



# Third Quarter Performance Report

*Providing Highway Safety and Security through Excellence in Service, Education, and Enforcement*

Fiscal Year 2015–2016

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April, 2016

## News

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### LEADERS IN SERVICE

#### DHSMV Releases New Woman Veteran License Plate

- DHSMV issued the first Woman Veteran specialty license plate to Colleen Krepstekies, the Director of Legislative and Cabinet Affairs for the Department of Veterans Affairs. The Woman Veteran specialty plate is now available in local DHSMV and tax collector offices.

#### Veterans Join the Ranks at DHSMV

- DHSMV hired 24 veterans this quarter. These veterans were hired as two senior highway safety specialists, two regional duty officers, two senior clerks, two system programmers, three senior consumer service analysts, one training manager, two driver license examiners, two field hearing officers, one operations service manager, one administrative secretary, one custodial worker, two OPS clerks, one FHP Trooper, one evidence and property custodian and one compliance examiner.

#### FLOW (Florida Licensing On Wheels) Events Across the State

- FLOW mobiles continued to go across the state in support of Florida's inmate re-entry program, reaching out to homeless populations, senior and minority communities and other outreach facilities to issue driver licenses, ID cards, registrations and handle other credentialing inquiries. Of note, FLOW teams participated in an ID and voter registration initiative with local high schools where they received over 200 voter registration applications. FLOW teams participated in a special reinstatement event for the office of County Commissioner Sally Heyman in Miami-Dade and an Orlando reinstatement event, sponsored by Senator Geraldine Thompson, issuing 70 driver licenses, three ID cards, two two-year tag renewals and 31 receipt only, collecting a total of \$14,816 in fees and reinstatements. A FLOW mobile unit also worked the Capitol Rotunda on February 22 – 26, providing replacement license plates, driver licenses, ID cards and registration renewals to members of the Senate, staff members at the Capitol and the visiting public.

#### DHSMV Partners with American Immigration Lawyers Association (AILA)

- DHSMV provides regular assistance and support to AILA and at the South Florida AILA membership meeting January 20, staff provided information and answered questions regarding documentation requirements for non-immigrant customers to obtain driver licenses and identification cards as well as tips to help prepare clients for their visits to driver license offices.

#### DHSMV Participates in Florida Automobile Theft Intelligence Unit (FATIU) Meeting

- DHSMV staff attended the Florida Automobile Theft Intelligence Unit (FATIU) meeting and participated in the DMV Advisory Board. FATIU Board members were provided an overview of department goals and objectives concerning motor vehicle field operations and initiatives to mitigate potential fraud.

#### Southwest Florida Tax Collector Coalition Meeting

- DHSMV staff participated in the Tax Collector's Southwest Florida Coalition meeting held in Tampa on February 11, 2016. Participation in the coalition meeting provided the department an opportunity to respond to specific questions and concerns from Tax Collectors and provide information and clarification regarding department policies and procedures and Florida law. The department's relationship with Tax Collectors is vital to ensure uniformity and compliance in the credentialing processes.

#### DHSMV Participates in Tax Collector Continuing Education Training

- DHSMV staff conducted continuing education training at the Tax Collector training hosted by the Department of Revenue in Orlando on February 1. There were approximately 100 Tax Collectors and staff in attendance.

#### Two new FLOW mobiles hit the road

- DHSMV's newest FLOW mobiles hit the road this February and will be serving the Tampa and Miami areas. These FLOWs join the ranks of 11 other mobile issuance units across the state, assisting customers with limited access and mobility. The newest RV units were completely refurbished by PRIDE and are equipped with all of the technology to issue driver licenses, ID cards, registrations, tags and other services.

## News

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### **Florida Association of International Educators (FAIE) State Conference**

- DHSMV staff presented at the FAIE State Conference on February 26. Representatives from the Division of Motorist Services are invited annually to participate in the FAIE Conference, which is held on the Florida State University campus. Staff answered questions and provided information to a select government panel that assists non-immigrant visa holders in obtaining Florida driver licenses and ID cards.

### **Customs and Border Protection Training**

- DHSMV partnered with Customs and Border Protection on February 25 to conduct training on identifying and preventing fraudulent activities in the area of credentialing. The training took place at the Lauderdale Lakes office with 17 members. This training will be conducted on a monthly basis throughout 2016.

