



# First Quarter Performance Report

*Providing Highway Safety and Security through Excellence in Service, Education, and Enforcement*

REVISED 12/2/16

Fiscal Year 2016–2017

## News and Accomplishments

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### LEADERS IN SERVICE

#### Veterans Joined the Ranks at DHSMV

DHSMV hired 18 veterans this quarter. These veterans were hired as Medical Disability Program Specialist, OPS Duty Officer, Armorer, Law Enforcement Intelligence Analyst I, two Field Hearing Officers, Senior Database Analyst, Clerk Specialist, two Compliance Examiners, Senior Consumer Service Analyst, two Senior Clerks, two Driver License Examiners, Regional Duty Officer, Legal Counsel and Custodial Night Shift.

#### DHSMV Proudly Displays Prisoner of War/Missing in Action (POW/MIA) Flags at all Offices

On September 16, the department raised the POW/MIA flags at its headquarters in Tallahassee and all field offices. The POW/MIA flag will be flown permanently in honor of the more than 82,000 unaccounted for service members since World War II.

#### FHP Volunteers to Accept Flags at Funerals for Indigent Veterans

Trooper Ken Watson, Troop F/southwest Florida, attended a burial of indigent (homeless) veterans at the National Cemetery in Sarasota County to receive the American flag after the ceremony. Often these burials are not attended by family members and no one is there to accept the flag. Many FHP veterans and active duty military DHSMV members have volunteered to continue attending these funerals to honor their service to our country and accept the flag.

#### DHSMV Supports Troops to Truckers Initiative

The department is partnering with Veterans Florida and the Department of Veterans Affairs to support their pilot program, Troops to Truckers. Veterans Florida is a non-profit corporation created by the State of Florida to help veterans fully transition to civilian life in the Sunshine State. This program includes a series of events that give Reserve, National Guard and Active Duty Service Members the opportunity to take the written portion of the Commercial Driver License (CDL) test and find employment as a commercial truck driver all in the same day. DHSMV is sending Florida Licensing on Wheels (FLOW) units and staff to all of the scheduled events.

#### FHP Spoke at Boys and Girls State

Colonel Spaulding and Major Nancy Rasmussen spoke at Boys and Girls State in support of their summer leadership and citizenship programs, which are sponsored by The American Legion and the American Legion Auxiliary for high school juniors. As a participant in the program, the young men and women ran for office, learned public speaking skills, created and enforced laws and actively participated in all phases of creating and running a working government.

#### FHP Hosted Junior Law Academy

FHP Troop F/southwest Florida hosted the Sarasota County Sheriff's Office Junior Law Academy at the Fort Myers District office. FHP presented a two hour workshop on FHP history and recruiting, teen driver safety and traffic laws. FHP also provided a K9 Demonstration and a tour of the facility. This marked the third year for the academy class to visit FHP and 31 teens attended along with five Sarasota County Sheriffs' deputies.

#### Florida Licensing on Wheels (FLOW) Events

FLOW mobiles continued to go across the state in support of Florida's inmate re-entry program, reaching out to homeless populations, senior and minority communities and other outreach facilities to issue driver licenses, ID cards, registrations and handle other credentialing inquiries. FLOW teams provided support at a special voters ID event where 25 driver licenses and ID cards and two motor vehicle registrations were issued and ten customers were assisted with registering and updating voter information. Members also shared driver education and credential information with more than 80 people. FLOW teams attended back-to-school events across the state issuing driver licenses and ID cards and providing driver handbooks along with other driving safety and agency services information. FLOW mobile units and staff as well as FHP attended National Night Out events across the state, providing driver safety information and promoting police-community partnerships and neighborhood camaraderie to enhance safety.

#### FLOW Members Received Award

FLOW members provided services at a Seniors Appreciation Day sponsored by the Miami Gardens Police Department and Harley Davidson of Miami, whom later presented an award to the FLOW members who were present.

## News and Accomplishments *continued*

### FHP Assisted at the Republican National Convention (RNC)

More than 100 FHP Troopers responded to an Emergency Management Assistance Compact (EMAC) request to assist with citizen protection at the 2016 RNC. EMAC is the nation's state to state mutual aid system that allows emergency resources to be shared during states of emergency and major events like the RNC.

### DHSMV Installed Self-Service Kiosks in Mall of the Americas Location

The department installed two self-service kiosks at the DHSMV location in the Mall of the Americas to more quickly assist customers who are able to conduct transactions online.

