



A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES



1ST QUARTER PERFORMANCE REPORT FISCAL YEAR 2008 - 2009

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

ELECTRA THEODORIDES-BUSTLE, EXECUTIVE DIRECTOR

NOVEMBER 14, 2008

New Website Makes “Surfing” Easier: As part of our ongoing customer service and process improvement efforts, the Department released an enhanced website in July. This new website simplifies finding information of interest and facilitates transactions with the Department. Whether customers need to check their driver license status or vehicle registration, get live traffic information or crash reports, find a convenient office, or contact one of our divisions, it will all be readily accessible through the new portal www.flhsmv.gov.



Ride Proud, Dress Loud: The Department and Tallahassee's law enforcement community joined forces with area motorcyclists to launch a new motorcycle safety campaign. The statewide initiative focuses on promoting motorcycle visibility and safety in an effort to reduce fatalities on Florida's roadways. To enhance visibility, motorcyclists are encouraged to wear brightly colored or reflective upper-torso apparel. It is also suggested that reflective strips, high beams and vibrantly colored decals be used on the motorcycle itself. For more information about the Florida Department of Transportation funded campaign visit www.rideprouddressloud.com



DAVID Update: DHSMV is proud to announce the Driver And Vehicle Information Database (DAVID) program has added another valuable feature for law enforcement's use. An officer can now perform a vehicle search with just a few known facts about the vehicle they are attempting to locate. This valuable feature is particularly beneficial in crashes where a driver flees and no tag number is available. Corporal Miller recently used the enhanced DAVID to track down a vehicle used in a hit-and-run fatality. Cpl. Miller found broken vehicle parts at the crime scene. He conducted an internet search and found the parts came from a 2005-2007 Toyota Sequoia. Using the “Motor vehicle make model search” on DAVID, he was able to narrow down the possible vehicles in the county to 31. Cpl. Miller was able to locate the vehicle and the 19-year-old driver has been arrested and charged with various crimes resulting from the fatal crash.

Energy Report: Efforts at reducing energy usage are starting to pay off. HSMV employees in the Neil Kirkman Building used 81,000 fewer kilowatt hours in July 2008 than they did in July 2007. This 10% reduction in electricity usage helps the Department reduce costs and greenhouse gas emissions. The financial savings for the month of July was approximately \$7,200 which translates to about \$85,000 per year.



Performance Planning and Evaluation System: On August 1, the Department's new Performance Planning and Evaluation on-line system was implemented. The new system promotes an atmosphere of open two-way communication between supervisors and members. This new system allows supervisors to set and communicate measurable performance expectations and partner with their members to identify training and developmental needs and opportunities. Moving from the previous Meets or Needs Improvement system to a five point rating scale has given Supervisors the tools needed to measure and track job performance effectively.



Progress Through Partnerships: Effective August 1, county tax collector sites that did not previously offer driver license services have the availability to request a replacement driver license or identification card for customers who are changing their addresses. The fee is collected at the tax collector's office and the card is mailed to the customer from DHSMV Headquarters. In addition, the Department has developed the Motorist Services Report, a monthly newsletter specifically designed to inform tax collectors about recent Department activities and upcoming initiatives, further enhancing communications.



Fatalities Involving Commercial Vehicles Reduced: The state of Florida recently received an award from the American Association of Motor Vehicle Administrators nationally recognizing the state for its significant reduction in the number of fatalities involving commercial vehicles. The Florida Highway Patrol was part of this effort and accepted the award on behalf of the state. In 2005, there were 535 fatalities involving commercial motor vehicles in Florida, and in 2007, there were 366 fatalities. FHP continues to partner with the Florida Department of Transportation and other agencies to address commercial and non-commercial crash causation factors.



Emergency Contact Information: DHSMV is teaming up with state colleges and universities to spread the word to students about the importance of entering their Emergency Contact Information (ECI) online. Colleges and universities around the state were contacted to assist with this endeavor and asked to post fliers and send emails advertising this service to their student body. Our Florida Licensing on Wheels (FLOW) mobile units were also scheduled at colleges and universities throughout the state in both August and September. The schools participating in the program are: Florida A&M University, University of Florida, Florida State University, Tallahassee Community College, University of North Florida, Miami-Dade Community College and the University of Miami. Over 1.3 million people have put their information into the Emergency Contact Information system.