### **American Association of Motor Vehicle Administrators (AAMVA) 2016 Workshop and Law Institute**

- DHSMV staff attended the AAMVA 2016 Workshop and Law Institute in Cincinnati. Workshop sessions focused on various topics such as salvaged and junk vehicles, automated and connected vehicles, impaired driving, verification services and lawful presence, mobile driver licenses, CDL compliance, fraud investigations and how to recruit and retain staff.

### **Focus Group Session Enhances Motorist Service Customer Service**

- DHSMV management held four two-hour focus groups with the top members of the customer service division to discuss process improvement and training to enhance the department's interaction with customers. Members provided constructive feedback, and DHSMV will use the insight to train current and future staff who interact with Florida residents and visitors.

## **AGENTS OF PROGRESS**

### **DHSMV releases updated official Florida Driver License Handbook**

- DHSMV released an updated edition of the official Florida Driver License Handbook with enhanced safety information for existing and potential Florida drivers. DHSMV updated the handbook with clear and easy-to-understand content and graphics to help readers effectively comprehend Florida traffic laws and regulations regarding the operation of a motor vehicle on Florida roads. The handbook is available in English, Spanish and Haitian-Creole by download on the department's website and is available for download on iTunes. The department also disseminated the handbook to Tax Collectors and school districts statewide.

### **FHP Promotes New Chief of Patrol Operations**

- Col. Spaulding promoted Mark Brown as the new Chief of Patrol Operations for the northern region. Chief Brown graduated from the 97th Basic Recruit Class and began his career in Charlotte County. Chief Brown is the lead instructor of the Leadership in Police Organizations program for the FHP and is a graduate of the Florida Criminal Justice Executive Institute's Executive Future Studies Program and the Chief Executive Seminar. He graduated from Florida Southern College and holds a Bachelor of Science degree in both business administration and criminology.

### **Colonel Spaulding appoints first female Major of the FHP Training Academy**

- Col. Spaulding promoted Nancy Rasmussen to the position of Major of the FHP Academy, effective March 11, 2016. Rasmussen has served 24 years with the patrol, and spent the last four years as Chief of Public Affairs for FHP. She is the first female to serve as Major of the FHP Training Academy.

### **Motorist Services Member Accepted to the American Association of Motor Vehicle Administrators (AAMVA) Leadership Academy**

- Bureau Chief of Customer Services, Twanna Smith was accepted to the AAMVA Leadership Academy that will take place May 9 – 12, 2016 in Arlington, VA. The Leadership Academy was created to provide professional development opportunities for future leaders in the AAMVA community. This week-long program will include modules on defining leadership, team work and collaboration and organizational performance management. It is an intense training opportunity focused on the unique characteristics of leading and managing a motor vehicle or law enforcement agency.

## News

### **Update on Driver Education Licensing Assistance Program (DELAP) Integration to the Automated Driver License Testing System (ADLTS)**

- Alachua, Duval and Hillsborough County School Administrations are now fully integrated with the automated driver license testing system (ADLTS) and are actively conducting Class E knowledge exams. Fourteen additional counties are finalizing the installation and DHSMV field members are conducting training for administrators requesting assistance with the process. The department is working with the remaining Florida county school districts to develop plans for a full integration of ADLTS.

### **Driver License and Motor Vehicle Computer Systems Program Modifications**

- Motorist Services deployed driver license and motor vehicle computer systems program modifications statewide in Tax Collector and DHSMV field offices. These modifications included name changes; CDL adjudication withheld validation process changes; sexual predator and sexual offender designation and document changes; title audit report changes; de-authorized plate updates; dealer license email for regional offices; and National Motor Vehicle Titling and Insurance System reinstated title changes.

### **International Fuel Tax Agreement (IFTA) Renewal**

- The IFTA is an agreement between the 48 contiguous United States and 10 Canadian provinces, which allows a motor carrier to be licensed in a “base” jurisdiction for fuel use tax reporting purposes. The department issued 6,949 sets of IFTA decals for licensees in January 2016 and a total of 47,565 for FY 2015/16.