### Employee Roundtable Discussions Held

Director Rhodes held an employee roundtable with various DHSMV divisions to obtain their candid feedback and ideas for enhancing DHSMV services. Topics of discussion included suggestions for process improvement, mentoring and cross training opportunities and ways to continue improving employee morale. Director Rhodes will continue this initiative throughout the year.

### DHSMV Stepped Up During and After Hurricane Hermine

The FHP and Regional Communications Centers remained on-duty to answer emergency calls and assist Florida's citizens during Hurricane Hermine. In addition, many members from all DHSMV divisions responded to the office or worked remotely to restore power and network systems for offices statewide, which allowed DHSMV to open fully after Labor Day. Additionally, in the aftermath of the hurricane, DHSMV staff joined Governor Rick Scott to pick up debris in Tallahassee neighborhoods helping families recover from the storm. Members also staffed the Florida Emergency Information Line at the state Emergency Operations Center. These members took calls from Floridians impacted by Hurricane Hermine and provided information to callers who needed the state's help during recovery from the storm.

## AGENTS OF PROGRESS

### DHSMV Hosted Traffic Citation Accounting Transmission System (TCATS) & Uniform Traffic Citation (UTC) Data Integrity Workshop

DHSMV staff facilitated a TCATS workshop to discuss citation data flow, errors and corrections. The goal of the TCATS workshop was to improve the accuracy and timeliness of transmitting citation information to the department. Additionally, a UTC data integrity workshop was held in Jacksonville with 74 representatives from various law enforcement agencies and clerks of courts. Topics included the role of traffic enforcement, the traffic citation process, the traffic safety information system strategic plan, a discussion of survey results, recommendations for improvements and a question/answer session.

### DHSMV Leadership Development Institute (LDI) Graduates 19

The department's LDI graduated 19 agency members this quarter. LDI identifies potential leaders within the department and fosters new or improved process improvement skills to directly impact their unit/team and the organization while experiencing self-growth.

### DHSMV Chairs e-Odometer Task Force

The AAMVA e-Odometer Task Force met in Seattle and reviewed a recent survey and comments submitted to National Highway Traffic Safety Administration (NHTSA) on proposed rulemaking regarding odometer disclosure requirements. In addition, the task force discussed the details of a guidance document to assist jurisdictions in making considerations to convert from a paper odometer disclosure to an electronic odometer disclosure. DHSMV is the chair for this task force and will continue to work with partners toward a solution for electronic odometer disclosure processes that provide flexibility for states and protects consumers.

### DHSMV Attended Re-Entry Simulation Seminar

In addition to providing FLOW units and members to inmate re-entry programs throughout the state, FLOW staff attended a First Re-entry Simulation Seminar event sponsored by the United States Attorney's Office for the Southern District of Florida. The simulation provided participants an opportunity to experience issues encountered by previously incarcerated citizens returning to communities.



## News and Accomplishments *continued*

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This workshop allowed for department members to gain a better understanding of the re-entry process and how a successful re-entry can lead to a safer Florida. Furthermore, FLOW staff participated in a Department of Juvenile Justice (DJJ) ID event, which took place at the Fort Pierce Police Athletic League. This event provides juveniles under the supervision of DJJ with book bags, uniforms and school supplies, as well as information on resources available to their families and communities. FLOW staff provided driver license handbooks and other information related to safe driving and agency services.

### **DHSMV Hosted a Specialty License Plate and Voluntary Contribution Workshop**

The department hosted the annual specialty license plate and voluntary contribution workshop with stakeholders, which provided updates regarding specialty license plates and voluntary contribution processes to approximately 110 individuals from more than 60 organizations. Discussions at the workshop provided the participating organizations with the tools to maximize their compliance with state laws regarding expenditure of special use and voluntary contribution funds from the more than 120 specialty license plates. The workshop is also available on the department's website as a guide to all stakeholders.

### **DHSMV Launched Website Redesign for Insurance Industry Partners**

As part of the department's commitment to improved communication with insurance industry partners, the department released its redesigned Financial Responsibility and Insurance Program website on July 22. The website, [www.flhsmv.gov/frip](http://www.flhsmv.gov/frip), provides processes, alerts and resources for partners.

### **DHSMV Attended the Impaired Driving Coalition Meeting**

Department staff attended the quarterly meeting of the Impaired Driving Coalition. Members discussed agency-related items pertaining to driving under the influence (DUI). The coalition was developed to explore best practices in DUI enforcement, education, engineering and emergency response and consists of a cross section of experts in each of these areas of emphasis.