Florida Licensing on Wheels Mobile Units Participate in Disaster Relief: In the aftermath of Tropical Storm Fay, two of our Florida Licensing on Wheels mobile units were deployed to Brevard, Volusia, St. Lucie and Okeechobee Counties to assist the Federal Emergency Management Agency (FEMA) and the Disaster Relief Center, part of the Division of Emergency Management to assist residents in obtaining critical identification documents that were lost or destroyed as a result of the flooding associated with the storm.



Real ID Program Review: Members of the Department of Homeland Security (DHS) Inspector General's Office recently met with DHSMV Senior Management to discuss cost challenges associated with implementation of the Real ID Act. The DHS team is concluding a review of nineteen states where they asked each jurisdiction a series of questions on Real ID. Questions focused on Real ID compliance intentions; cost versus funding issues; implementation cost estimates; the grant process; and communication between DHS, the Federal Emergency Management Agency (FEMA), and the states. The DHS team's leader commented that Florida is the best prepared state of all the states visited for becoming Real ID compliant by the January 1, 2010 deadline.



Campaign for Car Seats: This past spring, we began accepting credit cards for in-person driver license and motor vehicle services. To celebrate, American Express has offered to donate \$0.25 toward the purchase of child car seats for needy children for each American Express credit card transaction conducted in an office. The child car seats will be purchased by American Express and donated to a non-profit organization for distribution to needy children. We are pleased to partner with American Express for this important cause.



Hispanic Heritage Month Outreach: Hispanic Heritage Month was celebrated September 15 – October 15. During the month of September, our members participated in two different television and radio events in Miami. They appeared on Buenos Dias Miami, with host Tomas Garcia Fuste, and Univision Radio WQBA-1140 AM. The focus was on changes to driver license requirements that impact all customers on October 1. After giving details of the changes, they participated in an extensive question and answer session for the viewers and listeners of the programs. Several more similar events are scheduled at different stations in Miami.

.02 Zero Tolerance Awareness: In the month of September, DHSMV developed a campaign to target underage drinking on college campuses and educate students about specific driver license related consequences involving underage drinking. The campaign educates students by providing specific information on laws pertaining to implied consent, .02 Blood Alcohol Level (BAL) law for drivers under 21, open container laws, and DUI fine increases. Our message is being spread throughout all Florida college campuses by partnering with Student Government Associations, crime prevention teams, sororities and fraternities, and campus radio and television stations to disseminate specific information through banners, billboards, internet web postings, and public service announcement broadcasts.