## **CHAMPIONS FOR SAFETY**

### **Cabinet Passes Resolution to make January Move Over Month**

- On January 21, 2016, the Florida Cabinet resolved to make January Move Over Month. All month long the department promoted Florida’s Move Over Act in a statewide effort to educate drivers about the importance of moving over a lane or slowing down 20 miles per hour below the posted speed limit for law enforcement, first responders and service vehicles stopped along the roadside. The campaign paid media reached just under 27.5 million people and earned media efforts reached at least 14.4 million people and grew the department’s social media an average of five percent per platform.

### **DHSMV recognizes Hit and Run Awareness Week**

- DHSMV and FHP hosted press conferences across the state, highlighting the victims of hit and run crashes and their families in recognition of Hit and Run Awareness Week. In 2015, there were more than 92,000 hit and run crashes in Florida. FHP worked 23,333 of these crashes alone. Last year, hit and run crashes resulted in more than 19,000 injuries and 186 fatalities. Throughout the week, there were 34 unique Hit and Run stories in newspapers and on local news channels statewide. The overall paid media garnered 590,879 impressions and the overall earned media efforts reached at least 14.8 million people.

### **DHSMV attends the Dori Slosberg safety event at the Capitol**

- Executive Director Terry L. Rhodes and FHP’s Chief of Public Affairs attended the Dori Slosberg safety event at the Capitol on Wednesday, February 17. The event highlighted teen driving safety initiatives and the FHP roll-over simulator was there to showcase the importance of buckling up.

### **Spring Break Driving Safety Campaign**

- DHSMV partnered with the Florida Department of Business and Professional Regulation, Florida Department of Transportation, Florida Sheriffs Association, Florida Police Chiefs Association, Visit Florida and the Florida Restaurant and Lodging Association to spread the message during March, that as people celebrate Spring Break in Florida, not to drive drunk. Throughout the month, law enforcement agencies paid special attention to enforcing the state’s drinking age laws and working to keep impaired drivers off the roads. The overall paid media garnered just under eight million impressions and earned media reach was at least seven million people.

## News

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### **FHP Participates in Click it or Ticket National Campaign**

- FHP, along with law enforcement agencies around the country, participated in the national “Click It or Ticket” campaign March 1 through March 14 to bring awareness and education about the importance of buckling up.

### **Aggressive Drivers Think Twice**

- March 11 through March 24, FHP’s commercial vehicle enforcement troopers conducted another phase of Ticketing Aggressive Cars and Trucks (TACT), a safety campaign aimed at educating motorists about the dangers of aggressive driving around large trucks with the goal of reducing commercial motor vehicle related crashes.

### **FHP Graduates 44 New Troopers**

- Members of the FHP 132nd Basic Recruit Class graduated on February 12, 2016, putting 44 new recruits on the road to help promote a safer Florida. The 132nd Basic Recruit Class went through 29 weeks of extensive training, including topics such as firearms, vehicle operations, defensive tactics, first aid and law enforcement academics. During their time at the Academy, recruits volunteered at Pyramid, an organization serving individuals with developmental disabilities, donated blood and participated in several community service activities. Each new trooper graduated with the knowledge and training on how to best serve the people of Florida.

### **Lt. Channing Taylor receives FHP Medal of Valor and Purple Heart award**

- Lt. Channing Taylor received FHP’s Medal of Valor and Purple Heart award in recognition of his outstanding bravery, gallantry and courage in the line of duty. On June 14, 2015 at approximately 9:15 pm, Lt. Taylor observed a red pickup truck entering the parking lot of the Pilot Gas Station on State Road 520 in Brevard County without headlights on. Lt. Taylor conducted a traffic stop. After the initial contact with the driver, the passenger of the vehicle produced a revolver and fired at Lt. Taylor striking him in the shoulder. Lt. Taylor found cover and with a clear line of sight, Taylor engaged the subject with his service weapon, fatally wounding him. The driver of the truck was taken into custody immediately after the incident. It was later learned the suspect had a suicide pact with the driver and his actions showed he wanted to harm others as well.

### **FHP Assists in Cargo Theft Ring Arrests**

- The FHP Commercial Vehicle and Cargo Theft Task Force assisted with the arrests of five Miami-Dade County residents in connection with an organized cargo theft ring. The suspects are accused of travelling from Miami-Dade County in a rental vehicle to search for tractor trailers they could easily steal, and then return and sell the property on the black market.

