

# Department of Highway Safety and Motor Vehicles



## Long Range Program Plan

FY 2007 - 2008 through FY 2011 - 2012

*“Making Highways Safe”*

*September 30, 2006*

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# Agency Mission

## *“Making Highways Safe”*

The Florida Department of Highway Safety and Motor Vehicles develops, maintains and supports a safe driving environment through law enforcement, public education and service, reduction of traffic crashes, titling and registering of vessels and motor vehicles, and licensing motor vehicle operators.

# Department of Highway Safety and Motor Vehicles

## Goals and Objectives

**GOAL #1: Increase safety on Florida’s highways**

**OBJECTIVE 1A:** Reduce the statewide traffic death rate.

**OUTCOME:** Annual mileage death rate on all Florida roads per 100 million vehicle miles of travel.

Baseline 1999-00	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
2.10	1.70	1.65	1.65	1.60	1.60

**OBJECTIVE 1B:** Reduce the statewide traffic crash rate.

**OUTCOME:** Annual crash rate per 100 million miles on all Florida roads.

Baseline 1999-00	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
173	131	130	130	129	129

**OBJECTIVE 1C:** Maintain the average response time to crashes and other calls for service.

**OUTCOME:** Actual average response time to call for crashes or assistance from the motoring public (in minutes).

Baseline 1999-00	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2010-11
26.43	26	26	26	26	26

**GOAL #2: Increase consumer protection and public safety**

**OBJECTIVE 2A:** Assure Florida motorists are capable of driving safely.

**OUTCOME:** Number of examinations administered to motorists.

Baseline 1999-00	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
1,849,868	1,925,949	1,954,838	1,984,160	2,013,923	2,044,132

**OBJECTIVE 2B:** Protect the public from drivers whose behavior proves hazardous.

**OUTCOME:** Number of problem drivers identified.

Baseline 1999-00	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
1,100,883	1,969,116	2,077,417	2,191,675	2,191,675	2,191,675

**OBJECTIVE 2C:** Protect the public from motor vehicle title fraud and auto theft.

**OUTCOME:** Number of fraudulent titles identified and submitted to law enforcement.

Baseline 1999-00	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
423	50	50	50	50	50

\*In FY 03-04 the methodology was revised for this measure and eliminated any overstatement of titles submitted to law enforcement

**OBJECTIVE 2D:** Reduce criminal use of fraudulent identification.

**OUTCOME:** Number of licenses/ID cards suspended, cancelled, and invalidated due to fraudulent activity.

Baseline 1999-00	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
2,356	2,500	2,650	2,800	2,950	3,100

**OBJECTIVE 2E:** Increase public protection from fraud by intensifying criminal investigations.

**OUTCOME:** Number of criminal investigation hours.

Baseline 1999-00	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
40,395	53,141	54,204	55,288	55,288	55,288

**OBJECTIVE 2F:** Assure Florida commercial motor carrier taxes are collected effectively and efficiently.

**OUTCOME:** Ratio of taxes collected as a result of International Registration Program and International Fuel Use Tax agreements audits to cost of audits.

Baseline 1999-00	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
1.79/1	1.73/1	1.73/1	1.73/1	1.73/1	1.73/1

**OBJECTIVE 2G:** Increase motorists' financial responsibility for the damage they cause.

**OUTCOME:** Percent of motorists complying with financial responsibility.

<b>Baseline 1999-00</b>	<b>FY 2007-08</b>	<b>FY 2008-09</b>	<b>FY 2009-10</b>	<b>FY 2010-11</b>	<b>FY 2011-12</b>
84%	96%	96%	96%	96%	96%

**OBJECTIVE 2H:** Provide accurate and timely vehicle dealer licensing system.

**OUTCOME:** Percent of dealer licenses issued within 7 working days upon receipt of completed

<b>Baseline 1999-00</b>	<b>FY 2007-08</b>	<b>FY 2008-09</b>	<b>FY 2009-10</b>	<b>FY 2010-11</b>	<b>FY 2011-12</b>
99%	99%	99%	99%	99%	99%

**OBJECTIVE 2I:** Increase the safety of manufactured home units by ensuring manufacturer's compliance with established construction standards.

**OUTCOME:** Ratio of warranty complaints to new mobile homes titled.

<b>Baseline 1999-00</b>	<b>FY 2007-08</b>	<b>FY 2008-09</b>	<b>FY 2009-10</b>	<b>FY 2010-11</b>	<b>FY 2011-12</b>
1:52	1:100	1:100	1:100	1:100	1:100

# Department of Highway Safety and Motor Vehicles

## Linkage to Governor's Priorities

### #1 – Improve student achievement

Department of Highway Safety & Motor Vehicles Goal #2

### #2 – Reduce violent crime and illegal drug use

Department of Highway Safety & Motor Vehicles Goal #1

### #3 – Create a smaller, more effective, more efficient government that fully harnesses the power of technology to achieve these goals

Department of Highway Safety & Motor Vehicles Goal #1 and Goal #2

### #4 – Create a business climate that is conducive to economic opportunity

Department of Highway Safety & Motor Vehicles Goal #2

### #5 – Help the most vulnerable among us

Department of Highway Safety & Motor Vehicles Goal #1 and Goal #2

### #6 – Enhance Florida's environment and quality of life

Department of Highway Safety & Motor Vehicles Goal #1 and Goal #2

## Trends and Conditions

The Florida Department of Highway Safety and Motor Vehicles has two primary program areas: 1) Highway Safety and 2) Licenses, Titles and Regulation. These programs and the services they provide depend on the significant leadership and support of both the Office of the Executive Director/Division of Administrative Services and the Kirkman Data Center.

DHSMV constantly strives to meet the increasing demands created by a growing population and changing global conditions. All Department services are regularly evaluated to achieve a balance of effectiveness and cost efficiency.

### *Goal I: Increase Safety on Florida's Highways*

This goal directly reflects the Department's mission and includes the Florida Highway Patrol's (FHP) activities. This is accomplished through proactive preventive patrol and enforcement efforts. As the state continues to grow, the rising numbers of motorists and vehicles result in increased demands for law enforcement services. The increasing need for crash and traffic homicide investigations decreases the time troopers are available for preventive patrol on the state's highways. Other significant activities in which troopers engage while providing safety on the highways include, but are not limited to, combating drug smuggling, investigating acts of highway violence including aggressive driving behavior, removing impaired drivers from the road, and assisting the motoring public. FHP also is charged with assisting local law enforcement agencies when requested and providing services under the mutual aid agreement regarding state-level emergency response to natural and man-made disasters.

#### **Statutory Responsibilities**

Section 321.05, Florida Statutes, declares members of the Florida Highway Patrol to be conservators of the peace and law enforcement officers of the state, assigned to patrol the state highways; regulate, control, and direct the movement of traffic; and to enforce all laws regulating and governing traffic, travel, and public safety on the public highways and providing for the protection of the public highways and public property. The statute assigns the following additional duties to the Patrol:

- *maintain the public peace by preventing violence on highways;*
- *apprehend fugitives from justice;*
- *make arrests without warrant for the violation of any state law committed in their presence in accordance with the laws of the state;*
- *regulate and direct traffic concentrations and congestion;*

- *govern and control the weight, width, length, and speed of vehicles and enforce the laws of licensing;*
- *authorized to collect any state fees that may be levied on vehicle operators in order to use state highways;*
- *require the drivers of vehicles to show proof of license, registration, or documents required by law to be carried by motorist;*
- *investigate traffic accidents, interview witnesses and persons involved, and write a report;*
- *investigate vehicle thefts and seize contraband or stolen property on the highways;*
- *assist other state law enforcement officers of the state to quell mobs and riots, guard prisoners, and police disaster areas;*
- *make arrests while in fresh pursuit of a person believed to have violated traffic and other laws; and*
- *arrest persons wanted for a felony or against whom a warrant has been issued on any charge in violation of federal, state, or county laws or municipal ordinances.*

There are 120,376 miles of public roads in Florida. The Patrol's visibility on the roadways contributes significantly to motorists' compliance with traffic laws and helps to provide rapid response to incidents and calls for service occurring on the highways under its jurisdiction.

### **Florida Highway Patrol Priorities**

The priorities of the Florida Highway Patrol are based on its statutory responsibility to provide for safety on the roads and highways of the state. Since its inception in 1939, the Patrol's primary responsibility, as assigned by the Florida Legislature, has been the enforcement of traffic laws.

The Florida Highway Patrol's first priority is to maintain safety on Florida's highways. Troopers accomplish this through frequent patrol and enforcement of traffic laws; by responding to, investigating and clearing the highway of traffic crashes, which provides for the safety of other drivers passing the scene, ensures the rapid treatment of the injured, and provides important data concerning causation factors for crashes. Troopers assist stranded motorists and those in need of assistance for medical emergencies while traveling the state's highways. The responsibility for highway safety also includes interdicting dangerous drugs and contraband, detecting other criminal activities on the highways, and conducting thorough traffic homicide investigations of crashes involving traffic fatalities. Troopers also enhance highway safety by detecting and arresting unlicensed, suspended, or revoked drivers and wanted fugitives. This activity is facilitated by the Patrol's state of the art mobile data terminal system, which provides troopers with immediate access to driver license and criminal records.

The second priority for the Patrol is to protect the public from criminal activities. Criminal investigations are conducted for cases of driver license fraud, odometer fraud, title fraud, identity

theft, vehicle theft, commercial vehicle and cargo thefts, and other crimes over which the Patrol has primary responsibility.

Additionally, the public has a right to expect professional conduct from its law enforcement officers. The Patrol achieves professional conduct by thoroughly training its recruits and providing in-service training to troopers, by investigating citizen and internal complaints against members, and by monitoring data on trooper activities.

### **Florida Highway Patrol Trends & Conditions**

The growth of Florida’s motor vehicle traffic has resulted in an increased number of traffic law violations. These violations include driving under the influence of alcohol or controlled substances, speeding, aggressive driving behavior, and occupant restraint violations, and hazardous moving violations. These violations frequently lead to traffic crashes resulting in fatalities, injuries, and property damage.

Figure 1 illustrates that from 1996 to 2005 the number of licensed drivers increased from 12+ million to 15+ million (24%), while vehicle miles traveled increased from 129+ billion to over 200+ billion (an increase of 55%). During the same time period, the number of tourists visiting Florida annually rose from 36 million to more than 85 million. Each year, almost half of Florida's tourists arrive by personal vehicle while many others rent vehicles after arriving in the state.

**Figure 1**

Year	Licensed Drivers	Vehicle Miles Traveled*	Traffic Crashes	Non-Fatal Injuries	Deaths	Mileage Death Rate**
1996	12,343,598	129,637	241,377	243,320	2,806	2.16
1997	12,691,835	133,276	240,639	240,001	2,811	2.11
1998	13,012,132	136,680	245,440	241,863	2,889	2.11
1999	13,398,895	140,868	243,409	232,225	2,920	2.07
2000	14,041,846	149,857	246,541	231,588	2,999	2.00
2001	14,346,373	171,029†	256,169	234,600	3,013	1.76†
2002	14,604,720	178,680	250,470	229,611	3,148	1.76
2003	14,847,416	185,642	243,294	221,639	3,179	1.72
2004	15,007,005	196,722	252,902	227,192	3,257	1.66
2005	15,272,680	200,974	268,605	233,930	3,533	1.76

\*In Millions.

\*\*Per 100 Million Vehicle Miles Traveled

†The Florida Department of Transportation changed its methodology for estimating vehicle-miles traveled to more accurately capture travel off the state road system.

Source: Department Of Highway Safety and Motor Vehicles “Traffic Crash Statistics Report 2005” and internal data sources.

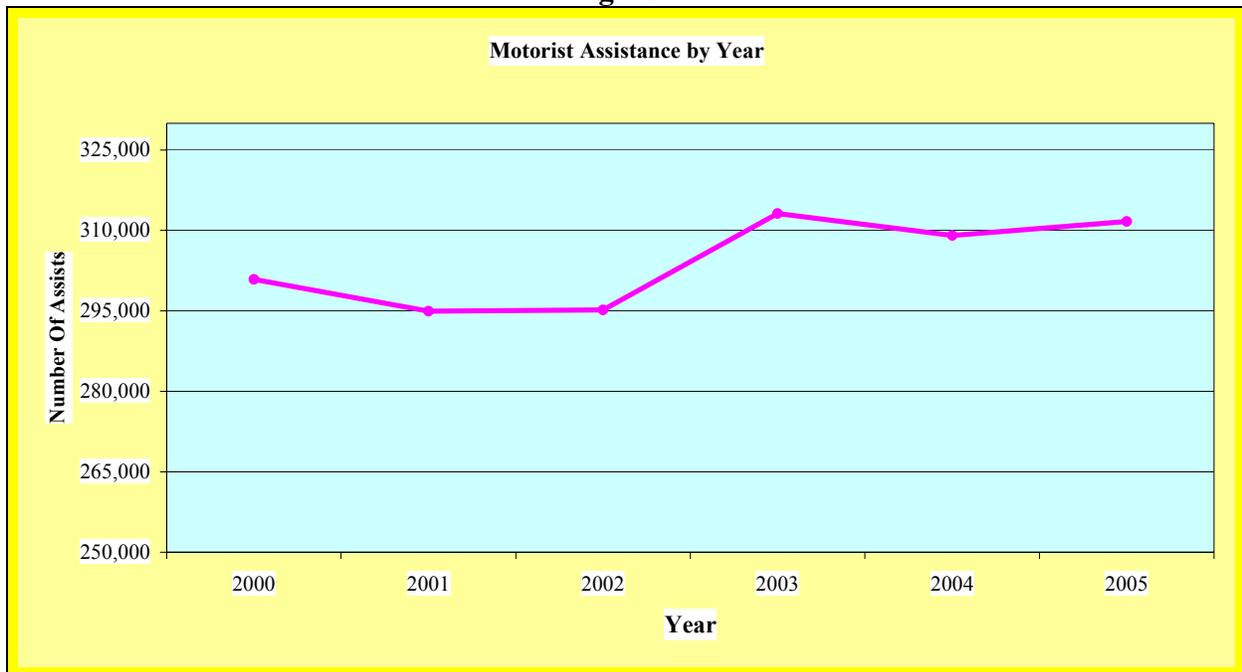
The Patrol addresses highway safety issues in several ways. The most common mode of enforcement is the use of marked patrol cars to patrol the highways. This is augmented by aerial patrol to spot violators; the use of motorcycles to reach crash scenes, which cannot be readily accessed by car; and special enforcement activities such as DUI checkpoints. Canines are used when a traffic stop reveals the probability of drugs in a vehicle.

In an effort to provide for more effective and efficient use of its troopers, FHP has implemented a Community Service Officer program in Hillsborough, Orange, and Pinellas counties. These non-sworn personnel are used to investigate minor traffic crashes and to provide assistance to motorists,

freeing troopers to respond to call for service that require a sworn officer, and providing additional proactive preventive patrol and traffic law enforcement.

In Figure 2 below, assistance rendered by the Florida Highway Patrol grew from over 300,000 instances in fiscal year 2000-2001 to almost 312,000\* in 2005-06, an increase of 4%. Given the recent trend, it is projected that the number of requests for motorist assistance could potentially increase to 314,000 requests in fiscal year 2006-2007.

**Figure 2**



\* Represents assists by Law Enforcement Officers, Law Enforcement Investigators, Law Enforcement Supervisors and Community Service Officers  
Source: Department Of Highway Safety and Motor Vehicles "Trooper Activity Report"

The Florida Highway Patrol is the primary response state law enforcement agency in disaster situations. Through the years, Patrol personnel have responded quickly, professionally, and efficiently to any crisis situation. In 1999, in order to build upon the long history of effective Florida Highway Patrol response to emergency situations, and recognizing the level of tropical storm and hurricane activities in Florida, the Patrol implemented a plan to deploy a 25-person Reaction Force team from each troop. The members of these teams were selected based on their superior abilities and specialized training in crowd control, disaster response, civil unrest, Amber Alerts, etc. In January 2005, members of the teams were utilized in crowd control at the Super Bowl in Jacksonville. Recently, these activities have been expanded to include domestic security. Troopers are becoming increasingly involved in the investigation of identity theft and driver license fraud and are assigned to Regional Domestic Security Task Force (RDSTF) Teams. Recently, RDSTF team members participated in a full-scale training exercise in Weapons of Mass Destruction response, mobile field force and perimeter crowd control, incident command response, and special tactical problems. Teams may work and train along with members of other agencies, as well, in an effort to coordinate combined law enforcement responses.

## **Emergency Operations and Homeland Security**

In July 2003 the Patrol created the Office of Emergency Operations & Homeland Security (OEOHS). The OEOHS coordinates all of the Patrol's homeland security initiatives that include, but are not limited to, homeland security grant funding, homeland security advisory system protective measures, regional domestic security teams, environmental response teams, Continuity of Operations Plans (COOP), personal protective equipment (PPE) distribution and training, dissemination of intelligence, on-site threat/vulnerability assessments, and other issues. The OEOHS has been collaborating with federal, state, local, and private sector partners in the adoption phase of the National Incident Management System (NIMS) and National Response Plan (NRP), which are required by Homeland Security Presidential Directive 5, Management of Domestic Incidents.

During emergencies and disasters, the OEOHS coordinates the Patrol's mutual aid emergency response efforts from the State Emergency Operations Center and serves as a liaison to federal, state, local, and private sector entities. This coordination includes, but is not limited to evacuations, traffic control, road closure information, high visibility patrol, escorts, civil disturbance assistance, nuclear incident assistance, fixed post assignments, search and rescue missions, security missions, and others. During hurricane season 2004, Florida experienced the brunt of four strong hurricanes, Charley, Frances, Ivan, and Jeanne. The OEOHS played an integral part in the coordination and deployment of hundreds of FHP men and women to affected areas to provide assistance with traffic control, escorts, rescue, recovery, security and a myriad of other missions. It is important to note that the Patrol initiated an all hands staffing approach during each hurricane, saturating the highways with nearly 2,000 troopers from Pensacola to Key West. To illustrate, during the evacuation phase for Hurricane Frances, more than 2.5 million residents were ordered to evacuate. This was the largest evacuation in Florida's history, and FHP troopers were on the front lines of evacuating hundreds of thousands of vehicles to places of refuge, which was accomplished in a safe, effective and efficient manner. These hurricanes greatly affected 65 of Florida's 67 counties. During and following the hurricanes, FHP personnel remained on scene with assistance to the public even though some of the FHP members' own homes had been severely damaged as well, and their own families were unsettled in this time of crisis.

During Florida's recent response to Hurricane Dennis in 2005, the Florida Highway Patrol deployed over two hundred troopers to the impact areas of the Florida Panhandle to provide assistance with traffic control, escorts, rescue, recovery, security, and copious other missions as assigned by the Multi-Agency Coordination (MAC) command. Several areas in the Panhandle faced fuel shortages during the evacuation and reentry phases of Hurricane Dennis. The Florida Highway Patrol was instrumental in providing escorts of fuel tankers to governmental emergency response facilities, as well as commercial petroleum businesses, along the evacuation and reentry routes. In addition, less than 24 hours after Hurricane Dennis made landfall, the Florida Highway Patrol played a key role in getting critical items (food, water, ice, and generators) to the impact areas, by way of escorting hundreds of trucks to Points of Distribution (POD) sites. During the evacuation and reentry phases, the Florida Highway Patrol dealt with numerous roadways being closed due to flooding and/or extensive hurricane damage to the roadway infrastructure. Without hesitation, the Florida Highway Patrol opened and closed roadways, identified viable alternate routes, and properly managed huge volumes of traffic with minimum accidents. In addition to the evacuations, the Florida Highway Patrol exemplified the same level of commitment during

the reentry phase of Hurricane Dennis. The reentry plan was designed to assist emergency responders and hurricane relief support personnel into the impact areas. The reentry plan was also designed to assist citizens back into their communities. The Florida Highway Patrol assisted local law enforcement agencies with looting patrols during power outages and security patrols to protect life and property of residents and businesses.

