

**FLORIDA
DEPARTMENT OF
HIGHWAY SAFETY AND
MOTOR VEHICLES**



ANNUAL PERFORMANCE REPORT

FISCAL YEAR 2006 - 2007

ELECTRA THEODORIDES-BUSTLE, EXECUTIVE DIRECTOR

PROVIDING HIGHWAY SAFETY AND SECURITY THROUGH
EXCELLENCE IN SERVICE, EDUCATION, AND ENFORCEMENT

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MESSAGE FROM THE DIRECTOR

September 2007

I am pleased to present the Florida Department of Highway Safety and Motor Vehicles' Annual Performance Report for fiscal year 2006-2007. The report details progress in achieving legislatively mandated performance measures and also highlights key initiatives and performance achievements for the past fiscal year.

The Department serves over 15 million drivers with over 18 million registered vehicles, protects over 18 million Florida citizens and 88 million visitors annually, and enforces Florida laws on over 100,000 miles of highways patrolled daily. These tasks are carried out by nearly 5,000 men and women dedicated to highway safety and security.

I am excited to share with you our revised mission statement and our new agency vision and value statements. These statements reflect our diverse workforce; establish new standards and expectations for all our members providing public service; and represent our highest priorities as an agency. These statements are the cornerstone of our agency. They are more than expectations; they are part of our culture and our mindset.

Our Annual Performance Report is centered on our mission of *Providing Highway Safety and Security through Service, Education, and Enforcement*. This year, members of the Department have taken special pride in improving quality service, enhancing education campaigns, and strengthening enforcement initiatives. We have focused on how we can bring better services to you, our customer. Driver license offices are now open five (or more) days a week to better serve the needs of our citizens. We are reaching more and more people everyday through our Florida Licensing On Wheels program and other outreach campaigns. We are continuing our educational efforts and promoting internet convenience services, Emergency Contact Information, the Move Over Law, and occupant protection through the use of seat belts and responsible driving. We have increased enforcement on aggressive driving and continue to work with our state and local partners to improve the safety on all our roads. Everything we strive to do provides a safer state for anyone who spends time here.

It is through the support of Governor Crist, the Cabinet, and the Legislature that we are able to provide these services and continue to improve the way we serve our citizens. Our Department looks forward to the challenges ahead and providing innovative ways to meet the needs of our citizens and visitors.

It is with great pleasure that I present to you the Florida Department of Highway Safety and Motor Vehicles' Annual Performance Report for fiscal year 2006-2007.



Electra Theodorides-Bustle
Executive Director

OUR MISSION

*PROVIDING HIGHWAY SAFETY AND SECURITY THROUGH
EXCELLENCE IN SERVICE, EDUCATION, AND ENFORCEMENT*



OUR VISION

A SAFER FLORIDA!



OUR VALUES

WE BELIEVE IN:

SERVICE by exceeding expectations;

INTEGRITY by upholding the highest ethical standards;

COURTESY by treating everyone with dignity and respect;

PROFESSIONALISM by inspiring confidence and trust;

INNOVATION by fostering creativity; and

EXCELLENCE IN ALL WE DO!

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ABOUT DHSMV

OPERATIONAL DIVISION INFORMATION

Division of Driver Licenses

Division of Motor Vehicles

Organizational Chart

Florida Highway Patrol



BUDGET INFORMATION

<u>DIVISION</u>	<u>AUTHORIZED</u> <u>FTE</u>	<u>ACTUAL</u> <u>EXPENDITURES</u>
Office of Executive Director and Administrative Services	302	\$19,258,660
Florida Highway Patrol (FHP)	2,384	\$209,146,138
Driver Licenses (DDL)	1,614	\$97,063,794
Motor Vehicles (DMV)	467	\$57,360,219
Information Systems Administration (ISA)	192	\$32,615,064
Fixed Capital Outlay	--	\$8,321,513
Total	4,959	\$423,765,388

General Revenue \$141,224,456 Trust Fund \$282,540,932



REVENUE INFORMATION

Trust Fund	General Revenue	Total
\$1,419,230,737	\$140,141,012	\$1,559,371,749

Where the Money Comes From

License Plates & Decals	(\$1,100,625,340)	71%
Motor Vehicle Titles	(\$156,192,473)	10%
Driver Licenses	(\$148,972,667)	9%
Other Revenue	(\$134,682,360)	9%
Fines and Forfeitures	(\$18,898,909)	1%

Where the Money Goes

Transportation	(\$893,863,968)	57%
DHSMV Funding	(\$232,260,719)	15%
Other Programs	(\$171,213,252)	11%
GR Funded Programs	(\$140,141,012)	9%
Education	(\$121,892,798)	8%

YEAR – AT – A – GLANCE

Highway Patrol

- 381,800 unlawful speed arrests
- 10,814 Driving Under the Influence (DUI) arrests
- 8,568 felony arrests
- 230,929 crash investigations
- 1,936 traffic homicide investigations resolved
- 993 stolen vehicles recovered
- 31,623,841 miles patrolled
- 270,077 motorists with disabled vehicles received assistance
- 3,439 public safety presentations
- 25,794,446 inquiries to the FHP traffic crash and road condition report