### **FHP Trooper catches robbery suspect in Orlando**

- Trooper Phillip McNab, while investigating a traffic crash, apprehended three armed robbery suspects. They were part of an ongoing investigation by the Orange County Sheriff’s Office as part of a series of armed robberies in the area.

### **National Media Highlights FHP’s Efforts during Sweeps**

- On March 3, Inside Edition aired a story based on a ride-along with the FHP. The focus was on avoiding tolls. The ride-along was successful as a result of the hard work and dedication of Sgt. Luis Tereja (Troop K Turnpike – Miami) and Public Affairs Officer Trooper Joe Sanchez (Troop E – Miami).

### **FHP Participates in AirFest at MacDill Air Force Base**

- Members of FHP attended the annual AirFest at MacDill Air Force Base. FHP brought numerous vehicles and equipment to highlight the patrol and to focus on recruitment.

### **Colonel Spaulding attends the Governor’s Base Commander meeting**

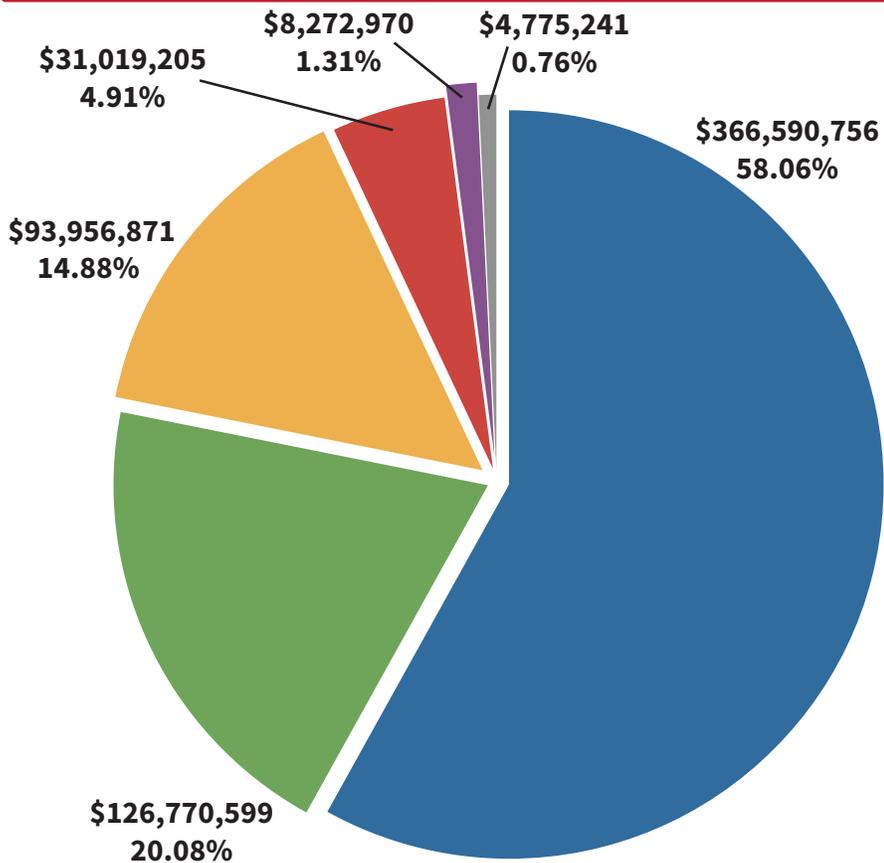
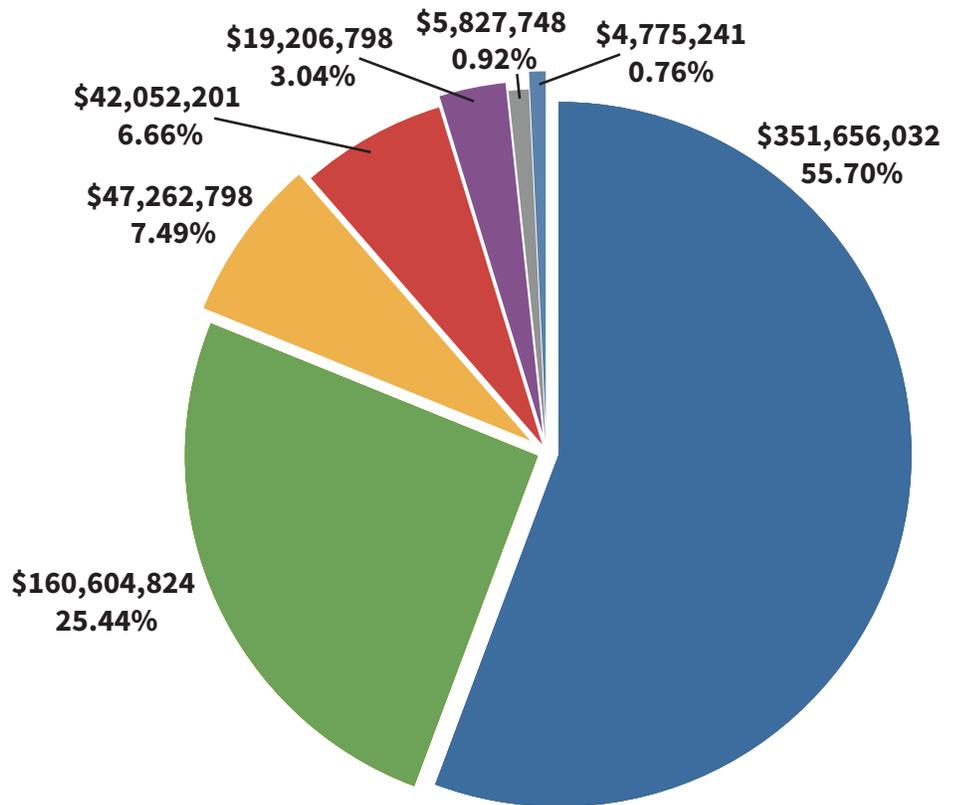
- Colonel Spaulding attended Governor Rick Scott’s Base Commander Meeting held at Naval Air Station Pensacola National Flight Academy. Colonel Spaulding discussed the department’s successes in veteran recruitment and our pledge to the Employer Support of the Guard and Reserve (ESGR). Members of FHP will be attending ten Paychecks for Patriots and Hero 2 Hired (H2H) Career Fairs as part of the FHP’s recruiting efforts. In 2015, the department hired 52 veterans who entered the FHP Academy.

