



A SAFER
FLORIDA

HIGHWAY SAFETY AND MOTOR VEHICLES



**1ST QUARTER PERFORMANCE REPORT
FISCAL YEAR 2009 - 2010**

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

JULIE JONES, EXECUTIVE DIRECTOR

Leading the Way to... A Safer Florida!

DHSMV Completes Installation of State-of-the-Art Queuing System in Driver License Offices: The



Department has completed installation of a premiere queuing system to improve customer service, set internal performance metrics and measure driver license office and examiner performance. Prior to the system, customer flow within state-owned driver license offices was managed manually. The Department has installed the Q-Matic system in 53 of the highest volume offices statewide. The system has also identified opportunities in several offices for workflow enhancements, staffing level adjustments, and additional training which is currently underway.

Florida Launches the Joshua Abbott Organ and Tissue Registry: In July, the Department partnered with Florida's Agency for Health Care Administration and Donate Life Florida to launch the Joshua Abbott Organ and Tissue Donor Registry. The new online registry at www.DonateLifeFlorida.org allows residents (and even those who live outside Florida) to designate themselves as organ, tissue, and eye donors. The online registry also makes the exact wishes of registered donors more accessible and current for organ, tissue and eye recovery organizations. Funding for the registry comes solely from voluntary contributions to the Health Care Trust Fund through the \$1 donation Floridians make when obtaining motorist services.



Department Announces New Web Feature for Drivers: A new feature on our website allows customers who have received traffic citations (in Florida) determine eligibility to attend driver improvement school in lieu of points on their driving record. Drivers may elect to attend driver improvement school up to once per year and five times in a ten year period. To access the information, visit www.flhsmv.gov/dlcheck, and simply enter the driver license number. The results indicate whether a driver can opt for driver improvement school, the last time the driver chose the school option, and the number of times the driver took a course during the previous 10 years.

Florida Highway Patrol Announces Results Of 4th of July Holiday Enforcement: Operation CARE (Combined Accident Reduction Effort), which FHP conducted on July 3 – 5, focused on violations for speed, failure to buckle up, and Driving Under the Influence in an effort to minimize the number of crashes and fatalities on interstate highways during the holiday weekend. The Operation resulted in 4,548 speeding citations, 1,928 safety belt-related offenses, and 98 DUI arrests. In addition, troopers assisted 2,443 motorists. While the operation successfully targeted enforcement action on drivers who put themselves and other motorists at risk, FHP reported 19 fatalities and 66 alcohol-related crashes during the holiday period.



City of Miami Declares Highway Safety Day: The City of Miami Board of Commissioners recognized and celebrated the Department of Highway Safety and Motor Vehicles' 40th and the Florida Highway Patrol's 70th anniversaries on July 23. Miami City Commission Chairman Joe Sanchez, a former FHP trooper, praised the commitment to highway safety by all components of DHSMV as well as the contribution to serve Floridians made on a daily basis by all members. Business, community and political leaders from various south Florida cities, including Florida state representatives, attended the event.



Guaranteed Energy Performance Savings Contract: Continuing to focus on green initiatives, the Department entered into a guaranteed energy performance savings contract with Siemens Building Technologies, Inc. This contract will retrofit owned facilities across the state with energy efficient lighting and heating and air conditioning (HVAC) systems as well as allow facility staff in Tallahassee to monitor and control the HVAC systems across the state to reduce energy consumption. Boilers at the Kirkman Building are also being changed from fuel oil to natural gas to further reduce energy costs. The project moves the Department towards its goal of reducing greenhouse gas emissions, and the initiative will save more than \$170,000 in electricity annually.



Florida Highway Patrol Central Installation Facility Works on FDLE Vehicles: FHP and the Florida Department of Law Enforcement have entered into an agreement for the next fiscal year for services to be performed by the FHP Central Installation Facility. The agreement outlines that FHP's communications technicians in Middleburg will perform the installation of communications equipment and other law enforcement related equipment in new FDLE vehicles. This working arrangement will save the state taxpayers thousands of dollars by using state resources instead of a private vendor to perform these services.