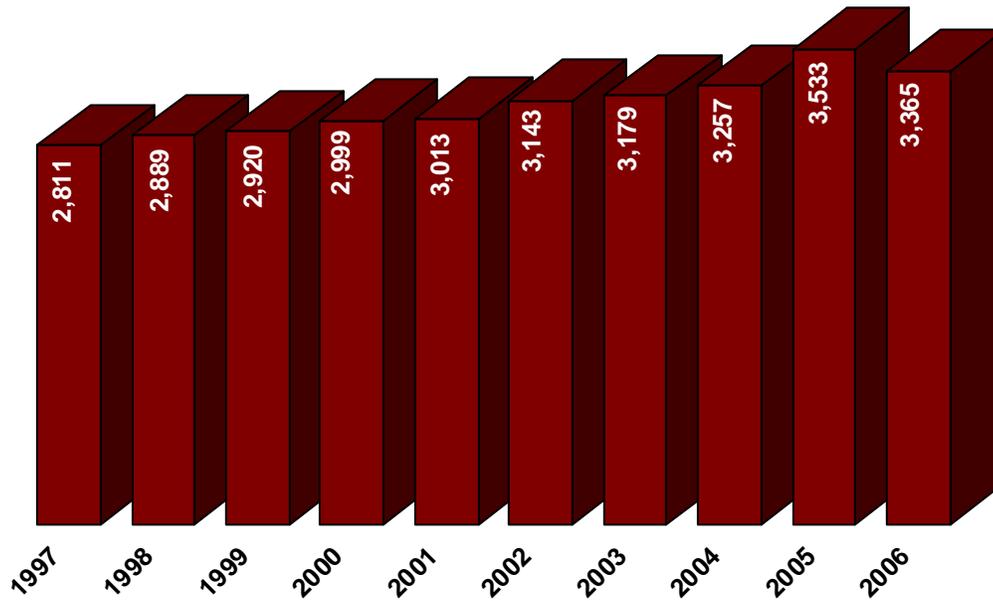
Motorist Services

- 12,695,746 driver license / ID card transactions and motor vehicle mobile / home registrations
- 1,127,895 internet only transactions (18% of total transactions)
- 5,658,821 customers served in driver license field offices (state offices only)
- 4,971,363 total number of organ donors registered
- 1,841,461 suspensions, revocations, and cancellations of driving privileges
- 489,577 insurance suspensions were issued
- 6,668,861 new, used, transfer, and miscellaneous vehicle, vessel, and mobile home titles issued
- 7,830 motor vehicle and mobile home dealers' records inspected for compliance with standards
- 14,159 dealer, manufacturer and mobile home licenses issued
- 510,840 emergency contacts registered
- 24% of driver license services completed by convenience services (internet, phone, mail)
- 12.5% of motor vehicle services completed by convenience services (internet, phone)

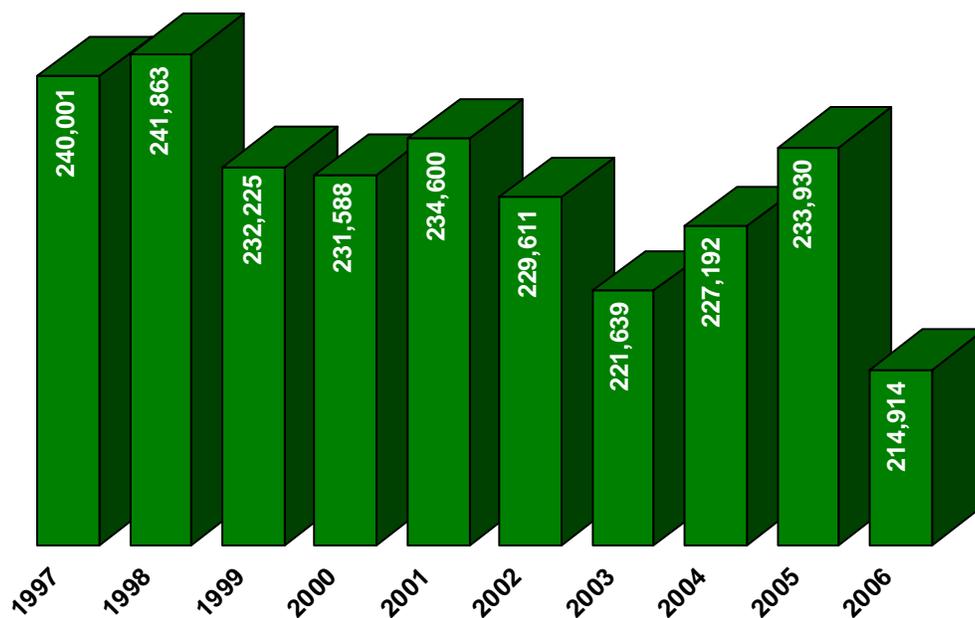
FACTS AND FIGURES

FLORIDA TRAFFIC CRASH INFORMATION FOR 2006 (CALENDAR YEAR)

Motor Vehicle Occupant and Nonoccupant Fatalities



Motor Vehicle Occupant and Nonoccupant Injuries



FACTS AND FIGURES

FLORIDA TRAFFIC CRASH FACTS FOR 2006 (CALENDAR YEAR):

