping our roadways safe.

Department Employs Technology to Cut Required Training Costs in Half: The Criminal Justice and Standards Training Commission requires all 1,685 sworn members of the Florida Highway Patrol to attend 40 hours of mandatory retraining every four years. FHP divides the four-year training requirement into four, one-year cycles with 421 members attending each year. The FHP Training Academy conducts the training at the Florida Safety Institute located in Havana, Fla.

In an effort to reduce costs and keep troopers on the road, the Department created a new online, instructor-led training program that cuts travel and lodging expense in half. The Patrol estimates that it will save \$220,000 during the four-year training cycle (\$55,000 annually). The Patrol used the new training approach to ensure that all troopers, auxiliary and reserve members complete the mandatory training programs.

Bike Week Task Force Recovers 35 Motorcycles: Department representatives in Deland participated in the Volusia County Sheriff's Department Task Force operations during the Daytona Beach Bike Week event. The task force conducted inspections within the unincorporated areas of Volusia County, and within Daytona Beach, Ormond Beach, Port Orange, New Smyrna Beach, Deland and South Daytona. The task force recovered 35 stolen or altered motorcycles and one enclosed trailer during the nine-day period.

Miami Motorist Services Supercenter Opens: The Department consolidated several of our field offices in the Miami area to one location. The supercenter is located in the Mall of the Americas and provides a convenient way for customers to access a wide variety of motorist services while reducing annual operating expenses. Cost savings of more than \$1.7 million are anticipated over the next 13 years.

Software Enhancements: The Department recently upgraded several software applications that will enhance customer service by allowing motorists to check the status of their driver license transaction online and receive a printed vehicle title in a timelier manner. Additional enhancements assist law enforcement in identifying motorists with temporary license plates.

Teaching Teens to Drive with CARE: Drive With CARE: Courtesy, Attention, Responsibility and Experience, is the Department's teen driving initiative to promote a lifetime of safe driving. In May 2011, Department members in Broward, Hillsborough, Miami-Dade and Palm Beach counties conducted 78 Drive with CARE presentations involving more than 3,800 teens.

DHSMV Teams Up with Military to Promote Motorcycle Safety Awareness: Governor Scott signed a proclamation to designate May as *Motorcycle Safety Awareness Month* in Florida. To bring the topic to the attention of all motorists in Florida, the Department teamed up with Naval Air Stations Pensacola and Jacksonville to host news conferences at both installations. The Florida Highway Patrol gave safety presentations to airmen at MacDill Air Force Base, as well. On May 24, DHSMV representatives spoke about motorcycle safety and answered questions during the Base Commanders meeting at MacDill AFB.

DHSMV Participates in Panel to Discuss Aging Driving Population: Ford Motor Company invited the Department to participate in a roundtable on June 27, 2011, in Tallahassee, Fla., to discuss the aging driver population. A quarter of Florida's licensed drivers are older than 60 years old, and Ford is modifying some of their vehicles to accommodate a growing population of mature drivers. Department representatives talked about the medical review process and how reporting a driver who is medically unfit to drive is kept confidential. They also discussed the state's Silver Alert program.

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WORKFORCE

National Association Bestows High Honor to Executive Director: Florida Department of Highway Safety and Motor Vehicles' Executive Director Julie L. Jones was honored July 18, 2010, when the Airborne Law Enforcement Association presented her with the Robert L. Cormier Award. The annual award recognizes an individual whose personal efforts and actions have perpetuated the professionalism and advancement of airborne law enforcement in public service.

As DHSMV's Executive Director, Jones is responsible for overseeing the operations of the nine fixed wing aircraft used by the Florida Highway Patrol. The aircraft are located throughout the state and conduct daily missions related to traffic enforcement, as well as routine patrol for disabled vehicles and crashes. FHP pilots also assist in drug enforcement details, stolen vehicle recovery, search and rescue, and surveillance flights. As former director of the Florida Fish and Wildlife Conservation Commission's law enforcement division, Jones directed the operations of six helicopters and seven fixed wing aircraft as they conducted a variety of missions, including wildlife and boating enforcement, search and rescue, and other flights in support of public safety and homeland security.

Department Garners Homeland Security Award: The Coalition for a Secure Driver's License, a Washington D.C. based non-profit, presented its Homeland Security Award to the Florida Department of Highway Safety and Motor Vehicles on July 19, 2010. The coalition recognized the Department for advances in driver license security and applying new procedures to confirm the identities of applicants that align with the federal regulations implementing Public Law 109-13. Florida is authorized by the Department of Homeland Security to affix the gold star on their driver licenses and Identification cards, denoting compliance with the 18 Interim Benchmarks of PL 109-13's regulations.