### **DHSMV Presented at Regional Court Operations Workshop**

Department members presented to Florida's Clerks of the Courts at the Regional Court Operations State Partners Workshop in Clearwater. Topics included the Motorist Modernization project, Uniform Traffic Citation improvement projects and other program area updates.

### **DHSMV Attended 2016 American Association of Motor Vehicle Administrators (AAMVA) Annual International Conference**

Department members attended the 2016 AAMVA Annual International Conference from August 16-18. The conference was held in Williamsburg, VA, and was attended by more than 700 representatives from highway safety, transportation and law enforcement agencies across the country as well as Mexico and Canada. The three-day conference focused on various topics including data sharing and security, the future of transportation, fraud detection strategies, screening for cognitive impairment, federal grants, drug impaired driving and automated vehicles. The conference provides the opportunity to share ideas on how to better serve motorists and enhance public safety with industry partners.

### **DHSMV Attended Florida Tax Collectors Fall Education Forum**

The Florida Tax Collectors fall education forum was held August 29 through September 1 in Orlando. Over 300 attended, which included tax collectors and their staff and other stakeholders. DHSMV members presented sessions on the department's modernization efforts and software enhancements, driver license and motor vehicle issues, as well as fraud detection and prevention. Attendance at the forum provides the opportunity to meet face-to-face with the department's tax collector partners and share best practices in order to enhance services for Florida's citizens.

### **DHSMV Member named AAMVA 2016 Driver License Examiner of the Year**

DHSMV examiner Curtis Berryhill, from the Miami regional office, was named the 2016 AAMVA Driver License Examiner of the Year. Annually, the International Driver Examiner Certification (IDEC) Board and AAMVA recognize outstanding examiners through the IDEC Examiner of the Year award. Curtis was recently named 2015 Florida Examiner of the Year for his outstanding performance. Examiners are selected for their excellence in adhering to the principles and recommended practices of driver examining and for their high level of conduct in their profession.

## News and Accomplishments *continued*

### **DHSMV Launched Class E Knowledge Test in Chinese**

In an effort to enhance customer service across Florida, the department's Class E knowledge test is now available in Chinese. The department is also in the process of translating the knowledge test into Arabic, Portuguese, French and Vietnamese.

### **DHSMV Supported Florida's Missing Children's Day**

DHSMV members volunteered at this year's Florida's Missing Children's Day. Approximately 170 fifth graders from local schools were fingerprinted free-of-charge, provided scent collection boxes and were presented with personal safety tips as part of the event. This year marked the state's 18th annual observance of Missing Children's Day with Governor Scott presenting awards to students, law enforcement and other advocates who distinguished themselves in the past year in fighting kidnappers, human traffickers and other predators.

### **DHSMV Participated in National Driver Registry Working Group**

Department members participated in the National Driver Registry Working Group meeting the week of September 12 in New Orleans. The workshop included representatives from the American Association of Motor Vehicle Administration (AAMVA) and other states. The group reviewed proposed improvements to the Problem Driver Pointer System (PDPS), that will improve the accuracy of data and reports.

## **CHAMPIONS FOR SAFETY**

### **FHP Regional Communication Center Members Helped Save Suicidal Citizen**

The Fort Myers Regional Communication Center recognized five employees for their outstanding teamwork, leadership, customer service, efficiency and excellence in law enforcement during a stressful call. Each of the members displayed outstanding team work during a call regarding a suicidal subject. If it were not for the combined efforts and initiative taken by each member, the call may not have ended as positively as it did. Recognized were: Duty Officer Jessica Holt; Duty Officer Michelle Luciani; Certified Training Officer Serine Singson; Duty Officer Kristin Costa; and Duty Officer Jason Ford.

### **DHSMV Reminded Motorists to Drive Safely during Fourth of July Weekend**

The department urged all motorists to use caution when traveling on Florida roads during the Fourth of July weekend for a safe Independence Day. DHSMV provided driving safety tips for motorists during the busy travel time.

### **DHSMV Launched Stay Right at Night Wrong Way Driving Safety Campaign**

In July 2016, the department encouraged motorists to "Stay Right at Night" to avoid being in a wrong way driving crash. Preliminarily in 2015, there were 1,490 wrong way driving crashes in Florida, resulting in 1,454 injuries and 96 fatalities. In the majority of wrong way crashes, vehicles are hit head-on, resulting in 81 percent of all wrong way fatalities. Head-on collisions are some of the most dangerous and deadly crashes. DHSMV partnered with the Florida Department of Transportation, the Florida Sheriffs Association and the Florida Police Chiefs Association to commemorate July as Wrong Way Driving Awareness Month. During the month-long campaign, 13 news stories were published in newspapers, local news channels or local radio stations statewide, with more than six million potential views across those platforms.