- State mileage death rate decreased to 1.65 deaths per 100 million vehicle miles traveled in 2006 (the lowest in state history).
- 3,365 lives were lost in 2006 as a result of traffic crashes on Florida roadways
- First time in over 10 years traffic fatalities have decreased from the previous year
- Traffic fatalities in 2006 decreased approximately 4.8% (168 fatalities) from 2005 when 3,533 died on Florida highways.
- One out of every three traffic fatalities was alcohol-related.
- In 2006, Florida experienced 2,103 traffic fatalities of drivers and passengers in seat belt equipped vehicles. The tragic note of this, is 1,301 (61.9%) of these people killed were not wearing seat belts.
- In 2006, of the 110 children ages 0 to 17 killed, 79 (71.8%) were not using safety equipment.
- Drivers in the age group of 15 to 19 years old have the highest crash involvement rate.
- Drivers in the age group of 20 to 24 years old have the highest fatality crash involvement rate.
- Of drinking drivers in crashes, 21 year old drivers had the highest involvement rate in all crashes and in fatal crashes
- 36.3% of all traffic fatalities were pedestrians, motorcyclists, bicyclists and their passengers
- 16.2% of all traffic fatalities were pedestrians (546).
- 34.1% of all pedestrian fatalities had been drinking (186 of 546)
- 16.3% of all traffic fatalities were motorcyclists (521) and their passengers (29)
- Sixty-one percent of motorcyclists and their passengers killed were wearing helmets

2006 IN FLORIDA:

- Traffic crash every 2 minutes, 3 seconds
- Traffic injury every 2 minutes, 27 seconds
- Traffic fatality every 2 hours, 36 minutes
- Pedestrian fatality every 16 hours, 3 minutes
- Motorcycle fatality every 15 hours, 56 minutes
- Bicycle fatality every 2 days, 2 hours, 30 minutes
- One million vehicle miles traveled every 2 minutes, 35 seconds
- One billion vehicle miles traveled every 1 day, 19 hours

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Making Changes that Matter to You! - In March 2007, the Department began a service campaign called "ASK! Making Changes That Matter to You!" As part of the campaign, the Department initiated several changes to better meet the needs of you, the customer. After 16 years of providing service during extended hours Tuesday through Friday, the Department began offering services on Mondays. Approximately 50,000 customers were served on the first three Mondays statewide with all 96 offices open the same hours and 5 days a week. Kiosk computers were installed in many driver license offices to allow customers to complete particular transactions online rather than in-line. In addition, an online customer service survey and an ASK! customer service brochure were developed for customers to provide direct feedback on services offered through the Department. From March 2007 to July 2007, the Department received over 10,000 responses to the ASK! survey. While the Department is proud to provide office hours that help customers conduct business with the Department and alternate methods to complete transactions, more changes are on the horizon. The Department of Highway Safety and Motor Vehicles is committed to exceeding service expectations.

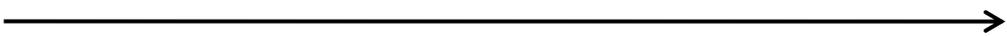


Bringing Driver License Services to the Customer – Instead of going to a driver license office, why



not have the office come to you? The Division of Driver License got out of the office and into the community over 1,200 times in fiscal year 2006-07! The Florida Licensing on Wheels (FLOW) is a mobile unit that is equipped with the technology and ability to bring valuable services right to the customer including: driver license renewals; duplicate driver license; driver license name and address changes; identification card; vehicle registration and tag renewals; and disabled parking permits all in one location. The 11 FLOW units took part in

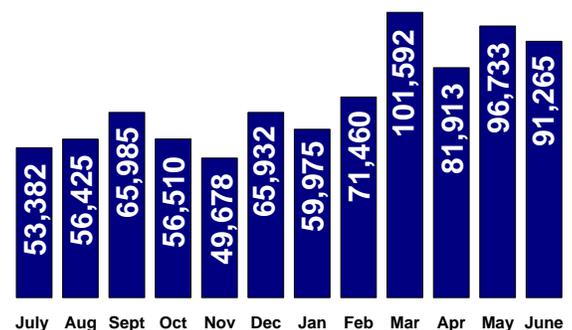
over 100 special events to include Daytona Beach Bike Week, Panama City/Thunder Beach Bike Event Week, the Tallahassee Air Show, and the Florida's Police Symposium. During fiscal year 2006-07, the FLOW units completed over 47,000 driver license and ID transactions.



Interactive Voice Response Phone System Allows Department to Answer 67% More Calls Every Day - In February 2007, the Customer Service Center implemented new technology to better serve Florida citizens.

The new technology, an Interactive Voice Recognition system, enables customers to speak their driver license number, vehicle identification number, or title number and receive customized information relating to that record. This enhancement also provides skill-based routing of calls, which means that the call is evaluated based on what is on the record, then routed to an analyst who has been trained to answer that type of call. Recording of all customer calls now allows the Customer Service Center to monitor more calls for quality and enhance training efforts. Prior to the Interactive Voice Recognition system the Customer Service Center answered fewer than 3,000 calls per day. Now through the cutting-edge technology to provide faster, more reliable service to our customers, the center routinely answers more than 5,000 calls each day. The Customer Service Center answered over 850,000 telephone calls relating to driver license and motor vehicle issues during fiscal year 2006-07.

