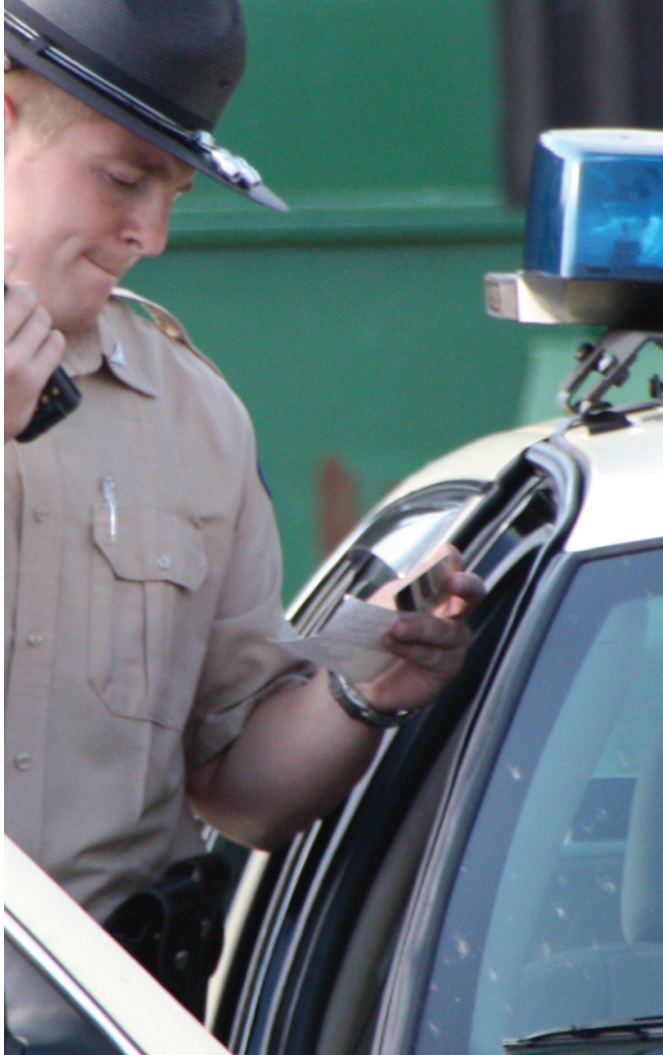


# First Quarter Performance Report: Fiscal Year 2010 — 2011



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

Julie Jones, Executive Director

## Leading the Way to a Safer Florida

### Service Delivery – ensuring customer-driven excellence

- More than 3.6 million Floridians, representing 24 percent of driver license and identification card holders, have registered their Emergency Contact Information with the Department.
- Between July – September 2010, the Department issued more than 15 percent of its driver license and identification cards through the Internet.
- Customers completed more than 13 percent of their motor vehicle transactions through the Internet between July – September 2010.
- State and tax collector-operated driver license offices processed more than 1.9 million transactions between July – September 2010.
- Partnering with the office of U.S. Sen. George LeMieux, the Department participated in two recent, central Florida events that focused on Hispanic outreach. The events joined together different agencies to provide assistance to those struggling to obtain a Puerto Rican birth certificate. DHSMV members discussed the recent changes to the federal identification requirements needed to obtain a Florida identification card or driver license.
- As of September 2010, driver license services were offered in 71 state issuances offices and 133 tax collector offices in 47 counties. This represents a 16 percent increase from the number of tax collector offices that were delivering driver license services in September 2009. In addition, seven more counties offered driver license services in September 2010 than did in September 2009.
- The Florida Highway Patrol assisted 69,529 motorists, worked 52,090 crashes and issued 387,576 citations, warnings and faulty equipment notices between July – September 2010.