Motorcycle Safety Campaign Garner Statewide Recognition: The Florida Public Relations Association recently presented its top award for statewide campaigns, the Golden Image Award, to the Department for its “Ride Proud. Dress Loud.” safety campaign. The campaign launched last summer to make Florida’s roads safer for motorcycle riders. The campaign encouraged riders to make themselves more visible to other motorists and to ride with the appropriate training and endorsements. Notably, motorcycle rider and passenger fatalities in Florida decreased 3.3 percent between 2007 and 2008 from 550 to 532. Tallahassee communications firm, Kidd Group, assisted the Department with the campaign.



Florida Highway Patrol Assists with Motorcycle Safety Video: The Department has assisted the Institute of Police Technology and Management and the Florida Department of Transportation with a video project on how to conduct traffic stops on motorcycles and the laws pertaining to riding a motorcycle. The video will arm law enforcement officers with some important information about the complexities of Florida law when it comes to enforcing traffic violations related to different types of vehicles. According to DHSMV statistics, even though motorcycles represent just over 4 percent of registered vehicles in Florida, nearly 18 percent of all fatalities were motorcycle drivers and their passengers. Once produced, the video will be provided to all law enforcement agencies in Florida.



Plain Language Pays Off: As part of a process improvement exercise involving the Customer Service Center, the Department reviewed call types generating the majority of calls for the center. Two of the top issues generating calls were citation and vehicle insurance questions. Letters frequently mailed on these two topics were thoroughly reviewed by subject matter experts and our legal team. The review resulted in a more “streamlined” letter with step by step instructions and clearer language. Since instituting the revised letters call volume on citation issues has decreased nearly 1,200 calls per month or 19 percent. In addition, calls regarding vehicle insurance have decreased over 500 calls per month or 8.5 percent. These figures are significant as the Customer Service Center receives over 70,000 calls per month.

Aggressive Enforcement and Education Saves Lives: From August 21 through September 7, FHP participated in the national *Over the Limit. Under Arrest.* campaign and focused on drivers who violated Florida’s Move Over Law during FHP’s *Be Smart, Drive Smart Florida!* effort. Both initiatives ran through the Labor Day weekend. Troopers issued more than 57,000 traffic citations and made 540 arrests for Driving Under the Influence of alcohol or drugs. They cited more than 20,000 drivers for speeding and more than 2,200 for violating the Move Over law. Troopers also assisted nearly 15,000 motorists, gave nearly 21,000 warnings and issued more than 8,500 faulty equipment notices.



Department Implements New Fees: On September 1st new fees, established by the 2009 Florida Legislature, were implemented for 107 different motorist services. This large number of fee changes required an enormous amount of planning, programming, and testing hours with a short deadline. Members of the Division of Motor Vehicles, Division of Driver Licenses, Division of Administrative Services, the Communications Office, Office of Workforce Programs and ISA’s Project Management Office attended 30 Joint Application Development (JAD) sessions for the purpose of reviewing each fee change and its impact on DHSMV’s policies and procedures, communications efforts, and information systems. The outcome of the JAD sessions included changes to 243 existing fee codes, 33 new fee codes and associated system enhancements, and 72 distribution schedule changes. Approximately 1,200 hours were spent on the planning phase and over 14,000 hours were spent by ISA to complete the changes by the September 1, 2009 deadline.

Department Enhances Database with Night Screen Option: To better accommodate the state’s law enforcement officers patrolling in the evening hours, the Department has released an update to the Driver and Vehicle Information Database. This update includes an option to enter *night screen* mode, which makes viewing driver license or motor vehicle information in the evening easier. The Department is pleased to offer this option to law enforcement personnel throughout the state.

