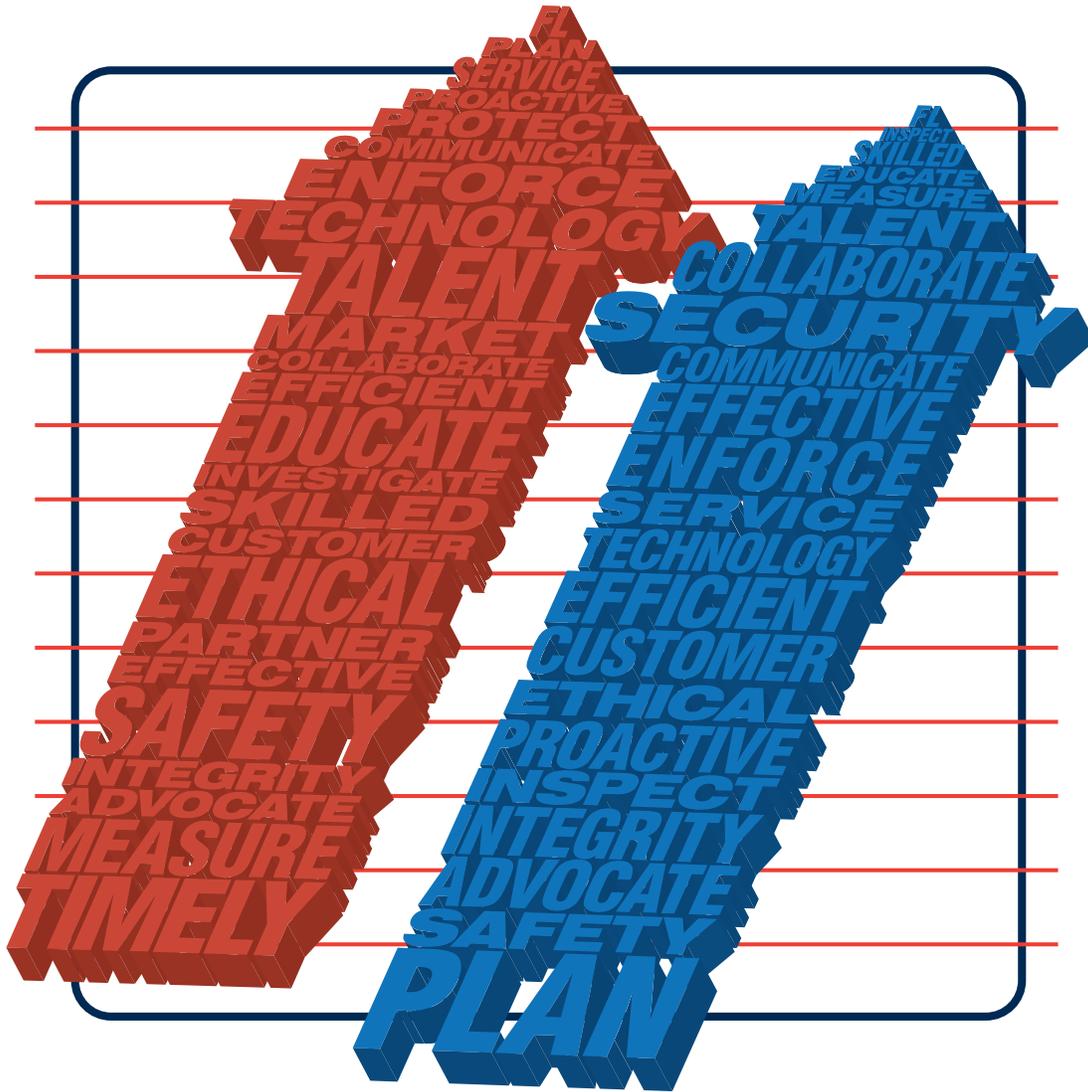


# First Quarter Performance Report: Fiscal Year 2012 — 2013



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

Julie Jones, Executive Director

## News

### Public Safety

**Florida Highway Patrol Puts Drivers on Alert for Staged Crashes:** By knowing more about staged crashes, drivers can avoid such schemes by criminals who prey on innocent motorists. The Department of Financial Services' Division of Insurance Fraud, the National Insurance Crime Bureau and FHP collaborated to help stop staged crashes in Florida.

FHP published a statewide news release to make motorists aware of three basic staged crash schemes and tips drivers can use to reduce their risk of becoming a target. The Department has created a Web page on its website to provide information on staged crashes, to include visual demonstrations. DHSMV is developing training on the topic for troopers.