Florida's response to Hurricane Katrina was two-fold. The initial response was to south Florida, specifically Miami-Dade County, where Hurricane Katrina made its initial landfall. Our mission included, but was not limited to, traffic control, security, escorts, and copious other missions as assigned by the MAC. All missions related to Hurricane Katrina were handled by the local troops (Troops E, L & K).

Hurricane Katrina made a secondary landfall in the Gulf Region of the United States. The State of Mississippi requested Florida's assistance via an Emergency Management Assistance Compact (EMAC) agreement. The Florida Highway Patrol deployed 106 troopers to Mississippi. The troopers were deployed in two different waves. In August 2005, the first wave was deployed to Mississippi. Troops D & H's Mobile Command Vehicles were also deployed to Mississippi. Florida Highway Patrol members were assigned to Jackson and Hancock Counties. Their missions included, but were not limited to, traffic control, curfew enforcement, distribution site security, regular patrols, humanitarian aid, escorts, and copious other missions as assigned by the MAC.

The Florida Highway Patrol staffed the MAC on a 24-hour basis. The MAC was located in Harrison County, Mississippi. For approximately two weeks, and on a continuous basis, the Florida Highway Patrol escorted food, water, and ice trucks, as well as fuel tankers, trucks transporting generators and health and medical supplies, from the Florida Department of Transportation (FDOT) Weigh Station (located on Interstate-10 at the three milepost in Florida) to the Stennis Space Station in Mississippi. The Florida Highway Patrol provided security for a stationary fuel tanker that was located at the FDOT Weigh Station. The fuel tanker provided fuel for emergency response vehicles traveling to Mississippi.

Altogether, the Florida Highway Patrol worked in excess of 167,700 hours (including 82,273 overtime hours) to assist the general public and victims of these natural disasters during fiscal year 2005-06.

### **Involvement in Major Public Events**

In addition to its role during natural disasters, the Patrol provides assistance to local law enforcement during periods of civil disorder and during major public events such as the Super Bowl in Jacksonville, Organization of the Americas in Ft. Lauderdale, Daytona Beach's Speed Week, Bike Week, Biketoberfest, African-American Spring Break, NASCAR's Pepsi 400 and Daytona 500, Sound Crafters and other similar recreational events at Panama City Beach, Octoberfest in Key West, Presidential inaugurations in Washington, D.C., Hands Across the Border (with Georgia State Patrol & Alabama Highway Patrol), Gasparilla Festival in Tampa, and the Florida State Fair in Tampa.

## **Drugs, Alcohol, and Criminal Activities on Florida's Highways**

In 2005, there were 23,864 alcohol or drug-related crashes in Florida. The Patrol has given enforcement priority to this problem. In 2005, troopers made 10,661 driving-under-the-influence (DUI) arrests. While DUI arrests are critical for highway safety, the arrest procedures are very detailed and time-consuming to complete, resulting in the use of a large amount of a trooper's non-obligated patrol time. The Patrol is assisted in its DUI enforcement and prevention efforts by Mothers Against Drunk Driving (MADD).

Driving under the influence of alcohol or controlled substances is a criminal offense. In addition, many fatal crashes result in criminal charges. Recognizing the rights of the victims of these crimes, the Florida Highway Patrol has placed victim advocates in Orlando and Davie. Funded by the Victims of Crime Act funds through the U.S. Department of Justice and the Florida Attorney General's Office, these advocates provide crisis counseling and other services. These services consist of providing information about how to contact and work with Medical Examiners, funeral homes, chaplains, state and federal governmental agencies, embassies, consulates and local community resources to the surviving families of innocent victims of traffic crashes and DUI. From October 2000 to June 30, 2006, victim advocates served 17,932 requests for services.

Three key types of criminal activity have emerged during recent years on Florida's highways: the use of the highways by criminals to transport contraband, random violent acts or criminal mischief, and aggressive driving behavior.

The transport of contraband endangers law enforcement personnel as well as other users of the road system. Routine traffic stops can lead to tragedy when drug traffickers are involved. During fiscal year 2005-2006, the Florida Highway Patrol's contraband interdiction efforts resulted in the seizure of more than: 1,216 pounds of marijuana, 151 pounds of cocaine, 1 pound of crack cocaine, 61 pounds of heroin, 1.2 pounds of methamphetamine, 17,000 doses of other illegally possessed drugs, 93 vehicles, and 78 weapons. The value of drugs seized was estimated at \$3.6 million. The value of cash and property seized was estimated at \$2 million. This represents a 21% decrease in drug seizures from the prior year as a result of the highly active hurricane season during which law enforcement officers were drawn off their primary patrol duties to attend to emergency matters. During this same time period, 3,616 drug-related arrests were made as a result of traffic stops by the Patrol.

Troopers are often dispatched to respond to various violent acts or instances of criminal mischief occurring on the state's highway system including, but not limited to: motorists shooting at other motorists in road rage types of incidents; motorists recklessly displaying firearms in a threatening manner toward other motorists; persons throwing rocks or other objects at passing vehicles from interstate overpasses; and individuals vandalizing or stealing items from disabled vehicles left temporarily on highways or other state roads.

Additionally, aggressive driving has been the subject of frequent complaints and coverage in the news media. To combat aggressive driving, FHP has instituted aggressive driving details and is using unmarked vehicles to spot and document cases of aggressive driving. Operation RADAR was an aggressive driving campaign that focused on the South Florida area. The operation was so successful that the aggressive driving campaign was expanded statewide and named Operation

SAFE RIDE. The Operation SAFE RIDE theme has been expanded to include special initiatives related to speed, commercial vehicle enforcement and DUI.

### **Aerial Traffic Enforcement**

The primary mission of the Florida Highway Patrol Flight Section is to provide safe and efficient aerial support to members of the Florida Highway Patrol in meeting the challenge of highway safety and traffic law enforcement. In 2002 the flight section was reduced from 15 aircraft and 13 pilots to 8 aircraft and 9 pilots. Even with a smaller Flight Section and not having an aircraft in every troop we are able to generate high activity. The Flight Section's activity is currently at a five year high with over 42,000 traffic stops generated. Our pilots were able to accomplish this by superior teamwork efforts including alternating shifts, flying where critical services were needed, and working closely with troopers on the ground.

### **Average Response Time**

A shortage of state law enforcement resources has made it difficult to respond as quickly as needed to calls for service, including incidents of highway violence and aggressive driver enforcement. For example, during fiscal year 2005-2006, the Florida Highway Patrol's statewide overall average response time to all calls for service averaged 31 minutes. Response time is influenced by the availability of troopers for immediate response, the distance the trooper has to drive to get to the scene and the level of congestion on the roads. While the Patrol has received thirty-one new positions over the past three years, the positions were designated for specific areas and law enforcement duties.

### **Traffic Homicide Investigations**

Traffic Homicide Investigations (THI) is a major responsibility of the Patrol. Specially trained traffic homicide investigators are dispatched to fatal crash scenes to conduct thorough investigations to determine if criminal negligence has occurred and to conduct criminal investigations needed for prosecution of any criminal charges. Investigations often involve highly skilled crash reconstruction techniques and the use of modern technology to determine fatal crash causation factors and to document the available physical evidence at the scene. With grant funding, the Patrol recently purchased Crash Data Retrieval Toolkits for reading the occupant restraint data modules and has trained personnel on this equipment. Each of the ten troops now has this technology available. Also, the THI section has recently purchased Close Range Photogrammetry systems for each traffic homicide investigator. Additionally, THI investigators have access to Sokia Total Mapping Stations, and Laser Mapping Stations technology for more specific and accurate determination of the details involved in a traffic homicide scene.

### **Professionalism and Public Relations**

Effective law enforcement depends on the public's faith in the honesty and fairness with which enforcement actions are taken. In January 2000, the Florida Highway Patrol began collecting data on the drivers stopped by its troopers. As of July 2005, reports on 3,337,702 traffic stops had been processed. Of the drivers stopped, 82.07% were White, 15.82% were Black, 1.81% were Asian, and .19% were Native Americans. These percentages closely match the percentages

of those racial groups in Florida according to the 2000 Census. Hispanic ethnicity is reported separately from race for each driver. 16.16% of the drivers stopped were identified as Hispanic, again closely matching the percentage reported in the Census.

The public's respect for law enforcement also depends on thorough and fair professional compliance investigations in response to allegations of improper activities identified from within the Patrol and from citizen complaints. The Patrol maintains an Office of Investigations to conduct professional compliance investigations as well as criminal investigations in traffic-related areas such as motor vehicle theft, cargo theft, driver license fraud and identity theft, and odometer fraud. The agency also conducts pre-employment polygraph examinations for applicants to the Patrol and other state agencies. One of the primary means to measure the performance of each organizational unit of the Patrol is through a critical analysis and evaluation system. The Office of Program Planning has been an integral part of this essential agency function through its system of capturing pertinent statistical data and tracking the current status of specific performance objectives, especially our grant funded projects and special programs. In 1996, FHP created the Office of Inspections in order to make direct contact on a regular basis with our field offices throughout the state, to conduct interviews with employees at all levels, observe their physical work environment, inspect administrative files, and analyze data and statistical information that pertain to the operations of each district and troop. This quality control system includes periodic reviews of all the other major components of the organization within the offices of the Bureau of Investigations, Emergency Operations/Homeland Security, Special Operations (Training, Accreditation, Fleet and Property, Promotional Exams, Recruitment, Background Investigations, Polygraph, and Program Planning) and Law Enforcement Support Services (DL Fraud/ID Theft, Public Affairs, Lt. Governor Security, Aviation, Regional Communications Centers, Traffic Homicide, FHP Auxiliary/Reserve, Contraband Interdiction, and Technology/Communications).

The Patrol understands that the public expects and deserves complete quality assurance in the manner in which we carry out our duties on a daily basis, especially at the highest levels of management. To this end, in 2005, the Patrol augmented the duties of the Office of Inspections to facilitate and coordinate its newest internal quality control mechanism – Troop Track. While many police agencies across the nation have adopted the NYPD CompStat Program as a model for similar efforts, Troop Track is not patterned after any of these other programs and was developed to measure specific criteria that are unique for the types of services rendered by FHP. The concept is simple – to continually review organizational performance to ensure optimal efficiency and accountability at all levels within the organization, especially at the top. At least once each year, troop commanders are required to deliver a formal presentation to the FHP staff and provide it with a comprehensive analysis of actions they have taken to meet specific goals and objectives of the agency. Commanders are evaluated on their individual management and leadership skills and ratings are scored for the purpose of measuring their troop's progress in the attainment of the prescribed goals. Through this forum, the Patrol is able to quickly re-calibrate its response in targeted areas of the operations where improvement is needed to ensure consistency and continuity in the delivery of the highest quality of services rendered to the public.

### **Fleet and Property**

The Fleet & Property Office oversees the purchase of all vehicles by the Florida Highway Patrol. This includes police vehicles, K-9 vehicles, vans for radio technicians, non-pursuit sedans, police

motorcycles, trailers, and other specialty vehicles. In fiscal year 2005-2006, FHP purchased 445 vehicles. The Patrol is constantly looking at the latest technologies and innovations to improve our troopers' work environment, especially in the area of safety. We have added side impact air bags to all Ford Crown Victoria Police Interceptors (CVPI's) since 2003. All Ford CVPI's, regardless of age, have suspension shields and the Ford CVPI Trunk Pack Module in order to reduce the risk of a puncture to the fuel tank in a collision. Additionally, since it became available with the 2006 model, all purchased CVPI's have the Ford Fire Suppression System to reduce the risk of injury and/or death from fire as a result of a high speed rear-end collision.

The Florida Highway Patrol recently began implementing a change in its emergency warning system on their police vehicles. Previously, all emergency lighting was blue. After considerable investigation into the matter, including demonstrations, FHP decided to add red emergency lighting because it is more visible during daylight hours than blue. Conversely, the blue lighting is more visible during nighttime hours. The advanced system purchased by FHP automatically detects lighting conditions and displays the correct lighting without input from the operator. This lighting system was developed in a collaborative effort between FHP and lighting industry manufacturers in order to make our vehicles more visible to passing motorists, thereby reducing crashes, which reduces property damages, injuries, and possibly deaths.

### **Professional Hiring Process**

The Florida Highway Patrol maintains an ongoing hiring process. This process allows applicants to enter the selection process any time of the year. Due to the volume of applicants, the Florida Highway Patrol Background Investigations Section conducts monthly pre-employment testing to applicants meeting minimum qualifications. FHP tests in Miami, Orlando and Tallahassee.

Applicants for the position of a Florida Highway Patrol member must meet minimum standards:

1. Be at least 19 years of age.
2. Be a citizen of the United States.
3. Be a high school graduate or its equivalent.
4. Have one of the following:
  - A. One year of sworn or non-sworn law enforcement experience, or
  - B. Two years of active and continuous military service, or
  - C. Two years of public contact experience, or
  - D. Successful completion of 30 semester hours or 45 quarter hours at an accredited college or university.

The pre-employment written test utilized by FHP is only administered to those applicants who meet the initial criteria above. All costs associated with the pre-employment written test are borne by the applicant. Other tests administered to those who passed the written test are: polygraph test, psychological test, eye exam, and physical exam. The psychological examination shall include, and is not be limited to, intelligence evaluation, personality evaluation, social evaluation, psychopathology, motivation, maturity, crisis and conflict handling, attitude, work relations, and approach to police functions.

Applicants that fail any portion of the application process are removed from the process. Applicants who successfully complete each step of the application process are then assigned to a

background investigator. The background investigation includes the following, pursuant to Section 943.133, Florida Statutes: neighborhood check, previous employment check, criminal history data checks (N.C.I.C./F.C.I.C. and local agency networks), military service, applicant questionnaire, driver's license check, personal references (verification of at least three), credit bureau check, educational background, discrepancy interview, controlled substance testing, and fingerprints.

The background investigator completes a written report and forwards it to the local Troop Commander, who reviews the investigation and makes a recommendation on the applicant. Applicants who are disqualified during the initial screening of their supplemental application, the results or findings of the polygraph screening or the background investigation, may appeal their disqualification in writing. An Executive Staff Review Committee reviews the request and will render a final decision. The members of the committee are the Chief of Investigations, the Deputy Director of Law Enforcement Special Operations, and a Deputy Director of Field Operations or their designee.

Applicants who successfully complete all stages of the application process are placed into one of two groups, those possessing at least one of the following preferences and those who do not possess any of the following preferences: college education of at least 60 semester or 90 quarter hours at an accredited college or university, at least 24 months of active military service; current Florida law enforcement certification; other qualifications determined by the Director. Within each group candidates are ranked by their final score on the pre-employment written test. Selection for inclusion in the next FHP recruit Academy is made from the list of possible candidates based upon placement on the list and the presence or absence of any of the preference qualifications.

FHP follows a strenuous application procedure to ensure that only the best qualified applicants are approved for a position within the Patrol. Application and selection information is detailed in the following chart. Information is listed for the past three full calendar years and the first six months of 2006.

<b>Calendar Year</b>	<b>Applications Received</b>	<b>Applicants entering process</b>	<b>Applicants Hired</b>
2003	3111	1131	67
2004	5173	1597	196
2005	4512	1271	57
2006 (6 months)	2913	589	52

Chapter 943, Florida Statutes, requires any employed law enforcement officer in the state of Florida to have successfully attended a Criminal Justice Standards and Training Commission (CJSTC) basic recruit course at a CJSTC certified training academy. The FHP Academy is a CJSTC certified training center and is employed to train currently employed troopers and certifies new employees as law enforcement officers for employment as state troopers.

### **Training Academy**

The FHP Academy trains new troopers in a mandated 760-hour basic law enforcement course. Additionally, new troopers receive an additional 320-hour basic trooper course that is FHP

specific. Upon graduation, new troopers receive a minimum of 10 weeks of field “on-the-job” training in their assigned counties. This FHP Academy training program ensures that all troopers are professionally trained and certified according to statutory and agency requirements. Also, new troopers attending the FHP Academy have been dispatched to assist other state and local law enforcement agencies during hurricane disasters and crime scene searches for evidence while still attending basic recruit training.

The FHP Academy is responsible for all training programs within FHP. Troopers receive continued job-related, specialized, and advanced training in a variety of topics to include driving, legal updates, Weapons of Mass Destruction, Professional Traffic Stops, CPR, firearms and many other job related topics. The FHP Academy also provides advanced and specialized training to officers of other state and local law enforcement agencies who do not have the resources to sponsor this type of training such as Traffic Homicide Investigations, Radar and Laser certification. This further enhances highway safety by ensuring officers of other state and local agencies are well trained.

Additionally, the FHP Academy provides enhanced training to members of the FHP Auxiliary. This is a group of approximately 400 volunteer officers who ride with troopers on patrol. Through the enhanced duties training program, these officers are trained to assist FHP troopers by patrolling the interstate highways for disabled motorists. Moreover, these enhanced trained members are trained and authorized to investigate minor traffic crashes that do not involve criminal arrests. This training program enhances highway safety by increasing highway visibility of FHP and it allows full-time troopers to be more available for more serious calls for service.

In December 2005, the FHP Academy relocated to a new facility on the campus of Tallahassee Community College Pat Thomas Law Enforcement Academy at Midway, FL, south of Quincy, FL. In 2002 the FHP Academy and the Tallahassee Community College Pat Thomas Law Enforcement Academy endeavored to realize a goal to consolidate training resources. This was mostly an effort to reduce the drain the now old buildings of the FHP Academy in Tallahassee was causing on the Department of Highway Safety and Motor Vehicles’ (DHSMV) budget for repairs and upkeep. That year, the 2002 Legislature appropriated the needed funds (\$8 million) for construction of a new facility on the campus of the Pat Thomas Law Enforcement Academy in Midway, Florida. This new facility provides for Academy training and housing for several state and local law enforcement agencies.

The architecture of the new FHP Academy at the Pat Thomas Law Enforcement campus allows FHP to maintain its paramilitary protocol in the confines of its own area and classrooms. The administration building houses the FHP Academy office staff, store, and museum. This new facility has a wealth of resources that enhance the FHP Academy’s training efforts such as a mock courtroom, a mock dispatch training room, a computer lab, and individual dorm rooms (each with its own bathroom, TV with cable, and wireless internet access).

When the new facility was completed and ready for occupancy, the 111<sup>th</sup> recruit class was moved mid-term from the old academy facility to the new one. The 111<sup>th</sup> recruit class graduated on January 12, 2006, ending the old and beginning a new tradition at PTA. FHP will continue to train its new and current employees with the most contemporary resources available. The new

FHP Academy and the resources provided by the Tallahassee Community College have truly enhanced the effectiveness of the training program.

### **Accreditation and Policies**

The FHP Accreditation and Policy Section provides support to the Field Operations Commands in three areas: maintenance of written directives, maintenance of law enforcement accreditation status, and oversight of the forms used by Patrol members.

The Patrol's written directives system consists of a series of manuals and plans that provide policy and procedures for members to use in the performance of their duties. The Accreditation and Policy Section is responsible for the maintenance and distribution of the FHP Policy Manual and provides assistance to other components in maintenance of Specialty Manuals. The directives require constant updating due to a number of conditions such as statutory changes, court decisions, new technology, and new or revised accreditation standards. Currently, a hard copy of the FHP Policy Manual is maintained by each sworn member and additional copies are maintained in FHP facilities for reference by non-sworn members. The complete manual is also maintained on the Internet and is accessible to all members and the general public. As Internet capable computers have become available to all members, the elimination of the hard copies is a short-term goal of the Accreditation and Policy Section. Consideration is being given to purchasing software that will permit the Patrol to electronically notify members of revised policies and track the members' review of those policies.