Brian Zimmer, CSDL President, stated, *"The Florida DHSMV has done a first class job of informing Florida residents before the process began and throughout the process of rolling out the new procedures. In particular, the clarity with which the Florida DHSMV's initiative 'Gather, Go, Get' systematically explained what would occur and why it improved the safety of Florida residents should be an example followed by others."*

National Association Awards Two DHSMV Members: On July 22, 2010, two members garnered awards from the American Association of Motor Vehicle Administrators.

■ Deborah Roby received AAMVA's *International Customer Service Excellence Award* for Region II, which includes Florida and 13 other states in the southeast United States, as well as Puerto Rico and the Virgin Islands. The presti-

gious award recognizes the best of the best within each region. The criteria for the award provides for a government employee who is consistently professional, positive, courteous, and friendly. Recipients must serve as a role model and mentor, lead by example, show initiative, and consistently work outside normal parameters of their job class. Roby exceeds the criteria and goes above and beyond on a daily basis in order to serve our internal and external customers in her work as the Motorist Services Liaison.

■ Driver License Examiner Ron Morse received AAMVA's prestigious 2009 International Driver *Examiner Certification Examiner of the Year* award. Annually, the International Driver Examiner Certification Board and AAMVA recognize outstanding examiners through the award. Examiners are selected for their excellence in adhering to the principles and recommended practices of driver examining and for their high level of conduct in their profession. Morse, a 23-year DHSMV member, oversees driver license-related public outreach endeavors for Alachua and Marion counties and administers the commercial driver license examinations to customers in Alachua County. In addition to his assigned job duties, Morse volunteers twice a month as a Certified Child Passenger Safety Technician.

Members Receive Prestigious Training from National Judicial College: Department hearing officers of the Bureau of Administrative Reviews received training from the prestigious National Judicial College. They received advanced instruction in the areas of due process in administrative hearings, dealing with pro se (self-represented parties), field sobriety and intoxilyzer tests, admissibility of evidence, probable cause, motions, ethics, objections and decision writing. The National Judicial College is considered the nation's premier institution for training judges and hearing officers.

Executive Director Presents Top Agency Award to Trooper Oman: On Sept. 2, 2010, Executive Director Julie Jones named Trooper Melissa Oman as the 2010 recipient of the *Executive Director's Award*. Oman earned the award, presented annually, for spearheading the Florida Highway Patrol's search for a new duty handgun, the GLOCK 37 GAP. Not only did Oman's team choose a gun that has been well received, but they did so at essentially no cost to taxpayers. They traded in the old Beretta pistols for the new pistols at no cost to the state, saving nearly \$950,000.

Florida Cabinet Recognizes Komorek as Trooper of the Year: The Florida Cabinet honored Trooper Danyen Komorek on Sept. 14, 2010, when they named her the Florida Highway Patrol's 2010 *Trooper of the Year*. The Florida Petroleum Council developed the *Trooper of the Year* award program 45 years ago to recognize troopers who go above and beyond the call of duty. Komorek is assigned to FHP's Troop G in Jacksonville and has been with the Patrol for 11 years. Her quick actions and heroism saved a man's life.

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Department Earns Award for Outstanding Training:

The Department's Learning and Development Office was named a Learning! 100 award winner. Elearning! Media Group hosts the award program to honor top learning organizations. The award recognizes DHSMV for its learning culture, innovation and organizational performance. The Department's implementation of iLearn, a web-based learning management system, last year was paramount to the success that helped the agency land the award. Through iLearn and the Learning and Development Team's creative work, the Department is able to provide quality online training to more than 4,500 Department members and to more than 3,000 tax collector employees across the state. Online training promotes cost efficiencies as it reduces expenses for training materials, trainers' travel expenses and standard vehicle maintenance.

Inspector General's Office Earns Recognition: The Commission for Florida Law Enforcement Accreditation officially recognized and awarded accredited status to the Department's Office of Inspector General investigative function. The CFA independently evaluated the OIG's investigation policies and procedures against the standards developed by the Chief Inspector General, the Inspectors General Workgroup, and Commission Staff. By meeting these stringent requirements and prescribed standards, the Department is recognized for the consistency and quality of our investigations.

