



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

"Making Highways Safe"

AGENCY REPORT TO THE SUNSET ADVISORY COMMITTEE

SUNSET REVIEW



January 2007

**Fred O. Dickinson
Executive Director**

DHSMV Sunset Report

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I. Agency Programs

A. Agency Mission and Organization

1. Please briefly describe your agency's mission, goals, objectives, and programs. Please use components 2-4 from the Long-Range Program Plan (LRPP) when appropriate.

“Making Highways Safe”

The Florida Department of Highway Safety and Motor Vehicles develops, maintains and supports a safe driving environment through law enforcement, public education and service, reduction of traffic crashes, titling and registering of vessels and motor vehicles, and licensing motor vehicle operators.

Goals

“Increase Safety on Florida's Highways”

This goal directly reflects the department's mission and includes the activities of the Florida Highway Patrol (FHP). Troopers enhance safety on Florida's highways by proactive patrol, enforcement activities, investigation of criminal activities occurring on the highways, and the investigation of traffic crashes and fatalities. Other significant activities in which troopers engage while providing safety on the highways include, but are not limited to, combating drug smuggling, investigating acts of highway violence including road rage, removing drunk drivers from the road, and assisting the motoring public. The FHP is also charged with assisting local law enforcement agencies and providing services under the mutual aid agreement regarding state-level emergency response to natural and man-made disasters. The FHP provides nearly 50% of the state law enforcement response to such disasters. The FHP is the most visible law enforcement agency with statewide authority and is an invaluable component of the state's homeland security strategy.

“Consumer Protection and Public Safety”

The department's motor vehicle and driver licensing services are committed to protecting the motoring public consumers through innovative and cost-effective technology. Acceptable driver behaviors and competencies are the greatest contributors to a safe driving environment. Driver license and motor vehicle fraud is a significant contributor to erosion of the economy and endangers the security and rights of Florida's citizens. The demand for licensing services continues to increase dramatically due to population growth. Processing procedures have increased due to

revisions of driver licenses requirements. Utilizing the latest technology available, customer service training for all employees, and designing efficient public service offices are examples of ways the department meets the challenge of providing exemplary customer service in a rapidly changing environment.

The FHP Bureau of Investigations enhances consumer protection and public safety by conducting investigations into criminal activities such as driver license fraud, identity theft, title fraud, organized auto theft, and commercial vehicle and cargo theft.

Objectives

1. Reduce the statewide traffic death rate.
2. Reduce the statewide traffic crash rate.
3. Maintain the average response time to crashes and other calls for service.
4. Assure Florida motorists are capable of driving safely.
5. Protect the public from drivers whose behavior proves hazardous.
6. Protect the public from motor vehicle title fraud and auto theft.
7. Reduce criminal use of fraudulent identification.
8. Increase public protection from fraud by intensifying criminal investigations.
9. Assure Florida commercial motor carrier taxes are collected effectively and efficiently.
10. Increase motorists' financial responsibility for the damage they cause.
11. Provide accurate and timely vehicle dealer licensing system.
12. Increase the safety of manufactured home units by ensuring manufacturer's compliance with established construction standards.

Programs

Executive Direction/Administrative Services

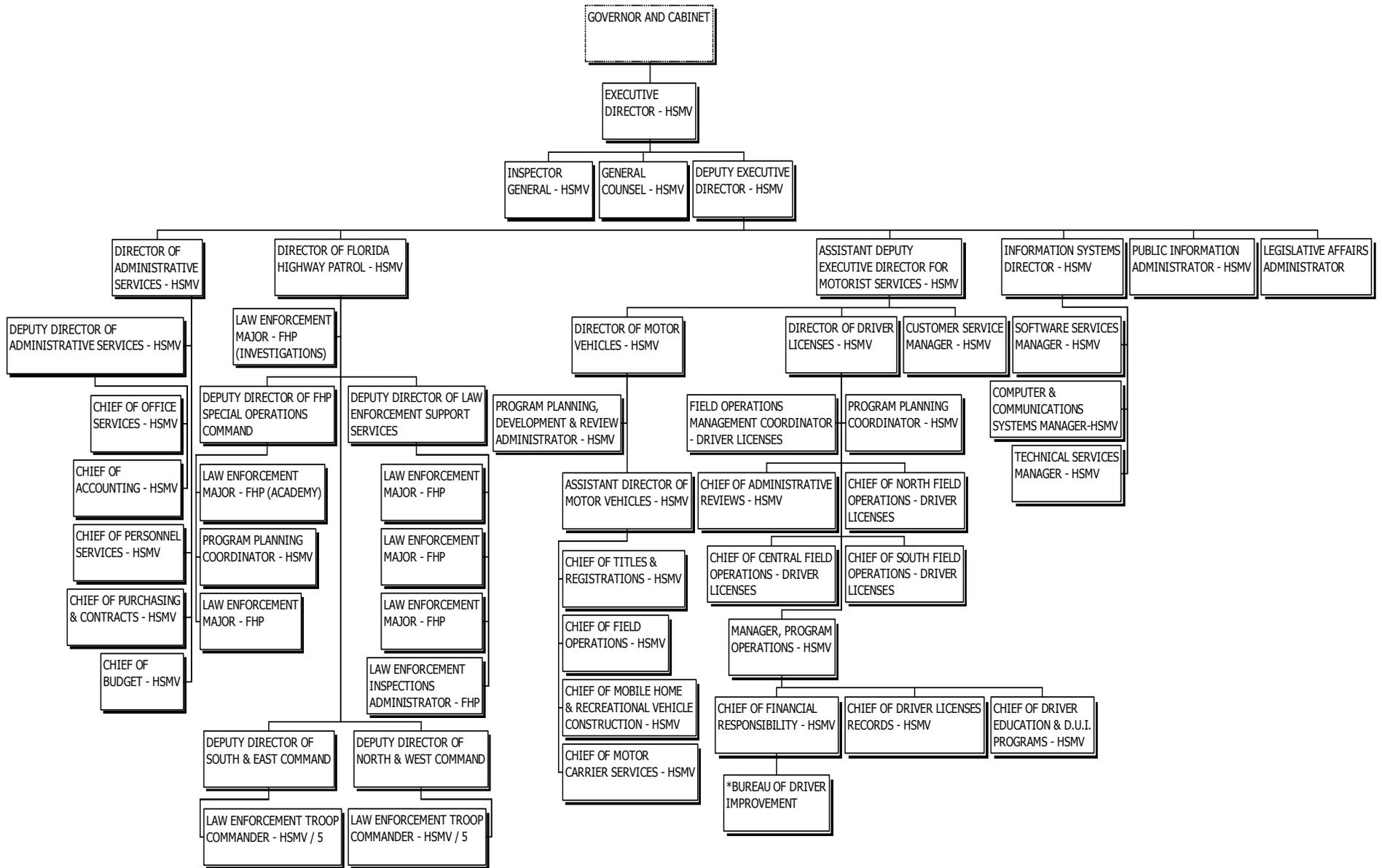
Florida Highway Patrol

Licenses, Titles, and Regulations

1. Division of Driver Licenses
2. Division of Motor Vehicles

Kirkman Data Center

2. Please provide the agency organizational structure information required in Schedule X (Organizational Structure) of the Legislative Budget Request (LBR).



* Bureau supervised by Chief of Financial Responsibility – HSMV.

B. A list of all advisory committees, including those established in statute and those established by managerial initiative; their purpose, activities, composition, and related expenses; the extent to which their purposes have been achieved; and the rationale for continuing or eliminating each advisory committee. (s. 11.906(15), Florida Statutes)

1. Complete Exhibit 1 below for each of your agency's advisory committees as defined in s. 20.03(3), (7), (8), (9), (10), and (12) *Florida Statutes*, as well as those created through executive order. Fiscal information should be provided for the preceding two fiscal years and projections for the current fiscal year (Fiscal Years 2004-05, 2005-06, 2006-07).

Advisory Committee Name and Composition	Florida Highway Patrol Advisory Council. - The council is comprised of approximately 45 business, professional, and community leaders throughout the state.		
Authorization (e.g., cite the specific statute, managerial initiative, executive order)	Managerial Initiative – This council does not meet the definition of “advisory committee” as set forth in s. 20.03, Florida Statutes. However, this information has been included for review as the council provides a very valid service to the FHP and their family members.		
Purpose and Activities	To provide assistance to the Director of the FHP by providing input regarding the performance of the Patrol and the quality of service provided to the public. The council also established the FHP <i>Trooper Memorial Fund</i> , to provide for a memorial honoring the 39 FHP troopers and one auxiliary trooper who lost their lives in the line of duty. The fund provides financial and other support to the families of troopers and auxiliary troopers who lose their life or sustain life-threatening injuries in the line of duty. Additionally, the council assists the Director in such areas as legislative matters, special projects, etc.		
Revenues (by fund source)	<u>FY 2004-05</u> \$179,957	<u>FY 2005-06</u> \$11,550	<u>FY 2006-07 estimate</u> \$11,000
	(includes a \$150K donation)		
Expenses (by fund source)	<u>FY 2004-05</u> \$616	<u>FY 2005-06</u> \$11,900	<u>FY 2006-07 estimate</u> \$10,000
Extent to Which Purposes Have Been Achieved	The council has assisted numerous families of troopers who have been killed or injured in the line of duty. The financial support provided by the council has been very much appreciated by those affected.		
Rationale for Continuing or Discontinuing	The council, through the use of non-state funds, provides immediate financial assistance to families of troopers who are either killed or seriously injured in the line of duty. Key council members, who are community leaders throughout the state, also assist the division with various initiatives.		

Advisory Committee Name and Composition	Automobile Dealers Industry Advisory Board. - The board is comprised of 12 members appointed by the Executive Director of the department, to include one from the department, one from the Department of Revenue, one from the Department of Agriculture and Consumer Services, and the remainder from various related associations.						
Authorization (e.g., cite the specific statute, managerial initiative, executive order)	s. 320.275, Florida Statutes.						
Purpose and Activities	The board makes recommendations on proposed legislation, rules and procedures, presents licensed motor vehicle dealer industry issues to the department for its consideration, and considers any matters relating to the motor vehicle dealer industry presented to it by the department.						
Revenues (by fund source)	N/A						
Expenses (by fund source)	<p>This board meets twice per year. The information below reflects the annual expenditures for the past two fiscal years and the current fiscal year estimate, from the Highway Safety Operating Trust Fund:</p> <table data-bbox="512 776 2009 850" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;"><u>FY 2004-05</u></td> <td style="text-align: center;"><u>FY 2005-06</u></td> <td style="text-align: center;"><u>FY 2006-07 est.</u></td> </tr> <tr> <td style="text-align: center;">\$3,038</td> <td style="text-align: center;">\$3,263</td> <td style="text-align: center;">\$3,000</td> </tr> </table>	<u>FY 2004-05</u>	<u>FY 2005-06</u>	<u>FY 2006-07 est.</u>	\$3,038	\$3,263	\$3,000
<u>FY 2004-05</u>	<u>FY 2005-06</u>	<u>FY 2006-07 est.</u>					
\$3,038	\$3,263	\$3,000					
Extent to Which Purposes Have Been Achieved	The board assists DHSMV in identifying industry trends. The board has helped to enhance the Curb-Stoning Program to further protect consumers from unlicensed dealers. DHSMV receives input from the board to address dealer legislation to protect consumers. DHSMV utilizes the board to disseminate newly passed laws; for example, 2005 Continuing Education requirements.						
Rationale for Continuing or Discontinuing	The board is an instrumental tool in bringing together the necessary industry personnel to identify and solve industry issues. Discontinuing this board would limit the department's ability to identify industry trends and future problems. DHSMV would be less effective in disseminating dealer law changes and resolving mutual industry concerns and challenges.						

Advisory Committee Name and Composition	DUI Programs Review Board - Members must be employed in or have a history of employment in criminal justice, finance, accounting, business administration, public administration or human services. The board is currently composed of 6 county judges, 5 circuit judges, 5 therapists, 2 attorneys, and 1 financial counselor (retired).						
Authorization (e.g., cite the specific statute, managerial initiative, executive order)	s. 322.292, Florida Statutes. Rule 15A - 10.007, Florida Administrative Code.						
Purpose and Activities	The purpose of the board is to ensure that the DUI process as outlined in Chapter 15A-10, F.A.C., is being followed. To do this the board assists in systematic review of each certified DUI Program, helps to resolve any problems at the state or local level, and helps to evaluate working relationships between the DUI Program Section, certified programs, and other partners. By ensuring that the requirements in the statute and administrative code are properly operationalized, the board increases the impact on the overall DUI recidivism rate in Florida.						
Revenues (by fund source)	N/A						
Expenses (by fund source)	<p>By administrative rule and statute, board members are used in conjunction with department staff to monitor compliance of the DUI programs with Chapter 15A-10, F.A.C. The fund source for these expenses is the DUI School Coordination Trust Fund.</p> <table border="0" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;"><u>FY 2004-05</u></td> <td style="text-align: center;"><u>FY 2005-06</u></td> <td style="text-align: center;"><u>FY 2006-07 est.</u></td> </tr> <tr> <td style="text-align: center;">(Data Unavailable)</td> <td style="text-align: center;">\$19,600*</td> <td style="text-align: center;">\$19,826</td> </tr> </table> <p>* \$19,600/14 site visits equals \$1,400 per site visit or approximately \$700 per person for three days on a site visit. There are a total of 28 programs and approximately 14 site visits are completed annually.</p>	<u>FY 2004-05</u>	<u>FY 2005-06</u>	<u>FY 2006-07 est.</u>	(Data Unavailable)	\$19,600*	\$19,826
<u>FY 2004-05</u>	<u>FY 2005-06</u>	<u>FY 2006-07 est.</u>					
(Data Unavailable)	\$19,600*	\$19,826					
Extent to Which Purposes Have Been Achieved	When the board and the site visit process was developed and implemented in 1986, the annual DUI recidivism was approximately 15.3%. In 2006, the annual recidivism was 10.6%, which is an improvement of approximately 31%.						
Rationale for Continuing or Discontinuing	The board should be continued. It consists of highly skilled, motivated people who assist the department with its regulatory function. Given current budgetary constraints, the department could not hire and retain people with the skill sets and experience of the average board member. Quality assurance is required by statute and administrative code. The quality of services in the DUI system is exemplary and the quality assurance completed by the board members is a primary reason. As Florida drivers are mandated to the programs, it is incumbent on the State of Florida to be concerned with the quality of these services and as indicated above, the recidivism rates are far better than any other outcomes in the criminal justice system.						

Advisory Committee Name and Composition	Medical Advisory Board - At least one member must be 60 years of age or older and all but one of whose medical and other specialties must relate to driving abilities. Every member but two must be a doctor of medicine in this or any other state and must be a member in good standing of the Florida Medical Association or the Florida Osteopathic Association. One member must be a chiropractic physician licensed to practice chiropractic medicine in this state.						
Authorization (e.g., cite the specific statute, managerial initiative, executive order)	s. 322.125, Florida Statutes.						
Purpose and Activities	The board advises the department on medical criteria and vision standards related to the licensing of drivers, and assists the department in developing and keeping current with medical and scientific advancements. Members also report to the department on individual physical and mental qualifications of licensed drivers and applicants.						
Revenues (by fund source)	N/A						
Expenses (by fund source)	<p>The board director is a part-time OPS employee of the department. The fund source for these expenses is the Highway Safety Operating Trust Fund.</p> <table data-bbox="506 881 2016 963" style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><u>FY 2004-05</u></td> <td style="text-align: center;"><u>FY 2005-06</u></td> <td style="text-align: center;"><u>FY 2006-07 est.</u></td> </tr> <tr> <td style="text-align: center;">\$42,411</td> <td style="text-align: center;">\$42,508</td> <td style="text-align: center;">\$43,610</td> </tr> </table>	<u>FY 2004-05</u>	<u>FY 2005-06</u>	<u>FY 2006-07 est.</u>	\$42,411	\$42,508	\$43,610
<u>FY 2004-05</u>	<u>FY 2005-06</u>	<u>FY 2006-07 est.</u>					
\$42,411	\$42,508	\$43,610					
Extent to Which Purposes Have Been Achieved	The efforts of the board have been highly effective. The specific advantages of the board are in the area of better understanding illnesses and their effect on driving. Departmental employees without medical training as a doctor cannot make many decisions and may unduly and adversely affect drivers. The board helps in making correct assessments and also helps in making highways safe. In 2005-06 alone, the board helped adjudicate 8,838 cases, and all of them were defended successfully, with no protests from affected parties. This is a 100% success rate. This success rate is also helped by a core of volunteer physicians, at no cost to the taxpayer, since only the chairman is an employee of the agency.						
Rationale for Continuing or Discontinuing	Abolition of the board would deprive the department of essential expert advice. The effectiveness of the department in keeping dangerous vehicle operators who may be a danger to others due to medical conditions or poor vision off the road would be greatly lessened.						

Advisory Committee Name and Composition	Florida At-Risk Driver Council (FADC) - Members of the council may include representatives of organizations involved with issues facing older drivers including state agencies, medical professionals, senior citizen advocacy groups, providers of services to senior citizens, and research entities.									
Authorization (e.g., cite the specific statute, managerial initiative, executive order)	s. 322.181, Florida Statutes.									
Purpose and Activities	The council's purpose is to participate in the study of the effects of aging on driving ability and to advise the department on issues related to older-at-risk drivers on an ongoing basis. Some council recommendations to the department have been to include a budget allocation of funds for FADC meetings/functions; promotion of the establishment of Florida Senior Safety Resource Centers statewide to enhance driver screening and mobility counseling programs available to seniors and augment connectivity of seniors to their communities through alternative transportation and access to social services; and development of FADC bylaws by FADC Executive Committee. For full recommendations made as part of the study see "The Effects of Aging on Driving Ability" located at: http://www.hsmv.state.fl.us/ddl/atriskdriver.pdf). The recommendations given in the study are currently being updated by the council.									
Revenues (by fund source)	N/A									
Expenses (by fund source)	<p>Council members who are not state employees may receive reimbursement for some of their associated travel costs depending upon availability of funds. State employees are reimbursed for travel expenses in accordance with state guidelines. The fund source is the Highway Safety Operating Trust Fund.</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center; border-bottom: 1px solid black;"><u>FY 2004-05</u></th> <th style="text-align: center; border-bottom: 1px solid black;"><u>FY 2005-06</u></th> <th style="text-align: center; border-bottom: 1px solid black;"><u>FY 2006-07 est.</u></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">\$1,400</td> <td style="text-align: center;">\$0</td> <td style="text-align: center;">\$1,340 (July-Dec)</td> </tr> <tr> <td style="text-align: center;">FDOT grant for video-conferencing (Members paid for their own travel.)</td> <td style="text-align: center;">No meetings; No grant funding</td> <td style="text-align: center;">DHSMV funding for members hotel stay. Additional \$5,000 proposed (Jan.-June)</td> </tr> </tbody> </table>	<u>FY 2004-05</u>	<u>FY 2005-06</u>	<u>FY 2006-07 est.</u>	\$1,400	\$0	\$1,340 (July-Dec)	FDOT grant for video-conferencing (Members paid for their own travel.)	No meetings; No grant funding	DHSMV funding for members hotel stay. Additional \$5,000 proposed (Jan.-June)
<u>FY 2004-05</u>	<u>FY 2005-06</u>	<u>FY 2006-07 est.</u>								
\$1,400	\$0	\$1,340 (July-Dec)								
FDOT grant for video-conferencing (Members paid for their own travel.)	No meetings; No grant funding	DHSMV funding for members hotel stay. Additional \$5,000 proposed (Jan.-June)								
Extent to Which Purposes Have Been Achieved	The council has been successful and key to the development of input and recommendations to the department for inclusion in the initial study report given to the legislature on February 1, 2004, and ongoing strategic planning initiatives. Their input is enabling development of strategic planning initiatives and implementation of programs at the department, Florida Department of Transportation, and Florida Department of Elder Affairs to address safety concerns of at-risk drivers.									
Rationale for Continuing or Discontinuing	It is important to continue to study current and evolving developments, and to implement and update council recommendations and strategies.									

C. Agency Funding

1. In the following table (Exhibit 2), Budget Entity Title, Budget Entity Number, Name of Fund, Total Amount, and Number of FTEs has been filled out for the agency using LAS/PBS data. Please fill out Fund Source and Number of OPS cells.

(Per a meeting with OPPAGA staff, it was decided that the attached document "Revenue By Budget Entity" following this exhibit would be acceptable and best represent and display where agency funds collected were deposited)

Department of Highway Safety and Motor Vehicles			
Exhibit 2: Revenue Sources and Amounts by <u>Budget Entity</u>			
	FY 2004-05	FY 2005-06	FY 2006-07
	Executive Direction/Administrative Support	Executive Direction/Administrative Support	Executive Direction/Administrative Support
Budget Entity Title			
Budget Entity Number	76010100	76010100	76010100
Number of FTE	302.00	302.00	302.00
Number of OPS	3.00	3.00	3.00
Name of Fund (General Revenue or Trust Fund)	General Revenue (1000)	General Revenue (1000)	General Revenue (1000)
Total Amount	\$15,983	\$12,560	\$981,376
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$17,685,780	\$19,958,054	\$19,538,833
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)

Name of Fund (General Revenue or Trust Fund)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)
Total Amount	\$216,825	\$219,318	\$220,204
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Law Enforcement Trust Fund (2434)	Law Enforcement Trust Fund (2434)	Law Enforcement Trust Fund (2434)
Total Amount	\$136,400	\$139,215	\$140,216
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A
Budget Entity Title	Highway Safety	Highway Safety	Highway Safety
Budget Entity Number	76100100	76100100	76100100
Number of FTE	2,260.00	2,333.00	2,357.00
Number of OPS	1.00	1.00	1.00
Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$115,855,550	\$128,911,634	\$129,642,835
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$61,353,016	\$67,445,446	\$82,108,096
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Gas Tax Collection Trust Fund (2319)	Gas Tax Collection Trust Fund (2319)	Gas Tax Collection Trust Fund (2319)
Total Amount	\$228,183	\$242,480	\$244,156

Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A
Name of Fund (General Revenue or Trust Fund)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)
Total Amount	\$1,051,301	\$1,989,732	\$2,290,401
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Highway Patrol Insurance Trust Fund (2364)	Highway Patrol Insurance Trust Fund (2364)	Highway Patrol Insurance Trust Fund (2364)
Total Amount	\$152,000	\$152,000	\$325,995
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Law Enforcement Trust Fund (2434)	Law Enforcement Trust Fund (2434)	Law Enforcement Trust Fund (2434)
Total Amount	\$786,315	\$1,009,756	\$809,009
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	N/A
Name of Fund (General Revenue or Trust Fund)	Federal Equitable Sharing Trust Fund (2719)	Federal Equitable Sharing Trust Fund (2719)	Federal Equitable Sharing Trust Fund (2719)
Total Amount	\$456,773	\$456,773	\$456,773
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	N/A
Budget Entity Title	Criminal/Administrative Investigation	Criminal/Administrative Investigation	Criminal/Administrative Investigation
Budget Entity Number	76100200	76100200	76100200
Number of FTE	73.00	0.00	0.00

Number of OPS	0.00	0.00	0.00
Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$4,401,503	\$0	\$0
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$1,428,639	\$0	\$0
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A
Name of Fund (General Revenue or Trust Fund)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)
Total Amount	\$388,500	\$0	\$0
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	N/A
Budget Entity Title	Executive Direction/Support Services	Executive Direction/Support Services	Executive Direction/Support Services
Budget Entity Number	76100400	76100400	76100400
Number of FTE	27.00	27.00	27.00
Number of OPS	0.00	0.00	0.00
Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$2,388,073	\$2,486,946	\$2,553,550
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A

Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$204,317	\$209,081	\$209,674
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A
Budget Entity Title	Compliance and Enforcement	Compliance and Enforcement	Compliance and Enforcement
Budget Entity Number	76250200	76250200	76250200
Number of FTE	153.00	0.00	0.00
Number of OPS	0.00	0.00	0.00
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$7,026,191	\$0	\$0
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	N/A
Name of Fund (General Revenue or Trust Fund)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)
Total Amount	\$200,000	\$0	\$0
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	N/A	N/A
Budget Entity Title	Driver Licensure	Driver Licensure	Driver Licensure
Budget Entity Number	76250300	76250300	76250300
Number of FTE	1,183.00	1,317.00	1,317.00
Number of OPS	16.00	16.00	16.00
Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$1,143,749	\$1,149,326	\$1,152,476

Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$63,785,755	\$83,550,060	\$85,438,550
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)
Total Amount	\$2,615,664	\$313,729	\$314,370
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Budget Entity Title	Motorist Financial Responsibility Comp	Motorist Financial Responsibility Comp	Motorist Financial Responsibility Comp
Budget Entity Number	76250400	76250400	76250400
Number of FTE	56.00	56.00	56.00
Number of OPS	0.00	0.00	0.00
Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$2,367	\$2,367	\$2,367
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$2,391,295	\$2,413,886	\$2,432,436

Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Budget Entity Title	Identification and Control of Problem Drivers	Identification and Control of Problem Drivers	Identification and Control of Problem Drivers
Budget Entity Number	76250500	76250500	76250500
Number of FTE	217.00	217.00	217.00
Number of OPS	7.00	7.00	7.00
Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$31,477	\$31,477	\$31,477
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$9,471,157	\$10,670,862	\$10,478,725
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	DUI School Coordination Trust Fund (2172)	DUI School Coordination Trust Fund (2172)	DUI School Coordination Trust Fund (2172)
Total Amount	\$804,577	\$811,649	\$815,290
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)
Total Amount	\$1,894,533	\$1,351,673	\$2,238,069

Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Budget Entity Title	Mobile Home Compliance and Enforcement	Mobile Home Compliance and Enforcement	Mobile Home Compliance and Enforcement
Budget Entity Number	76250600	76250600	76250600
Number of FTE	38.00	38.00	38.00
Number of OPS	0.00	0.00	0.00
Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$0	\$0	\$0
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$1,721,878	\$1,801,576	\$1,790,158
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Budget Entity Title	Motor Carrier Compliance	Motor Carrier Compliance	Motor Carrier Compliance
Budget Entity Number	76250700	76250700	76250700
Number of FTE	80.00	0.00	0.00
Number of OPS	0.00	0.00	0.00
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$306,433	\$0	\$0
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	(See Following Table "Revenue by Budget Entity" for Fund Source)	N/A

Name of Fund (General Revenue or Trust Fund)	Gas Tax Collection Trust Fund (2319)	Gas Tax Collection Trust Fund (2319)	Gas Tax Collection Trust Fund (2319)
Total Amount	\$3,492,043	\$0	\$0
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	N/A
Name of Fund (General Revenue or Trust Fund)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)
Total Amount	\$90,000	\$0	\$0
Budget Entity Title	Vehicle/Vessel Title Registration Services	Vehicle/Vessel Title Registration Services	Vehicle/Vessel Title Registration Services
Budget Entity Number	76250800	76250800	76250800
Number of FTE	178.00	413.00	413.00
Number of OPS	5.00	5.00	5.00
Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$98,021	\$99,475	\$100,156
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$20,250,366	\$31,946,149	\$32,461,144
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Gas Tax Collection Trust Fund (2319)	Gas Tax Collection Trust Fund (2319)	Gas Tax Collection Trust Fund (2319)
Total Amount	\$0	\$3,696,203	\$3,444,820
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)

Name of Fund (General Revenue or Trust Fund)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)
Total Amount	\$0	\$290,000	\$290,000
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	License Tax Collection Trust Fund (2452)	License Tax Collection Trust Fund (2452)	License Tax Collection Trust Fund (2452)
Total Amount	\$21,500,000	\$21,500,000	\$21,500,000
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Budget Entity Title	Executive Direction and Support Services	Executive Direction and Support Services	Executive Direction and Support Services
Budget Entity Number	76250900	76250900	76250900
Number of FTE	42.00	40.00	40.00
Number of OPS	4.00	4.00	4.00
Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$142,351	\$146,078	\$146,973
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$2,845,809	\$2,840,759	\$2,976,314
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	See Following Table "Revenue by Budget Entity" for Fund Source)	N/A
Budget Entity Title	Information Technology	Information Technology	Information Technology
Budget Entity Number	76400100	76400100	76400100
Number of FTE	192.00	192.00	192.00
Number of OPS	3.00	3.00	3.00

Name of Fund (General Revenue or Trust Fund)	General Revenue Fund (1000)	General Revenue Fund (1000)	General Revenue Fund (1000)
Total Amount	\$2,527,019	\$2,527,019	\$2,527,019
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A
Name of Fund (General Revenue or Trust Fund)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)	Highway Safety Operating Trust Fund (2009)
Total Amount	\$26,897,064	\$27,236,224	\$29,566,117
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	N/A
Name of Fund (General Revenue or Trust Fund)	Gas Tax Collection Trust Fund (2319)	Gas Tax Collection Trust Fund (2319)	Gas Tax Collection Trust Fund (2319)
Total Amount	\$230,598	\$230,598	\$230,598
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A
Name of Fund (General Revenue or Trust Fund)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)	Grants and Donations Trust Fund (2339)
Total Amount	\$61,172	\$62,412	\$62,767
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)	(See Following Table "Revenue by Budget Entity" for Fund Source)
Name of Fund (General Revenue or Trust Fund)	Law Enforcement Trust Fund (2434)	Law Enforcement Trust Fund (2434)	Law Enforcement Trust Fund (2434)
Total Amount	\$3,752	\$3,752	\$3,752
Fund Source (local, state, federal, professional operating fees, taxes and fines) <i>If a fund has multiple sources, please reflect the amount from each source.</i>	N/A	N/A	N/A
TOTAL	\$376,282,429	\$415,908,269	\$437,524,696

Revenue by Budget Entity

<u>BUDGET ENTITY/FUND/RECEIPT</u>	<u>ACCOUNT NUMBER</u>	FY 2004-05 Actual <u>Cash Receipts</u>	FY 2005-06 Actual <u>Cash Receipts</u>	FY 2006-07 Estimated <u>Cash Receipts</u>
		\$	\$	\$
<u>Executive Direction/Administrative Support</u>				
GENERAL REVENUE FUND				
Miscellaneous Revenue	76 74 1 000421 76010100 00 000400 00	1	-	-
Interest	76 74 1 000421 76010100 00 000500 00	30,030	94,750	95,698
Check Penalty - G/R Service Charge	76 74 1 000421 76010100 00 001300 00	4,738	11,665	11,782
Statewide Cost Allocation Transactions	76 74 1 000421 76010100 00 001517 00	3,602	1,129	1,140
Refunds Received	76 74 1 000421 76010100 00 001800 00	3,606	-	-
Reimbursements/Copy Charges	76 74 1 000421 76010100 00 001801 00	8,634	8,561	8,647
Total Amount		50,611	116,105	117,266
HIGHWAY SAFETY OPERATING TRUST FUND				
Returned Checks Collection Fees	76 20 2 009001 76010100 00 001202 00	37,417	190,108	193,910
Transfers	76 20 2 009001 76010100 00 001500 00	10,170	1,431,194	-
Refunds Received	76 20 2 009001 76010100 00 001800 00	1,015	4,822	4,870
Insurance Recoveries	76 20 2 009001 76010100 00 002800 00	3,985	90,850	-
Prior Year Warrant Cancellation	76 20 2 009001 76010100 00 003700 00	770	18	-
Total Amount		53,357	1,716,992	198,780
GRANTS AND DONATIONS TRUST FUND				
US Grants	76 20 2 339076 76010100 00 000700 00	78,452	78,807	220,204
Transfers	76 20 2 339076 76010100 00 001500 00	-	1,428,006	-
Refunds	76 20 2 339076 76010100 00 001800 00	-	27,572	-
Total Amount		78,452	1,534,385	220,204
<u>Highway Safety</u>				
GENERAL REVENUE FUND				
Civil Fines Penalty/ \$2.50	76 74 1 000422 76100100 00 000100 00	3,512,593	4,503,799	4,548,837
Miscellaneous Revenue	76 74 1 000422 76100100 00 000400 00	4,411	23	23
Service Charge Gen. Rev.	76 74 1 000422 76100100 00 001300 00	70,629	117,744	118,921
Transfers	76 74 1 000422 76100100 00 001500 00	952,354	-	-
FHP Refunds Received	76 74 1 000422 76100100 00 001800 00	110,039	62,016	60,027
Reimbursements	76 74 1 000422 76100100 00 001801 00	93,524	1,590	1,606
Other Non Operating Receipts	76 74 1 000422 76100100 00 004000 00	35,094	35,319	35,672
Fines, Forfeitures, and Judgements	76 74 1 000422 76100100 00 001200 00	2,750	3,000	-
Total Amount		4,781,394	4,723,491	4,765,087

HIGHWAY SAFETY OPERATING TRUST FUND

FHP Fees	76 20 2 009001 76100100 00 000100 00	487,273	480,870	-
Fees Collected as an Agent	76 20 2 009001 76100100 00 000119 00	2,350	-	-
FHP Transfers	76 20 2 009001 76100100 00 001500 00	422,065	45,273	45,726
FHP Transfers	76 20 2 009001 76100100 00 001510 00	327,959	148,252	-
FHP Refunds	76 20 2 009001 76100100 00 001800 00	9,352	22,664	-
Reimbursements	76 20 2 009001 76100100 00 001801 00	404,982	-	-
FHP Sales of Goods and Services	76 20 2 009001 76100100 00 001903 00	22,186,606	21,183,524	31,739,779
FHP Prior Year Warrant Cancellation	76 20 2 009001 76100100 00 001903 00	-	27	-
Total Amount		23,840,587	21,880,610	31,785,505

GRANTS AND DONATIONS TRUST FUND

US Grants	76 20 2 339076 76100100 00 000700 00	194,750	8,449	-
State Grants	76 20 2 339076 76100100 00 001100 00	30,909	25,900	-
Transfers	76 20 2 339076 76100100 00 001500 00	1,723,454	735,082	-
Transfer of Federal Funds	76 20 2 339076 76100100 00 001510 00	2,467,326	3,248,402	2,290,401
Refunds	76 20 2 339076 76100100 00 001800 00	72,558	5	-
Total Amount		4,488,997	4,017,838	2,290,401

HIGHWAY PATROL INSURANCE TRUST FUND

Refunds Received	76 73 2 364001 76100100 00 001800 00	152,000	152,000	325,995
Total Amount		152,000	152,000	325,995

LAW ENFORCEMENT TRUST FUND

Fines, Forfeitures, and Judgements	76 10 2 434001 76100100 00 001200 00	596,492	1,251,984	-
Sale of Confiscated Property	76 10 2 434001 76100100 00 001203 00	63,977	247,366	-
Refunds	76 10 2 434001 76100100 00 001800 00	481	-	-
Total Amount		660,950	1,499,350	-

FEDERAL EQUITABLE SHARING TRUST FUND

Federal Law Enforcement Trust Fund-Fines	76 20 2 719001 76100100 00 001200 00	156,653	124,651	-
Refunds Received	76 20 2 719001 76100100 00 001800 00	95,250	70,584	-
Sale of Investments	76 20 2 719001 76100100 00 002000 00	40,000	200,000	-
Total Amount		291,903	395,235	-

Criminal/Administrative Investigations

GRANTS AND DONATIONS TRUST FUND

Transfer of Federal Funds	76 20 2 339076 76100200 00 001510 00	388,500	-	-
Transfer of Federal Funds	76 20 2 339076 76100300 00 001510 00	303,393	49,963	-
Refunds Received	76 20 2 339076 76100300 00 001800 00	19,448	-	-

Total Amount		711,341	49,963	-
<u>Compliance and Enforcement</u>				
HIGHWAY SAFETY OPERATING TRUST FUND				
Transfers	76 20 2 009001 76250200 00 001500 00	814	-	-
Refunds	76 20 2 009001 76250200 00 001800 00	66	640	-
Total Amount		880	640	-
GRANTS AND DONATIONS TRUST FUND				
Transfers	76 20 2 339076 76250200 00 001500 00	662	-	-
Transfer of Federal Funds	76 20 2 339076 76250200 00 001510 00	1,138	-	-
Total Amount		1,800	-	-
<u>Driver Licensure</u>				
GENERAL REVENUE FUND				
Fees	76 74 1 000423 76250300 00 000100 00	34	3,141	-
Vendor Commissions	76 74 1 000423 76250300 00 000118 00	64,630	57,794	58,372
Licenses	76 74 1 000423 76250300 00 000200 00	504	-	-
Driver Licenses	76 74 1 000423 76250300 00 000201 00	73,537,609	74,296,090	75,039,051
Miscellaneous Revenue	76 74 1 000423 76250300 00 000400 00	71,914	90,582	91,488
Driver Lic./Interest - G/R Service Charge	76 74 1 000423 76250300 00 001300 00	3,435,078	3,582,222	3,653,866
Refunds Received	76 74 1 000423 76250300 00 001800 00	12,419	2,422	2,446
Reimbursements	76 74 1 000423 76250300 00 001801 00	747	483	-
Total Amount		77,122,935	78,032,734	78,845,223
HIGHWAY SAFETY OPERATING TRUST FUND				
Other Fees	76 20 2 009001 76250300 00 000100 00	-	-	-
Driver Records & Transcripts	76 20 2 009001 76250300 00 000100 00	25,424,613	27,184,529	27,456,374
Driving Lists	76 20 2 009001 76250300 00 000100 00	1,652,157	1,410,022	1,438,222
Photographs	76 20 2 009001 76250300 00 000100 00	119,001	119,468	120,065
Certifications (Under Seal)	76 20 2 009001 76250300 00 000100 00	-	-	-
Public Access DL	76 20 2 009001 76250300 00 000100 00	141,070	254,979	260,079
TML Cost Recovery Chgs.(Vendor recov. fee)	76 20 2 009001 76250300 00 000100 00	157,493	175,238	178,743
Crash Records	76 20 2 009001 76250300 00 000100 00	561,521	529,912	540,510
HAZMAT Administrative Fee	76 20 2 009001 76250300 00 000100 00	-	110,258	111,361
HAZMAT FDLE Fee	76 20 2 009001 76250300 00 000100 00	-	767,653	775,330
HAZMAT TSA Fee	76 20 2 009001 76250300 00 000100 00	-	375,288	379,041
Election Campaign Contr. on Dr. Lic.	76 20 2 009001 76250300 00 000100 00	23,634	30,230	30,532
Organ & Tissue Donor Contr. on DL	76 20 2 009001 76250300 00 000100 00	77,948	97,677	98,654
Motorcycle Safety Education Fees	76 20 2 009001 76250300 00 000100 00	1,241,160	1,427,653	1,470,483
Incremental Dupl./Replacement fees	76 20 2 009001 76250300 00 000100 00	12,285,042	13,888,160	14,165,923

FDLE-Port Background Check	76 20 2 009001 76250300 00 000100 00	-	705	712
3rd Party Testers - DL Background Check	76 20 2 009001 76250300 00 000100 00	-	3,142	3,173
Duplicate ID Cards - \$7.50	76 20 2 009001 76250300 00 000100 00	1,348,104	1,742,845	1,777,702
Re-Exam Fees - Knowledge - \$5	76 20 2 009001 76250300 00 000100 00	2,567,512	2,580,451	2,632,060
Re-Exam Fees - Skills - \$10	76 20 2 009001 76250300 00 000100 00	918,490	940,335	959,142
ID Cards - Renewals - \$6	76 20 2 009001 76250300 00 000100 00	983,547	905,769	923,884
Other	76 20 2 009001 76250300 00 000100 00	1,207,164	11,066	-
Prevent Blindness Contr. on Dr. Lic.	76 20 2 009001 76250300 00 000119 00	277,946	409,265	413,358
Fl. Council for the Blind on Dr. Lic. - Contr.	76 20 2 009001 76250300 00 000119 00	38,831	52,236	52,758
Hearing Research Institute, Inc. - Contr.	76 20 2 009001 76250300 00 000119 00	39,409	43,277	43,710
Juvenile Diabetes - Contr.	76 20 2 009001 76250300 00 000119 00	113,996	135,739	137,096
Children's Hearing Help Fund - Contr.	76 20 2 009001 76250300 00 000119 00	-	27,415	27,689
Miscellaneous Receipts	76 20 2 009001 76250300 00 000400 00	1,069	-	-
Transfers	76 20 2 009001 76250300 00 001500 00	9,054	139,001	140,391
Transfer of Federal Funds	76 20 2 009001 76250300 00 001510 00	5,621	73,054	-
Refunds Received	76 20 2 009001 76250300 00 001800 00	33,017	82,998	83,828
Security Escrow Deposits	76 20 2 009001 76250300 00 002700 00	14,023	26,256	-
Prior Year Warrant Cancellation	76 20 2 009001 76250300 00 003700 00	50	522	-
Total Amount		49,241,472	53,545,143	54,220,820

GRANTS AND DONATIONS TRUST FUND

US Grants	76 20 2 339076 76250300 00 000700 00	66,271	59,692	-
Transfers	76 20 2 339076 76250300 00 001500 00	16,272	-	-
Transfer of Federal Funds	76 20 2 339076 76250300 00 001510 00	1,767,672	1,758,814	314,370
Total Amount	76 20 2 339076 76250300 00 000700 00	1,850,215	1,818,506	314,370

Motorist Financial Responsibility Compliance

GENERAL REVENUE FUND

Motorist Financial Resp. - G/R S/C	76 74 1 000423 76250400 00 001300 00	1,859,791	1,997,643	2,017,619
Refunds Received	76 74 1 000423 76250400 00 001800 00	-	297	-
Total Amount		1,859,791	1,997,940	2,017,619

HIGHWAY SAFETY OPERATING TRUST FUND

FR Reinstatement Fees	76 20 2 009001 76250400 00 000100 00	26,872,926	28,369,464	30,071,632
Refunds Received	76 20 2 009001 76250400 00 001800 00	44	369	406
Sale of Investments	76 20 2 009001 76250400 00 002000 00	-	-	-
Total Amount		26,872,970	28,369,833	30,072,038

Identification and Control of Problem Drivers

GENERAL REVENUE FUND				
Driver School Licenses	76 74 1 000423 76250500 00 000200 00	34,484	27,557	28,108
Problem Driver/DUI-G/R 7% Ser Chg	76 74 1 000423 76250500 00 001300 00	1,880,382	1,937,210	1,975,954
DUI-G/R .3% Ser Chg	76 74 1 000423 76250500 00 001303 00	2,296	2,275	2,321
Refunds Received	76 74 1 000423 76250500 00 001800 00	-	79	-
Total Amount		1,917,162	1,967,121	2,006,383

HIGHWAY SAFETY OPERATING TRUST FUND				
Driver Educ \$3 Fees-Traffic Law & Substance	76 20 2 009001 76250500 00 000100 00	831,084	917,571	935,985
Driver Improvement Schools	76 20 2 009001 76250500 00 000100 00	1,652,230	1,648,715	1,656,959
Incremental Revoc. & Suspension Fees	76 20 2 009001 76250500 00 000100 00	-	-	-
Admin. Fees(Suspension fine-DUI)	76 20 2 009001 76250500 00 000100 00	5,131,457	5,059,561	5,084,859
Civil Penalty Late Fees \$9.50	76 20 2 009001 76250500 00 000100 00	10,448,578	12,100,428	12,342,437
Worthless Check Reinstatement Fees	76 20 2 009001 76250500 00 000100 00	106,625	112,540	114,791
\$10 DL Reinstatement Fee - Clerk of Court	76 20 2 009001 76250500 00 000100 00	1,587,711	1,403,730	1,417,767
\$10 DL Reinstatement Fee - Criminal	76 20 2 009001 76250500 00 000100 00	148,325	199,438	219,382
DL Suspension Fee (D6) \$10 - TC	76 20 2 009001 76250500 00 000100 00	399,990	407,650	415,803
DL Revocation Fee \$25	76 20 2 009001 76250500 00 000100 00	1,360,280	1,369,325	1,396,712
DL Disqualification Fees - \$25	76 20 2 009001 76250500 00 000100 00	4,000	5,000	5,100
DL Suspension Fee - \$20	76 20 2 009001 76250500 00 000100 00	2,198,100	2,008,400	2,018,442
DL Suspension Fee \$20 - CDL - Dept	76 20 2 009001 76250500 00 000100 00	133,565	100,520	101,023
DL Suspension Fee (D6) \$10 -Dept	76 20 2 009001 76250500 00 000100 00	1,413,562	1,526,706	1,557,240
\$10 Child Support Fee	76 20 2 009001 76250500 00 000100 00	-	45,390	49,929
\$10 Court Ordered License Reinstatement Fee	76 20 2 009001 76250500 00 000100 00	-	9,240	10,164
Transfer of Federal Funds	76 20 2 009001 76250500 00 001510 00	-	1,884	-
Refunds Received	76 20 2 009001 76250500 00 001800 00	4,329	5,460	5,516
Prior Year Warrant Cancellation	76 20 2 009001 76250500 00 003700 00	320	-	-
Total Amount		25,420,156	26,921,558	27,332,107

DUI SCHOOL COORDINATION TRUST FUND				
DUI School Fees	76 50 2 172001 76250500 00 000100 00	728,397	757,518	765,093
Refunds Received	76 50 2 172001 76250500 00 001800 00	-	364	-
Total Amount		728,397	757,882	765,093

GRANTS AND DONATIONS TRUST FUND				
State Grants	76 20 2 339076 76250500 00 001000 00	88,803	20,248	-
Transfer of Federal Funds	76 20 2 339076 76250500 00 001510 00	306,186	603,660	2,238,069
Refunds Received	76 20 2 339076 76250500 00 001800 00	863	766	-
Total Amount		395,852	624,674	2,238,069

Mobile Home Compliance and Enforcement

GENERAL REVENUE FUND

Mobile Home Seal Fees	76 74 1 000424 76250600 00 000100 00	587,112	497,507	502,479
Mobile Home Special Inspection Fees	76 74 1 000424 76250600 00 000100 00	53,772	60,583	61,189
Mobile Home G/R	76 74 1 000424 76250600 00 000200 00	819,556	814,867	823,016
Mobile Home Compl. & Enfor. G/R Ser. Chg.	76 74 1 000424 76250600 00 001300 00	50,789	51,190	50,934
Total Amount		1,511,229	1,424,147	1,437,618

HIGHWAY SAFETY OPERATING TRUST FUND

M/H Inspection Monitoring Fees	76 20 2 009001 76250600 00 000100 00	330,830	323,759	317,284
M/H Installers Application Fees	76 20 2 009001 76250600 00 000100 00	5,350	5,990	6,110
M/H Installer's Fees	76 20 2 009001 76250600 00 000100 00	77,100	79,200	79,992
M/H Installers Decals	76 20 2 009001 76250600 00 000100 00	259,550	201,330	181,197
Transfers	76 20 2 009001 76250600 00 001500 00	4,799	-	-
Total Amount		677,629	610,279	584,583

Motor Carrier Compliance

GENERAL REVENUE FUND

Section 215.20	76 74 1 000424 76250700 00 001303 00	54,850	-	-
Vehicle/Vessel – GR Service Charge	76 74 1 000424 76250700 00 001300 00	1,279,829	-	-
Total Amount		1,334,679	-	-

HIGHWAY SAFETY OPERATING TRUST FUND

Refunds Received	76 20 2 009001 76250700 00 001800 00	-	550	-
Total Amount		-	550	-

GAS TAX COLLECTION TRUST FUND

Fuel Use Tax collection TF – Gasoline Tax	76 20 2 319001 76250700 00 000326 00	23,464,849	-	-
Fuel Use Tax collection TF - Transfers	76 20 2 319001 76250700 00 001500 00	97,315	-	-
Fuel Use Tax collection TF - Refunds Received	76 20 2 319001 76250700 00 001800 00	221	118	-
Fuel Use Tax Collection TF - Other Non-Operating Receipts	76 20 2 319001 76250800 00 004000 00	28,246,962	-	-
Total Amount		51,809,347	118	-

Vehicle/Vessel Title/Registration Services

GENERAL REVENUE FUND

Juvenile Justice Fees - 58% & \$2 Wrecker Oper	76 74 1 000424 76250800 00 000100 00	10,023,693	10,493,009	10,703,124
Auto Title & Lien Fees	76 74 1 000424 76250800 00 000103 00	32,684,421	34,474,783	35,164,279
Initial Auto Reg Fee	76 74 1 000424 76250800 00 000111 00	44,343,717	1,878,840	-

