

Annual Performance Report: Fiscal Year 2011 — 2012



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

Julie Jones, Executive Director



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On behalf of the dedicated members of the Florida Department of Highway Safety and Motor Vehicles, I am pleased to provide you with the Department's *Annual Performance Report for the 2011-12 Fiscal Year*.

The report includes an overview of the many exciting things that we are doing to create the safest possible driving environment for motorists throughout the state. As you will see in this report, our role in public safety is supplemented by a strong sense of fiscal responsibility and the obligation we have to be good stewards of the significant resources for which we are tasked to collect and manage. By establishing specific performance measures and standards and reporting on our actual performance, we also provide the transparency and accountability Floridians deserve. We are driven to use this information to become an effective and efficient organization that remains focused on our core mission and vision of a safer Florida.

The Department has continued to create a culture of strategic thinking by establishing goals and objectives that play an integral part in our decision-making and everyday activities. Protecting the lives and security of our residents and visitors, providing services that exceed the expectations of our customers, successfully integrating technology into the way we do business, and regarding our members as our most valuable resources remain our most important strategic goals.

Because we are uniquely situated to impact the lives of most every family in our great state, we understand the importance of maintaining our values of service, integrity, courtesy, professionalism, innovation and excellence in everything we do. We appreciate your interest in our work, and we hope you find this report both informative and indicative of our continued commitment to public safety.

Julie L. Jones
Executive Director

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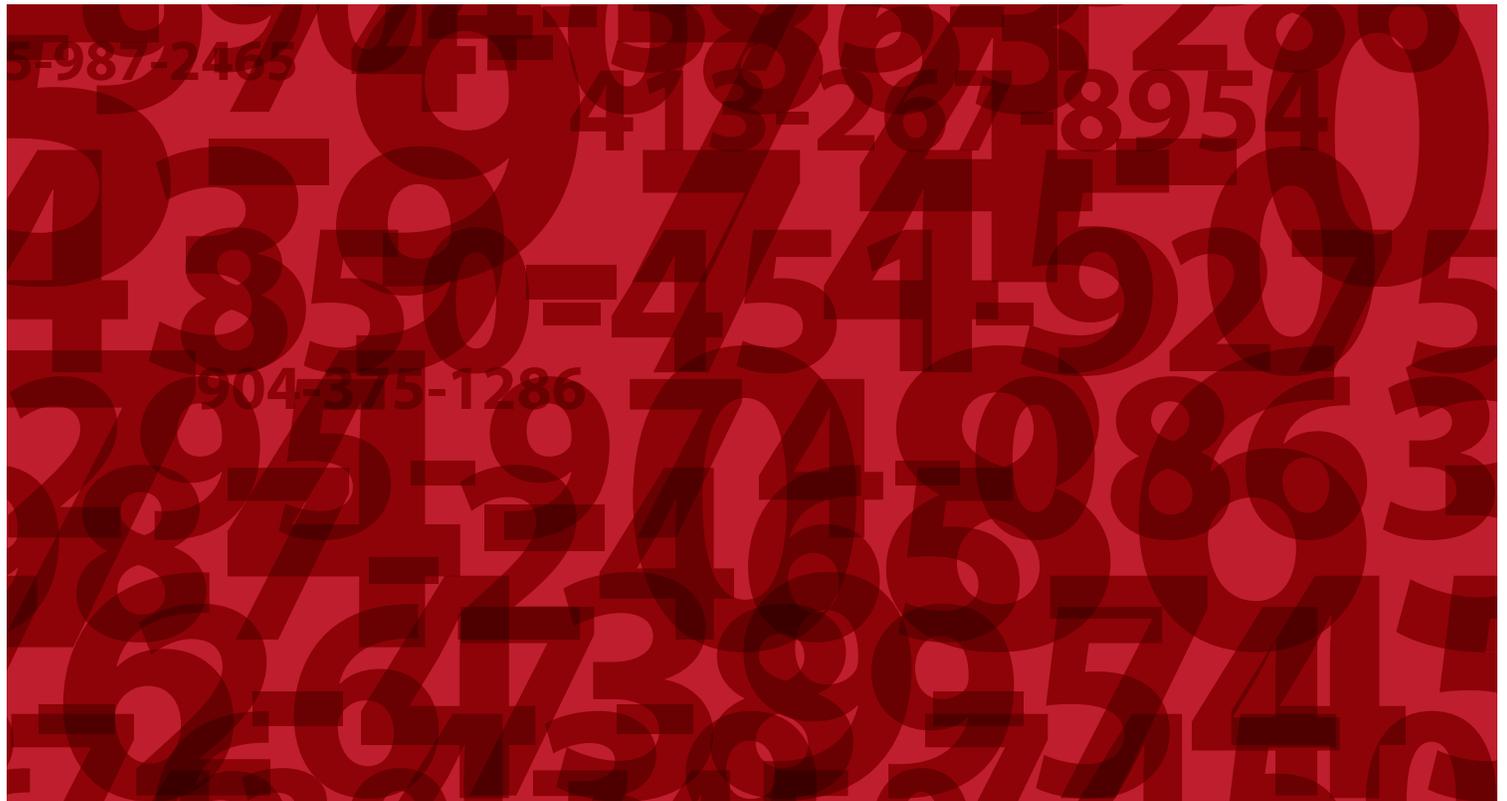
Facts and Figures

