



2ND QUARTER PERFORMANCE REPORT FISCAL YEAR 2008 - 2009

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

ELECTRA THEODORIDES-BUSTLE, EXECUTIVE DIRECTOR

This year we celebrate our proud history as we continue to lead the way to a safer Florida. The Department celebrates 40 years of service, while FHP celebrates 70 years of service. In 1969, the Department of Highway Safety and Motor vehicles was formed out of the reorganization of state government agencies. The Department of Public Safety and the Department of Motor Vehicles became the Department of Highway Safety and Motor Vehicles. FHP was formed in 1939 when the Legislature authorized 60 officers to patrol public highways and to enforce all state laws governing traffic, travel, and public safety upon the highways. As we reflect on what has been accomplished, we look forward to meeting the highway safety and security needs of tomorrow.

Leading the Way to... A Safer Florida!

Reaching Teen Drivers Through New Website: The Department launched a new campaign that challenges teens to “take charge” when they get behind the wheel of a vehicle. The new website, created by teens for teens, is the first of its kind in Florida and allows teens drivers to share their experiences with peers. The site (www.TakeTheWheel.net), made possible by funding provided through the Florida Department of Transportation, offers teens a chance to talk about their experiences with others, give advice, listen, learn and challenge one another to take charge of their own actions behind the wheel.



Statewide Events Reach Out to Homeless Population: During this quarter, the Department participated in several events around the state that focused on bringing motor services directly to homeless populations. The Department partnered with service providers such as legal aid, Vital Statistics, the Social Security Administration and local community agencies to provide the participants with driver licenses or identification cards, certified birth certificates, clothing, food, haircuts and legal assistance. Through events in six counties, thousands of homeless people were served. In addition to the homeless population served, nearly 400 driver licenses and identification cards were issued to community members participating in the events.

Florida Trip Tips: Out-of-state visitors and new drivers are sometimes unaware of all the ins and outs of Florida’s road rules, and occasionally the rules change. With the recently published Florida Trip Tips booklet, drivers will find helpful information on traffic laws and tips for safe travel. Highlights include: new requirements for motorcycles; Florida’s Move Over Law; guidelines on seatbelts; and what to do in a minor car accident. The publication was produced by the Department of Highway Safety and Motor Vehicles and made possible by a grant from the Florida Department of Transportation. The Florida Trip Tips booklet is available at welcome centers, driver license offices, Florida Highway Patrol stations, turnpike plazas, and rest areas across the state and online.



Teen Driver Demonstration Grant: Florida was one of four states, along with Arizona, Missouri, and Minnesota, selected to participate in a demonstration grant focused on teen driving laws. The American Association of Motor Vehicle Administrators (AAMVA) grant is designed to help states heighten the awareness of both parents and teens as it relates to personal responsibility and teen driving laws. Florida will focus on education related to the graduated licensing laws through partnerships with National Highway Safety Traffic Administration, AAA Foundation, Allstate Foundation and the National Organization for Youth Safety. A study will be conducted by AAMVA to test the efficacy of the efforts provided by the grant, including analysis on whether the rates of accidents and traffic violations involving teen drivers were decreased during the funding periods.

Motor Vehicle Network Enhances Customer Service: The Motor Vehicle Network (MVN) is a free service that provides updated news and information to customers in our driver license field offices. MVN debuted in October in Miami-Dade and Broward Counties and is now implemented statewide. This new feature keeps customers informed and entertained during the short time they may wait for service. Our customers also benefit by being advised of local Amber Alerts, inclement weather and road closures.

Department Promotes “Safety First” Online: In October, the Department announced its newest website feature – Safety First. With a simple click to the Safety First page through www.flhsmv.gov, one can learn about various topics, such as buying a vehicle online, school bus safety, identity theft, and driving in inclement weather. The Department will continue to update the webpage to include timely and relevant information on driver-related safety issues.



Progress Through Partnerships: The Department has partnered with the Orange County Health Department’s Vital Statistics Office by designating a special work area in our largest Orlando driver license field office to issue (instant) birth certificates. This new service will expedite the issuance of driver licenses and identification cards enhancing customer service. The Orange County Health Department will supply the equipment and personnel to be used in this innovative partnership.

FHP Graduates its 116th Recruit Class: The 116th Basic Recruit Class of the Florida Highway Patrol graduated in December. The 52 recruits began their training in June and successfully met the demands of 27 weeks of rigorous training designed to challenge them academically and physically. Training included topics such as self defense, firearms, traffic law, and crash investigation.