### Safety – protecting our residents through service, education and enforcement

- The Coalition for a Secure Driver's License, a Washington D.C. based nonprofit, presented its Homeland Security Award to the Department on July 19. The coalition recognized DHSMV for advances in driver license security and applying new procedures to confirm the identities of applicants that align with the federal regulations. Florida is now authorized by the Department of Homeland Security to affix the "gold star" on its driver's licenses and IDs and has issued them to more than 2 million Floridians.
- Florida's statewide safety belt use increased 2.2 percent in 2010, reaching a record 87.4 percent this year following the 2010 Click It or Ticket safety belt campaign. A joint news release with the Florida Department of Transportation credited Florida's primary safety belt law as a critical piece of the rising rate. It also speaks to the state's education and enforcement of the law, in which the Department has been heavily involved.
- On Sept. 2, DHSMV teamed up with FDOT to co-host a news conference in conjunction with the hospitals of Morton Plant Mease, law enforcement representatives and safety advocates to announce Florida's Drowsy Driving Prevention Week. The state agencies worked with State Rep. Alan Williams and Ronshay Dugans' family to launch a public education and awareness campaign coined, You Snooze, You Lose – Don't Drive Drowsy. The agencies used existing resources to develop campaign materials, to include a public service announcement, a website and more.



- Three out of four child safety seats are installed improperly in vehicles. To help more families buckle up their children properly, DHSMV hosted car seat check events during National Child Passenger Safety Week, which fell on Sept. 19 – 25. The Department used the week as a springboard to educate parents and to raise awareness of the national guidelines for putting children in the proper restraint for their age, size and weight.
- During the four-day, Independence Day and Labor Day holiday weekends, the Florida Highway Patrol took an all hands on deck approach, enlisting the support of reservists and auxiliary troopers in order to protect motorists on Florida's busy roadways. Results are provided below:

*Independence Day Holiday (July 2 – 5)*

Total Citations = 9,334  
DUI Arrests = 100  
Speeding Citations = 3,404  
Safety Belt Citations = 1,102  
Motorist Assists = 2,686

*Labor Day Holiday (Sept. 3 – 6)*

Total Citations = 13,995  
DUI Arrests = 80  
Speeding Citations = 5,741  
Safety Belt Citations = 1,509  
Motorist Assists = 3,134

The Patrol also teamed up with law enforcement agencies across the nation between Aug. 20 and Labor Day to reduce the number of drunk drivers on the road as part *Drunk Driving. Over the Limit. Under Arrest.* campaign.

During the 18-day period, Florida troopers made 431 DUI arrests.



- Between July - September 2010, FHP's contraband interdiction efforts resulted in several significant arrests and seizures. During the period, troopers made more than 638 drug-related arrests and seized eight weapons, five vehicles, \$248,144 in cash and illicit drugs with an estimated value of \$357,621.

### Workforce – valuing our members

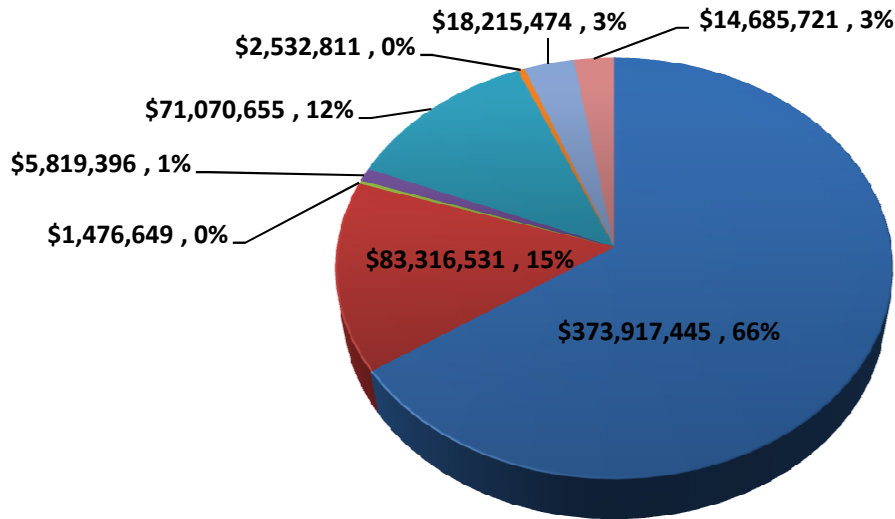
- The Department reviewed our new midpoint evaluation process, which supervisors complete in August each year. The Department's new process requires supervisors to evaluate a member's strengths, areas for improvement and accomplishments. Initial comments from supervisors and members have been extremely positive.
- Department hearing officers of the Bureau of Administrative Reviews recently received training from the prestigious National Judicial College. They received advanced instruction in the areas of due process in administrative hearings, dealing with pro se (self-represented parties), field sobriety and intoxilyzer tests, admissibility of evidence, probable cause, motions, ethics, objections and decision writing. The National Judicial College is considered the nation's premier institution for training judges and hearing officers.
- On Sept. 2, Director Julie Jones named Trooper Melissa Oman as the 2010 recipient of the *Executive Director's Award*. Oman earned the award, presented annually, for spearheading FHP's search for a new duty handgun, the GLOCK 37 GAP. Not only did Oman's team choose a gun that has been well received, but they did so at essentially no cost to taxpayers. They traded in the old Beretta pistols for the new pistols at no cost to the state, saving of nearly \$950,000.
- The Florida Cabinet and Florida Petroleum Council honored Trooper Danyen Komorek on Sept. 14 when they named her the Florida Highway Patrol's *2010 Trooper of the Year*. Komorek is assigned to Troop G in Jacksonville. Her quick actions and heroism saved a man's life.