FLORIDA HIGHWAY PATROL ACTIVITY

904,840 citations issued by FHP
94,459 seat belt citations issued by FHP
301,960 unlawful speed citations
9,592 Driving Under the Influence arrests
7,941 felony arrests
206,776 crash investigations
351,569 written warnings issued
442 stolen vehicles recovered
33,110,836 miles patrolled
240,098 motorists with disabled vehicles received assistance
1,904 public safety presentations

MOTORIST SERVICES

5,278,758 driver license and identification cards issued
6,150,776 emergency contacts registered as of 6/30/2012:
(**40.0%** of driver license and identification card holders)
6,017,113 organ donors registered as of 6/30/2012
1,950,842 suspensions, revocations, cancellations and
disqualifications of driving privileges
503,193 insurance suspensions issued
20,024,942 motor vehicle, manufactured home, and vessel
registrations issued
5,039,218 motor vehicle, manufactured home, and vessel
titles issued
13,619 dealer and manufacturer licenses issued
4,265 dealer and manufactured home consumer complaints
investigated
41% of all licensed drivers and ID card holders have a Real ID
compliant credential as of 6/30/2012
21.8% of driver license and identification card transactions
completed by internet
20.5% of motor vehicle transactions services completed by
internet
160 Tax Collector offices in 55 counties offering driver license
services as of 6/30/2012



News of the Year

Floridians Buckle Up at a Record Rate: The Department joined the Florida Department of Transportation Sept. 7, 2011, to announce that more Floridians than ever before are buckling up. Following the June 2011 *Click It or Ticket* campaign, an observational survey of Florida vehicles was conducted. Results show an all-time high safety belt use rate of 88.1 percent. The rate in 2010 was 87.4 percent. FDOT provides a full 2011 safety belt usage final report online at www.dot.state.fl.us/safety/.

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, 2011, to white out teen crashes. The Florida Highway Patrol 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, 2011, 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.

WHITE
OUT

Southeastern States Join Forces for Move Over Campaign: FHP teamed up with the Georgia State Patrol and the Alabama Department of Public Safety in February 2012 to focus public awareness and enforcement on the Move Over Law. Following news conferences held Feb. 3 in five locations throughout Florida, 42 media outlets reported on the Move Over Law. Print news alone reached a potential of more than 1.6 million readers.



During the 29 days, FHP placed heavy emphasis on getting drivers to move over for stopped emergency vehicles and cited 1,266 motorists for failure to observe the Move Over Law. The campaign was particularly timely as three FHP troopers were struck by vehicles while working roadside in a two-month period surrounding the campaign.