Dealer License Fees	76 74 1 000424 76250800 00 000200 00	1,492,831	1,494,904	1,509,853
Miscellaneous Revenue	76 74 1 000424 76250800 00 000400 00	226	5	5
Interest - Tax Collector Revenue	76 74 1 000424 76250800 00 000500 00	109,609	205,853	207,912
DMV Administrative Fines	76 74 1 000424 76250800 00 001202 00	143,750	96,700	97,667
Vehicle/vess-Gas Tax - G/R Service Charge	76 74 1 000424 76250800 00 001300 00	7,575,236	9,067,478	9,209,978
Section 215.20	76 74 1 000424 76250800 00 001303 00	-	51,312	-
Refunds Received	76 74 1 000424 76250800 00 001800 00	1,060,806	667,338	674,011
Reimbursements	76 74 1 000424 76250800 00 001801 00	12	127	-
Total Amount		97,434,301	58,430,349	57,566,829

HIGHWAY SAFETY OPERATING TRUST FUND

Public Access - DMV	76 20 2 009001 76250800 00 000100 00	149,986	158,645	163,404
Odometer Fraud Prev & Det Fees	76 20 2 009001 76250800 00 000100 00	7,207,970	7,571,281	7,771,808
FRVIS Fees	76 20 2 009001 76250800 00 000100 00	10,132,588	10,591,652	10,887,580
MVL Plate Replacement Fees	76 20 2 009001 76250800 00 000100 00	68,163,145	70,520,594	71,243,643
Decal on Demand Fees	76 20 2 009001 76250800 00 000100 00	18,572,384	19,433,947	19,984,290
High Occupancy or Hybrid Vehicle Decal	76 20 2 009001 76250800 00 000100 00	456	1,804	1,858
Fleet License Plate Fees	76 20 2 009001 76250800 00 000100 00	72,214	114,455	112,473
Specialty Plate Application Fees	76 20 2 009001 76250800 00 000100 00	120,000	300,000	-
Voluntary Contribution Application Fees	76 20 2 009001 76250800 00 000100 00	10,000	20,000	-
Data Sales	76 20 2 009001 76250800 00 000100 00	1,167,361	738,038	730,658
Look-up Fees	76 20 2 009001 76250800 00 000100 00	72,122	65,923	66,253
Certified Copy Fees	76 20 2 009001 76250800 00 000100 00	44,411	41,208	41,414
Vol. Contr. - Nongame Wildlife T/F	76 20 2 009001 76250800 00 000100 00	27,735	32,759	33,087
Vol. Contr. - Election Campaign Tags	76 20 2 009001 76250800 00 000100 00	11,743	13,511	13,646
Vol. Contr. - Vessel Save The Manatee	76 20 2 009001 76250800 00 000100 00	85,778	94,656	95,603
Vol. Contr. - Organ & Tissue Donor Tags	76 20 2 009001 76250800 00 000100 00	47,424	56,378	56,942
Vol. Contr. - Transportation Disadvantaged	76 20 2 009001 76250800 00 000100 00	26,444	30,672	30,979
7% Non-Exempt Voluntary Contr. Identified	76 20 2 009001 76250800 00 000100 00	15,332	16,923	17,092
Vol. Contr. MADD-Mothers Against Drunk Drivers	76 20 2 009001 76250800 00 000100 00	61,010	68,069	68,750
Other Revenue	76 20 2 009001 76250800 00 000100 00	692,148	1,455,833	736,475
Child Safety Seat Donations	76 20 2 009001 76250800 00 000119 00	49,318	54,977	55,527
Vol. Contr. - Prevent Blindness	76 20 2 009001 76250800 00 000119 00	205,373	176,311	178,074
Vol. Contr. Southeastern Guide Dogs	76 20 2 009001 76250800 00 000119 00	-	41,829	42,666
Other Vol Contr	76 20 2 009001 76250800 00 000119 00	13,056	60,523	-
Licenses	76 20 2 009001 76250800 00 000200 00	17,628	22,914	-
Mail and Svcs.Fees & Microfiche	76 20 2 009001 76250800 00 000400 00	1,953,496	2,800,264	3,080,290
Fines Forfeitures and Judgements	76 20 2 009001 76250800 00 001200 00	-	525,000	-
Vessel Titles & Registration Admin.Fees	76 20 2 009001 76250800 00 001500 00	-	-	1,400,000
Refunds Received	76 20 2 009001 76250800 00 001800 00	1,142	10,343	10,350
Sales of Goods and Services	76 20 2 009001 76250800 00 001903 00	-	2,586,467	-

Total Amount		108,920,264	117,604,976	116,822,860
GAS TAX COLLECTION TRUST FUND				
Fuel Use Tax collection TF – Gasoline Tax	76 20 2 319001 76250800 00 000326 00	-	6,383,114	-
Fuel Use Tax collection TF - Transfers	76 20 2 319001 76250800 00 001500 00	-	115,715	116,294
Fuel Use Tax Collection TF - Refunds Received	76 20 2 319001 76250800 00 001800 00	-	211	333
Fuel Use Tax Collection TF – Other Non-Operating Receipts	76 20 2 319001 76250800 00 004000 00	-	42,882,731	49,758,503
Total Amount		-	49,381,771	49,875,130
GRANTS AND DONATIONS TRUST FUND				
Transfer of Federal Funds	76 20 2 339076 76250800 00 001510 00	-	1,198	290,000
Total Amount		-	1,198	290,000
LICENSE TAX COLLECTION TRUST FUND				
License Tax Collection T/F - Licenses	76 20 2 452001 76250800 00 000200 00	19,442,898	19,334,350	19,196,085
Prior Year Warrant Cancellation	76 20 2 452001 76250800 00 003700 00	311	-	-
Total Amount		19,443,209	19,334,350	19,196,085
<u>Executive Direction and Support Services</u>				
HIGHWAY SAFETY OPERATING TRUST FUND				
Refunds Received	76 20 2 009001 76250900 00 001800 00	-	157	-
Total Amount		-	157	-
<u>Information Technology</u>				
HIGHWAY SAFETY OPERATING TRUST FUND				
Refunds Received	76 20 2 009001 76400100 00 001800 00	6,908	2,894	-
Total Amount		6,908	2,894	-
GRANTS AND DONATIONS TRUST FUND				
Transfer of Federal Funds	76 20 2 339076 76400100 00 001510 00	59,830	59,830	62,767
Total Amount		59,830	59,830	62,767

Note: Some totals do not equal the sum of the individual revenues due to rounding error.

D. The effect of federal intervention or loss of federal funds if the agency, program, or activity is abolished. (s.11.906(14), Florida Statutes)

1. Please describe whether abolishing the agency, its programs/budget entities, or activities would result in federal intervention.

Any potential for federal intervention if the agency was abolished and why this might occur:

If the Department of Highway Safety and Motor Vehicles were to be abolished, whether or not federal intervention would be needed would depend on whether the programs and activities were transferred to other agencies, or simply abolished. Currently, with regard to driver licenses and motor vehicle registrations, each state has authority for handling these areas. This authority is based on the 10th amendment to the U.S. Constitution which provides that "...powers not delegated to the United States by the Constitution, nor prohibited by it to the states, are reserved to the states...". Thus, if the agency was abolished and programs or activities not transferred, the state would be without authority over driver licenses and motor vehicles. This could result in numerous issues involving interstate travel and commerce, personal identification, and proof of vehicle ownership. Abolishment of the agency without transferring the Florida Highway Patrol would result in a severe reduction in law enforcement for Florida's highways. There is no federal highway patrol that could intervene.

Any potential for federal intervention if the particular programs were abolished and why this might occur:

Executive Direction/Administrative Services

The department currently houses federally funded staff from the National Highway Traffic Safety Administration (NHTSA), Fatal Accident Reporting System (FARS). Staff reviews all fatal crash reports and reports information directly to NHTSA. If the agency were abolished, there would be a need for another agency or entity to collect and report crash data.

Florida Highway Patrol

There is little likelihood that federal authorities would intervene by providing law enforcement services related to highway safety. Federal authorities may intervene in the distribution of federal grant funds due to the elimination of FHP policies and activities that work to ensure the state is in compliance with federal mandates related to highway safety issues, and federal grant requirements.

Licenses, Titles, and Regulations

1. The agency is under contract with the U.S. Department of Housing and Urban Development (HUD) to inspect mobile homes as they are built in Florida manufacturing facilities to ensure compliance with HUD code. If the agency were abolished, HUD would have to find another agency or private entity to conduct inspections.

2. If the commercial driver license (CDL) responsibilities were abolished, the State of Florida would not be permitted to license commercial drivers. This is a federally mandated program.

Any potential for federal intervention if the particular activities were abolished and why this might occur:

ACT2561 – Monitor Mobile Home Inspections – see above Licenses, Titles, and Regulations - 1.

ACT2531 – Issue Driver Licenses and Identification Cards. While there may not be federal intervention needed, if the state was unable to issue commercial driver licenses, this would have national implications.

2. Please describe whether abolishing the agency, its programs/budget entities, or activities would result in loss of federal funds.

Any potential for loss of federal funds if the agency was abolished and why this might occur:

If the Department of Highway Safety and Motor Vehicles was abolished, there would be a loss of several federally funded grant awards/shared funds, the majority of which are subgrants through other state agencies. Expenditures from grant awards/shared funds for FY 2005-06 were \$7,746,034.48.

Any potential for loss of federal funds if particular programs were abolished and why this might occur:

The following list contains federal grant award/shared fund expenditures by program for FY 2005-06:

**Program: Executive Direction/Administrative Services
Budget Entity 76010100**

Fatal Accident Reporting System - \$93,788.04
Grant from NHTSA through Florida Department of Transportation (DOT)

**Program: Florida Highway Patrol
Budget Entity 76100100**

The following are grants awarded to the department from DOT and the US Department of Justice. If the FHP was abolished and assuming the same federal monies are available, these amounts would still come into the state; however, they would be awarded to other agencies or entities. Other agencies would have to establish policies and procedures meeting federal requirements to ensure grant funding continues. Policy development by various local agencies could result in a mixture of policies that conflict or fail to meet federal requirements.

Interstate Speed Control-South Florida - \$49,710.00
Grant from NHTSA through DOT

Move Over Law Pump Sticker Campaign - \$131,500.0
Grant from NHTSA through DOT

Occupant Protection Program - \$9,477.72
Grant from NHTSA through DOT

Enhanced DUI Enforcement - \$185,853.30
Grant from NHTSA through DOT

Traffic Safety Campaign - \$74,863.00
Grant from NHTSA through DOT

Statewide Motorcycle Safety Public Information - \$159,294.81
Grant from NHTSA through DOT

COPS Initiative-In Car Video Camera - \$102,325.76
Grant from NHTSA through DOT

Crash Investigation Data Enhancement - \$72,431.20
Grant from NHTSA through DOT

I-95 Speed Enforcement Motor Squad - \$9,602.52
Grant from NHTSA through DOT

Crime Victim Assistance - \$92,814.34
Grant from US Department of Justice

The following Public Assistance Grants were received as reimbursement to the agency as a result of the FHP's recovery and assistance efforts associated with the following hurricanes: Charley, Frances, Jeanne, Ivan, Dennis, Katrina, Rita, Wilma, and Alberto:

Public Assistance Grants - \$3,476,562
Grant from Department of Homeland Security

The following equipment and supplies were purchased from funds received as federal shared funds resulting from asset forfeiture activities:

Law Enforcement Equipment and Supplies - \$291,691.00
Shared Funds from the U.S. Departments of Justice and Treasury

Program: Licenses, Titles and Regulations
Budget Entity 76250300 – Driver Licensure

Motor Carrier Safety-CDL Enhancements - \$37,216.98
Grant from US Department of Transportation

Help America Vote - \$87,720.17
Grant from General Services Administration

Uniform Credential System - \$960,499.80
Grant from Department of Homeland Security (DHS) though Florida Department of Law Enforcement (FDLE)

Biometric Image Scan Capability - \$290,879.31
Grant from DHS through FDLE

Expand Document Authentication System - \$290,732.70
Grant from DHS through FDLE

Gate Control - \$827,721.81
Grant from DHS through Department of Community Affairs

Motorcycle Safety Training Program - \$75,206.60
Grant from NHTSA through DOT

Budget Entity 76250500 – Identification and Control of Problem Drivers

Capturing Aggressive Driver Data - \$73,543.27
Grant from NHTSA through DOT

Legal Training for Hearing Officers - \$991.37
Grant from NHTSA through DOT

Florida Senior Resource Centers - \$76,554.09
Grant from NHTSA through DOT

Hispanic Community Safety Outreach - \$220,864.37
Grant from NHTSA through DOT

**Program: Kirkman Data Center
Budget Entity 76400100**

Help America Vote Act - \$54,190.32
Grant from General Services Administration

TOTAL
\$7,746,034.48

Any potential for loss of federal funds if particular activities were abolished and why this might occur:

Federal grant awards are received at the program level (see above list).

3. Please describe whether abolishing the agency, its programs/budget entities, or activities would have an effect on local governments, the private sector, and/or citizens.

Any potential effect on local governments, the private sector, and/or citizens if the agency was abolished and why this might occur:

See particular programs below.

Any potential effect on local governments, the private sector, and/or citizens if particular programs were abolished and why this might occur:

Florida Highway Patrol

All activities would affect local governments and the citizens. Other law enforcement agencies, including county sheriff's offices and local police would have to assume traffic law enforcement and response to calls for service in the areas currently handled by the FHP. There would be a reduction of services or a lack of coverage in certain areas, particularly the rural areas of the state where staffing levels for local governments would be particularly

stressed by the additional duties. Motorists needing assistance will have to wait longer and not know which agency to contact when needed. If local law enforcement entities are unable to take over current FHP activities, citizens would be adversely affected by an increase in traffic violations, crashes, and fatalities, as well as delays in investigations and convictions.

Licenses, Titles and Registrations

1. The state currently has agreements with the county Tax Collectors to provide driver license and motor vehicle services. If the agency was abolished, assuming tax collectors continued in this area, all customers would be forced to visit one of their offices and incur higher fees. Without an agency overseeing this, the 67 counties could differ in processes and procedures. This could affect citizens in a reduction in customer service, greater risk of identify fraud and vehicle ownership/title discrepancies.
2. There are activities that include pass through of funds to local government and voluntary contributions. Local governments and voluntary organizations would no longer have this revenue source from the state.
3. There would be no central storage of driving records.
4. Abolishment of the agency could result in Floridians having inadequate proof of identify and vehicle ownership. This could result in problems with interstate travel, both by vehicle and via federal airlines, and interstate commerce.

Kirkman Data Center

Currently the data system develops and monitors systems used by above programs. If the agency was abolished and local governments were forced to carry out activities, there would be no support from the data system.

Any potential effect on local governments, the private sector, and/or citizens if particular activities were abolished and why this might occur:

See particular programs above.

E. A statement of any statutory objectives intended for each program and activity, the problem or need that the program and activity were intended to address, and the extent to which these objectives have been achieved. (s. 11.906(6), Florida Statutes)

1. In the following table (Exhibit 3), please describe the statutory objectives for each program and activity under the agency’s budget entities (if statutory objectives are not applicable, please write “NA”), the problem or need the program and activity were intended to address, and the extent to which these objectives have or have not been achieved. Please complete a table for each budget entity.

(Please note that the term “Statutory Objective” has not been defined for purposes of this document. The department’s responses in this regard are provided to reflect any statutory authority at the program level and the department’s objectives.)

Exhibit 3: Statutory Objective by Budget Entity

Budget Entity and Related Programs and Activities	
	Program – Executive Direction/Administrative Services
	Budget Entity 76010100 – Administrative Services
	Activity ACT0010 – Executive Direction
	Activity ACT0020 – General Counsel/Legal
	Activity ACT0030 – Legislative Affairs
	Activity ACT0060 – Inspector General
	Activity ACT0070 – Communication/Public Information
	Activity ACT0080 – Director of Administration
	Activity ACT0090 – Planning and Budgeting
	Activity ACT0100 – Finance and Accounting
	Activity ACT0110 – Personnel Services/Human Resources
	Activity ACT0120 – Training
	Activity ACT0130 – Mail Room
	Activity ACT0140 – Print Shop
	Activity ACT0150 – Records Management
	Activity ACT0160 – Supply Room
	Activity ACT0170 – Property Management
	Activity ACT0180 – Contract Administration
	Activity ACT0200 – Procurement

Statutory Objective	Chapter 20, Florida Statutes – To plan, direct, and coordinate responsibilities and duties of the department.
Problem/Need Intended to Address	To provide oversight and administrative functions to operate the agency.
Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i>	While there is only one performance measure for this budget entity, which has been achieved, the department continues to operate efficiently and effectively. (See Section II.A. for the performance measure and standards)
Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i>	N/A

Exhibit 3: Statutory Objective by Budget Entity

<p>Budget Entity and Related Programs and Activities</p>	<p>Program - Florida Highway Patrol</p> <p>Budget Entity 76100100 – Highway Safety</p> <p>Activity ACT1011 – Enforcement of Traffic Laws</p> <p>Activity ACT1012 – Provide Community Service Enforcement</p> <p>Activity ACT1013 – Provide Aerial Traffic Enforcement</p> <p>Activity ACT1014 – Conduct Traffic Homicide Investigations</p> <p>Activity ACT1015 – Provide Academy Training</p> <p>Activity ACT1021 – Conduct Criminal and Administrative Investigations</p>
<p>Statutory Objective</p>	<p>s. 321.05, Florida Statutes – To ensure a safe driving environment through the following objectives:</p> <ol style="list-style-type: none"> 1. Increase highway safety on patrolled highways. 2. Increase motorist compliance with traffic laws on patrolled highways. 3. Reduce criminal activity on patrolled highways. 4. Increase safety education for the motoring public.
<p>Problem/Need Intended to Address</p>	<p>To provide for the safety of the motoring public, reduce the number and severity of traffic crashes, reduce the number of criminal acts committed on the highways of this state, and to ensure the safety of citizens and visitors during natural and manmade disasters.</p>
<p>Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.A. for the performance measures and standards)</p>
<p>Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.B. for detailed explanation)</p>

Exhibit 3: Statutory Objective by Budget Entity

<p>Budget Entity and Related Programs and Activities</p>	<p>Program - Florida Highway Patrol Budget Entity 76100400 – Executive Direction and Support Services Activity ACT1041 – Executive Direction/Support Services</p>
<p>Statutory Objective</p>	<p>s. 321.05, Florida Statutes – To plan, direct, and coordinate responsibilities of the Florida Highway Patrol.</p>
<p>Problem/Need Intended to Address</p>	<p>To command and provide oversight and administrative functions for the Florida Highway Patrol.</p>
<p>Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.A. for the performance measures and standards)</p>
<p>Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>N/A</p>

Exhibit 3: Statutory Objective by Budget Entity

<p>Budget Entity and Related Programs and Activities</p>	<p>Program – Licenses, Titles, and Regulations</p> <p>Budget Entity 76250300 – Driver Licensure</p> <p>Activity ACT2531 – Issue Driver Licenses and Identification Cards</p> <p>Activity ACT2532 – Maintain Records</p> <p>Activity ACT2533 – Provide Program Customer Service</p> <p>Activity ACT2534 – Pass Through of Contributions on the Driver License Application</p>
<p>Statutory Objective</p>	<p>To ensure the protection of the motoring public through the following objectives:</p> <ol style="list-style-type: none"> 1. Increase consumer protection and public safety by assuring Florida’s citizens are properly licensed to drive. 2. Reduce criminal use of fraudulent identification.
<p>Problem/Need Intended to Address</p>	<p>One of the purposes of this program is to assure the basic competency of all drivers through an examination and licensing procedure that determines whether a driver may legally operate motor vehicles on the public roadways. Assurance of an individual’s true identity is also a necessary condition for enforcement of laws against driving without such a license.</p>
<p>Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.A. for the performance measures and standards)</p>
<p>Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.B. for detailed explanation)</p>

Exhibit 3: Statutory Objective by Budget Entity

<p>Budget Entity and Related Programs and Activities</p>	<p>Program – Licenses, Titles, and Regulations Budget Entity 76250400 – Motorist Financial Responsibility Compliance Activity ACT2541 – Administer Motorist Insurance Laws</p>
<p>Statutory Objective</p>	<p>Ensuring motorists’ compliance with the Florida Financial Responsibility Law.</p>
<p>Problem/Need Intended to Address</p>	<p>Florida motorists are required to maintain insurance coverage or make other arrangements to compensate the damages of any crash in which they might be involved.</p>
<p>Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.A. for the performance measures and standards)</p>
<p>Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>N/A</p>

Exhibit 3: Statutory Objective by Budget Entity

<p>Budget Entity and Related Programs and Activities</p>	<p>Program – Licenses, Titles, and Regulations</p> <p>Budget Entity 76250500 – Identification and Control of Problem Drivers</p> <p>Activity ACT2551 – Oversee Driver Improvement Activities</p> <p>Activity ACT2552 – Conduct Administrative Reviews</p> <p>Activity ACT2553 – Conduct Driver, DUI, and Motorcycle Education</p>
<p>Statutory Objective</p>	<p>To increase consumer protection and public safety by educating the motoring public and specific problem drivers.</p>
<p>Problem/Need Intended to Address</p>	<p>A basic precept in traffic safety is that drivers who repeatedly violate traffic laws, cause crashes, or otherwise demonstrate they are a hazard to others should have their driving privileges removed. Florida law provides many criteria for identifying such problem drivers and specifies the actions to be taken in response. The Identification and Control of Problem Drivers service area is responsible for identification and control of problem drivers through the suspension, revocation, disqualification, and cancellation of driving privileges; conducting administrative reviews for persons subject to certain driving sanctions under the law; and approval of course curricula and evaluation of driver improvement-related course programs.</p>
<p>Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.A. for the performance measures and standards)</p>
<p>Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.B. for detailed explanation)</p>

Exhibit 3: Statutory Objective by Budget Entity

<p>Budget Entity and Related Programs and Activities</p>	<p>Program – Licenses, Titles, and Regulations</p> <p>Budget Entity 76250600 – Mobile Home Compliance and Enforcement</p> <p>Activity ACT2561 – Monitor Mobile Home Inspections</p>
<p>Statutory Objective</p>	<p>To provide protection for consumers of mobile homes, by ensuring mobile home manufacturers’ compliance with construction standards.</p>
<p>Problem/Need Intended to Address</p>	<p>Monitoring inspections of mobile/manufactured housing ensures the department fulfills it's obligation in reducing the potential for over the road traffic mishaps, as well as protecting consumers from living in unsafe and improperly built dwellings.</p>
<p>Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.A. for the performance measures and standards)</p>
<p>Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>N/A</p>

Exhibit 3: Statutory Objective by Budget Entity

<p>Budget Entity and Related Programs and Activities</p>	<p>Program – Licenses, Titles, and Regulations</p> <p>Budget Entity 76250800 – Vehicle and Vessel Title and Registration Services</p> <p>Activity ACT2511 – Issuance of Automobile Dealer Licenses</p> <p>Activity ACT2521 – Enforce Title and Registration Laws</p> <p>Activity ACT2571 – Register and Audit Commercial Carriers</p> <p>Activity ACT2581 – Issuance of Vehicle and Mobile Home Titles and Registrations</p> <p>Activity ACT2582 – Issuance of Vessel Titles and Registrations</p> <p>Activity ACT2583 – Provide Program and Technical Customer Assistance</p> <p>Activity ACT2584 – Pass Through of License Tax Collections to Local Governments</p> <p>Activity ACT2585 – Pass Through of Vol. Contributions Collected on MV Registrations</p>
<p>Statutory Objective</p>	<p>To ensure consumer protection and public safety through efficient licensing systems that register and title motor vehicles, vessels and mobile homes.</p>
<p>Problem/Need Intended to Address</p>	<p>This function provides consumer protection by establishing proof of vehicle or vessel ownership and allows for the registrant to have the privilege of driving on the highways and roads in Florida. This service assists law enforcement and the judicial system and others in enforcing Florida law and enhances public safety through efficient license systems that register and title motor vehicles, vessels and mobile homes.</p>
<p>Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.A. for the performance measures and standards)</p>
<p>Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.B. for detailed explanation)</p>

Exhibit 3: Statutory Objective by Budget Entity

<p>Budget Entity and Related Programs and Activities</p>	<p>Program – Licenses, Titles, and Regulations Budget Entity 76250900 – Executive Direction and Support Services Activity ACT2591 – Executive Direction and Support Services</p>
<p>Statutory Objective</p>	<p>To plan, direct, and coordinate responsibilities of the Division of Driver Licenses and Division of Motor Vehicles.</p>
<p>Problem/Need Intended to Address</p>	<p>To provide oversight and administrative functions in program areas.</p>
<p>Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.A. for the performance measures and standards)</p>
<p>Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>N/A</p>

Exhibit 3: Statutory Objective by Budget Entity

<p>Budget Entity and Related Programs and Activities</p>	<p>Program – Kirkman Data Center</p> <p>Budget Entity 76400100 – Information Technology</p> <p>Activity ACT0300 – Executive Direction</p> <p>Activity ACT0310 – Administrative Services</p> <p>Activity ACT0320 – Application Development</p> <p>Activity ACT0330 – Computer Operations</p> <p>Activity ACT0340 – Network Operations</p> <p>Activity ACT0350 – Desktop Support</p>
<p>Statutory Objective</p>	<p>To provide the general management, direction, and operation of the Information Services Administration (ISA) Division, which provides information technology support for the department and 67 county tax collectors.</p>
<p>Problem/Need Intended to Address</p>	<p>To ensure the continued operation of the department’s central computing facility, which houses a mainframe, enterprise and web servers, and to maintain client/server hardware, software, and technical assistance support to field offices maintained by the Divisions of Driver Licenses, Motor Vehicles, FHP, and the county tax collectors.</p>
<p>Evidence That Objectives Have Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>(See Section II.A. for the performance measures and standards)</p>
<p>Explanation As to Why Objectives Have Not Been Achieved <i>(If applicable, please cite corresponding performance measure from Section II)</i></p>	<p>N/A</p>

F. An assessment of the extent to which the jurisdiction of the agency and its programs overlap or duplicate those of other agencies and the extent to which the programs can be consolidated with those of other agencies. (s. 11.906(7), Florida Statutes)

1. In the following table (Exhibit 4), please identify any major programs, internal or external to your agency, which provide duplicative services or functions. Please do not include programs that provide administrative services (e.g., human resources, information technology).

