

Second Quarter Performance Report: Fiscal Year 2011 — 2012



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

Julie Jones, Executive Director

News

Public Safety

Governor and Cabinet Recognize Trooper of the Year: The Governor and Cabinet recognized Cpl. Cale Stevens Oct. 4 during a Cabinet meeting at the State Capitol. Stevens, who has been with the Florida Highway Patrol for 12 years and is assigned to Venice, was selected as the 2011 Trooper of the Year due to his heroic actions on July 22, 2010. He was off-duty and getting a haircut that afternoon when he heard a crash nearby. His quick response to the scene and emergency response skills saved a man's life.

Patrol Goes to High Schools to White Out Teen Crashes: The Department asked its employees, the Governor and Cabinet members, safety partners and teens to wear a *white shirt* Oct. 18 to white out teen crashes. FHP visited morning television programs and worked with high schools in five counties to talk about the No. 1 killer of teens – crashes. DHSMV also used social media to promote teen driver safety Oct. 16 – 22, which Governor Scott proclaimed Teen Driver Safety Week in Florida. A dozen news outlets across the state reported on the white out to include, four online, four broadcast and four newspapers for a potential of nearly 300,000 impressions.

Department Focuses on Impaired Driving during the Holiday Season: Alcohol was a factor in one out of every three traffic fatalities that occurred during the Christmas and New Year's holiday travel periods last year. To combat the problem, DHSMV teamed up with Gov. Rick Scott Dec. 2 to host a news conference at the Capitol to announce *Drunk and Drugged Driving (3D) Prevention Month*.

In addition to collaborating with the Governor's office to increase awareness, the Florida Highway Patrol joined the nationwide campaign to target impaired driving between Dec. 16, 2011 and Jan. 2, 2012. FHP has stepped up enforcement for the *Drive Sober or Get Pulled Over* campaign. During the 18-day period, troopers made 505 arrests for Driving Under the Influence.



Reliable Service Delivery

DHSMV Signs Agreement with South Korea: The Department signed a reciprocal agreement with the Republic of Korea Oct. 21 in Tallahassee. The agreement allows a licensed Florida driver who is living in Korea to apply for a Korean driver license without taking the written and skills driving tests. In Florida, we will do the same for a licensed Korean driver. The Department's comprehensive review of the licensing process in the Republic of Korea clearly demonstrated that country's process is consistent with standards in place in Florida.

Emergency Contact Information Registration Reaches 5 Million: The Department's ECI program provides a way for residents to register two contacts they want police to notify in the event of an emergency. The program is the first of its kind in the nation, and registration reached the 5 million mark in September. The Department does not want to stop there because two out of three Florida drivers still have not registered their contacts.

During Register Your Emergency Contact Information Week (Oct. 2 – 8), DHSMV promoted registration. During that time, 27,769 people registered their contacts and 22,138 updated their contacts for an 11-percent increase in new registrants and 9-percent increase in updated enrollees compared to the week of Sept. 25 – Oct. 1.