State Driver License Offices - Annual Inspector General 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.

Pursuant to the Department's legislatively approved performance measures, the Inspector General conducts an annual driver license office timings study to determine average wait times.

Methodology:*

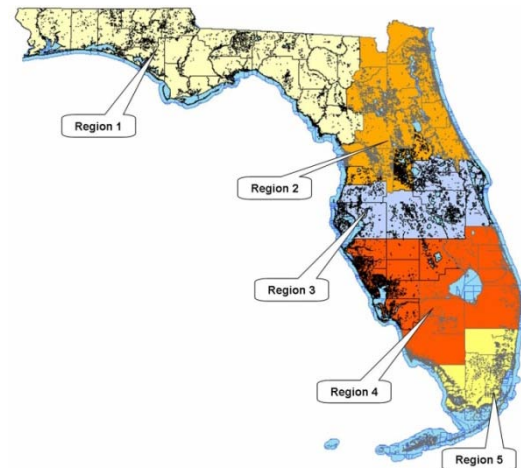
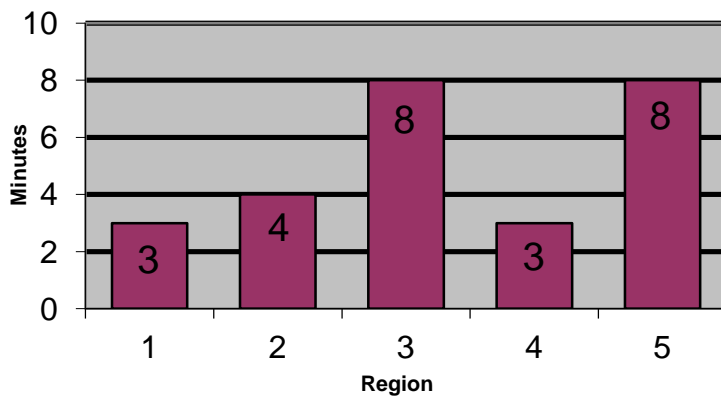
- The study was conducted between October and November over a four week time period.
- 51 high volume state driver license offices were timed representing 75% of all office transactions for the most current 12 month period.
- Auditors recorded the customer's entry time and obtained the service completion time from an Information Systems Administration report.

Results:

- **89% of customers waited 15 minutes or less for driver license service (significantly exceeding the legislative standard of 50%).**
- **Only 3% of customers waited 30 minutes or more for driver license service (significantly below the legislative standard of 35%).**
- 48 of the 51 offices studied had an average wait time of 15 minutes or less.
- 52% of the offices experienced an improvement by reducing wait times from the previous year's survey.

The graph below provides a summary of the findings by region. 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 - 2008



* In 2009, the Department's queuing system is expected to be operational in 54 driver license offices across the state. The queuing system provides real-time information for wait times by office, region, and statewide. Implementing customer queuing systems improves the operating efficiency and overall level of customer service in these offices. Deploying this queuing technology:

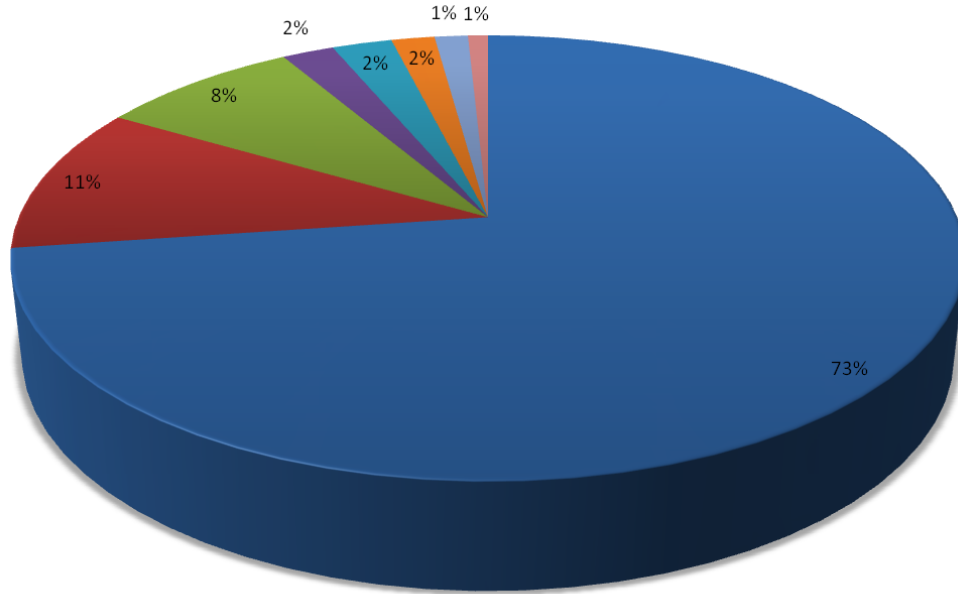
- improves customer flow;
- enhances customer comfort while waiting;
- institutes customer wait time standards;
- monitors employee performance;
- increases office efficiencies; and
- assists in implementing additional process improvements.