Exhibit 4: Program Overlap and/or Duplication

Program	Nature and Extent of Overlap and/or Duplication	Extent to Which Program Can Be Consolidated With Those of Other Agencies
<p>Mobile Home Inspection Program</p>	<p>Pursuant to s. 320.8255, F.S., the Department of Highway Safety and Motor Vehicles (DHSMV) regulates mobile home manufacturers for compliance with HUD. The department inspects mobile homes prior to the structure leaving the manufacturer’s facility.</p> <p>Pursuant to Chapter 553, Part I, F.S., the Department of Community Affairs (DCA) inspects manufactured buildings for compliance with state minimum building codes, including the accessibility and energy codes.</p> <p>Both mobile homes and manufactured buildings are produced by some of the same manufacturers and both are produced at some of the same plants.</p>	<p>Auditor General Report No. 2004-181 provided the following as a possible alternative:</p> <p>“Merge the DHSMV mobile home and DCA manufactured home programs. Efficiencies could be gained since both manufactured buildings and mobile homes are produced by some of the same manufacturers and, based on limited inquiry, it appears that both are produced at some of the same plants.”</p>

**G. Agency programs or functions that are performed without specific statutory authority.
(s. 11.906(16), Florida Statutes)**

1. In the following table (Exhibit 5), please identify any programs or activities administered by your agency that are not specifically authorized by statute. Please describe the purpose and rationale for performing these programs or functions. Also, please describe the potential effect of their abolishment or transfer to another agency.

Exhibit 5: Programs or Activities Performed Without Statutory Authority

Program or Function	Purpose of Program/Activities	Rationale for Providing Program/Activities in Your Agency	Potential Effect of Abolishing or Transferring Program/Activities to Another Agency
None			

II. Agency Performance

A. The performance measures for each program and activity as provided in s. 216.011, Florida Statutes, and three (3) years of data for each measure that provides actual results for the immediately preceding two (2) years and projected results for the current fiscal year. (s. 11.906(1), Florida Statutes)

Performance Measures	FY 2004-05		FY 2005-06		FY 2006-07
	Approved Standards	Actual Performance Results	Approved Standards	Actual Performance Results	Approved Standards
Program: Administrative Services					
Service Budget Entity: Executive Direction And Support Services					
Agency administration and support costs as a percent of total agency costs / agency administration and support positions as a percent of total agency positions	5.40%/6.42%	4.86%/6.29%	5.40%/6.42%	4.59%/6.12%	5.40%/6.42%
Program: Florida Highway Patrol					
Service Budget Entity: Highway Safety					
Florida death rate on patrolled highways per 100 million vehicle miles of travel	1.85	1.66	1.85	1.76	1.7
National average death rate on highways per 100 million vehicles miles of travel	1.5	1.5	1.5	1.44	1.5
Alcohol-related death rate per 100 million vehicle miles of travel	0.64	0.56	0.64	0.62	0.64
Number of crashes investigated by FHP	200,361	236,746	200,361	236,209	200,361
Percent change in number of crashes investigated by FHP	1%	9.50%	1%	-1%	1%
Annual crash rate per 100 million vehicle miles of travel	171	129	135	134	131
Number of hours spent on traffic homicide investigations	156,284	169,385	156,284	169,393	156,284
Number of cases resolved as a result of traffic homicide investigations (see note at end of the table)	1,728	2,017	1,728	2,092	1,728
Average time (hours) spent per traffic homicide investigations	90.44	83.98	90.44	80.97	90.44

Percent of recruits retained by FHP for 3 years after the completion of training	90%	84%	90%	81%	90%
Actual average response time (minutes) to calls for crashes or assistance	26	32	26	31	26
Number / percent of duty hours spent on preventive patrol (Law Enforcement Officers)	973,703/41%	843,047/34%	973,703/41%	932,001/37%	1,006,389/41%
Number / percent of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)	1,195/50%	1,318/46%	1,195/50%	1,903/54%	1,195/50%
Number / percent of duty hours spent on crash investigations for Law Enforcement Officers	318,700/14%	381,485/15%	318,700/14%	376,968/15%	326,447/14%
Number / percent of duty hours spent on crash investigations for Community Service Officers	10,707/29%	15,622/40%	10,707/29%	17,675/40%	10,707/29%
Number / percent of time spent on non-patrol support activities (Law Enforcement Officers)	648,125/29%	899,290/36%	648,125/29%	841,112/33%	654,577/29%
Average time (hours) to investigate crashes (Long form)	2.17	2.32	2.17	2.31	2.17
Average time (hours) to investigate crashes (Short form)	1.35	1.36	1.35	1.37	1.35
Average time (hours) to investigate crashes (Non-reportable)	0.65	0.73	0.65	0.74	0.65
Number / percent of duty hours spent on law enforcement officer assistance to motorists	107,649/5%	105,173/4%	107,649/5%	109,725/4%	111,635/5%
Number of motorists assisted by law enforcement officers	299,924	278,800	299,924	280,021	313,277
Number of training courses offered to FHP recruits and personnel	56	56	45	45	45
Number of students successfully completing training	1,224	1,053	1,224	842	1,224
Percent of closed criminal investigations which are resolved	80%	88%	80%	86%	80%
Number / percent of duty hours spent on: Criminal investigations	56,199/60%	47,302/55%	56,199/60%	56,178/60%	56,199/60%
Number / percent of duty hours spent on: Professional compliance investigations	5,293/6%	4,411/5%	5,293/6%	5,466/6%	5,293/6%
Number / percent of duty hours spent on: Polygraph examinations activities	5,885/5%	5,867/7%	5,885/5%	4,707/5%	5,885/5%
Number / percent of duty hours spend on: Non-investigative support activities	25,250/29%	28,616/33%	25,250/29%	27,895/29%	25,250/29%
State seat belt compliance rate	67.5%	76.3%	67.5%	80.7%	67.5%
Percent change in seat belt use	1.0%	3.7%	1.0%	4.4%	1.0%

Program: Florida Highway Patrol					
Service Budget Entity: Executive Direction And Support Services					
Program administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions	1.41%/1.18%	1.41%/1.14%	1.41%/1.18%	1.38%/1.16%	1.41%/1.18%
Program: Licenses, Titles and Regulations					
Service Budget Entity: Driver Licensure					
Percent of customers waiting 15 minutes or less for driver license service	75%	50%	75%	69%	50%
Percent of customers waiting 30 minutes or more for driver license service	18%	35%	18%	15%	35%
Average number of corrections per 1,000 driver records maintained	4	4	4	4	4
Number of driver licenses issued	5,070,629	5,181,449	5,098,771	5,380,905	5,418,344
Number of ID cards issued	993,339	815,051	998,852	914,824	852,315
Number of written driver license examinations conducted	1,430,334	1,515,776	1,430,334	1,336,742	1,561,590
Number of road tests conducted	587,137	477,619	587,137	483,353	492,055
Program: Licenses, Titles and Regulations					
Service Budget Entity: Motorist Financial Responsibility Compliance					
Percent of motorists complying with financial responsibility	92%	96%	95%	96%	96%
Number of insured motorists	10,075,799	11,260,361	11,100,000	11,644,616	12,180,000
Program: Licenses, Titles and Regulations					
Service Budget Entity: Identification And Control Of Problem Drivers					
Percent of "Driving Under the Influence" course graduates who do not recidivate within three years of graduation	86%	86%	86%	86%	86%
Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity, with annual percentage change shown	3,326/19%	2,179/-11%	3,236/19%	2,814/-29%	2,356/-27%

Number of problem drivers identified	1,445,427	1,459,919	1,760,812	1,733,480	1,866,461
Program: Licenses, Titles and Regulations					
Service Budget Entity: Mobile Home Compliance And Enforcement					
Ratio of warranty complaints to new mobile homes titled	1:70	1:152	1:100	1:103	1:154
Number of mobile homes inspected	14,000	17,389	14,000	17,810	14,800
Service Budget Entity: Motor Carrier Compliance					
Program: Licenses, Titles and Regulations					
Service Budget Entity: Vehicle And Vessel Title And Registration Services					
Percent of vehicle/vessel titles issued without error	98%	92%	99%	96%	92%
Number of fraudulent motor vehicle titles identified and submitted to law enforcement	720	50	780	32	50
Percent change in number of fraudulent motor vehicle titles identified and submitted to law enforcement	48%	-94%	3%	5%	3%
Average cost to issue a motor vehicle/vessel title	\$1.90	\$2.12	\$1.90	\$1.88	\$2.12
Number of motor vehicle and mobile home titles issued	5,100,000	6,574,143	5,800,000	6,904,263	6,700,000
Number of motor vehicle and mobile home registrations issued	14,530,000	20,232,111	19,000,000	20,754,890	21,446,037
Issuance of vessel titles	207,761	255,547	210,000	277,479	270,879
Issuance of vessel registrations	989,600	987,213	989,000	1,018,506	1,046,445
Average number of days to issue vehicle title	3	3	3	3	3
Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural and requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles	1:8	1:9	1:8	1:6	1:8
Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings	20,000	33,018	23,000	34,995	36,319
Percent of dealer licenses issued within 7 working days upon receipt of completed applications (see note at end of the table)	99%	99%	99%	99%	99%

Number of automobile dealers licensed	11,800	12,729	12,045	12,445	12,800
Ratio of taxes collected as a result of International Registration Program and International Fuel Tax Agreement audits to the cost of audits	\$1.73:1	\$1.30:1	\$1.73:1	\$2.40:1	\$1.73:1
Number of International Fuel Use Tax and International Registration Plans accounts audited	300	369	350	325	350
Number of Motor Carrier audited per auditor, with number of auditors shown	22:14	21:10	22:14	23:14	22:14
Program: Licenses, Titles and Regulations					
Service Budget Entity: Executive Direction And Support Services					
Program administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions	2.13%/2.19	2.20%/2.16	2.13%/2.19	2.05%/1.96	2.13%/2.19
Program: Kirkman Data Center					
Service Budget Entity: Information Technology					
Percent of customers who rate services as satisfactory or better as measured by survey	80%	98%	90%	96.63%	90%

Note: The Inspector General's assessment data and conclusions were provided to the operating division via the Office of the Executive Director.

B. An explanation of factors that have contributed to any failure to achieve the approved standards. (s. 11.906(2), Florida Statutes)

1. Please provide performance information required in Exhibit II (Performance Measures and Standards) and Exhibit III (Performance Measure Assessment) of the Long-Range Program Plan (LRPP) for the immediately preceding two (2) fiscal years and projected results for the current fiscal year.

FY 2004-05

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Percent of recruits retained by FHP for 3 years after the completion of training

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90%	84%	6 under	6%

Explanation:
 Every sworn member who leaves the employ of the Florida Highway Patrol is asked their reason for leaving. Fifteen percent stated they were going to another law enforcement agency. Many other law enforcement agencies' officer entry-level positions offer salaries greater than the Florida Highway Patrol.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Actual average response time (minutes) to calls for crashes or assistance

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
26	32	6 over	23%

Explanation:
 During FY 2004-05, the Patrol averaged 154 vacancies per month. The vacancy rate in law enforcement staffing necessary to respond to calls for service in a timely manner contributed to longer response times. In addition, the four-hurricane season during FY 2004-05 adversely impacted the average response time. Finally, the actual response times are a direct function of the increased number of crashes worked by the Patrol.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number and percent of duty hours spent on preventive patrol
 (Law Enforcement Officers)

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
973,703	843,047	130,656 under	13%
41%	34%	7% under	17%

Explanation:

Due to four major hurricanes, the priorities of the Patrol shifted. These activities accounted for many hours that ordinarily would have been available for preventive patrol functions.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number and percent of time (hours) spent on non-patrol support activities (Law Enforcement Officers)

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
648,125	899,290	251,165 over	39%
29%	36%	7 over	24%

Explanation:

Non-patrol support activities can vary and include activities such as disaster control, dignitary protection and escort, man-hunts, and lengthy arrests. Also, the FHP worked many hours on road closures and provided aid to those suffering from catastrophic damage caused by four major hurricanes during FY 2004-05. All of these non-patrol support activities accounted for many hours that ordinarily would have been available for other law enforcement activities.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Average time (hours) to investigate crashes: Long Form, Short Form, Non-reportable

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
Long 2.17	2.32	.15 over	6.91%
Short 1.35	1.36	.01 over	0.74%
Non-reportable 0.65	0.73	.08 over	12.31%

Explanation:

Performance standards such as these are difficult to predict, in that the magnitude of injuries, vehicles involved, witness availability and secondary contact points after the initial investigation cannot be easily dictated by a time frame. Times vary from case to case based on the complexity of each and every investigation.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number and percent of duty hours spent on Law Enforcement Officer assistance to motorists; number of motorists assisted by Law Enforcement Officers

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
107,649	105,173	2,476 under	2%
5%	4%	1 under	20%
299,924 motorists	278,800 motorists	21,124 under	7%

Explanation:

This standard is externally driven. Assistance to motorists is affected by the numbers of motorists requiring assistance and the number who call for assistance.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number of training courses offered to FHP recruits and personnel;
 number of students successfully completing training

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
56	56	0	0%
1,224 students	1,053 students	171 under	14%

Explanation:

Due to the unusually busy hurricane season, the Patrol was forced to cancel all non-mandatory in-service classes to ensure that all available personnel were assigned to disaster recovery duties. The Florida Department of Law Enforcement maintains a database of all officers requiring mandatory training for recertification every four years. The number of officers due for training classes can vary from year to year according to the number who are due for recertification.

Program: Florida Highway Patrol
 Service/Budget Entity: Criminal and Administrative Investigations
 Measure: Number/percent of duty hours spent on criminal investigations

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
56,199	47,302	8,897 under	16%
60%	55%	5 under	8%

Explanation:

This was the first year that members of the Bureau of Investigations were utilized for emergency response as part of the 25-member Emergency Response Teams that responded to four hurricanes.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number / percent of duty hours spent on: Professional compliance investigations

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,293	4,411	882 under	17%
6%	5%	1 under	17%

Explanation:

There have been fewer internal investigations being conducted on agency members. A decrease in this area reflects positively on the agency as it indicates a decrease in professional compliance complaints.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number / percent of duty hours spent on: Polygraph examinations activities

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5885	5867	18 under	.31%
5%	7%	2 over	40%

Explanation:

Immaterial difference.

Program: Florida Highway Patrol
 Service/Budget Entity: Criminal and Administrative Investigations
 Measure: Number/percent of duty hours spent on non-investigative support activities

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
25,250	28,616	3,366 over	13%
29%	33%	4 over	14%

Explanation:

During FY 2004-05, members of the Bureau of Investigations were assigned to emergency response teams involved in hurricane related efforts.

Program: Licenses, Titles, and Regulations

Service/Budget Entity: Driver Licensure

Measure: Percent of customers waiting 15 minutes or less for driver license service

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
75%	50%	25% under	33%

Explanation:

Increased scrutiny of driver license applicants relating to homeland security. Shift of quick transaction types (e.g. routine renewal) to tax collectors and Internet.

Program: Licenses, Titles, and Regulations

Service/Budget Entity: Driver Licensure

Measure: Percent of customers waiting 30 minutes or more for driver license service

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
18%	35%	17% over	94%

Explanation:

Increased scrutiny of driver license applicants relating to homeland security. Shift of quick transaction types (e.g. routine renewal) to tax collectors and Internet.

Program: Licenses, Titles, and Regulations

Service/Budget Entity: Driver Licensure

Measure: Number of ID cards issued

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
993,339	815,051	178,288 under	-18%

Explanation:

This standard is a statistical projection of demand, based on past trends. A degree of difference from the subsequent actual figure is expected for such estimates, and is not reflective of the quality of services delivered.

Program: Licenses, Titles, and Regulations
 Service/Budget Entity: Driver Licensure
 Measure: Number of road tests conducted

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
587,137	477,619	109,518 under	19%

Explanation:

This standard is a statistical projection of demand, based on past trends. A degree of difference from the subsequent actual figure is expected for such estimates, and is not reflective of the quality of services delivered.

Program: Licenses, Titles and Regulations
 Service/Budget Entity: Identification and Control of Problem Drivers
 Measure: Number of driver licenses/identification cards suspended, cancelled or invalidated as a result of fraudulent activity, with annual percentage change shown

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,326/19%	2,179/-11%	1,147 under	34%

Explanation:

Factors accounting for the difference are vacant positions, staff available to work fraud cases and increases in workload. For example, since baseline year FY 99-00, telephone calls increased from 9,566 to 25,978 during FY 04-05. During the same timeframe, there was an increase in cases reviewed from 8,146 to 13,612. There are cases when fraud is confirmed; however, no action is taken that affects driver records. These cases involve traffic tickets, credit cards and bank fraud.

Program: License, Titles and Regulations
 Service/Budget Entity: Vehicle/Vessel Title and Registration
 Measure: Percent of vehicles/vessel titles issued without error

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
98%	92%	6% under	6%

Explanation:

The methodology in calculating this measure has been changed based on a prior review of this performance measure by the Inspector General's Office. This change in methodology resulted in a one time variance and established a new FY 2006-07 standard.

Program: Licenses, Titles and Regulations
 Service/Budget Entity: Vehicle and Vessel Title and Registration Services
 Measure: Number of fraudulent motor vehicle titles identified and submitted to law enforcement

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
720	50	670 under	94%

Explanation:

Factors accounting for the significant reduction in actual performance for FY 2004/05 were due to only counting the number of fraud cases submitted to law enforcement verses counting all fraud submitted into the Quality Review Unit prior.

Program: License, Titles and Regulations
 Service/Budget Entity: Vehicle/Vessel Title and Registration
 Measure: Percent change in number of fraudulent motor vehicles titles identified and submitted to law enforcement

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
48%	-94%	142 under	296%

Explanation:

The reason for the significant reduction in the percentage change is due to the method in which the number of fraudulent motor vehicle titles to be reported to law enforcement was calculated.

Program: License, Titles and Regulations
 Service/Budget Entity: Vehicle/Vessel Title and Registration
 Measure: Average Cost to issue a motor vehicle/vessel title

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$1.90	\$2.12	\$0.22 over	11.6%

Explanation:

The methodology for calculating this performance standard has been restructured, based on the Inspector General's Office evaluation and approval. The adjustments resulted in a one time nominal increase in the average cost.

Program: License, Titles and Regulations
 Service/Budget Entity: Vehicle/Vessel Title and Registration
 Measure: Issuance of vessel registrations

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
989,600	987,213	2,387 under	.02

Explanation:

Issuance of vessel registration is based on anticipated population which cannot be controlled by the department and is difficult to forecast or precisely predict.

Program: License, Titles and Regulations
 Service/Budget Entity: Motor Carrier Compliance
 Measure: Ratio of taxes collected as a result of IRP & IFTA audits to the cost of audit

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$1.73:1	\$1.30:1	\$.43:1 under	24.8%

Explanation:

Audits are conducted on a random basis with the purpose of ensuring compliance. However, revenues that will be collected as a result of an audit cannot be reliably forecast.

Program: License, Titles and Regulations
 Service/Budget Entity: Motor Carrier Compliance
 Measure: Number of Motor Carriers audited per auditor, with number of auditors shown

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
22:14	21:10	1:4 under	4%

Explanation:
 Audits are conducted on a random basis and are often unpredictable in their complexity and duration.

FY 2005-06

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Percent of recruits retained by FHP for 3 years after the completion of training

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90%	81%	9 under	10%

Explanation:
 Every sworn member who leaves the employ of the Florida Highway Patrol is asked their reason for leaving. Fifteen percent stated they were going to another law enforcement agency. Many other law enforcement agencies' officer entry-level positions offer salaries greater than the Florida Highway Patrol.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Actual average response time (minutes) to calls for crashes or assistance

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
26	31	5 over	19%

Explanation:

During FY 2005-06, the Patrol averaged 138 sworn vacancies per month. The vacancy rate in law enforcement staffing necessary to respond to calls for service in a timely manner contributed to longer response times. In addition, the three-hurricane season during 2005-2006 (including assistance to Mississippi) impacted the average response times. Finally, the actual response times are a direct function of the increased number of crashes worked by the Patrol.

Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number and percent of duty hours spent on preventive patrol
(Law Enforcement Officers)

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
973,703	932,001	41,702 under	4%
41%	37%	4 under	4%

Explanation:

Due to three major hurricanes the priorities of the Patrol shifted. These activities accounted for many hours that ordinarily would have been available for preventive patrol.

Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number and percent of time (hours) spent on non-patrol support activities (Law Enforcement Officers)

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
648,125	841,112	192,987 over	30%
29%	33%	4 over	4%

Explanation:

Non-patrol support activities can vary and include activities such as disaster control, non-traffic related law enforcement duties such as dignitary protection and escort, man-hunts, and lengthy arrests. Due to the three major hurricanes occurring in FY 2005-06, providing aid to those suffering from the catastrophic damage, and working road closures caused by the hurricanes accounted for a large number of hours.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Average time (hours) to investigate crashes: Long Form, Short Form, Non-reportable

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
Long 2.17	2.31	.14 over	6%
Short 1.35	1.37	.02 over	1%
Non-reportable 0.65	0.74	.09 over	14%

Explanation:

FHP averaged 138 vacancies monthly during FY 2005-06. Due to the shortage of law enforcement staff available to respond to traffic crashes and the travel time necessary to reach a crash scene, it is easy to surmise that the average time to investigate crashes is anticipated to be longer. The magnitude of injuries, vehicles involved, witness availability and secondary contact points after the initial investigation cannot be dictated by a time frame. Times vary from case to case based on the complexity of each and every investigation.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number and percent of duty hours spent on Law Enforcement Officer assistance to motorists; number of motorists assisted by Law Enforcement Officers

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
107,649	109,725	2,076 over	2%
5%	4%	1 under	1%
299,924 motorists	280,021 motorists	19,903 under	7%

Explanation:

As the number of vehicles and vehicle miles being driven varies, so does the number of calls for service from the motoring public. The additional calls for service concerning traffic crashes, fatalities, aggressive drivers, and other investigative issues reduce the time available for proactive patrol. This standard is externally driven. Assistance to motorists is affected by the numbers of motorists requiring assistance and the number who call for assistance.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number of training courses offered to FHP recruits and personnel; number of students successfully completing training

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
45	45	0	0%
1,224 students	842	382 under	31%

Explanation:

The Florida Department of Law Enforcement maintains a database of all officers requiring mandatory training for recertification every four years. The number of officers due for training classes can vary from year to year according to the number of personnel that are due for recertification. The Florida Department of Law Enforcement maintains a database of all officers requiring mandatory training for recertification every four years. The number of officers due for training classes can vary from year to year according to the number of personnel that are due for recertification.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number/percent of duty hours spent on criminal investigations

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
56,199	56,178	21 under	.04%
60%	60%	0	0%

Explanation:

Immaterial difference.

