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.
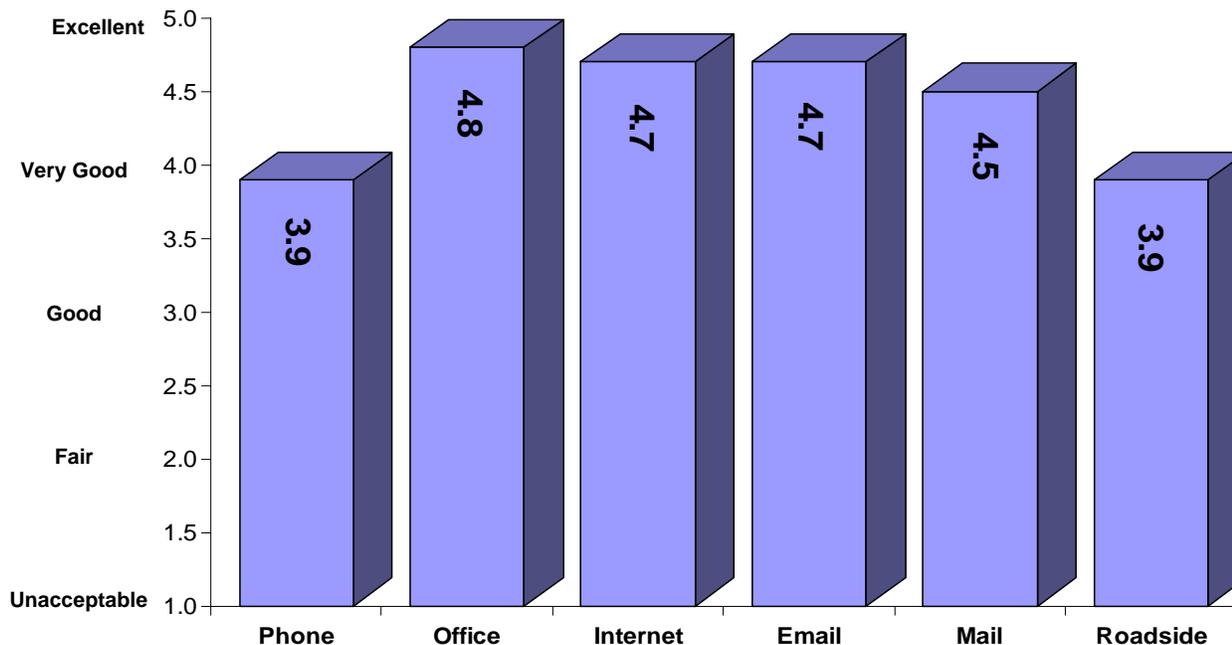
National Teen Driver Safety Week - On October 16, the Florida Cabinet, by resolution, declared the third week of October as Florida Teen Driver Safety Week. The declaration follows a recent federal law which is intended to inspire dialogue within communities - among teenagers, parents, and civic leaders - 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
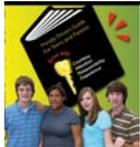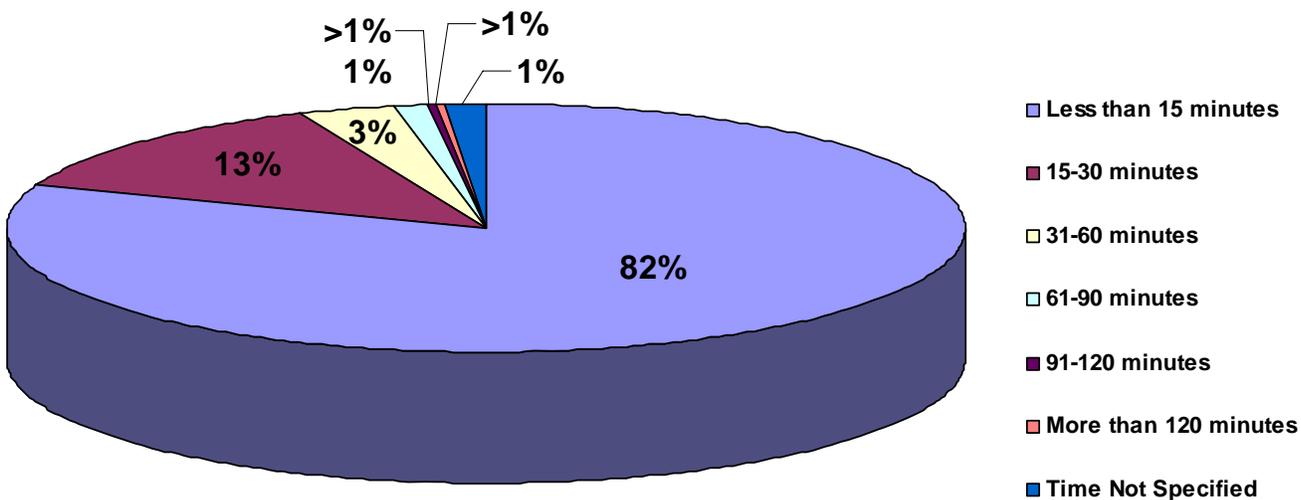
Customer Service Scorecard