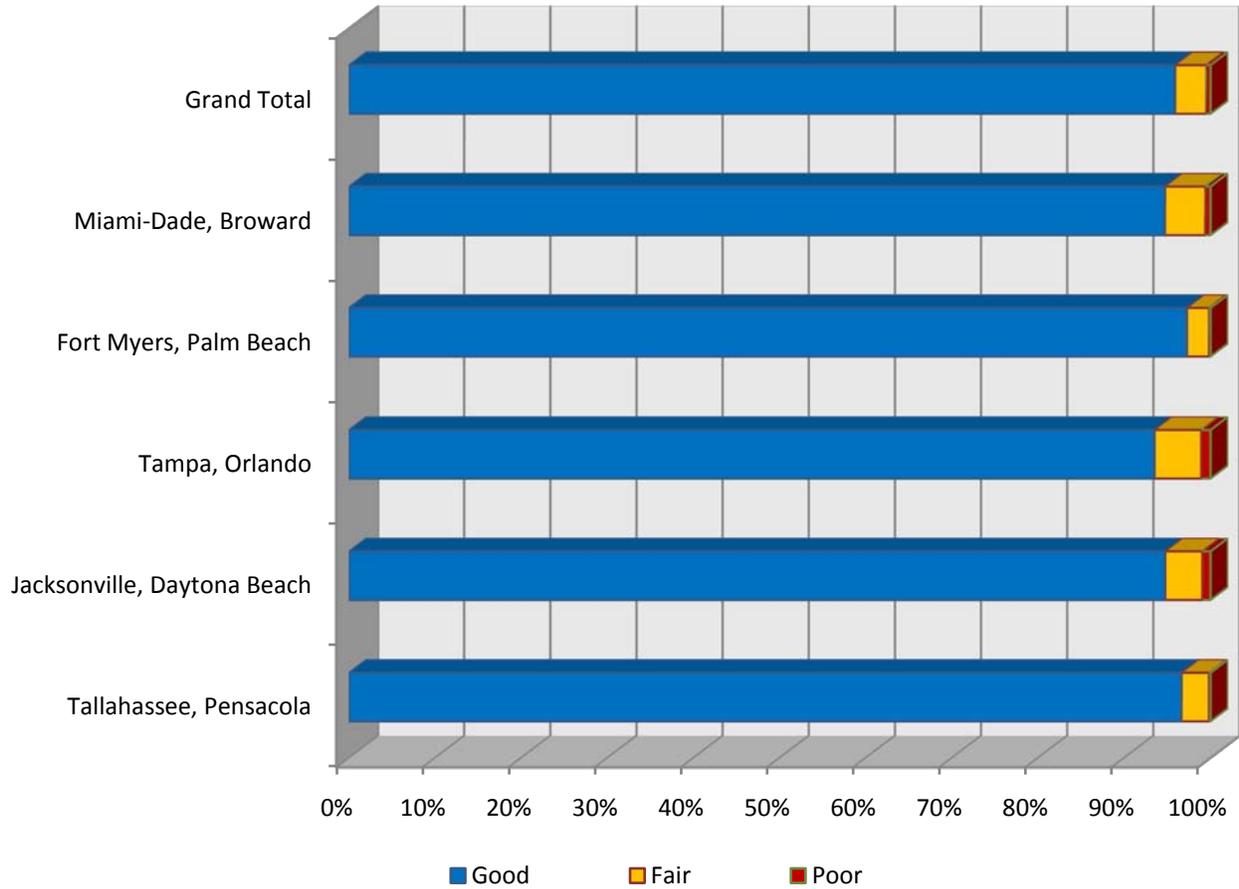
DHSMV Launches Public Arm of the Real ID Public Information Campaign: The final phase of the Real ID informational campaign was launched to the public on August 13. The website, www.GatherGoGet.com, allows users to create a personalized checklist of the documents they will need to gather before going into an office and getting a compliant credential after January 1, 2010. The purpose behind the education campaign is to empower Floridians and prevent multiple trips to their driver license office. Since inception, the site has hosted over 177,000 visits.



Customer Service Information

Driver License In Office Surveys – The following information is based on the overall service satisfaction score from over 14,000 surveys received from state driver license field offices during the first quarter.