**DHSMV Promotes Drowsy Driving Prevention Week:** For the annual campaign warning motorists of the dangers of drowsy driving, this year Sept. 1 – 7, the DHSMV Communications Office worked with the Florida Turnpike and the Florida Department of Transportation to run awareness slogans on message boards around the state. The DigiCast gas station network aired audio announcements at gas pumps in Miami-Dade County, and the Motor Vehicle Network ran ads on the television monitors in driver license offices. All messages were provided at no cost to the Department. Gov. Rick Scott signed a proclamation to designate the week, and DHSMV published a news release, conducted interviews with interested media and posted safety messages on Facebook and Twitter.

**FHP Tells Drivers, "Drive Sober or Get Pulled Over":** FHP announced in an Aug. 15 statewide news release its participation in the national *Drive Sober or Get Pulled Over* campaign. The Patrol joined law enforcement agencies across the nation in the campaign Aug. 17 through Sept. 3 to remove impaired drivers from Florida's roadways in an effort to save lives.

Additionally, troopers from Troop B and law enforcement officers from Georgia and Florida gathered at both welcome centers on Interstate-75 to show their support to reducing crashes and fatalities that result from impaired driving. The annual *Hands Across the Border* event promoted safe Labor Day driving through saturation patrols and checkpoints.

**Operation Checkered Flag Aims at Aggressive Driving:** FHP's Troops G and I in northeast Florida used LASER, RADAR and aircraft July 6 to target drivers who were speeding, driving aggressively and following too closely. Operation Checkered Flag was an eight-hour enforcement detail on Interstate-95 in Nassau, Duval, St. Johns and Flagler counties. FHP timed the high profile effort to occur in conjunction with NASCAR races.

FHP wrote 303 citations and 24 Faulty Equipment Notices and conducted 13 commercial vehicle inspections.

**DHSMV Educates Students on the Dangers of Distracted Driving:** DHSMV members in Miami worked a series of events, coordinated by the Florida Department of Transportation to get the word out about the dangers of distracted driving to students in south Florida. The *Put It Down* safety campaign promotes awareness about the dangers of distracted driving. In September, DHSMV provided information about Department services, resources and safety initiatives at four events.

### Reliable Service Delivery

**DHSMV Informs the Public of Disabled Parking Permit Changes:** In July, the Department launched a campaign to inform the public of the new disabled parking permit changes put in place by Florida lawmakers. More than 1.3 million Floridians hold blue permanent disabled parking permits and are impacted by the changes. Outreach efforts included a statewide news release, messages on Facebook and Twitter and advertisements internally and on the TV monitors in driver license offices. Nineteen media outlets ran stories on the changes, reaching a potential audience of more than 3.6 million.

Since the legislation also directs DHSMV to collect calls reporting abuse of the permits, the



agency established a special phone number, (850) 617-3803, to take calls and posted a form online at [www.flhsmv.gov](http://www.flhsmv.gov) to report suspected abuse.

**DHSMV Teams Up with Chief Financial Officer to Boost Registration:** The Department joined forces with Chief Financial Officer Jeff Atwater to sponsor a resolution to designate the first week of October as *Register Your Emergency Contact Information Week*. The CFO, Gov. Rick Scott, Attorney General Pam Bondi and Agriculture Commissioner Adam Putnam recognized the resolution at the Sept. 18 Cabinet meeting. The ECI database allows all Floridians who hold either a driver license or identification card to register up to two contacts for law enforcement to use in case of emergency. Registration may be completed in a driver license office or online. DHSMV houses the ECI database.



### Leverage Technology

**Information Systems Administration Tackles Mammoth Technology Move:** The largest move of DHSMV's equipment to the Northwood Shared Resource Center occurred in September. The tremendous effort put forth by the teams resulted in a successful migration of more than 150 pieces of equipment and most of DHSMV's major systems and applications.

During the next 60 days, DHSMV will work with NSRC to ensure they are adequately prepared to assume responsibilities for the operation of the equipment and functions that have been transferred. Both recognize the collaborative effort is key to achieving a smooth transition.