## Revenue Information

<i>3rd Quarter</i>	<i>Trust Funds</i> \$537,428,771	<i>General Revenue</i> \$95,956,871	<i>Total</i> \$631,385,642
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### Where The Money Comes From

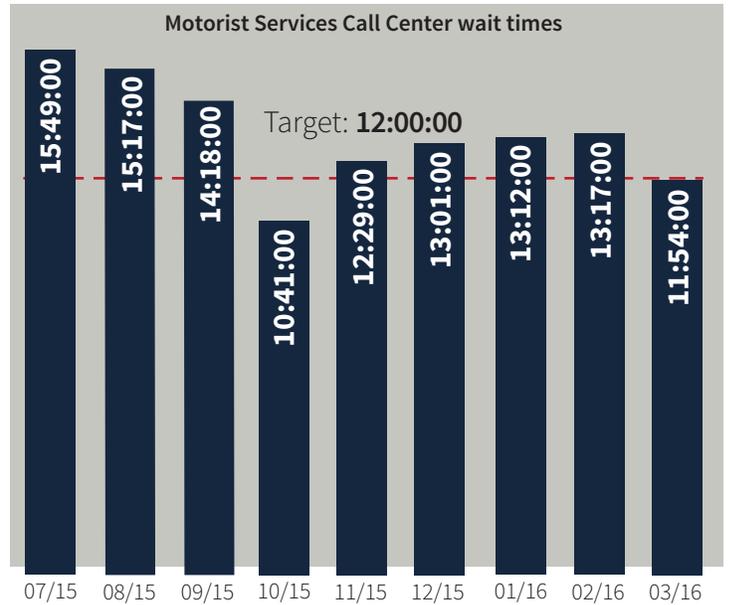
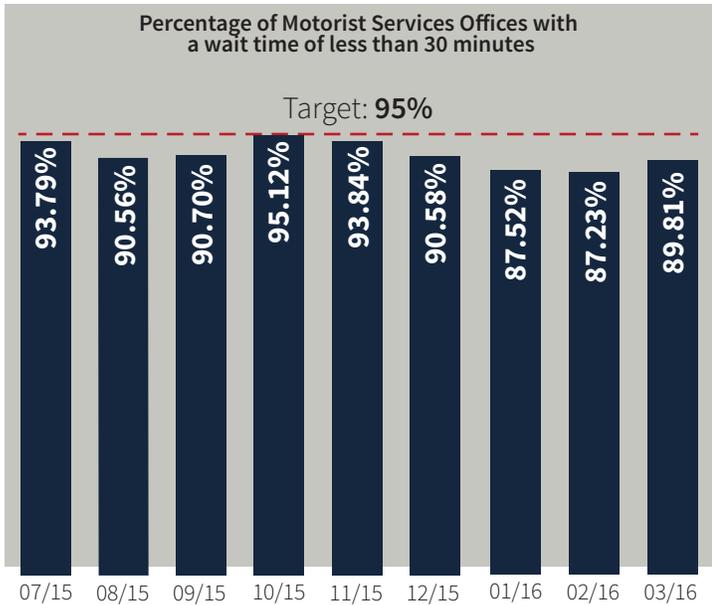