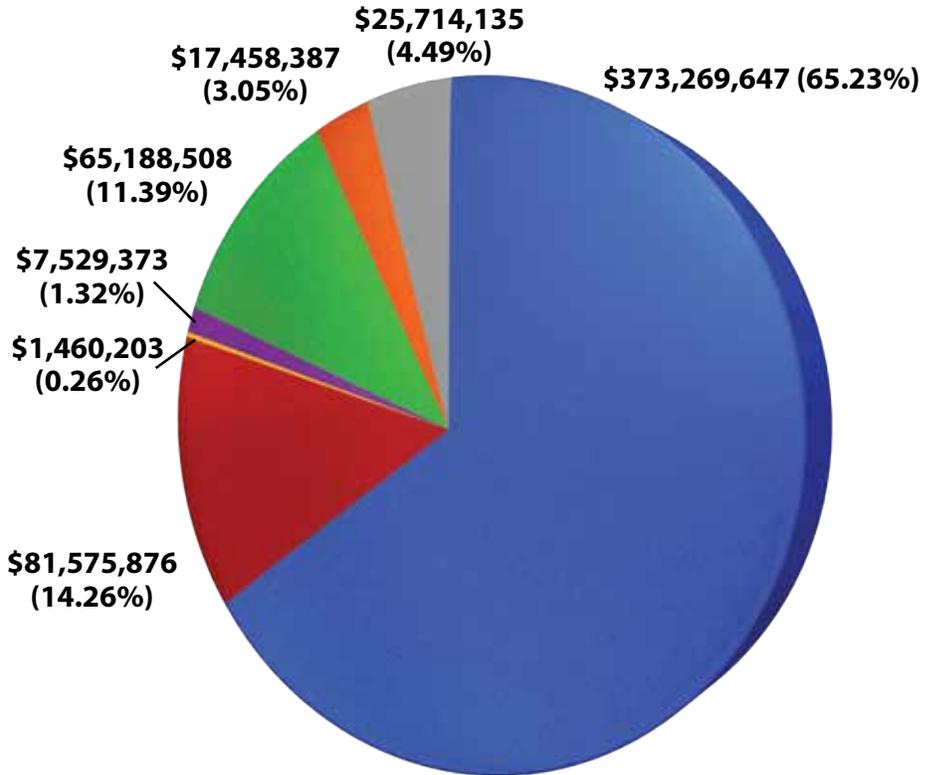


Revenue Information

2nd Quarter	Trust Fund \$332,159,076	General Revenue \$240,037,053	Total \$572,196,129
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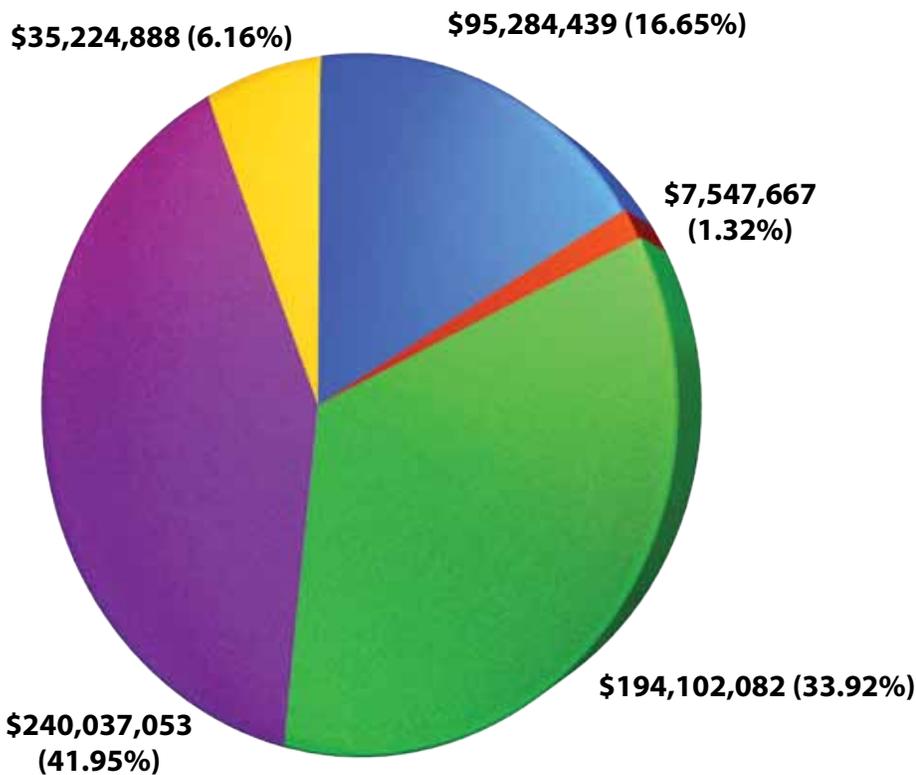
Where The Money Comes From

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

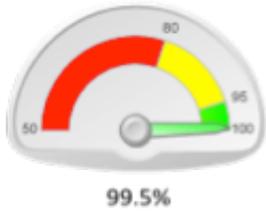


Where The Money Goes

- 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.