Overall Service Satisfaction

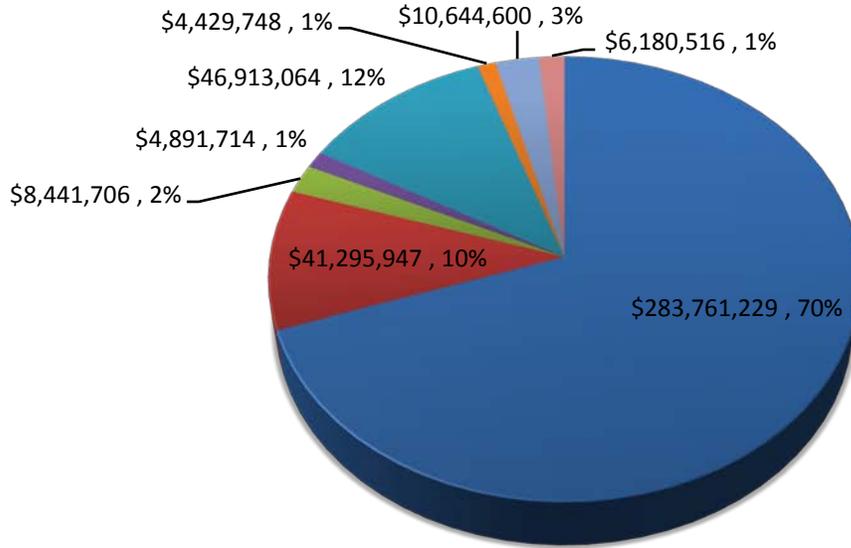


Revenue Information

Revenue Generated

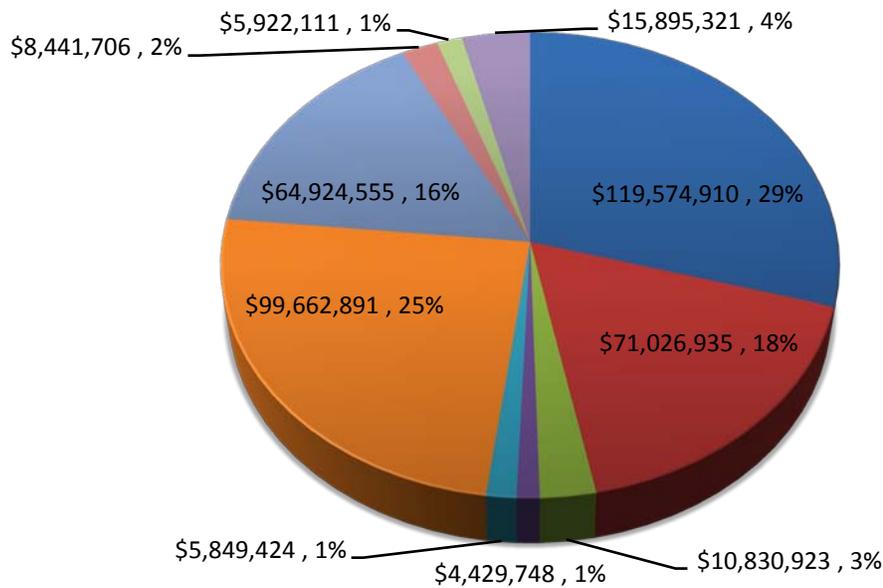
	Trust Fund	General Revenue	Total
1 st Quarter	\$341,633,969	\$64,924,555	\$406,558,524

