

MEETING OF THE GOVERNOR AND CABINET
AS HEAD OF THE DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES

FEBRUARY 26, 2008

AGENDA

Agency Contact: Lee Ann Korst, 850-617-3100

1. Respectfully submit the Minutes for November 14, 2007, Cabinet meeting.
Attachment #1.
Recommended.
2. Respectfully Submit the Minutes for December 18, 2007, Cabinet meeting.
Attachment #2.
Recommended.
3. Respectfully Submit the 2nd Quarter Performance Report Fiscal Year 2007-2008.
Attachment #3.
Recommended.

ATTACHMENT 1

T H E C A B I N E T
S T A T E O F F L O R I D A

Representing:

DIVISION OF BOND FINANCE
FINANCIAL SERVICES COMMISSION, FINANCIAL REGULATION
FINANCIAL SERVICES COMMISSION, INSURANCE REGULATION
DEPARTMENT OF REVENUE
DEPARTMENT OF VETERANS AFFAIRS
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
FLORIDA DEPARTMENT OF LAW ENFORCEMENT
FLORIDA LAND AND WATER ADJUDICATORY COMMISSION
BOARD OF TRUSTEES OF THE INTERNAL IMPROVEMENT TRUST FUND
STATE BOARD OF ADMINISTRATION

The above agencies came to be heard before
THE FLORIDA CABINET, Honorable Governor Crist presiding,
in the Cabinet Meeting Room, LL-03, The Capitol,
Tallahassee, Florida, on Wednesday, November 14, 2007,
commencing at approximately 9:08 a.m.

Reported by:

MARY ALLEN NEEL
Registered Professional Reporter
Registered Florida Reporter
Notary Public

ACCURATE STENOGRAPHY REPORTERS, INC.
2894 REMINGTON GREEN LANE
TALLAHASSEE, FLORIDA 32308
(850) 878-2221

1 GOVERNOR CRIST: Highway Safety, Electra
2 Bustle.

3 MS. BUSTLE: Good morning.

4 GOVERNOR CRIST: How are you?

5 MS. BUSTLE: Our first and second agenda items
6 relate to appointments for our Medical Advisory
7 Board. The Board is established by law. It's
8 comprised of volunteers who advise the Department
9 on medical criteria and vision standards related to
10 safe driving. Agenda Item Number 1 is a new
11 appointment of Dr. Lakshmin to the Board.

12 COMMISSIONER BRONSON: Motion on Item 1.

13 ATTORNEY GENERAL McCOLLUM: Second.

14 GOVERNOR CRIST: Moved and seconded. Show it
15 approved without objection.

16 MS. BUSTLE: Item Number 2 is the
17 reappointment of Drs. Shumate and Salvati to the
18 Board. They have been members of the Board since
19 1987 and 1991 respectively.

20 ATTORNEY GENERAL McCOLLUM: I so move.

21 COMMISSIONER BRONSON: Second.

22 GOVERNOR CRIST: Moved and seconded. Show it
23 approved without objection.

24 CFO SINK: Governor?

25 GOVERNOR CRIST: Yes.

1 CFO SINK: I do want to encourage the
2 Commissioner to think about recruiting some female
3 doctors to the panel. I think it would add
4 diversity. My staff pointed this out to me. We
5 have about 12 physicians on this panel. It's a
6 really important advisory group, and I just
7 encourage you the next go-around to see if we can't
8 find some female doctors to participate.

9 MS. BUSTLE: That's an excellent point. Thank
10 you.

11 GOVERNOR CRIST: Absolutely. You know, I
12 appointed a female to be the director.

13 CFO SINK: Yes, I do.

14 MS. BUSTLE: It should be on my mind.

15 GOVERNOR CRIST: I'm sure it is.

16 CFO SINK: And she's doing a great job.

17 GOVERNOR CRIST: Well, my sister is a female
18 doctor.

19 CFO SINK: Well.

20 GOVERNOR CRIST: There you go. No, she's in
21 California.

22 Please go ahead. I'm sorry.

23 MS. BUSTLE: Thank you very much.

24 Our third agenda item is our substantive
25 legislative proposal for the '08 legislative

1 session.

2 GOVERNOR CRIST: Is there a motion to accept?

3 ATTORNEY GENERAL McCOLLUM: I so move.

4 COMMISSIONER BRONSON: Second.

5 GOVERNOR CRIST: Moved and seconded. Show it
6 accepted.

7 CFO SINK: Let me just --

8 GOVERNOR CRIST: Yes, please.

9 CFO SINK: Governor, if I just could ask a
10 question. We're going from four years to eight
11 years, is that correct, for renewal of a driver's
12 license? Just review with us -- when someone
13 passes the age of something, eight years just seems
14 to be a pretty long time, maybe 90.

15 MS. BUSTLE: Just to go back a little bit,
16 right now we have four- and six-year licenses, and
17 they're allowed to be renewed for three times
18 before they actually come into the office. So when
19 you look at that, it's actually at the 18-year mark
20 that they're coming into the office. This actually
21 brings them in at the 16-year mark, so we're in the
22 sort of long term bringing them in sooner than
23 later. And it's in line with the Real ID Act
24 provisions that we expect to come out. So that's
25 how we have proposed that.

1 Now, when someone is 80, they have to come in
2 and take a vision test, and then I'm not sure what
3 the time line is after 80, upon renewal at that
4 point. So at 80 they have to come in, and then it
5 will go through its regular renewal provisions.

6 CFO SINK: Which would be another eight --

7 MS. BUSTLE: Correct. It would be --

8 CFO SINK: Sixteen years?

9 MS. BUSTLE: It would be eight years and then
10 -- yes, 16 to come back into the office. Let me
11 make sure that's correct.

12 CFO SINK: Wow.

13 GOVERNOR CRIST: Would you like to change it?
14 I would urge a little caution.

15 CFO SINK: No. I think it bears looking at
16 the statistics of -- I mean, just continuing to do
17 thorough analysis to look at the statistics of
18 people over the age of 80 who are involved in
19 accidents and what the reasons are, who's at fault.
20 I think it's something that --

21 GOVERNOR CRIST: It's very prudent.

22 CFO SINK: -- should definitely be just
23 re-evaluated, because we may decide we do need to
24 have them come back in before they get to be 96.