The Florida Highway Patrol is accredited through the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) and the Commission for Florida Law Enforcement Accreditation, Inc. (CFA). Maintaining our accreditation ensures that the Patrol conforms to the most current law enforcement standards. CALEA has recently published the 5<sup>th</sup> Edition of its standards manual. This new manual contains a number of significant issues that the Patrol will have to address prior to its next on-site assessment in August of 2007. A number of directives will need to be written or revised in the 2006/2007 fiscal year. There are also issues of ensuring that as the use of electronic technology replaces older hand completed forms, the procedures written into the technology allow for continued documented compliance with accreditation standards.

In the spring of 2005, responsibility for the maintenance of FHP forms was moved to the Accreditation and Policy Section. The Section has been very aggressive in updating old forms, developing new forms, and formally adopting a number of forms that have been used for years. But the biggest effort has been dedicated to creating electronic forms that can be filled out on a computer, saved, and attached to emails. The intent of producing electronic versions of forms is to eliminate as much as possible the printing of forms, shipping of forms to and from Tallahassee, and facilitating the collection of data contained on the forms. Each of those tasks has costs associated with them that will be reduced as the program progresses.

### **Program Planning**

FHP's Office of Program Planning (OPP) recently took the lead in a statewide effort to capture and record all seatbelt violations issued by law enforcement agencies throughout the state of Florida. OPP informed agencies of the statute, created forms and databases, consulted with

agencies, and produced the required statistical report(s). In accordance with Section 316.614(9), Florida Statutes, the information captured indicates the race and ethnicity of the violator. The first Seatbelt Violation Data Annual Report, issued in February 2006, documented almost 59,000 records in a unified effort of data collection from over 380 agencies.

OPP is in the process of transitioning from a manual to an electronic data collection system. The first function rolled out was the traffic stop reporting system. Traffic stops are now captured via mobile computer terminals and stored on servers for retrieval. High on the unit's priority list is a long sought after goal of having a paperless Weekly Report of Daily Activity (WRDA) reporting system, which ties directly into the Trooper Activity Reports that are produced on a monthly, annual and ad hoc basis. Currently, the WRDA is a paper form a trooper uses to record duty hours and activities performed during a shift and the OPP Reports and Records section receives over 400,000 of these forms annually for processing, auditing and data entry. In the near future, FHP's computer aided dispatch system will track and capture this information. Electronic submission will streamline the entire WRDA process by eliminating all paper forms, manual editing, and data entry. Turnaround time for retrieving data will be almost instantaneous, thereby eliminating a three-week processing timeframe.

OPP supports FHP's goal of "Making Highways Safe" by providing oversight and administration of Operation SOAR (Statewide Overtime Action Response). SOAR is an aggressive overtime enforcement program that focuses on speeding, aggressive driving, DUI and other traffic violations, especially around major holiday periods. OPP coordinates the distribution of funds for the 10 troops, creates instructional memorandums, data collection forms and spreadsheets to track activity and expenditures. OPP also coordinates with other DHSMV entities such as Personnel, Budget and Payroll. OPP produces monthly and annual reports of activity. In 2005, SOAR enforcement produced 128,907 citations, 493 DUI arrests, 42,166 warnings and provided 12,587 motorist assists.

Also, the OPP will be providing oversight and administration of a new program called COPP (Court Overtime Pay Program). COPP is modeled after the successful SOAR overtime program; however, all the activity takes place in the courtroom, where troopers are allowed to work overtime for court hearings on traffic matters. OPP has been charged with the coordination, administration, and distribution of funds for each troop throughout the state, as well as the capturing and tracking of COPP hours and activity.

Finally, another area that has changed significantly in recent years concerns the Hireback program. This program continues to grow year after year. The Hireback program involves troopers working special enforcement projects at construction work zones, toll booths, HOV (High Occupancy Vehicle) lanes, the Sunshine Skyway (suicide detail), and rest areas (security). OPP has provided oversight and administration of this program since its inception in 1994. The Hireback administrative workload for OPP has increased from having a few dozen projects per year to over 90 in 2005.

### **Utilizing Technology**

In 2004 the Patrol completed a three-year project to place mobile data computers (MDT's) in patrol cars. These computers will continue to increase trooper productivity by decreasing the amount of time required to complete reports. They also reduce the workload for duty officers by allowing

troopers to make computer checks of driver licenses and vehicle registrations directly through the computer rather than having to request the information over the radio. A dispatch function allows dispatch communications through the computers instead of the radio, allows troopers to view all active calls, and allows troopers to dispatch themselves in response to calls for service. Knowing where all activity is taking place allows troopers to provide more effective and rapid backup when required. In addition to messaging, the software SmartCop provides a record management system. This has enabled electronic crash reports, booking reports, uniform traffic citations, warnings and correction notices as well as traffic stop data reports.

In January 2006, the Patrol began changing out the laptop and printer platforms in the patrol vehicles to provide a more robust solution. All ten FHP troops were installed with the new laptops by the end of May 2006. The Patrol migrated to rugged laptops, which are equipped with built-in GPS (Global Positioning System), WiFi and Bluetooth wireless capabilities. The new system has a touch screen and a backlit keyboard and is voice activated to allow a trooper to speak plain English to the device and get data returned without being distracted. The Patrol replaced the thermal printers and migrated to inkjet printers that use plain paper due to the Clerk of Courts offices not being able to scan the thermal paper effectively. The new solution allows a trooper the ability to remove the MDT and printer from the vehicle and continue with reports in the patrol stations or in local jails while booking criminals.

During fiscal year 2005-06, the Patrol upgraded the server hardware that runs the Computer Aided Dispatch (CAD) and the Mobile Data Terminal (MDT) systems. The upgrade was necessary for the increased functionality provided by the software platforms. The new upgraded CAD software provides operators the use of mapping to view the calls for service and trooper locations on the road as well. It also provides the ability to dispatch from a map to plot accurate locations. Upgrades to the MDT software were made as well to provide Automatic Vehicle Location (AVL) integrations so units could display their location to dispatch and other units. It also provided, through integration with Microsoft MapPoint, a manner to display routes to call locations providing troopers with clear directions and help to decrease response times.

During fiscal year 2005-06 the Patrol also integrated its Records Management Systems (RMS) with the LiNx Data Sharing Project in northeast Florida. Our data, as well as the data from the other 32 agencies participating in the region, is now available for the officer on the road and for analytical purposes to solve crimes and help combat possible terrorist attacks.

Keeping up with the increasing demand for services requires the Florida Highway Patrol to have state of the art communications equipment and adequate dispatch personnel. The Patrol is joined with other state agencies using a 800 MHz (megahertz) radio system. This radio system has alleviated the problems caused by the limited capacity and capabilities of the previous highband radio equipment. In May 2006 the statewide 800 MHz system was finally completed. The Patrol now has one seamless communications system.

The Patrol's dispatch services are consolidated into seven regional communications centers: Tallahassee, Jacksonville, Tampa, Orlando, Ft. Myers, Lantana, and Miami. These centers provide dispatch services not only to the Patrol but to units of several other state law enforcement agencies: Department of Transportation, Motor Carrier Compliance Office; Department of Law Enforcement, Investigations and Division of Capitol Police; Florida Department of Legal Affairs, Medicaid Fraud Control Unit; Department of Financial Services,

Insurance Fraud and State Fire Marshal, Bureau of Fire and Arson Investigations; Department of Professional and Business Regulation, Division of Alcoholic Beverages and Tobacco; Department of Environmental Protection, Division of Law Enforcement; and the Department of Agriculture and Consumer Services, Office of Agricultural Law Enforcement.

Through programs such as \*FHP (star FHP), which allows motorists to contact the Patrol by cellular telephone, at no cost, to report emergencies or dangerous drivers, the Florida Highway Patrol is taking advantage of new technologies and developing public/private partnerships to enhance public safety. FHP has installed the Highway Advisory Radio Project (low-power radio transmitters) at the state's welcome centers to broadcast safety messages and apprise drivers arriving in the state of road conditions and emergency situations. In November 2005, the Patrol integrated its Computer Aided Dispatch (CAD) system with the Florida Department of Transportation (FDOT) i511 Traffic Information System. This system provides real-time information to the public about traffic conditions that would effect delays in their travel. Florida was one of the first states to accomplish this task in which a law enforcement system was integrated with a system outside of the law enforcement environment.

The Florida Highway Patrol website ([www.fhp.state.fl.us](http://www.fhp.state.fl.us)) provides a wide variety of information for the public. Individuals now can visit the site and obtain information about traffic crashes, traffic conditions, road closures, and other current incidents in each of the Patrol's ten troops. In March 2006, the Patrol integrated mapping into its traffic conditions website to show travelers visually where traffic congestion is an issue. The site also provides a link to the Florida Department of Transportation's report of road conditions and construction projects.

In 2005, the Patrol made significant advancements in its evidence/property (E/P) management and control system. E/P custodians from all troops received training on a new computer software system that is being used to track evidence/property in all of the Patrol's 32 E/P rooms around the state. The new software, known as iEvidence, is a one-of-a-kind, state of the art program that was specially designed for FHP. Rather than purchase a generic product "off the shelf," the Patrol opted to have a software program that is tailor-made for its specific operations. The new tracking system includes a bar code scanner and printer in each troop that will greatly improve the speed, efficiency, and accuracy in tracking the chain of custody and current status of all evidence/property from the point of seizure to final disposition. As with other major milestones such as mobile data terminals (MDTs) and the 800 MHz radio system, the new computerized system helps to bridge one more technology gap for the Patrol. From a crime or crash scene, troopers are now able to instantly enter all the data on their MDTs, print out their E/P receipts, and notify the E/P custodian electronically that evidence/property is pending submission into the E/P room. In conjunction with the implementation of this new computer technology, the Patrol recently implemented a modern revision of all of its E/P policies and procedures to give troopers a clear and coherent guide as to their individual responsibilities in the handling of evidence. These new policies are much more progressive and comprehensive, providing for greater accountability and integrity throughout the Patrol's E/P control function.

### **Justification of Outcome Projections**

The major purpose of traffic law enforcement is to reduce the costs and personal tragedy involved in traffic crashes. The crash rate (number of crashes per 100 million vehicle-miles traveled) and the death rate (number of traffic fatalities per 100 million vehicle-miles traveled)

are measures of the number and severity of traffic crashes. Vehicle-miles traveled are used to standardize the measure because they reflect changes in the exposure to potential traffic crashes from one year to another. A vehicle-mile is one vehicle traveling one mile during the year.

These measures apply to the state as a whole. It is impossible to separate the effect of the Florida Highway Patrol's traffic enforcement from that of other law enforcement agencies. The target for the mileage death rate was chosen to reduce Florida's rate to the level of the national rate within five years. The crash rate reduction was based on a reasonable expectation based on past trends. In 2005, Florida's death rate for every 100 million miles driven increased from 1.66 in the previous year to 1.76. The increase in traffic-related deaths has partly resulted from the increased number of visitors (85+ million) to the state; the increase in the state's population (17+ million); and the rapid growth of traffic volume in most areas of Florida. The Florida Highway Patrol, its law enforcement partners, and public safety agencies and advocates play a critical role in the effort to curb the number of injuries and deaths associated with automobile crashes in Florida. Law enforcement agencies statewide have conducted Click It or Ticket campaigns that incorporate zero-tolerance enforcement of safety belt laws with a special emphasis on teens. In addition, law enforcement partnerships with MADD (Mothers Against Drunk Driving) and similar organizations have proven to be effective in the fields of legislation and public awareness. Moreover, strict enforcement of D.U.I., speed, and other dangerous violations, coupled with paid advertising and the support of governmental agencies local coalitions and school officials, are positive contributions toward making Florida's highways safe.

## ***Goal II: Consumer Protection and Public Safety***

The Department's motor vehicle and driver licensing services are committed to protecting the motoring public consumers through innovative and cost-effective technology. Acceptable driver behaviors and competencies are the greatest contributors to a safe driving environment. Driver license and motor vehicle fraud is a significant contributor to erosion of the economy and endangers the security and rights of Florida's citizens. The demand for licensing services continues to increase dramatically due to population growth. Processing procedures have increased due to revisions of driver licenses requirements. Utilizing the latest technology available, providing customer service training for all employees, and designing efficient public service offices are examples of ways the Department meets the challenge of providing exemplary customer service in a rapidly changing environment.

### **Statutory Responsibilities**

The Department's responsibilities for driver licensing and driver improvement are established in Chapter 322, *Florida Statutes*. This section assigns the following duties to the Department:

- *assure driver qualifications prior to issuance of a license, using knowledge and skills tests appropriate to the types of vehicles involved;*
- *periodic re-testing to assure continued basic competency;*
- *improve the behavior of drivers who prove themselves unsafe through repeated traffic violations;*
- *maintain lifetime records on each licensed driver;*
- *remove or restrict driving privileges when problems are identified;*
- *administer various private sector treatment programs; and*
- *assure driver identification and legal presence in the United States prior to issuance, coordinating the verification process with the FBI, Bureau of Citizenship and Immigration, and the Florida Department of Law Enforcement*

The driver license service is also responsible for administering Florida's statewide Uniform Traffic Citation system as established in Chapter 318, *Florida Statutes*, and enforcing financial responsibility of motorists as established in Chapters 324 and 627, *Florida Statutes*. The Department's motor vehicle program derives statutory responsibilities from Chapters 207, 317, 319, 320, and 328, *Florida Statutes*.

Chapter 207, *Florida Statutes*, establishes a tax for the privilege of operating any commercial motor vehicle upon the public highways of Florida and provides the Department authority to audit commercial motor carriers to ensure proper payment of fuel tax.

Chapter 317, *Florida Statutes*, extends the authority and responsibility to title all terrain vehicles and off highway motor vehicles (ATVs and OHMs).

Chapter 319, *Florida Statutes*, extends the authority and responsibility of the Department's motor vehicle program to create title certificates of ownership for motor vehicles and motor homes.

Chapter 320, *Florida Statutes*, extends the authority and responsibility to the Department to:

- *create motor vehicle, mobile home and trailer registrations (license plates);*
- *regulate the sale and use of handicapped placards;*
- *issue and enforce motor vehicle dealer, manufacturer, distributor, and importers license;*
- *license and regulate mobile home manufacturers and train mobile home installers; and*
- *register commercial motor carriers for tax purposes.*

Chapter 328, *Florida Statutes*, extends the authority and responsibility for the issuance of titles and registrations for vessels owned in the state.

### **License Titles and Registration Priorities**

The top priorities for the Department's driver licensing service are to assure that Florida's motorists are capable of driving safely and to verify license holders' identification. In an effort to protect the public, driver license applicants are tested and if they have a driving history it is evaluated to identify any dangerous driving habits. The driving records of Florida licensees are monitored regularly. The Department requires, as established in law, that those who demonstrate hazardous driving behavior are accountable for their actions through driver license suspensions, revocations, cancellations or disqualifications, and hearings. Motorists who do not drive safely are properly identified and held responsible for the consequences of their actions.

For most people, purchasing a motor vehicle or vessel represents a large investment. The primary reason for the issuance of a title is to protect this investment and to protect ownership rights. A title is a secure, valuable, negotiable legal document that provides prima facie evidence of ownership and as a means for the conveyance of ownership rights to another person it is a valuable document. Therefore, the Department's motor vehicle services make prevention of vehicle title fraud a top priority.

### **Driver Licensure - Trends & Conditions**

"Creating a Safer World for Florida Residents and Visitors through Education, Safety and Enforcement" is the goal of the Division of Driver Licenses. This requires a strong commitment to safety, efficiency and courtesy while addressing two long-term trends affecting Florida's future: population growth and an increasing number of drivers who require special attention.

## **Safety and Security**

Recent events and trends have added new issues to those traditionally associated with driver licensing thus redefining our safety role. Responsibilities have expanded to include security services relating to anti-terrorism, identity theft, legal presence in the United States, and privacy of government records.

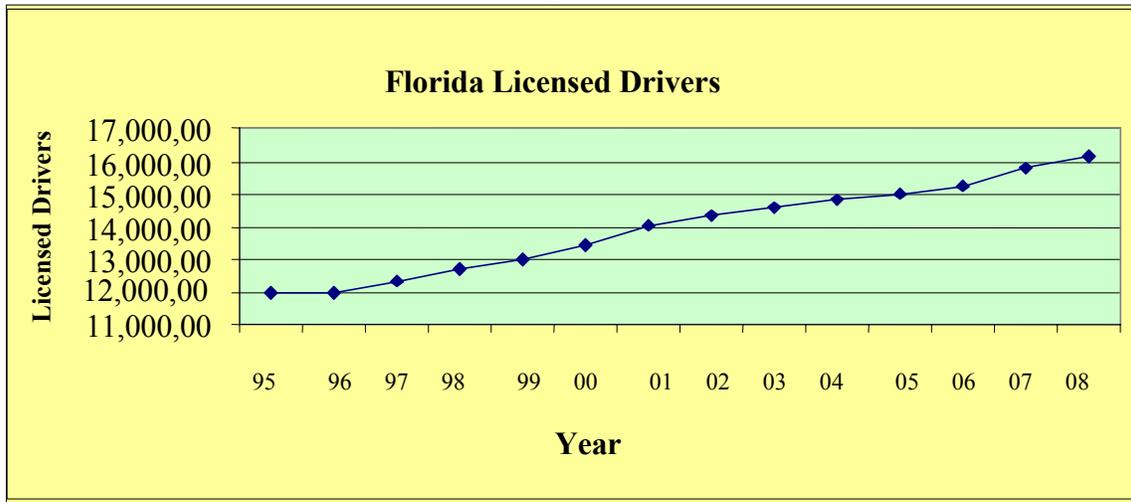
The anti-terrorism effort affects driver licensing in several ways. The federal USA Patriot Act calls for state driver licensing agencies to collect fingerprints and apply security check measures to all commercial vehicle drivers authorized to transport hazardous materials. Seaport security credentialing has also been made a part of the Division of Driver Licenses (DDL) responsibilities. The anti-terrorism effort often involves issues of identity, current whereabouts, and legal presence of persons in this country. In fiscal year 2006-07, the Department was awarded Domestic Security funds from the Florida Department of Law Enforcement in an effort to improve the integrity and authentication features of personal identification systems and documents to reduce the potential for identification fraud. To help law enforcement respond on these and other issues, the Department has implemented a new investigative tool - the Driver And Vehicle Information Database (DAVID) – that provides instant, integrated access to all driver and vehicle information contained in its records.

Identity theft and other crimes involving fraudulent use of driver licenses as the primary identifying document are growing issues that the Department addressed with a major overhaul of the driver license and ID card issuance system. The new license and ID cards are as tamperproof as current technology allows. Security features for the new digitized system include multiple layers of network security and application access, the use of one or more biometric identifiers and the scanning of identity documents. These security features will prevent the inadvertent issuance of fraudulent driver licenses, verify the identity of individuals receiving a license or identification card, and provide assurance that licensees do not pose a domestic security threat or public safety concern. Over 8.5 million of the new licenses and identification cards have been issued as of June 30, 2006, and the remaining previous license style will be phased completely by 2014. Procedures for verification of legal identity and presence in the United States have also been greatly strengthened in recent years.

Several strategies have been deployed in an effort to meet the challenges of accommodating the increased driver population and fulfilling the many new functions being expected of driver licensing services. One strategy is to focus on the drivers who require special attention – new drivers, problem drivers, and those with abilities in decline - rather than those that drive safely, by reducing the frequency of interaction with the Department.

On the following page, Figure 3 illustrates a 27% increase in the number of licensed drivers within the last decade. Currently, there are more than 15 million customers requiring driver licensing services. This total is expected to increase to over 16 million by 2008.

