

**FLORIDA
DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES**



**1ST QUARTER PERFORMANCE REPORT
FISCAL YEAR 2007- 2008**

PROVIDING HIGHWAY SAFETY AND SECURITY
THROUGH EXCELLENCE IN SERVICE, EDUCATION, AND ENFORCEMENT

ELECTRA THEODORIDES-BUSTLE, EXECUTIVE DIRECTOR

Our Vision is... A Safer Florida!

Miami Aggressive Driving Campaign Successful - From July 10 - 12, members of the FHP conducted an aggressive driving crackdown in Miami-Dade and Hillsborough Counties. The campaign was launched due to a growing concern over aggressive drivers in the Miami and Tampa areas. This effort was part of a long-term traffic safety campaign that focuses on traffic themes to help reduce deaths and injuries on Florida's roadways. The FHP used unmarked and marked vehicles to conduct the two unannounced operations. Enforcement totals from the 3-day operations in Miami-Dade and Hillsborough Counties included nearly 1,000 arrests and over 200 aggressive driving citations.



Labor Day Crack Down - FHP was out in force during the Labor Day holiday weekend. Each year, thousands of lives are cut short or changed forever in alcohol-related crashes. In an effort to prevent such tragedies, Florida Troopers conducted enhanced patrols throughout the state during Labor Day weekend, specifically targeting DUI violators. During this year's 96-hour holiday period, 23 people were killed in 20 accidents investigated by FHP. During this period, troopers charged 178 people with driving under the influence; issued 7,742 speeding citations; issued 1,301 seatbelt and child restraint citations; and assisted 3,165 motorists on Florida's highways.



New Teen Driving Guide Now Available - On July 17th, the Coral Reef Driver License Office hosted a community outreach and media event to promote safe teen driving. The new Driving Guide for Teens and Parents was unveiled at the event and safety demonstrations were conducted emphasizing seat belt use and the dangers of impaired driving. The new Guide, which is provided to all teens when they receive their learner's permit, contains important information about the state's traffic laws and restrictions, as well as a special skills mastery checklist and driving log. The Guide is also available online. Since traffic fatalities are the number one cause of death for teens nationwide, the Department continues to stress the importance of developing good driving skills and observing traffic laws and common sense safety techniques among Florida's teen drivers.



E-Titles Cut Costs and Help Prevent Fraud - The initial phase of the electronic title process (E-Title) was implemented August 15, and is expected to greatly simplify the auto titling process while providing a cost savings. The new E-Titles will: eliminate duplicate titles where instances of fraud are more common; reduce the number of lost and returned unclaimed titles; and reduce fraud associated with stolen title certificates, forged signatures, and alteration of odometer miles. The new process will still allow a customer to request a paper title be printed at any time at no charge through the Department's website. Through this electronic process the Department will continue to reduce costs associated with form usage and mailings and improve customer protection in the sale of vehicles.



5 Star FLOW Mobile Tour - The Florida Licensing On Wheels (FLOW) mobile units continue to be present at community and special events around the state. The vehicles are equipped with the technology to bring valuable Department services right to the customers. These units not only bring a convenient method for customers to obtain driver license and tag services, but offer information on the newest safety initiatives and campaigns. On August 13, five FLOW mobiles traveled in different directions throughout the state over the week and ended in five different locations. The FLOW Five Star Tour was a cooperative effort between the Department, the American Automobile Association (AAA), and law enforcement. Stops included city and county agencies, hospitals, libraries, assisted living centers, and businesses. During the first quarter nearly 13,000 customers were provided direct driver license services through the FLOW Mobiles.



FHP Receives High Marks From On-Site Accreditation Team - FHP was originally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in November 1996. Since then, a team of assessors from CALEA has visited the agency to conduct assessments that verify continued compliance in order to maintain certification. On August 23, the CALEA team concluded their assessment, once again giving FHP high marks in a number of areas. Following the examination of the agency's policies and procedures, management, operations, and support services, the team of assessors reconfirmed that FHP continues to comply with all applicable standards. Verification by the team that FHP meets the Commission's state-of-the-art standards is part of a voluntary accreditation process – a highly prized recognition of law enforcement professional excellence.