25 ATTORNEY GENERAL McCOLLUM: If I might make a

1 comment too.

2 GOVERNOR CRIST: General, please.

3 ATTORNEY GENERAL McCOLLUM: CFO Sink has
4 brought up a couple of very good points. I think
5 this is an expense question more than anything
6 else, I'm sure, for the Department, and savings of
7 dollars.

8 But I have a security concern, and always have
9 had, over the renewal of the driver's licenses
10 being as long as they are in terms of actually
11 coming in, because the photograph gets aged. And
12 the problem I see for security purposes is that
13 somebody changes in their looks, and we've got a
14 card that doesn't look at all like them, and that
15 bothers me a lot. So I just want to go on the
16 record as saying if there's a way in the future,
17 Electra, that we can find a budgetary way to do
18 this to keep the pictures more current on the
19 licenses, I would be more comfortable than 16 or 19
20 years. Thank you.

21 GOVERNOR CRIST: Let me argue for the
22 convenience crowd. I appreciate the chance to be
23 able to extend it, but I think you've done very
24 well, Director, with balancing these very important
25 issues that have been expressed by my colleagues

1 here on the Cabinet, and we appreciate it.

2 MS. BUSTLE: Thank you.

3 GOVERNOR CRIST: You're welcome.

4 COMMISSIONER BRONSON: Governor.

5 GOVERNOR CRIST: Commissioner.

6 COMMISSIONER BRONSON: Although I did second
7 this agenda item, I would like to ask a question on
8 the motor carrier compliance, the out-of-service
9 issue, because we handle a lot of motor carriers as
10 well through our stations.

11 Does this -- I see where there's going to be
12 an automatic -- what you're asking for is to cancel
13 the registration as soon as the out-of-service
14 order comes in. However, what if a motor carrier
15 has extensive work done on their motor carrier that
16 would make it compliant with Florida law again? If
17 you automatically cancel registration without
18 knowing whether they're going to make the repairs
19 to make that vehicle serviceable again, then that's
20 going to put a lot of extra work not only in the
21 Department, but for people have to go back and try
22 to get their registration back on that vehicle. Is
23 there any -- could you tell me how that's going to
24 work?

25 MS. BUSTLE: If I could, what I would like to

1 do is go back to our commercial motor vehicle
2 experts back at the agency. Let me see whether or
3 not that has been contemplated in terms of
4 balancing that interest over the interest of making
5 sure that people are in compliance. And if you
6 don't mind, if we can get back to you on that, but
7 I'll make sure that it has been discussed, and the
8 why or why or not in that discussion.

9 COMMISSIONER BRONSON: Because, I mean, I know
10 people that have taken basically vehicles that
11 would normally be registered out of service by an
12 officer, but it's like having your car repaired
13 after an accident. You can go back and --
14 sometimes you can go back and get these things back
15 in operation and put them back on the road. And it
16 just seems like that's an awful lot of work both
17 for the Department and for the individuals to try
18 to go back and recertify that that vehicle -- of
19 course, it would have to have some type of
20 inspection to make sure that it was reusable. But
21 that seems like a lot of work to automatically
22 cancel, just to have somebody get it ready to go
23 back on the road again.

24 MS. BUSTLE: That sounds absolutely
25 reasonable. It's something we should be

1 considering so that we're not creating more work,
2 we're streamlining it. We'll get back to you on
3 that.

4 GOVERNOR CRIST: Where are we, Electra?

5 MS. BUSTLE: I'm not sure we voted on that
6 particular one.

7 GOVERNOR CRIST: I think we did not.

8 COMMISSIONER BRONSON: Yes. It was -- didn't
9 we? Yes.

10 GOVERNOR CRIST: Let's make sure. Is there a
11 motion?

12 ATTORNEY GENERAL MCCOLLUM: I move it.

13 GOVERNOR CRIST: Is there a second?

14 COMMISSIONER BRONSON: Second.

15 GOVERNOR CRIST: Show it approved without
16 objection, maybe twice. No harm.

17 MS. BUSTLE: Thank you. Agenda Item Number 4
18 is our quarterly report from July 1 through
19 September 30, 2007. The report highlights some of
20 the agency's accomplishments during this period and
21 then provides our annual performance standards and
22 where we are standing on a quarterly basis.

23 The only thing that I wanted to point out to
24 you is, you will notice in the report a standard
25 that deals with customer wait times. It's actually

1 an annual calculation standard. Our inspector
2 general goes in there once a year and times the
3 transactions.

4 We know that that has to be continuous. It
5 can't be just a once-a-year standard, so we're
6 doing more than is expected in that performance
7 standard. We've created an in-office survey that
8 we call the ASK! survey. We've collected 72,000 of
9 those surveys since June 2007 and demonstrate that
10 93 percent of our driver's license customers are
11 waiting 30 minutes or less, which is good news.
12 The actual standard is 85 percent. And then
13 50 percent of the customers waiting only 15 minutes
14 or less, and we're at 80 percent there. So our
15 numbers are looking good, and we do have mechanisms
16 that are continuously looking at the wait times,
17 which I know is important to all of you.

18 One of the things that we're requesting --
19 we're piloting the queuing system, General, as you
20 mentioned at the last meeting, and that's an
21 electronic system that's going to time someone from
22 the moment they get into the office until the
23 moment their transaction is done. We also have a
24 legislative budget request to expand that
25 electronic queuing system to some of our high --

1 all of our high volume, larger offices so we can
2 have this continuous feedback to make sure that
3 we're serving our customers to the best. But
4 currently, it's a manual process to try and make
5 sure that we are serving the customers in a
6 reasonable time manner.

7 GOVERNOR CRIST: Great.

8 CFO SINK: Governor.

9 GOVERNOR CRIST: Yes, CFO.

10 CFO SINK: I did notice in part of your report
11 that you reported that 93 percent, according to
12 your records, are insured, 93 percent of Florida's
13 drivers. And I know we're in an interim period
14 right now. Are you continuing -- and by the way,
15 Governor, I think we avoided a major train wreck by
16 your signing the extension of the no-fault laws,
17 because one of the things that I was most concerned
18 about was going into the other system and not
19 having any kind of enforcement provisions at the
20 Department.