Calls Answered by Month - Fiscal Year



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Occupant Protection Program Wins State and National Awards – FHP’s highly successful Occupant Protection Program has been named the top program in the nation for 2007 by the International Association of Chiefs of Police. The Occupant Protection Team, which consists of six occupant protection specialists, was recognized as the best in the entire nation among all international, state, county, and municipal law enforcement agencies.



Over the past six years, the Occupant Protection Team has worked very hard in their traffic safety education efforts in educating the public about the importance of seat belt and child restraint use; and the dangers of driving under the influence, distracted driving, aggressive driving, and other traffic safety-related issues. Last year, the Occupant Protection Team focused on Child Passenger Safety, instructing 84,804 parents on the proper installation and use of child restraints, checking 2,948 child safety seats for proper use, and distributing 3,510 child seats to needy Florida families who could not afford child seats for their children. In addition, last year the Team conducted 1,563 public information events on seats belts; gave 629 presentations on the dangers of driving under the influence targeting the teen population.

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Special License Plate Gift Certificates Now Available – Know a golf enthusiast, an individual dedicated to Florida’s children or the arts, or a member of the armed services? Florida has a specialty license plate recognizing each of these interests and organizations and many more. The Department now offers gift certificates available for purchase for any specialty license plate. The program was launched in June 2007, to provide citizens the ability to help support their favorite cause or institution, and display that support proudly. The new gift certificate program works much like any gift certificate. It may be purchased at an authorized motor vehicle office (e.g., state motor vehicle office, local tax collector office, or licensed tag agent) for any of the 107 specialty license plates currently available in Florida. The gift certificate is not required to be presented to redeem the credit, just proper identification (i.e. Florida driver’s license).



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Electronic Titles Provide for Move to Paperless System - The Department’s Division of Motor Vehicles is moving to a paperless vehicle title system. An electronic title is a title that exists only in electronic form on a database. The Electronic Lien and Title System offers lien holders reduced handling, storage, and mailing costs associated with paper titles by replacing them with electronic titles. The Department currently issues in excess of 5,000,000 paper titles per year. With the implementation of the electronic title process, there will be a substantial reduction in title paper usage resulting in significant cost savings to the state and the consumer. E-Title is the next step towards accomplishing a paperless title system. E-titles eliminate the need for duplicate titles, reduce fraud, and reduce the number of lost and returned unclaimed titles. In order to continue to provide the most cost effective and efficient customer service possible, the Department will continue to explore other options to maintain documents electronically.



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Online Services Continue to Grow – Did you know you can change your address, renew your vehicle registration, and much more through the Department's online Go Renew website? This customer service convenience allows registrants the option to conduct business with the Department from their homes or offices. This eliminates the need for customers to drive to an office and eliminates unnecessary wait time. The Department continues to emphasize customer service and delivering convenience services (phone, internet, and mail) that put you in the driver seat. During fiscal year 2006-07, 24% of driver license transactions and 12% of motor vehicle transactions were completed through convenience services. In the coming fiscal year the Department will release an enhanced version of the Go Renew website with a seamless interface for customers that will facilitate transactions and enable customers to manage more information themselves.



Technology Refresh a Success for Tax Collector Partners – Imagine replacing computer hardware in 320 offices across the state with no interruption in service. The Department's Division of Motor Vehicles replaced all state owned computer hardware in all Tax Collector Offices statewide in fiscal year 2006-07. This equipment consisted of processors, servers, monitors, and printers. The equipment refresh project took a full year to implement by installing eight Tax Collector Offices per week. The project was very successful, all equipment was replaced with minimal impact on services to the motoring public. The new equipment allows for faster processing of motor vehicle transactions which provide expedited customer service.



EDUCATION

Emergency Contact Information Now Available on Your Driver License / ID Card – In the case of an emergency, who would you want contacted? After concerns raised by State Representative Bill Galvano, and his constituent Christine Olson, the Department developed a mechanism for emergency contact information to be added to a person’s driver license or identification card record. This information is accessible by law enforcement in the event an emergency occurs. Any Florida driver license or ID card holder can input their emergency contact information by logging on to the Department of Highway Safety and Motor Vehicles' website at www.hsmv.state.fl.us. The Department is urging all licensed drivers in the state to input their information so families can be contacted more quickly should a family member be seriously injured or killed in a traffic crash. The initiative launched in October 2006, and as of June 30, 2007, over 500,000 customers had entered their emergency contact information.



ID Cards Now Issued to Children Under 12 – On October 1, 2006, a new law went into effect allowing Florida identification cards to be issued to children five years of age and older. This critical public safety tool for parents and children is now available. Now, not only do children have an official identification card with their name and address, parents can also attach emergency contact information to the card through the Department’s Emergency Contact Information website. Having an up to date digital photo of your child and contact information available to law enforcement could prove invaluable in the event you are separated from your child or in the event of abduction. As of June 30, 2007, over 11,000 transactions had been conducted with children between the ages of 5-11 (ages reflected in the law change).