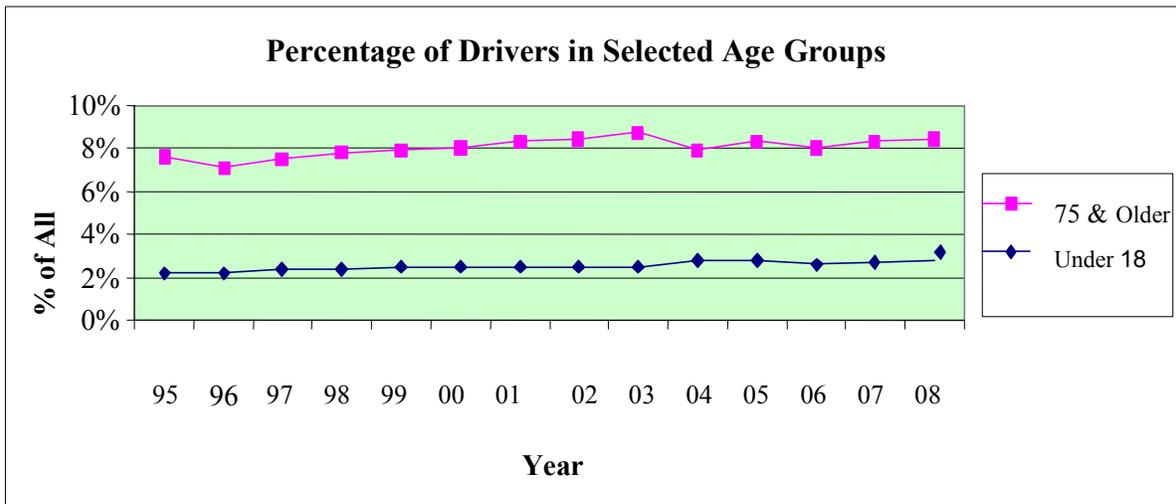
Figure 3



Source: Department Of Highway Safety and Motor Vehicles, Driver License Production Database

Figure 4 illustrates the increase in the youngest and oldest segments of the driving population over the past decade. The numbers of drivers in these age groups grew at twice the rate of the general driving population. Both groups, for different reasons, represent drivers whose safe driving abilities warrant closer attention than most. This generates a particular need to strengthen the licensing program's fundamental role of testing and monitoring driver qualifications.

Figure 4



Source: Department Of Highway Safety and Motor Vehicles, Driver License Production Database

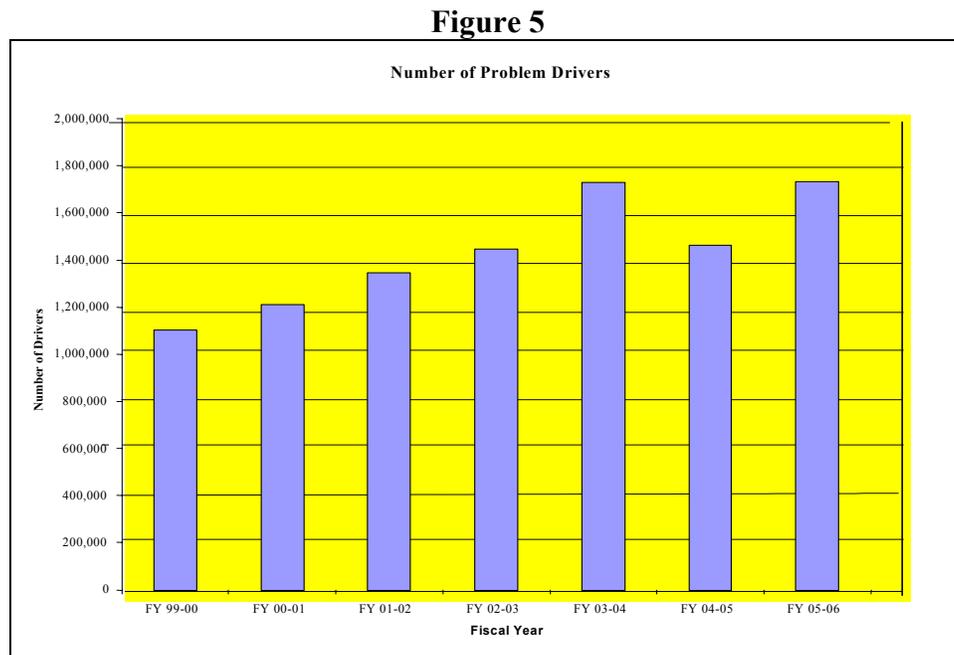
Effective January 1, 2004, Floridians who are 80 years or older are required to pass a vision test before they may renew their driver license. The University of Alabama, the Insurance Institute for Highway Safety, and the Department are conducting an effectiveness study of this new law which is scheduled to be published in 2006-2007. The Department is participating in the AAMVA/NHTSA Driver Fitness Standards Working Group tasked with researching and establishing national standards for driver fitness. We are also working on a pilot project with the

Florida Department of Transportation to establish a baseline for driver fitness screening utilizing innovative technologies. These technologies will be implemented in a driver license office setting to identify at risk drivers for intervention purposes.

The Florida GrandDriver® Program conducts community level driver safety workshops educating senior drivers and their families, friends, and caregivers about the effects of age on driving ability and encouraging drivers to make wise choices as they grow older. It provides information about the various steps older drivers may take to maintain independence as long as possible.

Examiners continually receive training on aging sensitivity, medically at-risk driver cues, and alternative transportation resource information. Training is also provided to the medical and judicial communities.

Figure 5 shows that the identification of problem drivers continues to increase. There were 1,733,480 problem drivers identified in fiscal year 2005-06 compared to 1,459,919 during fiscal year 2004-05. This is due not only to an increase in drivers but more importantly to a great effort by the Department to identify them and take action, stricter law enforcement, and more statutes regulating highway safety. Driver license cancellations, suspensions, revocations, and disqualifications are consequences of inappropriate driving behavior. These sanctions are the Department's tool for assisting customers in complying with traffic laws.



Source: Department Of Highway Safety and Motor Vehicles, Bureau of Driver Improvement Activity Log

Florida's Habitual Traffic Offender law is strictly enforced by the Department. A person who continually violates certain traffic laws may become a Habitual Traffic Offender and lose his/her driving privilege for a period of five years. As the Department continues to hold drivers accountable for their driving behavior, more people are becoming aware of the seriousness of disobeying traffic laws. Through education and awareness, the Department strives to encourage drivers to be safe and follow all traffic laws in order to prevent becoming problem drivers.

The Department conducts education and community outreach activities with targeted driving populations. The motorcycle program has grown from 18 sponsor schools to 48 in the last three years. There were 786,085 endorsed motorcyclists in 2004. Effective July 1, 2008, motorcyclists will be required to complete a certified training course before obtaining their motorcycle certification. Efforts to promote motorcycle safety have included public service announcements, billboards, and distribution of informational materials at public events. The Department conducts quality assurance evaluations on all certified schools.

Public service announcements and special outreach activities in the Hispanic community are aimed at increasing awareness of safety and driving laws, especially the use of seat belts and child safety seats, avoidance of drinking and driving, and the importance of not driving aggressively.

Aggressive driving is fast becoming a major problem in Florida and contributes to a number of crashes and fatalities. The Department conducts training with law enforcement on proper notification of aggressive driving behaviors on citations, and is collecting and analyzing citation data to determine the severity of the problem, the areas of the state where the problem is greatest, and the types of drivers exhibiting aggressive driving behaviors.

### **Efficiency and Courtesy**

Serving customers efficiently and courteously remains a top priority. The implementation of an appointment system, expansion and promotion of renewal alternatives, partnering, outsourcing, and management of staffing resources all contribute to this effort. Many drivers can renew their licenses and identification cards, obtain duplicate licenses, renew their vehicle tags, and change their addresses over the Internet by accessing GoRenew.com or MiLicencia.info. Eligible drivers can also choose to renew their licenses by phone or mail-in. There is no longer a convenience fee charged for services provided via the Internet or mail in, however, \$2.90 is charged for renewal transactions by phone. Figure 6 shows that 16% of customers renewed using the Internet in 2005-06, an increase of almost 10% since 2004-05.

**Figure 6**

<b>Licensing Renewal Methods</b>					
<u>FY</u>	<u>Mail</u>	<u>Phone</u>	<u>Internet</u>	<u>In Office</u>	<u>Total</u>
96-97	379,540	34,738	-	3,724,876	4,139,154
97-98	835,781	136,711	-	3,977,456	4,949,948
98-99	821,440	134,124	-	4,171,151	5,126,715
99-00	735,158	122,251	-	4,266,612	5,124,021
00-01	577,896	66,688	83,017	4,640,065	5,367,666
01-02	490,907	68,920	172,419	4,102,353	4,834,599
02-03	513,358	80,343	275,440	4,192,827	5,061,968
03-04	703,923	102,662	385,671	4,565,262	5,757,518
04-05	536,776	81,432	651,851	4,726,441	5,996,500
05-06	490,950	56,680	1,034,854	4,713,245	6,295,729

Source: Department Of Highway Safety and Motor Vehicles, Driver License Production Database

Figure 7 shows that in 2005-2006, 25% of all driver license renewal transactions were completed using one of the three alternative renewal methods, rather than in a DDL field office or tax collector issuance office. Licenses renewed using one of the alternative methods were produced through the Central Issuance Processing System (CIPS). Results of a pilot program indicated promotion of the Internet services using public service announcements could substantially increase its use.

**Figure 7**

<b>License Issuance Locations</b>				
<u>Source</u>	<u>DL</u>	<u>ID</u>	<u>Total Issuance</u>	<u>Percentage</u>
DDL Field Office	2,875,991	682,522	3,558,513	57%
Tax Collector	959,600	195,135	1,154,735	18%
Sub Total	3,835,591	877,657	4,713,248	
CIPS			1,582,484	25%
Total			6,295,729	

Source: Department Of Highway Safety and Motor Vehicles, Driver License Production Database

The roll-out of the Online Appointment Services and Information System (OASIS), allows customers to schedule appointments at state licensing offices. This has greatly reduced the calls to local offices for appointments and general office information. Concept meetings are underway to create a virtual motorist services office, which would enable customers to conduct multiple transactions on-line. Currently 64 tax collector offices in 29 counties are providing limited driver licensing services, freeing DHSMV examiners to focus on testing, re-testing and other more complex transactions.

During fiscal year 2004-05, the Department completed conversion of the submission of industry insurance data from a tape system to an on-line system. This led to a reduction in processing and mailing of cancellation notices and an increase in cases processed during the year making the enforcement of the insurance laws far more effective than ever before. At 96% compliance, Florida's insured rate is the highest in the nation.

During 2006, the Bureau of Administrative Reviews implemented procedures to reinstate the driving privileges of eligible sanctioned drivers immediately following hardship hearings. These drivers are no longer required to appear in a field issuance office to reinstate their privilege to drive. The hearing officer closes the sanction on the driver record, collects the appropriate fees, issues a temporary driving permit and the driver license is issued by mail from CIPS. This procedure provides enhanced customer service to the sanctioned driver and reduces the number of customers needing to be served in the issuance offices.

Outsourcing is another step the Department has taken to make service more efficient. Commercial driver license (CDL) skills testing has been largely shifted to third party administrators. State personnel administered over 60% of commercial driver license skills tests in the early 1990's compared to about 5% at present. This form of outsourcing makes CDL testing services widely available with little burden on taxpayers for the specialized and costly facilities, staff, and vehicles required. The drawback is that testing for profit carries an inherent risk of fraud. The Department maintains an active regulatory program with strong emphasis on

compliance enforcement to help minimize this risk. In the last year, investigations initiated by Division Compliance Officers have led to the arrest of four 3rd-party testers and mandatory retesting for over 2,500 CDL holders.

In fiscal year 2005-06, the Department received funding and 128 positions for an aggressive customer service enhancement project. This project encompassed various aspects which included a centralized call center, specialized roving teams, additional trainers, field service support, and state facilities management and operations support.

Centralized call centers for customer service issues and appointments allow examiners to focus on the in-office customers in an efficient manner. The Customer Service Center, which helps customers with questions relating to their driver license and motor vehicle license and title issues, handled 1.7 million calls - many of them in an automated fashion. More than 811,000 calls were handled by operators and our customers' average wait time was 3 minutes to speak with a live person.

The Central Call Center (CCC) schedules appointments for customers in the largest metropolitan areas (Miami-Dade, Broward and Palm Beach Counties). Establishment of the CCC allowed 25 examiner positions to be reassigned to the issuance offices. From mid-September 2005 through June 30, 2006, the CCC processed 361,950 calls and customers waited on average 1 minute and 19 seconds to speak to someone.

Seven specialized roving teams, consisting of 10 members each, provide customer service support by filling in at various office locations while members attend training, are on vacation or on extended sick leave, shifting to offices as needed on a daily basis. This has allowed offices to maintain daily staffing. These teams also conduct weekly office blitzes evaluating office practices and making improvement suggestions.

The Department uses regional training centers staffed with professional trainers to develop and deliver operational training to approximately 2,000 examiners and tax collectors' members, as well as office manager refresher training and roving team specialized training. Between August 2005 and June 2006, 828 members were trained in the new customer service course. The need for just-in-time training is effectively being addressed regionally. Training staff also assists with the transitioning of driver licensing services to new tax collector offices.

A new centralized Help Desk provides assistance to field offices and tax collector agents on technical and procedural issues. This support staff also answers questions pertaining to the automated testing system (ADLTS), fingerprinting procedures and equipment, and identification authentication. These positions provide vital support to maintain accurate, prompt and efficient customer service to the public.

Thirteen maintenance repair positions added in 2006 provide much needed reliable repair and maintenance support to state owned buildings and grounds as well as delivery of supplies and materials, thereby freeing up office managers and consultants to handle customer issues.

In addition to the customer service enhancements, the Department carefully analyzes statistical issuance data, population trends, and alternate leased facilities prior to the expiration of all leased property to adequately provide customer wait and service areas. Additional funds were received

to repair and renovate some existing state facilities that were in need of repair, and to expand and relocate some leased facilities.

In 2005-06, the Department received funding for five new FLOWmobiles, Florida Licensing of Wheels. These buses are self-contained mobile driver license issuance offices. The FLOWmobiles provide proactive driver license services – by taking our services to our communities, thereby relieving traffic flow in our issuance offices.

The devastating effects of four hurricanes in 2004 followed by four more damaging storms in 2005 challenged the department to continue delivery of services despite offices being closed due to the threat of storms and for repairs after the storms. The Continuity of Operations Plan (COOP) was successfully implemented and teams of department volunteers quickly arrived to remove debris and make assessments of damages allowing for a return to business whenever possible within three days. Temporary reassignment of staff to FLOWmobiles, Florida Licensing On Wheels, allowed services to be provided at alternate sites in hard hit communities. Continual updating of the COOP, effective administration and coordination of resources will ensure a speedy recovery to the delivery of vital services.

## ***Goal II: Consumer Protection and Public Safety***

### **Division of Motor Vehicles - Trends & Conditions**

Effectiveness within the motor vehicle processes is largely the result of new technologies, which have allowed the Department to serve the public in a more expeditious manner. Internet renewal of motor vehicle license plate and vessel registrations, real property stickers, mobile home and parking permits have been implemented and provide exceptional customer service.

Decentralization of title issuance has been implemented whereby the public may stop by any local County Tax Collector's Office to process and receive titles without liens. The local title issuance process for the titling of rebuilt vehicles has added a great convenience for customers.

To enhance consumer safety, Title II of the Federal Anti Car Theft Act of 1992 required the creation of a National Motor Vehicle Title Information System (NMVTIS). This system, as expected, has helped to deter trafficking in stolen vehicles by making it harder for thieves to title stolen vehicles. It also reduces title fraud by allowing states to verify the validity of titles prior to issuing new titles.

The National Motor Vehicle Title Information System is a significant activity for the Department's motor vehicle program and Florida was one of the original pilot states. The NMVTIS system database has online inquiry capability throughout the state effective June 30, 2003 and is scheduled to have online updates by the fall of 2006. This allows any other state to inquire into Florida's system using NMVTIS to determine Florida title status. For Florida, participation in the information system has enhanced the department's ability to identify fraudulent titles, which prior to NMVTIS, was an exclusively manual process. Thus, it is critical to the motor vehicle program that funds exist to maintain the software and database systems that support the technology that has improved and expanded public access to motor vehicle and driver licenses services.

## Consumer Convenience

Decentralization of issuance of licenses issued pursuant to s. 320.27, Florida Statutes has been implemented whereby originals and renewals of licenses can be issued at any regional office. The local issuance process has added a great convenience for motor vehicle dealers. The Department's homepage provides access to DMV forms, frequently asked questions and other information concerning motor vehicles, mobile homes and vessels. Consumers can check the status of their motor vehicle (i.e., title, insurance and registration) online. Also, the Division of Driver Licenses employees who man FLOWmobiles can help the public with registration renewals and address changes.

INSTeTAG is a pilot program to allow the issuance of temporary tags by automobile dealers. The registration information is displayed in the Florida Real Time Vehicle Information System (FRVIS) for access by law enforcement and other parties.

The Electronic Filing System allows participating new automobile dealers to act as an agent of a local Tax Collector and process title and registration transactions. The customer leaves the dealership with their license plate and registration. Title transactions flow through the local Tax Collector for processing and issuance of a title.

The Electronic Lien and Title System offers lien holders a reduced handling, storage and mailing costs associated with paper titles by replacing them with electronic titles. Lien holders who join the program will benefit by not having to retrieve a title from a conventional file when the lien has been satisfied, physically satisfy (sign off) a lien on a title, mail a title to a customer or apply for a duplicate title to replace a lost title.

Four vendors (Avery, Cass Data, Imigitas and Axis) contract with various Tax Collectors to mail out registration renewal notices. This allows the Tax Collector point of service control for their customers. Also, a small number of Tax Collectors print their own renewal notices.

All counties have the option of issuing expedited titles over the counter for customers upon payment of the statutory fee for this service. This service is authorized by s.319.323, Florida Statutes.

In the near future, Florida Real Time Vehicle Information System (FRVIS) users will be able to pull up scanned documents and view them on-line. This will facilitate the review of the history regarding a motor vehicle, vessel or mobile home, which will help customers and other persons needing this type of information. Currently, title documents are being scanned centrally while the programming is being developed to retrieve documents via FRVIS.

When an owner sells their motor vehicle, mobile home or vessel, they can avoid legal issues by completing form HSMV 82050, Notice of Sale (available via the department's website). Once completed, form HSMV 82050 may be submitted to the seller's local Tax Collector's office. The DMV database will reflect the title record as "sold." The ownership status, however, will not change on the DMV database until the purchaser applies for and is issued a certificate of title. The seller's registration information associated with the title record will be removed from the DMV database.

Locally, a Tax Collector can:

- Issue Specialty and Personalized License Plates.
- Issue Temporary Operational Permits for commercial motor carriers.
- Make title record corrections and cancel titles when appropriate.
- Add or remove certain types of registration stops when appropriate.

The general public can assess their motor vehicle, vessel or motorcycle record online to determine the status of their registration. Likewise, the issuance of original and renewals of mobile home installer licenses has been made more efficient with the rewrite of the software for this function. This has provided many benefits for the department and mobile home installers.

The department participates in the Commercial Vehicle Information System and Networks (CVISN) registration system through an agreement with the Florida Department of Transportation, which administers it in cooperation with federal and other state agencies. For participation, the department developed a web-based system that will allow Florida-based motor carriers to conduct interstate commercial motor vehicle registration business on-line. Under this system, Florida-based motor carriers will be able to electronically submit International Registration Plan renewal applications and purchase International Fuel Tax Agreement decals. The 2005 Legislature authorized the department to use \$613,547 from administered trust funds in Fiscal Year 2005-06 to implement the web-based registration system.