Revenue Information

Revenue Generated

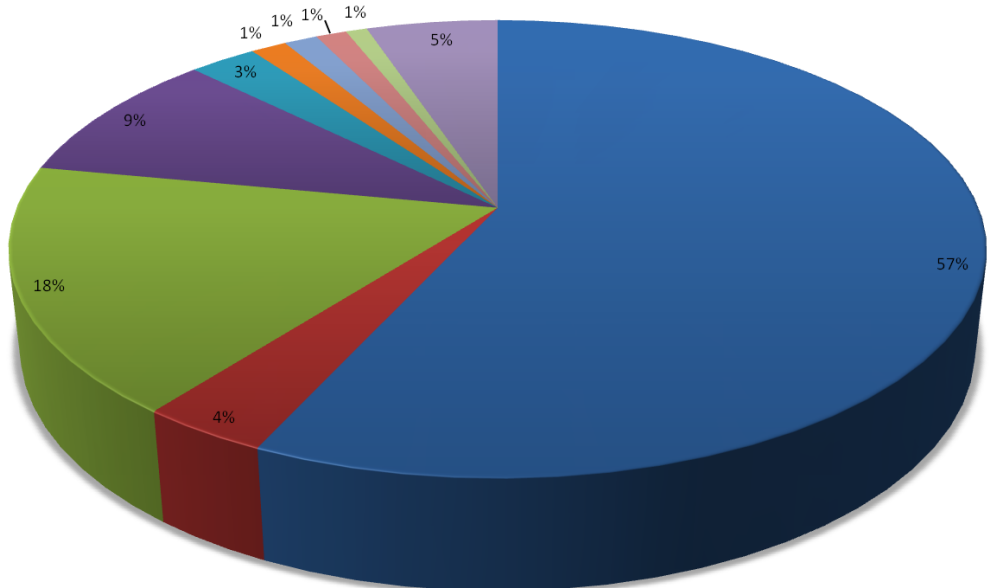
	Trust Fund	General Revenue	Total
2 nd Quarter	\$330,419,887	\$34,297,974	\$364,717,861
Year to Date	\$613,710,015	\$69,190,168	\$682,900,183

Where the Money Comes From – 2nd Quarter



- Licenses Plates and Decals (\$265,457,370)
- Driver Licenses (\$38,912,578)
- Motor Vehicle Titles (\$29,620,062)
- Int. Registration Plan Receipts (\$7,644,125)
- Motor Fuel Use Tax (\$8,851,961)
- Driving Records/Transcripts (\$6,370,685)
- Fines and Forfeitures (\$4,916,190)
- Other (\$2,944,890)

Where the Money Goes – 2nd Quarter



- Dept. of Transportation (\$207,417,248)
- Dept. of Education (\$13,300,850)
- HSMV Agency Funding (\$63,740,649)
- GR Funded Programs (\$34,297,974)
- Specialized Plate-Sponsor (\$9,672,055)
- Fuel Use Tax (\$5,151,469)
- Air Pollution Control Program (\$4,807,376)
- Law Enforcement Radio TF (\$4,424,989)
- Int. Registration Plan Program (\$3,057,650)
- Other (\$18,847,601)