### **DHSMV Launched Annual Child Safety Awareness Campaign**

In August 2016, DHSMV partnered with the Florida Department of Children and Families, Florida Department of Education, Florida Department of Health, Florida Sheriffs Association, Florida Police Chiefs Association and Florida Chapter of the American Academy of Pediatrics to recognize August as Child Safety Awareness Month. Throughout the month, the department educated the public regarding all aspects of child safety on and around Florida roads, including: occupant protection and proper seat restraints, not leaving children in hot cars and safety in and around school zones and school buses. For the month-long campaign, the department contracted with a full service digital advertising agency to create and strategically place Child Safety Awareness advertisements.

## News and Accomplishments *continued*

### FHP Highlighted Importance of Child Safety at Heatstroke Prevention Event

In conjunction with the department's Child Safety Awareness Campaign in August 2016, FHP attended a press conference regarding heatstroke prevention with Senator Lizbeth Benacquisto, the Florida Department of Children and Families, General Motors, Safe Kids Coalition of Lee and Collier counties, Golisano Children's Hospital of Southwest Florida and local fire departments. FHP troopers spoke about the dangers of leaving children and animals inside a vehicle unattended. The event included a live demonstration of a mock 911 call with fire department response including breaking a window scenario and a temperature gauge inside a car to illustrate the dangers of quickly rising temperatures.

### DHSMV Supports Drowsy Driving Prevention Week

The department reminded motorists not to drive drowsy during Labor Day weekend. DHSMV partnered with the Florida Sheriffs Association, Florida Police Chiefs Association and the Florida Trucking Association to recognize September 1-9 as Drowsy Driving Prevention Week.

### Trooper Recognized by the Grand Lodge of Free and Accepted Masons

Trooper Colise Frazier, Troop G/northeast Florida, was recognized as the 2016 Outstanding Law Enforcement Officer of the Year by the Grand Lodge of Free and Accepted Masons, Ashler Lodge No. 98. Trooper Frazier has served the State of Florida with the Florida Highway Patrol for more than 32 years.

### FHP Trooper Awarded Florida's Turnpike Responder of the Quarter

Trooper Elvis Nolasco was dispatched to a crash blocking traffic on the turnpike and when he arrived on the scene, he quickly took action by assisting with pushing both crashed vehicles to a safe location. His actions kept everyone safe and assisted with quickly clearing traffic, which prevented unnecessary delays and potential secondary crashes. For his actions, he was awarded Florida's Turnpike Responder of the Quarter.

### FHP Recognized at 16th Annual MADD Law Enforcement Event

Mothers Against Drunk Driving (MADD) held its annual law enforcement recognition and training program in Fort Lauderdale. The event was held to show appreciation for law enforcement, first responders, state attorneys, volunteers and citizens who support MADD's mission to end drunk and drugged driving, support the victims of these violent crimes and prevent underage drinking. Fourteen FHP troopers and one auxiliary FHP member received awards. Troop C/West-Central Florida was recognized for Outstanding Dedication to DUI Enforcement-Large/Urban.

### Trooper Receives Governor's Service Ribbon and Medal of Heroism

At the September Cabinet meeting, Trooper John R. Tallman, Jr., received the Governor's Service Ribbon for his years of service in the military and the Governor's Medal of Heroism for his role in responding to a major crash in Wakulla County earlier this year.

### FHP Recognized at Patriots Day Event for First Responders

The FHP, along with other first responders, was recognized on the 15th anniversary of the 9/11 tragedy. Major Derek D. Barrs, Troop L/Palm Beach County represented FHP. Other first responders represented were from the St. Johns County Sheriff's Office, St. Augustine Police Department, St. Augustine Beach Police Department, St. Johns County Fire Rescue and St. Augustine Fire Department.

### Commercial Vehicle Driver Partner Recognized for Two Million Safe Miles

In an effort to enhance the partnership between law enforcement and commercial industries and make roadways safer for all motorists, FHP periodically recognizes exemplary commercial motor vehicle drivers. FHP Lt. Adolfo Torres, Troop J (South Florida Commercial Vehicle Enforcement), presented a letter and certificate to Mr. Juan Tarrago, who is employed with XPO Logic in Miami Gardens for reaching two million safe miles traveled in the Miami area.

