

# Second Quarter Performance Report: Fiscal Year 2013 — 2014



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

Julie Jones, Executive Director

## News

### Public Safety

**Department Works to Raise Awareness of Teen Crashes:** Florida Highway Patrol Troopers presented safety demonstrations to high schools throughout the state on the DHSMV initiative “Delete Teen Crashes Day” October 15, 2013. The presentations, viewed by over 3,000 students, were designed to raise awareness among teens on safe driving behaviors. In addition, Channel One aired a DHSMV PSA on the new texting law on three different days beginning October 1 to 69 high schools, reaching almost 70,000 students with each airing. The “Delete Teen Crashes” public awareness initiative was designed to complement National Teen Driver Safety Week October 20 – 26.

**Holiday Message Aimed at Keeping Drunk Drivers Off The Road:** The Florida Highway Patrol teamed up with the Leon County Sheriff’s Office and Tallahassee Police Department to create a statewide December safety message campaign aimed at enhancing the national Drive Sober or Get Pulled Over message over the holidays. The “Meet Your Bartenders” message reminded motorists to be responsible and drive sober.

**DHSMV Announces Winner of Middle School Poster Contest:** Earlier this year, the Department invited submissions from students in grades 6-8 for its 2013-2014 Middle School Poster Contest. The theme of the contest was the importance of wearing seat belts. Students from several middle schools participated, and FLHSMV is proud to announce the winner of the inaugural poster contest is Rachael, a 7th grader from Heron Creek Middle School (Sarasota County).



### Reliable Service Delivery/ Leverage Technology

**New Traffic Crash Reporting Form is Available Online:** On October 22, DHSMV announced a new online traffic crash reporting form for drivers involved in a crash that does not warrant a law enforcement report. The form, available on the Department’s website, provides an easy way for motorists to submit the information within the statutorily required 10-day window.

**Emergency Contact Information Registry Reaches 8 Million:** Nearly half (49 percent) of Florida’s drivers and identification card holders now have their emergency contacts on record with the Department. The award-winning system logged its 8-millionth registrant this quarter. Anyone with a Florida driver license or ID card can register two contacts online or in a driver license office.

**New “Ask a Question” Service on DHSMV Website:** The Department has implemented a new dynamic question and answer service on our website. With this new service, customers can easily view the most commonly asked Q & A’s that come into the DHSMV’s Customer Call Center. The service is different from a standard FAQ’s page in that it has a responsive design so that as the volume of questions on a particular subject increases, that question and its answer will move into the category of a frequently asked question. In addition to assisting customers more quickly, it also reduces the amount of calls (and thus the wait time of callers) coming into the Call Center.

### Talent Creation and Development

**FHP Graduates Eight New K-9 Teams:** FHP troopers and their canine partners graduated from the FHP Academy December 19. In the 800 hours of training, the teams learned canine first aid, animal behavior, obedience, drug detection, tracking, area searches, building searches and criminal apprehension. These new teams will join the 29 teams already in place for a total of 37 teams located throughout the state.

*continued*

**News** *continued*

The Florida Highway Patrol is hiring for positions across North and Central Florida

[www.BeATrooper.com](http://www.BeATrooper.com)



**DHSMV Uses Social Media To Promote Recruitment:** FHP increased its presence to invite non-Floridians to not just vacation in Florida but to consider moving here and becoming a Florida Highway Patrol Trooper. The ad directs viewers to FHP's recruitment website, BeATrooper.com. In addition to running on DHSMV's social media sites, the ad is also running as banners on college athletic websites in states experiencing extreme cold weather this winter such as New York, Massachusetts, Connecticut, Pennsylvania, Michigan, Illinois and Ohio as well as UF and FSU.

there.



**Just another day at the office...**

...others choose to vacation in Florida,  
you can choose to live here.

[BeATrooper.com](http://BeATrooper.com)

here.