### Talent Creation and Development

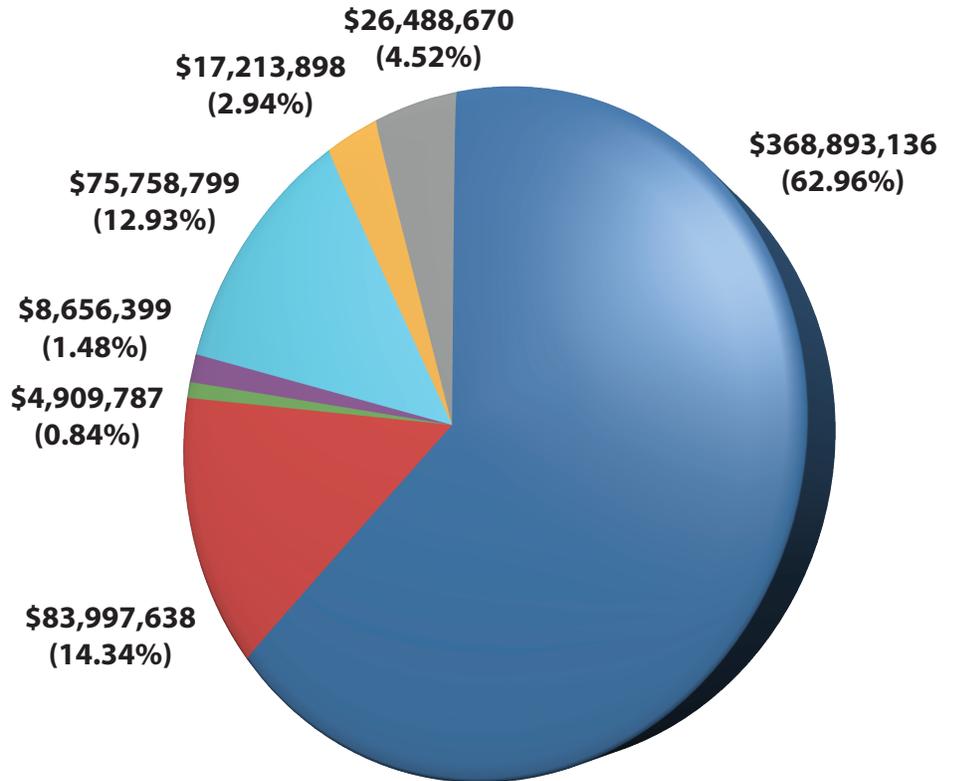
**Fifty-Six New Florida Highway Patrol Troopers Graduate:** The members of the FHP 122nd Recruit Class graduated Sept. 20, putting 56 new troopers on the road. The recruits endured 28 weeks of intense training in academic and high liability areas, including human relations, law, firearms, defensive tactics, vehicle operations and first aid.

## Revenue Information

<b>1st Quarter</b>	<b>Trust Fund</b> \$373,714,126	<b>General Revenue</b> \$212,204,200	<b>Total</b> \$585,918,326
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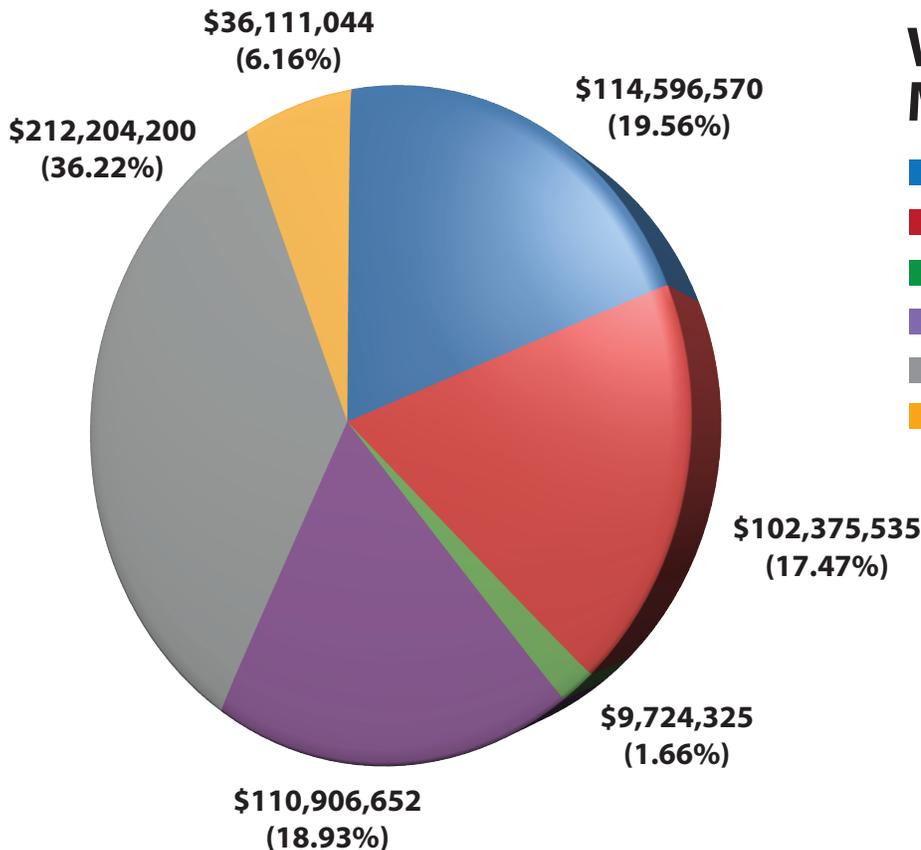
### Where The Money Comes From