### DHSMV Participated in Safe Mobility for Life Coalition

DHSMV staff participated in a Safe Mobility for Life Coalition workshop. The coalition's mission is to improve the safety, access and mobility of Florida's aging road users by developing a comprehensive strategic plan to reduce injuries and crashes among elderly drivers.

## News and Accomplishments *continued*

### **FHP Promoted Safe Commercial Motor Vehicle Practices and Regulations**

FHP Commercial Vehicle Enforcement (CVE) Troop J/Ft. Myers and FHP Troop I/Pensacola conducted workshops for local commercial motor vehicle (CMV) and wrecker companies. Topics included safe CMV driving practices and regulations, vehicle inspections, levels of inspection, driver/trooper interactions, load securement and rotation wrecker standards and process. The goal of interacting with the companies is to provide CMV education, increase compliance and to reduce crashes.

### **DHSMV attended a Bicycle and Pedestrian Safety Strategic Planning Session**

Department staff participated in a strategic planning session with members of the Florida Pedestrian and Bicycle Safety Coalition and the Bicycle Pedestrian Partnership Council. Objectives for revisions and updates to Florida's current Transportation Strategic Plan were discussed. The department worked with partners to identify trends and information in driver education and licensing that may be used to update Florida's *Official Driver License Handbook*, knowledge examinations and driving school courses to enhance bicycle and pedestrian safety. Additionally, FHP held Operation Pedestrian Education and Developing Safety details (P.E.D.S.) on US 41 in Fort Myers. The purpose was to decrease the amount of injuries and deaths through a series of highly concentrated education and enforcement details in areas prone to pedestrian and bicyclist-involved crashes. Troopers provided safety information, educational flyers, installed bicycle lights/reflectors and provided reflective vests, wristbands and other safety materials to citizens.

### **FHP Participated in Hands Across the Border Safe Driving Initiative**

On August 29, law enforcement officers from Florida and Alabama joined forces to work together on Labor Day weekend to ensure drivers maintained safe speeds, didn't drink and drive and used their safety belts.

### **DHSMV Hosted DUI Site Visit Training**

The department hosted training for the current and new volunteers, which includes current and retired judges, who assist the DUI unit in performing required site visits of the 27 DUI programs in Florida. Executive leadership was in attendance to recognize current volunteer members for their outstanding years of service and dedication and welcome new volunteer members.

### **FHP Promoted John Gourley to Chief of Southern Region**

Colonel Gene Spaulding promoted John Gourley, Troop Commander from Troop C in Tampa, to the position of Chief of the Southern Region. Chief Gourley, a veteran in the United States Army and former military technician with the Florida National Guard, has been a certified police officer since 1988, joining the FHP in 2001 as a member of the 100th Recruit Class earning the Executive Director's Award and the Robert B. Raske Marksmanship Award. Chief Gourley attended Chipola Jr. College and Troy State University studying Criminology. He has also completed the I.A.C.P. Leadership in Police Originations Training, Florida Police Chief's Association Advanced Training for Law Enforcement Executives and the 18th Session of the Federal Bureau of Investigation Executive Development Course.