Fiscal Year 2007 - 2008	Annual Standard	1 st Quarter Actual
Executive Direction and Support Services		
Office of Executive Director and the Division of Administrative Services		
<ul style="list-style-type: none"> 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% / 6.42%	Annual Calculation
Florida Highway Patrol		
Highway Safety Services		
<ul style="list-style-type: none"> Florida death rate on patrolled highways per 100 million vehicle miles of travel 	1.70	Annual Calculation
<ul style="list-style-type: none"> National average death rate on highways per 100 million vehicle miles of travel 	1.5	Annual Calculation
<ul style="list-style-type: none"> Alcohol-related death rate per 100 million vehicle miles of travel 	0.64	Annual Calculation
<ul style="list-style-type: none"> Number of crashes investigated by FHP 	200,361	57,647
<ul style="list-style-type: none"> Percent change in number of crashes investigated by FHP 	1%	Annual Calculation
<ul style="list-style-type: none"> Annual crash rate per 100 million vehicle miles of travel on all Florida roads 	131	Annual Calculation
<ul style="list-style-type: none"> Number of hours spent on traffic homicide investigations 	156,284	41,565
<ul style="list-style-type: none"> Number of cases resolved as a result of traffic homicide investigations 	1,728	446
<ul style="list-style-type: none"> Average time (hours) spent per traffic homicide investigation 	90.44	97.57
<ul style="list-style-type: none"> Percent of recruits retained by FHP for 3 years after the completion of training 	90%	Annual Calculation
<ul style="list-style-type: none"> Actual average response time (minutes) to calls for crashes or assistance 	26.00	26.24
<ul style="list-style-type: none"> Number/percent of duty hours spent on preventive patrol by law enforcement officers 	1,006,389 / 41%	245,698 / 40%
<ul style="list-style-type: none"> Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots 	1,195 / 50%	479 / 59%
<ul style="list-style-type: none"> Number/percent of duty hours spent on crash investigations by law enforcement officers 	326,447 / 14%	91,976 / 15%
<ul style="list-style-type: none"> Number/percent of duty hours spent on crash investigations by community service officers 	10,707 / 29%	4,877 / 42%
<ul style="list-style-type: none"> Number/percent of duty hours spent on non-patrol support activities (law enforcement) 	654,577 / 29%	182,074 / 29%
<ul style="list-style-type: none"> Average time (hours) to investigate crashes (long form) 	2.17	2.30
<ul style="list-style-type: none"> Average time (hours) to investigate crashes (short form) 	1.35	1.35
<ul style="list-style-type: none"> Average time (hours) to investigate crashes (non-reportable) 	0.65	0.73
<ul style="list-style-type: none"> Number/percent of duty hours spent on law enforcement officer assistance to motorists 	111,635 / 5%	28,777 / 5%
<ul style="list-style-type: none"> Number of motorists assisted by law enforcement officers 	313,277	71,027
<ul style="list-style-type: none"> Number of training courses offered to FHP recruits and personnel 	45	24
<ul style="list-style-type: none"> Number of students successfully completing training 	1,224	331
<ul style="list-style-type: none"> State seat belt compliance rate 	67.50%	Annual Calculation
<ul style="list-style-type: none"> Percent change in seat belt use 	1%	Annual Calculation
<ul style="list-style-type: none"> Percent of closed criminal investigations which are resolved 	80%	88%
<ul style="list-style-type: none"> Number/percent of duty hours spent on criminal investigations 	56,199 / 60%	11,337 / 52%
<ul style="list-style-type: none"> Number/percent of duty hours spent on professional compliance investigations (1) 	5,293 / 6%	2,644 / 12%
<ul style="list-style-type: none"> Number/percent of duty hours spent on polygraph examinations 	5,885 / 5%	1,204 / 5%
<ul style="list-style-type: none"> Number/percent of duty hours spent on non-investigative support activities 	25,250 / 29%	6,710 / 31%
Executive Direction and Support Services		
<ul style="list-style-type: none"> 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%	Annual Calculation