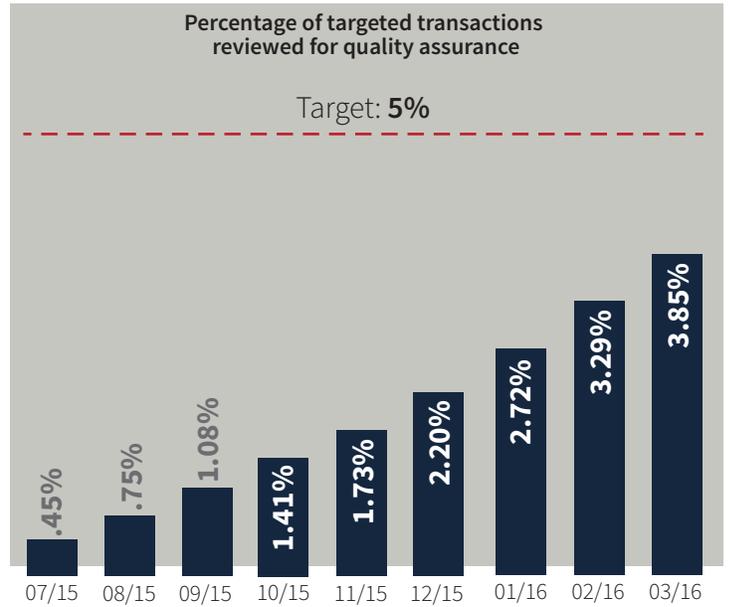
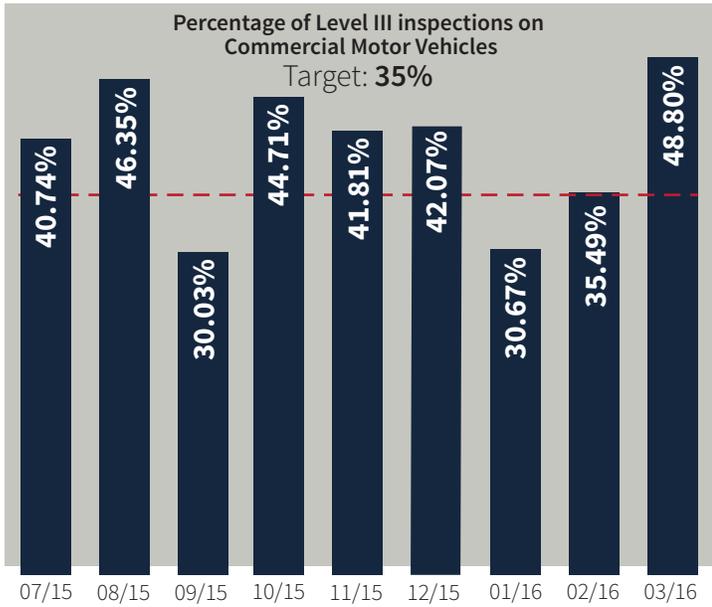
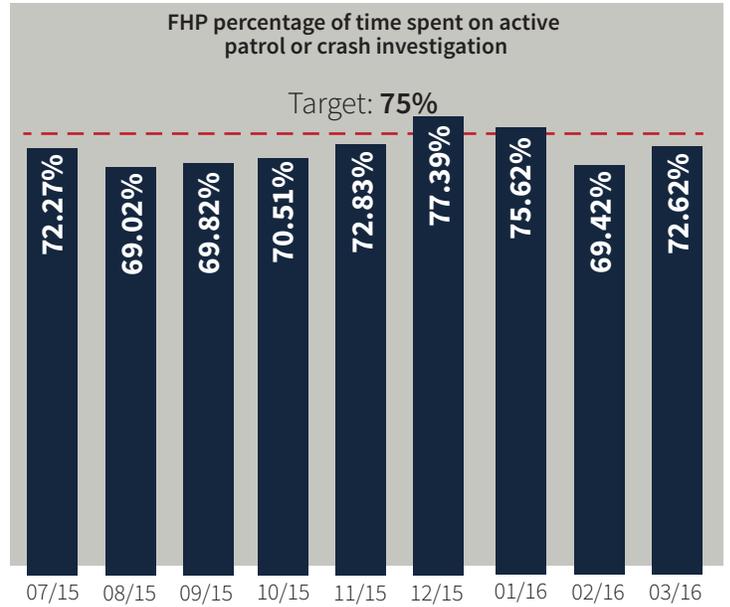
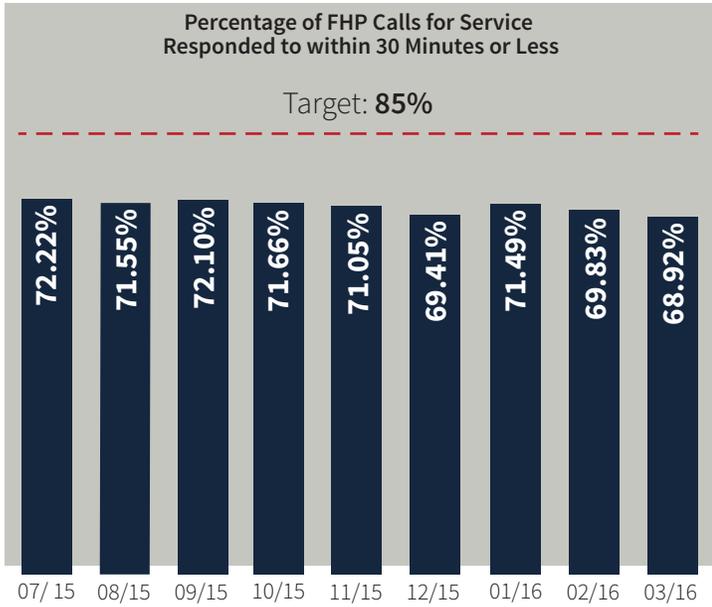
- License Plates and Decals
- Motor Vehicle Titles
- Driver Licenses
- Other
- Driving Records/Transcripts
- Fines and Forfeitures
- Motor Fuel Use Tax