### **DHSMV Implemented Zika Protection Action Items**

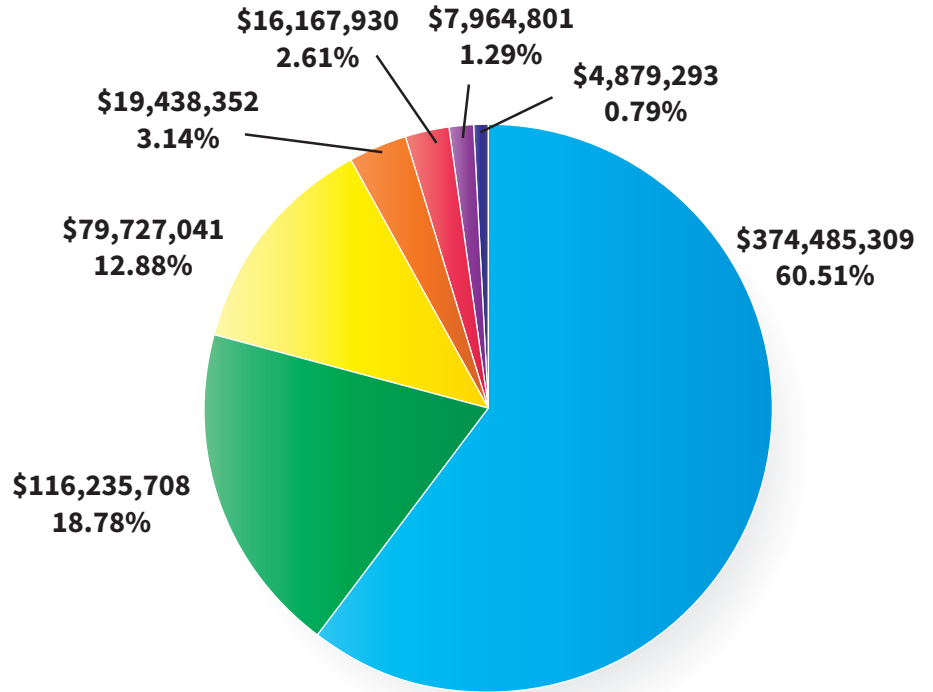
In an effort to educate DHSMV members and customers about the Zika virus and promote best practices to stop the spread of mosquitos, the department has implemented several of its Zika action items. The department is allowing any pregnant customer waiting in line to wait inside DHSMV offices and no pregnant members or members whose partners are pregnant are providing driving tests in Miami-Dade County. The department has also requested that landlords fumigate department offices that are privately-owned. Important Florida Department of Health (DOH) Zika information has been and will continue to be shared with all employees and the department is working with DOH to provide additional materials in statewide offices to educate customers.

## Revenue Information

<i>First Quarter</i>	<i>Trust Funds</i> \$509,320,125	<i>General Revenue</i> \$109,578,310	<i>Total</i> \$618,898,435
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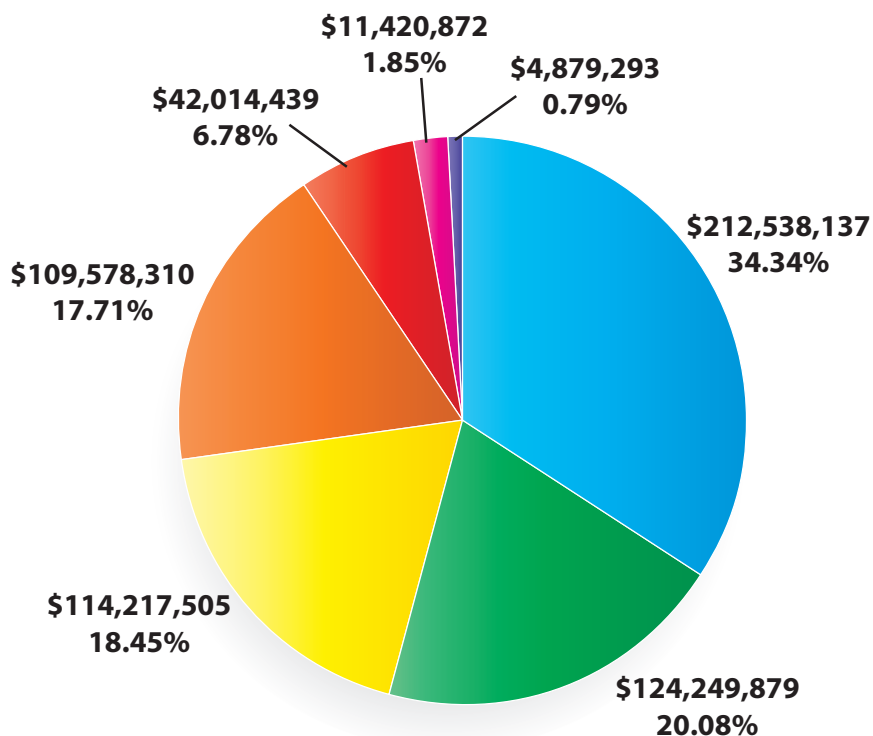
### Where The Money Comes From

- Licenses Plates and Decals
- Motor Vehicles Titles
- Driver Licenses
- Driving/Transcript Record Production
- Other
- Fines and Forfeitures
- Motor Fuel Use Tax