FHP Launches Campaign to Ticket Aggressive Cars and Trucks: To reduce commercial motor vehicle-related crashes, FHP conducted an enforcement and awareness campaign called *Ticketing Aggressive Cars and Trucks*. FHP held news conferences in Daytona, Miami and Jacksonville between February and May 2012 to promote the campaign that combines outreach and education

with targeted enforcement activities. The news conferences sparked 62 news reports around the state. Print news alone reached a potential of more than 2 million readers.

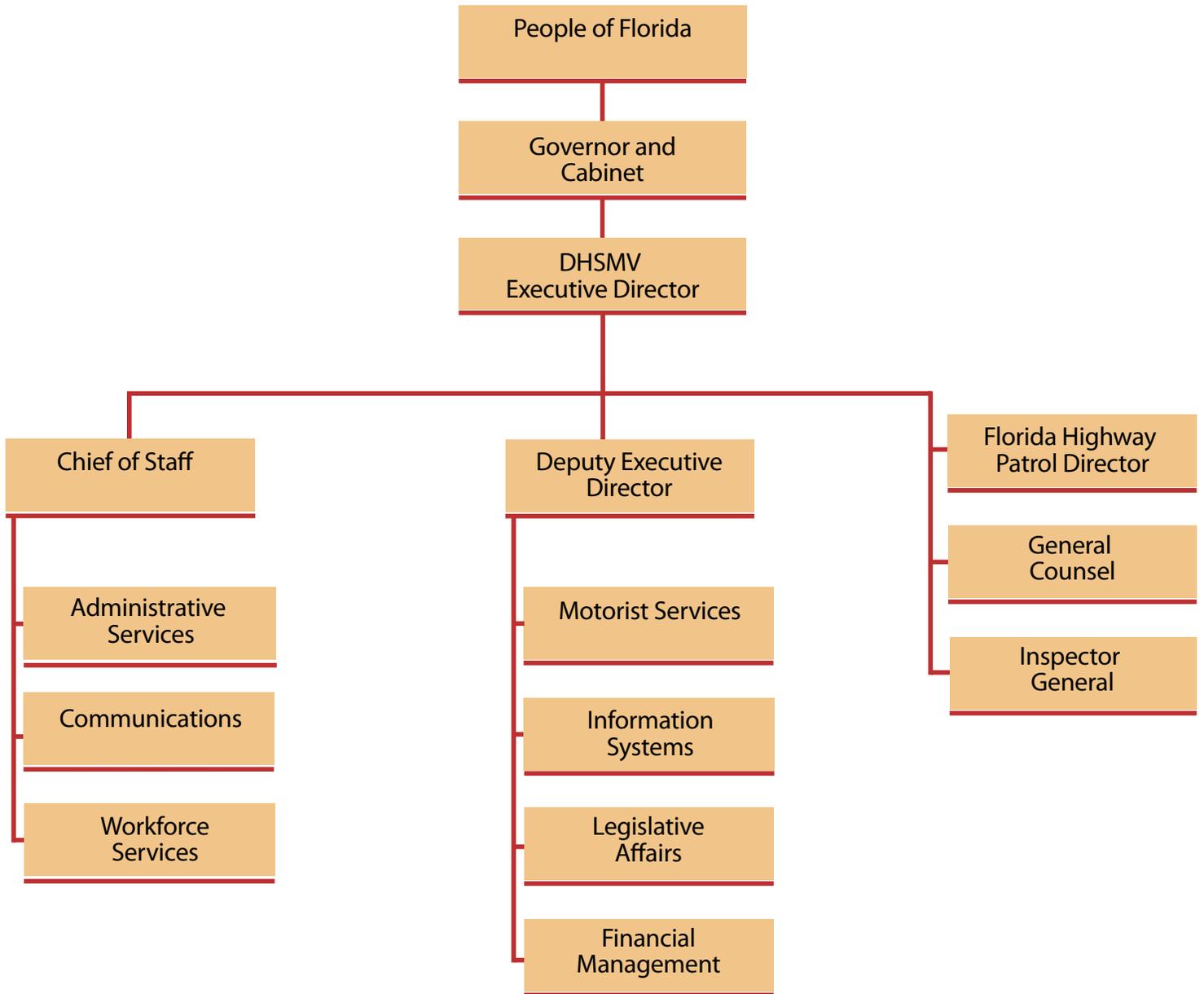
Troopers issued more than 4,900 citations during the campaign, of which more than 2,000 were for violations associated with aggressive driving.