Performance Measures

Fiscal Year 2008 – 2009	2 nd Qtr. 07-08	2 nd Qtr. 08-09	08-09 YTD Actual	Annual Standard
Florida Highway Patrol				
• Number of crashes investigated by FHP	57,583	50,077	99,895	200,361
• Number of hours spent on traffic homicide investigations	42,515	46,070	89,333	156,284
• Number of cases resolved as a result of traffic homicide investigations	435	258	628	1,728
• Average time (hours) spent per traffic homicide investigation	90.52	104.71	105.07	90.44
• Average response time (mins) to calls for crashes or assistance	27.23	26.29	25.90	26.00
• Number/percent of duty hours spent on preventive patrol by law enforcement officers	249,352 / 40%	232,035 / 40%	477,799 / 40%	1,006,389/ 41%
• Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots	394 / 61%	350 / 54%	609 / 54%	1,195/ 50%
• Number/percent of duty hours spent on crash investigations by law enforcement officers	93,232 / 15%	79,097 / 14%	157,004 / 13%	326,447/ 14%
• Number/percent of duty hours spent on crash investigations by community service officers (1)	5,083 / 44%	3,920 / 40%	8,033 / 39%	10,707/ 29%
• Number/percent of duty hours spent on non-patrol support activities (law enforcement)	179,150 / 30%	168,506 / 29%	346,503 / 29%	654,577/ 29%
• Average time (hours) to investigate crashes (long form)	2.33	2.32	2.31	2.17
• Average time (hours) to investigate crashes (short form)	1.33	1.34	1.33	1.35
• Average time (hours) to investigate crashes (non-reportable)	0.74	0.71	0.71	0.65
• Number/percent of duty hours spent on law enforcement officer assistance to motorists	28,843 / 5%	28,223 / 5%	58,697 / 5%	111,635/ 5%
• Number of motorists assisted by law enforcement officers	69,413	67,599	139,682	313,277
• Number of training courses offered to FHP recruits and personnel	16	26	36	45
• Number of students successfully completing training	213	361	530	1,224
• Percent of closed criminal investigations which are resolved	75%	83%	93%	80%
• Number/percent of duty hours spent on criminal investigations (2)	9,899 / 46%	8,679 / 40%	18,494 / 42%	56,199/ 60%
• Number/percent of duty hours spent on professional compliance investigations (2)	2,830 / 13%	4,758 / 22%	10,016 / 22%	5,293/ 6%
• Number/percent of duty hours spent on polygraph examinations	1,524 / 7%	1,336 / 6%	3,014 / 7%	5,885/ 5%
• Number/percent of duty hours spent on non-investigative support activities	7,243 / 34%	6,880 / 32%	13,149 / 29%	25,250/ 29%

Fiscal Year 2008 – 2009	2nd Qtr. 07-08	2nd Qtr. 08-09	08-09 YTD Actual	Annual Standard
Licenses, Titles, and Regulations (Motorist Services)				
Driver Licensure				
• Average number of corrections per 1,000 driver records maintained (3)	5.37	6.60	6.30	4.00
• Number of driver licenses issued	1,193,693	1,207,794	2,473,809	5,418,344
• Number of identification cards issued	227,116	227,003	500,062	852,315
• Number of written driver license examinations conducted	351,539	369,154	795,324	1,561,590
• Number of road tests conducted	123,081	118,000	281,746	492,055
Motorist Financial Responsibility Services				
• Percent of motorists complying with financial responsibility	94%	94%	94%	96%
• Number of insured motorists	11,526,438	11,463,191	11,463,191	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%	86%
• Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity (with annual percent change shown)	352 / -41%	347 / -1%	921 / 1%	2,356/ -27%
• Number of problem drivers identified	543,915	561,327	1,162,494	1,866,461
Mobile Home Compliance and Enforcement Services				
• Ratio of warranty complaints to new mobile homes titled	1 : 150	1 : 116	1 : 119	1 : 154
• Number of mobile homes inspected (4)	1,780	960	2,144	14,800
Vehicle and Vessel Title and Registration Services				
• Percent of motor vehicle / vessel titles issued without error	92%	95%	94%	92%
• Number of fraudulent motor vehicle titles identified and submitted to law enforcement (5)	14	13	17	50
• Average cost to issue a motor vehicle / vessel title (6)	\$2.10	\$2.50	\$2.50	\$2.12
• Number of motor vehicle and mobile home titles issued (7)	1,401,819	1,141,249	2,408,729	6,700,000
• Number of motor vehicle and mobile home registrations issued	5,555,797	5,389,822	10,173,595	21,446,037
• Number of vessel titles issued (7)	39,659	34,371	82,898	270,879
• Number of vessel registrations issued	223,776	213,905	449,988	1,046,445
• Average number days to issue a vehicle title	3	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 : 6	1 : 6	1 : 8
• Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings (8)	5,910	5,957	12,250	36,319
• Percent of dealer licenses issued within 7 working days upon receipt of completed application	100%	100%	99.8%	99%
• Number of automobile dealer licenses issued (all dealer types) (9)	3,152	2,350	4,439	12,800
• Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits (10)	\$1.47 : \$1.00	\$1.11 : \$1.00	\$0.95 : \$1.00	\$1.73 : \$1.00
• Number of International Fuel Use Tax and International Registration Plans accounts audited	78	101	173	350
• Number of motor carriers audited per auditor, with number of auditors shown	26 : 14	34 : 9	29 : 9.5	22 : 14