## Revenue Information

### Revenue Generated

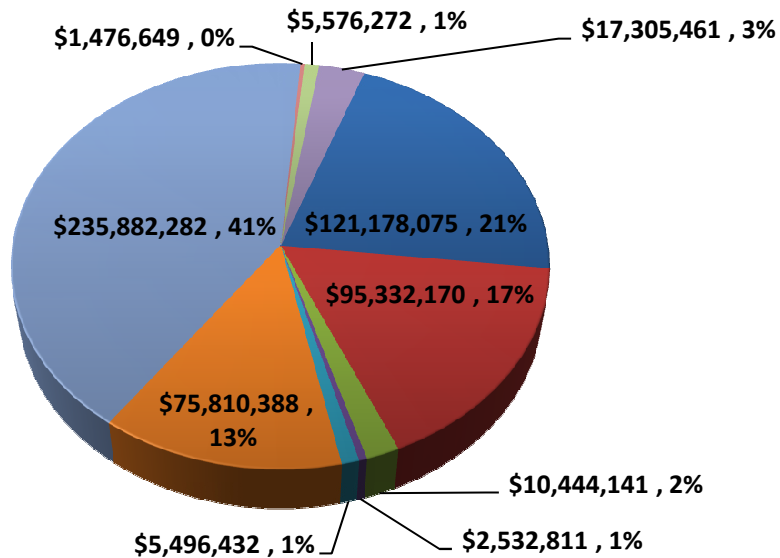
	Trust Fund	General Revenue	Total
1st Quarter	\$335,152,400	\$235,882,282	\$571,034,682

### 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>1<sup>st</sup> Quarter 2009-10</i>	<i>1<sup>st</sup> Quarter 2010-11</i>	<i>Annual Standard</i>
<b>Service Delivery - Employ strategies that ensure customer-driven excellence.</b>			
1. Number of motorists assisted by FHP	77,016	70,758	300,000
2. Percent of driver license office customers waiting 15 minutes or less for service (1)	47%	46%	80%
3. Percent of driver license office customers waiting less than 30 minutes for service (1)	67%	63%	95%
4. Percent of customer service phone calls answered by the Customer Service Center within 2 minutes of being placed in the queue (2)	39%	23%	70%
5. Number of highway crashes investigated by FHP	54,381	54,353	235,000
6. Percent of fatal highway crashes investigated by FHP to all fatal highway crashes investigated by law enforcement in Florida	61%	63%	60%
7. Percent of highway homicide investigations completed within 90 days of crash (3)	69%	69%	80%
8. Percent of calls for service responded to within 30 minutes	70%	70%	65%
9. Percent of traffic investigation hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	24.1%	24.6%	23%
10. Percent of criminal investigation cases resolved within 30 days	43%	58%	50%
11. Percent of professional compliance investigation cases completed within 45 days (4)	77%	43%	80%
12. Number of corrections per 1,000 driver records maintained (5)	6.7	6.5	4
13. Number of driver licenses and identification cards issued (6)	1,530,191	1,286,164	6,200,000
14. Percent of vehicle/vessel titles issued without error	89%	94%	92%
15. Number of motor vehicle/manufactured home/vessel titles issued	1,225,158	1,280,258	5,750,000
16. Number of motor vehicle/manufactured home/vessel registrations issued (7)	4,851,988	3,938,281	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%	99.8%	99%
19. Percent of paper titles issued for motor vehicles, manufactured homes and vessels to all titles issued	77%	75%	80%
20. Percent of biennial motor vehicle, manufactured home and vessel registrations issued to all registrations issued eligible biennial registration participants	45%	8%	6%

