



First Quarter Performance Report

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

News and Accomplishments

HURRICANE IRMA EFFORTS

Hurricane Irma was a powerful and catastrophic storm; the strongest observed in the Atlantic in more than a decade. DHSMV was proud to assist Floridians in preparing, evacuating and recovering from the storm. The entire Florida Highway Patrol, approximately 1,700 troopers, worked 12-hour shifts with the primary mission to assist emergency preparedness and response, and DHSMV members statewide helped to provide critical services, especially in severely impacted areas. Hurricane Irma has affected the state in tremendous ways, and DHSMV remains committed to providing all possible assistance to Florida residents in this time of need.

Please see Addendum A to this report for full detail on DHSMV's Hurricane Irma response efforts.

LEADERS IN SERVICE

DHSMV Expedited Flooded Vehicle Title Transfers to Help Accelerate Insurance Claims from Hurricane Irma

To assist with recovery from Hurricane Irma, DHSMV allowed customers and insurance companies to electronically submit required forms in lieu of original documents, to obtain salvage titles or certificates of destruction for total loss vehicles for processing by the next business day. DHSMV allocated personnel dedicated solely to processing these types of titles and worked with insurance companies to accept forms signed by customers, which allowed the department to process salvaged titles or certificates of destruction if an original title has been lost or destroyed by the storm.

DHSMV Attended Florida Trucking Association Annual Conference

DHSMV members from the Division of Motorist Services and the FHP attended the Florida Trucking Association's Annual Conference in August. Approximately 300 leaders from Florida's trucking industry attended the conference and received International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) quick reference guides provided by DHSMV.

FHP Members Recognized at the 2017 Mothers Against Drunk Driving (MADD) Awards

Members of the FHP and other law enforcement agencies were recognized at the 2017 Statewide Law Enforcement Recognition MADD Awards ceremony in Fort Lauderdale. The following FHP members received awards: Trooper Sean McCormick – K9 Handler of the Year Award; Trooper Alain Hernandez – Kim Hurd Award, Outstanding Dedication to DUI Enforcement Award and Century Achiever Award; Trooper Deborah Hawkings – Millennium Achievers Award; and Sergeant Anthony Palese – Millennium Achievers Award.

FLOW Mobiles Partnered with Local Foundation to Promote Emergency Contact Information (ECI) Registration

DHSMV FLOW mobile members attended an event hosted by the Live Long Pop (LLP) Foundation in Miami-Gardens to emphasize the importance of registering their emergency contact information. LLP was funded by Kia Miles, whose son was killed in a car crash in Miami-Gardens in May and did not have an identification credential at the time of the incident. Miles had to wait to learn that her son had passed away because he was listed as a "John Doe." The department's ECI program is crucial to contacting an individual's family members or loved ones in the event of an emergency.

News and Accomplishments continued

AGENTS OF PROGRESS

DHSMV Released Florida's New Driver License

In August, DHSMV started a pilot to begin issuing Florida's newly designed driver license and ID card. The new design is the most secure, over-the-counter credential on the market and incorporates nearly double the security features of the previous design. DHSMV worked in coordination with law enforcement, tax collectors, supervisors of elections and all stakeholders, including national law enforcement agencies, to create Florida's new credential and help reduce driver license and identity fraud. Along with critical anti-fraud features, the new design incorporates designations for lifetime sportsman's, boater, freshwater, saltwater and hunting licenses, as well as designations for veteran, organ donor, deaf/hard of hearing and developmentally disabled. By the end of December, the new credential design will be available online and at all service centers throughout Florida.

DHSMV Received International AAMVA Award

DHSMV was named the International Division 1 Winner by the American Association of Motor Vehicle Administrators (AAMVA) for its 2016 Distracted Driving campaign media kit. This award is one of six AAMVA regional and international awards DHSMV earned this year for its safety and education campaigns.