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



### Where The Money Goes

- Department of Education
- 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.**

**95.9% ● FOR FY 2012/13 (Through September 30, 2012)**

#### **A. Highway crashes**

1. % change in highway fatalities to previous year
2. % change in highway crashes to previous year
3. % change in highway injuries to previous year
4. % change in teen drivers involved in fatal crashes to previous year
5. % change in alcohol-related fatalities to previous year
6. % change in commercial vehicle crashes to previous year

1st Quarter Actual	1st Quarter Standard	
<b>98.6%</b>		●
4.4%	0% or reduction	●
1.8%	0% or reduction	●
2.1%	0% or reduction	●
-52.4%	0% or reduction	●
-1.3%	0% or reduction	●
-30.5%	1.3% or greater reduction	●

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

7. % of duty hours spent on patrol and investigation activities
8. Number of highway safety education hours provided **(1)**
9. Number of safety education and enforcement-related marketing activities
10. Number of commercial vehicle inspections performed
11. % of insured motorists

<b>90.1%</b>		●
76.2%	72%	●
963	1,875	●
5	3	●
24,584	19,845	●
94.1%	95%	●

#### **C. Criminal Investigations**

12. % of criminal investigation cases resolved within 90 days
13. % of field intelligence reports reviewed, analyzed and adjudicated within 30 days
14. % of vetted intelligence information that is shared with the intelligence community within 7 days

<b>100%</b>		●
92.7%	72%	●
100%	90%	●
100%	100%	●

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

**98.0% ● FOR FY 2012/13 (Through September 30, 2012)**

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

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

1st Quarter Actual	1st Quarter Standard	
<b>100%</b>		●
97.5%	95%	●
95.0%	90%	●
98.3%	98%	●
97.8%	98%	●

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

19. % of calls for service responded to by FHP within 30 minutes
20. % of driver license office customers waiting 30 minutes or less for service
21. % of titles issued within 3 workdays of request

<b>96.1%</b>		●
66.0%	65%	●
83.1%	95%	●
99.2%	98%	●

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

## Performance Measures and Standards

22. % change in average wait time for Customer Service Center calls to previous year	1.9%	5% or greater reduction	
23. % of business licenses issued timely	100%	98%	
<b>C. Customer Satisfaction</b>	<b>99.8%</b>		
24. % of customers that rate services as satisfactory or better	84.9%	85%	

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

**99.4%** FOR FY 2012/13 (Through September 30, 2012)

#### A. Customer Technology Use

	1st Quarter Actual	1st Quarter Standard	
25. % of customers being served via internet	22.9%	20%	
26. % of motor vehicle and vessel titles issued electronically	33.0%	35%	
27. % of IFTA tax returns and IRP transactions processed electronically	10.0%	10%	

#### B. New Technology Projects

28. % of new projects developed and implemented timely	100%	95%	
29. % of time dedicated to research and development	11.9%	10%	

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

30. % of Mainframe system uptime	100%	99.9%	
31. % of Oracle uptime	100%	99.9%	
32. % of SQL server uptime	99.99891%	99.9%	
33. % of Customer Information Control System (CICS) uptime	99.98997%	99.9%	
34. Effectiveness of data and systems security preventative measures	100%	100%	

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

**100%** FOR FY 2012/13 (Through September 30, 2012)

	1st Quarter Actual	1st Quarter Standard	
35. % of members who rate job satisfaction as satisfactory or better	78.0%	75%	
36. Increase participation in leadership training programs	162.4%	5% or greater	
37. Increase % of positions filled by internal promotion	130.7%	1% or greater	

- 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) Number of highway safety education hours provided** – Actual performance was below standard due to staffing and the timing and nature of our work in schools statewide.

## Purchases

### Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts July Through September 2012

Description	Vendor	Total Contract Price
Purchase three Lycoming Factory Rebuilt Aircraft Engines which will replace the engines in three of Florida Highway Patrol's aircraft. ITB# 001-03, Order No. A6164B.	Air Power Inc. Nashville, TN	\$151,748.00
The American Association of Motor Vehicle Administrators is the only network provider authorized to provide Commercial Driver License Information System. Single Source, Order No. A5EBAB.	American Association of Motor Vehicle Administrators Arlington, VA	\$1,217,627.28
Procurement of security system wiring, hardware and labor to install all network equipment in DHSMV headquarters to the existing proprietary infrastructure. Single Source, Order No. A60E10.	Georgia Florida Burglar Alarm Company Tallahassee, FL	\$154,490.17