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

	Phone	Office	Internet	Email	Mail	Roadside
Score	3.9	4.8	4.7	4.7	4.5	3.9

Scale: 5.0 Excellent, 4.0 Very Good, 3.0 Good, 2.0 Fair, 1.0 Unacceptable

Customer Reported Wait Times

- Less than 15 minutes — 82%
- 15-30 minutes — 13%
- 31-60 minutes — 3%
- 61-90 minutes — 1%
- 91-120 minutes — >1%
- More than 120 minutes — >1%
- Time Not Specified — 1%

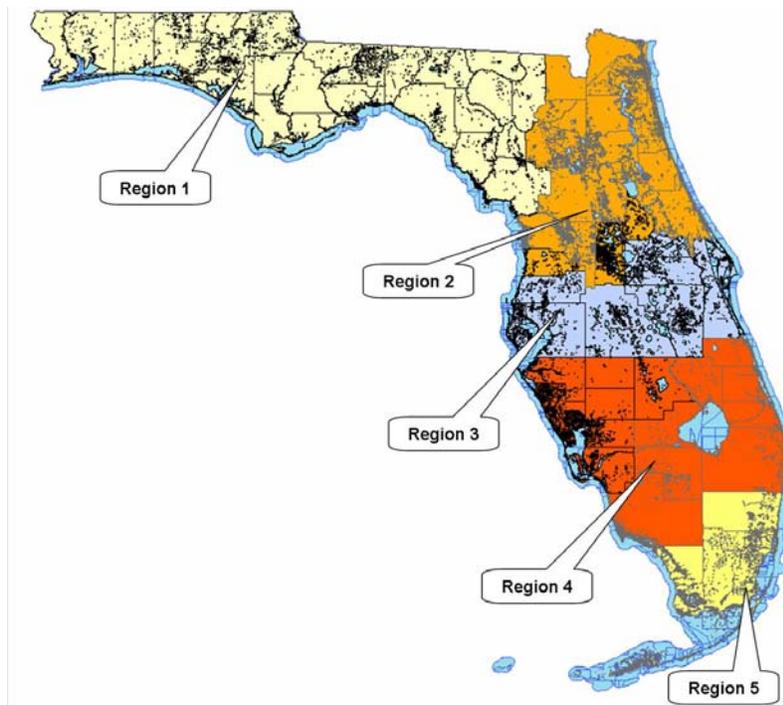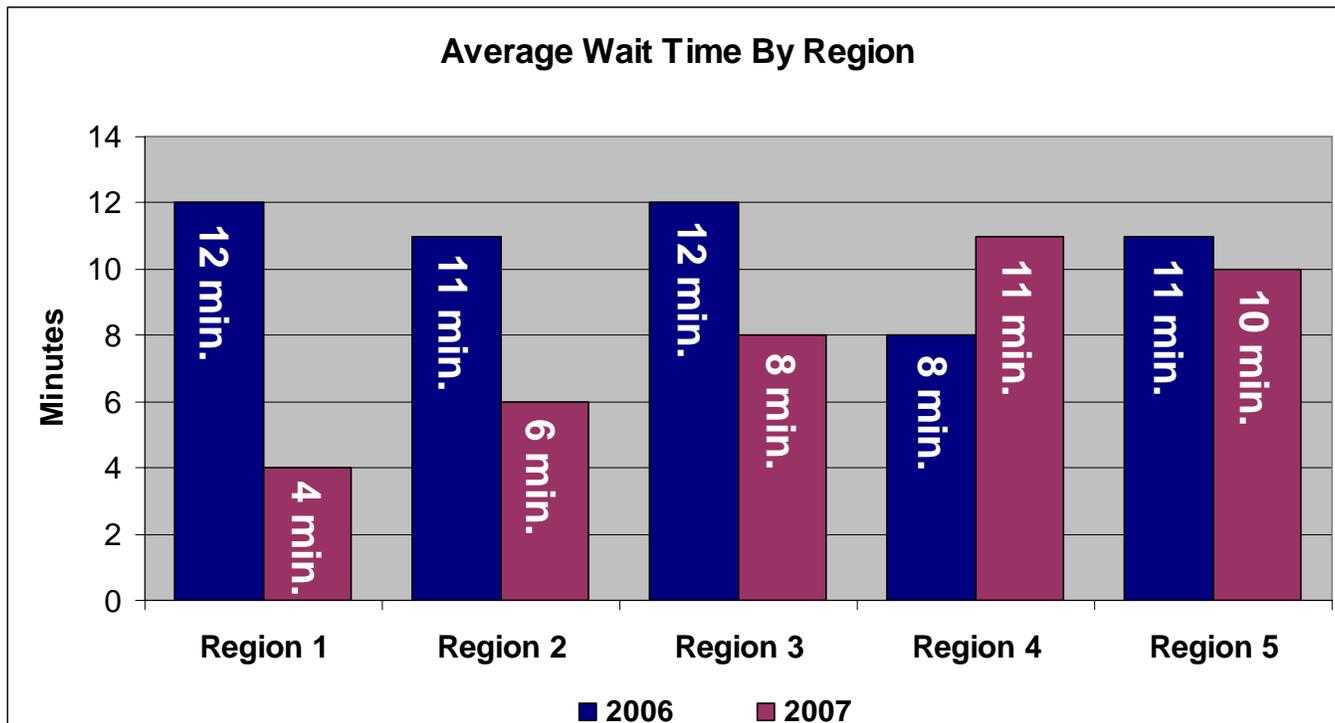## Driver License Offices Wait-Time Report