DHSMV Attended the International Forum on Traffic Records

DHSMV members attended the International Forum on Traffic Records, which was hosted by the Association of Transportation Safety Information Professionals (ATSIP). Session topics included drugged driving, ignition interlock devices, roadway data collection, roadway data integration, automated courts, court system integration, emergency management services and injury surveillance, dashboards and data quality. DHSMV members presented information about the department's performance metrics for scoring the accuracy and completeness of crash reports and its citation inventory system at the event.

DHSMV Quality Assurance Review Revealed Fraudulent Out-of-State Titles

The Division of Motorist Services' Quality Assurance (QA) unit initiated a review of out-of-state titles for vehicles retitled in Florida from Texas, New York and Virginia. Members were directed to examine physical titles and compare them to a genuine title provided by the associated state to detect potential fraud. Of the 14,337 out-of-state titles reviewed, DHSMV found 32 fraudulent titles for stolen or cloned vehicles. Stops were placed on these fraudulent titles and referred to FHP for further investigation.

FHP Participated in Florida Teachers' Trucking Tour

FHP members from Troop J (CVE) participated in the second annual Florida Teachers' Trucking Tour at the Martin County weigh station. The Florida Trucking Association selected a group of 10 teachers from elementary, middle and high schools across the state to visit a variety of trucking-related facilities to learn more about Florida's trucking industry. FHP members spoke with participants about commercial motor vehicle inspections and the importance of driving safely around large trucks.

DHSMV Members Presented at Annual Tax Collector Forum

DHSMV members participated in the Florida Tax Collectors' Annual Education Forum in Orlando on August 27, 2017. Representatives from the DHSMV presented information on the department's Motorist Modernization initiative, human trafficking, fraud detection, record requests, driver privacy, quality assurance and the new driver license and ID card.

News and Accomplishments continued

FHP Placed Top Three in Four Categories at the 2017 Florida Law Enforcement Traffic Safety Challenge Awards

In July, the FHP placed top three in four categories at the 2017 Florida Law Enforcement Traffic Safety Challenge Awards Ceremony in Orlando. The awards ceremony was hosted by the Florida Law Enforcement Liaison Program, a grant-funded program sponsored by the Florida Department of Transportation and the National Highway Traffic Safety Administration to promote traffic safety-related efforts. Troops A (Pensacola), F (Fort Myers) and K (Turnpike) placed first, second and third in an all-FHP category recognizing troops with the largest decreases in fatal and serious bodily injury crashes. Troop D (Orlando) placed second in the Championship Class category, recognizing overall traffic safety efforts.

CHAMPIONS FOR SAFETY

FHP Seized Vehicles from Tampa Dealership Due to Odometer Fraud

The FHP seized 11 vehicles from Tampa Preferred Motors and arrested the dealership owner, who faces 42 felony charges for rolling back odometers on vehicles and selling the vehicles to buyers on Craigslist. Additionally, the FHP participated in media outreach to remind motorists of the importance research and vehicle inspection prior to purchase.

DHSMV Participated in Consumer Protection Fairs

This quarter, DHSMV's Divisions of Motorist Services and FHP participated in consumer protection fairs sponsored by the Florida Department of Agriculture and Consumer Services in Miami-Dade County and the Villages alongside representatives from the State Attorney's Office, AARP and Citizens Crime Watch of Miami. The fairs served as a forum for community and panel members to discuss topics ranging from driver license and identity fraud to phone scams. DHSMV members shared information on how to prevent becoming a victim of fraud, as well as the department's efforts to combat fraud, including Real ID compliance, investigations related to dealership complaints and Florida's new, more secure driver license and ID card. Members also gave senior citizens Emergency Contact Information (ECI) handouts and bracelets and Florida's Guide on Aging Drivers.

FHP Saved Children from Vehicle Engulfed in Flames

On September 8, FHP troopers responded to a road rage incident on I-10. Shortly after the troopers' arrival, one of the vehicles involved became engulfed in flames with two children still inside. Trooper Nathaniel Cabe and Trooper Robert Ivey cut the seat belts of the children and transported them, uninjured, to a safe location. Troopers diverted traffic off I-10 to avoid delays for those evacuating from Hurricane Irma.