The campaign used billboard and radio messaging, as well as safety presentations at schools and community centers by troopers and the Florida Trucking Association, funded by a federal grant.



FHP Announces Recruitment Effort to Media: FHP announced a recruiting effort to hire 132 qualified applicants via a state-wide news release May 10, 2012. The Patrol sought applicants for two recruit classes. The news release garnered nine broadcast news stories, to include a mention on *Fox & Friends*, and a newspaper article that potentially reached more than 237,000 readers. In addition to engaging media to earn free publicity, the Department began to post information on its Facebook and Twitter pages about recruiting efforts. Information about the FHP Training Academy is available at www.BeATrooper.com.

Organizational Chart

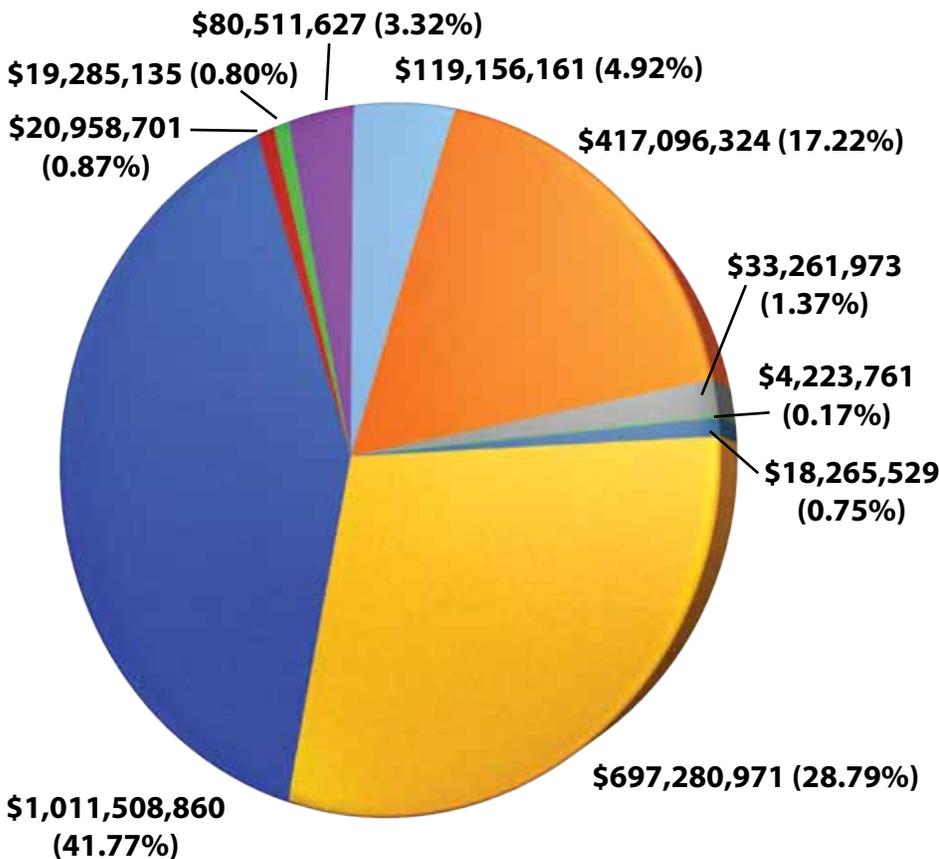
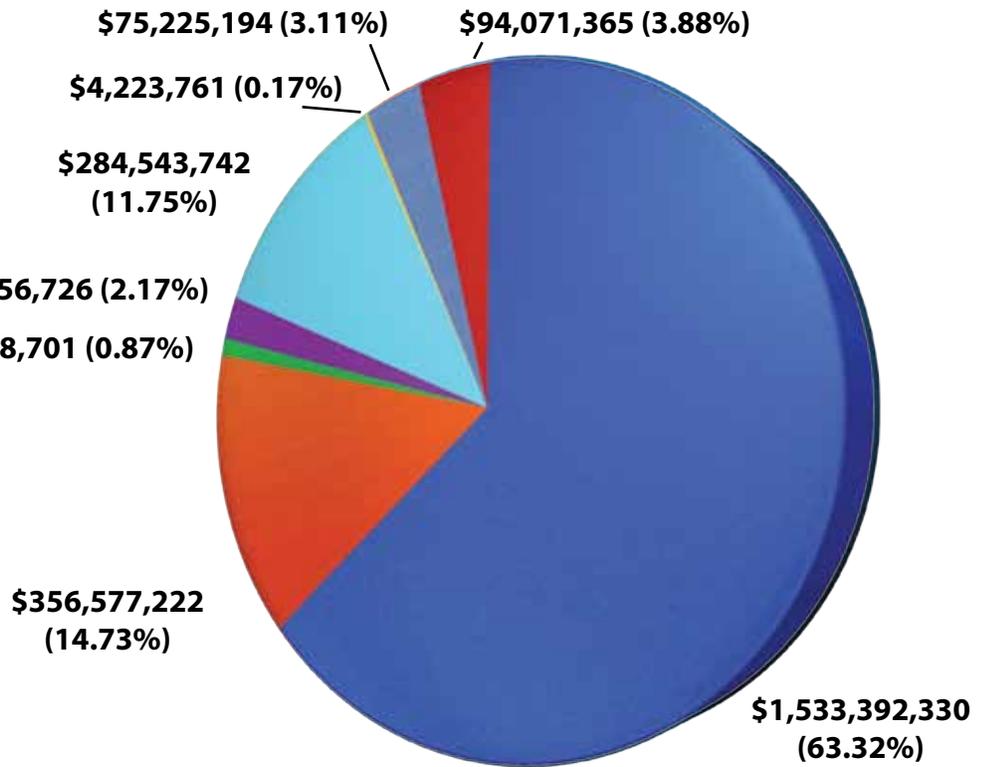