Where the Money Comes From – 1st Quarter



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

Where the Money Goes – 1st Quarter



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

Performance Measures

<i>Measure</i>	<i>1st Quarter 2008-09</i>	<i>1st Quarter 2009-10</i>	<i>Annual Standard</i>
Service Delivery - Employ strategies that ensure customer-driven excellence.			
1. Number of motorists assisted by FHP	80,795	77,016	300,000
2. Percent of driver license office customers waiting 15 minutes or less for service (1)	Annual	47%	80%
3. Percent of driver license office customers waiting less than 30 minutes for service (1)	Annual	67%	95%
4. Percent of customer service phone calls answered by the Customer Service Center within 2 minutes of being placed in the queue (2)	42%	39%	70%
5. Number of highway crashes investigated by FHP	54,643	54,381	235,000
6. Percent of fatal highway crashes investigated by FHP to all fatal highway crashes investigated by law enforcement in Florida	52%	61%	60%
7. Percent of highway homicide investigations completed within 90 days of crash	82%	69%	80%
8. Percent of calls for service responded to within 30 minutes	71%	70%	65%
9. Percent of traffic investigation hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	23.6%	24.1%	23%
10. Percent of criminal investigation cases resolved within 30 days	34%	43%	50%
11. Percent of professional compliance investigation cases completed within 45 days (3)	69%	23%	80%
12. Number of corrections per 1,000 driver records maintained (4)	6.0	6.7	4
13. Number of driver licenses and identification cards issued	1,539,074	1,530,191	6,200,000
14. Percent of vehicle/vessel titles issued without error	93%	89%	92%
15. Number of motor vehicle/manufactured home/vessel titles issued	1,316,007	1,225,158	5,750,000
16. Number of motor vehicle/manufactured home/vessel registrations issued	5,019,856	4,851,988	21,300,000
17. Percent of titles issued within 3 workdays of request	100%	100%	98%
18. Percent of motor vehicle, manufactured home and recreation vehicle dealer licenses issued within 5 workdays of receipt of completed dealer application	99%	99%	99%
19. Percent of paper titles issued for motor vehicles, manufactured homes and vessels to all titles issued	77%	77%	80%
20. Percent of biennial motor vehicle, manufactured home and vessel registrations issued to all registrations issued eligible biennial registration participants	5%	45%	6%

<i>Measure</i>	<i>1st Quarter 2008-09</i>	<i>1st Quarter 2009-10</i>	<i>Annual Standard</i>
Safety –Protect our citizens’ lives and personal security through service, education, and enforcement.			
21. Florida highway fatality rate per 100 million vehicle miles traveled	Annual	Annual	1.5
22. Florida alcohol-related highway fatality rate per 100 million vehicle miles traveled	Annual	Annual	0.58
23. Florida's seat belt compliance rate	81.7%	85.2%	85%
24. Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	57.1%	52.9%	52%
25. Number/Percent of registered vehicles that meet Florida's minimum insurance requirements	11,642,182 94%	11,613,684 95%	95%
26. Number/percent of driving related sanctions issued to all sanctions issued	32,134 5.4%	30,581 6.1%	130,000 5.0%
27. Percent of "Driving Under the Influence" course graduates who do not have another DUI conviction within 4 years of graduation	Annual	Annual	90%
28. Percent of new manufactured home warranty complaints to new manufactured homes titled (5)	0.8%	0.8%	0.6%
29. Number of manufactured homes inspected in plants (6)	1,184	628	6,000
30. Number of rebuilt salvage motor vehicles inspected	6,293	9,138	25,000
31. Number of dealer licenses issued (includes motor vehicle and manufactured home dealers, and manufacturers licenses)	Annual	Annual	12,800

Workforce –Build an environment that regards our members as our most valuable resource.			
32. Percent of FHP recruit graduates who passed certification exam on initial testing	N/A	N/A	95%
33. Percent turnover for all FHP troopers and corporals	N/A	3.1%	7.5%
34. Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	19.3%	23.0%	25%

Performance Management –Take an integrated approach to measure, manage, and improve our organizational performance to further the agency’s mission.			
35. Agency administration and support costs as a percent to total agency costs	4.80%	5.60%	5.00%
36. Number/percent of non-driving related sanctions issued to all sanctions issued	568,665 94.6%	471,559 93.9%	2,470,000 / 95%
37. Cost per motor vehicle/manufactured home/vessel title issued	\$2.50	\$2.82	\$2.75
38. Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements (7)	0.45%	0.55%	3.00%
39. Percent of International Registration Plan Agreement audits completed to all International Registration Plan agreements	0.34%	0.83%	3.00%