Program: Florida Highway Patrol
 Service/Budget Entity: Highway Safety
 Measure: Number / percent of duty hours spent on: Polygraph examinations activities

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,885/5%	4,707/5%	1,178 under/0%	20%/0%

Explanation:

This measure was not met due to a polygraph examiner vacancy. In addition, the Polygraph section was taken off regular duty and dedicated 521 hours to hurricane disaster assistance.

Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number/percent of duty hours spent on non-investigative support activities

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
25,250	27,895	2,645 over	10%
29%	29%	0	0%

Explanation:

Members of the Bureau of Investigations are periodically assigned to traffic duties during holiday enforcement periods and unusual occurrences. During FY 2005/06, FHP experienced increases in training, which contributed to an increase in non-investigative hours.

Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Percent of customers waiting 15 minutes or less for driver license service

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
75%	69%	6 under	8%

Explanation:

Increased scrutiny of driver license applicants relating to homeland security. Shift of quick transaction types (e.g. routine renewal) to tax collectors and Internet.

Program: Licenses, Titles, and Regulations
 Service/Budget Entity: Driver Licensure
 Measure: Number of ID cards issued

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
998,852	914,824	84,028 under	8%

Explanation:

This standard is a statistical projection of demand, based on past trends. A degree of difference from the subsequent actual figure is expected for such estimates, and is not reflective of the quality of services delivered.

Program: Licenses, Titles, and Regulations
 Service/Budget Entity: Driver Licensure
 Measure: Number of written driver license examinations conducted

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,430,334	1,336,742	93,592 under	7%

Explanation: N/A.

This standard is a statistical projection of demand, based on past trends. A degree of difference from the subsequent actual figure is expected for such estimates, and is not reflective of the quality of services delivered.

Program: Licenses, Titles, and Regulations
 Service/Budget Entity: Driver Licensure
 Measure: Number of road tests conducted

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
587,137	483,353	103,784 under	18%

Explanation:

This standard is a statistical projection of demand, based on past trends. A degree of difference from the subsequent actual figure is expected for such estimates, and is not reflective of the quality of services delivered.

Program: Licenses, Titles and Regulations
 Service/Budget Entity: Identification and Control of Problem Drivers
 Measure: Number of driver licenses/identification cards suspended, cancelled or invalidated as a result of fraudulent activity, with annual percentage change shown.

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,326/19%	2,814/-29%	512 under	15%

Explanation:

There was an increase in cases reviewed from 8,146 to 13,109. There are cases when fraud is confirmed; however, no action is taken that affects driver records. These cases involve traffic tickets, credit cards and bank fraud.

Program: Licenses, Titles, and Regulations
 Service/Budget Entity: Identification and Control of Problem Drivers
 Measure: Number of problem drivers identified

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,760,812	1,733,480	27,332 under	2%

Explanation:

The percentage difference is not statistically significant to provide an explanation for the difference, since it is within normal variance.

Program: License, Titles and Regulations
 Service/Budget Entity: Vehicle/Vessel Title and Registration
 Measure: Percent of vehicles/vessel titles issued without error

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
99%	96%	3 under	3%

Explanation:

The methodology in calculating this measure has been changed based on a prior review of this performance measure by the Inspector General's Office. This change in methodology caused the -3% difference and resulted in a new FY 2006-07 standard.

Program: Licenses, Titles and Regulations
 Service/Budget Entity: Vehicle and Vessel Title and Registration Services
 Measure: Number of fraudulent motor vehicle titles identified and submitted to law enforcement

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
780	32	748 under	96%

Explanation:

The FY 2005-06 standard was established on the assumption that all alleged fraud submitted to the Quality Review Unit would be reported (not just the potential criminal fraud cases actually submitted to FHP). Actual performance now reflects only fraud cases submitted to FHP for criminal investigation. The FY 2006-07 standard has been modified accordingly.

Program: License, Titles and Regulations
 Service/Budget Entity: Vehicle and Vessel Title and Registration Services
 Measure: Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural and requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1:8	1:6	:2 under	25%

Explanation:

The number of inspections conducted is directly affected by consumer demand, and is not reflective of the quality of services delivered.

Program: License, Titles and Regulations
 Service/Budget Entity: Motor Carrier Compliance
 Measure: Number of International Fuel Use Tax and International Registration Plans accounts audited

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
350	325	25 under	7%

Explanation:

Audits are conducted on a random basis.

C. The promptness and effectiveness with which the agency disposes of complaints concerning persons affected by the agency. (s. 11.906(3), Florida Statutes)

1. Please provide information on the processes your agency uses to resolve complaints concerning persons affected by the agency.

Describe how your agency receives complaints:

The term “complaint” has not been defined in this report. Our department receives various forms of communication that include general inquiries or questions, as well as some that could be defined as a complaint. The three main divisions within the agency have different types of complaints that they receive and handle. Complaints are usually received via mail or e-mail.

It should be noted, that the department has a central call center located in Tallahassee. This call center handles all types of calls, some of which could be considered verbal complaints. However, these are generally not handled and tracked as a complaint unless the caller follows up with a written complaint that is received and handled by a division. We also have help desks which provide support when needed on technical problems. These are not handled as complaints. The department also has a Consumer Advocate and a Consumer Appeal Form (form number 94250).

Complaints are usually directed to the department, but we also receive complaints from other areas, such as the Governor’s office, which we are asked to handle.

The Florida Highway Patrol tracks complaints if they receive in any form, a complaint that if the allegation were true, it could result in disciplinary action.

The Division of Driver Licenses handles complaints that involve written concerns on service delivery, including wait times and employee behavior. They often receive inquiries from persons who have lost driving privileges or had other action taken against their driving record. If the action against the individual was handled properly, this is not counted as a complaint.

The Division of Motor Vehicles handles complaints against regulated entities, including motor vehicle dealers and mobile home manufacturers. This division has a complaint form (form number 84901). These complaints are reviewed, investigated if warranted, and resolved.

Tracks complaints:

Complaints are received directly by the divisions or if received centrally, directed to the appropriate division. Each division has a tracking method in place. The FHP has a web based Case Information System to monitor and track investigations it handles, as well as systems within the individual troops for some types of complaints. The Division of Motor Vehicles uses multiple electronic systems to track complaints. The Bureau of Field Operations is in the process of converting its Regional Complaint Tracking System and Consumer Information Control System which tracks complaints regarding motor vehicle dealers and manufacturers to the Florida Real Time Vehicle Information System (FRVIS). Access and Excel software are used in the Bureau of Mobile Homes and Recreational Vehicles to track complaints. The Division of Driver Licenses maintains data in one central location for their complaints.

Responds to complaints:

Florida Highway Patrol

In the case of citizen complaints against a member of the division, pursuant to FHP Policy Chapter 8.01, the standard followed indicates the investigation should be completed within 30 days. When a law enforcement member is the subject of an investigation, the Law Enforcement Officer Bill of Rights (Chapter 112, F.S.) is in effect. According to the Law Enforcement Officer Bill of Rights, an investigation should be completed within 45 days. However any disciplinary action stemming from allegations of misconduct must be initiated within 180 days. The Collective Bargaining Agreement specifies that an investigation should be completed within 45 days unless conditions necessitate a longer time period. Any extension over 120 days requires the agency head's approval. Upon completion of the investigation both the complainant and the member are notified in writing of the outcome. In the event the investigation needs to extend beyond the designated time periods, a system is in place to request an extension for justifiable reasons.

If the complaint results in the use of discipline, guidelines are in place to utilize a progressive discipline system. The procedural steps of discipline include a disciplinary review, notice of proposed action, predetermination conference, notice of final action, and an appeal. All investigations are closed and resolved with the following classifications, Exonerated - The allegation is not true; the action of the agency or the employee was consistent with agency policy; Unfounded - The complaint was clearly false or there is no credible evidence to support the complaint; Not Sustained - There is insufficient proof to confirm or to refute the allegation; Sustained - The allegation is true; the action of the agency or the employee was inconsistent with agency policy; Policy Failure - The allegation is true. The action of the agency or employee was consistent with agency policy; however, the policy was deficient.

Division of Driver Licenses

Complaints may be responded to in writing or by telephone depending upon the circumstances. E-mail responses are reviewed by the division director's staff and/or director prior to releasing. Formal letters are reviewed by division director's staff, the division director, and depending upon circumstances, the department's Executive Director or his designee.

Division of Motor Vehicles

As the Division of Motor Vehicles is responsible for the licensing and regulation of motor vehicle and mobile home manufacturers and dealers, the Division's Compliance Examiners receive and investigate dealer and manufacturer complaints from consumers. Letters are sent to the complainant advising them the complaint has been assigned for investigation. All complaints are investigated and usually involve contacting the party who is alleged to have aggrieved the complainant. When the investigation is complete, the complainant is advised of the findings and if the complaint has merit what resolution can be expected.

Refers complaints to the appropriate unit:

Florida Highway Patrol

The Florida Highway Patrol conducts criminal and administrative investigations. These investigations can be generated externally (citizen complaints) or internally (division complaints). FHP Policy Chapter 8.01 and Sections 112.532 and 112.533, F.S., set forth referral requirements.

Division of Driver Licenses

Based on the nature of the complaint, the division's communication coordinator assigns all e-mail and correspondence to the appropriate bureau's or section's correspondence person. The goal is to have the department's subject matter expert ensure that there is an appropriate disposition to each complaint received.

Division of Motor Vehicles

Complaints are routed to the appropriate bureau or region for handling by the subject matter expert to ensure an accurate response is generated. Complaints not involving our Division are forwarded to the appropriate agency, division or other entity. In some cases, intake of complaints may be in one area of the state and then transferred to another area for investigation.

Ensures that complaints are reviewed and, when appropriate, resolved in a timely manner:

Florida Highway Patrol

In the case of citizen complaints against a member of the division, pursuant to FHP Policy the standard followed indicates the investigation should be completed within 30 days. When a law enforcement member is the subject of an investigation, the Law Enforcement Officer Bill of Rights (Chapter 112, F.S.) is in effect. According to the Law Enforcement Officer Bill of Rights, an investigation should be completed within 45 days. However, any disciplinary action stemming from allegations of misconduct must be initiated within 180 days. The Collective Bargaining Agreement specifies that an investigation should be completed within 45 days unless conditions necessitate a longer

time period. Any extension over 120 days requires the agency head's approval. Upon completion of the investigation both the complainant and the member are notified in writing of the outcome. In the event the investigation needs to extend beyond the designated time periods, a system is in place to request an extension for justifiable reasons.

Division of Driver Licenses

Division coordinators, who log complaints, check the logs periodically to ensure that complaints are properly and timely handled.

Division of Motor Vehicles –

Motor vehicle and manufacturer complaints are tracked in the Regional Complaint Tracking System and the Consumer Information Control System by the Bureau of Field Operations. Access and Excel software are used in the Bureau of Mobile Home and Recreational Vehicles to track mobile home complaints. Motor vehicle dealer and mobile home manufacturer complaints are assigned to regional offices and open complaints are reviewed weekly by regional personnel. Complaints not resolved within a 30-day timeframe are elevated to Assistant Bureau Chiefs. Monthly complaint reports are monitored routinely to ensure timely resolution. The resolution of some complaints may depend on obtaining information from a third party or further information from the complainant and therefore may exceed thirty days.

Please describe any program or process changes and improvements made in the past two fiscal years in response to complaints:

Florida Highway Patrol

A Case Information System (CIS) was established to assist with the management and tracking of complaint investigations. The CIS is used to track those complaints that are assigned a case number with a prefix of either "C" – Citizen, "D" – Division, or "P" – Patrol Car Crash. CIS is web based and allows investigators to request case numbers, track cases, review pertinent case information, and update the status of cases. This system is used to generate ongoing case status reports for review by command staff concerning the status and timeliness of investigations.

Supervisory inquiries are tracked by the troop commander's office in each troop. A copy of each inquiry is maintained in the troop. FHP is proposing to implement a web based tracking system for inquiries using Microsoft SharePoint. The system should be implemented within the next six months.

Division of Motor Vehicles –

In the near future, the tracking of certain types of complaints will be greatly enhanced by inclusion in the dealer

licensing system as part of FRVIS. The dealer licensing system will provide a mechanism to ensure complaints are resolved timely and that all offices in different parts of the state have access to complaint intake and resolution information. Some of the features of the system are enhanced reports reflecting specific information on complaint types and status and inquiry capability on specific complaints. The complaint portion of the enhanced system is currently in a testing phase and is scheduled for production in January 2007.

2. Complete Exhibit 6 below to provide data on complaints concerning persons affected by the agency.

Florida Highway Patrol Exhibit 6: Complaint Data			
	FY 2004-05	FY 2005-06	FY 2006-07
Number of Bureau of Investigations Complaints Received	507	584	Unavailable
Number of Bureau of Investigations Complaints Closed	518	571	Unavailable
Number of Troop Complaints Received	491	594	Unavailable
Number of Troop Complaints Closed	489	590	Unavailable
Number of Complaints Referred to Another Agency for Resolution	0	0	Unavailable
Average Time to Resolve Bureau of Investigations Complaints	34 days	31 days	Unavailable
Average Time to Resolve Troop Complaints	Not Tracked	Not Tracked	Not Tracked
Statutory Timeframe for Resolution (if applicable)	180 days	180 days	Unavailable
Citizen Satisfaction with Complaint Resolution Services (if tracked)	Not Tracked	Not Tracked	Not Tracked

Division of Driver Licenses			
Exhibit 6: Complaint Data			
	FY 2004-05	FY 2005-06	FY 2006-07
Number of Complaints Received	328	111	Unavailable
Number of Complaints Closed	326	111	Unavailable
Numbers of Complaints Referred to Another Agency for Resolution	0	0	Unavailable
Average Time to Resolve Complaints	e-mails –1.91 days; letters - 5 days	e-mails – 1.33 days; letters - 7.70 days	Unavailable
Statutory Timeframe for Resolution (if applicable)	N/A	N/A	N/A
Citizen Satisfaction with Complaint Resolution Services (if tracked)	(Not Tracked)	(Not Tracked)	(Not Tracked)

Division of Motor Vehicles			
Exhibit 6: Complaint Data			
	FY 2004-05	FY 2005-06	FY 2006-07
Number of Complaints Received against Motor Vehicle Dealers	4,565	4,253	Unavailable
Number of Complaints Closed against Motor Vehicle Dealers	4,224	4,785	Unavailable
Number of Complaints Received against Mobile Home Manufacturers	299	438	Unavailable
Number of Complaints Closed against Mobile Home Manufacturers	241	437	Unavailable
Numbers of Complaints Referred to Another Agency for Resolution	(Not Tracked)	(Not Tracked)	(Not Tracked)
Average Time to Resolve Complaints against Motor Vehicle Dealers	20.76 days	26.26 days	Unavailable
Average Time to Resolve Complaints against Mobile Home Manufacturers	43 days	49 days	Unavailable
Statutory Timeframe for Resolution (if applicable)	N/A	N/A	N/A
Citizen Satisfaction with Complaint Resolution Services (if tracked)	(Not Tracked)	(Not Tracked)	(Not Tracked)

D. An assessment of the extent to which the agency has corrected deficiencies and implemented recommendations contained in reports of the Auditor General, the Office of Program Policy Analysis and Government Accountability, legislative interim studies, and federal audit entities. (s. 11.906(9), Florida Statutes)

1. Please include audit information required in Schedule IX (Major Audit Findings and Recommendations) of the Legislative Budget Request (LBR) to provide information on the action taken by your agency to address each recommendation included in reports issued by the Auditor General, the Office of Program Policy Analysis and Government Accountability, legislative committees, and federal audit entities in the past three fiscal years. For each report, if corrective actions were not taken, please explain why not.

Auditor General Reports

Report #	Report Title	Recommendation	Agency Corrective Action
2007-026	DHSMV Creation of New Specialty License Plates and Acquisition of Commodities and Services	<p>To help insure that future validations are performed as a condition precedent to the department's submission of specialty license plates for approval by the Legislature, we recommend that the department take steps to reduce its processing time. We suggest that the department complete its processes and submit for Auditor General validation the methodology, results, and departmental evaluations, no later than 45 days before the convening of the next regular session of the Legislature.</p> <p>We recommend that the department amend its procedures to require survey organizations to provide a description of the planned survey methodology and that the department review the methodology prior to the organization's conduct of the survey. In reviewing survey results, the department should verify that the approved methodology was followed.</p>	<p>Legislation in 2006 necessitated the design and implementation of new specialty license plate application and approval processes. As a result, department procedures were changed and public-sector survey companies and sponsoring organizations were educated regarding the new requirements. The department also developed specialized software routines to analyze survey data and a consultant was selected to evaluate sample results and draw appropriate conclusions.</p> <p>From the lessons learned from the first cycle, we believe that our processes can be completed in sufficient time for the Auditor General to conduct its validation procedures.</p> <p>The department concurs, and has already amended its specialty plate procedures and the related application specifying required descriptive elements of the survey methodology utilized. We currently make the required determinations whether respondents are registered motor vehicle owners. The survey companies are also required to certify compliance with statutes and department procedures.</p>

		<p>We recommend the department enhance its survey review and evaluation procedures to ensure that respondents are not improperly included in surveys multiple times. We also recommend that the department establish guidelines for survey organizations on how to address respondents who own multiple vehicles and intend to purchase multiple license plates.</p> <p>We recommend that the department continue with the implementation of the new procedures and update the departments manual, as appropriate. We also recommend that the Legislature consider amending Section 287.057(20), Florida Statutes, to require the execution of written affirmations of independence for procurements made by invitations to negotiate and requests for proposals.</p> <p>To maximize Highway Safety Operating Trust Fund earnings, we again recommend the department enhance its efforts to invest moneys not needed for immediate obligations.</p> <p>We recommend that the Legislature amend Section 20.24, Florida Statutes, to eliminate the reference to the Bureau of Motor Vehicle Inspection.</p>	<p>The department has amended its procedures and application to communicate that a vehicle registrant's survey response will be used only once regardless of the number of vehicles owned. Additionally, software and procedures used in the ownership verification process will exclude any multiple registrant responses received.</p> <p>For a small percentage of contracts requiring review by the Office of the General Counsel, the department's implementation of the <i>MyFloridaMarketPlace</i> procurement system did not properly provide for the required approvals. We have now corrected this oversight by creating an approval procedure for the purchasing staff and the Office of the General Counsel.</p> <p>Although an attestation of independence/conflict of interest is not required for competitive invitations to negotiate and requests for proposals, the department has implemented a new procedure to document attestations from all members serving on or advising an evaluation committee.</p> <p>We concur that the investment strategy recommended by the Auditor General's staff will generate additional interest income to the Highway Safety Operating Trust Fund. The Department's current investment strategy provides for the moderate investment of funds while ensuring the availability of cash resources to meet ongoing obligations without having to perform daily analysis of receipts and disbursements. However, we will continue efforts to enhance our procedures to maximize investment earnings.</p> <p>We concur with the recommendation.</p>
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2006-196	DHSMV Printing and Distribution of the Florida Driver's Handbooks	<p>Recommend that the department document in the public record its consideration and disposition of any potential conflicts of interest identified in connection with the evaluation of responses received from vendors. The department should amend its policies and procedures by adding provisions requiring the avoidance of potential conflicts of interest.</p> <p>Recommend that the department re-evaluate the legality, pursuant to Section 283.58, Florida Statutes, of the Agreement provisions authorizing NSC to collect a shipping and handling fee.</p> <p>The Legislature should amend Section 283.58, Florida Statutes, to address issues that have been introduced through Web-based publications and commerce and should consider whether Section 283.58, Florida Statutes, should be amended to require the preparation of an analysis addressing the impact that the proposed advertising may have on the competition within an industry. In addition, we recommend the Legislature clarify in the statute agency authority to allow the placement of advertising external to public information material, such as the Handbooks.</p>	<p>The department will ensure that procurement records include adequate explanations should vendors make any potential conflict of interest disclosures in the future.</p> <p>This issue has been reviewed by the General Counsel who determined that the statute does not prohibit the vendor from collecting a shipping and handling fee in this situation.</p> <p>No agency corrective action required.</p>
2006-087	Selected State Agencies' Public Web Sites	Agencies should make appropriate enhancements to their web sites and applications to comply with Section 508 accessibility requirements, as required by the SOT Enterprise Standard and	The department has used an automated tool to confirm ADA compliance for the main entry pages on the department's web site, including the main pages for the Driver License, Motor Vehicles, and FHP portions of the web site. The department has recently obtained and installed the ADA compliance toolsets utilized by the Governor's

		<p>Executive Order 05-133. Further, agencies should, in future contracts for e-Gov services, include provisions for the delivered services to meet Section 508 accessibility requirements. The agencies should consult, as appropriate, with the ADAWG and the Governor's Accessible Electronic and Information Technology Task Force to achieve these objectives.</p> <p>All agencies should establish and maintain a management-approved written response strategy, consistent with the requirements of Florida law, to be followed if the security over confidential personal identification information is breached.</p> <p>Each agency should periodically review its strategy to manage the risk of broken and incorrect hyperlinks within its web site and deploy resources accordingly. Also disclaimer statements should be maintained on web sites to alert users that certain hyperlinks to outside sources represent content not controlled by the agencies and do not necessarily reflect the agencies' views.</p> <p>Agencies should establish written procedures to ensure the ability to</p>	<p>Working Group on the ADA - Real Choice Partnership Project (HiSoftware's ACCVerify and ACCRepair). Department staff is currently using this tool with the department's public facing web site and web-enabled applications with the goal of full ADA compliance for these sites during the 1st quarter of CY2006. Additionally, the vendor for the GoRenew web application has likewise obtained this tool, and the ADA enhancements for GoRenew are scheduled to be installed with the software enhancement release currently planned for March 2006.</p> <p>The department has completed the recommended ADA compliance process, which included scanning and making the recommended enhancements for the department's public facing web site and web-enabled applications. Additionally, the department's vendor for the GoRenew web application has completed this same process for GoRenew, which is also ADA compliant. This item is complete.</p> <p>The department is formalizing its strategy by drafting a "Breach of Confidential Personal Data Response Procedure", with the goal of completion during the 1st quarter of CY2006.</p> <p>The department's response plan was finalized and implemented on September 1, 2006.</p> <p>The department utilizes an automated tool to discover and report broken links to the web managers, who then see that these links are resolved. The department has already launched the recommended disclaimer statement as a link on each web page. This item is complete.</p> <p>The department has developed Emergency Event Web Procedures and will continue to expand these procedures as need and</p>
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		<p>respond effectively to emergency events via their web sites. Further, all agencies not maintaining written e-Gov recovery procedures should reevaluate these services for possible inclusion in their IT disaster recovery plans to provide increased assurance of the continuity of essential agency e-Gov functions. E-Gov services selected for recovery should be periodically tested to substantiate the viability of the planned procedures.</p> <p>The department should strengthen controls to provide increased assurance of the security and availability of its information resources.</p>	<p>functionality dictate and permit.</p> <p>The Emergency Event Web Procedures have been developed and will continue to be expanded as needed. The department has completed the purchase of the hardware and software necessary to support its public facing web site and internally-developed web applications in the event of a major disaster involving the primary data center. The department plans to initiate installation and testing by September 1, 2006.</p> <p>The department has completed the confidential recommendations.</p>
2006-016	QA DHSMV IG	No findings/recommendations.	N/A
2005-172	IT Audit of Selected State Agencies Surplus IT Property controls	<p>Agency should develop detailed written procedures regarding the erasure of surplus computer hard drives. Such procedures should also include measures to follow if the hard drive rejects software erasure procedures, a requirement to back up and verify data prior to erasure from the old machines, provisions for labeling machines for which appropriate procedures have been performed, and instructions to log the procedures performed to erase data from the IT equipment identified as surplus. In addition, the aforementioned agencies should communicate and measure compliance with requirements relating to the disposal of surplus IT equipment.</p>	<p>The situation has been corrected. The department has written detailed procedures for the disposal of IT equipment. In the disposal process, the department has put information stickers on the drives to be disposed. The information shows date erased, type of erasure done (software or degauss), person erasing, as well as drive size and program used to erase the data. The department will follow the U.S. Department of Defense erasure process, which overwrites the drive surface seven times.</p>