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.
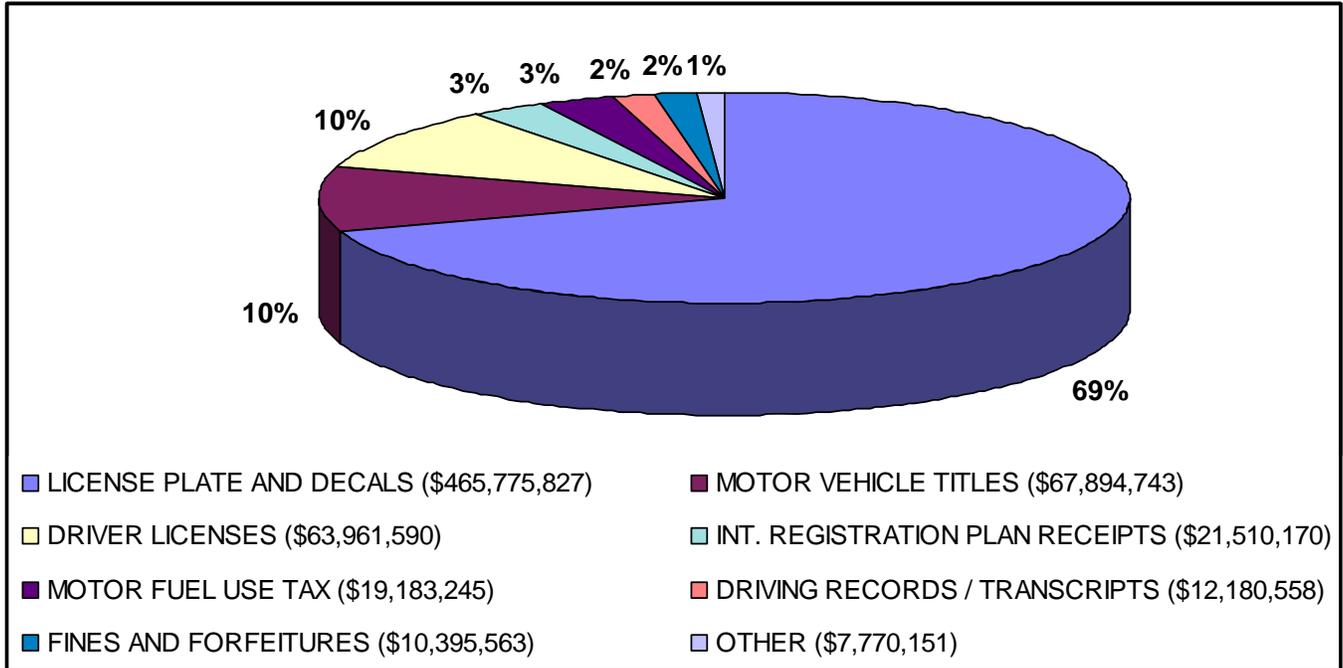
Average Wait Time By Region