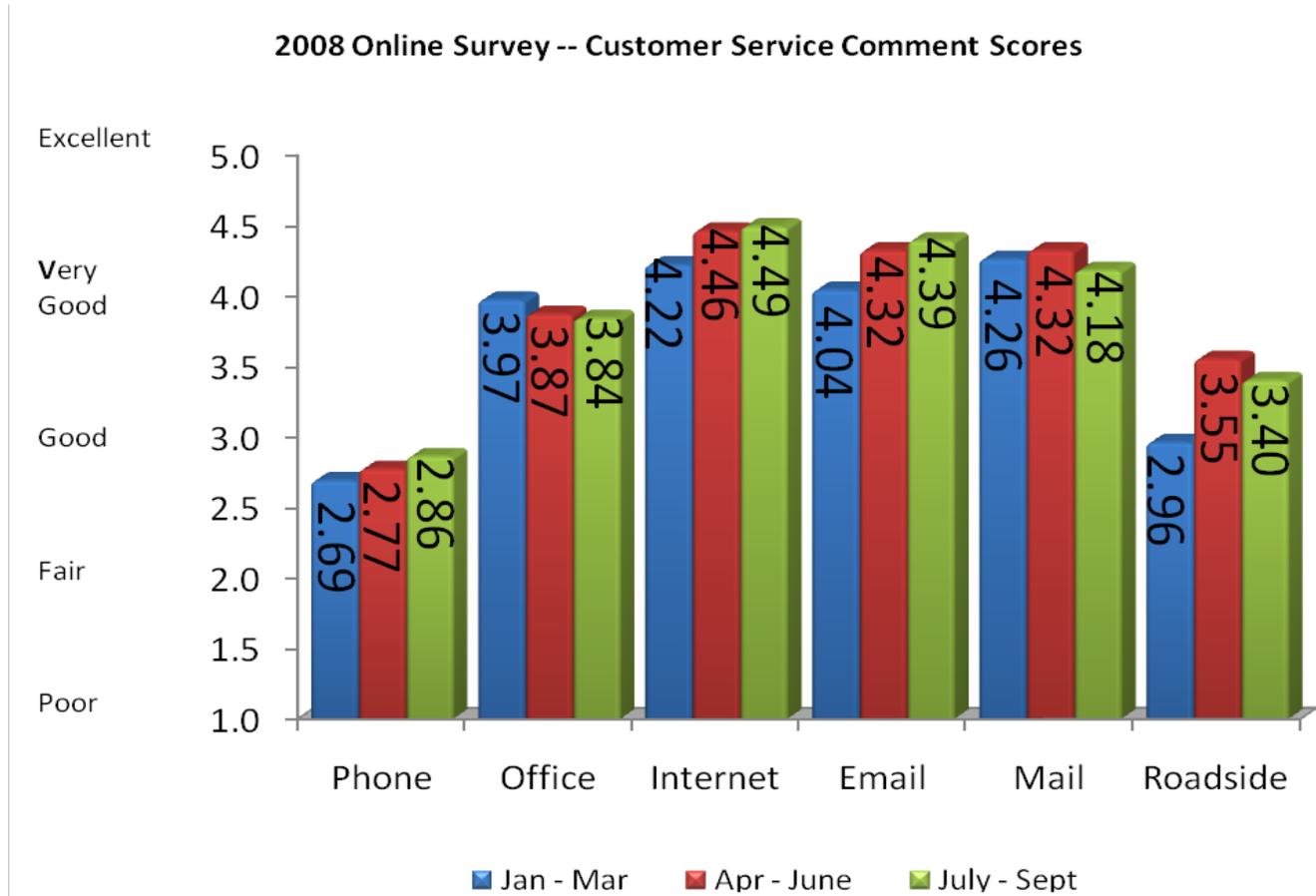


Miami-Dade Teen Driver Grant Program Continues: In September, HSMV trainers delivered a presentation called "Drive with Care" to health classes and driver education classes in five schools in the Miami-Dade area. The students interacted with the trainers through an extensive question and answer session. The presentations were part of the Miami-Dade Teen Driver Grant Program. Overall, this training reached over 1,000 students.

Automobile Lenders Industry Task Force: The Department hosted the initial task force meeting for the automobile lenders industry on September 3, 2008. Legislation created the task force to: make recommendations on proposed legislation and department rules; present issues concerning the motor vehicle lending industry; and submit a final report that includes legislative proposals to the Governor, Senate President and Speaker of House and appropriate committees by June 30, 2009. A chair and vice chair were elected during the inaugural meeting and three main issues were discussed: the priority of liens, lien holder/consumer private property issues, and lien pay-offs/timely lien releases.

Customer Service Scorecard

The graph below is based on over 21,000 customer responses from the Department's online customer service survey during the period January 1 through September 30.