21 But what's happening here in this interim
22 period? Are the insurance companies continuing to
23 report, they're not, they're going to start back up
24 again? If you would just give us an update on
25 that.

1 MS. BUSTLE: Sure. I think it was three or
2 four days after the signing, we continued -- the
3 insurance companies are continuing to report. Let
4 me answer that question. And we'll be able to have
5 statistics for you soon. It's too early right now.
6 But really, there was very little downtime in terms
7 the reporting, so we feel comfortable that we'll be
8 able to give you a legitimate statistic of the
9 uninsured rate here when we meet for the next
10 quarter. So, yes, we're still in line and still
11 moving forward.

12 CFO SINK: Thank you.

13 MS. BUSTLE: Sure.

14 GOVERNOR CRIST: So is there a motion?

15 CFO SINK: Oh, I move it.

16 ATTORNEY GENERAL McCOLLUM: Second.

17 GOVERNOR CRIST: Moved and seconded. Show it
18 approved without objection.

19 MS. BUSTLE: Okay. The fifth and last item on
20 our agenda is for informational purposes. It's the
21 fourth of our five specialty license plates
22 approved last session. This plate states, "Trees
23 Are Cool," and supports the Florida Chapter of the
24 International Society of Arboriculture and will be
25 used for education and training in tree care and

1 tree safety.

2 Governor, with your permission, I would like
3 to recognize representatives from the Florida
4 Chapter of the International Society of
5 Arboriculture.

6 GOVERNOR CRIST: Sure.

7 MS. BUSLTE: They're here today.

8 GOVERNOR CRIST: Please do, of course.

9 MS. BUSTLE: Please stand when your name is
10 called. Don Winsett, Specialty License Plate
11 Chairman; Norm Easey, ISA Executive Director; David
12 Reilly, board member; and Ron Litts, board member.

13 GOVERNOR CRIST: Gentlemen, good to see you.
14 Thank you.

15 Maybe this is out of order, but do you mind if
16 we get a picture with the cool looking plate? Is
17 that all right?

18 (Pictures taken.)

19 GOVERNOR CRIST: Good information.

20 MS. BUSTLE: That concludes our agenda items.
21 Thank you very much.

22 GOVERNOR CRIST: Thank you. Appreciate it,
23 Electra.

24

25

ATTACHMENT 2

T H E C A B I N E T
S T A T E O F F L O R I D A

Representing:

STATE BOARD OF ADMINISTRATION

DIVISION OF BOND FINANCE

FINANCIAL SERVICES COMMISSION, OFFICE
OF INSURANCE REGULATION

DEPARTMENT OF REVENUE

~~DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES~~

BOARD OF TRUSTEES OF THE INTERNAL IMPROVEMENT TRUST FUND

The above agencies came to be heard before
THE FLORIDA CABINET, Honorable Governor Crist presiding,
in the Cabinet Meeting Room, LL-03, The Capitol,
Tallahassee, Florida, on Tuesday, December 18, 2007,
commencing at approximately 9:13 a.m.

Reported by:

MARY ALLEN NEEL
Registered Professional Reporter
Registered Florida Reporter
Notary Public

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2894 REMINGTON GREEN LANE
TALLAHASSEE, FLORIDA 32308
(850) 878-2221

1 GOVERNOR CRIST: Highway Safety and Motor
2 Vehicles. Electra. You're not Electra. Good
3 morning.

4 MS. KORST: Not Electra. LeeAnn Korst. Good
5 morning.

6 GOVERNOR CRIST: What? Say your name again.

7 MS. KORST: LeeAnn Korst.

8 GOVERNOR CRIST: Hi, LeeAnn. Thank you.

9 MS. KORST: Good morning.

10 GOVERNOR CRIST: Good morning.

11 MS. KORST: Our first agenda item is approval
12 of the minutes from the September 19th, 2007
13 meeting.

14 ATTORNEY GENERAL McCOLLUM: I move the
15 minutes.

16 COMMISSIONER BRONSON: Second.

17 GOVERNOR CRIST: Moved and seconded. Show the
18 minutes approved without objection.

19 MS. KORST: Our second item is approval of the
20 October 2nd, 2007 meeting minutes.

21 COMMISSIONER BRONSON: Motion on Item 2.

22 ATTORNEY GENERAL McCOLLUM: I'll second.

23 GOVERNOR CRIST: Moved and seconded. Show
24 them approved without objection.

25 MS. KORST: Thank you. Our third agenda item

1 is an informational item. It is the fifth and last
2 specialty plate passed in the 2007 legislative
3 session, and it states, "Protect Florida Springs."
4 The proceeds --

5 GOVERNOR CRIST: Good idea.

6 MS. KORST: The proceeds support the Wildlife
7 Foundation of Florida and will be used for
8 community-based springs research, education, and
9 outreach and springs conservation.

10 Please join me in recognizing representatives
11 from the Wildlife Foundation of Florida. Please
12 stand as your name is called. Daniel Bourg, donor
13 relations manager. Cindy Taylor, director of the
14 aquatics program.

15 And at this time, Mr. Bourg would like to say
16 a few words, with your permission.

17 GOVERNOR CRIST: Certainly.

18 MR. BOURG: Governor and Cabinet, thank you
19 very much for this incredible opportunity to
20 partner with the State of Florida, local
21 government, and local community-based
22 non-government organizations to work together
23 cooperatively to protect Florida's springs and to
24 provide much needed research about these great
25 areas in Florida. Thank you.

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GOVERNOR CRIST: Of course. Thank you. Are you going to get a -- go ahead.

MS. KORST: That concludes the Department's agenda items.

GOVERNOR CRIST: Are you going to get a picture?

MS. KORST: Yes, please.

GOVERNOR CRIST: Would you like a picture? Okay.

ATTACHMENT 3

A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES



**2ND QUARTER PERFORMANCE REPORT
FISCAL YEAR 2007-2008**

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

ELECTRA THEODORIDES-BUSTLE, EXECUTIVE DIRECTOR

Leading the Way to... A Safer Florida!

New Virtual Office Launched - With an expiring contract for its web-based driver license and motor vehicle online services, the Department's GoRenew.com website was rewritten to provide a single customer portal for all online transactions. The new site displays all online services that the customer is eligible for and allows them to be processed together with one payment. In December, all English transactions were processed in the new Virtual Office, 9,000 transactions were processed the first day. The Spanish version launched in January 2008.