Project T.N.T. Brings Quick Wins and More to Come: Project T.N.T. (Together Navigating Tomorrow) is an exciting and progressive initiative by and for DHSMV members launched in Fall 2010. Its goal is to identify our biggest challenges and best solutions. The Project began with member surveys and regional workshops to identify important issues and cross-divisional teams developed recommendations to improve the agency's performance. By identifying issues that are important to our members, customers and stakeholders, Project T.N.T. is helping DHSMV chart a path that will ensure our continued success.

MADD Names Evans Law Enforcement Officer of the Year: Mothers Against Drunk Driving named Trooper Ronald Evans Jr. as the MADD Law Enforcement Officer of the Year and honored 10 other troopers, along with officers from agencies around the state, at a ceremony held in Orlando. The Florida Highway Patrol also awarded Trooper Evans the Hurd-Smith award for 2011. The award recognizes the trooper who leads FHP in Driving Under the Influence apprehensions for the year. Evans, stationed in Land O'Lakes, made 238 DUI arrests last year. FHP recognized 10 other troopers from across the state for their efforts to remove impaired drivers from the roadways by making more than 100 DUI arrests each in 2010.

Department Awards Medal of Valor: The Florida Highway Patrol awarded Trooper John Sleighter the Medal of Valor, the highest award bestowed by the Patrol, for his actions during an armed confrontation in Madison County near Interstate-10. Sleighter's quick response ensured the safety of himself, the Sheriff's Deputy who accompanied him, and local residents and visitors.

DHSMV Receives Award for Risk Management Efforts:

The Department of Financial Services' Division of Risk Management recognized DHSMV on May 24, 2011, during the annual Loss Prevention Program Awards ceremony. DHSMV received a first place award in the large agency category of Reduction in Claims Frequency for reducing claims by 38 percent during Fiscal Year 2009-2010.

FHP Puts 39 More Troopers on the Roads: The Florida Highway Patrol had 39 new state troopers join its ranks as the 120th Basic Recruit Class graduated from the FHP's Law Enforcement Training Academy on May 19, 2011. The graduation ceremony marked the conclusion of an intensive 27-week training period that prepared them for a career as a Florida State Trooper and instilled the FHP's core values of courtesy, service and protection.

Trooper Earns Award for Efforts to Fight Drug Crimes:

Trooper Adam Heinlein received an award from the Florida Narcotics Officers Association at the 19th Annual Training Conference held May 31 through June 3, 2011. The association selected Heinlein as the award recipient based on his overall achievement in 2010. Heinlein was involved in more than 2,900 arrests, warrants or faulty equipment violations as well as 500 felony arrests, 200 misdemeanor arrests, and more than 400 drug arrests. In addition, he seized more than \$400,000 in contraband property.

Traffic Safety Committee of the Palm Beaches Honors Troopers:

On June 2, 2011, the Traffic Safety Committee of the Palm Beaches honored law enforcement officers with its 26th Annual Traffic Safety Recognition Luncheon in West Palm Beach. Cpl. Marcus Thomas received the distinguished service and special recognition award for his relentless work on a traffic homicide case that took years to bring the suspect to justice. Troopers Sean Laljie, Steven Vershel and William Shogran each received the High Enforcement Awards. Trooper Deanna Martinez received the Driving Under the Influence Enforcement Award for her exceptional work that helped reduce the amount of alcohol-related crashes in the county. Florida Highway Patrol Auxiliary Maj. Pat Bradley and Trooper Robert Mazza received special safety initiatives awards for their work with the Department's occupant protection program.