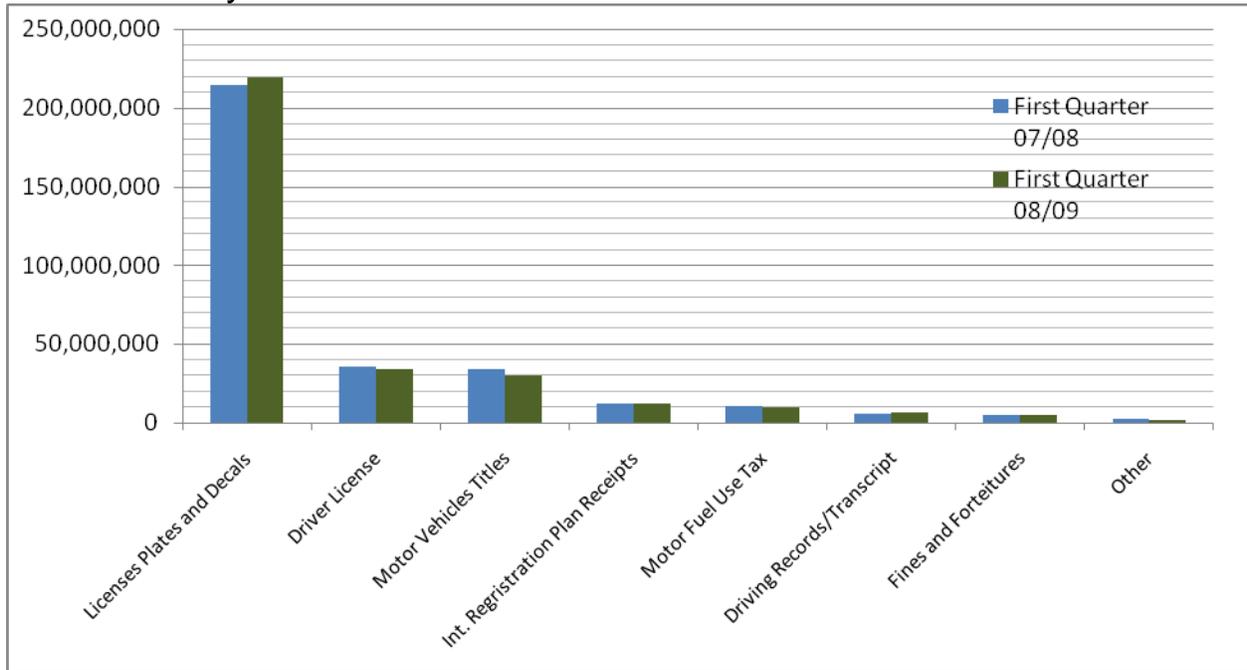
Revenue Information

Revenue Generated 2008 – 2009 Fiscal Year*

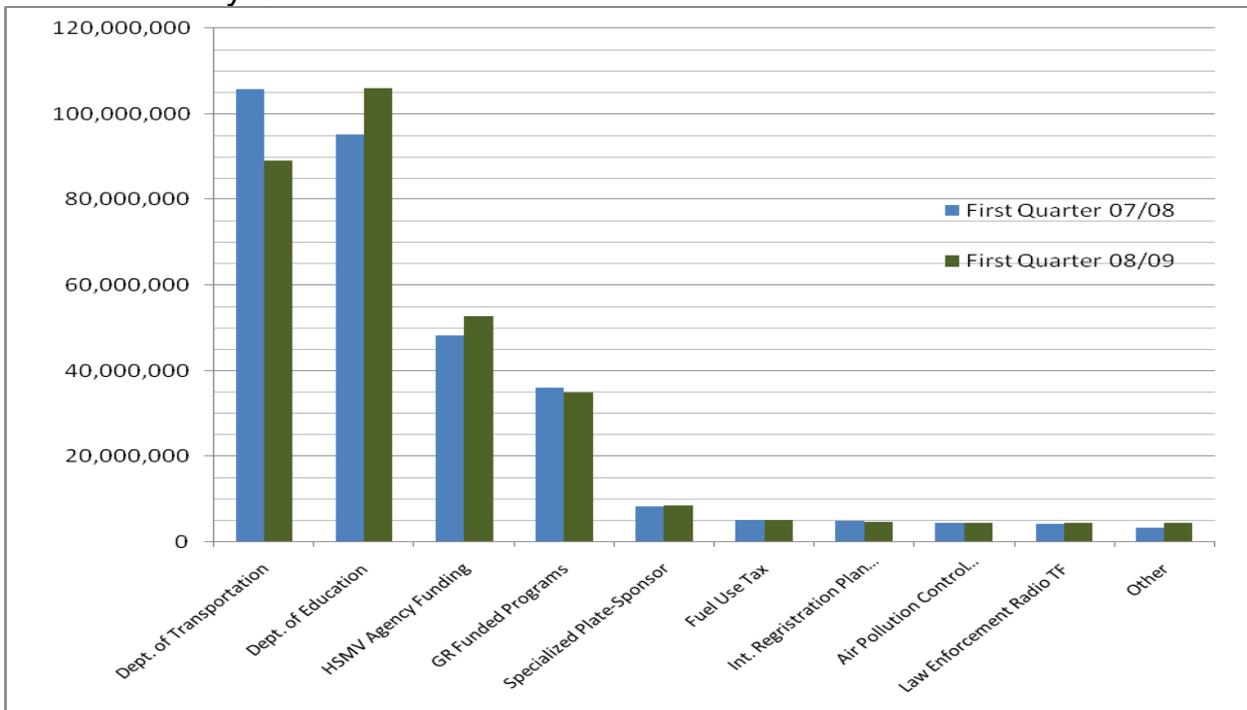
Trust Fund	General Revenue	Total
\$283,290,128	\$34,892,194	\$318,182,322