## Performance Measures

<i>Measure</i>	<i>1<sup>st</sup> Quarter 2009-10</i>	<i>1<sup>st</sup> Quarter 2010-11</i>	<i>Annual Standard</i>
<b>Safety –Protect our citizens’ lives and personal security through service, education, and enforcement.</b>			
1. Florida highway fatality rate per 100 million vehicle miles traveled	Annual	Annual	1.5
2. Florida alcohol-related highway fatality rate per 100 million vehicle miles traveled	Annual	Annual	0.58
3. Florida's seat belt compliance rate	85.2%	87.4%	85%
4. Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	52.9%	50.2%	52%
5. Number/Percent of registered vehicles that meet Florida's minimum insurance requirements	11,613,684 95%	11,726,502 96%	95%
6. Number/percent of driving related sanctions issued to all sanctions issued	30,581 6.1%	30,215 5.4%	130,000 5.0%
7. Percent of "Driving Under the Influence" course graduates who do not have another DUI conviction within 4 years of graduation	Annual	Annual	90%
8. Percent of new manufactured home warranty complaints to new manufactured homes titled	0.8%	0.4%	0.6%
9. Number of manufactured homes inspected in plants (8)	628	832	6,000
10. Number of rebuilt salvage motor vehicles inspected	9,138	10,124	25,000
11. Number of dealer licenses issued (includes motor vehicle and manufactured home dealers, and manufacturers licenses)	Annual	Annual	12,800

<b>Workforce –Build an environment that regards our members as our most valuable resource.</b>			
12. Percent of FHP recruit graduates who passed certification exam on initial testing	N/A	91%	95%
13. Percent turnover for all FHP troopers and corporals	3.1%	3.9%	7.5%
14. Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	23.0%	25.2%	25%

<b>Performance Management –Take an integrated approach to measure, manage, and improve our organizational performance to further the agency’s mission.</b>			
15. Agency administration and support costs as a percent to total agency costs	5.60%	4.54%	5.00%
16. Number/percent of non-driving related sanctions issued to all sanctions issued	471,559 93.9%	526,167 94.6%	2,470,000 / 95%
17. Cost per motor vehicle/manufactured home/vessel title issued	Annual	Annual	\$2.75
18. Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements	0.55%	0.73%	3.00%
19. Percent of International Registration Plan Agreement audits completed to all International Registration Plan agreements	0.83%	1.18%	3.00%

## Performance Measures

### 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 – Three major factors contributed to longer wait times as compared to the standard:

- The Federal Real ID Act requirements negatively impacted wait times as additional time is required to review and scan multiple types of identity and residency documentation.
- The Department has closed 23 driver license offices since the inception (7/1/2008) of transitioning to Tax Collector offices. However, our state issuance offices continue to conduct more DL transactions (63%) verses Tax Collector offices (37%). More driver license customers continue to conduct transactions in DHSMV offices because the additional \$6.25 service fee is not charged in the state facilities. To facilitate the remaining DL office transitions, the Department has proposed legislation to add the \$6.25 fee to state office transactions.
- Due to budget constraints, vacant positions were held for 90 days, adversely impacting our ability to keep the offices fully staffed. Since the first quarter we are filling vacancies without a delay.

(2) Percent of customer service phone calls answered by the Customer Service Center within 2 minutes of being placed in the queue – The Department has historically had difficulty meeting this measure due to call volume exceeding the number of call takers available to handle the calls. However, the call volume increased due to the Real ID Act which further contributed to the problem. On January 1, 2010, we opened a new phone line to answer questions about the new documents which must be presented to get a driver license or ID card. On average, we are answering more than 15,000 calls per month on this line. These calls are in addition to the volume we previously handled and without increasing call takers to handle the additional volume. We have conducted a root cause analysis on the calls we receive most frequently and are taking actions and making adjustments to prevent the need for as many of these calls as possible.

