MEETING OF THE GOVERNOR AND CABINET
AS HEAD OF THE DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

June 4, 2013

AGENDA

Agency Contact: Jennifer Langston, 850-617-3195

http://www.flhsmv.gov/agenda/2013/0604Agenda.pdf

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1. Respectfully submit the DHSMV 2013-2014 Annual Performance Contract for Approval.

   Attachment #1.
   Recommend Approval.

A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES

Annual Performance Contract

Fiscal Year • 2013 - 2014

Goals • Objectives • Strategies • Measures

Julie L. Jones
Executive Director

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Executive Director

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Rick Scott
Governor

Pam Bondi
Attorney General

Jeff Atwater
Chief Financial Officer

Adam Putnam
Commissioner of Agriculture

June 4, 2013

Executive Director's Message:

Strategic planning and performance management are more than concepts at the Department of Highway Safety and Motor Vehicles. They drive the way we do business each and every day. By updating our annual goals, objectives and strategies we are able to create a roadmap for our Department's future success. The critical element of the process is found in our willingness and ability to establish specific performance measures and standards to evaluate our performance and report it to the public.

This Annual Performance Contract contains 35 specific performance measures and standards by which the Department will hold itself accountable during the 2013-14 fiscal year. Each measure links to one or more of our goals and objectives, and represents our continuing commitment to accomplishing our mission of providing safety and security through excellence in service, education and enforcement. The Department will report our performance to the Governor, Cabinet and the public each quarter, to include an annual report at the conclusion of the fiscal year.

DHSMV has the unique opportunity to touch the lives of millions of Florida residents and visitors each year. With approximately 4,500 members statewide and a significant network of service delivery partners and stakeholders, we realize that we have an opportunity to make Florida a safer place to live, work and play.

A safer Florida – It's a vision of the future we can all live with.

Julie Jones
Executive Director

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

		ANNUAL STANDARD
A.	**Highway crashes**	
1.	% change in highway fatalities to previous year	0% or reduction
2.	% change in highway crashes to previous year	0% or reduction
3.	% change in commercial vehicle crashes to previous year	1.3% or greater reduction
4.	% change in mature drivers involved in fatal crashes to previous year	0% or reduction
5.	% change in teen drivers involved in fatal crashes to previous year	0% or reduction
6.	% change in impaired drivers involved in fatal crashes to previous year	0% or reduction
B.	**Highway safety education and enforcement**	
7.	% of duty hours spent on patrol and investigation activities	73%
8.	Number of highway safety education hours provided	8,100
9.	Number of safety education and enforcement-related marketing activities	15
10.	Number of commercial vehicle inspections performed	87,318
11.	% of insured motorists	95%
C.	**Criminal Investigations**	
12.	% of criminal investigation cases completed within 90 days	90%
13.	% of field intelligence reports reviewed, analyzed, adjudicated and shared within 30 days	90%

SERVICE DELIVERY – *Provide efficient and effective services that meet or exceed the needs of our customers and stakeholders.*

A.	**Motorist transactions successfully completed**	
14.	% of registration transactions successfully completed	95%
15.	% of title transactions successfully completed	95%
16.	% of driver license and identification card transactions successfully completed	98%
17.	% of disabled parking permit transactions successfully completed	98%
B.	**Customer services completed timely**	
18.	% of calls for service responded to by FHP within 30 minutes	65%
19.	% of driver license office customers waiting 30 minutes or less for service	95%
20.	% change in average wait time for Customer Service Center calls to previous year	5% or greater reduction
21.	% of business licenses issued within 5 days	98%
C.	**Customer Satisfaction**	
22.	% of customers that rate services as satisfactory or better	85%

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

A. Customer Technology Use	ANNUAL STANDARD
23. % of customers being served via internet	21%
24. % of motor vehicle and vessel titles issued electronically	35%
B. New Technology Projects	
25. % of projects in progress which are on time and budget	80%
C. Computer support uptime available to our partners	
26. % of State provided Data Center system uptime	99.9%
27. % of Partner provided Data Center system uptime	99.9%
28. % of Network provided Data Center system uptime	99.9%
29. Effectiveness of data and systems security preventative measures	100%
30. % of time dedicated to research and development	15%

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

31. % of members who rate job satisfaction as satisfactory or better	75%
32. % of members participating in a discretionary leadership course/program	25%
33. % of members participating in a discretionary technology course/program	20%
34. % of members participating in a discretionary service delivery course/program	25%
35. % of positions filled by internal promotion	30%