The decentralization of the International Registration Plan (IRP) is being studied by means of a pilot project with a private tag agency in Pinellas County, Florida. Also, the department will be opening a satellite office in Tallahassee, Florida for both IRP and the International Fuel Tax (IFTA). After the pilot is completed and the satellite office is functional, it is the department's future intent to decentralize both IRP and IFTA to all Tax Collectors.

# External Forces and Environmental Impacts

- ✓ **Population** (Continuing growth in the State of Florida).
- ✓ **Economics** (The rising cost of delivering motorist safety services, technology, construction and travel coupled with shortfalls in state budget appropriations and fiscal obligations of recently passed constitutional requirements).
- ✓ **Geography and Demographics** (The general geographic landscape of Florida creates a challenge for serving the citizens in the rural and metropolitan areas).
- ✓ **Federal and state funding and statutory requirements** (Reductions in funding and changes in statutory obligations due to appropriations and laws passed, amended or repealed by Congress).
- ✓ **Judicial Decision-making** (Decisions made by judges, state attorneys and other law enforcement leadership that impact workload created for the agency).
- ✓ **Issues Preventing Stability of Agency Staff** (Staff salaries are not competitive with agencies and consequently the agency experiences a higher turnover, gaps created by staff reductions; maintaining expertise in program areas; and increasing efficiency and effectiveness of staff and programs).

**Note:** This is a partial list of the types of external forces and environmental impacts that can affect the inputs, outputs and outcomes of the Department.

# **DHSMV Customers and Stakeholders**

The Citizens of Florida

The Visitors of Florida

Governor and Legislature

The Cabinet

County Tax Collectors

Local and County Governments

Other Law Enforcement Agencies

Business Partners

Civic Organizations

Media and Information-Oriented Organizations

Associated Highway Safety and Law Enforcement  
Agencies

Private Providers of the Highway Safety and Law  
Enforcement Services

Employees of the Department of Highway Safety and  
Motor Vehicles

**Agency Workforce Plan LRPP Exhibit I**

Fiscal Years	Total FTE Reductions	Description of Reduction Issue	Positions per Issue	Impact of Reduction
FY 2007-2008	285	Florida Highway Patrol Reduce 149 Law Enforcement Officer positions	149	Troopers' primary responsibilities include traffic law enforcement, crash investigations, providing assistance to local law enforcement agencies during natural and man-made disasters, and large-scale public events, providing assistance to motorists with disabled vehicles, and striving to ensure highway safety. The deletion of 149 LEO positions will result in 194,778 fewer hours of available patrol time for enforcement activities, crash investigations and assisting stranded motorists. Response times will be adversely affected resulting in motorists having to wait longer for an available trooper.
FY 2007-2008		Titles and Regulations Outsource all Non-commercial, Commercial, and Motorcycle Skills Testing	108	Potential for fraud, inconsistency in the scoring of driver skills by third party testers, and requirement for close monitoring and oversight by Department to ensure public safety. Department personnel would be required to provide training of third party testers to ensure that testers are qualified to administer skills tests.
FY 2007-2008		Titles and Regulations Outsource Staffing of Telephone Call Centers and Replace with Department of Corrections inmates.	24	A previous pilot program resulted in fraudulent use of driver license information by DOC inmates.

*This is no longer current information*

FY 2007-2008		Information Technology Administrative Services	2	Limits ISA's ability to carry out its mission to provide the highest quality technology-based services, in the most cost-effective manner, to support the department's mission.
FY 2007-2008		Information Technology Computer Operations	2	Limits ISA's ability to carry out its mission to provide the highest quality technology-based services, in the most cost-effective manner, to support the department's mission.
FY 2008-2009	607	Florida Highway Patrol Reduce 355 Law Enforcement Officer positions	355	Troopers' primary responsibilities include traffic law enforcement, crash investigations, providing assistance to local law enforcement agencies during natural and man-made disasters, and large-scale public events, providing assistance to motorists with disabled vehicles, and striving to ensure highway safety. The deletion of 355 LEO positions will result in 464,069 fewer hours of available patrol time for enforcement activities, crash investigations and assisting stranded motorists. Response times will be adversely affected resulting in motorists having to wait longer for an available trooper.
FY 2008-2009		Titles and Regulations Close DL Offices Throughout the State	130	Upon expiration of state office leases, the Department will seek to turn over driver licensing functions to county tax collectors and continue to outsource, privatize and automate these activities. A reduction in salaries and benefits and other operating costs would result due to closure of leased facilities. Licensing functions would be outsourced to county tax collectors with no adverse impact in customer service.

This is no longer current information

FY 2008-2009		<p>Titles and Regulations Eliminate mobile home plant inspection program</p>	38	<p>If this program is privatized, there are seven private In Plant Inspection Agencies (IPIAs) currently approved by Housing and Urban Development (HUD) in the United States. Most private IPIAs structure their fees differently and charge a HUD label fee plus an hourly inspection fee. The HUD label fee is less than Florida's but, their hourly inspection fee increases the cost substantially. Florida currently charges \$32.00 for a HUD label. Private IPIAs fees can vary from \$37.00 to \$91.00 per HUD label.</p>
FY 2008-2009		<p>Florida Highway Patrol Eliminate 28 Community Service Officers</p>	28	<p>Community Service Officers (28 positions) are currently assigned to Troop C – Tampa (22 positions) and Troop D – Orlando (6 positions). During fiscal year 2005-2006, CSO's conducted 9,754 crash investigations, assisted 5,153 motorists with disabled vehicles, issued 7,389 traffic citations resulting from crash investigations, spent 644 hours testifying in court, and worked a total of 44,426 hours. The CSO program has freed troopers from working minor traffic crashes and allowed them to concentrate on serious crashes and crimes that require sworn law enforcement officers. Elimination of this program would severely and negatively impact law enforcement efforts by reducing the FHP's ability to respond to all calls for service (i.e., assistance rendered, stranded motorists and crash investigations). Since the purpose of the program is to make certified Law Enforcement Officers more available to work serious crashes and crimes, this reduction would reverse that plan and would increase all the negative impacts as stated in the Law Enforcement Officer reduction issue.</p>

This is no longer current information

FY 2008-2009		Administrative Services	24	<p>The Division of Administrative Services will eliminate 24 positions in the following activity areas: 1 in the General Counsel/Legal, 4 in Cabinet Affairs/Management Research and Development, 1 in Inspector General, 1 in Planning and Budget, 8 in Finance and Accounting, 2 in Personnel Service/Human Relations, 1 in Training, 2 in the Mailroom, 2 in Property Management, 1 in Contract Management, and 1 in the Print Shop. The workload for these respective areas will be absorbed by the remaining employees. In addition, the elimination of these positions limits the Division of Administrative Services' ability to provide quality, effective and efficient administrative support services to the other divisions within the Department. Over the last four years, this area has reduced the total number of positions by 30% (124 FTEs).</p>
FY 2008-2009		<p>Titles and Regulations  Maintain Records-Automate Uniform Traffic Citation System (TCATS)</p>	17	<p>During FY 2003-04, 12 positions were eliminated in the "Maintain Records" activity area. As a result of increased customer demand, 5 positions were reclassified and transferred from this activity to the "Issue Driver Licenses and Identification Cards" activity area. Any further reduction in this program would severely impact customer service.</p>
FY 2008-2009		<p>Titles and Regulations  Eliminate 10 Field Operation's positions transferred from Title Examination Unit.</p>	10	<p>Elimination of 10 positions providing one stop shopping at local facilities would abolish a higher level of customer service. Customers would need to visit their local Tax Collector's office for issuance of titles and registrations on rebuilt vehicles.</p>

This is no longer current information

FY 2008-2009		Information Technology, Production Control	3	Limits ISA's ability to carry out its mission to provide the highest quality technology-based services, in the most cost-effective manner, to support the department's mission.
FY 2008-2009		Information Technology Computer Operations	2	Limits ISA's ability to carry out its mission to provide the highest quality technology-based services, in the most cost-effective manner, to support the department's mission.
<b>Total*</b>	<b>892</b>		<b>892</b>	

\*to equal remainder of target

This is no longer current information

**Performance Measures and Standards (LRPP Exhibit II)**

**Department of Highway Safety and Motor Vehicles**

Program: Administrative Services			Code:	76010000
Service Budget Entity: Executive Direction And Support Services			Code:	76010100
Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Agency administration and supports costs as a percent of total agency costs / agency administration and support positions as a percent of total agency positions	5.40%/6.42%	4.59%/6.12%	5.40%/6.42%	5.40%/6.42%
Program: Florida Highway Patrol			Code:	76100000
Service Budget Entity: Highway Safety			Code:	76100100
Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Florida death rate on patrolled highways per 100 million vehicle miles of travel	1.85	1.76	1.70	1.70
National average death rate on highways per 100 million vehicles miles of travel	1.5	1.44	1.5	1.5
Alcohol-related death rate per 100 million vehicle miles of travel	0.64	0.62	0.64	0.64
Number of crashes investigated by FHP	200,361	236,209	200,361	200,361

Percent change in number of crashes investigated by FHP	1%	-1%	1%	1%
Annual crash rate per 100 million vehicle miles of travel	135	134	131	131
Number of hours spent on traffic homicide investigations	156,284	169,393	156,284	156,284
Number of cases resolved as a result of traffic homicide investigations	1,728	2,092	1,728	1,728
Average time (hours) spent per traffic homicide investigations	90.44	80.97	90.44	90.44
Percent of recruits retained by FHP for 3 years after the completion of training	90%	81%	90%	90%
Actual average response time (minutes) to calls for crashes or assistance	26	31	26	26
Number / percent of duty hours spent on preventive patrol (Law Enforcement Officers)	973,703/41%	932,001/37%	973,703/41%	1,015,511/41%
Number / percent of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)	1,195/50%	1,903/54%	1,195/50%	1,195/50%
Number / percent of duty hours spent on crash investigations for Law Enforcement Officers	318,700/14%	376,968/15%	318,700/14%	318,700/14%
Number / percent of duty hours spent on crash investigations for Community Service Officers	10,707/29%	17,675/40%	10,707/29%	10,707/29%
Number / percent of time spent on non-patrol support activities (Law Enforcement Officers)	648,125/29%	841,112/33%	648,125/29%	661,029/29%
Average time (hours) to investigate crashes (Long form)	2.17	2.31	2.17	2.17

Average time (hours) to investigate crashes (Short form)	1.35	1.37	1.35	1.35
Average time (hours) to investigate crashes (Non-reportable)	0.65	0.74	0.65	0.65
Number / percent of duty hours spent on law enforcement officer assistance to motorists	107,649/5%	109,725/4%	107,649/5%	112,748/5%
Number of motorists assisted by law enforcement officers	299,924	280,021	299,924	313,277
Number of training courses offered to FHP recruits and personnel	45	45	45	45
Number of students successfully completing training	1,224	842	1,224	1,224
Percent of closed criminal investigations which are resolved	80%	86%	80%	80%
Number / percent of duty hours spent on: Criminal investigations	56,199/60%	56,178/60%	56,199/60%	56,199/60%
Number / percent of duty hours spent on: Professional compliance investigations	5,293/6%	5,466/6%	5,293/6%	5,293/6%
Number / percent of duty hours spent on: Polygraph examinations activities	5,885/5%	4,707/5%	5,885/5%	5,885/5%
Number / percent of duty hours spend on: Non-investigative support activities	25,250/29%	27,895/29%	25,250/29%	25,250/29%
State seat belt compliance rate	67.5%	80.7%	67.5%	67.5
Percent change in seat belt use	1%	+4.4%	1%	1%
Program: Florida Highway Patrol			Code:	76100000
Service Budget Entity: Executive Direction And Support Services			Code:	76100400

Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Program administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions	1.41%/1.18%	1.38%/1.16%	1.41%/1.18%	1.41%/1.18%
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Driver Licensure			Code:	76250300
Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Percent of customers waiting 15 minutes or less for driver license service	75%	69%	50%	70%
Percent of customers waiting 30 minutes or more for driver license service	18%	15%	35%	20%
Average number of corrections per 1,000 driver records maintained	4	4	4	4
	5,098,771	5,380,905	5,418,344	5,649,415
Number of ID cards issued	998,852	914,824	852,315	960,474
Number of written driver license examinations conducted	1,430,334	1,336,742	1,561,590	1,426,513
Number of road tests conducted	587,137	483,353	492,055	499,436
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Motorist Financial Responsibility Compliance		Code:	76250400	

Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Percent of motorists complying with financial responsibility	95%	96%	96%	96%
Number of insured motorists	11,100,000	11,644,616	12,180,000	12,600,000
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Identification And Control Of Problem Drivers			Code:	76250500
Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Percent of "Driving Under the Influence" course graduates who do not recidivate within three years of graduation	86%	86%	86%	86%
Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity, with annual percentage change shown	3,236/19%	2,814/-29%	2,356/-27%	2,500/6%
Number of problem drivers identified	1,760,812	1,733,480	1,866,461	1,969,116
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Mobile Home Compliance And Enforcement			Code:	76250600
Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Ratio of warranty complaints to new mobile homes titled	1:100	1:103	1:154	1:100

Number of mobile homes inspected	14,000	17,810	14,800	18,000
Service Budget Entity: Motor Carrier Compliance			Code:	76250700
Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Vehicle And Vessel Title And Registration Services			Code:	76250800
Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Percent of vehicle/vessel titles issued without error	99%	96%	92%	95%
Number of fraudulent motor vehicle titles identified and submitted to law enforcement	780	32	50	52
Percent change in number of fraudulent motor vehicle titles identified and submitted to law enforcement	3%	5%	3%	5%
Average cost to issue a motor vehicle/vessel title	\$1.90	\$1.88	\$2.12	\$1.90
Number of motor vehicle and mobile home titles issued	5,800,000	6,904,263	6,700,000	7,200,000
Number of motor vehicle and mobile home registrations issued	19,000,000	20,754,890	21,446,037	21,200,000
Issuance of vessel titles	210,000	277,479	270,879	290,000
Issuance of vessel registrations	989,000	1,018,506	1,046,445	1,025,000

Average number of days to issue vehicle title	3	3	3	3
motor vehicles failing the statutory and procedural and requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles	1:8	1:6	1:8	1:7
Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings	23,000	34,995	36,319	37,500
Percent of dealer licenses issued within 7 working days upon receipt of completed applications	99%	99%	99%	99%
Number of automobile dealers licensed	12,045	12,445	12,800	12,600
Ratio of taxes collected as a result of International Registration Program and International Fuel Tax Agreement audits to the cost of audits	\$1.73:1	\$2.40:1	\$1.73:1	\$1.73:1
Number of International Fuel Use Tax and International Registration Plans accounts audited	350	325	350	350
Number of Motor Carrier audited per auditor, with number of auditors shown	22:14	23:14	22:14	22:14
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Executive Direction And Support Services			Code:	76250900
Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)

Program administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions	2.13%/2.19	2.05%/1.96	2.13%/2.19	2.13%/2.19
Program: Kirkman Data Center			Code:	76400000
Service Budget Entity: Information Technology			Code:	76400100
Approved Performance Measures for FY 2005-06 (Words)	Approved Standards for FY 2005-06 (Numbers)	Prior Year Actual FY 2005-06 (Numbers)	Approved Standards for FY 2006-07 (Numbers)	Requested FY 2007-08 Standards (Numbers)
Percent of customers who rate services as satisfactory or better as measured by survey	90%	96.63%	90%	90%

# Department of Highway Safety and Motor Vehicles

## Performance Measures Assessment LRPP Exhibit III



**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Executive Direction and Support Services  
**Measure:** Agency administration and support costs as a percent of total agency costs; agency administration and support positions as a percent of total agency positions

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5.40 % costs	4.59%	.81 under	15%
6.42 % positions	6.12%	.30 under	5%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The DHSMV has exceeded this measure.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

# Florida Highway Patrol



**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Florida Death rate on patrolled highways per 100 million vehicle miles of travel.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1.85	1.76	.09 under	4.86%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol exceeded this standard. Florida's death rate for every 100 million vehicle-miles driven increased from 1.66 in 2004 to 1.76 in 2005. Given the state's 17+ million residents, coupled with the estimated 85+ million visitors last year, Florida is one of the most heavily traveled states in the nation. The Florida Highway Patrol, our law enforcement partners, and public safety agencies and advocates play a critical role in the effort to curb the number of injuries and deaths associated with automobile crashes in Florida. Law enforcement agencies statewide conducted Click It or Ticket campaigns that incorporate zero-tolerance enforcement of safety belt laws with a special emphasis on teens. In addition, law enforcement partnerships with MADD and similar organizations have proven to be effective in the fields of legislation and public awareness. Moreover, strict enforcement of D.U.I., speed, and other dangerous violations, coupled with paid advertising and the support of governmental agencies, local coalitions and school officials, assist in the efforts to decrease the number of traffic-related fatalities in Florida.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Please see above.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**  
Please see above.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** National average death rate on highways per 100 million vehicle miles of travel.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1.5	1.44	.06 under	4%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol met this standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Alcohol-related death rate per 100 million vehicle miles of travel

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
0.64	0.62	.02 under	3%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this performance standard. Florida's alcohol-related death rate per 100 million vehicle-miles of travel increased from .56 in 2004 to .62 in 2005. Efforts to decrease the rate include the following: Florida Statutes pertaining to D.U.I. set forth rigid penalties and jail time for those convicted of driving under the influence; partnerships with MADD and similar organizations have proven to be effective in the fields of legislation and public awareness; and strict enforcement of D.U.I. violations by FHP and other law enforcement agencies have resulted in a significant number of arrests which serves as a deterrent to individuals who drink and consider driving.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Please see above.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

Please see above.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number of crashes investigated by FHP.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
220,361	236,209	15,848 over	7%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this performance standard. The number of traffic crashes investigated by the FHP exceeded the standard. This increase can be attributed to increased congestion on Florida's highways due to increased numbers of tourists visiting and an increase in the number of Florida citizens. FHP is committed to the prevention of death and injury through strict enforcement of criminal and traffic violations, in concert with proactive public educational efforts.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Please see above.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

Please see above.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Percent change in number of crashes investigated by FHP.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1%	-1%	2% under	2%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this performance standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Please see above.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

Please see above.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Annual crash rate per 100 million vehicle miles of travel

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
135	134	1 under	0.74%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this performance standard. The Florida Highway Patrol, together with our law enforcement partners, and public safety agencies and advocates played a critical role in the effort to curb the number of injuries and deaths associated with automobile crashes in Florida. Law enforcement agencies statewide conducted Click It or Ticket campaigns that incorporate zero-tolerance enforcement of safety belt laws with a special emphasis on teens. In addition, law enforcement partnerships with MADD and similar organizations have proven to be effective in the fields of legislation and public awareness. Moreover, strict enforcement of D.U.I., speed, and other hazardous violations, coupled with paid advertising and the support of governmental agencies, local coalitions and school officials, are helpful efforts in the drive to decrease traffic related fatalities in Florida.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Please see above.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

Please see above.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number of hours spent on traffic homicide investigations

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
156,284	169,393	13,109 over	8%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this performance standard. The number of THI hours has increased as has the number of fatal traffic crashes.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Fatal crashes are increasing as a result of increasing population, increasing number of registered vehicles and increasing number of road miles driven.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**



**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Average time (hours) spent per traffic homicide investigation.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90.44	80.97	9.47 under	10%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this performance standard. The time required to investigate THI cases has been reduced in part due to use of advanced technology equipment.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Percent of recruits retained by FHP for 3 years after the completion of training.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90%	81%	9% under	10%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

FHP salary levels are not competitive with other law enforcement agencies and this contributes toward FHP-trained officers leaving FHP for salaries that will more efficiently provide for their families' needs.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Please see above.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Actual average response time (minutes) to calls for crashes or assistance.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
26 minutes	31 minutes	5 over	19%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Patrol uses consolidated dispatch operations with other state law enforcement agencies in seven (7) Regional Communications Centers throughout the state. The Patrol is using updated computer aided dispatch (CAD) software (SmartCop) that does not capture data in the same manner as the previous software. Currently, a manual process software application is being developed to generate the average response time report.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

The updated CAD system does not completely replicate the results that were obtained with the former CAD system. In addition, the hurricane season during FY 2005-06 impacted the ART.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

The current process of calculating the raw data in a PC environment will continue until the development of the new software has been completed. FHP will continue to monitor and review this measure over the next fiscal year.