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

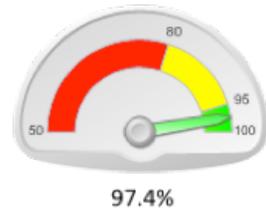
B. Highway safety education and enforcement

7. % of duty hours spent on patrol and investigation activities
8. Number of highway safety education hours provided
9. Number of commercial vehicle inspections performed

C. Criminal Investigations

10. % of criminal investigation cases resolved within 90 days
11. % of field intelligence reports reviewed, analyzed and adjudicated within 30 days

2nd Quarter Actual	2nd Quarter Standard	
-0.3%	0% or reduction	●
-5.3%	0% or reduction	●
-9.6%	0% or reduction	●
-6.5%	0% or reduction	●
-21.8%	0% or reduction	●
-18.9%	2% or greater reduction	●
75.0%	72%	●
4,314	3,750	●
56,719	37,800	●
65.9%	70%	●
100.0%	75%	●



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

A. Motorist transactions successfully completed

12. % of registration transactions successfully completed
13. % of title transactions successfully completed
14. % of driver license and identification card transactions successfully completed
15. % of disabled parking permit transactions successfully completed
16. % of temporary operating permit transactions for heavy commercial vehicles successfully completed

B. Customer services completed timely

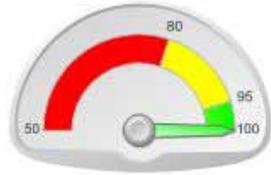
17. % of calls for service responded to by FHP within 30 minutes
18. % of driver license office customers waiting 30 minutes or less for service (1)
19. % of titles issued within 3 workdays of request

2nd Quarter Actual	2nd Quarter Standard	
97.6%	95%	●
95.1%	90%	●
98.2%	98%	●
98.1%	98%	●
91.7%	90%	●
67.3%	65%	●
73.4%	95%	●
98.9%	98%	●

- Indicates actual \geq 95% of standard.
- Indicates actual $<$ 95% and \geq 80% of standard.
- Indicates actual $<$ 80% of standard.

Performance Measures and Standards

20. % change in average wait time for Customer Service Center calls to previous year	-30.7%	5% or greater reduction	●
21. % of business licenses issued timely	99.7%	98%	●
C. Customer Satisfaction			
22. % of customers that rate services as satisfactory or better	79.6%	85%	●



100.0%

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

A. Customer Technology Use

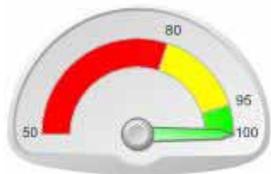
	2nd Quarter Actual	2nd Quarter Standard	
23. % of customers being served via internet	20.9%	20%	●
24. % of motor vehicle and vessel titles issued electronically	28.4%	20%	●
25. % of driver license and identification card holders registered for Emergency Contact Information	10.2%	10% or greater increase	●

B. New Technology Projects

26. % of new projects developed and implemented timely	100.0%	95%	●
27. % of time dedicated to research and development	20.6%	20%	●

C. Computer support uptime available to our partners

28. % of Mainframe system uptime	100.00000%	99.9%	●
29. % of Oracle uptime	99.99500%	99.9%	●
30. % of SQL server uptime	99.99667%	99.9%	●
31. % of Customer Information Control System (CICS) uptime	99.92500%	99.9%	●



100.0%

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

	2nd Quarter Actual	2nd Quarter Standard	
32. % of members who rate job satisfaction as satisfactory or better	77.0%	75%	●
33. Increase participation in leadership training programs	523.2%	1% or greater increase	●
34. Increase % of positions filled by internal promotion	24.1%	1% or greater increase	●

- 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.

Performance Explanation

(1) Percent of driver license office customers waiting 30 minutes or less for service – Despite falling short of our service level standard, performance during the second quarter is a 10.3% improvement over the first quarter. Decreased demands for services, coupled with increased staffing of previously vacant positions have contributed to this positive trend.

Purchases

Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts October Through December 2011

Item Purchased	Vendor	Amount
Purchase motor vehicle title paper which is essential to providing proof of ownership for vehicles to the motoring public. ITB# 012-12, Order No. A4FF45	Standard Register Nashville, TN	\$309,550.00