Our Fiscal Impact

Fiscal year	Trust Fund	General Revenue	Total
2011-12	\$1,410,040,182	\$1,011,508,860	\$2,421,549,042

Where The Money Comes From

- Licenses Plates and Decals
- Motor Vehicle Titles
- Motor Fuel Use Tax
- Fines and Forfeitures
- Driver Licenses
- International Registration Plan Receipts
- Driving Records/Transcripts
- Other



Where The Money Goes

- Department of Education
- HSMV Agency Funding
- Specialized Plate-Sponsor
- International Registration Plan Receipts
- Law Enforcement Radio TF
- Department of Transportation
- General Revenue Funded Programs
- Fuel Use Tax
- Air Pollutions Control Program
- Other

Budget by Division

Governor and Cabinet

Office of **Executive Director and Administrative Services**



FTE: 217.5

Budget: \$17,314,640

**Florida Highway
Patrol**



FTE: 2,485

Budget: \$239,058,275

**Motorist
Services**



FTE: 1,664

Budget: \$124,566,070

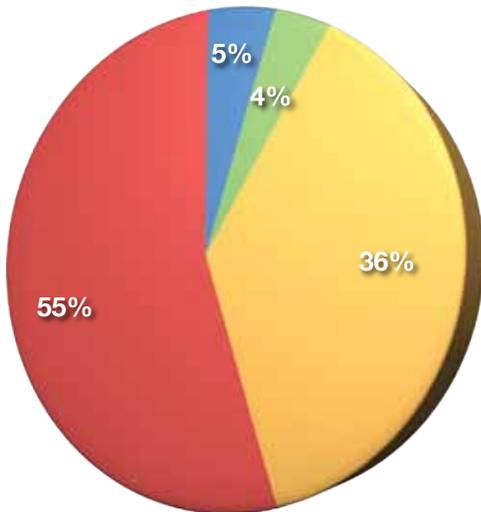
**Information Systems
Administration**



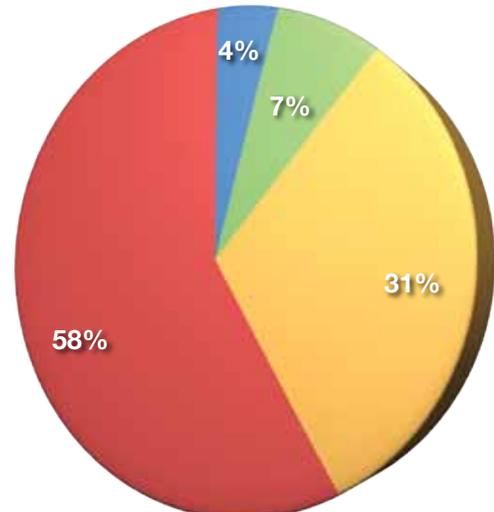
FTE: 175

Budget: \$29,164,772

FTE by Division



Budget by Division



Accomplishments

PUBLIC SAFETY

Florida Highway Patrol Crashes Cars for Fraud Awareness: Florida leads the nation in staged crashes and abuse of Personal Injury Protection insurance. To raise awareness of the problem that is driving up insurance costs, FHP demonstrated three staged crashes at a Feb. 16 news conference. The Governor and Chief Financial Officer participated in the event at the FHP Training Academy. The Coalition to Put the Brakes on Accident Fraud co-hosted the event, which sparked 10 news stories across the state. Two FHP troop commanders also participated in PIP fraud news conferences in central Florida.

FHP Participates in *Click It or Ticket*: FHP announced in a statewide news release its participation in the national *Click It or Ticket* safety belt enforcement campaign. The news release caught the attention of 29 news outlets. Print media alone reached a potential of more than a million motorists.

The campaign kicked off May 21 and continued through June 3. During the initiative, officers helped save lives by cracking down on those who do not buckle up. As announced in a 2011 news release from DHSMV and the Florida Department of Transportation, Florida reached a record high for safety belt use following the 2011 *Click It or Ticket* campaign.



TALENT CREATION AND DEVELOPMENT

Bureau of Commercial Vehicle Enforcement Successfully Merges into FHP: Commercial Vehicle Enforcement troopers, previously part of the Florida Department of Transportation, successfully transitioned to FHP July 1. CVE troopers continue to perform commercial vehicle safety enforcement and inspections and to weigh commercial vehicles with portable scales at locations throughout the state, in addition to FDOT weigh stations on Florida's highways. The consolidation is a result of Senate Bill 2160, passed by lawmakers in 2011. It places commercial vehicles licensing, registrations, fuel permits and enforcement all under the purview of the Florida Department of Highway Safety and Motor Vehicles. The state realized a first-year savings of more than \$2 million.

RELIABLE SERVICE DELIVERY

Emergency Contact Information Registration Reaches 6 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. The Department does not want to stop there because more than half of Florida drivers still have not registered their contacts.

During *Register Your Emergency Contact Information Week* (Oct. 2 – 8, 2011), 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, 2011. In June 2012, registration reached the 6 million mark.



DHSMV Signs Agreement with South Korea: The Department signed a reciprocal agreement with the Republic of Korea Oct. 21, 2011, 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.