Personnel

Other (Identify)

**Recommendations:**

The Patrol continues to increase the numbers of applicants recruited, hired and trained to perform law enforcement duties.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number / percent of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure **Delete the word “flight” from the performance measure.**  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,195/50%	1,903/54%	708 over	59%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this performance standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**



**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number / percent of duty hours spent on crash investigations for  
Community Service Officers

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
10,707/29%	17,675	6,968 over	65%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this performance standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number and percent of time spent on non-patrol support activities  
(Law Enforcement Officers)

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
648,125	841,112	192,987 over	30%
29 %	33%	4	4%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

Non-patrol support activities can vary and include activities such as disaster control, non-traffic related law enforcement duties such as dignitary protection and escort, man-hunts, and lengthy arrests. During 2005-06, due to the three- hurricane season, FHP's aid to those suffering from the catastrophic damages and road closures caused by the hurricanes accounted for a large number of man-hours. The Patrol logged in over 167,703 hours in hurricane relief efforts.

Additionally, the Patrol assisted with security operations for the NASCAR 500, the Pepsi 400, Daytona Beach Spring Break, Panama City Beach Spring Break, the Miami Beach Memorial Day Beach Fest and the African American College Reunion held in Daytona Beach. All of these special activities account for many hours that ordinarily would have been available for other law enforcement activities.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Please see above.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

FHP will continue to maximize use of its existing resources.



**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number and percent of duty hours spent on Law Enforcement Officer assistance to motorists; number of motorists assisted by Law Enforcement Officers

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
107,649 hours	109,725	2,076 over	2%
5 %	4%	1 under	1%
299,924 persons	280,021	19,903	7%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

As the number of vehicles and vehicle miles being driven increases, so does the number of calls for service from the motoring public.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

This standard is externally driven. Assistance to motorists is affected by the numbers of motorists requiring assistance and the number who call for assistance.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number of training courses offered to FHP recruits and personnel;  
number of students successfully completing training

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
45 classes	45	0	0%
1,224 students	842	382 under	31%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Department of Law Enforcement maintains a database of all officers requiring mandatory training for recertification every four years. The number of officers due for training classes can vary from year to year according to the number of personnel that are due for recertification.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 Competing Job Opportunities  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

The Florida Department of Law Enforcement maintains a database of all officers requiring mandatory training for recertification every four years. The number of officers due for training classes can vary from year to year according to the number of personnel that are due for recertification.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

FHP continues to vigorously train qualified applicants for law enforcement positions and experienced personnel, as well, in order to better prepare them for today's high demands for service. FHP is dedicated to providing the ever-increasing agency and statutory training needs.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Percent of closed criminal investigations, which are resolved

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
80%	86%	6 over	6%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this performance standard. Investigations conducted by the Florida Highway Patrol, Bureau of Investigations cases normally have victims and subjects who are identified (rather than unknown). This factor has a positive influence on our ability to resolve cases and bring them to a conclusion. The cases investigated are driver's license fraud, title fraud, and violations/issues related to the Department's mission.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

FHP will continue to closely monitor this measure.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Criminal and Administrative Investigations  
**Measure:** Number/percent of duty hours spent on criminal investigations

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
56,199	56,178	21 under	.04%
60%	60%	0	0%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

During FY 05/06 FHP experienced a decrease in criminal investigative hours. The factors influencing this area included an increase in training hours. During this period, investigator training was conducted as well as mandatory in-service training.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Members of the Bureau of Investigations were utilized for emergency response as part of the Emergency Response Teams that responded to hurricanes. In addition, we experienced an increase in Task Force activity hours which was an influencing factor.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Explanation:**

Implementation of web-based Case Information System to track and monitor investigations.

**Recommendations:**

FHP will continue to closely monitor this measure.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number / percent of duty hours spent on: Professional compliance investigations.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,293/6%	5,466	173 over	3%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

This standard was met. This standard is affected by the number of internal (Division) complaints that are generated. In addition, the complexity of the investigations impacts the hours utilized to complete a Professional Compliance investigation.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

The external factors that influence this standard are the number of citizen complaints received by the Division. The amount and the complexity of the investigations influence the hours dedicated to this task.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

FHP will continue to closely monitor this measure.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number / percent of duty hours spent on: Polygraph examinations activities

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,885/5%	4,707/5%	1,178 under/0%	20%/0%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

This measure was not met due to a polygraph examiner vacancy for several months. In addition, the Polygraph section dedicated 521 hours to hurricane disaster assistance.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

The Polygraph section was taken off regular duty to attend to hurricane disaster assistance.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

FHP will continue to closely monitor this measure. A new polygraph examiner is now employed to fill the above mentioned vacancy.



**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** State seat belt compliance rate  
 Percent change in seat belt use

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
67.5%/1%	80.7%/4.4%	13.2%/3.3	19%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol exceeded this standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Executive Direction and Support Services  
**Measure:** Program administration and support costs as a percent of total program costs; program administration and support positions as a percent of total program positions

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1.41 % costs	1.38%	.03 under	2 %
1.18 % positions	1.16%	.02 under	2 %

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Florida Highway Patrol has exceeded this measure.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

# Licenses, Titles & Regulations

Driver Licensure and Motor Vehicles



**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Percent customers waiting 15 minutes or less for driver license service

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
75%	69%	6% under	-8%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

Increase scrutiny of driver license applicants relating to homeland security. Shift of quick transaction types (e.g. routine renewal) to tax collectors and Internet.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**



**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Average number of corrections per 1,000 driver records maintained

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4	4	0	0%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Division of Driver Licensure has met this performance standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Number of driver licenses issued.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,098,771	5,380,905	282,134 over	6%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Division of Driver Licensure has exceeded this performance standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**



**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Number of written driver license examinations conducted

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,430,334	1,336,742	93,592 under	-7%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**



**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Motorist Financial Responsibility Compliance  
**Measure:** Percent of motorists complying with financial responsibility

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
95%	96%	1% over	1%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Division of Driver Licensure has met this performance standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Motorist Financial Responsibility Compliance  
**Measure:** Number of insured motorists

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
11,100,000	11,644,616	544,616 over	5%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Division of Driver Licensure has exceeded this performance standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Identification and Control of Problem Drivers  
**Measure:** Percent of "Driving Under the Influence" course graduates who do not recidivate within three years of graduation

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
86%	86%	0	0%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Division of Driver Licensure has met this performance standard.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**



**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Identification and Control of Problem Drivers  
**Measure:** Number of problem drivers identified

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,760,812	1,733,480	27,332 under	-2%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The percentage difference is not statistically significant to provide an explanation for the difference, since it is within normal variance.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Mobile Home Compliance and Enforcement  
**Measure:** Ratio of warranty complaints to new mobile homes titled

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1:100	1:103	0:003	3%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

The Division of Motor Vehicles has exceeded this standard. Complaints are received randomly and are indeterminate.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Mobile Home Compliance and Enforcement  
**Measure:** Number of mobile homes inspected.

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
14,000	17,810	3,810	27%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

The Division of Motor Vehicles has exceeded this standard. The increase in inspections is due to public demand.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle/Vessel Title and Registration  
**Measure:** Percent of vehicles/vessel titles issued without error.

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
99%	96%	3% under	-3%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

DMV incorporated the appropriate calculation based on statistical random methodology approved by the Inspector Generals Office. Errors occur on an unpredictable basis and therefore cannot be forecast with certainty.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**



**Department:** Department of Highway Safety and Motor Vehicles

**Program:** License, Titles and Regulations

**Service/Budget Entity:** Vehicle/Vessel Title and Registration

**Measure:** Percent change in number of fraudulent motor vehicles titles identified and submitted to law enforcement.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3%	5%	2 over	67%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify) See Explanation

**Explanation:**

The Division of Motor Vehicle exceeded this standard. Consumer fraud is not controlled by the DMV, fraud is submitted by external sources to DMV for review and possible submission to FHP.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle/Vessel Title and Registration  
**Measure:** Average Cost to issue a motor vehicle/vessel title.

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$1.90	\$1.88	\$0.02 under	1%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

The cost to issue a title is impacted by public demand and economic factors.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle/Vessel Title and Registration  
**Measure:** Number of motor vehicles and mobile homes titles issued.

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,800,000	6,904,263	1,104,263	19%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

The Division of Motor Vehicles exceeded this standard. Issuance of vehicle and mobile home titles are based on population growth and public demand.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle/Vessel Title and Registration  
**Measure:** Number of motor vehicles and mobile homes registrations issued.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
19,000,000	20,754,890	1,754,890	9%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Division of Motor Vehicles exceeded this standard. The increase in registration certificates issued is based on consumer demand.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle/Vessel Title and Registration  
**Measure:** Issuance of vessel titles.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
210,000	277,479	67,479 over	32%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Division of Motor Vehicles exceeded this standard. The increase in title transactions is primarily driven by consumer demand.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle/Vessel Title and Registration  
**Measure:** Issuance of vessel registrations.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
989,600	1,018,506	28,906 under	3%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Division of Motor Vehicles exceeded this standard. Issuance of vessel registration certificates is based on population growth and public demand.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Services  
**Measure:** Average number of days to issue a vehicle title.

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3	3	0	0

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

The Division of Motor Vehicles has met this standard.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Services  
**Measure:** Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural and requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles.

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1:8	1:6	2	25%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

The number of inspections conducted is directly affected by consumer demand.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Services  
**Measure:** Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings.

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
23,000	34,995	11,995	52%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Division of Motor Vehicles has exceeded this standard. The percentage of rebuilt motor vehicle inspections increased due to public demand.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle/Vessel Title and Registration  
**Measure:** Percent of dealer licenses issued within 7 working days upon receipt of completed applications.

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
99%	99%	0	0%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

The Division of Motor Vehicles met this standard.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Vehicle/Vessel Title and Registration  
**Measure:** Number of automobile dealers licensed

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
12,045	12,445	400	3%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

The Division of Motor Vehicles exceeded this standard. The increase in dealer license issued is attributed to public demand and the economy.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

- Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Motor Carrier Compliance  
**Measure:** Ratio of taxes collected as a result of IRP & IFTA audits to the cost of audit

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$1.73:1	\$2.40:1	.67 over	38%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

**Explanation:**

The Division of Motor Vehicles exceeded this standard. Audits are conducted on a random basis and revenue collections from audits are higher than the proposed standard.

**External Factors** (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Motor Carrier Compliance  
**Measure:** Number of International Fuel Use Tax and International Registration Plans accounts audited

**Action:**

- |   |  |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure           | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards                    |  |

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
350	325	25 under	-7%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- |  |  |
|--|--|
| <input type="checkbox"/> Personnel Factors           | <input type="checkbox"/> Staff Capacity    |
| <input type="checkbox"/> Competing Priorities        | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect |  |
| <input checked="" type="checkbox"/> Other (Identify) |  |

**Explanation:**

Audits are conducted on a random basis.

**External Factors** (check all that apply):

- |  |   |
|--|---|
| <input type="checkbox"/> Resources Unavailable                               | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change                            | <input type="checkbox"/> Natural Disaster       |
| <input type="checkbox"/> Target Population Change                            | <input type="checkbox"/> Other (Identify)       |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem         |   |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission |   |

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- |                                    |   |
|------------------------------------|---|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology       |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

**Recommendations:**

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** License, Titles and Regulations  
**Service/Budget Entity:** Motor Carrier Compliance  
**Measure:** Number of Motor Carrier audited per auditor, with number of auditors shown

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
22:14	23:14	1 over	4%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

The Division of Motor Vehicles exceeded this standard.

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Executive Direction and Support Services  
**Measure:** Program administration and support costs as a percent of total program costs; program administration and support positions as a percent of total program positions

**Action:**

- Performance Assessment of Outcome Measure  Revision of Measure  
 Performance Assessment of Output Measure  Deletion of Measure  
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2.13 % costs	2.05 %	0.08 % under	4%
2.19 % positions	1.96 %	0.21 % under	10%

**Factors Accounting for the Difference:**

**Internal Factors** (check all that apply):

- Personnel Factors  Staff Capacity  
 Competing Priorities  Level of Training  
 Previous Estimate Incorrect  
 Other (Identify)

**Explanation:**

The Licenses, Titles and Regulations program has exceeded this measure.

**External Factors** (check all that apply):

- Resources Unavailable  Technological Problems  
 Legal/Legislative Change  Natural Disaster  
 Target Population Change  Other (Identify)  
 This Program/Service Cannot Fix The Problem  
 Current Laws Are Working Against The Agency Mission

**Explanation:**

**Management Efforts to Address Differences/Problems** (check all that apply):

- Training  Technology  
 Personnel  Other (Identify)

**Recommendations:**

# Kirkman Data Center

Information Technology





# Validity and Reliability Statements

## LRPP Exhibit IV

Division of Administrative Services



**Department:** Highway Safety and Motor Vehicles  
**Program:** Administrative Services  
**Service/Budget Entity:** Executive Direction and Support Services  
**Measure:** Agency administration and support costs as a percent of total agency costs; agency administration and support positions as a percent of total agency positions

**Action (check one):**

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is taken from Exhibit B, Appropriation Category Summary (LAS/PBS), which are the actual prior year expenditures. The percent computed in this measure is determined by comparing the administration costs and number of positions to the agency costs and positions in the form of a percentage.

**Validity:**

The data collected is actual dollars spent and positions authorized for the Department of Highway Safety and Motor Vehicles.

**Reliability:**

The data obtained from Exhibit B, Appropriation Category Summary from the LAS/PBS system is proven and accepted as reliable data, through numerous auditing and verification procedures, with the data results remaining consistent over time.

# Validity and Reliability Statements

## LRPP Exhibit IV

Florida Highway Patrol



**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Florida death rate on patrolled highways per 100 million vehicle-miles of travel

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

A uniform and widely accepted measure of crash-related fatalities is the number of deaths per 100 million vehicle-miles traveled. The mileage death rate (MDR) is determined by multiplying the total number of crash-related fatalities by 100 million, and dividing by the estimated total number of miles traveled by all vehicles. Florida's vehicle-miles traveled is estimated by the Florida Department of Transportation based on a formula involving actual traffic counts on highways and the total length, in miles, of highways in the state. Crash related deaths in Florida are reported to the Department of Highway Safety and Motor Vehicles by law enforcement agencies using a standard data collection form, the Florida Uniform Traffic Crash Report. The data are updated on a calendar year basis and are reported nine to ten months in arrears.

**Validity:**

This measure is widely accepted throughout the nation and referenced in an outstanding array of safety studies and papers. The MDR may be calculated on a statewide basis on specific causative factors. Validity may be an issue because the measurement is for all deaths on all roads in Florida and not just patrolled highways.

**Reliability:**

Because the format and guidelines used to collect and report crash information are standard for all law enforcement agencies in Florida, the data are reported in a consistent manner. The measurement is for all deaths on all roads in Florida and not just patrolled highways.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** National average death rate on highways per 100 million vehicle-miles of travel

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

A uniform and widely accepted measure of crash-related fatalities is the number of deaths per 100 million vehicle-miles traveled. The mileage death rate (MDR) is determined by multiplying the total number of crash-related fatalities by 100 million, and dividing by the estimated total number of miles traveled by all vehicles. The data are updated on a calendar year basis and are reported nine to ten months in arrears.

**Validity:**

This measure is widely accepted throughout the nation and referenced in an outstanding array of safety studies and papers.

**Reliability:**

Because the format and guidelines used to collect and report crash information are standard nationwide, the data are reported in a consistent manner. The measurement is for all deaths on all roads and not just patrolled highways.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Alcohol-related death rate per 100 million vehicle-miles of travel

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

A uniform outcome of alcohol-related crash fatalities is the number of deaths per 100 million vehicle-miles driven. The death rate is determined by multiplying the total number of alcohol-related crash fatalities by 100 million and dividing by the estimated total number of miles traveled by all vehicles. As noted in the measure dealing with the MDR, Florida's vehicle miles traveled is estimated by the Florida Department of Transportation based on a formula involving actual traffic counts on highways and the total length, in miles, of highways in the state. A summary of the data is obtained annually by the DHSMV Office of Management, Research and Development where it is then compiled into an annual publication, Traffic Crash Statistics Report, identifying crash data and trends on Florida highways for the preceding calendar year. These data are reported six to nine months in arrears.

**Validity:**

This measure is being used in an effort to consider the effectiveness of Patrol operations, particularly those specifically aimed at reducing drinking while driving, and is considered to be a measure which is closely tied to the public's perception of Patrol responsibilities. Possible threats to the validity of this measure may be related to the number of hours available for preventive patrol as well as limited Federal funding of special grants specifically targeting alcohol-related activities.

**Reliability:**

Generally considered to be reliable with reasonable consistency in data reporting, there are time delays in the availability of this data. Both state and federal data are typically published six to nine months after the close of a calendar year.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number of crashes investigated by FHP and the percent change in crashes investigated by FHP

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is taken from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001), which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are received by the Florida Highway Patrol Records Unit. The Records Unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded to the Data Entry Unit for data entry into a PC-based database system. A report of all trooper activities, entitled “FHP Work, Leave and Duty Time Report” that includes monthly, annual, and fiscal year time frames is produced by the system. This particular measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law Enforcement Investigator ranks of sworn personnel.

**Validity:**

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function of patrolling the highways and aerial traffic enforcement. Simply stated, the Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the patrol, threats to the validity of this measure may be other time consuming administrative activities such as training, court, and office duty hours. These are necessary functions of course, but time spent in such activities decreases time spent on patrol.

**Reliability:**

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Annual crash rate per 100 million vehicle-miles of travel

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

A uniform and widely accepted measure of crashes is the number of crashes per 100 million vehicle-miles traveled. The mileage crash rate is determined by multiplying the total number of crashes by 100 million, and dividing by the estimated total number of miles traveled by all vehicles. Florida's vehicle-miles traveled is estimated by the Florida Department of Transportation based on a formula involving actual traffic counts on highways and the total length, in miles, of highways in the state. Crashes in Florida are reported to the Department of Highway Safety and Motor Vehicles by law enforcement agencies using a standard data collection form, the Florida Uniform Traffic Crash Report. The data are updated on a calendar year basis and are reported nine to ten months in arrears.

**Validity:**

This measure is widely accepted throughout the nation and referenced in an outstanding array of safety studies and papers. The mileage crash rate may be calculated on a statewide basis on specific causative factors. Validity may be an issue because the measurement is for all crashes on all roads in Florida and not just patrolled highways.

**Reliability:**

Because the format and guidelines used to collect and report crash information are standard for all law enforcement agencies in Florida, the data are reported in a consistent manner. The measurement is for all crashes on all roads in Florida and not just patrolled highways.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number of hours spent on traffic homicide investigations, number of cases resolved as a result of traffic homicide investigations, and average time (hours) spent per traffic homicide investigation

**Action (check one):**

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The data identified for this measure is derived from two different sources. The first source is the form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains fields specifically designed to capture traffic homicide investigation (THI) hourly data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes monthly, annual, and fiscal year time frames is produced by the system.

The second data source for this measure originates from the Traffic Homicide Investigations section. Traffic Homicide Investigators are assigned the task of investigating all fatal crashes attended by the Patrol. This information is sent to the THI section at General Headquarters, each month. The total number of traffic homicide investigations is then forwarded to the FHP Budget Office.