“Florida GrandDriver®” Program a National Model – The “Florida GrandDriver®” program continues to be a great success. The program was chosen as a “Best Practices” program by the Department of Elder Affairs Best Practices Conference and was cited as a national model by the U.S. Government Accountability Office.

Florida GrandDriver is an education and awareness campaign of the Florida Department of Highway Safety and Motor Vehicles and its goal is to educate the public on the effects age has on driving ability and to encourage drivers to make appropriate choices as we age - choices that maximize personal safety and the safety of our communities. Through the Department’s website educational material is available for mature drivers on subjects like driving skills, a self-assessment questionnaire, exercises to improve physical mobility, tips to help with driving problems, driver refresher courses, and a great deal more. The Florida GrandDriver program will continue to promote driving safety and enhancing the ability for Florida seniors to get around their community when and where they want.



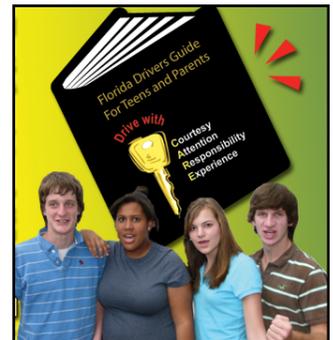
EDUCATION



Minor Driver Records Now Available to Parents – How’s My Driving? A new on-line system allows parents to check the driving records of their minor children. The system debuted in January 2007 and provides the capability for parents to enter their child’s license number, the last four digits of their social security number and date of birth to view their driving record. Studies show that drivers in the age group of 15 to 19 years old have the highest crash involvement rate. This new system is an important tool for parents to ensure their children are adhering to the rules of the road. The website has been popular and averaged over 300 hits per week during its first month of release alone.



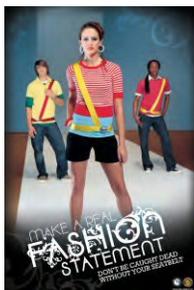
Teen Driver Outreach Program Helps Both Parents and Teens – In January 2007, the Florida Department of Transportation awarded the Department \$50,000 to conduct an outreach campaign with Miami-Dade teen drivers encouraging better teen driving behaviors and explaining the laws and responsibilities of drivers as well as critical skills needed to be good drivers. Between January and June 2007, 38 presentations were made, which included lively question and answer sessions and the demonstration of simulated mobility impairment by allowing students to wear “Fatal Vision Goggles” and attempt to do basic actions such as walk a straight line and catch a ball. Over 1,500 packets of promotional items and driver safety materials were distributed to the teens.



A Florida Drivers Guide for Teens and Parents was written and produced during this same period. Over 10,000 copies of the guide entitled, Driver with Care – Courtesy, Attention, Responsibility and Experience were produced. The guide explains the graduated licensing program and contains both a driving log and skills mastery checklist for parents to use in teaching their teens to drive and monitoring their restricted driving skill development. A web version of the guide is also available.



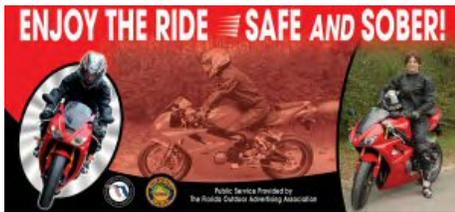
“Make a Real Fashion Statement...Don’t Be Caught Dead Without Your Seat Belt” – This fiscal year the Florida Highway Patrol kicked off a very important traffic safety campaign designed to inform teen drivers and their parents about Florida’s new primary seat belt law for drivers and passengers under age 18. This new law (Chapter 316.614(4)(a), Florida Statutes), which passed last year, requires that all drivers and passengers under the age of 18 wear a seat belt no matter where they ride in a car. It also states that any driver under 18 can be pulled over for not wearing a seat belt and issued a ticket for a primary offense. Not only will they receive a ticket if they are not wearing their seatbelt, but if any passenger is without a seatbelt, the driver will be issued additional tickets for each violation and be required to pay all fines.



Enjoy the Ride – Safe and Sober! – Florida’s tropical weather and beauty makes it a wonderful place to ride motorcycles year round. However, the sheer number of motorcyclists on the road increases the probability of crashes involving bikes. Nationally, a key factor contributing to motorcycle related crashes, injuries and fatalities is alcohol consumption by those involved. Riding a bike while intoxicated is dangerous business. The first faculty impaired by alcohol is a person’s judgment, which causes one to think he is able to operate a motorcycle safely. After just one drink, alcohol negatively affects a

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motorcyclist's ability to balance the bike, and reduces coordination, vision, and all essential mental and physical skills necessary for safe motorcycle operation. This fiscal year the men and women of the Florida Highway Patrol wanted to get the message out to all bikers that choosing to drink and ride could be a deadly choice. Motorcycle riders now account for one out of every ten U.S. road fatalities each year – with motorcyclist deaths from traffic crashes rising each of the last eight years. All ages need to be aware of how important it is to drive safe and be alert on the roadways.