2005-073	Operational Audit DHSMV - Suspension, Revocation & Reinstatement of Driver Licenses	<p>In order to provide law enforcement officers with current and accurate licensee driving records and enhance public safety, we recommend that the department: In conjunction with FACC, provide suggestions to the Clerks to encourage prompt and accurate filing of disposition information and ascertain if unresolved hardware or software issues contributed to the delays noted. Additional training in the use of TCATS for personnel in Clerks of Courts' office may be necessary.</p> <p>The Legislature should consider providing the department with enforcement authority or establishing a monetary penalty for late reporting of dispositions. Any Legislative changes should take into consideration whether such authority would apply to criminal violations and non-criminal traffic infractions. Statutory changes may provide additional encouragement for more timely and accurate reporting of required information.</p> <p>Establish procedures to follow up on dispositions returned to Clerks of Courts because of errors detected during processing to ensure that errors are promptly corrected and the dispositions are promptly resubmitted to the department. Procedures should include obtaining error reports from FACC.</p> <p>In conjunction with FACC, periodically determine whether citations issued and</p>	<p>The department will continue to participate in all FACC conferences regarding TCATS. The department will continue an active roll in presenting the reporting requirements to the Court Clerks and their technical staff.</p> <p>The department will continue to implement any laws passed by the Legislature, including those that include monetary penalties, added performance reporting requirements, or other provisions.</p> <p>Reasonable efforts have been made to correct the situations described. FACC has developed the TCATS Error Summary Report as requested by the department. This report is available to all Clerks of Court and to the department on the MyFloridaCounty.com website through the Comprehensive Case Information System (CCIS2.4). The TCATS Error Summary Report queries the TCATS system for all unique uniform traffic citations which have been transmit through the TCATS system and which have at least 1 error.</p> <p>The D-6 portion of the TCATS Error Summary Report is one of the evaluation methods that we have undertaken to improve the reporting</p>
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		<p>input into TCATS by Clerks have dispositions and, if not, communicate with Clerks of Courts to obtain the status of the citations.</p> <p>In order to facilitate a timely notification process, we recommend that the department review its procedures for supplemental processing and notifications and make appropriate modifications to ensure licensees are promptly informed of suspensions or revocations of licenses. Also, the department should review its procedures for tracking notifications to ensure that proof of all notifications is retained.</p> <p>To ensure that licensees who abuse their driving privileges are receiving the license revocation periods specified in current law or court order, we recommend that the department: In consultation with the Attorney General, take immediate action to ensure that the department has, for DUI offenses occurring subsequent to July 1, 2001, administered DUI revocations in compliance with section 322.28, Florida Statutes, and in a manner that enhances the safety of the traveling public.</p>	<p>of dispositions of tickets reported through the TCATS system. Also, the deliberate design of the TCATS Error Summary Report to mirror the department's DUT 360 (UTC Annual) report will provide a way in which the department can develop an "error rate" of violation groups by county. The department has begun the COURTASSIST system, which will give the Clerks of Court a centralized department point of contact for "standard transactions" that the department must make for the courts.</p> <p>The system has been implemented. Every week, at least once a week, the supervisor ensures that actual notifications are compared to the mailing ledger to confirm that notification letters are being distributed properly in a timely manner.</p> <p>The system has been rectified and implemented. Examiner manuals have also been updated.</p> <p>Status December 2006: Did we consult with the Attorney General? No. This was a simple safety issue and the agency did not feel a need to consult the Attorney General to implement remedial action. The same was implemented immediately for improved highway safety.</p>
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		<p>Update its Florida Examiner Manual to reflect the current methodology for calculating the license revocation periods for the second and subsequent DUI convictions.</p> <p>Determine the most efficient and cost effective manner to identify instances in which the department records license revocation periods different than court orders. For these types of instances, the department should, as part of the suspension or revocation notification letter, inform licensees that the suspension or revocation period issued differs from the court order and provide the reason for such differences.</p> <p>A number of department actions can be taken to enhance public safety on Florida roads while allowing HTOs appropriate due process. We recommend that the department: Implement the FDLIS edits to prevent the reinstatement of a HTO's driving privileges prior to one year from the revocation date or prior to an administrative hearing.</p> <p>Ensure that the Bureau of Administrative Reviews determines from each driver record reviewed whether the driver has a HTO designation prior to authorizing the reinstatement of driving privileges.</p>	<p>The system has been rectified and implemented. Examiner manuals have also been updated.</p> <p>The system has been rectified and implemented. Examiner manuals have also been updated.</p> <p>The system was implemented with the FDLIS release of January 27, 2005.</p> <p>The system was implemented with the FDLIS release of January 27, 2005.</p>
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		<p>The department should consider the benefits of reviewing a sample of indefinite suspension reinstatements which may be conducted during its periodic quality assurance reviews. This additional oversight would reduce the risk of potential fraud in the reinstatement process.</p> <p>We recommend that the department implement procedures as part of the quality assurance reviews or require bureau personnel to review at least on a sample basis the restriction codes input by driver license examiners to ensure the appropriateness of the codes issued.</p> <p>We recommend that the department establish a written cash management policy that requires a determination of a minimum cash balance necessary to meet immediate cash needs, as well as the timing of cash balance reviews and investment authorizations. In determining the minimum cash balance requirements, the department should take into consideration the Highway Safety Operating Trust Fund disbursement patterns, such as the timing of payroll and other large disbursements.</p>	<p>Status December 2006: The Quality Assurance Reports have been revised to meet higher standards. The new ones have been implemented. They are reviewed and revised periodically as changes occur and for improved efficiencies. Revisions to findings 5 & 6 were included.</p> <p>Status December 2006: The Quality Assurance Reports have been revised to meet higher standards. The new ones have been implemented. They are reviewed and revised periodically as changes occur and for improved efficiencies. Revisions to findings 5 & 6 were included.</p> <p>On January 18, 2005, a budget amendment was submitted to the Office of the Governor requesting budget authority for investment of funds in the Highway Safety Operating Trust Fund. This amendment was approved by the Office of the Governor on March 16, 2005. Upon approval of this budget amendment, and review of prior fiscal year receipts and disbursement and current fiscal year balances, we made an initial investment of \$8,000,000. Currently, we monitor the cash balance on a daily basis to determine whether additional funds may be invested for the current fiscal year. A draft cash management procedure has been written. This procedure addresses the monitoring of cash balances, and trust fund investments and liquidations. Specifically, this procedure includes the requirement for an annual review of trust fund receipts and disbursements, and the investment of funds in excess of estimated disbursements for the fiscal year. Also, the procedure requires the monitoring of trust fund cash balances at least weekly. The procedure is currently being reviewed by the Chief, Bureau of Budget.</p>
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2004-181	Operational Audit Regulatory Program Administration	<p>State agencies, in general, did not periodically survey consumers or regulated entities to obtain a measure of the extent to which they were satisfied with the nature and extent of the regulatory services provided.</p> <p>In view of the efficiencies that could be derived from the centralization and standardization of regulatory fee collection processes, we recommend that the Legislature adopt statutory provisions requiring that the DOR receive, process, and deposit all regulatory program fees, except in those instances in which DOR collection is determined by the DOR to be impractical. The statutes adopted should also allow the DOR to establish a schedule under which the DOR's collection responsibilities would be expanded over a three to five-year period to include the regulatory program fees, as well as any other revenues that may be appropriate for DOR collection.</p> <p>We recommend that, in consultation with the State Technology Office, those agencies operating multiple systems include in their future information technology plans the implementation of one system that can be customized to meet the needs of most, if not all, of their regulatory programs. Also, prior to purchasing new systems, consideration should be given by these agencies to the feasibility of expanding existing systems, including those that may be housed at other agencies. In addition,</p>	<p>No agency corrective action required.</p> <p>Status December 2006: The department has and currently utilizes the DOR to collect civil fines and driver license renewal fees for the Driver License Program.</p> <p>The department agrees with the recommendation.</p>
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		<p>any new systems should be compatible with, and not duplicative of, the functionality of major state systems, such as the Department of Revenue's revenue collections system and the FLAIR replacement system.</p> <p>We recommend that the agencies develop strategies for decreasing the program revenue deficits of these programs. The strategy might include, for example, a reduction of related regulatory costs, and where authorized by law, the assessment and collection of a one-time fee or a permanent increase in fees. We also recommend that the Legislature consider, as a pilot project for selected regulatory programs, the elimination of any statutory specification of fee amounts and the authorization of deliberative processes leading to the assessment of variable fee rates the amounts of which would be determined annually based on a pro rata allocation to each regulated entity of the annual projected full cost regulation.</p>	<p>The department is continuing to operate these programs to comply with the law.</p>
2004-054	IT Audit of DHSMV FDLIS	<p>The department should implement a comprehensive, entity wide security program to ensure the coordination of policy and procedure maintenance and ongoing security awareness training.</p>	<p>A security awareness handbook (including an acknowledgement form) was developed; the requirement to read and acknowledge was disseminated on March 16, 2004. Monthly notices to division directors will be issued to remind them of the requirements along with a list of employees who have not complied. The security policy manual containing 34 policies has been developed and is being reviewed by ISA staff. An overall security program is in draft and waiting finalization of FAC 60DD, Florida Information Resource Security Policies and Standards. The completion date is dependent upon FAC 60DD and is expected to be December 2004</p> <p>Status December 2006: The department's Information Technology Security Policy Manual is in final form for senior management staff</p>

		<p>The department should implement appropriate procedures to designate employee positions, including contractors, that due to their special responsibility or sensitive location require background checks and fingerprinting. Furthermore, the department should ensure that employees already occupying those positions have been subjected to background checks and fingerprinting.</p> <p>The department should continue with its plans to enhance its formal disaster recovery plan to incorporate detailed technical procedures for restoring critical applications, and should ensure that the plan is periodically tested.</p>	<p>review. The department's Information Security Manager is working in conjunction with Human Resources to arrange for final review and publishing of the manual. FAC 60-DD2, Florida Information Resource Security Policies and Standards, has been finalized by the State. The department continues to utilize the acknowledgement process for the Information Security Handbook, which is a summary of the general provisions of the Information Security Policy Manual.</p> <p>Historically, the Division of Florida Highway Patrol has screened applicants through the FCIC and NCIC. Starting in 1998 all new employees were processed through FCIC. All Driver License field personnel have been processed through NCIC. Further, any person promoted, demoted, or reassigned is processed through FCIC. The Division of Driver Licenses has established the criteria for determining a position of special trust. The division has also developed the methodology for identifying the people holding those special trust positions and has identified those people. The other divisions in the department will apply this criteria and methodology. Contractor personnel, who have been determined to be in special trust positions (i.e. those employees that deal directly with the consumables or the software code or have direct dealings with consumables or software code) have been identified and are also being fingerprinted and put through the FBI screening. To date, 30 contractor employees have been fingerprinted in relation to the new driver license contract. We will continue to review all contractor personnel for criminal background and fingerprint checks.</p> <p>Status December 2006: The department's Disaster Recovery LBR funding request was approved for FY 2006-07. DHSMV has purchased and is in the process of configuring and installing the hardware and software infrastructure to support the department's mission critical applications ranked as high priority within the COOP plan. As part of this implementation at the DMS Shared Resource Center, staff is developing the requisite procedures for restoring these high priority critical applications. The department has pursued a mainframe DR solution with DMS at the SRC which has recently not proved viable, and is pursuing a similar arrangement through SunGard via the State contract solution.</p>
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		<p>In order to enhance the validity of the social security number, the department should consider requiring the production of a valid social security card during the application process. Additionally, the department should continue its efforts to implement online social security number verification.</p> <p>Until such time that Florida law and department rules are changed as deemed appropriate, the department should allow applicants to provide documentation to prove identity only in accordance with current Florida law and supporting rules. The department should continue its efforts to update and align its policies, rules, and Florida law to meet the needs of the licensing process.</p> <p>The department should implement the appropriate security control features to enhance the security of FDLIS data and programs.</p>	<p>The department has over 15 million active driver history records on file. We have validated approximately 13.3 million social security numbers associated with these records. The department is currently verifying social security through an on-line process and if there is no match, a DL/ID card is not issued.</p> <p>Status December 2006: In 2006 the Legislature made several significant changes to Chapter 322, Florida Statute identity requirements. The law went into effect October 1, 2006, and we will have to examine our rules and revise them to be in conformity with the law.</p> <ol style="list-style-type: none"> 1. Information Services Administration (ISA) approved the drafted policy changes in Year 2005. 2. The FDLIS Equipment Replacement project was completed in January 2006 which now forces the field personnel to change their network password every 90 days. Also, the field is required to use the Fingerprint Biometric logon in order to access the network. 3. Status to correct other deficiencies: <ol style="list-style-type: none"> a. Due to the delay in the FDLIS Equipment Replacement project, this has delayed ISA from completing the changes for DDL_DATA and DDL PROC. We are granting the role of DDL_PROC to new programs/procedures. This limits the access to the database. b. All Releases/patches, etc. are moved into production by ISA's System Administration and Application Support section. c. Changing Passwords: Scrambled passwords have been implemented in the field for the FDLIS application. d. ISA is in the process of testing Oracle 9I and Uniface 8. Uniface 8 upgrade should be completed by December 2006. e. Deletion of users: Driver License completed purging their personnel roster June 2006. Also, Driver Licenses revised the Authorization
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		In future procurements of this nature, the department should adequately and timely document the decision processes that support agency decisions in the procurement of IT services to provide increased assurance that public funds are properly expended.	Request form in June 2006, to add, change or delete users which must be signed by the bureau chief or the office manager. Written justification for the use of the ITN procurement method continues to be filed in a timely manner with each ITN process the department initiates.
2004-053	IT Audit of the DFS and selected participating state agencies, E-Payment Program	HSMV should retain credit card numbers only if necessary for official business purposes. Should the HSMV determine that it is necessary to retain this information, it should implement appropriate controls that assure that credit card numbers are retained in a secure manner. For example, printed copies should be stored in a secure location and electronic copies should be encrypted.	The department has implemented controls that assure the credit card numbers are retained in a secure manner.

Office of Program Policy Analysis and Government Accountability (OPPAGA) Reports

Report #	Report Title	Scope	Agency Action
04-52	Department has Taken Steps to Improve the Detection of Uninsured Motorists	Pursuant to s. 11.511, F.S., the Interim Director of the Office of Program Policy Analysis and Government Accountability initiated this project in response to legislative requests to review the Department of Highway Safety and Motor Vehicles' efforts to identify uninsured motorists. This report addresses the following questions: <ul style="list-style-type: none"> ▪ How does Florida detect uninsured motorists? ▪ What is the department doing to reduce the time taken to identify 	The department has taken steps to reduce the length of time that it takes to identify uninsured motorists. Under its former system, an uninsured motorist could operate a vehicle for an extended period of time (165 days) before being identified and subjected to enforcement action. The department has implemented an on-line insurance data reporting system that, along with other changes, is expected to reduce this time period to 60 days.

		<p>and take corrective action against uninsured motorists?</p> <ul style="list-style-type: none">▪ What is Florida's uninsured motorist rate?	
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III. Compliance

A. The extent to which the agency has encouraged participation by the public in making its rules and decisions as opposed to participation solely by those it regulates and the extent to which public participation has resulted in rules compatible with the objectives of the agency. (s. 11.906(4), Florida Statutes)

1. Please describe below how your agency obtains input from the public regarding potential rules or other issues affecting the agency. Also, please describe how this input is incorporated into rule-making and other agency decisions. If processes for obtaining public input vary across programs, please provide information for each program.

In developing rules, the department follows all requirements of section 120.54, Florida Statutes, including those related to workshops, hearings, and written input from the public. Additionally, pursuant to section 20.24(1), Florida Statutes, the Governor and Cabinet is the head of the department. For this reason each department rule is adopted at a duly noticed public meeting of the Governor and Cabinet. This affords the public an additional opportunity for input on the department's rules. The department gives serious consideration to all suggestions received as a result of this process and sometimes makes changes in proposed rules as a result of this input. The department also receives requests and suggestions from the public in various forms such as email, telephone, and letters.

One recent example of public input that resulted in agency action came from the mother of a fatal crash victim. The mother, through her legislator, brought an idea to the department to have an emergency contact information system, which would be available to law enforcement officials. The department took the idea and created a voluntary system. During its first month, over 300,000 persons voluntarily entered their emergency contact information. This was done without a statutory or rule mandate and without requesting additional funding.

The department meets with representatives of motor vehicle manufacturers, importers, and distributors and their franchise dealers quarterly to discuss matters of mutual interest. The department receives input, per section 320.275, Florida Statutes, from the Automobile Dealers Industry Advisory Board on proposed legislation, rules and procedures, and other industry issues. The department also utilizes a Medical Advisory Board, pursuant to sections 322.125 and 322.126, Florida Statutes, to receive advise on medical criteria and vision standards relating to licensing drivers. The FHP has worked with representatives of the wrecker industry to develop rules related to that industry and recently responded to a local sheriff's office to develop rule amendments pertaining to loud music coming from vehicles.

B. The extent to which the agency complies with public records and public meetings requirements under Chapters 119 and 286, Florida Statutes, and s. 24, Article 1 of the State Constitution. (s. 11.906(11), Florida Statutes)

1. Please describe your agency's process for complying with public meeting requirements. If processes for complying with public meeting requirements vary across programs, please provide information for each program.

Describe the agency's process for handling requests for public records, and identify any relevant policies, procedures, rules and/or other written guidance materials relating to compliance with public records requests:

The department has two Management Manual Policies that pertain to this issue:

- Policy 10 - Providing Records to the Public
- Policy 69 - Personal Information Exempted from Public Disclosure

The Division of Florida Highway Patrol has one policy pertaining to this issue:

- Policy 13.04 - Public Records Requests

Policy 10-Providing Records to the Public

POLICY

All public records, except exempt records or information, in the custody of the department are available to the public at reasonable times, under reasonable conditions, under the supervision of the custodian of the records or his designee, and in accordance with applicable Florida Statutes. There will be standard charges for the provision of records as established by statute or this Policy.

PROCEDURE

1. Each division will appoint a Public Records Coordinator and establish one section to coordinate all requests for providing public records owned by that division. All requests for public records will be routed to the coordinator of the division owning the records who will coordinate with division individuals and/or ISA to produce the required records and will coordinate with the requester and the Bureau of Accounting for collecting the appropriate fees. Each division will provide the Director, the Division of Administrative Services with the name of its appointee.

2. Priority for dispensing records.

- a. The statutory responsibilities of the department for performing its statutory duties of providing and processing driver licenses, titles, registration certificates, traffic citations, traffic crash reports, law enforcement investigations and other official documents will take priority over providing records for other purposes.
- b. Walk-in requests will be processed in accordance with department standard operating procedures.
- c. All requests will be processed in a prioritized manner which does not unreasonably interfere with the daily workload.

3. Data requests that require special processing by ISA will be analyzed by ISA to determine costs and impact on department business. These requests will be honored after authorization by the division director owning the records, the Deputy Executive Director, or Executive Director after consultation with the Information Systems Director.

4. Computer-generated output.

- a. Printed output will normally be supplied on single-ply paper stock.
- b. Magnetic tape output will normally be supplied on 9-track, 1600 BPI/6250 BPI tape or 38,000 BPI tape cartridges (3480 type), 3.5 inch micro floppy disk or compact disc or any other media used by the department. The requester will furnish all necessary recording materials in advance.
- c. Mailing labels will normally be provided on requester-provided materials.

5. All exempt records or information (e.g., social security number) will be identified and marked confidential, citing the appropriate statutory exemption. Exempt records or information must not be distributed to the public or Department members who do not meet the necessary requirements to obtain the information.

6. Other than for exempt records, the Office of General Counsel will be contacted whenever questions are raised about furnishing information to the public.

7. Providing information to individuals as a favor by department members is contrary to department policy. department members who request information for personal use will pay the appropriate fee(s) as displayed in this policy.

8. Information requests will be responded to only after approval of division public records coordinator, division director, Deputy Executive Director or Executive Director. Response time will depend on available resources and provider's workload.

9. Computer output microfilm will normally be provided to requesters upon request. Requests must be received and prepaid in sufficient time to permit ordering from the Department of State simultaneously with this department's needs.

10. The Division of Motor Vehicles or its agents will record the name and address of any person, other than a representative of a law enforcement agency, who requests and reviews information from motor vehicle registration records and will also record the name and address of the person who is the subject of the inquiry or other information identifying the entity about which information is requested. This information will be maintained by the division for a minimum of six months from the date upon which the information was released to the inquirer. (s.[320.05](#), F.S.)

11. Department members may not release personal information, which is exempt, at the request of a public official (e.g., law enforcement officer) under section 119.07(3)(i), F.S. Personal information which is exempt at the request of a public official (e.g., law enforcement officer) under section 119.07(3)(i), F.S. may not be released by department members. Personal information in a motor vehicle record which is exempt at the request of a motorist (private citizen) under s.[119.07\(3\)\(bb\)](#), F.S., may be released by department members to persons who qualify under one of the 14 exceptions contained in that paragraph and listed on the Request For Personal Information In a Motor Vehicle Record, HSMV-96015. Persons requesting such information are required to complete form HSMV-96015 specifying the exception under which they qualify, agree to the disclosure limitations, and provide suitable identification and other documentation specified on the request form. Only members designated by the division Public Records Coordinator are authorized to release exempt personal information. Access to exempt records or personal information by authorized members must be password protected. The division Public Records Coordinator must ensure that all passwords are rendered void if access by an authorized member is withdrawn. The department may enter into contracts with service providers who sell or disclose personal information provided that the contracts specify that the companies or agencies will adopt adequate safeguards to ensure compliance with the requirements of the federal Driver's Privacy Protection Act of 1994 (18 USC chapter 123) and s.119.07(3)(bb), F.S. All persons receiving exempt personal information will be notified that they may not sell or disclose the information except to individuals who qualify under one of the fourteen exceptions and that they must retain a record of anyone receiving such information for five years. Persons receiving exempt personal information for bulk distribution of surveys, marketing, or solicitations may sell or disclose the information only for that use.

Policy 69- Personal Information Exempted from Public Disclosure

(Please note: This policy is currently under review and changes are expected to it shortly)

POLICY

It is the policy of the Department of Highway Safety and Motor Vehicles to exempt from public disclosure the personal information contained in the driver, vehicle, and vessel records of public officials. Additionally, it is the policy of the department to develop and implement procedures consistent with the Federal Driver Privacy Protection Act of 1994 and exempt from personal disclosure the driver and motor vehicle records of the general public.

PROCEDURE

A. Public Officials: Eligible public officials can request that the department exempt from public review the personal information contained in their driver, vehicle, and vessel records. The request must be made in writing as required in Section 119.07(3)(i)2., Florida Statutes by completing the Public Officials Request To Suppress Records Information Form (HSMV96020, Rev. 02/01). The form must be returned to the department with a letter or other documentation on employer letterhead indicating eligibility. The following public officials, their spouses, their children, and other family members living at the same address are eligible for privacy protection under Section 119.07(3)(i), Florida Statutes:

1. Active and former law enforcement officials.
2. Correctional and correctional probational officers.
3. Personnel from the Department of Children and Family Services who investigate cases of abuse, neglect, exploitation, fraud, theft, or other criminal activities.
4. Personnel from the Department of Health who investigate cases of child abuse and neglect.
5. Personnel from the Department of Revenue or local governments whose responsibilities include revenue collection and enforcement or child support enforcement.
6. Certified firefighters.
7. Current and former justices of the Supreme Court, district court of appeal judges, circuit court judges, and county court judges.
8. Current and former state attorneys, assistant state attorneys, statewide prosecutors, assistant statewide prosecutors.

9. County and municipal code inspectors and code enforcement officers.

The department records affected by this action include Florida driver license records, Florida identification card records, motor vehicle registration and title records, vessel registration and title records, including federally documented vessels. The department may only release suppressed personal information of public officials, to law enforcement, judges or other state offices.