Veterans Get Special Designation on Driver Licenses: Lt. Gov. Jennifer Carroll and Veterans' Affairs Executive Director Mike Prendergast joined DHSMV Executive Director Julie Jones for a news conference in Tallahassee July 12, 2011, to announce that military veterans can now have a veteran designation added to their Florida driver license or identification card. The designation is a blue "V" on the bottom right corner of the card. More than 58,000 veterans have added the designation to their credential.

Department's Proactive Efforts Increase Investment Income: The Department's Office of Financial Management

continued

Accomplishments continued

analyzes revenue and expenditures each day to identify and invest any excess trust fund cash not needed to meet current obligations. The office has also increased the agency's collection efforts by monitoring outstanding receivables on all contractual agreements to ensure revenues are received by the Department in a timely manner. As a result, the investment income increased 72 percent during the year.

DHSMV Hosts Grand Opening of Consolidated Driver License Office: The Department hosted a grand opening ceremony with local officials May 23. DHSMV consolidated two driver license offices in Broward County into one office in Lauderdale Lakes. DHSMV estimates the consolidation will save the state approximately \$200,000 per year.

LEVERAGING TECHNOLOGY

Technology Solution Helps Agency Improve Customer Service: DHSMV launched new technology on www.flhsmv.gov Aug. 11, 2011, to make it easier for customers to find the answers to their questions online without ever having to pick up a telephone. Right Now is the name of the smart, new, customer need-driven technology that directs the most frequently asked questions to the top of the page and helps customers navigate to the information they seek. If customers are unable to find the answers to their questions, the website guides them to a page where they can choose to email a customer service representative or find the telephone number to the Customer Service Center (CSC) and to other useful contacts.

The technology has helped the CSC reduce the turnaround time to driver license and motor vehicle email inquiries by 47 percent to 1.44 days. A decrease in emails has allowed the CSC to put more employees on the telephones, which along with other process improvements has led to a 32-percent reduction in the average customer wait-time on the telephone and an 11-percent increase in the number of calls answered.

Online Crash Report Sales Show Promising Numbers: The Department launched a new service through BuyCrash.com that makes crash reports available for purchase online. Before Feb. 1, 2012, customers had to request crash reports by mail or in person at an FHP station. Those options remain available, but the Department is promoting the new service provided through a no-cost contract



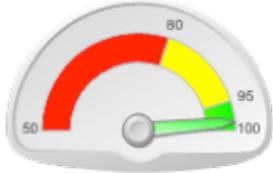
with Appriss Inc., which profits from the online sale of crash reports. Savings across the state could amount to hundreds of thousands of dollars annually in processing, postage, storage and retrieval costs. Between Feb. 1 – June 30, 2012, customers purchased 16,752 crash reports online.

Online Driver License Exams Offer Options for Teen Drivers: Prior to July 1, 2011, driver license exams were administered only at state driver license offices and at participating tax collector offices that issue driver licenses. Effective July 1, the Department began to contract with third party entities to provide driver license exams online to drivers under age 18. Making the road signs and road rules exams available online to teens provides opportunities for third party entities to perform duties that were previously only available through government offices. It also provides convenient options for teens and their parents. Eleven companies currently provide driver license exams online, and 105,781 teens took the exams online between July 1, 2011 – June 30, 2012.

Agency Newsletter Debuts Video Format: The Department launched its first edition of *Expressways* in its new online, video format (on YouTube) Jan. 13, 2012. Previously, Expressways was in an electronic newsletter format. The Department emails the newsletter to employees, partners and stakeholders, and posts it at www.flhsmv.gov so the public can view it.