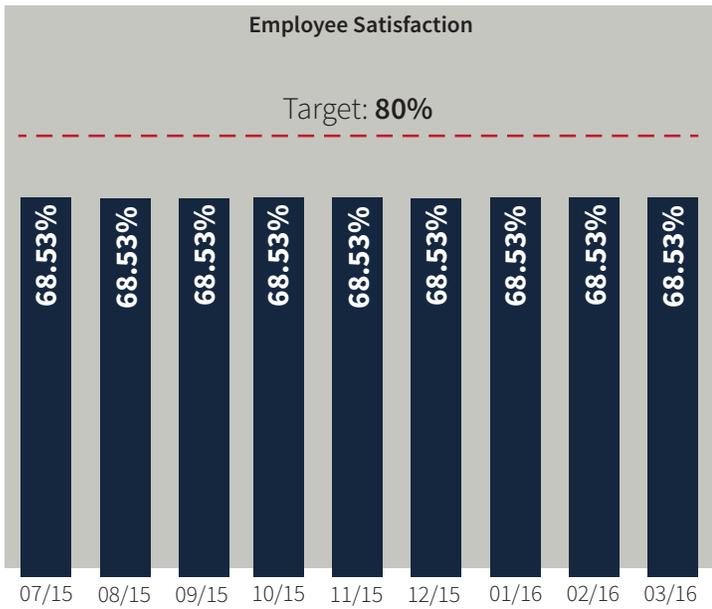
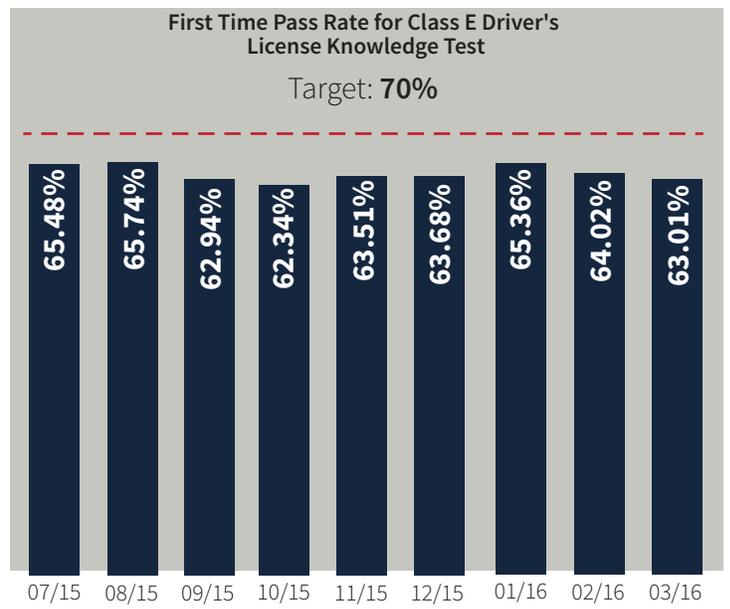
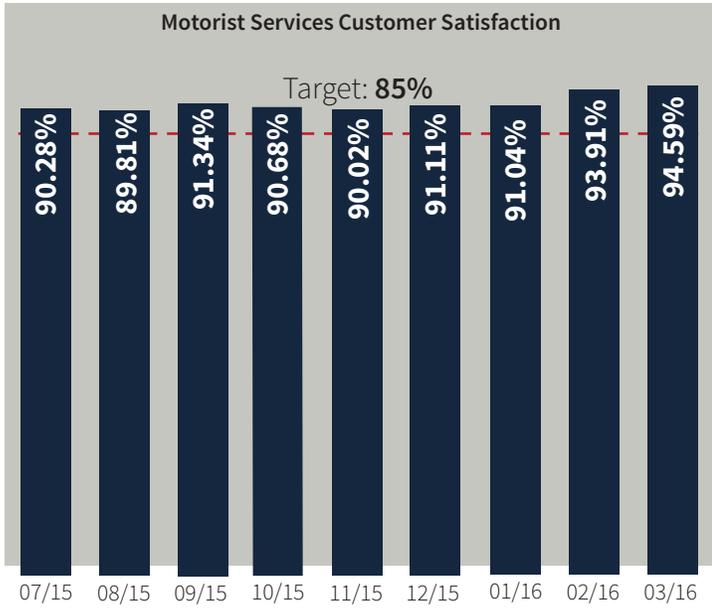
### Where The Money Goes

- Department of Transportation
- HSMV Agency Funding
- General Revenue Funded Programs
- Other
- Speciality Plate Organizations
- Motor Fuel Use Tax

## Performance Measures



## Performance Measures



## Purchases

### Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts January through March 2016

Month	Vendor	Description	Procurement Method	Term	Total Contract Price	Purchase Order/ Contract Number
Jan. 2016	Cornerstone On Demand	Learning Management System	004-16-RFP	5 years with 5 optional renewal years	\$1,299,582.00 (10 year period)	HSMV-0385-16
Feb. 2016	Law Enforcement Supply	Uniform Accessories	010-16-ITB	5 years with 5 optional renewal years	Per item cost established No max cap	Multiple - from each Troop
March 2016	Collision Forensic Solutions	Leica Robotic Total Station Mapping	019-16-ITB	1 year (no renewals)	\$464,624.00 (1 year)	PR9367941 (Routing)