**Validity:**

This measure is being used as an indicator of the quantity and effectiveness of one of the Patrol’s highest visibility functions, crash scene investigations, including those involving a fatality. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. The expected functions of the Patrol are preventive patrol, response to crashes, maintaining safe traffic flow in the area of crashes, and investigating causes of crashes and resulting fatalities.

**Reliability:**

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time,

enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Percent of recruits retained by the Florida Highway Patrol for three (3) years after the completion of training

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The information regarding this measure is contained in an MS Access database in the office of the Deputy Director of Special Operations. The database captures information regarding the number of recruits graduating from each Basic Recruit Class. For each graduating class information is maintained for “active” and “inactive” recruits so that a comparison can be made to determine the retention rate for each graduating class. This measure is calculated as of June 30 of each fiscal year to determine the number of recruits currently retained whose 3<sup>rd</sup> anniversary date from graduation falls during the fiscal year just completed. That number is divided by the total number of recruits who graduated during the period in question from the FHP Training Academy, to determine the percentage of retention.

**Validity:**

This measure is being used as an indicator to evaluate the Florida Highway Patrol’s ability to recruit and retain quality applicants. Threats to the validity of this measure may be the lack of funding for any particular year, which would limit the number of recruit classes held by the Florida Highway Patrol.

**Reliability:**

Because of the status of law enforcement officers as a bargaining unit, personnel-related information is rigorously maintained and updated in a timely fashion by GHQ personnel. Through the use of these procedures, the measure is considered to be reliable.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Actual average response time (minutes) to calls for crashes or assistance

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The data source for this measure is the Computer Aided Dispatch (CAD) system. As dispatchers receive calls for service or crashes, the CAD system automatically tracks each call from the time it is received to the time a trooper arrives on the scene. Reports can be run for any time period. Monthly, these reports are run by county and placed on the Average Response Time Report, that indicates the average response time for each county as well as a statewide average. This measure uses fiscal year data from statewide averages taken from each monthly Average Response Time Report.

**Validity:**

This measure is being used as an indicator of the efficiency and timeliness of the Patrol to respond to crashes or other calls for service. The average response time is considered to be a valid measure due to the fact that this is a high profile function, as citizens never forget how long it takes an officer to respond to a call for service or crash. Potential threats to the validity of this measure may be the ever-increasing population and number of registered vehicles and tourists visiting the state, factors over which FHP has no control, versus a stable level of patrol staffing.

**Reliability:**

The CAD system has several built-in audits to ensure the accuracy and reliability of the data. This automated system provides better data consistency and credibility than a manual card system.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number and percent of law enforcement duty hours spent on preventive patrol (Law Enforcement Officers)

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes monthly, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

**Validity:**

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

**Reliability:**

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number and percent of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is taken from a report entitled the “Aviation Monthly Time Sheet” which is completed by all sworn law enforcement pilots monthly. A section on the form contains a field specifically designed to capture traffic enforcement hours. After FHP personnel complete the forms, the information is forwarded to the GHQ Flight Section for summarization of all of the flight information. This measure utilizes the fiscal year time frame for traffic enforcement reported by Law Enforcement Pilots.

**Validity:**

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. Simply stated, the Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent of preventive patrol. The only known threat to this measure is competing priorities.

**Reliability:**

The Aviation Section Monthly Timesheet form is a proven and accepted data collection tool used by the Patrol. The purpose of the report is to establish requirements and accountability for Law Enforcement Pilots to report their time, enforcement activities and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number and percent of law enforcement duty hours spent on crash investigations (Law Enforcement Officers)

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes monthly, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

**Validity:**

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

**Reliability:**

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number and percent of law enforcement duty hours spent on crash investigations (Community Service Officers)

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by CSO personnel weekly. The form contains specific fields designed to capture duty hours spent on particular activities including preventive patrol (patrol hours) and crash investigation data. After the Community Service Officers (CSO’s) complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each CSO has submitted forms for the appropriate week, and if all criteria have been confirmed, they are ready for data entry into a PC-based database system. A report of all trooper and CSO activities entitled “FHP Work, Leave and Duty Time Report” that includes monthly, annual, and fiscal year time frames is produced by the system.

**Validity:**

This measure is being used to directly monitor the effectiveness of the CSO’s responsibility to supplement trooper duty hours by investigating minor traffic crashes, thereby allowing the sworn personnel to pursue their major law enforcement function of patrolling the highways. With CSO personnel responding to these crashes, any duty hours they record relates to duty hours that sworn personnel can remain on the road providing preventive patrol.

**Reliability:**

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number and percent of law enforcement duty hours spent on non-patrol support activities (Law Enforcement Officers)

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes monthly, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

**Validity:**

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

**Reliability:**

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Average time (hours) to investigate crashes:  
Long Form, Short Form, and Non-Reportable

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes monthly, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

**Validity:**

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

**Reliability:**

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number and percent of law enforcement duty hours spent on law enforcement officer assistance to motorists, and number of motorists assisted by law enforcement officers

**Action (check one):**

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes monthly, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

**Validity:**

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

**Reliability:**

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** Number of training courses offered to FHP recruits and personnel, and the number of students successfully completing training

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The FHP Training Academy located in Havana, Florida, is the source of data for this measure. Prior to becoming a sworn officer, recruits must take and complete a required number of training classes/hours (Basic Recruit School) at the Academy. A course provided by the Florida Department of Law Enforcement must also be passed before becoming a sworn FHP Law Enforcement Officer. All data required by this measure is maintained by personnel at the Academy for each class held during the fiscal year. The Academy has guidelines (for specific FHP involvement) to follow when counting courses.

**Validity:**

This measure is being used as an indicator to evaluate the quantity of training classes being provided by the Training Academy. These classes and the number of students passing them is a valid measure in that these are required training classes and must be passed prior to a recruit's becoming a professional law enforcement officer. Threats to the validity of this measure may be the lack of funds for any particular year.

**Reliability:**

Class instruction remains consistent and personnel information is rigorously maintained and updated in a timely fashion by Academy personnel. Through the use of these procedures, the measure is considered to be reliable.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Criminal & Administrative Investigations  
**Measure:** Percent of closed criminal investigations, which are resolved  
Number and Percent of duty hours spent on:  
Criminal investigations,  
Professional Compliance investigations,  
Polygraph Examinations,  
Non-Investigative Support activities

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The Office of Investigations of the Florida Highway Patrol is the original provider for the data identified in these measures. The Investigators throughout the state of Florida record their investigative hours and types of cases on an “Investigators Report of Monthly Activity” form that is summarized at the local level on another form, the “Monthly Activity Report Summary”. The figures are reviewed for accuracy through internal control procedures that include manual and computerized verification of data. Reports are entered by field offices into a web-based system and the information is tallied to produce a fiscal year report showing the number of closed cases by category for all criminal investigation cases.

**Validity:**

This measure is being used to indicate the effective detection, apprehension and prosecution of those persons who violate federal, state and local laws. The number of investigations (cases) is considered to be a valid measure of Patrol activities, as it is directly related to the Patrol’s mission to enforce all laws and to protect the citizens of Florida from such violators.

**Reliability:**

The consistency of data, data sources, and collection methods are directly dependent upon the monthly report entitled, “Investigators Report of Monthly Activity” and the verification process practiced by field personnel. Through the use of this report and the established internal controls devised to reduce errors, the procedures are adequate to assure the accuracy of the data identified for this measure. Due to these procedures, there is no known potential for duplicating data without the same result. The only known threat to this measure is competing priorities.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Highway Safety  
**Measure:** State seatbelt compliance rate and percent change in seatbelt use

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The National Highway Traffic Safety Administration (NHTSA) is responsible for determining the current rate of seatbelt use in America. Guidelines have been established for each state to follow in accumulating the seatbelt compliance rate by means of an observational survey. Oversight responsibility for such surveys in Florida lies with the Florida Department of Transportation and is usually contracted out to Florida State University. Based on certain weighted factors, NHTSA uses two methods to acquire the seatbelt usage rate. In addition to the observational survey previously referenced, a National Occupational Protective Use Survey (NOPUS) is conducted by NHTSA every other year for six to eight weeks and covers four geographical locations.

**Validity:**

Although Florida’s occupant restraint law is not a primary one, the Patrol actively encourages drivers and passengers to buckle up. Previously, through the use of strong public information programs and selected current enforcement activities, the Patrol has maintained a high profile in this area. The usage of seatbelts throughout the state is considered to be a valid measure of the effectiveness of Patrol activities. The usage of seatbelts directly supports the agency’s charge to make seatbelt compliance a primary offense in order to ensure continued and increased highway safety in Florida. Threats to validity may be tied to the rise and fall of grants dedicated to this measure as the amount of control the Patrol can exercise in the area of grant funding is limited. Additionally, the Patrol is recognized as only part of the solution to the issue of seatbelt compliance.

**Reliability:**

Although each state may not use identical methods of data collection, guidelines established by NHTSA provide a solid measure of reliability. Additionally, this measure is accepted by all states and is used as a national benchmark against which to judge state rates of seatbelt compliance.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Florida Highway Patrol  
**Service/Budget Entity:** Executive Direction and Support Services  
**Measure:** Program administration and support costs as a percent of total program costs; program administration and support positions as a percent of total program positions

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is taken from Exhibit B, Appropriation Category Summary (LAS/PBS), which is the actual prior year expenditures.. The percent computed in this measure is determined by comparing the administration costs and number of positions to the total division costs and positions in the form of a percentage.

**Validity:**

The data collected is actual dollars spent and positions authorized for the Division of Florida Highway Patrol.

**Reliability:**

The data obtained from Exhibit B, Appropriation Category Summary from the LAS/PBS system is proven and accepted as reliable data, through numerous auditing and verification procedures, with the data results remaining consistent over time.

# Licenses, Titles & Regulations

## Driver Licensure



**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Percent customers waiting 15 minutes or less for driver license service

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The Department's Office of Inspector General conducts annual surveys in Division of Driver Licenses field offices. Customer wait times are included in these surveys. These data are compiled in a report to Department management, which also serves as the reference for the percentage expressed in this measure.

**Validity:**

This measure is valid to the extent that survey methods are designed to obtain data from an adequate random sample of driver license offices and customers.

**Reliability:**

This measure is reliable to the extent that survey methods are standard from year to year.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Percent customers waiting 30 minutes or more for driver license service

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The Department's Office of Inspector General conducts annual surveys in Division of Driver Licenses field offices. Customer wait times are included in these surveys. These data are compiled in a report to Department management, which also serves as the reference for the percentage expressed in this measure.

**Validity:**

This measure is valid to the extent that survey methods are designed to obtain data from an adequate random sample of driver license offices and customers.

**Reliability:**

This measure is reliable to the extent that survey methods are standard from year to year.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Average number of corrections per 1000 records maintained

**Action**(check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The Department maintains a computerized central system containing records on each person who holds a Florida Driver License or Department-issued ID card, or who has generated a need to track future related events through such actions as being issued a traffic citation or non-traffic incidents such as child-support suspensions, failed to appear-worthless check suspensions or non-compliance of school attendance correspondence/suspensions. Programs tracking the number of records and the number of changes or deletions made on those records are a part of this system.

**Validity:**

The records system is capable of providing an accurate count of the number of records it contains and the changes made to those records. This figure reflects the rate of errors found in those records to some degree. However, most such changes are not due to Department errors and cannot be separately accounted in the data.

**Reliability:**

The records system is capable of repeating accurate counts of the number of records it contains and the changes made to those records at any given point in time.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Number of driver licenses issued

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The Department maintains a computerized central system containing records on each person who is issued a Florida driver license or identification card.

**Validity:**

The records systems is capable of providing an accurate count of the number of issuance transactions conducted in a given time period.

**Reliability:**

The records system is capable of repeating accurate counts from year to year of the number of issuance transactions conducted.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Number of ID cards issued

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The Department maintains a computerized central system containing records on each person who is issued a Florida driver license or identification card.

**Validity:**

The records systems is capable of providing an accurate count of the number of issuance transactions conducted in a given time period.

**Reliability:**

The records system is capable of repeating accurate counts from year to year of the number of issuance transactions conducted.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Number of written driver license examinations conducted

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Data on the number of examinations administered are estimated from figures established prior to system changes described below. In general, the method applies known accurate percentages from past years to current data on issuance transactions.

**Validity:**

This measure is appropriate to the extent that the number of knowledge and skills exams reflects the driver licensing programs' core function of assuring motorists are qualified to safely operate the vehicles they drive.

**Reliability:**

The Department has implemented an automated driver licensing system (ADLTS) in all its offices.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Driver Licensure  
**Measure:** Number of road tests conducted

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Data on the number of examinations administered are estimated from figures established prior to system changes described below. In general, the method applies known accurate percentages from past years to current data on issuance transactions.

**Validity:**

This measure is appropriate to the extent that the number of knowledge and skills exams reflects the driver licensing programs' core function of assuring motorists are qualified to safely operate the vehicles they drive.

**Reliability:**

The Department has implemented an automated driver licensing system (ADLTS) in all its offices.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Motorist Financial Responsibility  
**Measure:** Percent of motorists complying with financial responsibility

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

While the data source will remain the same, a major change in the methodology of data transmission has been effected which will make the accuracy and timeliness of this data receipt greatly improved. The data will be received through an on-line Internet based system rather than mailed through the postal carriers on a tape. The time it takes to correct errors to data is reduced when transmitted through the on-line Internet based system. With the tape system, by the time an error was corrected and sent back, it is past the statutory time and hence insured motor vehicles were not shown as insured. Corrections that could have taken weeks to correct can now be corrected overnight in most cases. This results in more and more vehicles being shown as insured thus giving a real uninsured rate and brings more people into compliance more quickly.

**Validity:**

The validity will not change except to make the data more accurate.

**Reliability:**

The reliability will be greatly improved.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles, and Regulations  
**Service/Budget Entity:** Motorist Financial Responsibility  
**Measure:** Number of insured motorists

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

While the data source will remain the same, a major change in the methodology of data transmission has been effected which will make the accuracy and timeliness of this data receipt greatly improved. The data will be received through an on-line Internet based system rather than mailed through the postal carriers on a tape. The time it takes to correct errors to data is reduced when transmitted through the on-line Internet based system. With the tape system, by the time an error was corrected and sent back, it is past the statutory time and hence insured motor vehicles were not shown as insured. Corrections that could have taken weeks to correct can now be corrected overnight in most cases. This results in more and more vehicles being shown as insured thus giving a real uninsured rate and brings more people into compliance more quickly.

**Validity:**

The validity will not change except to make the data more accurate.

**Reliability:**

The reliability will be greatly improved.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Identification and Control of Problem Drivers  
**Measure:** Percent of "Driving Under the Influence" course graduates who do not recidivate within three years of graduation

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Data sources are the educational program databases maintained by the Bureau of Driver Education and DUI and the Department's driver licenses records system. This measure compares the three years before the education intervention with the three years after the education intervention for all drivers who completed an education intervention in the year of the study. The percentage calculation is based on the number who did not get another DUI during the period after their education program.

**Validity:**

This measure is considered valid to the extent that changes in recidivism rates could indicate increasing or decreasing effectiveness of Florida's DUI courses as a whole.

**Reliability:**

Every other year (odd years) a known sample of driver test data is run through computer programs to see if they accurately measure the selected variables of violations, crashes, point suspensions and DUIs. For this process, the measurement is taken in the first business week of July each year for the new year. A past year is also reviewed to check for changes from year to year. This is considered to provide a reliable year to year measure.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Identification and Control of Problem Drivers  
**Measure:** Number of driver licenses/identification cards suspended, cancelled or invalidated as a result of fraudulent activity

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Fraud Section staff record daily activity in response to driver licenses suspended, cancelled or invalidated and identification cards cancelled or invalidated due to fraudulent activity. Individual files are maintained that include action(s) taken. Data is compiled into monthly and annual activity reports by all sections in the Bureau of Driver Improvement (BDI).

**Validity:**

Fraud Section work activity is incorporated in the BDI Activity Report and is an accurate count for this outcome measure. The measure is appropriate to the extent that driver licenses/identification cards are suspended, cancelled or invalidated in response to fraudulent activity and represents the level of enforcement brought to bear on this issue.

**Reliability:**

Fraud Section activity reflected in the combined activity report for BDI is consistently compiled in the same manner from year to year.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Identification and Control of Problem Drivers  
**Measure:** Number of problem drivers identified

**Action (check one):**

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The data sources include driver licenses revoked, cancelled, suspended and/or disqualified. Staff record daily activity for Orders created. Data is compiled into monthly and annual activity reports by sections within the Bureau of Driver Improvement (BDI). Mailing ledgers are available from the Microfilm Section to verify the number of Orders for driver licenses revoked, cancelled, suspended and/or disqualified.

**Validity:**

The figures in the activity reports are an accurate count for this output measure. The measure is appropriate to the extent that driver licenses are revoked, suspended, cancelled and/or disqualified because license holders are considered problem drivers. For example, drivers who are habitual traffic offenders or are convicted while driving under the influence.

**Reliability:**

The combined activity report for the Bureau of Driver Improvement is consistently compiled in the same manner from year to year.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Mobile Home Compliance and Enforcement  
**Measure:** Ratio of Warranty Complaints to New Mobile Homes Titled

**Action (check one):**

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data manually and provides a report to the office of the Director each month.

**Validity:**

The Department is charged with the responsibility of issuing mobile home titles under Chapter 319, Florida Statutes. It is a measure the ration between complaints as they relate to new mobile home titles issued.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure, however, proper training of title clerks throughout the state will assist this measure. Population increases, decreases or economic conditions cause the measure to change.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Mobile Home Compliance and Enforcement  
**Measure:** Number of mobile homes inspected

**Action (check one):**

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data manually and provides a report to the office of the Director each month.

**Validity:**

The Department is charged with the responsibility of inspecting mobile homes under Chapter 320, Florida Statutes. It is a running total of the number of mobile homes inspected annually.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. An increases in population or economic conditions cause the measure to change.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Service  
**Measure:** Percent of vehicle/vessel titles issued without error

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, a compilation.

**Validity:**

The Department is charged with the responsibility of issuing vessel titles and registrations under Chapter 319 and 328, Florida Statutes. It is a measure of the customers served in a given fiscal year.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure, however, proper training of title clerks throughout the state will assist this measure. Population increases, decreases or economic conditions cause the measure to change.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Issuance of vehicle & mobile home titles & registrations  
**Measure:** Number of fraudulent motor vehicle titles identified and submitted to Law enforcement

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data manually and from the database and provides a report to the office of the Director each month.

**Validity:**

The Department recognizes that excellent customer service is not being provided unless a title issued without error thereby protecting the ownership rights of the consumer.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. Oversight of titles issues is a direct responsibility of the Department to protect Florida's consumers.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Services  
**Measure:** Percent change in number of fraudulent motor vehicle titles identified and submitted to law enforcement

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

**Validity:**

The Department recognizes that excellent customer service is not being provided unless a title issued without error thereby protecting the ownership rights of the consumer.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. Oversight of titles issues is a direct responsibility of the Department to protect Florida's consumers.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Services  
**Measure:** Average cost to issue a motor vehicle/vessel title

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data internally via the Bureau of Budget and the DMV operational report.

**Validity:**

The Department is charged with the responsibility of issuing motor vehicle and vessel titles under Chapter 319 and 328, Florida Statutes. It is a measure of the cost effectiveness to issue a title in Florida.

**Reliability:**

This is a direct measure of cost effectiveness for the issuance of titles in Florida.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Service  
**Measure:** Number of motor vehicle and mobile home titles issued

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, a compilation.

**Validity:**

The Department is charged with the responsibility of issuing motor vehicle and mobile home titles and registrations under Chapter 319 and 320, Florida Statutes. It is a measure of the customers served in a given fiscal year.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Service  
**Measure:** Number of motor vehicle and mobile home registrations issued

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, a compilation.