Fiscal Year 2007 - 2008	Annual Standard	1 st Quarter Actual
Licenses, Titles, and Regulations (Motorist Services)		
Driver Licensure		
• Percent of customers waiting 15 minutes or less for driver license service	50%	Annual Calculation
• Percent of customers waiting 30 minutes or more for driver license service	35%	Annual Calculation
• Average number of corrections per 1,000 driver records maintained	4.00	5.37
• Number of driver licenses issued	5,418,344	1,298,449
• Number of identification cards issued	852,315	251,789
• Number of written driver license examinations conducted	1,561,590	404,844
• Number of road tests conducted	492,055	134,815
Motorist Financial Responsibility Services		
• Percent of motorists complying with financial responsibility	96%	93%
• Number of insured motorists	12,180,000	11,623,792
Identification and Control of Problem Drivers		
• Percent of DUI course graduates who do not recidivate within 3 years of graduation	86%	86%
• Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity (with annual percent change shown)	2,356 / -27%	560 / Annual Calculation
• Number of problem drivers identified	1,866,461	516,845
Mobile Home Compliance and Enforcement Services		
• Ratio of warranty complaints to new mobile homes titled	1 : 154	1 : 218
• Number of mobile homes inspected (2)	14,800	2,026
Vehicle and Vessel Title and Registration Services		
• Percent of motor vehicle / vessel titles issued without error	92%	96%
• Number of fraudulent motor vehicle titles identified and submitted to law enforcement	50	12
• Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement	3%	Annual Calculation
• Average cost to issue a motor vehicle / vessel title	\$2.12	\$2.10
• Number of motor vehicle and mobile home titles issued	6,700,000	1,436,922
• Number of motor vehicle and mobile home registrations issued	21,446,037	4,917,611
• Number of vessel titles issued	270,879	57,466
• Number of vessel registrations issued	1,046,445	252,284
• Average number days to issue a vehicle title	3	3
• Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural requirement for rebuilt certificates of title to total inspections of rebuilt salvage vehicles	1 : 8	1 : 5
• Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings (3)	36,319	6,602
• Percent of dealer licenses issued within 7 working days upon receipt of completed application	99%	99%
• Number of automobile dealers licensed (4)	12,800	2,534
• Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits	\$1.73 : \$1.00	\$1.64 : \$1.00
• Number of International Fuel Use Tax and International Registration Plans accounts audited	350	62
• Number of motor carriers audited per auditor, with number of auditors shown	22 : 14	21 : 14
Executive Direction and Support Services		
• Percent program administration and support costs and positions compared to total program costs and positions	2.13% / 2.19%	Annual Calculation
Information Technology		
Kirkman Data Center		
• Percent of customers who rate services as satisfactory or better as measured by survey	90%	Annual Calculation

PERFORMANCE EXPLANATION

¹ Number of duty hours spent on professional compliance investigations - The number is inordinately high during this quarter based on protracted cases involving a great deal of investigative hours to complete. In addition, a team approach to professional compliance investigations has also increased the number of hours reported.

² Number of mobile homes inspected - The decrease in inspections is due to a corresponding decrease in manufacturing production. Members of the mobile home inspection team are meeting all inspection requirements.

³ Number of rebuilt salvage motor vehicles inspected for vehicle identification number and odometer readings - The reduction in the number of rebuilt/salvage inspections is a byproduct of the decrease in consumer demand for inspections. In addition, the standard for this fiscal year is inflated due to the previous increase in inspection activity associated with prior hurricanes in 2004 and 2005. The FY 2008-09 standard will be addressed to better correspond to current market conditions.

⁴ Number of automobile dealers licensed - The reduction in the number of dealers licensed is due to nationwide economic conditions associated with the manufacture and sales of vehicles which has negatively impacted or reduced the number of licensed dealers.