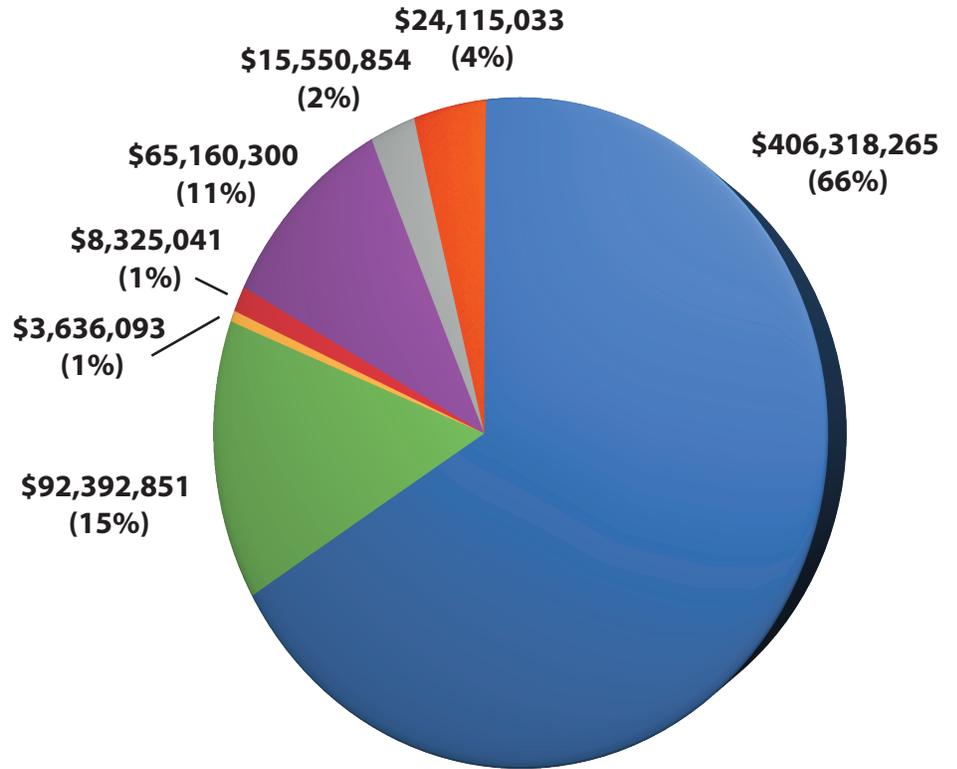


## Revenue Information

<b>2nd Quarter</b>	<b>Trust Funds</b> \$409,414,392	<b>General Revenue</b> \$206,084,044	<b>Total</b> \$615,498,436
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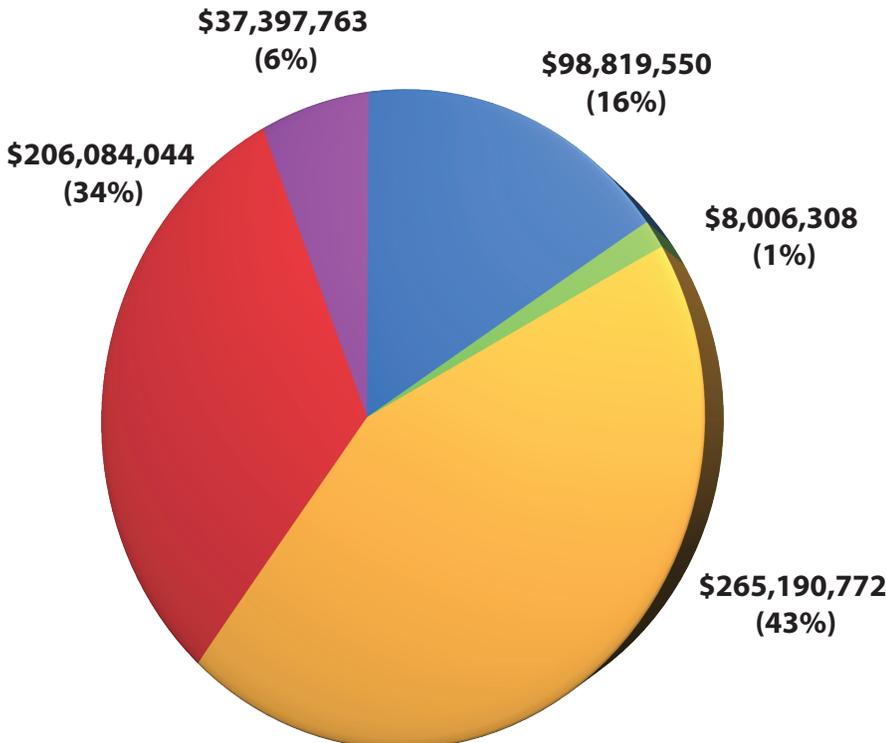
### Where The Money Comes From