Move It, Yes You Can! - Each year in Florida, thousands of minor traffic crashes end up causing thousands of additional secondary crashes, which are often more dangerous than the initial crashes. Drivers involved in these minor crashes do not know that they should remove their vehicles from the flow of traffic IF the crash is a minor one with no injuries. Oftentimes, drivers involved in these minor crashes do not know that they can and should move their vehicles out of the flow of traffic. During this fiscal year, using billboards, brochures, and radio ads in English and Spanish statewide, the Florida Highway Patrol promoted a public awareness campaign to remind motorists, Move It, Yes You Can!



Tampa Child Safety Fair a Huge Success



– In June 2007, Tampa FHP teamed up with 21st Century Insurance to hold a special child safety fair to promote the use of child safety seats among Central Florida motorists. At the event, FHP and 21st Century Insurance Representatives worked to educate parents and grandparents on the proper installation and use of child safety seats. TV star Erik Estrada, who played the character Ponch, a motorcycle officer, on the popular television show CHiPs (California Highway Patrol) in the late 1970's was on hand to promote the event. Estrada, a father himself, and strong safety advocate for children, works all over the United States to encourage the public to use properly installed child seats to help ensure their children's safety on our nation's roadways.

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FHP Trooper of the Year Honored - Trooper Edward Pope has not only earned the prestigious Florida Highway Patrol Trooper of the Year Award for 2007, but was also recognized for having earned the distinction of being the only trooper in the history of the Florida Highway Patrol to be awarded Trooper of the Month an unprecedented three times in a single year for three separate acts of bravery and excellent police work.



One of the most significant acts of bravery for which Trooper Pope was recognized occurred in July 2006. Trooper Pope was dispatched to a crash on southbound I-75 in Charlotte County and advised that a vehicle was sinking in the water with an unconscious driver still inside. When he arrived on the scene, he quickly ran to the scene where he saw a white van partially submerged in the water approximately seventy feet from the roadway. He saw two men, one trying to get out of the passenger side window and the other clinging to the roof of the sinking vehicle. Trooper Pope ran into the water and brought a victim to an area of the water where he could stand and return to shore. The passenger then told Trooper Pope that his father could not swim, so Trooper Pope returned to the sinking vehicle to retrieve the elderly driver who was clinging to the roof. Trooper Pope grabbed the elderly man, and swam back to the shore.

Trooper Pope's performance was above and beyond the call of duty and he acted in the highest tradition of the Florida Highway Patrol, exemplifying courtesy, service, and protection.

20 Florida Highway Patrol Troopers Members of the 2006 DUI 100 Club - On April 23, 2007, Mothers Against Drunk Driving (MADD) recognized and awarded Florida law enforcement officers who arrested 100 or more drunk drivers during 2006. Among the recipients of this year's top Driving Under the Influence (DUI) Awards were 20 FHP Troopers. The Patrol's highest DUI award, the Hurd-Smith Award, which honors Trooper Kimberly Hurd and Trooper Robbie Smith, who were tragically killed by drunk drivers in two separate incidents, was presented to Trooper Jacob Vaughn for his 139 DUI arrests. The 20 troopers honored by MADD and other members of the Florida Highway Patrol arrested a total of 2,296 drunk drivers in 2006, up from 1,522 in 2005.



Operation Safe Ride a Success in Miami - On February 28, 2007, Miami FHP Troopers made good on their promise to stop every speeding vehicle on the Don Shula Expressway in south Miami-Dade County to kick off Operation Safe Ride. An FHP aircraft and fifteen troopers in marked and unmarked patrol cars worked the roadway, stopping over one hundred speeders. Every TV station in Miami, including Spanish Language TV, reported to Miami residents that FHP was serious about making an impact on speeders and dangerous drivers. Thankfully, no serious crashes occurred during Operation Safe Ride, but troopers issued plenty of citations during the intensive and successful operation.



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FHP Supports the Click It or Ticket Campaign - The Memorial Day holiday weekend traditionally signals the start of the summer driving period here in Florida. It is a time when thousands of visitors travel to the sunshine state and many resident families pack up their vehicles and hit the road to experience Florida's theme parks, beaches, and other popular attractions. Because Memorial Day is such a busy travel day, it also marks the beginning of the annual Click It or Ticket mobilization campaign, a statewide public safety education and traffic enforcement campaign designed to get motorists to wear seat belts.

Unfortunately, many motorists who set out for a weekend of fun in the sun do not make it home. During this year's Memorial Day holiday period, 35 people were killed in 29 separate traffic crashes. 65% of those people killed were not wearing seat belts. Since wearing a seat belt is the number one thing any motorist can do to help prevent injury or death while traveling in a vehicle, it just makes sense to encourage the public to protect themselves during the holiday. FHP was out in force in support of the statewide Click It or Ticket mobilization campaign during the Memorial Day holiday. During this campaign FHP Troopers wrote over 4,400 citations for individuals who were not buckled up. The Click It or Ticket campaign is an important component of the agency's enforcement efforts; it helps save lives and prevents unnecessary injuries on Florida's roadways.