* During the period July 1 through September 30

Where the Money Comes From



Where the Money Goes



Performance Measures

Fiscal Year 2008 – 2009	1 st Qtr. 07-08	1 st Qtr. 08-09	Annual Standard
Florida Highway Patrol			
• Number of crashes investigated by FHP	57,647	49,804	200,361
• Percent change in number of crashes investigated by FHP	Annual	Annual	1%
• Number of hours spent on traffic homicide investigations	41,565	43,264	156,284
• Number of cases resolved as a result of traffic homicide investigations	446	370	1,728
• Average time (hours) spent per traffic homicide investigation (1)	97.57	105.52	90.44
• Average response time (mins) to calls for crashes or assistance	26.24	25.51	26.00
• Number/percent of duty hours spent on preventive patrol by law enforcement officers	245,698/ 40%	245,701/ 41%	1,006,389/ 41%
• Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots	479/ 59%	258/ 52%	1,195/ 50%
• Number/percent of duty hours spent on crash investigations by law enforcement officers	91,976/ 15%	77,907/ 13%	326,447/ 14%
• Number/percent of duty hours spent on crash investigations by community service officers	4,877/ 42%	4,114/ 38%	10,707/ 29%
• Number/percent of duty hours spent on non-patrol support activities (law enforcement)	182,074/ 29%	177,996/ 30%	654,577/ 29%
• Average time (hours) to investigate crashes (long form)	2.30	2.30	2.17
• Average time (hours) to investigate crashes (short form)	1.35	1.33	1.35
• Average time (hours) to investigate crashes (non-reportable)	0.73	0.71	0.65
• Number/percent of duty hours spent on law enforcement officer assistance to motorists	28,777/ 5%	30,473/ 5%	111,635/ 5%
• Number of motorists assisted by law enforcement officers	71,027	72,080	313,277
• Number of training courses offered to FHP recruits and personnel	24	10	45
• Number of students successfully completing training (2)	331	169	1,224
• Percent of closed criminal investigations which are resolved (3)	88%	95%	80%
• Number/percent of duty hours spent on criminal investigations	11,337/ 52%	9,815/ 43%	56,199/ 60%
• Number/percent of duty hours spent on professional compliance investigations (4)	2,644/ 12%	5,259/ 23%	5,293/ 6%
• Number/percent of duty hours spent on polygraph examinations	1,204/ 5%	1,679/ 7%	5,885/ 5%
• Number/percent of duty hours spent on non-investigative support activities	6,710/ 31%	6,270/ 27%	25,250/ 29%

Fiscal Year 2008 – 2009	1st Qtr. 07-08	1st Qtr. 08-09	Annual Standard
Licenses, Titles, and Regulations (Motorist Services)			
Driver Licensure			
• Average number of corrections per 1,000 driver records maintained	5.37	6.00	4.00
• Number of driver licenses issued	1,298,449	1,266,015	5,418,344
• Number of identification cards issued	251,789	273,059	852,315
• Number of written driver license examinations conducted	404,844	426,170	1,561,590
• Number of road tests conducted	134,815	163,746	492,055
Motorist Financial Responsibility Services			
• Percent of motorists complying with financial responsibility	93%	94%	96%
• Number of insured motorists	11,623,792	11,668,228	12,180,000
Identification and Control of Problem Drivers			
• Percent of DUI course graduates who do not recidivate within 3 years of graduation	86%	86%	86%
• Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity (with annual percent change shown)	560	574	2,356/ -27%
• Number of problem drivers identified (5)	516,845	601,695	1,866,461
Mobile Home Compliance and Enforcement Services			
• Ratio of warranty complaints to new mobile homes titled	1:218	1:121	1 : 154
• Number of mobile homes inspected (6)	2,026	1,184	14,800
Vehicle and Vessel Title and Registration Services			
• Percent of motor vehicle / vessel titles issued without error	96%	93%	92%
• Number of fraudulent motor vehicle titles identified and submitted to law enforcement (7)	12	4	50
• Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement	Annual	Annual	3%
• Average cost to issue a motor vehicle / vessel title (8)	\$2.10	\$2.50	\$2.12
• Number of motor vehicle and mobile home titles issued	1,436,922	1,267,480	6,700,000
• Number of motor vehicle and mobile home registrations issued	4,917,611	4,783,773	21,446,037
• Number of vessel titles issued	57,466	48,527	270,879
• Number of vessel registrations issued	252,284	236,083	1,046,445
• Average number days to issue a vehicle title	3	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	1:5	1:5	1 : 8
• Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings (9)	6,602	6,293	36,319
• Percent of dealer licenses issued within 7 working days upon receipt of completed application	99%	99.9%	99%
• Number of automobile dealer licenses issued (all dealer types) (10)	2,534	2,089	12,800
• Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits (11)	\$1.64 : \$1.00	\$0.38: \$1.00	\$1.73 : \$1.00
• Number of International Fuel Use Tax and International Registration Plans accounts audited	62	72	350
• Number of motor carriers audited per auditor, with number of auditors shown	21: 14	24:10	22 : 14