B. General Public: The general public can request that the department exempt from public review the personal information contained in their motor vehicle records. The request must be made in writing as required in Section 119.07(3)(bb), Florida Statutes by completing the Request To Withhold Disclosure of Personal Information Form (HSMV-96018, Rev. 10/97). Also, a motorist can choose to deny access to personal information for bulk mailing programs. The form must be returned to the department for processing. A separate form must be completed for each family member.

The department records affected by this action include Florida driver license records, Florida identification card records, and motor vehicle registration and title records. Protection of personal information is limited, and based on the Federal Driver Privacy Protection Act of 1994 and Section 119.07(3)(bb), Florida Statutes. The law requires the Department to release suppressed personal information for the following uses:

1. For use in connection with matters of motor vehicle or driver safety and theft; motor vehicle emissions; motor vehicle product alterations, recalls, or advisories; performance monitoring of motor vehicles and dealers by motor vehicle manufacturers; removal of nonowner records from the original owner records of motor vehicle manufacturers; to carry out the purpose of the Automobile Information Disclosure Act; the Motor Vehicle Information and Cost Saving Act; the National Traffic and Motor Vehicle Safety Act of 1966; the Anti-Car Theft Act of 1992; and the Clean Air Act.
2. For use by any government agency, including any court or law enforcement agency, in carrying out its functions, or any private person or entity acting on behalf of a federal, state, or local agency in carrying out its functions.
3. For use in matters of motor vehicle or driver safety and theft; motor vehicle emissions; motor vehicle product alterations, recalls, or advisories; performance monitoring of motor vehicles, motor vehicle parts, and dealers; motor vehicle market research activities, including survey research; and removal of nonowner records from the original owner records of motor vehicle manufacturers.
4. For use in the normal course of business by a legitimate business or its agents, employees, or contractors, but only to verify the accuracy of personal information submitted by the individual to the business or its agents, employees, or contractors.
5. For use in connection with any civil, criminal, administrative, or arbitral proceeding in any court or agency or before any self-regulatory body for:

- a. Service of process by any certified process server, or other person authorized to serve process in this state.
 - b. Investigation in anticipation of litigation by an attorney licensed to practice law in this state or the agent of the attorney.
 - c. Investigation by any person in connection with any filed proceeding.
 - d. Execution or enforcement of judgements and orders.
 - e. Compliance with an order of any court.
6. For use in research activities and for use in producing statistical reports, so long as the personal information is not published, redisclosed, or used to contact individuals.
 7. For use by any insurer or insurance support organization, or by a self-insured entity, or its agents, employees, or contractors, in connection with claims investigation activities, anti-fraud activities, rating, or underwriting.
 8. For use in providing notice to the owners of towed or impounded vehicles.
 9. For use by any licensed private investigative agency or licensed security service for any purpose permitted under this paragraph. Personal information obtained based on an exempt driver's record may not be provided to a client who cannot demonstrate a need based on a police report, court order, or a business or personal relationship with the subject of an investigation.
 10. For use by an employer or its agent or insurer to obtain or verify information relating to a holder of a commercial driver's license that is required under the Commercial Motor Vehicle Safety Act of 1986, 49 U.S.C. App. 2710 et seq.
 11. For use in connection with the operation of private toll transportation facilities.
 12. For bulk distribution of surveys, marketing, or solicitations when the department has implemented methods and procedures to ensure that:
 - a. Individuals are provided an opportunity, in a clear and conspicuous manner, to prohibit such uses.
 - b. The information will be used, rented, or sold solely for bulk distribution for survey, marketing, and solicitations. Surveys, marketing, and solicitations will not be directed at those individuals who have timely requested that they not be directed at them.
 13. For any use if the requesting person demonstrates that he or she has obtained the written consent of the person who is the subject of the motor vehicle record. 14. For any other use specifically authorized by state law, if such use is related to the operation of a motor vehicle or public safety.

Florida Traffic Crash Reports are protected as confidential records for 60 days after a report is filed, in accordance

with sections 119.07(1) and 316.066(5), F.S.

C. Department: The department will develop and implement procedures for processing requests from public officials or motorists to suppress personal information and for releasing personal information to qualified individuals or companies. The procedures will include all forms and automated systems that are required to update the records of the requester. The department will ensure that all requests are processed in a timely manner. Any request for suppressed personal information must be made in writing to the department or, by completing a Request For Exempt Personal Information In A Motor Vehicle Record Form, (HSMV-96015, 9/97). An individual or company receiving suppressed personal information must not disclose the information except as provided in Section 119.07(3)(bb), Florida Statutes.

FHP Policy 13.04 – Public Records Requests

POLICY

It is the policy of the Florida Highway Patrol to comply with the provisions of Chapter 119, Florida Statutes, governing public records. All public records, excluding exempt records, in the custody of the division shall be made available to the general public for review or copying at reasonable times, under reasonable conditions, under the supervision of the records custodian or his designee, and in accordance with Florida Statutes and department policy.

PROCEDURE

A. INSPECTION OF PUBLIC RECORDS

1. Any person who wishes to inspect public records may do so, at reasonable times, under reasonable conditions, and under supervision of the custodian of records or his/her designee.
2. Reasonable times are generally considered to be regular office hours and excluding holidays. Reasonable conditions means that there is an acceptable area and work space provided for an individual who wishes to review records.
3. Requests for access to public records should be handled promptly. In most cases, a delay of more than one business day is not acceptable.

B. FEES FOR COPYING PUBLIC RECORDS

1. The custodian shall furnish copies, or certified copies, of the requested records upon payment of fees. Some fees are prescribed by law whereas other payments would entail only the actual

cost of duplication.

- a. Copies of personnel files shall be fifty cents per page. Certified copies of personnel files shall cost one dollar per page.
 - b. Copies of Traffic Homicide Investigations shall be \$25.00.
 - c. Copies of Florida Traffic Crash Reports shall be two dollars.
 - d. Copies of Driver Exchange Forms shall be two dollars.
2. For those fees not set by law, the cost of duplication shall normally be 15 cents per page or 20 cents for double sided copies and may not normally include clerical time.

C. PERSONNEL RECORDS

1. Personnel records and files are subject to public inspection or copying except the following information which is exempt from public disclosure and shall not be released except for a legitimate governmental purpose.
 - a. Home addresses, telephone numbers, social security numbers and photographs of active or former law enforcement personnel.
 - b. Home addresses, telephone numbers, social security numbers, photographs, and places of employment of the spouses and children of active or former law enforcement personnel.
 - c. Names and locations of schools and day-care facilities attended by the children of active or former law enforcement personnel.
2. All requests for copies of official personnel files of current or former members or employees shall be referred to the official custodian of personnel records, the Bureau of Personnel Services in the Division of Administrative Services.

D. MAIL-IN REQUESTS FOR PUBLIC RECORDS

1. All mail received at a FHP station that is not addressed to specific personnel shall be opened by the station commander's secretary or another appointed person. Crash records personnel are not to be assigned this duty.

2. All requests for copies of public records (i.e., crash reports, THI reports, offense/incident reports, etc.) shall be logged by the person described above with the following information:
 - a. Date of request.
 - b. Name of requester.
 - c. Method of payment and amount remitted.
 - d. Date of occurrence.
 - e. Name(s) of participants.
 - f. Other comments.

E. WALK-IN REQUESTS FOR PUBLIC RECORDS

1. Upon receiving a request for a public record, the clerk shall issue a receipt for the amount remitted for the requested report. The FHP case number and method of payment (cash or check with check number) will be entered into the "for:" line on the receipt. If the request is for a public record that does not have a case number, such as personnel record, the nature of the public record will be listed instead of a case number.
2. Although police reports are public records as defined in Section 119.105, Florida Statutes, and must be provided upon payment of fees, nothing precludes a records custodian from advising the requester of the terms and restrictions of Chapter 119, Florida Statutes. Personnel providing such copies shall advise the requester that the use of police reports to obtain the names and addresses of victims, or relatives of victims, for commercial solicitation is a violation of Section 119.105, Florida Statutes and is subject to criminal prosecution. By doing so, it is possible to avoid burdensome public records requests; and more importantly, avoid harassment of victims and their families.

Describe the agency's process for advertising public meetings, and identify any relevant policies, procedures, rules and/or other written guidance materials relating to compliance with public meeting requirements:

The head of the department is the Governor and Cabinet. All Cabinet meetings are preceded with appropriate open government notification. Thus, when the department brings items before the Cabinet they are properly noticed to the public. In addition, when the department has rule adoption items on its agenda before the Cabinet, separate notification of that meeting is made in the Florida Administrative Weekly pursuant to Chapter 286, F.S., as an additional public hearing in the rule adoption process. All rule adoptions pursuant to s. 120.54, F.S., also include published notification of hearings or workshops on the rule, as required by that statute. Otherwise, the day to day operations of the department have been delegated by the Governor and Cabinet and to the Executive Director or his designee, pursuant to Rule 15-1.012, F.A.C. The open government law is primarily directed to public boards,

commissions and collegial public bodies, which does not apply to the general operations of the department. We do have Rule 15-1.008, F.A.C., entitled, "Public Access to Proceedings," which requires all department proceedings and reports to be open to the public, except as otherwise provided. For those proceedings that are subject to the open government provisions of Chapter 286, F.S., advance notice and related requirements are provided, such as for Cabinet meetings.

Identify any other processes (e.g., training programs) in place to ensure compliance with public record and public meeting requirements:

The department conducts new employee training and supervisor training to inform members of Management Manual Policies. Additionally, Management Manual Policies are posted on the department Intranet.

C. The extent to which the agency has complied with applicable requirements of state law and applicable rules regarding purchasing goals and programs for historically underutilized businesses. (s. 11.906(5), Florida Statutes)

1. Please answer the following questions about your most recent minority business enterprise utilization plan.

Has your agency's most recent minority business enterprise utilization plan been submitted to and approved by the Department of Management Services' Office of Supplier Diversity?

The FY 2006-07 plan has been submitted to DMS, with a goal of \$4,287,939.

If so, please provide the date the plan was approved. If the plan was not approved, please describe why this was the case.

We have been informed that approvals are no longer given by DMS.

Describe the extent to which the goals outlined in the plan have been achieved:

FY 2006-07 data is not yet available. However, the total goal specified in the department's plan for FY 2005-06 was \$3,493,369.75. The department achieved 201% of this goal.

If goals have not been achieved, please explain why not:

N/A

D. The extent to which the agency enforces laws relating to potential conflicts of interest of its employees. (s. 11.906(10), Florida Statutes)

1. Please describe the mechanisms your agency uses to ensure compliance with employee conflict of interest laws.

Describe the policies and procedures your agency uses to ensure your employees comply with laws relating to conflicts of interest:

The department has two Management Manual Policies that pertain to this issue:

- Policy 08 - Dual Employment and Compensation
- Policy 017 - Standards of Conduct

The Division of Florida Highway Patrol has four division policies pertaining to this issue:

- Policy 3.01 - Oath of Office
- Policy 3.02 - Code of Ethics
- Policy 3.03 - Regulations
- Policy 5.10 – Off-Duty Employment

The Bureau of Purchasing and Contracts' Purchasing Policy and Procedures Manual contains Principles and Standards of Conduct that pertain to this issue.

Policy 08-Dual Employment and Compensation

POLICY

During any fiscal year, department members must request and receive approval for dual employment and compensation before being compensated simultaneously from an appropriation other than those designated for salaries or in excess of one full-time equivalent position before being employed by a second employing State agency. No member will accept dual employment with any enterprise that may result in a conflict of interest as specified by Chapter 112, F.S. Approval for off-duty or dual employment may be terminated at any time a conflict of interest is found to exist, if the employment interferes with a member's primary duties, or if departmental procedure is violated.

PROCEDURES

- A. Dual Employment and Compensation Within State Government

1. All requests by members for dual employment and compensation within State government must be submitted in writing to the appropriate division director.
 - a. Such requests will be made on the Request for Dual Employment and Compensation form approved by the Bureau of Personnel Services and will specify the agency for which the additional employment will be performed, the duties or services to be provided, and the hours and periods of time the work is to occur.
 - b. Approval from the Department, and the other employing agency, must be received prior to the member beginning secondary employment within State government.
2. If the request is approved, the division director will provide written certification to be sent to the secondary employer indicating that the additional duties:
 - a. Will not interfere nor involve a conflict of interest with the member's regularly assigned duties in DHSMV.
 - b. Will not involve the use of state space, personnel, equipment, or supplies furnished by the department, unless arrangements have been made by the secondary employer to adequately compensate the department for the use of same.
3. If the secondary employment is with the department and either primary or secondary employment is "included", as defined in the Fair Labor Standards Act, pay will not be less than time and one-half of the member's primary employment rate of pay.
4. The division director and member must agree in advance in writing to the hours and rate of pay for the secondary job or job with extended hours.
 - a. Compensation will be commensurate with the duties to be performed.
5. Approval must be obtained each fiscal year during which the member is dually employed or compensated.
6. After approval or disapproval, requests will be forwarded to and retained by the Bureau of Personnel Services.

B. Secondary Employment and Compensation Outside State Government-Non-Law Enforcement.

1. If a member is to accept secondary employment outside state government, the member will notify his/her supervisor in writing, of such employment prior to date of employment, and verify that such employment does not conflict with the member's state employment or with the employing agency's procedures limiting such outside employment. The member's supervisor shall advise their respective bureau chief of the request for secondary employment. If such conflict(s) is(are) found to exist, secondary employment will be disapproved.
2. During the course of the member's secondary employment, the department may make reasonable inquiries of the member to ensure that the member's continued secondary employment does not constitute a conflict of interest or interfere with the member's primary duties, including on-call assignments. Members will not be required to file regular reports regarding the secondary employment.

3. Notification of secondary employment, including self-employment, must be submitted in writing and specify the name and address of the firm for which the additional employment will be performed, the duties or services to be provided, and the hours and period of time the work is to occur.

C. Secondary Employment and Compensation Outside State Government-Law Enforcement.

Special requirements and procedures regulating off-duty police details, including use of state equipment, vehicles and limitation of liability, benefits and protection, will be set forth in the Florida Highway Patrol Policy Manual. Such policies and procedures will be consistent with state law, rules, and regulations, department management policies, and applicable collective bargaining agreements.

D. Rescinding Approval

If, at any time, it appears to departmental management that dual or secondary employment is adversely affecting the regular work of the member, approval for such employment may be rescinded.

Policy 017-Standards of Conduct

POLICY

No member will solicit or accept anything of value or incur any obligation which is based upon an understanding that the action of the member would be improperly influenced in the discharge of his/her official duties. Any application or offer of employment or contractual relationship that might be construed as a conflict of interest must be reported to the Executive Director. No member will use, or attempt to use, his/her official position to secure special privileges, benefits, or exemptions for himself/herself or others. This policy will not prevent any member from accepting other employment or following any pursuit which does not interfere with the full and faithful discharge of that member's duties to the State.

PROCEDURES

A. Position Descriptions

1. Each division director or his/her designee will direct a review of the official position descriptions for all positions within his/her division to assure that all incumbents of positions having regulatory and/or purchasing authority sign the following statements, which will be included in their personnel file in addition to the position description:

a. The incumbent of this position is aware of the provisions of Section 112.313, F.S., regarding application or

offers of employment, contractual relationships, material interests and the reporting of gifts;

b. The incumbent of this position is aware of the provisions of [Management Policy #017 \(Standards of Conduct\)](#), which requires the person to report any application for or offer of employment, contractual relationship for remuneration with an entity, the acquisition of any material interest in an entity, and the reporting of gifts valued at \$25 or more.

2. A new member with regulatory and/or purchasing authority will sign the statements described in section IV.A.1 above. These signed statements will be kept with the position description in the individual's official personnel file.

B. Conflict of Interest

1. No member acting in an official capacity as a purchasing agent or regulating authority will directly or indirectly purchase, rent, or lease for the department from any business entity in which he/she or his/her spouse or child has a material interest, contractual relationship, or position. A department member with purchasing or regulatory authority, acting in a private capacity, will not rent, lease, or sell any realty, goods, or services to this department. No member will be held in violation of Subsection 112.313(12)(b), F.S., if:

a. The business is awarded under a system of sealed, competitive bidding to the lowest or best bidder;

b. The member or his/her spouse or child has in no way participated in the determination of the bid specifications or the determination of the lowest or best bidder;

c. The member or his/her spouse or child has in no way used or attempted to use his/her influence to persuade the department or any members to enter such a contract other than by the mere submission of the bid;

d. The member, prior to or at the time of the submission of the bid, has filed a statement with the department of State disclosing his/her interest, or the interest of his/her spouse or child and the nature of the intended business.

2. Further exceptions stated in Subsection 112.313(12), F.S., pertaining to the department also include:

a. an emergency purchase or contract which will be made in order to protect the health, safety, or welfare of the citizens of the State or any political subdivision thereof;

b. if the business entity involved is the only source of supply within the member's political subdivision and there is full disclosure by the member of his/her interest in the business entity before the event being transacted;

c. if the total amount of the transaction does not exceed \$500.

3. No member acting as a purchasing agent or regulatory authority will have personal investments that could be construed as a contractual, professional, or employment relationship which would create a continuing or frequently recurring conflict with his/her public duties.

C. Other Employment

1. No member will accept other employment with any business entity subject to the regulation of, or doing business with, the department.
2. A member will not accept other employment that would create a conflict between his/her private interest and the performance of his/her duties (see [Management Policy #008, Dual Employment and Compensation](#)).
3. No member will accept other employment which might impair his/her independence of judgment in the performance of the member's public duties.
4. No member will receive any compensation for services as a department member from any source other than the department except as may be otherwise provided by law.

D. Confidential Information

1. No member will accept employment or engage in any business or professional activity which he/she might reasonably expect would require or induce the member to disclose confidential information acquired by reason of his/her official position.
2. No member will disclose or use information not available to the general public gained by reason of his/her official position for the member's personal gain or benefit, or the personal gain or benefit of any other person or entity.

E. Disclosure of Specific Interests

1. If a member has purchasing and/or regulatory authority and has a contractual relationship, position or owns a material interest in an entity with which the Department does business or regulates, he/she will file a sworn statement disclosing such interest with the Department of State and the Executive Director.
 - a. The member will notify the Executive Director or his designee prior to accepting secondary or dual employment (see [Management Policy #008, Dual Employment and Compensation](#)).
 - b. Each member exercising regulatory and/or purchasing authority will, within five working days of making application for employment with an entity, report to the Executive Director in writing that such application has been made.
 - c. Each member exercising regulatory and/or purchasing authority who receives an offer of employment or is offered a contractual relationship for remuneration from an entity will report that offer in writing to the Executive Director within five working days after receiving that offer.
 - d. Any member who receives a gift valued at \$25 or more from an entity will report that gift in writing to the Executive Director within five working days after receiving the gift. No member will accept or solicit any gift based upon an understanding that the official acts or judgement of the member will be influenced thereby.

e. Any member exercising regulatory and/or purchasing authority who has or who obtains a material interest in an entity will report that fact to the Executive Director within five working days after acquiring that interest.

2. The report will give the name, address, and principal business activity of the business entity and will state the position held, nature of the contractual relationship, or the fact that a material interest is owned and the nature of that interest.

3. Notice of any report filed with a designee of the Executive Director will be promptly provided to the Executive Director.

F. Report Retention

The Executive Director will maintain reports required by this policy for two years or for as long as the member continues to hold a position which has regulatory authority over the entity named in such report, whichever is longer. These reports will be maintained in the individual's official personnel file as part of the official record of employment.

G. Disciplinary Action

Violation of any provision of this policy will constitute grounds for disciplinary action up to and including dismissal from employment.

FHP Policy 3.01-Oath of Office

POLICY

The Florida Highway Patrol will administer an oath to prospective members at the time of induction as a sign of sworn status and allegiance to the Department/Division and the standards expressed in the oath.

PROCEDURES

- A. The Director or Deputy Director will administer the oath to personnel to be sworn.
- B. Upon graduating from the Academy, and as part of the commencement ceremony, each prospective member will recite the oath.
- C. After reciting the oath, the newly sworn member and the superior officer who administered the oath will sign their names and identification (ID) numbers on a dated copy of the oath.
- D. A copy of the signed and dated oath will be filed in the personnel file of the newly sworn member. The newly sworn member will receive a copy of the signed oath.
- E. Troop commanders will administer the oath to personnel re-employed with the agency who return to duty at a field headquarters installation.

FHP OATH OF OFFICE

"I do solemnly swear: I will support, protect and defend the Constitution and Government of the United States and of the State of Florida; I will render strict obedience to my superiors in the Florida Highway Patrol, and observe and abide by all orders and regulations prescribed by them for the government and administration of said Patrol; I will always conduct myself soberly, honorably and honestly; I will maintain strict, punctual and constant attention to my duties; I will abstain from all offensive personality or conduct unbecoming a police officer; I will perform my duties fearlessly, impartially and with all due courtesy and I will well and faithfully perform the duties of a Law Enforcement Officer on which I am now about to enter. So help me God."

FHP Policy 3.02-Code of Ethics

POLICY

It is the policy of the Florida Highway Patrol to provide members with a Code of Ethics to assist them in making ethical decisions and judgments during the course of their law enforcement career.

PROCEDURES

Failure to abide by the conditions and standards as set forth in this Code of Ethics (see Addendum 3.02-1) will be considered a violation of the Code of Conduct and may result in disciplinary action.

FHP CODE OF ETHICS

"As a member of the Florida Highway Patrol, my fundamental duty is to serve humankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all people to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession ... law enforcement.”

FHP Policy 3.03-Regulations

POLICY

It is the policy of the Florida Highway Patrol to ensure that each sworn member is fully cognizant of his/her obligations to the department/division, to the profession in which the member has elected to serve and to the citizens of the State of Florida. Regulations delineated herein will govern the activities of sworn members of the division, both on and off duty.

PROCEDURES

Rules and regulations are promulgated pursuant to the authority granted to the Director of the Florida Highway Patrol in Section 321.02, Florida Statutes. It is the responsibility of each member of the Florida Highway Patrol to conform to the code of conduct. Violation of any of these provisions may constitute grounds for the imposition of disciplinary sanctions.

FHP Policy 5.10-Off-Duty Employment

POLICY

It is the policy of the Florida Highway Patrol to allow its personnel to engage in secondary employment that does not conflict with primary job assignments or obligations to the division; and that does not discredit or embarrass the agency or diminish public confidence in law enforcement or in the division's commitment to integrity. The division shall evaluate secondary employment requests in accordance with the provisions of this directive in order to ensure that all such employment does not constitute a conflict of interest.

PROCEDURES

1. Any member who desires to seek private sector police employment during off-duty hours or leave periods must obtain prior, written approval from their troop commander (field personnel) or Deputy Director (headquarters staff). Such documentation shall not be required for participation in hireback programs.

2. In conformance with department Management Manual Policy #008, any member or non-sworn employee who desires to seek private sector off-duty employment must provide prior written notification to his/her troop commander (field personnel) or Deputy Director (headquarters staff).
3. Requests for secondary employment shall be documented on a Request to Work Secondary Employment (DHSMV form 61205).
 - a. Members must obtain employer endorsements from each of the firms, corporations or entities who will employ the member or for whom services will be performed. Employer endorsements appear on the reverse side of the request. When more than one member is providing services to the same firm/entity, employer endorsements need be obtained only once in any twelve-month period. However, copies must be attached to each request form submitted for approval.
 - b. Non-sworn employees are exempted from the requirement to obtain employer endorsements.
4. Normally, completed request forms must be submitted to respective troop commanders/Deputy Directors at least ten working days prior to the date on which secondary employment is scheduled to commence. However, if exigent circumstances prevail the troop commander may waive this requirement. Anytime this provision is waived and the troop commander gives verbal approval, the date of such waiver/approval shall be noted on Request to Work Secondary Employment form (HSMV 61205).
5. For the purpose of implementing Section 287.311, Florida Statute, each troop/Troop Q component will maintain a list of members that have been granted authority to use the patrol vehicle during Private Sector Off Duty Police Employment during the fiscal year.

Purchasing Policy and Procedures Manual

Principles:

Legality and Ethics – Strict adherence to the requirements of law, unaffected by personal gain or personal Relationships.