Driving Our Future – In December, the Department finalized its Strategic Plan and is currently aligning our key activities and strategies to support our goals and objectives which drive our future. The strategic planning process included creating a vision statement, revising the Department's mission statement to clearly define Department activities statewide, and identifying values that shape our actions. The Strategic Planning process identified four critical areas that require our focus: service delivery, communication, workforce and performance management. Goals and objectives were created to achieve improvement and provide operational direction in each one of these critical areas. A copy of the Plan can be found at www.hsmv.state.fl.us/html/StratPlan.pdf

Successful Commercial Traffic Enforcement Campaigns – On October 24-25, FHP conducted Operation Safe Ride, a 48-hour statewide traffic enforcement detail targeting the drivers of commercial motor vehicles. During the operation, FHP issued over 4,000 citations for excessive speed, faulty equipment, and other violations. In furtherance of this effort, FHP partnered with the Florida Department of Transportation Motor Carrier Compliance from December 18-19 to improve traffic safety on Florida highways. The 2-day traffic law enforcement operation focused on interstates and other major state roads where commercial motor vehicle, speeding and aggressive driving were prevalent. Nearly 4,000 citations were issued by FHP for various violations with nearly half issued for excessive speed.



Successful Rapid ID Pilot – FHP began a Rapid ID pilot project in July 2007 with 5 users, and since that time troopers have taken over 500 prints roadside. The "Rapid ID" system is a small fingerprint capture device used to validate a subject's identity. The device has been instrumental in the arrest of several individuals. In one incident involving a suspect using a fraudulent ID, the trooper was able to fingerprint and positively identify the individual. The suspect was wanted and an arrest was made. Without the assistance of Rapid ID, the suspect most likely would have been released on a traffic violation. A \$2.5 million grant request has been submitted to the Department of Homeland Security for 1,600 Rapid ID devices. FHP anticipates the release of those funds later this year.

FHP Receives Reaccreditation - FHP proudly received its third international reaccreditation on November 17 through the Commission on Accreditation for Law Enforcement Agencies, Inc. FHP was initially accredited in November 1996 and has maintained their accredited status since that time. Accreditation requires a periodic comprehensive review of every aspect of the Patrol. From management to supervision, field operations to support services, a team of independent law enforcement professionals scrutinize every part of the Patrol's operation. Law Enforcement Accreditation formally recognizes an agency's compliance with standards of excellence set forth by law enforcement peers and identifies Florida Highway Patrol as a leader in the criminal justice community.



Driver License Service Improvements - The Department recently expanded its telephone appointment center to include four additional counties. When calling the local number, the customer's call is automatically forwarded to the appointment center in Tallahassee with no toll charge to the customer. By moving these calls to the existing appointment center, driver license examiners have more time to assist customers. The appointment center currently receives calls from eleven counties: Brevard, Broward, Indian River, Leon, Martin, Miami-Dade, Okeechobee, Orange, Palm Beach, St. Lucie and Volusia. During this quarter the appointment center averaged nearly 7,500 calls per week.

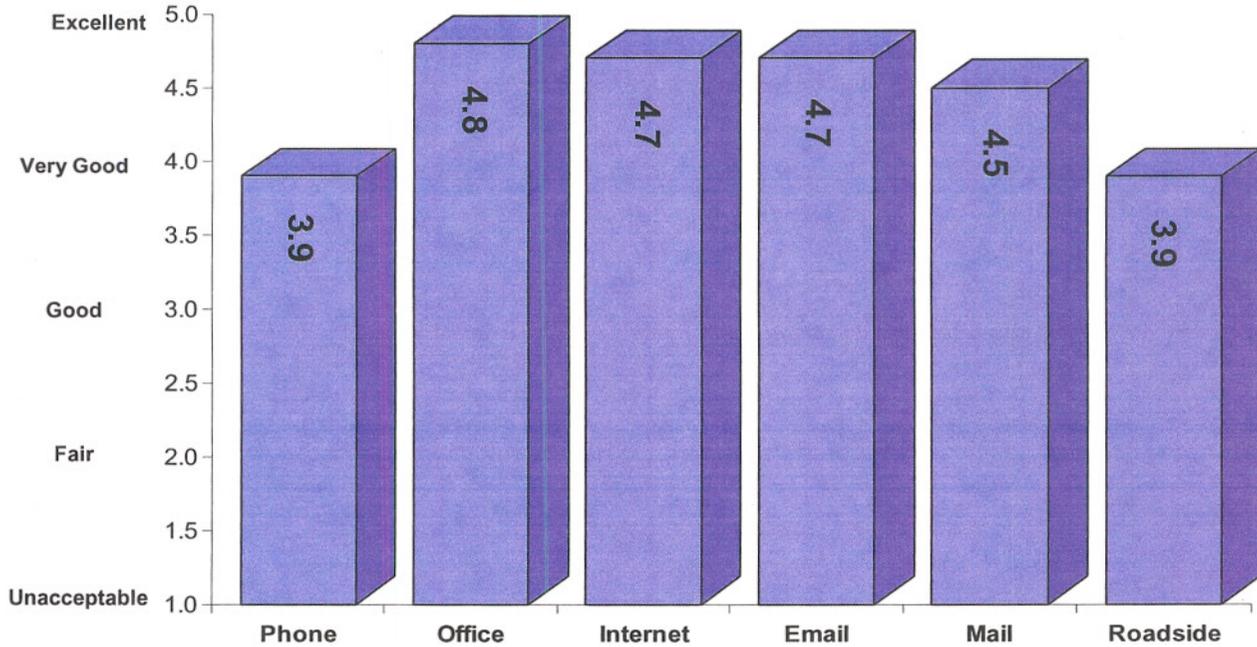
National Teen Driver Safety Week - On October 16, the Florida Cabinet, by resolution, declared the third week of October as Florida Teen Driver Safety Week. The declaration follows a recent federal law which is intended to inspire dialogue within communities - among teenagers, parents, and civic leaders - about the causes of and solutions to crashes, the leading cause of death for young people in the U.S. Florida is home to more than 800,000 teen drivers and last year, more than 37,000 teenage drivers were involved in crashes. A press release was issued statewide outlining efforts to keep teen drivers safe and over a dozen news stories highlighted the issue. Additionally, the Department partnered with high schools in 37 events throughout the state to promote and educate teens on driving safety. A copy of the Florida's Driver Guide for Teens and Parents can be found at <http://www.hsmv.state.fl.us/teens/index.html>