Operation Road King Cracks Down on Excessive Speed - In response to the high number of motorcycle crashes and fatalities that occurred during last year's Bike Week in Daytona, FHP developed Operation Road King, a special traffic initiative designed to decrease this year's motorcycle fatalities. The crack down targeted motorcycle operators who violate Florida's traffic laws by exceeding posted speed limits while traveling to and from the annual event. To better catch violators, motor squad troopers posed as civilian bikers sitting astride unmarked bikes and using laser radar speed detection devices. When a violator was spotted, the disguised trooper radioed another trooper on a patrol bike to complete the appropriate enforcement action and cite the violator. This initiative is similar to another FHP favorite, Operation Hard Hat, which has troopers pose as construction workers in work zones to stop speeders and protect workers in the area. In addition to Operation Road King, safety messages were displayed using message boards on the shoulders of roadways to alert motorists to the increased presence of motorcycles.



National Motor Vehicle Title Information System Helping to Identify Title Fraud - To enhance consumer safety, the Federal Anti Car Theft Act of 1992 required the creation of a National Motor Vehicle Title Information System (NMVTIS). This system 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. NMVTIS offers the consumer protection benefit of carrying forward "vehicle brands" (flood, rebuilt, taxi cab, etc.) from state to state. If a vehicle is branded in one state as a flood vehicle, the same brand is applied to the issuance of a title in another state. The NMVTIS system database has statewide online inquiry capability and online updates. For Florida, participation in the information system has enhanced the Department's ability to identify fraudulent titles, which prior to NMVTIS, was a manual process. NMVTIS is an essential tool for the Department since over 6.6 million vehicle, vessel and mobile home titles were processed in fiscal year 2006-2007.



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PERFORMANCE MEASURES

	Fiscal Year 2006 - 2007	Standard	Actual
Executive Direction and Support Services			
Office of Executive Director and the Division of Administrative Services			
<ul style="list-style-type: none"> Agency administration and support costs as a percent of total agency costs / agency administration and support positions as a percent of total agency positions 	5.40% / 6.42%	4.64% / 6.09%	
Florida Highway Patrol			
Highway Safety Services			
<ul style="list-style-type: none"> Florida death rate on patrolled highways per 100 million vehicle miles of travel * 	1.70	1.65	
<ul style="list-style-type: none"> National average death rate on highways per 100 million vehicle miles of travel * 	1.5	1.42	
<ul style="list-style-type: none"> Alcohol-related death rate per 100 million vehicle miles of travel * 	0.64	0.54	
<ul style="list-style-type: none"> Number of crashes investigated by FHP 	200,361	230,929	
<ul style="list-style-type: none"> Percent change in number of crashes investigated by FHP 	1%	-2%	
<ul style="list-style-type: none"> Annual crash rate per 100 million vehicle miles of travel on all Florida roads * 	131	121	
<ul style="list-style-type: none"> Number of hours spent on traffic homicide investigations 	156,284	164,584	
<ul style="list-style-type: none"> Number of cases resolved as a result of traffic homicide investigations 	1,728	1,936	
<ul style="list-style-type: none"> Average time (hours) spent per traffic homicide investigation 	90.44	85.10	
<ul style="list-style-type: none"> Percent of recruits retained by FHP for 3 years after the completion of training 	90%	82%	
<ul style="list-style-type: none"> Actual average response time (minutes) to calls for crashes or assistance 	26	26.87	
<ul style="list-style-type: none"> Number/percent of duty hours spent on preventive patrol by law enforcement officers 	1,006,389 / 41%	985,195 / 39%	
<ul style="list-style-type: none"> Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots 	1,195 / 50%	2,173 / 54%	
<ul style="list-style-type: none"> Number/percent of duty hours spent on crash investigations by law enforcement officers 	326,447 / 14%	367,714 / 15%	
<ul style="list-style-type: none"> Number/percent of duty hours spent on crash investigations by community service officers 	10,707 / 29%	19,029 / 42%	
<ul style="list-style-type: none"> Average time (hours) to investigate crashes (long form) 	2.17	2.30	
<ul style="list-style-type: none"> Average time (hours) to investigate crashes (short form) 	1.35	1.34	
<ul style="list-style-type: none"> Average time (hours) to investigate crashes (non-reportable) 	0.65	0.73	
<ul style="list-style-type: none"> Number/percent of duty hours spent on law enforcement officer assistance to motorists 	111,635 / 5%	108,338 / 4%	
<ul style="list-style-type: none"> Number of motorists assisted by law enforcement officers (1) 	313,277	270,077	
<ul style="list-style-type: none"> Number of training courses offered to FHP recruits and personnel 	45	52	
<ul style="list-style-type: none"> Number of students successfully completing training 	1,224	1,128	
<ul style="list-style-type: none"> State seat belt compliance rate * (2) 	67.50%	80.7%	
<ul style="list-style-type: none"> Percent change in seat belt use * (2) 	1%	5.8%	
<ul style="list-style-type: none"> Percent of closed criminal investigations which are resolved 	80%	87%	
<ul style="list-style-type: none"> Number/percent of duty hours spent on criminal investigations 	56,199 / 60%	55,058 / 57%	
<ul style="list-style-type: none"> Number/percent of duty hours spent on professional compliance investigations 	5,293 / 6%	6,076 / 6%	
<ul style="list-style-type: none"> Number/percent of duty hours spent on polygraph examinations 	5,885 / 5%	6,326 / 6%	
<ul style="list-style-type: none"> Number/percent of duty hours spent on non-investigative support activities 	25,250 / 29%	30,129 / 31%	
Executive Direction and Support Services			
<ul style="list-style-type: none"> 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%	1.30% / 1.13%	