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



### Where The Money Goes

- HSMV Agency Funding
- Specialty Plate Organizations
- Dept of Transportation
- General Revenue Funded Programs
- Other



## Performance Measures and Standards

### **PUBLIC SAFETY – Protect the lives and personal security of our residents and visitors through enforcement, service and education.**

**99.4% ● FOR FY 2013/14 (Through December 31, 2013)**

#### **A. Highway crashes ●**

1. % change in highway fatalities to previous year
2. % change in highway crashes to previous year **(1)**
3. % change in commercial vehicle crashes to previous year **(1)**
4. % change in mature drivers involved in fatal crashes to previous year
5. % change in teen drivers involved in fatal crashes to previous year
6. % change in impaired-related fatalities to previous year

#### **B. Highway safety education and enforcement ●**

7. % of duty hours spent on patrol and investigation activities
8. Number of highway safety education hours provided
9. Number of safety education and enforcement-related marketing activities
10. Number of commercial vehicle inspections performed
11. % of insured motorists

#### **C. Criminal investigations ●**

12. % of criminal investigation cases resolved within 90 days
13. % of field intelligence reports reviewed, analyzed, adjudicated and shared within 30 days

2nd Quarter Actual	2nd Quarter Standard	
<b>100%</b>		
-3.0%	0% or reduction	●
UNK	0% or reduction	○
UNK	1.3% or reduction	○
-4.2%	0% or reduction	●
-18.4%	0% or reduction	●
-11.0%	1.3% or greater reduction	●
<b>98.6%</b>		
69.7%	73%	●
4,375	4,050	●
27	8	●
57,420	43,659	●
92.5%	95%	●
<b>99.7%</b>		
89.5%	90%	●
99.4%	90%	●

### **RELIABLE SERVICE DELIVERY – Provide efficient and effective services that exceed the expectations of our customers and stakeholders.**

**97.3% ● FOR FY 2013/14 (Through December 31, 2013)**

#### **A. Motorist transactions successfully completed ●**

14. % of registration transactions successfully completed
15. % of title transactions successfully completed
16. % of driver license and identification card transactions successfully completed
17. % of disabled parking permit transactions successfully completed

#### **B. Customer services completed timely ●**

18. % of calls for service responded to by FHP within 30 minutes
19. % of driver license office customers waiting 30 minutes or less for service
20. % change in average wait time for Customer Service Center calls to previous year
21. % of business licenses issued within 5 days

2nd Quarter Actual	2nd Quarter Standard	
<b>100%</b>		
97.7%	95%	●
96.1%	95%	●
98.7%	98%	●
97.9%	98%	●
<b>98.7%</b>		
62.2%	65%	●
94.2%	95%	●
-16.3%	5.0% or greater reduction	●
99.8%	98%	●

- Indicates actual ≥95% of standard.
- Indicates actual <95% and ≥80% of standard.
- Indicates actual <80% of standard.