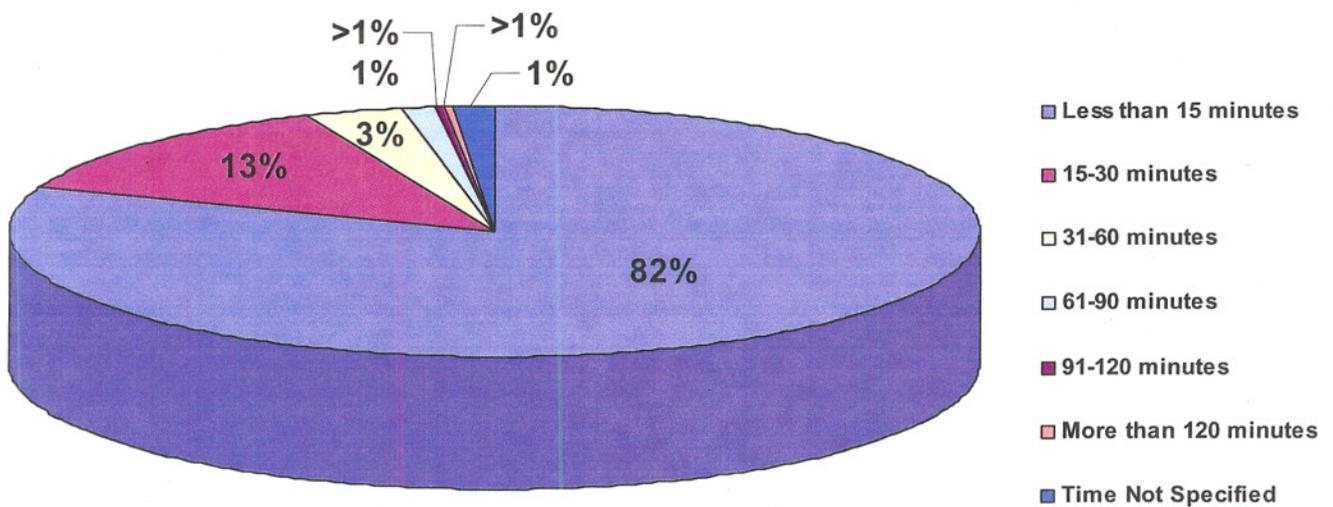
Customer Service Scorecard

The graph below is based on over 150,000 customer responses from the Department's online customer service survey and the ASK brochures received from driver license offices throughout the state during the period July 1 through December 31.

Overall Service Score

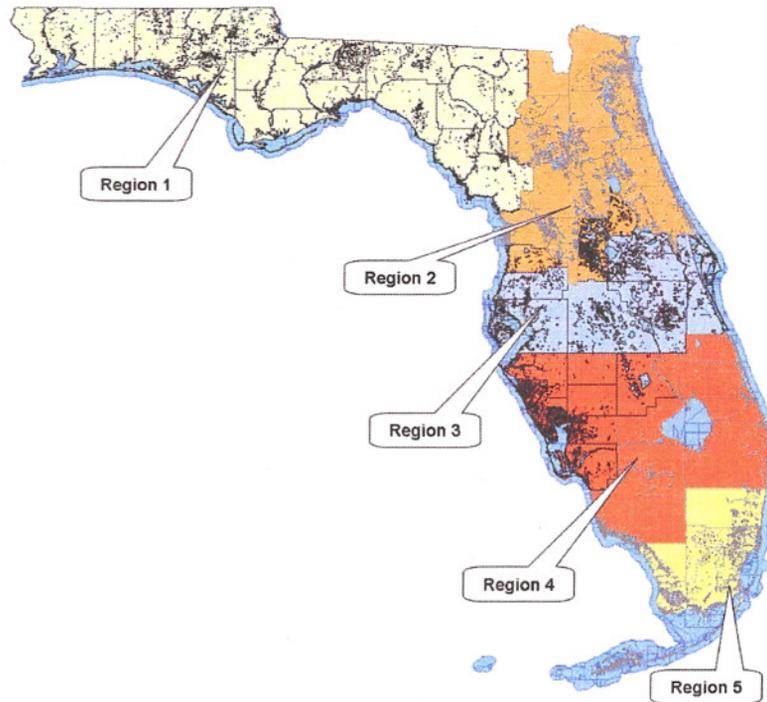
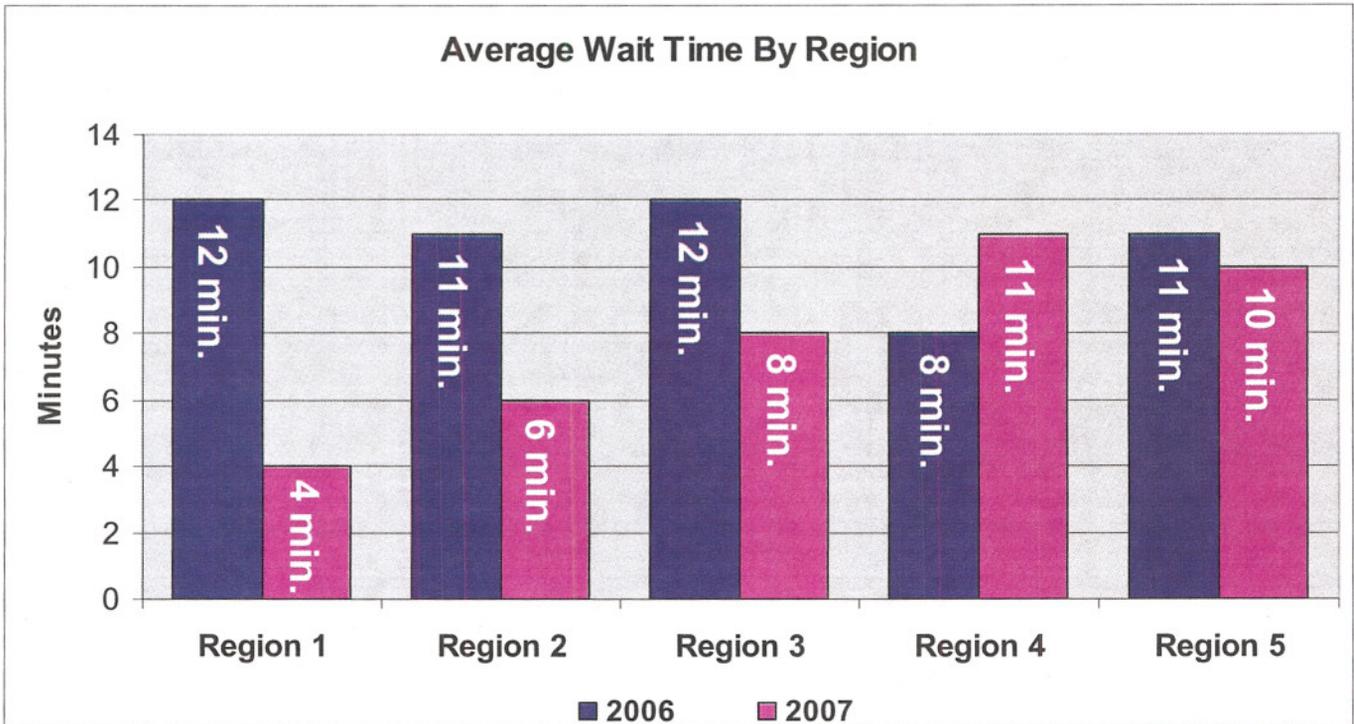