Performance Measures

Measure	2009-10 Actual	2010-11 Actual	2010-11 Standard
SERVICE DELIVERY – Employ strategies that ensure customer-driven excellence.			
1. Number of motorists assisted by FHP	288,369	268,598	300,000
2. Percent of driver license office customers waiting 15 minutes or less for service (a)	53.7%	48.4%	80%
3. Percent of driver license office customers waiting less than 30 minutes for service (a)	71.4%	65.3%	95%
4. Percent of customer service phone calls answered by the Customer Service Center within two minutes of being placed in the queue (b)	35.4%	23.5%	70%
5. Number of highway crashes investigated by FHP	217,033	209,971	235,000
6. Percent of fatal highway crashes investigated by FHP to all fatal highway crashes investigated by law enforcement in Florida	61.8%	61.5%	60%
7. Percent of traffic homicide investigations completed within 90 days of crash (c)	69.1%	67.2%	80%
8. Percent of calls for service responded to within 30 minutes	69.1%	69.0%	65%
9. Percent of traffic investigation hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	24.8%	24.8%	23%
10. Percent of criminal investigation cases resolved within 30 days (d)	62.2%	31.4%	50%
11. Percent of professional compliance investigation cases completed within 45 days (e)	76.5%	60.2%	80%
12. Number of corrections per 1,000 driver records maintained (f)	6.4	6.7	4
13. Number of driver licenses and identification cards issued (g)	5,192,397	5,110,325	6,200,000
14. Percent of vehicle/vessel titles issued without error	92.0%	94.7%	92%
15. Number of motor vehicle/manufactured home/vessel titles issued	5,104,919	5,361,258	5,750,000
16. Number of motor vehicle/manufactured home/vessel registrations issued	19,496,005	19,197,024	21,300,000
17. Percent of titles issued within three workdays of request	100%	99.8%	98%
18. Percent of motor vehicle, manufactured home and recreation vehicle dealer licenses issued within five workdays of receipt of completed dealer application	99.3%	99.8%	99%
19. Percent of paper titles issued for motor vehicles, manufactured homes and vessels to all titles issued	79.2%	75.8%	80%
20. Percent of biennial motor vehicle, manufactured home and vessel registrations issued to all registrations issued eligible for biennial registration	14.1%	8.0%	6%

continued

Performance Measures continued

Measure	2009-10 Actual		2010-11 Actual		2010-11 Standard	
SAFETY – Protect our citizens’ lives and personal security through service, education, and enforcement.						
21. Florida highway fatality rate per 100 million vehicle miles traveled	1.30		1.25%		1.5	
22. Florida alcohol-related highway fatality rate per 100 million vehicle miles traveled	0.51		0.40		0.58	
23. Florida’s seat belt compliance rate	87.4%		88.1%		85%	
24. Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	51.4%		50.8%		52%	
25. Number/ percent of registered vehicles that meet Florida’s minimum insurance requirements	11,793,676 95.8%		11,114,355 96.5%		N/A 95.0%	
26. Number/percent of driving related sanctions issued to all sanctions issued	127,881 6.6%		115,512 5.8%		130,000 5.0%	
27. Percent of Driving Under the Influence course graduates who do not have another DUI conviction within four years of graduation	91.6%		94.4%		90%	
28. Percent of new manufactured home warranty complaints to new manufactured homes titled	0.61%		0.45%		0.60%	
29. Number of manufactured homes inspected in plants (h)	3,033		3,419		6,000	
30. Number of rebuilt salvage motor vehicles inspected	41,137		46,432		25,000	
31. Number of dealer licenses issued (includes motor vehicle and manufactured home dealers, and manufacturers licenses)	12,844		13,208		12,800	
WORKFORCE – Build an environment that regards our members as our most valuable resource.						
32. Percent of FHP recruit graduates who passed certification exam on initial testing	100%		86.6%		95%	
33. Percent turnover for all FHP troopers and corporals	4.0%		3.1%		7.5%	
34. Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	23.8%		24.4%		25.0%	
PERFORMANCE MANAGEMENT – Take an integrated approach to measure, manage, and improve our organizational performance to further the agency’s mission.						
35. Agency administration and support costs as a percent to total agency costs	5.01%		4.65%		5.00%	
36. Number/percent of non-driving related sanctions issued to all sanctions issued	1,816,137 93.4%		1,863,485 94.2%		2,470,000 95%	
37. Cost per motor vehicle/manufactured home/vessel title issued	\$2.46		\$2.13		\$2.75	
38. Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements (i)	2.69%		2.44%		3.00%	
39. Percent of International Registration Plan Agreement audits completed to all International Registration Plan agreements	4.24%		4.07%		3.00%	

Performance Explanation

(a) Percent of driver license office customers waiting 15 minutes or less for service and Percent of driver license office customers waiting less than 30 minutes for service

– The Department continues to experience a high vacancy rate (almost 20%) among our driver license examiners. This vacancy rate is exacerbated by the continued transition of driver license services to tax collectors statewide. The Department has recently reallocated resources to address this issue.

(b) Percent of customer service phone calls answered by the Customer Service Center within 2 minutes of being placed in the queue

– Call volume continues to exceed the number of available customer service representatives to answer incoming calls. Research has been conducted to identify the most frequent types of calls and actions are being taken to reduce these recurring types of calls.