## Performance Measures and Standards

### C. Customer Satisfaction ●

22. % of customers who rate services as satisfactory or better (2)

80.7%

68.6%

85%



### LEVERAGE TECHNOLOGY – Build upon the Department’s successful integration of technology into the way we do business.

95.5% ● FOR FY 2013/14 (Through December 31, 2013)

#### A. Customer technology use ●

23. % of customers being served via Internet (2)

24. % of motor vehicle and vessel titles issued electronically

2nd Quarter  
Actual

89.1%

16.4%

50.5%

2nd Quarter  
Standard

21%

35%



#### B. New technology projects ●

25. % of new projects in progress which are “On Time and Budget”

26. % of time dedicated to research and development

92.8%

68.5%

17.9%

80%

15%



#### C. Computer support uptime available to our partners ●

27. % of State provided Data Center system uptime

28. % of Partner provided Data Center system uptime

29. % of Network provided Data Center system uptime

30. Effectiveness of data and systems security preventative measures

100%

100%

100%

99.96%

100%

99.9%

99.9%

99.9%

100%



### TALENT CREATION AND DEVELOPMENT – Build a business environment that regards our members as our most valuable resource.

97.2% ● FOR FY 2013/14 (Through December 31, 2013)

31. % of members who rate job satisfaction as satisfactory or better

32. % of members participating in a discretionary leadership course or program (3)

33. % of members participating in a discretionary technology course or program (3)

34. % of members participating in a discretionary service delivery course or program

35. Increase % of positions filled by internal promotion

2nd Quarter  
Actual

79.9%

8.5%

2.3%

22.1%

27.9%

2nd Quarter  
Standard

75%

12.5%

10%

12.5%

30%



- Indicates actual ≥95% of standard.
- Indicates actual <95% and ≥80% of standard.
- Indicates actual <80% of standard.

## Performance Measures

The Department of Highway Safety and Motor Vehicles' *Performance Dashboard* can be viewed at [www.flhsmv.gov](http://www.flhsmv.gov).

### Performance Explanation

**(1) % change in highway and commercial vehicle crashes to previous year** – Due to changes in crash reporting requirements prescribed in Section 316.066, Florida Statutes, baseline data for prior year is unavailable.

**(2) % of customers who rate services as satisfactory or better. The percentage of customers served via the internet**– Customers are dissatisfied with additional authentication requirements for online transactions. We are deploying process improvements to address these concerns while maintaining appropriate levels of security over personal information.

**(3) % of members participating in a discretionary leadership or technology course or program** – Department leadership remains committed to this ambitious effort of encouraging our members to make use of available continuing education opportunities.

## Purchases

### Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts October Through December 2013

Description	Vendor	Total Contract Price
Purchase of website advertising across a selection of higher education institutions in order to reach potential Florida Highway Patrol applicants. Single Source, Order No. A92F9F.	IMG College, LLC Tallahassee, FL	\$100,000
Three year contract for the acquisition of prisoner partitions and rear compartment partitions for all new FHP vehicles. ITB# 002-14, Order No. A8A3A4.	Dee Zee, Inc. Des Moines, IA	\$484,380
Three year contract for the acquisition of dual shotgun/rifle racks for all new FHP vehicles. ITB# 003-14, Order No. A8A3A5.	Dana Safety Supply Jacksonville, FL	\$534,014
Stripping, waxing, buffing, scrubbing and shampooing floors in the Neil Kirkman Building. ITB# 004-14, Order No. A92455.	General Building Maintenance, Inc. Atlanta, GA	\$196,094
Three year contract for the acquisition of warning lights and sirens for new Florida Highway Patrol Tahoes and Chargers. ITB# 008-14, Order No. A936CE.	Code 3 Inc. St. Louis, MO	\$7,003,600
Procurement of Department Form entitled, "Motor Vehicle Power of Attorney/Odometer Disclosure Form." The form is Federally – mandated and is required when buying /selling a vehicle. ITB #017-14, Order No. PO434919.	American Solutions for Business Tallahassee, FL	\$664,355