Customer Reported Wait Times



Driver License Offices Wait-Time Report

The Department is committed to enhancing service levels for our customers. We recognize that driver license office wait times are a key service indicator and one that the Department has given considerable attention. **Based on a recent survey of 88 of our 94 driver license field offices, 89% of those offices had an average wait time of 15 minutes or less.** The results of the timing survey, conducted by the Office of the Inspector General, also indicated that 57% of the offices surveyed (50 of 88) provided an improved customer experience by reducing wait times. The graph below provides a summary of the findings by region. The information from the Inspector General's timing report also supports the customer reported wait times shown on the previous page. While we are pleased with this report card, the Department continues to leverage its resources to provide the best possible service to our citizens and visitors.



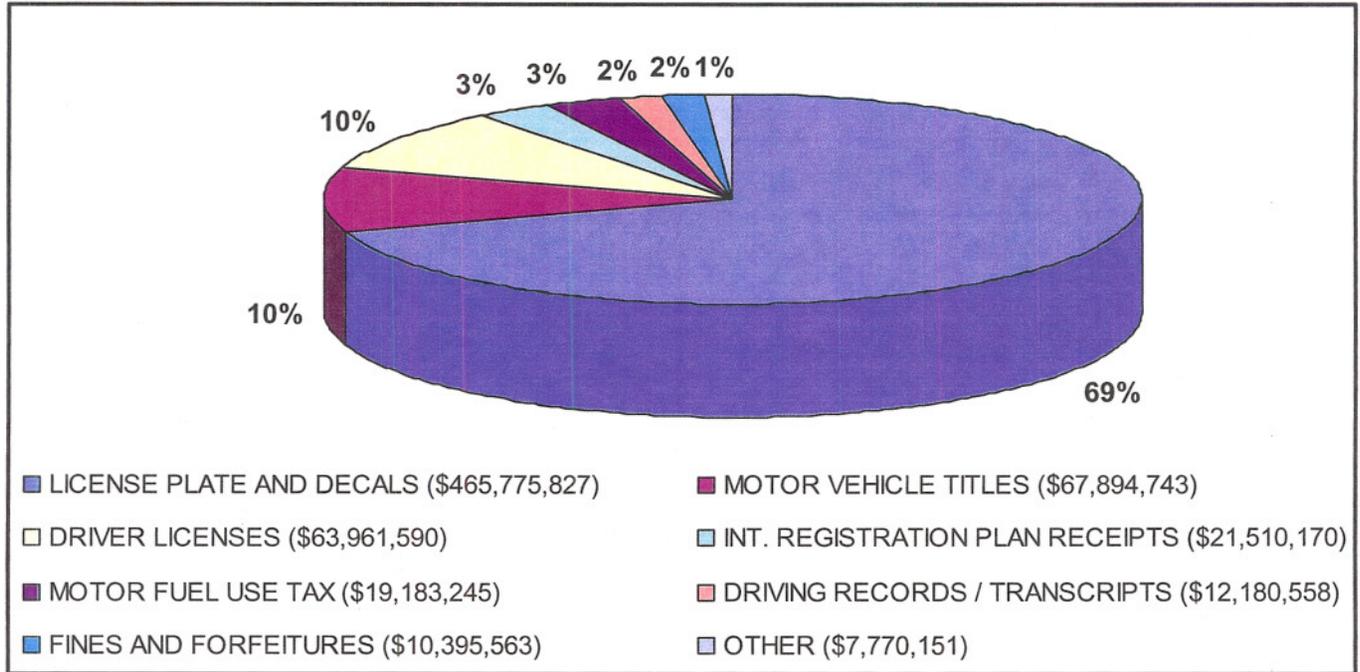
Revenue Information

Revenue Generated 2007 – 2008 Fiscal Year*

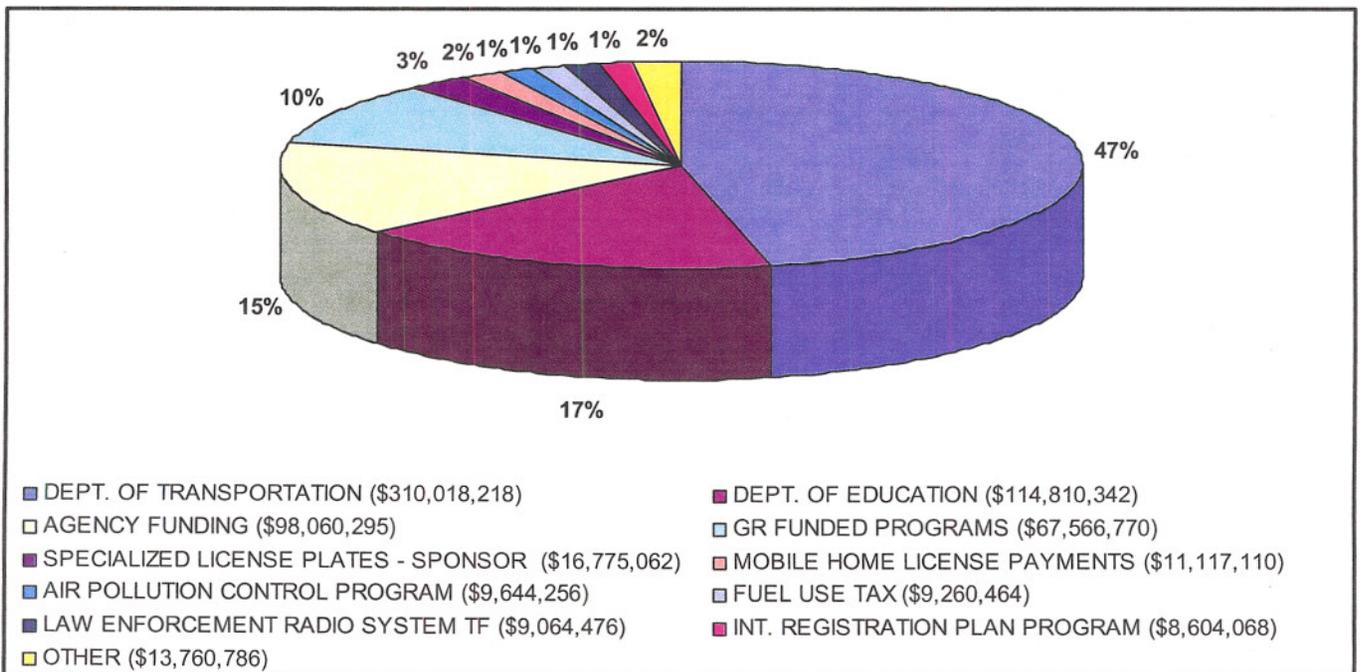
Trust Fund	General Revenue	Total
\$601,115,077	\$67,556,770	\$668,671,847

* During the period July 1 through December 31

Where the Money Comes From



Where the Money Goes



Fiscal Year 2007 – 2008	2nd Quarter Performance	2007-08 YTD Actual	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 	4.58% / 6.17%	4.79% / 6.17	5% / 6.42%
Florida Highway Patrol			
<ul style="list-style-type: none"> Number of crashes investigated by FHP 	57,583	115,230	200,361
<ul style="list-style-type: none"> Percent change in number of crashes investigated by FHP (1) 	-6%	-6%	1%
<ul style="list-style-type: none"> Number of hours spent on traffic homicide investigations 	42,515	84,080	156,284
<ul style="list-style-type: none"> Number of cases resolved as a result of traffic homicide investigations 	435	881	1,728
<ul style="list-style-type: none"> Average time (hours) spent per traffic homicide investigation 	90.52	93.63	90.44
<ul style="list-style-type: none"> Average response time (mins) to calls for crashes or assistance 	27.23	26.72	26.00
<ul style="list-style-type: none"> Number/percent of duty hours spent on preventive patrol by law enforcement officers 	249,352 / 40%	495,050 / 40%	1,006,389 / 41%