PERFORMANCE EXPLANATION

- (1) Percent of driver license office customers waiting 15 minutes or less for service and Percent of driver license office customers waiting less than 30 minutes for service – The majority of the variance can be attributed to driver license examiners learning the new process associated with the queuing system and system instability. The Department is providing training for members on the new system and is working with the vendor to resolve the technical difficulties. In addition, during the final days of August the Department experienced extraordinary volume based on customers electing to complete transactions prior to the September 1 fee increases.
- (2) Percent of customer service phone calls answered by the Customer Service Center within 2 minutes of being placed in the queue – The Department continues to experience a large volume of calls that exceeds current capacity. Several steps have been taken to reduce the volume by maximizing staff, resources, technology, and processes.
- (3) Percent of professional compliance investigation cases completed within 45 days - The complexity of specific cases during this quarter necessitated additional investigative time. In addition, Office of Professional Compliance investigative staffing is currently down by eight investigators, due to promotions, vacancies, and one temporary reassignment to the Bureau of Integrity, causing increased caseloads and travel time for investigators. Investigations are fluid by nature and this quarter necessitated an increased investigative effort with decreased resources, which strongly attributed to the variance.
- (4) Number of corrections per 1,000 driver records maintained - Many of the errors made on the driver's record, which subsequently require a correction, are completed or reported by outside agencies (courts and other state motor vehicle agencies). The Department, through a DOT grant, is working with five clerks of court to identify causes of errors in the transmission of citation data and to propose solutions to decrease error rates. Quality assurance reviews have also revealed system errors. We have hired a consultant to document the business rules and provide a gap analysis. Two federal grants will partially fund system modernization and data clean-up efforts.
- (5) Percent of new manufactured home warranty complaints to new manufactured homes titled – Warranty complaints are investigated on Florida and out-of-state built manufactured homes titled in Florida. The variance is caused by the higher number of complaints on out-of-state manufacturers that ship into Florida. Our statistics reveal 23 of the 37 warranty complaints (62%) were against manufactured homes built outside Florida.
- (6) Number of manufactured homes inspected in plants - Production in mobile/manufactured home plants has continued to decrease due to reduced public demand and industry decline causing fewer homes to be inspected in plants. The Department inspects 100 percent of all Florida in plant manufactured homes.
- (7) Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements – The variance is due to a change in the reporting methodology. Audits are now counted complete once the review process is complete and the information has been transmitted to the other jurisdictions. This makes the process consistent with annual International Registration Plan and International Fuel Tax Agreement reports. In addition, this is a cumulative measure that may not account for quarterly variances.

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

JULY through SEPTEMBER 2009

ITEM(S) PURCHASED	VENDOR	AMOUNT
DDL: This booklet is used as a guide in the safe operation of motorcycles, designed to teach novice and experienced riders, and skills taught in the Motorcycle Safety Foundation. Order No. A0DC63.	Motorcycle Safety Foundation Irvine, CA	\$74,452.80
DAS: To continue full service maintenance which is essential to support the daily operation of the high speed and high volume Docutech located in the Print Shop. Order No. A0B81D.	Xerox Corporation Supplies Lewisville, TX	\$67,496.22
ISA: Maintenance services for ADLTS Application Computer Software. Hewlett Packard provides additional service to support the infrastructure, database considerations, network, and hardware in the Kirkman Building. Order No. A0E146.	Hewlett Packard Tallahassee, FL	\$67,500.00
DDL: The West Government database gives the Department instant ability to verify raw data such as peoples, associates, criminal history, addresses, date of birth, SSN, etc. Order DO# 1518447.	West Publishing Corporation McLean, VA	\$26,460.00
DDL: This service provides ongoing maintenance that updates the Expert System to keep employees abreast of new laws and practices, so they may give the customer the correct information regarding their particular situation. Order No. A024F0.	Canopy Software, Inc. Tallahassee, FL	\$48,000.00