Fiscal Year 2008 – 2009	1st Qtr. 07-08	1st Qtr. 08-09	Annual Standard
Executive Direction and Support 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 	5.07% / 6.09%	4.08%/ 6.18%	5.00%/ 6.42%
<ul style="list-style-type: none"> Percent Florida Highway Patrol administration and support costs and positions compared to total Florida Highway Patrol costs and positions 	1.44% / 1.13%	1.35%/ 1.20%	1.41%/ 1.18%
<ul style="list-style-type: none"> Percent Motorist Services administration and support costs and positions compared to total Motorist Services costs and positions 	2.43% / 1.92%	2.56%/ 1.81%	2.13%/ 2.19%

Fiscal Year 2008 – 2009	2008-09 YTD Actual	Annual Standard
Annual Calculations		
<ul style="list-style-type: none"> Florida death rate on patrolled highways per 100 million vehicle miles of travel 	Annual	1.70
<ul style="list-style-type: none"> National average death rate on highways per 100 million vehicle miles of travel 	Annual	1.50
<ul style="list-style-type: none"> Alcohol-related death rate per 100 million vehicle miles of travel 	Annual	0.64
<ul style="list-style-type: none"> State seat belt compliance rate 	Annual	67.50%
<ul style="list-style-type: none"> Percent change in seat belt use 	Annual	1%
<ul style="list-style-type: none"> Annual crash rate per 100 million vehicle miles of travel on all Florida roads 	Annual	131
<ul style="list-style-type: none"> Percent of recruits retained by FHP for 3 years after the completion of training 	Annual	90%
<ul style="list-style-type: none"> Percent of customers waiting 15 minutes or less for driver license service 	Annual	50%
<ul style="list-style-type: none"> Percent of customers waiting 30 minutes or more for driver license service 	Annual	35%
<ul style="list-style-type: none"> Percent of customers who rate Kirkman Data Center services as satisfactory or better as measured by survey 	Annual	90%

PERFORMANCE EXPLANATION

(1) Average time (hours) spent per traffic homicide investigation - The FHP Traffic Homicide Manual has been revised to eliminate the abbreviated reporting format to ensure a more comprehensive, consistent, and effective investigation. The revised manual is designed to maintain a high standard and accountability for both those completing and reviewing the traffic homicide investigation. Traffic homicide investigation hours have increased as a result of the new detailed protocol.

(2) Number of students successfully completing training - Based on the training cycle, a recruit class will graduate in the second quarter of 08/09. In addition, two training classes were postponed this quarter (August) due to tropical storm weather. The two training classes have been rescheduled for later this fiscal year.

(3) Percent of closed criminal investigations which are resolved - Renewed emphasis on the Patrol's case management system identified criminal cases that could be readily closed and resolved. Patrol managers instituted a method to balance investigative time between both complex and minor cases resulting in more efficient close-out.

(4) Number/percent of duty hours spent on professional compliance investigations - The Patrol separated professional compliance from the criminal investigative function and assigned responsibility for all cases of employee misconduct to the Office of Professional compliance in March, 2008. The move established greater accountability and tracking of alleged cases of misconduct resulting in a more accurate depiction of actual numbers of complaints. These investigators are focused on conducting professional compliance investigations resulting in a greater percentage of their work time dedicated to investigating allegations of employee misconduct.

(5) Number of problem drivers identified – Problem drivers are associated with driving related and non-driving related incidents. The number of problem drivers increased overall by 14.1% during the 1st Quarter of Fiscal Year 2008-09 due to a significant increase in first-time DUI convictions and in failure to comply with traffic summonses.