Performance Measures and Standards



98.6%

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

Fiscal Year 2011-12 Actual	Fiscal Year 2011-12 Standard	
-1.9%	0% or reduction	●
-3.4%	0% or reduction	●
-7.4%	0% or reduction	●
-0.4%	0% or reduction	●
8.9%	0% or reduction	●
-17.2%	2% or greater reduction	●

B. Highway safety education and enforcement

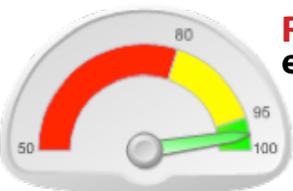
7. % of duty hours spent on patrol and investigation activities
8. Number of highway safety education hours provided
9. Number of commercial vehicle inspections performed

73.1%	72%	●
8,239	7,500	●
108,772	75,600	●

C. Criminal Investigations

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

65.5%	70%	●
100.0%	75%	●



97.5%

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

Fiscal Year 2011-12 Actual	Fiscal Year 2011-12 Standard	
97.6%	95%	●
95.2%	90%	●
98.2%	98%	●
98.0%	98%	●
91.7%	90%	●

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

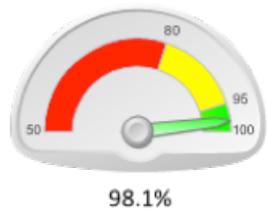
65.8%	65%	●
74.5%	95%	●
98.4%	98%	●

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

continued

Performance Measures and Standards

20. % change in average wait time for Customer Service Center calls to previous year	-32.4%	5% or greater reduction	●
21. % of business licenses issued timely	99.8%	98%	●
C. Customer Satisfaction			
22. % of customers that rate services as satisfactory or better	80.1%	85%	●



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

A. Customer Technology Use

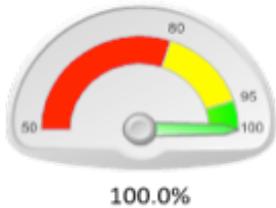
	Fiscal Year 2011-12 Actual	Fiscal Year 2011-12 Standard	
23. % of customers being served via internet	20.9%	20%	●
24. % of motor vehicle and vessel titles issued electronically	28.4%	20%	●
25. % of driver license and identification card holders registered for Emergency Contact Information	16.8%	10% or greater increase	●

B. New Technology Projects

26. % of new projects developed and implemented timely	87.5%	95%	●
27. % of time dedicated to research and development	18.2%	20%	●

C. Computer support uptime available to our partners

28. % of Mainframe system uptime	100.00000%	99.9%	●
29. % of Oracle uptime	99.95861%	99.9%	●
30. % of SQL server uptime	99.97564%	99.9%	●
31. % of Customer Information Control System (CICS) uptime	99.90650%	99.9%	●



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

	Fiscal Year 2011-12 Actual	Fiscal Year 2011-12 Standard	
32. % of members who rate job satisfaction as satisfactory or better	77.0%	75%	●
33. Increase participation in leadership training programs	274.5%	1% or greater increase	●
34. Increase % of positions filled by internal promotion	17.6%	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 – While Department performance for the year fell below established standards, recent improvements have reduced customer wait times. Wait times this year improved over the prior year by more than 14% and during the 4th quarter, 81% of our driver license customers waited 30 minutes or less for service.

PURCHASES MADE IN EXCESS OF \$100,000 AND NOT IN CONJUNCTION WITH STATE CONTRACTS

Fiscal Year 2011/2012

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	\$1,547,750
This contract provides job task analyses for 40 job classifications in order to ensure that positions are properly classified based upon the scope and level of the job assignments. The contract also provides training to Department members to complete such analyses for all job classifications within the Department. RFP 013-12, Order No. A52DDD	Monster Government Solutions, LLC McLean, VA	\$247,291
This contract provides parts to properly install necessary equipment in newly acquired Florida Highway Patrol standard police vehicles. ITB# 018-12, Order No. A53ED4	Dana Safety Supply Jacksonville, FL	\$517,260
Provides the Department with a comprehensive vendor hosted Talent Management System (under a five year contract) which allows members to develop, enter, track and report a variety of human resource issues. ITN# 016-12	Automated Data Processing Alpharetta, GA	\$898,000/ \$183,600 in 2011-2012
Purchase cartridges for printers in Florida Highway Patrol vehicles. These printers are used to generate traffic citations. ITB# 018-12, Order No. A53ED4	Global Gov. ED Solutions Inc. Fletcher, OH	\$745,024

What We Believe...

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!**