Region	2006	2007
Region 1	12 min.	4 min.
Region 2	11 min.	6 min.
Region 3	12 min.	8 min.
Region 4	8 min.	11 min.
Region 5	11 min.	10 min.

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

- LICENSE PLATE AND DECALS ($465,775,827)
- MOTOR VEHICLE TITLES ($67,894,743)
- DRIVER LICENSES ($63,961,590)
- INT. REGISTRATION PLAN RECEIPTS ($21,510,170)
- MOTOR FUEL USE TAX ($19,183,245)
- DRIVING RECORDS / TRANSCRIPTS ($12,180,558)
- FINES AND FORFEITURES ($10,395,563)
- OTHER ($7,770,151)

Where the Money Goes

- DEPT. OF TRANSPORTATION ($310,018,218)
- DEPT. OF EDUCATION ($114,810,342)
- AGENCY FUNDING ($98,060,295)
- GR FUNDED PROGRAMS ($67,566,770)
- SPECIALIZED LICENSE PLATES - SPONSOR ($16,775,062)
- MOBILE HOME LICENSE PAYMENTS ($11,117,110)
- AIR POLLUTION CONTROL PROGRAM ($9,644,256)
- FUEL USE TAX ($9,260,464)
- LAW ENFORCEMENT RADIO SYSTEM TF ($9,064,476)
- INT. REGISTRATION PLAN PROGRAM ($8,604,068)
- OTHER ($13,760,786)

Fiscal Year 2007 – 2008	2nd Quarter Performance	2007-08 YTD Actual	Annual Standard
Executive Direction and Support Services			
• 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			
• Number of crashes investigated by FHP	57,583	115,230	200,361
• Percent change in number of crashes investigated by FHP (1)	-6%	-6%	1%
• Number of hours spent on traffic homicide investigations	42,515	84,080	156,284
• Number of cases resolved as a result of traffic homicide investigations	435	881	1,728
• Average time (hours) spent per traffic homicide investigation	90.52	93.63	90.44
• Average response time (mins) to calls for crashes or assistance	27.23	26.72	26.00
• Number/percent of duty hours spent on preventive patrol by law enforcement officers	249,352 / 40%	495,050 / 40%	1,006,389 / 41%
• Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots	394 / 61%	873 / 60%	1,195 / 50%
• Number/percent of duty hours spent on crash investigations by law enforcement officers	93,232 / 15%	185,208 / 15%	326,447 / 14%
• Number/percent of duty hours spent on crash investigations by community service officers (2)	5,083 / 44%	9,960 / 43%	10,707 / 29%
• Number/percent of duty hours spent on non-patrol support activities (law enforcement)	179,150 / 30%	361,224 / 29%	654,577 / 29%
• Average time (hours) to investigate crashes (long form)	2.33	2.31	2.17
• Average time (hours) to investigate crashes (short form)	1.33	1.34	1.35
• Average time (hours) to investigate crashes (non-reportable)	0.74	0.74	0.65
• Number/percent of duty hours spent on law enforcement officer assistance to motorists	28,843 / 5%	57,620 / 5%	111,635 / 5%
• Number of motorists assisted by law enforcement officers	69,413	140,440	313,277
• Number of training courses offered to FHP recruits and personnel	16	40	45
• Number of students successfully completing training	213	544	1,224
• Percent of closed criminal investigations which are resolved	75%	81%	80%
• Number/percent of duty hours spent on criminal investigations (3)	9,899 / 46%	21,236 / 49%	56,199 / 60%
• Number/percent of duty hours spent on professional compliance investigations (4)	2,830 / 13%	5,474 / 13%	5,293 / 6%
• Number/percent of duty hours spent on polygraph examinations	1,524 / 7%	2,728 / 6%	5,885 / 5%
• 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			
• 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	2nd 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.