FHP Members Rescued Man from Drowning

FHP members were alerted to an incident in which an adult male had been dropped off by an Uber driver at a rest area just north of the Sunshine Skyway Bridge in Tampa. Concerned about the situation and safety of the passenger, the Uber driver notified law enforcement. FHP Trooper Kristin Middleton and Corporal Robert Friesen soon encountered the subject at the north fishing pier, where he fled into the water and submerged himself. Both FHP members entered the water and retrieved the subject, who was then unconscious. The members provided CPR to the subject until they were relieved by responding EMS crews. The subject was transported to the Bayfront Medical Center and survived the incident.

News and Accomplishments continued

FHP Traffic Stop Led to Drug Arrest in Pensacola

In August, FHP Trooper John Ellerbee stopped a motorist for a traffic violation. Trooper Ellerbee notified the Escambia County Sheriff's Office, who arrived at the scene with K-9 Tango. K-9 Tango gave a positive indication of narcotics, resulting in a search of the vehicle. Narcotics found inside of the vehicle included 9.3 grams of crystal meth, 12 Xanax bars, 51.5 Hydrocodone tabs, 15 grams of marijuana, nine Ecstasy tablets, one bag of cocaine and two clear bags of a grey powder substance. The motorist was charged with drug possession as well as a charge for trafficking prescription drugs.

FHP Trained Hillsborough County School Bus Drivers

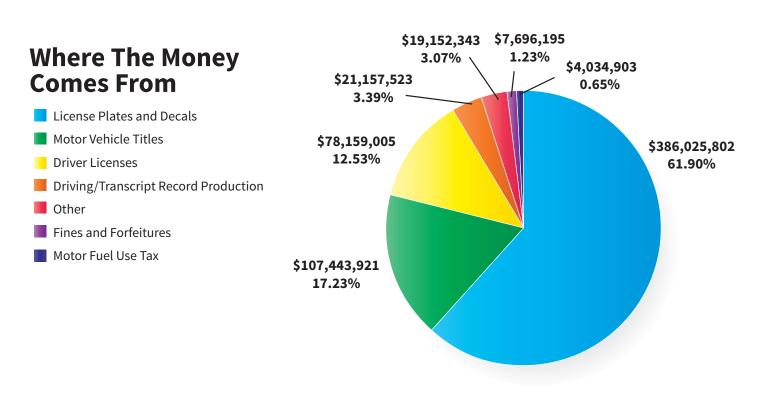
FHP Troop C (Tampa) provided training to Hillsborough County school bus drivers throughout August as a part of DHSMV's Child Safety Awareness Month campaign. FHP stressed the importance of back-to-school safety and the dangers of aggressive, distracted and drunk driving. Additionally, drivers were reminded to move over a lane for law enforcement, emergency, sanitation and utility service vehicles on the side of the roadway.

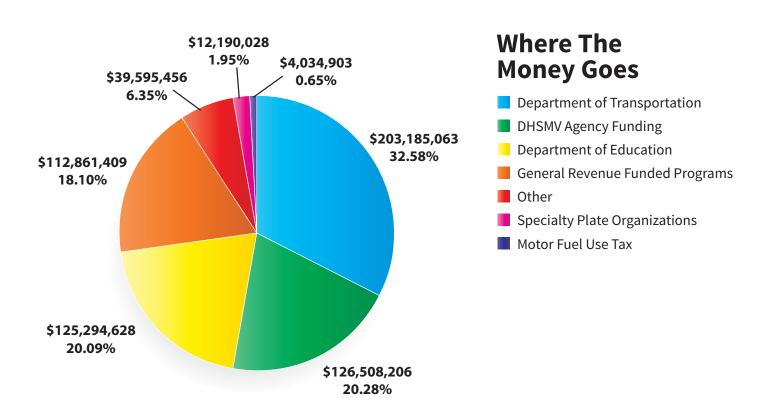
DHSMV Safety Campaigns:

- Safe Summer Travel Campaign: The DHSMV wrapped up the Safe Summer Travel campaign in July 2017
 to remind motorists to put safety at the top of their travel checklist. The two month-long campaign sought to
 reduce crashes on Florida roadways during June and July by promoting tire safety and vehicle preparation,
 seat belt use, hurricane season preparedness, heatstroke prevention and overall driving safety. The DHSMV
 partnered with the Florida Department of Children Families on an op-ed for heatstroke prevention that
 was published in multiple news outlets and the campaign's paid advertising alone resulted in more than
 68 million impressions.
- Child Safety Awareness Campaign: DHSMV led the August 2017 Child Safety Awareness Month
 campaign to remind everyone to drive safely with and around children on Florida's roads. Throughout
 the month, the department educated the public regarding all aspects of child safety, including:
 occupant protection and proper seat restraints, not leaving children in hot cars and safety in and
 around school zones and school buses. DHSMV Child Safety webpages on FLHSMV.gov provide
 interactive resources for parents and children to learn about child safety together. DHSMV paid media
 efforts alone resulted in over 52 million impressions.
- You Snooze, You Lose Drowsy Driving Prevention Week Campaign: DHSMV reminded motorists not to drive drowsy during September 1-10, in honor of Ronshay Dugans who lost her life when a cement truck driver fell asleep at the wheel and hit the school bus she was riding. Even though some campaign efforts were cut short due to Hurricane Irma, the campaign still made almost 2.5 million impressions through the radio campaign.

Revenue Information

First Quarter	Trust Funds	General Revenue	Total	
	\$510,808,283	\$112,861,409	\$623,669,692	





Performance Measures and Standards

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



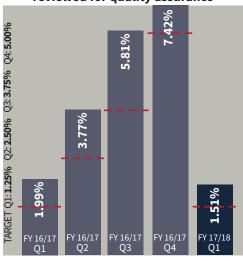
FHP percentage of time spent on active patrol or crash investigation



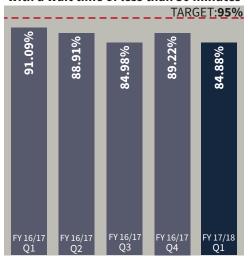
Percentage of Level III Inspections on Commercial Motor Vehicles



Percentage of targeted transactions reviewed for quality assurance



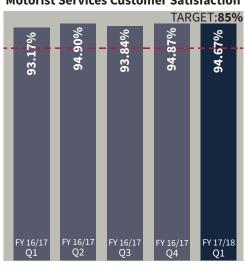
Percentage of Motorist Services Offices with a wait time of less than 30 minutes



Motorist Services Call Center wait times



Motorist Services Customer Satisfaction



First time pass rate for Class E Driver License Knowledge Test



Employee Satisfaction



Purchases Made

Purchases Made In Excess Of \$100,000

July 2017 through September 2017

Vendor	Commodity or Service	Procurement Method	Contract Term	Fiscal Year 2016/17 Estimated Expenditures	Total Contract
Environmental Systems Research Institute, Inc.	Proprietary Software Licenses, Maintenance and Support (SmartMCT)	Single Source	One-time purchase	\$450,000	\$450,000
Canopy Software, Inc.	Proprietary Software Licenses, Maintenance and Support (Expert)	Single Source	3-years (no renewal option)	\$100,000	\$300,000
Blueprint Software Systems	Proprietary Software Licenses, Maintenance and Support (Blueprint)	Single Source	3-years (no renewal option)	\$161,772	\$215,696
DataWorks Plus, LLC	Proprietary Software Licenses, Maintenance and Support (Rapid ID)	Single Source	1-year (no renewal option)	\$258,542	\$258,542

Rule 15-1.012, F.A.C.