Standards of Conduct:

- (1) Department personnel engaged as officers, employees or agents shall neither solicit nor accept gratuities, favors, or anything of value from contractors or potential contractors.
- (2) All procurement transactions, regardless of whether negotiated or advertised and without regard to dollar value shall be conducted in a manner so as to provide open and free competition. Personnel must be alert to

conflicts of interest or noncompetitive practices among contractors,

- (4) No department employee who participates through decision, approval, disapproval, recommendation, or preparation of any part of a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in the procurement of commodities or contractual services shall become or be, while a department employee, the employee of a person contracting with the department.

Required Form #95019, Attesting No Conflict of Interest:

Attestation of Independence of and No conflict of Interest in the Entity Evaluated and Selected, in accordance with s. 287.087(19), Florida Statutes.

Reference: Vendor/Contractor _____, RPO # _____

The undersigned individual(s) hereby attest(s) that he/she/they took part in the procurement represented on Purchase Order # _____, and that he/she/they is (are) independent of, and have no conflict of interest in, the entity evaluated and selected.

_____ Signature	_____ Date

(FORM #95019 Revised 07/99)

Describe any other mechanisms (e.g., training programs) your agency uses to ensure your employees comply with laws relating to conflicts of interest:

The department conducts new employee training and supervisor training to inform members of Management Manual Policies. Additionally, Management Manual Policies are posted on the department Intranet.

IV. Opportunities for Improvement

A. An assessment of less restrictive or alternative methods of providing services for which the agency is responsible which would reduce costs or improve performance while adequately protecting the public. (s. 11.906(8), Florida Statutes)

B. The extent to which alternative program delivery options, such as privatization or insourcing, have been considered to reduce costs or improve services to state residents. (s. 11.906(12), Florida Statutes)

Please note: Attached as an appendix is a study done by the department as required by Chapter 2006-290 Laws of Florida, on the outsourcing of driver license services.

1. In the following table (Exhibit 7), please list any less restrictive or alternative methods of providing services, or any alternative program delivery options that are currently planned, are currently under consideration, or have recently had been considered and rejected. When applicable, please include information from Schedule XII: Outsourcing or Privatization of a Function Business Case in the Legislative Budget Request (LBR).

Exhibit 7: Alternative Program Delivery Options

Major Program Affected	Description of less restrictive or alternative methods of providing services	Benefits (e.g. cost savings, improved service)	Adverse Effects (e.g., increased costs, fewer service recipients)	Implemented, Currently Planned, Under Consideration, or Rejected?	If Rejected, Explain Why
Florida Highway Patrol	Electronic Written Directive System	Eliminates need to print the various written directive manuals used by Florida Highway Patrol personnel.	N/A	Currently Planned	N/A
Florida Highway Patrol	Electronic Applicant Selection Tracking System	Eliminates the need to generate applicant tracking logs by each member assigned to the selection process.	N/A	Implemented October 2006	N/A

Florida Highway Patrol	Electronic Trooper Activity Reporting	Eliminates paper copies and postage; reduces field support staff time; and allows for daily management access to activity levels.	N/A	Pilot to be implemented December 2006	N/A
Florida Highway Patrol	i-Evidence	Web based evidence tracking system that assists with evidence management and control. Eliminates need for paper copies of records and reports reducing storage requirements; provides for a bar-code system that enhances the inventory process.	N/A	Implemented	N/A
Florida Highway Patrol	Statewide Law Enforcement Radio System (SLERS)	Provides interagency communications capabilities for all state law enforcement agencies statewide and for specific county and federal agencies that apply for third-party membership. The system also provides communications interoperability between state,	N/A	Implemented	N/A

		county, and local emergency responders during emergencies and disasters.			
Florida Highway Patrol	Joint Dispatch Centers	The Florida Highway Patrol provides joint dispatch services for all state law enforcement agencies from seven regional communications centers. All participating agencies share a portion of the costs. FHP provides Computer Aided Dispatch Systems for all state law enforcement agencies, which allows centralized reporting for law enforcement activities.	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Titles and Registrations)	Private License Plate Agencies; acting as an agent of the county Tax Collector and department.	Improved services by providing more locations for citizens to receive services in their local communities.	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Titles and Registrations)	Private vendors; Electronic Filing System (EFS).	Customer efficiency in service by providing license plates at the point	N/A	Implemented	N/A

		of sale. EFS allows information to be added to the motor vehicle data base real time and is available to law enforcement immediately.			
Licenses, Titles, and Regulations (Titles and Registrations)	Private vendors; Electronic Lien and Title System.	Reduces/detects fraud by updating motor vehicle title records immediately. Improves customer service, compliance and expedites title issuance.	NA	Implemented	N/A
Licenses, Titles, and Regulations (Titles and Registrations)	Private vendor; National Motor Vehicle Title and Information System.	Reduces the opportunity for title fraud by identifying and preventing out of state fraudulent titles from being processed in Florida.	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Titles and Registrations)	Outsourcing; County tax collectors acting as Agents for the department.	Provides multiple locations at local level for consumers to receive motor vehicle services.	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Titles and Registrations)	Outsourcing to private vendor; electronic storage of title records.	Provides immediate electronic retrieval of title documents to Tax Collectors and law enforcement and protects registrants' privacy.	N/A	Implemented then reverted back to department due to lack of funding.	N/A

Licenses, Titles, and Regulations (Titles and Registrations)	Outsourcing; Internet and telephone renewal of motor vehicle, vessel, and mobile home registrations.	Customer convenience allowing renewal without visiting a Tax Collector or State Office.	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Titles and Registrations)	Outsourcing; printing of annual renewal notices for motor vehicles and parking permits by multiple vendors.	Eliminated post card materials costs. Provides customers more information relating to safety and gov't requirements and protects registrants privacy by enclosing renewal documents in an envelope.	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Field Operations)	Outsourcing; Manufactured Home Installers Licensure to a private vendor.	Saves test development costs and improves delivery methods by providing testing centers in local areas.	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Field Operations)	Outsourcing; dealer licensing training schools to private vendors.	Increased savings by providing training on demand at the local level.	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Field Operations)	Outsourcing; mobile home registration enforcement by county Tax Collectors.	Improves registration enforcement by providing more local control over revenue collections.	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Motor Carrier Services)	Future outsourcing to county Tax Collectors	Improved services by providing more locations for motor carriers to receive	N/A	In pilot and development stage	N/A

		services in their local communities.			
Licenses, Titles, and Regulations (Driver Licensing Issuance)	Outsourcing to county Tax Collectors	Legislative authority and infrastructure is already in place. Tax collectors are a known entity and provide vehicle tag and registration services, with oversight by the Division of Motor Vehicles. Customers could get both tag/title services and driver licenses services in one location.	<p>*New duties are continually being added, especially in preparation for the Federal Real ID Act.</p> <p>*Quality control would be a factor since DHSMV would have less direct control over tax collectors and their examiners.</p> <p>*Driver licensing services have a high potential for fraudulent activity.</p> <p>*Security of the driver license system, documents and consumables is essential.</p> <p>*Outsourcing driver license services may compromise data security and result in inappropriate use of driver license data affecting the domestic security of the state and nation. The Federal Real ID Act will likely require more stringent</p>	County Tax Collectors currently issue 18 % of all over-the-counter driver license and ID cards, primarily license/ID card renewals, replacements or duplicates. Many tax collectors do not issue original licenses, due to the extra resources required for knowledge and skills testing. 29 of the 67 county tax collectors issue license/ID cards in 59 locations.	N/A

			<p>background checks of driver license examiners.</p> <p>*Tax collectors are reluctant to take on additional duties without additional revenue. This may affect the implementation of new laws related to driver licenses. It may also affect the ability of the division to contract with tax collectors to provide driver license testing services.</p> <p>*Tax collectors may seek authorization to keep revenue currently deposited in the state's General Revenue Fund.</p> <p>*Outsourcing more driver license services will require more management oversight.</p> <p>*There may be communities where driver license services are not available.</p>		
Licenses, Titles, and Regulations (Driver Licensing)	Outsourcing central issuance to private vendors	Outsourcing central issuance has improved service efficiencies by	N/A	Implemented	N/A

		<p>decreasing the amount of time required to produce a license or ID card in an issuance office. This was accomplished by relocating the required identity documentation checks and printing of the card from real time in a field office to nightly at the central site. Removing these tasks from the field offices reduced office network down time and eliminated printer problems, thereby improving service.</p>			
Licenses, Titles, and Regulations (Driver Licensing)	Outsourcing of administrative hearings to private vendors	<p>Outsourcing could provide an avenue for licensed attorneys to conduct the administrative hearings. Private vendors may be more innovative in service delivery techniques.</p>	<p>*Limited marketplace of potential service providers. *No infrastructure or specific authorization currently exists for outsourcing this function. *Outsourcing administrative hearings may erode the division's knowledge base and may affect organizational cohesiveness. *Quality control</p>	Rejected	Costs of implementation and oversight

			<p>may also be an issue, particularly if multiple vendors are involved.</p> <p>*Likely that license reinstatement functions would not be provided by vendors.</p> <p>*Increased operating costs.</p> <p>*Administrative functions would still have to be handled by the Division.</p>		
Licenses, Titles, and Regulations (Driver Licensing – Customer Service)	Outsourcing of customer service and appointment centers	<p>*Private vendors may be more innovative in service delivery techniques.</p> <p>*Cost savings may be realized, particularly with the Appointment Call Center, if a vendor can be found that performs a similar task for others. That is, if this is really a commodity-type function.</p>	<p>*Driver license and ID card issuance is increasingly complex, training may be difficult.</p> <p>*Cost savings may be negatively affected by the skill level required and the specialization of the calls handled.</p> <p>*Potential for fraudulent activity. Protection and control over sensitive data is a concern.</p> <p>*Quality control may also be an issue, particularly if multiple vendors are involved.</p> <p>*The department's Customer Service</p>	Rejected	Costs of operation and efficiency

			Center provides answers to driver license and motor vehicle questions. If outsourced, customer would be required to contact two entities for information instead of only one currently.		
Licenses, Titles, and Regulations (Driver Licensing – Records)	Outsourcing of data entry	*Some economies of scale may be realized if the data entry is truly a commodity-type function, not requiring special knowledge of driver records. *Would allow the department to focus on higher level activities. *If scanning were outsourced, the department would never physically handle the paper associated with the data entry.	*Additional programming may be required to allow the data entry by outside vendor and to limit access to other driver record data. *Compliance with public records laws would be a concern. *To be most effective, the documents would need to be scanned, which would require coordination possibly between two different vendors.	Partial implementation underway. The department is developing an on-line system for insurance reporting and verification. When this system is implemented at the end of the year, the 169,000 financial responsibility cases currently manually entered will be eliminated.	N/A
Licenses, Titles, and Regulations (Driver License Issuance)	On-line system for renewals with private vendor	Improved service levels	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Driver Licensing)	Outsourcing testing commercial drivers	Cost avoidance and enhanced service delivery	Potential for fraud	Implemented; being reviewed	Being readdressed

Driver Licensing	Outsourcing motorcycle skills and knowledge testing	Cost avoidance and enhanced service delivery	Potential for fraud	Implemented	N/A
Licenses, Titles, and Regulations (Driver Licensing)	Third party Class E testing by Driver Education teachers	Cost avoidance and enhanced service delivery	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Driver Licensing)	Third Party Class E testing by private vendors on-line	Cost avoidance and enhanced service delivery	Potential for fraud	Piloted; final report and recommendations pending	Inability to monitor effectively
Licenses, Titles, and Regulations (Driver licensing)	Outsourcing of handbook printing and distribution	Cost avoidance and enhanced service delivery	N/A	Implemented	N/A
Licenses, Titles, and Regulations (Driver Licensing)	Processing of mail-in renewal and address change fees and data to Dept. of Revenue	Cost avoidance and enhanced service delivery	NA	Implemented	NA

2. What provisions has the agency made to allow agency customers and the public to electronically access agency data, information, and services?

The department’s website, ***hsmv.state.fl.us***, has been developed to provide customers with information on the department and its services as well as allow customers to handle many functions online. The website is reviewed and improved constantly as more information and services are made available to customers. Links to the divisions and additional information are provided on the main page, as well as a link to Spanish versions and MyFlorida.com. Also, the main page is updated to highlight new features and provide information when events such as hurricanes hit the state.

A priority for the department is to allow persons to handle driver license and motor vehicle transactions without having to visit an office. We offer automated telephone systems and have developed ***GoRenew.com*** where customers can:

- Renew or change addresses for driver license, disabled parking placard, identification card, mobile home registration, vehicle registration, or vessel registration.
- Obtain a duplicate driver license or identification card.
- Obtain an original identification card.

This site also has a Spanish version at *milicensia.info*.

The department has experienced tremendous growth in the use of online services. Currently, approximately 16.5 percent of all renewal transactions are being done either online or by telephone.

The department also has a number of other online services, including:

- Online driver license appointment system
- Online driver license application
- Personalized license plate inquiry
- Motor Carrier Services E-Filing
- Motor Vehicle and Driver License Checks
- Update Vehicle Insurance
- Update Social Security Number
- Traffic School Completion Check

The most recent addition to the system became available in October 2006 that allows customers to enter emergency contact information into their driver license record.

The department has also developed a live traffic report where customers can access information on traffic and crashes around the state. The site will list crashes by troop region and provide a link to a map showing the location of the crash. There are approximately 2 million hits per month to this site.

3. Please describe the policies and procedures that the agency uses to ensure the security of data submitted and/or retrieved by agency customers and the public.

The security of data submitted and/or retrieved by agency customers is set forth in various department policies. These include policy numbers, 010, 022, 039, 046, 050, 063, 067, 069 and 072. The purpose/scope of Policy 010 is “To establish policy and procedures for providing, by sale or otherwise, records maintained by the department.” The purpose/scope of Policy 069 is “To establish department policy and procedures to exempt from disclosure personal information contained in the driver, vehicle and vessel records of public officials, and the motor vehicle records of the general public.” The other policies pertain to such subjects as the Kirkman Data Center, data processing requests, computer security, and telecommuting. Copies of these policies are on the department’s Intranet and are available upon request.

Due to the sensitive and confidential nature of much of our data, a number of information security mechanisms have been put into place to ensure that driver license and motor vehicle data is safeguarded. These include, but are not limited to:

- Firewalls to isolate our internal resources and data from outside access
- Anti-virus protection software
- User authentication required for database access
- Virtual Private Network (VPN) access over Internet limited to registered DHSMV users
- Information Security Awareness Handbook manual
- Risk assessment/audit performed by Dyntek

Data storage is further secured by not having data stored on individual PCs, laptops, or handheld devices. Instead, registered users utilize our VPN and access secured servers. The VPN encrypts all traffic from the remote system to our network and all access is logged.

4. When developing, competitively procuring, maintaining, or using electronic information or information technology, how does the agency ensure that state employees with disabilities have comparable access to and are provided with the same information and data as state employees who do not have disabilities?

The department's Policy Number 054 entitled "Americans with Disabilities Act" addresses this issue. The purpose/scope of this policy is "To establish policy and procedures regarding equal access and employment opportunity for Americans with disabilities and to ensure department compliance with the nondiscrimination provisions of State and Federal laws, rules, and executive orders."

C. Recommendations to the committee for statutory or budgetary changes that would improve program operations, reduce costs, or reduce duplication. (s. 11.906(13), Florida Statutes)

1. In the following table (Exhibit 8), please list any recommendations from your agency for statutory changes that would improve program operations, reduce costs, or reduce duplication. For each recommendation, please indicate what statutes would need to be changed, an approximate timeline for implementation of the proposed changes, the estimated benefits to be achieved through the changes, and any possible adverse consequences of the proposed changes, and how improvements would be achieved.

Exhibit 8: Statutory Changes

Recommended Change	Statute That Would Need to Be Changed	Timeline for Implementation	Benefits (e.g., cost savings, improved service)	Adverse Effects (e.g., increased costs, fewer service recipients)	How Improvements Would Be Achieved
Organizational structure – Eliminate the reference to the Bureau of Motor Vehicle Inspection in the Florida Statutes.	s. 20.24, F.S.	-	Remove bureau from the statutes as motor vehicle inspections are no longer required by law.	None	None

The department works annually through the Governor and Cabinet to identify legislation that would improve operational effectiveness and efficiency. Examples of such legislation were included in Chapters 2005-164 and 2006-290, Laws of Florida. As such issues are identified, they will be proposed by the department in a similar manner. (Note: A specific item currently being monitored by the department is the possible statutory change that may be necessary to implement the Federal Real ID Act.)

2. In the following table (Exhibit 9), please list any recommendations from your agency for budgetary changes that would improve program operations, reduce costs, or reduce duplication. For each recommendation, please describe the changes proposed, the timeline for implementation, and the advantages and disadvantages of the changes. Do not list proposed budgetary increases unless they are anticipated to result in measurable long-term cost savings.

Exhibit 9: Budgetary Changes

Recommended Budgetary Change	Timeline for Implementation	Benefits (e.g., cost savings, improved service)	Adverse Effects (e.g., increased costs, fewer service recipients)	(If increase, what is the source?)	How Improvements Would Be Achieved
FHP Pay Package – \$7,467,806	July 1, 2007	Increased trooper retention which would result in a cost savings. The cost of retaining an experienced trooper for twelve months costs less than the twelve months of training/hiring of a new recruit/trooper replacement. Also, the loss of valuable experience would be reduced through increased retention of troopers, resulting in improved service to the public.	None	General Revenue Fund	Increased trooper retention through pay adjustments.
Motorist Services Pay Package - \$944,397	July 1, 2007	Increased Driver License and Administrative Review employee retention, which would result in improved service to the public.	Increased cost which would be partially or totally offset by reduced hiring and training costs associated with new employees.	Highway Safety Operating Trust Fund	Increased employee retention through pay adjustments.
Acquisition of FHP Motor Vehicles - \$4,890,000	July 1, 2007	Increased safety to troopers and service to the public. Reduced vehicle downtime due to maintenance and repairs.	Increased cost to purchase replacement vehicles, which will be partially offset by a reduction in	General Revenue Fund	Improved service and safety through the acquisition of new motor vehicles.

			maintenance and repair costs of older vehicles.		
Replacement of FHP Aircraft - \$2,200,000	July 1, 2007	Increased safety and improved program operations through more reliable aircraft.	Increased cost to purchase 3 aircraft. However, there will be a cost savings due to reduced maintenance and repair costs. The new aircraft will have a two year total warranty. Also, the new aircraft will be more fuel efficient as the aircraft being replaced are 1975 and 1985 models.	General Revenue Fund	Replacement of old aircraft which will provide better pilot safety, improved service, and better fuel efficiency.
Public Information Campaign - \$1,000,000	July 1, 2007	Improved service to the public.	Increased initial cost. However, a cost savings will be achieved due to educating the public on alternative customer service options and thus reducing the number of customers seeking in-office services.	General Revenue Fund - \$500,000 Highway Safety Operating Trust Fund - \$500,000	Through the development and production of Public Information Campaigns to inform the public of new traffic laws or changes in traffic legislation, and through a statewide multi-media campaign to promote the new driver license virtual office
Real ID Act*					
New FHP Station-Pinellas County - \$2,376,000	July 1, 2007	Improved service to the public and better working conditions for employees.	Increased cost. However, the department anticipates realizing a savings from utility and	General Revenue Fund	Replacement of the current facility which was built in 1960, renovated in 1966, and had an addition completed in 1981.

			maintenance charges associated with maintaining an older facility.		The structures do not have sufficient space or the new technology to be effectively and efficiently run.
New FHP Station - Tallahassee - \$5,100,000	July 1, 2007	Improved service to the public and better working conditions for employees.	Increased cost, which will be partially offset by the elimination of leased space for communications.	General Revenue Fund	Replacement of the current facility which was built in 1966. The structures do not have sufficient space or the new technology to be effectively and efficiently run.
Renovate Driver License Station - Lantana - \$250,000	July 1, 2007	Improved service to the public and better working conditions for employees.	Increased cost. However this is more cost effective than relocation and building or leasing a new facility.	Highway Safety Operating Trust Fund	Currently, the FHP and the Division of Driver Licenses occupy this facility; however, the FHP plans to vacate this facility allowing the division to renovate and expand its operations.

* Real ID Act. This has been included in this year's budget as a placeholder, but actual budget request is unknown at this time. The Federal Government passed the Real ID Act, but we are still waiting on the implementing rules. These rules will dictate what changes will need to be made to comply and we will then assess our budgetary needs.

3. If your agency's budget was reduced, which program(s) and/or activities would you suggest be eliminated?

If the department's budget was reduced, the only program/activity that we would suggest be eliminated at this time is the **Mobile Home Inspection Program**. This program is administered within the following:

Program – Licenses, Titles, and Regulations
 Budget Entity 76250600 – Mobile Home Compliance and Enforcement
 Activity ACT2561 – Monitor Mobile Home Inspections

A discussion of the rationale supporting the elimination of this program is provided in Section I.F. of this report.

V. Sunset Review Glossary

Term	Definition
Activity	A unit of work which has identifiable starting and ending points, consumes resources, and produces outputs. Unit cost information is determined using the outputs of activities.
Advisory Committee	Any examining and licensing board, council, advisory council, committee, task force, coordinating council, commission, or board of trustees as defined in s. 20.03(3), (7), (8), (9), (10), or (12), <i>F.S.</i> , or any group, by whatever name, created to provide advice or recommendations to one or more agencies, departments, divisions, bureaus, boards, sections, or other units or entities of state government.
Agency or State Agency	A department as defined in s.20.03(2), <i>F.S.</i> , or any other administrative unit of state government scheduled for termination and prior review under this chapter.
Budget Entity	A unit or function at the lowest level to which funds are specifically appropriated in the General Appropriations Act. A budget entity can be a department, division, program, or service and have one or more program components.
Information Technology	Includes data processing hardware and software services, communications, supplies, personnel, facility resources, maintenance, and training.
Insourcing	Business practice in which work that would otherwise have been contracted out is performed in house.
LAS/PBS	Legislative Appropriation System/Planning and Budgeting Subsystem. The statewide appropriations and budgeting system is owned and maintained by the Executive Office of the Governor.
Legislative Budget Request	A request to the Legislature, filed pursuant to section 216.023, Florida Statutes, or supplemental detailed requests filed with the Legislature, for the amounts of money an agency or branch of government believes will be needed to perform the functions that it is authorized, or which it is requesting authorization by law, to perform.
Long-Range Program Plan	A plan developed on an annual basis by each state agency that is policy based, priority driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the legislative budget request and includes performance indicators for evaluating the impact of programs and agency performance.
Outsourcing	Describes situations where the state retains responsibility for the service, but contracts outside of state government for its delivery. Outsourcing includes everything from contracting for minor administration tasks to contracting for major portions of activities or services which support the agency mission.

Performance Audit	<p>An examination of a program of a governmental entity, conducted in accordance with applicable government auditing standards or auditing and evaluation standards of other appropriate authoritative bodies. The term includes an examination of issues related to:</p> <ul style="list-style-type: none"> • Economy, efficiency, or effectiveness of the program. • Structure or design of the program to accomplish its goals and objectives. • Adequacy of the program to meet the needs identified by the legislature or governing body. • Alternative methods of providing program services or products. • Goals, objectives, and performance measures used by the agency to monitor and report program accomplishments. • The accuracy or adequacy of public documents, reports or requests prepared under the program by state agencies. • Compliance of the program with appropriate policies, rules and laws. • Any other issues related to governmental entities as directed by the Joint Legislative Auditing Committee. <p>Performance audits are conducted by the Office of Program Policy Analysis and Government Accountability.</p>
Performance Measure	<p>A quantitative or qualitative indicator used to assess state agency performance. Input means the quantities of resources used to produce goods or services and the need for those goods and services. Outcome means an indicator of the actual impact or public benefit of a service. Output means the actual service or product delivered by a state agency.</p>
Privatization	<p>Occurs when the state relinquishes its responsibility or maintains some partnership type of role in the delivery of an activity or service.</p>
Program	<p>A set of services and activities undertaken in accordance with a plan of action organized to realize identifiable goals and objectives based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act by a title that begins with the word "Program." In some instances a program consists of several services, and in other cases the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. "Service" is a "budget entity" for purposes of the LRPP.</p>
Reliability	<p>The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.</p>
Standard	<p>The level of performance of an outcome or output.</p>
Validity	<p>The appropriateness of the measuring instrument in relation to the purpose for which it is being used.</p>