<ul style="list-style-type: none"> Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots 	394 / 61%	873 / 60%	1,195 / 50%
<ul style="list-style-type: none"> Number/percent of duty hours spent on crash investigations by law enforcement officers 	93,232 / 15%	185,208 / 15%	326,447 / 14%
<ul style="list-style-type: none"> Number/percent of duty hours spent on crash investigations by community service officers (2) 	5,083 / 44%	9,960 / 43%	10,707 / 29%
<ul style="list-style-type: none"> Number/percent of duty hours spent on non-patrol support activities (law enforcement) 	179,150 / 30%	361,224 / 29%	654,577 / 29%
<ul style="list-style-type: none"> Average time (hours) to investigate crashes (long form) 	2.33	2.31	2.17
<ul style="list-style-type: none"> Average time (hours) to investigate crashes (short form) 	1.33	1.34	1.35
<ul style="list-style-type: none"> Average time (hours) to investigate crashes (non-reportable) 	0.74	0.74	0.65
<ul style="list-style-type: none"> Number/percent of duty hours spent on law enforcement officer assistance to motorists 	28,843 / 5%	57,620 / 5%	111,635 / 5%
<ul style="list-style-type: none"> Number of motorists assisted by law enforcement officers 	69,413	140,440	313,277
<ul style="list-style-type: none"> Number of training courses offered to FHP recruits and personnel 	16	40	45
<ul style="list-style-type: none"> Number of students successfully completing training 	213	544	1,224
<ul style="list-style-type: none"> Percent of closed criminal investigations which are resolved 	75%	81%	80%
<ul style="list-style-type: none"> Number/percent of duty hours spent on criminal investigations (3) 	9,899 / 46%	21,236 / 49%	56,199 / 60%
<ul style="list-style-type: none"> Number/percent of duty hours spent on professional compliance investigations (4) 	2,830 / 13%	5,474 / 13%	5,293 / 6%
<ul style="list-style-type: none"> Number/percent of duty hours spent on polygraph examinations 	1,524 / 7%	2,728 / 6%	5,885 / 5%
<ul style="list-style-type: none"> Number/percent of duty hours spent on non-investigative support activities 	7,243 / 34%	13,953 / 32%	25,250 / 29%
Executive Direction and Support Services			
<ul style="list-style-type: none"> Percent program administration and support costs and positions compared to total program costs and positions 	1.25% / 1.16%	1.33% / 1.16%	1.41% / 1.18%