(c) Percent of highway homicide investigations completed within 90 days of crash

– The complexity of the underlying issues are key factors in the amount of time necessary to complete each investigation. The Patrol recently instituted measures to ensure the thoroughness of all traffic homicide investigations. For example, the abbreviated reporting format has been eliminated to ensure a more comprehensive investigation and investigators are required to maintain constant contact with the victim's family and the State Attorney's Office to provide them with periodic updates on case status. These changes have resulted in increased time required to complete investigations. The Department is planning to train all troopers to perform traffic homicide investigations.

(d) Percent of criminal investigation cases resolved within 30 days

– A review of open criminal cases revealed a large number of investigations that had been completed but the case had never been closed. These cases were formally closed in May. The purging of the old cases greatly skewed the annual figures. The percentage of cases resolved within thirty days for the remaining 11 months was 47.2% or 94% of this measure's standard.

(e) Professional compliance investigation cases completed within 45 days

– Professional compliance investigations are performed by the Office of Inspector General to address allegations of member misconduct, fraud, waste, or mismanagement. The complexity of the underlying issues is a key factor in the amount of time necessary to complete each investigation.

(f) Number of corrections per 1,000 driver records maintained

– The majority of errors on the driver's record are made by or reported by outside agencies (courts and other state motor vehicle agencies). The Department, through a Florida DOT grant, worked with various agencies to identify the causes for errors. Consequently, a two-year plan has been developed to re-write internal systems to reduce citation data error transmissions. The implementation of our new citation inventory system will occur in September 2011.

(g) Number of driver licenses and identification cards issued

– In September 2009, law changes increased driver license fees while also discontinuing the ability to issue both a driver license and an identification card to an individual (in order to comply with the Federal Real ID Act). Since this time, the Department has experienced a reduction in issuance of both types of credentials.

(h) Number of manufactured homes inspected in plants

– For the past several fiscal years, production in mobile/manufactured home plants decreased resulting in fewer homes to be inspected. The Department continues to inspect 100% of all mobile/manufactured homes produced in Florida plants.

(i) Percent of International Fuel Tax Agreement (IFTA) audits completed to all International Fuel Tax agreements

– Productivity (audits conducted) was adversely impacted due to challenges filling vacant positions as well as the complexity of some of the audits performed.

PURCHASES MADE IN EXCESS OF \$35,000 AND NOT IN CONJUNCTION WITH STATE CONTRACTS

APRIL through JUNE 2011

ITEM(S) PURCHASED	VENDOR	AMOUNT
The solicitation was needed to procure printing services for brochures, which are used to educate teens and parents on the Florida's driving laws and driving behaviors to become more aware behind the wheel. ITB# 012-11, Order No. A38FF9.	General Printing & Design, Inc. Southborough, MA	\$45,200
This solicitation was needed to procure handguns for sworn members of Florida Highway Patrol, which are necessary to maintain safety during law enforcement duties. ITB# 006-11 Rebid, Order No. A369A1.	B&H Gun Rack, Inc. Merritt Island, FL	\$143,187
Needed to dismantle and remove a 400-foot self-supporting lighted tower at a Florida Highway Patrol Station in Ocala. ITB# 018-11, Order No. A3C392.	Tower Construction & Technical Services Deerfield Beach, FL	\$45,700
The software procured is needed to upgrade the iWitness hardware currently used in the field to collect photographic evidence from vehicles involved in fatal crashes. Additionally, this software is used as an instructional aid for photogrammetry for the Florida Highway Patrol. Single Source, Order No. A4075B.	DeChant Consulting Services Bellevue, WA	\$97,510
The toner purchased as a result of this solicitation is required for the printers used in Motorist Services and Tax Collectors' offices statewide and is needed to print vehicle tags, decals and titles. ITB# 023-11, Order No. DO2538828.	Discover Group Inc. Brooklyn, NY	\$413,592
The child restraint seats purchased using grant funds are provided to low income families who have difficulty purchasing the items on their own. In addition to the Department's concern for the safety and well-being of the children, Florida's child restraint laws require infants, toddlers and young children to travel in an approved child restraint device. ITB# 025-11, Order No. A3E9F0	Evenflo Miamisburg, OH	\$415,675
The speed measuring devices purchased are used to assist the Florida Highway Patrol in decreasing the number of unlawful speeders, speed related accidents and fatalities, by accurately recording unlawful speeds and issuing citations. ITB# 028-11, Order No. A43438.	Laser Atlanta LLC Norcross, GA	\$100,000

What We Believe...

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!**