(6) Number of mobile homes inspected - Production in mobile/manufactured home plants has continued to decrease significantly due to reduced public demand and industry decline causing fewer homes to inspect in plants. The Department adjusted staffing levels recognizing the decreased demand. The decline is related to economic conditions, all required mobile home inspections are being met by our members.

(7) Number of fraudulent motor vehicle titles identified and submitted to law enforcement - The number of title fraud cases submitted to law enforcement is based upon what is determined by the Quality Review Unit and also possible fraud reported by consumers, Tax Collectors and DMV Regional Offices. 263 potential fraud cases were reported with only four being determined to be fraudulent and submitted to law enforcement.

(8) Average cost to issue a motor vehicle / vessel title – Fixed title costs (staff, forms, data processing, overhead, etc.) represents approximately 90 percent of all title costs. These costs remain constant regardless of the number of titles issued. Since fewer titles are being issued, a higher average cost results.

(9) Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings – The decline is attributed to a reduction in consumer demand for rebuilt inspections, all required rebuilt salvaged motor vehicle inspections are being met by our members.

(10) Number of automobile dealer licenses issued (all dealer types) – The reduction is associated with fewer new dealer licenses being issued as fewer dealers are entering the market. Also, dealerships have closed due to economic challenges and consequently did not renew their license.

(11) Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits - The decrease in the ratio of taxes collected for commercial carriers can be linked to an increase in compliance and those carriers not in compliance being unable to make a lump sum payment and instead making installment tax payments.

**PURCHASES MADE IN EXCESS OF \$25,000 AND NOT IN CONJUNCTION WITH
STATE CONTRACTS
JULY Through SEPTEMBER 2008**

ITEM(S) PURCHASED	VENDOR	AMOUNT
FHP: Patrol car window tint installation to provide protection for troopers and FHP equipment from ultraviolet light and excessive heat. ITB# 033-08. DO# 1024443.	Columbia Glass Tint, Inc. Lake City, FL	\$38,806.05
DDL: Media campaign to promote safe, legal riding through obtaining a motorcycle endorsement in addition to encouraging riders to become more conspicuous on the roadways. RFP# 040-08. DO# 1034152.	Kidd Group Tallahassee, FL	\$70,000.00
ISA: This software application provides for the department's electronic connection to all other vehicle title databases in the United States. Also included is the cost to cover each CDLIS transaction for the fiscal year. Single Source. Term 07/01/08 through 06/30/09. KDC# 078-344. DO# DO1079391.	American Association of Motor Vehicle Administrator Arlington, VA	\$983,353.68
ISA: Computer software maintenance to update software products for disk volumes. Single Source. Term 08/01/08 through 07/31/09. DO# 1080167.	Innovation Data Processing Little Falls, NJ	\$30,606.30
FHP: RediAlert message boards are used to alert and caution traffic during FHP'S DUI checkpoint operations. Single Source. DO# 1087615.	Waytronx, Inc. Safety Harbor, FL	\$128,619.00
ISA: Database support for two back up servers which house the driver license and motor vehicle (tag and title) data for the State of Florida. Single Source. Term 07/01/08 through 6/30/09. DO# 1087710 and DO# 1087881.	Hewlett Packard Tallahassee, FL	\$543,451.08
FHP: Intoxilyzer field sobriety testing devices are used by FHP to test the blood alcohol content of suspected drunk drivers apprehended at DUI Checkpoints. Single Source. DO# 1096965.	CMI, Inc. Owensboro, KY	\$59,750.00
FHP: Vehicle surveillance package will be used to conduct investigations and enhance security operations in the State of Florida. ITB# 001-09. DO# 1082598.	International Surveillance Technology, Inc. Deerfield Beach, FL	\$70,000.00
ISA: License Fee Software products which are currently installed on the IBM mainframe and vital to the operation of Kirkman Data Center. Single Source, KDC-078-342, Term 07/01/2008 through 06/30/09. DO# 1116329.	IBM Corporation Tallahassee, FL	\$297,756.00
FHP: The FHP rebuilt aircraft engine as required to continue operating FHP's 2002 Cessna per FAA and manufacturer's guidelines. ITB# 005-09, DO# 1149401.	Teledyne Mattituck Services Fairhope, AL	\$25,976.00
ISA: Software maintenance for the Automated Driver Licenses Testing System. Term 07/01/08 through 06/30/09. KDC-078-380, DO# 1116323.	Hewlett Packard Tallahassee, FL	\$67,500.00