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PERFORMANCE MEASURES

Fiscal Year 2006 - 2007	Standard	Actual
Licenses, Titles, and Regulations (Motorist Services)		
Driver Licensure		
• Percent of customers waiting 15 minutes or less for driver license service	50%	80%
• Percent of customers waiting 30 minutes or more for driver license service	35%	8%
• Average number of corrections per 1,000 driver records maintained (3)	4	5.10
• Number of driver licenses issued	5,418,344	5,269,917
• Number of identification cards issued	852,315	988,178
• Number of written driver license examinations conducted	1,561,590	1,656,371
• Number of road tests conducted	492,055	483,217
Motorist Financial Responsibility Services		
• Percent of motorists complying with financial responsibility	96%	95%
• Number of insured motorists	12,180,000	11,736,154
Identification and Control of Problem Drivers		
• Percent of DUI course graduates who do not recidivate within 3 years of graduation	86%	86%
• Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity (with annual percent change shown)	2,356 / -27%	2,695 / -4.2%
• Number of problem drivers identified	1,866,461	1,841,461
Mobile Home Compliance and Enforcement Services		
• Ratio of warrant complaints to new mobile homes titled	1 : 154	1 : 126
• Number of mobile homes inspected (4)	14,800	10,691
Vehicle and Vessel Title and Registration Services		
• Percent of motor vehicle / vessel titles issued without error	92%	96%
• Number of fraudulent motor vehicle titles identified and submitted to law enforcement (5)	50	33
• Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement	3%	5.5%
• Average cost to issue a motor vehicle / vessel title	\$2.12	\$2.10
• Number of motor vehicle and mobile home titles issued	6,700,000	6,437,651
• Number of motor vehicle and mobile home registrations issued	21,446,037	21,117,442
• Number of vessel titles issued (6)	270,879	231,210
• Number of vessel registrations issued	1,046,445	1,009,150
• Average number days to issue a vehicle title	3	3
• Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural requirement for rebuilt certificates of title to total inspections of rebuilt salvage vehicles	1 : 8	1 : 7
• Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings (7)	36,319	30,274
• Percent of dealer licenses issued within 7 working days upon receipt of completed application (8)	99%	86%
• Number of automobile dealers licensed	12,800	12,046
• Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits	\$1.73 : 1	\$1.99 : 1
• Number of International Fuel Use Tax and International Registration Plans accounts audited (9)	350	294
• Number of motor carriers audited per auditor, with number of auditors shown	22 : 14	21 : 14

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PERFORMANCE MEASURES

	Fiscal Year 2006 - 2007	Standard	Actual
Executive Direction and Support Services			
<ul style="list-style-type: none"> Percent program administration and support costs and positions compared to total program costs and positions 		2.13% / 2.19%	2.16% / 1.92%
Information Technology			
Kirkman Data Center			
<ul style="list-style-type: none"> Percent of customers who rate services as satisfactory or better as measured by survey 		90%	99%
* <i>Indicates a calendar year calculation</i>			

PERFORMANCE EXPLANATION

¹ Number of motorists assisted by law enforcement officers – This performance number is externally driven. The number of motorists assisted is partially determined by the number of motorist calls received. FHP responded to all calls for assistance received.

² State seat belt compliance rate and percent change in seat belt use – The performance number reported is the number for fiscal year 2005-2006. The current fiscal year number, reported by an outside agency, was not available at the time this report was compiled.

³ Average number of corrections per 1,000 driver records maintained - Many of the mistakes made on the driver's record, which subsequently require a correction, are completed or reported by outside agencies (courts and other state motor vehicle agencies). The Department is continuing ongoing training with the clerk of courts and driver license field examiners to help reduce the number of corrections required.

⁴ Number of mobile homes inspected - The decrease in inspections is due to a corresponding decrease in manufacturing production. Members of the mobile home inspection team are meeting all inspection requirements.

⁵ Number of fraudulent motor vehicle titles identified and submitted to law enforcement - The Department is partially dependent upon external entities to identify suspected fraudulent titles.

⁶ Issuance of vessel titles – The standard was overstated due to an oversight in titles issued. The Department has requested that the standard be adjusted.

⁷ Number of rebuilt salvage motor vehicles inspected for vehicle identification number and odometer readings - The number of rebuilt requests in fiscal year 2005-2006 was inflated as a result of damage and insurance payments from the overactive hurricane season of 2004. The standard was increased to account for the increased activity. During fiscal year 2006-2007, there was little hurricane activity that impacted rebuilt salvage motor vehicles.

⁸ Percent of dealer licenses issued within 7 working days upon receipt of completed applications – The performance number reported for this fiscal year is based on the date received and not the date completed. The motor vehicle system did not have a function to capture the date completed. A programming change has now been implemented to report the date upon which completed applications are received.

⁹ Number of International Fuel Tax Agreement and International Registration Plan accounts audited - The negative variance is due to employment turnover of audit positions.