### Where The Money Goes

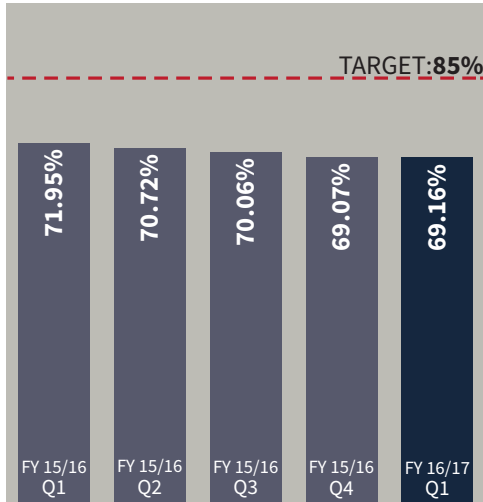
- Department of Transportation
- DHSMV Agency Funding
- Department of Education
- General Revenue Funded Programs
- Other
- Specialty Plate Organizations
- Motor Fuel Use Tax



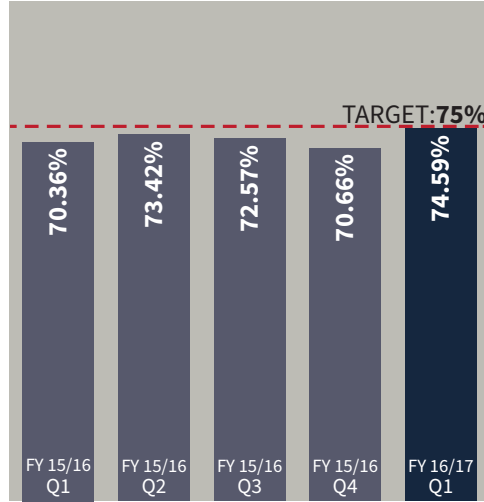


## Performance Measures and Standards

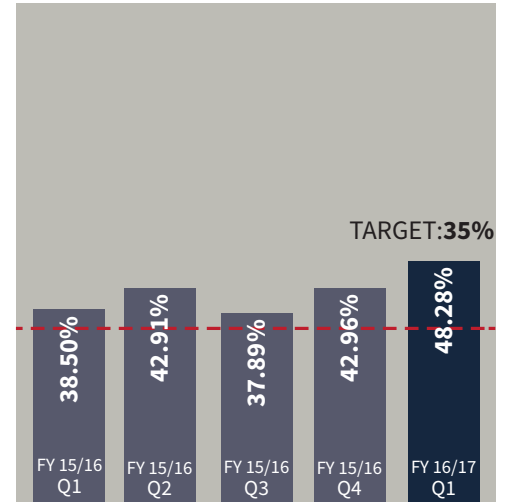
Percentage of FHP calls for service responded to within 30 minutes or less



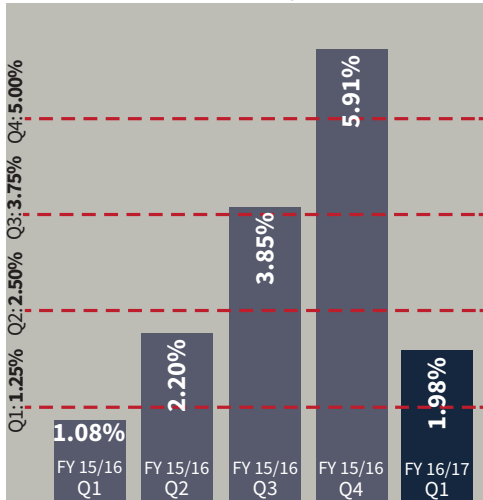
FHP percentage of time spent on active patrol or crash investigation



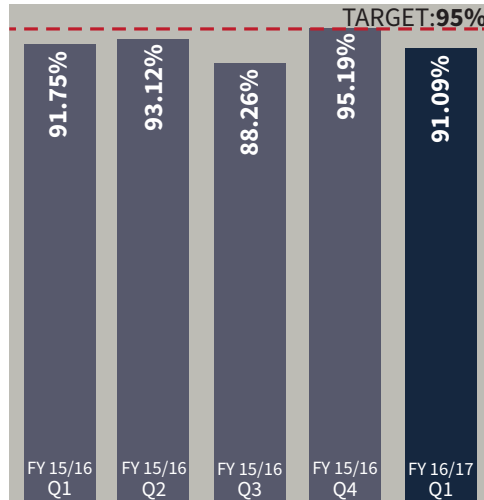
Percentage of Level III Inspections on Commercial Motor Vehicles