**Validity:**

The Department is charged with the responsibility of issuing motor vehicle titles and mobile home registrations under Chapter 319 and 320, Florida Statutes. It is a measure of the customers served in a given fiscal year.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Service  
**Measure:** Number of vessel titles issued

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, a compilation.

**Validity:**

The Department is charged with the responsibility of issuing vessel titles under Chapter 319 and 328, Florida Statutes. It is a measure of the customers served in a given fiscal year.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Service  
**Measure:** Issuance of vessel registrations

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, a compilation.

**Validity:**

The Department is charged with the responsibility of issuing vessel registrations under Chapter 319 and 328, Florida Statutes. It is a measure of the customers served in a given fiscal year.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Vehicle and Vessel Title and Registration Services  
**Measure:** Average number of days to issue vehicle titles

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data manually and from the database and provides a report to the office of the Director each month.

**Validity:**

The Department recognizes that excellent customer service is not being provided unless a title issued timely thereby providing the consumer the fastest service possible.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. Expedient issuance of titles is of utmost importance to Florida consumers.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Licenses, Titles and Regulations  
**Measure:** Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles.

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

Procedure used to measure the indicator is based on data collected from field offices. It shows the number of failures as a ratio to total vehicles inspected.

**Validity:**

Title and odometer fraud, which includes both the falsification and forgery of information on a title as well as counterfeiting titles, are growing crimes in the United States, both domestically and for export purposes. Criminals cost society very large sums of money each year.

The Department provides consumer protection and public safety by performing rebuilt, VIN and odometer inspections and enforcement of mobile home and motor vehicle dealer, title and registration laws to reduce insurance fraud, title fraud, automobile theft and illegal business practices.

**Reliability:**

This is a direct measure of consumer protection. The Departments Inspector General found the system for accumulating and reporting the data to be reliable for accurate reporting.

**Department:** Department of Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Compliance and Enforcement  
**Measure:** Number of rebuilt salvage motor vehicles inspected for vehicle identification numbers and odometer readings.

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources And Methodology:**

This data comes from the Division of Motor Vehicles Monthly Operational Report. The Bureau of Field Operations collects the data and provides a report to the office of the Director each month.

Procedure used to measure the indicator is based on data collected from field offices. It reflects a running count of rebuilt salvage motor vehicles inspected.

**Validity:**

The Department provides consumer protection by performing rebuilt inspections and enforcement of motor vehicle dealer laws to reduce insurance fraud, title fraud, automobile theft and illegal business practices.

**Reliability:**

This is a direct measure of consumer protection.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Licenses, Titles and Regulations  
**Measure:** Percent of dealer licenses issued within 7 working days upon receipt of completed applications.

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, reflected as a percentage.

**Validity:**

The Department is charged with the responsibility of issuing automobile dealer licenses under Chapters 320, Florida Statutes. The 7 day period is an administrative benchmark.

**Reliability:**

This is a direct measure of product capability and customer service.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Licenses, Titles and Regulations  
**Measure:** Number of automobile dealers licensed

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, a compilation.

**Validity:**

The Department is charged with the responsibility of issuing automobile dealer licenses under Chapters 320, Florida Statutes. It is a measure of the customers served in a given fiscal year.

**Reliability:**

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Motor Carrier Compliance  
**Measure:** Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax agreement audits to the cost of audits

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles monthly operational report. This is an automated process of collecting data on a monthly basis, reflected as a ratio.

**Validity:**

The Department is a member of International Registration Plan and International Fuel Tax Agreement (interstate agreements) and is required to meet certain audit standards or be subject to termination provisions. Thus, reporting this measure is an appropriate correlation to these agreements.

**Reliability:**

Data appears to be reliable based on review of consistency over multiple reporting periods. This is a direct measure of audit activity.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Motor Carrier Compliance  
**Measure:** Number of International Fuel Tax Agreement and International Registration Plan accounts audited

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles monthly operational report. This is a manual process of collecting data on a monthly basis.

**Validity:**

The Department is a member of International Registration Plan and International Fuel Tax Agreement (interstate agreements) and is required to meet certain audit standards or be subject to termination provisions. Thus, reporting this measure is an appropriate correlation to these agreements.

**Reliability:**

Data appears to be reliable based on review of consistency over multiple reporting periods. This is a direct measure of audit activity.

**Department:** Highway Safety and Motor Vehicles  
**Program:** Licenses, Titles and Regulations  
**Service/Budget Entity:** Licenses, Titles and Regulations  
**Measure:** Number of motor carrier audited per auditor, with number of auditors shown

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

Division of Motor Vehicles Monthly Operational Report. This is a manual process of collecting data on a monthly basis.

**Validity:**

The Department is a member of IRP and IFTA interstate agreements and is required to meet certain audit standards or be subject to termination provisions. Thus, reporting this measure is an appropriate correlation to these agreements.

**Reliability:**

Data appears to be reliable based on review of consistency over multiple reporting periods. This is a direct measure of audit activity.

**Department:** Highway Safety and Motor Vehicles  
**Program:** License , Titles and Regulations  
**Service/Budget Entity:** Executive Direction and Support Services  
**Measure:** Program administration and support costs as a percent of total program costs; program administration and support positions as a percent of total program positions

**Action** (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

The source of data for this measure is taken from Exhibit B, Appropriation Category Summary (LAS/PBS), which is the actual prior year expenditures. The percent computed in this measure is determined by comparing the administration costs and number of positions to the total division costs and positions in the form of a percentage.

**Validity:**

The data collected is actual dollars spent and positions authorized for License , Titles and Regulations.

**Reliability:**

The data obtained from Exhibit B, Appropriation Category Summary from the LAS/PBS system is proven and accepted as reliable data, through numerous auditing and verification procedures, with the data results remaining consistent over time.

# Licenses, Titles & Regulations

Kirkman Data Center



**Department:** Highway Safety and Motor Vehicles  
**Program:** Kirkman Data Center  
**Service/Budget Entity:** Information Technology  
**Measures:** Percent of customer who rate services as satisfactory or better as measured by survey.

**Action (check one):**

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:**

A customer satisfaction survey was sent to bureau chiefs and directors from the Department's four divisions and each of the 67 county Tax Collectors. Respondents were asked to rate their overall satisfaction with specific services offered by Information Systems Administration (ISA) and their overall satisfaction with ISA for the past fiscal year. Ratings were categorized as outstanding, very satisfied, satisfied, less than satisfactory, and poor. The final rating was calculated by dividing the total number of respondents, who rated their overall satisfaction rate as satisfactory or better, by the total number of respondents.

**Validity:**

The survey instrument is a recognized method to obtain customer feedback and it was sent to ISA's primary customers. Since ISA's responsibility is to provide technology resources to assist the Department in accomplishing its mission, customer satisfaction is an excellent indicator of performance.

**Reliability:**

Reliability depends on the percentage of customers completing the survey

## LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

Measure Number	Approved Performance Measures for FY 2006-07 (Words)	Associated Activities Title
1	Florida death rate on patrolled highways per 100 million vehicle miles of travel	Enforcement of Traffic Laws
2	Number of duty hours spent on crash investigations for Community Service Officers	Provide Community Service Enforcement Activities
3	Number of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)	Provide Aerial Traffic Enforcement
4	Number of hours spent on traffic homicide investigations	Conduct Traffic Homicide Investigations
5	Number of students successfully completing training	Provide Academy Training
6	Number of duty hours spent on investigations	Conduct Criminal and Administrative Investigations
7	Number of driver licenses issued and ID cards issued	Issue driver licenses and identification cards
8	Number of records maintained?	Maintain Records
9	Number of telephone inquires responded to?	Provide Program Customer Service
10	Number of administrative reviews and hardship hearings completed?	Conduct Administrative Reviews
11	Number of graduates	Conduct driver, DUI & Motorcycle education activities
12	Number of International Fuel Tax Agreement returns processed?	Register and Audit Commercial Carriers
13	Number of motor vehicle and mobile home titles and registrations issued	Issuance of Vehicle and Mobile Home Title and Registrations
14	Number of vessel titles and registrations issued	Issuance of Vessel Title and Registrations

## LRPP Exhibit VI: Associated Unit Cost

HIGHWAY SAFETY AND MOTOR VEHICLES, DEPARTMENT OF	FISCAL YEAR 2005-06			FIXED CAPITAL OUTLAY
	OPERATING			
<b>SECTION I: BUDGET</b>				
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		401,198,489		5,430,627
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)				0
FINAL BUDGET FOR AGENCY		417,694,250		5,430,627
<b>SECTION II: ACTIVITIES * MEASURES</b>	<b>Number of Units</b>	<b>(1) Unit Cost</b>	<b>(2) Expenditures (Allocated)</b>	<b>(3) FCO</b>
<i>Executive Direction, Administrative Support and Information Technology (2)</i>				1,872,840
Enforcement Of Traffic Laws * Law enforcement officer duty hours spent on preventive patrol.	932,001	206.01	192,001,553	722,290
Provide Community Service Enforcement Activities * Number of community service officer duty hours spent on crash investigations.	17,675	74.85	1,322,894	
Provide Aerial Traffic Enforcement * Number of duty hours spent on aerial traffic enforcement.	1,903	731.69	1,392,399	
Conduct Traffic Homicide Investigations * Number of hours spent on traffic homicide investigations.	169,393	109.63	18,571,022	
Provide Academy Training * Number of students successfully completing training courses.	842	3,245.28	2,732,524	
Conduct Criminal And Administrative Investigations * Number of hours spent on investigations.	61,492	121.64	7,479,825	
Issuance Of Automobile Dealer Licenses * Number of automobile dealers licensed.	12,445	58.16	723,787	
Enforce Title And Registration Laws * Number of rebuilt salvaged motor vehicle inspected for vehicle identification number and odometer readings.	34,995	266.14	9,313,403	3,500
Issue Driver License And Identification Cards * Number of driver licenses and identification cards issued.	6,295,729	12.32	77,565,264	2,525,840
Maintain Records * Number of records maintained.	20,091,986	0.41	8,162,771	
Provide Program Customer Service * Number of telephone inquiries responded to.	1,774,317	3.23	5,729,650	
Administer Motorist Insurance Laws * Number of insured motorists.	11,644,616	0.26	2,999,119	
Oversee Driver Improvement Activities * Number of problem drivers identified.	1,733,480	2.49	4,320,638	
Conduct Administrative Reviews * Number of administrative reviews and hardship and miscellaneous hearings completed.	59,670	129.31	7,716,170	
Conduct Driver, Driving Under The Influence And Motorcycle Education Activities * Number of graduates.	1,026,981	2.48	2,545,151	
Monitor Mobile Home Inspections * Number of mobile homes inspected.	17,810	124.13	2,210,780	
Register And Audit Commercial Carriers * Number of International Fuel Use Tax returns processed.	33,495	153.39	5,137,838	
Issuance Of Vehicle And Mobile Home Titles And Registrations * Number of motor vehicle and mobile home titles and registrations issued.	27,659,153	0.78	21,694,133	306,157
Issuance Of Vessel Title And Registrations * Number of vessel titles and registrations issued.	1,295,985	0.74	965,274	
Provide Program And Technical Customer Assistance * Number of telephone inquiries responded to.	114,191	13.06	1,490,789	
<b>TOTAL</b>			<b>374,074,984</b>	<b>5,430,627</b>
<b>SECTION III: RECONCILIATION TO BUDGET</b>				
PASS THROUGHS				
TRANSFER - STATE AGENCIES				
AID TO LOCAL GOVERNMENTS				
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				
OTHER			26,239,294	
REVERSIONS			17,380,014	865
<b>TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)</b>			<b>417,694,292</b>	<b>5,431,492</b>
<b>SCHEDULE XI: AGENCY-LEVEL UNIT COST SUMMARY</b>				

(1) Some activity unit costs may be overstated due to the allocation of double budgeted items.

(2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.

(3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.

(4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

# Appendix

## Glossary of Terms and Acronyms

### A

Activity: A set of transactions within a budget entity that translates inputs into outputs using resources in response to a business requirement. Sequences of activities in logical combinations form services. Unit cost information is determined using the outputs of activities.

Actual Expenditures: Includes prior year actual disbursements, payables and encumbrances. The payables and encumbrances are certified forward at the end of the fiscal year. They may be disbursed between July 1 and December 31 of the subsequent fiscal year. Certified forward amounts are included in the year in which the funds are committed and not shown in the year the funds are disbursed.

Appropriation Category: The lowest level line item of funding in the General Appropriations Act which represents a major expenditure classification of the budget entity. Within budget entities, these categories may include: salaries and benefits, other personal services (OPS), expenses, operating capital outlay, data processing services, fixed capital outlay, etc. These categories are defined within this glossary under individual listings. For a complete listing of all appropriation categories, please refer to the ACTR section in the LAS/PBS User's Manual for instructions on ordering a report.

### B

Baseline Data: Indicators of a state agency's current performance level, pursuant to guidelines established by the Executive Office of the Governor in consultation with legislative appropriations and appropriate substantive committees.

Budget Entity: A unit or function at the lowest level to which funds are specifically appropriated in the appropriations act. "Budget entity" and "service" have the same meaning.

### C-D

D3-A: A legislative budget request (LBR) exhibit which presents a narrative explanation and justification for each issue for the requested years.

Demand: The number of output units which are eligible to benefit from a service or activity.

### E

Estimated Expenditures: Includes the amount estimated to be expended during the current fiscal year. These amounts will be computer generated based on the current year appropriations adjusted for vetoes and special appropriations bills.

## F

Fixed Capital Outlay: Real property (land, buildings including appurtenances, fixtures and fixed equipment, structures, etc.), including additions, replacements, major repairs, and renovations to real property which materially extend its useful life or materially improve or change its functional use, and including furniture and equipment necessary to furnish and operate a new or improved facility.

## G-H-I

Indicator: A single quantitative or qualitative statement that reports information about the nature of a condition, entity or activity. This term is used commonly as a synonym for the word “measure.”

Information Technology Resources: Includes data processing-related hardware, software, services, telecommunications, supplies, personnel, facility resources, maintenance, and training.

Input: See Performance Measure.

## J

Judicial Branch: All officers, employees, and offices of the Supreme Court, district courts of appeal, circuit courts, county courts, and the Judicial Qualifications Commission.

## K-L

LAS/PBS: Legislative Appropriation System/Planning and Budgeting Subsystem. The statewide appropriations and budgeting system owned and maintained by the Executive Office of the Governor.

Legislative Budget Commission: A standing joint committee of the Legislature. The Commission was created to: review and approve/disapprove agency requests to amend original approved budgets; review agency spending plans; issue instructions and reports concerning zero-based budgeting; and take other actions related to the fiscal matters of the state, as authorized in statute. It is composed of 14 members appointed by the President of the Senate and by the Speaker of the House of Representatives to two-year terms, running from the organization of one Legislature to the organization of the next Legislature.

Legislative Budget Request: A request to the Legislature, filed pursuant to s. 216.023, Florida Statutes, or supplemental detailed requests filed with the Legislature, for the amounts of money an agency or branch of government believes will be needed to perform the functions that it is authorized, or which it is requesting authorization by law, to perform.

Long-Range Program Plan: A plan developed on an annual basis by each state agency that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the legislative budget request and includes performance indicators for evaluating the impact of programs and agency performance.

## M-N

Narrative: Justification for each service and activity is required at the program component detail level. Explanation, in many instances, will be required to provide a full understanding of how the dollar requirements were computed.

Nonrecurring: Expenditure or revenue, which is not expected to be needed or available after the current fiscal year.

## O

Outcome: See Performance Measure.

Output: See Performance Measure.

Outsourcing: Describes situations where the state retains responsibility for the service, but contracts outside of state government for its delivery. Outsourcing includes everything from contracting for minor administration tasks to contracting for major portions of activities or services, which support the agency mission.

## P

Pass Through: Funds the state distributes directly to other entities, e.g., local governments, without being managed by the agency distributing the funds. These funds flow through the agency's budget; however, the agency has no discretion regarding how the funds are spent, and the activities (outputs) associated with the expenditure of funds are not measured at the state level. ***NOTE: This definition of "pass through" applies ONLY for the purposes of long-range program planning.***

Performance Ledger: The official compilation of information about state agency performance-based programs and measures, including approved programs, approved outputs and outcomes, baseline data, approved standards for each performance measure and any approved adjustments thereto, as well as actual agency performance for each measure

Performance Measure: A quantitative or qualitative indicator used to assess state agency performance.

- Input means the quantities of resources used to produce goods or services and the demand for those goods and services.
- Outcome means an indicator of the actual impact or public benefit of a service.
- Output means the actual service or product delivered by a state agency.

Policy Area: A grouping of related activities to meet the needs of customers or clients, which reflects major statewide priorities. Policy areas summarize data at a statewide level by using the first two digits of the ten-digit LAS/PBS program component code. Data collection will sum across state agencies when using this statewide code.

Privatization: Occurs when the state relinquishes its responsibility or maintains some partnership type of role in the delivery of an activity or service.

Program: A set of activities undertaken in accordance with a plan of action organized to realize identifiable goals based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act for FY 2001-2002 by a title that begins with the word “Program.” In some instances a program consists of several services, and in other cases the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. “Service” is a “budget entity” for purposes of the LRPP.

Program Purpose Statement: A brief description of approved program responsibility and policy goals. The purpose statement relates directly to the agency mission and reflects essential services of the program needed to accomplish the agency’s mission.

Program Component: An aggregation of generally related objectives which, because of their special character, related workload and interrelated output, can logically be considered an entity for purposes of organization, management, accounting, reporting, and budgeting.

## Q-R

Reliability: The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.

## S-T

Service: See Budget Entity.

Standard: The level of performance of an outcome or output.

## U-V

Validity: The appropriateness of the measuring instrument in relation to the purpose for which it is being used.

Unit Cost: The average total cost of producing a single unit of output – goods and services for a specific agency activity.

## W-X-Y-Z

## Acronyms and Abbreviations

**CAD** - Computer Aided Dispatch

**CIO** - Chief Information Officer

**CIP** - Capital Improvements Program Plan

**CIS** - Central Image System

**DIS** - Digital Imaging System

**DL** - Driver's License

**EOG** - Executive Office of the Governor

**FCO** - Fixed Capital Outlay

**FDLE** - Florida Department Law Enforcement

**FFMIS** - Florida Financial Management Information System

**FHP** - Florida Highway Patrol

**FLAIR** - Florida Accounting Information Resource Subsystem

**F.S.** - Florida Statutes

**FY** – Fiscal Year

**GAA** - General Appropriations Act

**GR** - General Revenue Fund

**IFTA** – International Fuel Tax Agreement

**IOE** - Itemization of Expenditure

**IRP** - International Registration Plan

**IT** - Information Technology

**LAN** - Local Area Network

**LAS/PBS** - Legislative Appropriations System/Planning and Budgeting Subsystem

**LBC** - Legislative Budget Commission

**LBR** - Legislative Budget Request

**L.O.F.** - Laws of Florida

LRPP FY 2007-08 through FY 2011-12  
DHSMV

**LRPP** - Long-Range Program Plan

**MAN** - Metropolitan area network (information technology)

**MV** – Motor Vehicle

**NASBO** - National Association of State Budget Officers

**NMVTIS** – National Motor Vehicle Title Information System

**OPB** - Office of Policy and Budget, Executive Office of the Governor

**PBPB/PB2** - Performance-Based Program Budgeting

**Q1** – Fiscal Year Quarter 1

**Q2** – Fiscal Year Quarter 2

**Q3** – Fiscal Year Quarter 3

**Q4** – Fiscal Year Quarter 4

**STO** - State Technology Office

**SWOT** - Strengths, Weaknesses, Opportunities and Threats

**TCS** - Trends and Conditions Statement

**TF** - Trust Fund

**TRW** - Technology Review Workgroup

**WAGES** - Work and Gain Economic Stability (Agency for Workforce Innovation)

**WAN** - Wide Area Network (information technology)

**ZBB** - Zero-Based Budgeting