(3) Percent of highway homicide investigations completed within 90 days of crash – The complexity of traffic homicide investigations has increased and the Patrol has instituted measures to ensure that the thoroughness of all traffic homicide investigations continues. For example, the abbreviated reporting format has been eliminated to ensure a more comprehensive investigation and investigators are required to maintain constant contact with victim's family and the State Attorney's Office to provide them with periodic updates on case status. Also, laboratory analysis of evidence, including DNA analysis to identify drivers, can cause delays in completing investigations. These changes have resulted in increased time required to complete investigations.

(4) Percent of professional compliance investigation cases completed within 45 days – The complexity of specific cases during this quarter necessitated additional investigation time.

(5) Number of corrections per 1,000 driver records maintained – The majority of errors made on the driver's record, which require a correction, are made by or reported by outside agencies (courts and other state motor vehicle agencies). The Department, through a Florida DOT grant, worked with five clerk of court entities to identify causes of citation data errors. Consequently, transmission clerk errors were reduced by 8.34% and the error count for the state was reduced by 7.19%. However, at least three large counties implemented new data base systems in 2009 that produced a large number of reporting errors that could not be corrected through electronic re-submission from the clerk. A two-year plan has been developed, which defined business rules and system solutions, to re-write internal systems to mitigate and reduce citation data error transmissions.

(6) Number of driver licenses and identification cards issued – In November 2009, statutory changes were made to discontinue the issuance of a driver license and identification card to the same person. Consequently, the Department has experienced a reduction in the number of identification cards issued.

(7) Number of motor vehicle/manufactured home/vessel registrations issued – Reduced public demand due to economic conditions caused fewer motor vehicles, manufactured homes and vessels to be registered.

(8) Number of manufactured homes inspected in plants – Production in mobile/manufactured home plants has continued to decrease due to reduced public demand resulting in fewer homes to be inspected in plants. The Department inspects 100% of all Florida in plant manufactured homes.

## Purchases

**PURCHASES MADE IN EXCESS OF \$35,000.00 AND NOT IN CONJUNCTION WITH  
STATE CONTRACTS  
JULY through SEPTEMBER 2010**

FHP: The recently purchased Stone Mountain Lapel Microphones will be used by the Florida Highway Patrol, as their primary communication device with their mobile radios. The newly purchased Lapel Microphones are repairable and will save the agency funds on replacement costs over the non-repairable units currently used. ITB# 001-11, Order No. A256D3.	Vincent Communications Inc. Fresno, CA	\$35,775.00
DDL: This software provides online address validation and identity verifications, while providing the instant ability to verify raw data such as criminal history addresses. This helps maintain security and identify and potential fraudulent persons and/or documents to ensure driver licenses/ ID cards are legitimate. Order No. DO2172123, Single Source.	Thomson West Eagan, MN	\$30,547.44
FHP: Media vendor provides maximum geographic coverage in target areas, (Tampa/St. Petersburg to Orlando) to reach target viewer audiences on Silver Alert Program data to spread awareness. Order No. A28D51, Single Source purchase, due to Bright House Networks being the only cable television media outlet able to provide full coverage in Central Florida (Tampa/St. Petersburg to Orlando), which is one of two targeted geographical locations of this grant funded campaign.	Bright House Networks Maitland, FL	\$100,000.00
FHP: Media vendor provides for maximum geographic coverage in targeted location (Treasure Coast and Sarasota area to Florida Keys, including Miami/ Ft. Lauderdale/West Palm Beach) to reach target viewer audiences based on Silver Alert Program data to spread awareness. Order No. A28D6C, Single Source purchase, due to Comcast Spotlight of South Florida being the only cable television media outlet able to provide full coverage in South Florida (Treasure Coast to the Florida Keys), which is one of two targeted geographical locations of this grant funded campaign.	Comcast Spotlight Miramar, FL	\$100,000.00