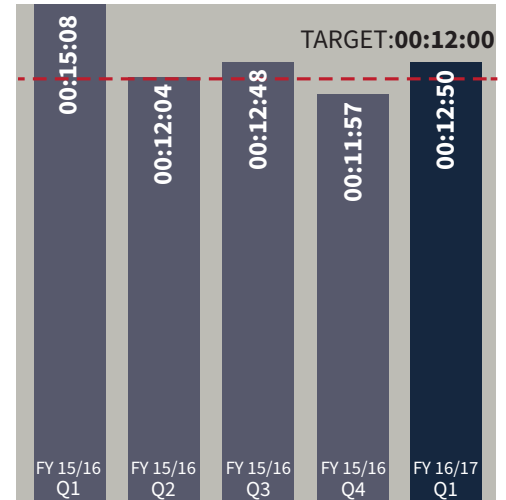
Percentage of targeted transactions reviewed for quality assurance



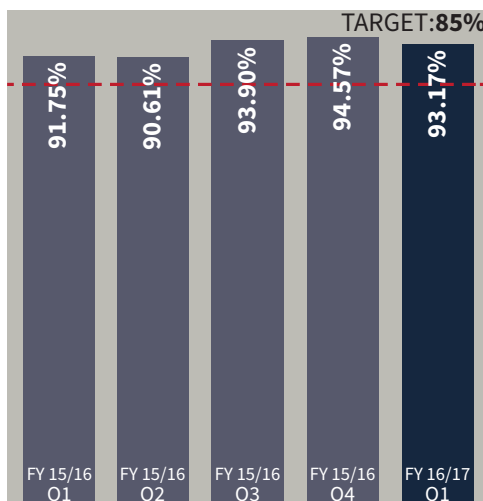
Percentage of Motorist Services Offices with a wait time of less than 30 minutes



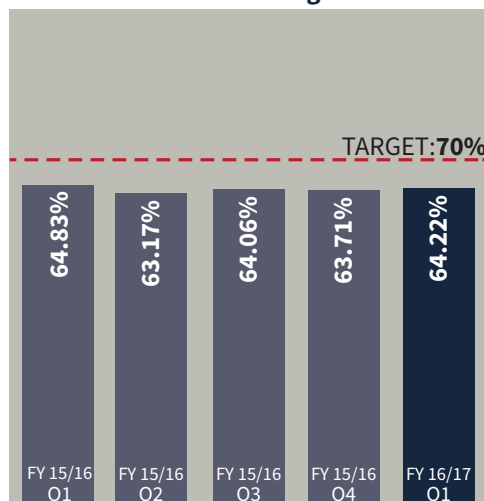
Motorist Services Call Center wait times



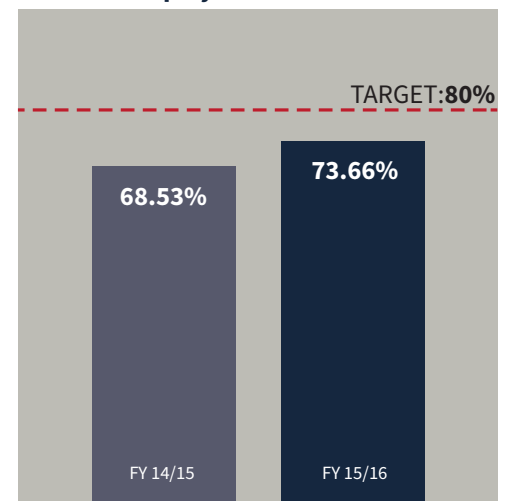
Motorist Services Customer Satisfaction



First Time Pass Rate for Class E Driver's License Knowledge Test



Employee Satisfaction



## Purchases Made

### Purchases Over \$100,000\* July 2016 through September 2016

Purchase Order/ Contract #	Vendor	Commodity or Service	Procurement Method	Contract Term	Fiscal Year 2016/17 Estimated Expenditures	Total Contract
AF49FF	DataWorks Plus, LLC	Rapid ID Server Maintenance and Support	Single Source	1-year (No Renewal Option)	\$301,418	\$301,418
Multiple Purchase Orders	Blauer Manufacturing Co., Inc.	Blauer ArmorSkin Vest	Single Source	3-years (No Renewal Option)	\$180,000	\$900,000
C8032 and Multiple Purchase Orders	Code 3, Inc.	Advanced Emergency Warning System for Patrol Vehicles	Invitation to Bid	5-years (Optional 3-year Renewal Period)	\$1,000,000	\$5,000,000
PO1248852	American Association of Motor Vehicle Administrators	Verification of Lawful Status	Single Source	1-year (No Renewal Option)	\$200,000	\$200,000
PO1235388	American Association of Motor Vehicle Administrators	National Motor Vehicle Title Information System	Single Source	1-year (No Renewal Option)	\$314,207	\$314,207

\*Rule 15-1.012, F.A.C.