Fiscal Year 2007 – 2008	2nd Quarter Performance	2007-08 YTD Actual	Annual Standard
Licenses, Titles, and Regulations (Motorist Services)			
Driver Licensure			
• Average number of corrections per 1,000 driver records maintained	5.37	5.37	4.00
• Number of driver licenses issued	1,193,693	2,492,142	5,418,344
• Number of identification cards issued	227,116	478,905	852,315
• Number of written driver license examinations conducted	351,539	756,383	1,561,590
• Number of road tests conducted	123,081	257,896	492,055
Motorist Financial Responsibility Services			
• Percent of motorists complying with financial responsibility	94%	94%	96%
• Number of insured motorists	11,526,438	11,526,438	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)	352 / -41%	912 / -15%	2,356 / -27%
• Number of problem drivers identified	543,915	1,060,760	1,866,461
Mobile Home Compliance and Enforcement Services			
• Ratio of warranty complaints to new mobile homes titled	1 : 150	1 : 156	1 : 154
• Number of mobile homes inspected (5)	1,780	3,806	14,800
Vehicle and Vessel Title and Registration Services			
• Percent of motor vehicle / vessel titles issued without error	92%	94%	92%
• Number of fraudulent motor vehicle titles identified and submitted to law enforcement	14	26	50
• Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement (1)	75%	44%	3%
• Average cost to issue a motor vehicle / vessel title	\$2.10	\$2.10	\$2.12
• Number of motor vehicle and mobile home titles issued	1,401,819	2,838,741	6,700,000
• Number of motor vehicle and mobile home registrations issued	5,555,797	10,473,408	21,446,037
• Number of vessel titles issued	39,659	97,125	270,879
• Number of vessel registrations issued	223,776	476,060	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 (6)	5,910	12,422	36,319
• Percent of dealer licenses issued within 7 working days upon receipt of completed application	100%	100%	99%
• Number of automobile dealers licensed	3,152	5,686	12,800
• Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits	\$1.47 : \$1.00	\$1.55 : \$1.00	\$1.73 : \$1.00
• Number of International Fuel Use Tax and International Registration Plans accounts audited	78	140	350
• Number of motor carriers audited per auditor, with number of auditors shown	26 : 14	23 : 14	22 : 14
Executive Direction and Support Services			
• Percent program administration and support costs and positions compared to total program costs and positions	1.80% / 1.93%	2.06% / 1.93%	2.13% / 2.19%

Fiscal Year 2007 – 2008	2 nd Quarter Performance	2007-08 YTD Actual	Annual Standard
Annual Calculations			
• Florida death rate on patrolled highways per 100 million vehicle miles of travel	Annual	Annual	1.70
• National average death rate on highways per 100 million vehicle miles of travel	Annual	Annual	1.5
• Alcohol-related death rate per 100 million vehicle miles of travel	Annual	Annual	0.64
• State seat belt compliance rate	Annual	Annual	67.50%
• Percent change in seat belt use	Annual	Annual	1%
• Annual crash rate per 100 million vehicle miles of travel on all Florida roads	Annual	Annual	131
• Percent of recruits retained by FHP for 3 years after the completion of training	Annual	Annual	90%
• Percent of customers waiting 15 minutes or less for driver license service	Annual	Annual	50%
• Percent of customers waiting 30 minutes or more for driver license service	Annual	Annual	35%
• Percent of customers who rate Kirkman Data Center services as satisfactory or better as measured by survey	Annual	Annual	90%

PERFORMANCE EXPLANATION

¹ Percent change in number of crashes investigated by FHP and Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement – For this report, percent change was calculated based on the same period the previous fiscal year. The total number of crashes investigated by FHP for 2nd quarter FY 06-07, 61,136, and the first six months of FY 06-07, 122,498. The total number of fraudulent motor vehicle titles identified and submitted to law enforcement for 2nd quarter FY 06-07, 8, and for the first six months of FY 06-07, 18.

² Number/percent of duty hours spent on crash investigations by community service officers - The Community Service Officer position description requires members spend 49% of their duty time investigating traffic crashes, which is consistent with actual performance. When the standard was established, there was no benchmark for the agency to use as a guideline. The standard will be reviewed and adjustments proposed to more accurately reflect performance. The 28 Community Service Officer positions worked a total of 23,171 duty hours during the first six months of this fiscal year.

³ Number/percent of duty hours spent on criminal investigations - The percentage of time dedicated to conducting criminal investigations has decreased due to an increase in professional compliance investigations. Currently, members assigned to the Bureau of Investigations investigate both criminal cases and professional compliance investigations.

⁴ Number/percent of duty hours spent on professional compliance investigations - Professional compliance investigations are driven by complaints received from citizens and detected policy violations. A reinforcement of the policy that requires any complaint of a policy violation be investigated has resulted in an increase in these investigations.

⁵ Number of mobile homes inspected - Due to the continued economic downturn in the manufactured home market nationally and in Florida, there is a corresponding decline in the number of mobile homes inspected within manufacturing plants. Members are meeting all mobile home inspection demands.

⁶ Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings - Performance is forecasted to be below the annual standard due to a decrease in consumer demand. Members are meeting all rebuilt salvaged motor vehicle inspection demands.

**PURCHASES MADE IN EXCESS OF \$25,000.00 AND NOT IN CONJUNCTION WITH
STATE CONTRACTS
OCTOBER Through DECEMBER 2007**

ITEM(S) PURCHASED	VENDOR	AMOUNT
ISA Support for Database Servers, Term 10/01/07 through 6/30/08, KDC-078-61, Single Source, KDC078-61, DO# 690517.	Hewlett Packard Corporation Tallahassee, FL	\$346,788.00
Quantity: 2,323 FHP 2007- 2008 Florida Law Enforcement Handbook, ITB# 009-05, DO# 732955.	Matthew Bender & Co., Inc Albany, New York	\$33,683.50
Quantity: 892 ISA Samsung ML- Print Cartridge, RFQ# 027-07, KDC#078-150, DO# 752031.	Corporate Express Tampa, FL	\$118,957.12
DMV Secure Title Storage and Retrieval Services, RFP# 019-07, DO# 756114.	Secure Records Solutions, LLC Thomasville, GA	\$1,143,598.50
ISA Increase of Licensed Capacity to Mainframe, Single Source, KDC# 078-158, DO# 766021	Computer Associates Incorporation Tallahassee, FL	\$52,951.00
Quantity: 1,375 cases, DMV HSMV #82995 Power of Attorney Odometer form for title transactions. ITB# 001-004, DO# 767626.	Better Business Forms Incorporation Tallahassee, FL	\$72,737.50