Fiscal Year 2008 – 2009	2nd Qtr. 07-08	2nd Qtr. 08-09	08-09 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%	4.40% / 6.18%	4.59% / 6.18%	5.00% / 6.42%
<ul style="list-style-type: none"> Percent Florida Highway Patrol administration and support costs and positions compared to total Florida Highway Patrol costs and positions 	1.25% / 1.16%	1.22% / 1.20%	1.29% / 1.20%	1.41% / 1.18%
<ul style="list-style-type: none"> Percent Motorist Services administration and support costs and positions compared to total Motorist Services costs and positions 	1.80% / 1.93%	1.77% / 1.81%	2.10% / 1.81%	2.13% / 2.19%

Fiscal Year 2008 – 2009	08-09 YTD Actual	Annual Standard
Annual Calculations		
<ul style="list-style-type: none"> Florida death rate on patrolled highways per 100 million vehicle miles of travel 	Annual	1.70
<ul style="list-style-type: none"> National average death rate on highways per 100 million vehicle miles of travel 	Annual	1.50
<ul style="list-style-type: none"> Alcohol-related death rate per 100 million vehicle miles of travel 	Annual	0.64
<ul style="list-style-type: none"> State seat belt compliance rate 	Annual	67.50%
<ul style="list-style-type: none"> Percent change in seat belt use 	Annual	1%
<ul style="list-style-type: none"> Annual crash rate per 100 million vehicle miles of travel on all Florida roads 	Annual	131
<ul style="list-style-type: none"> Percent change in number of crashes investigated by FHP 	Annual	1%
<ul style="list-style-type: none"> Percent of recruits retained by FHP for 3 years after the completion of training 	Annual	90%
<ul style="list-style-type: none"> Percent of customers waiting 15 minutes or less for driver license service 	89%	50%
<ul style="list-style-type: none"> Percent of customers waiting 30 minutes or more for driver license service 	3%	35%
<ul style="list-style-type: none"> Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement 	Annual	3%
<ul style="list-style-type: none"> Percent of customers who rate Kirkman Data Center services as satisfactory or better as measured by survey 	Annual	90%

PERFORMANCE EXPLANATION

The justifications address variances in the 2008-2009 year to date actual performance versus annual standard.

- (1) Number/percent of duty hours spent on crash investigations by community service officers - The Community Service Officer position description requires members spend most of their duty time investigating traffic crashes. When the standard was established, there was no benchmark for the agency to use as a guideline. The standard will be reviewed to more accurately reflect performance.
- (2) Number/percent of duty hours spent on criminal investigations / Number/percent of duty hours spent on professional compliance investigations - The Patrol separated professional compliance from the criminal investigative function in 2008. The move established greater accountability and tracking of alleged cases of misconduct resulting in a more accurate depiction of numbers of complaints and workload. The standards for these two measures will be modified to capture the new office structure and associated workload.
- (3) Average number of corrections per 1,000 driver records maintained – Driver records requiring correction are largely due to outside agencies (courts and other state motor vehicle agencies). The Department is continuing ongoing training with the clerk of courts and driver license field examiners to help reduce the number of corrections required. In addition, an increase to corrections in driver records is also attributed to the Department's internal data review.
- (4) Number of mobile homes inspected - Production in mobile/manufactured home plants has continued to decrease significantly due to reduced public demand and industry decline causing fewer homes to inspect in plants. The Department adjusted staffing level recognizing the decreased demand. The decline is related to economic conditions, all required mobile home inspections are being met.
- (5) Number of fraudulent motor vehicle titles identified and submitted to law enforcement - The number of title fraud cases submitted to law enforcement is based upon what is determined by the quality review unit and also possible fraud reported by consumers, law enforcement, tax collectors, and DMV regional offices. During this quarter, 197 potential fraud cases were reported with thirteen determined fraudulent and sent to law enforcement.
- (6) Average cost to issue a motor vehicle / vessel title - Fixed title costs (staff, forms, data processing, overhead, etc.) represents approximately 90 percent of all title costs. These costs remain constant regardless of the number of titles issued. Since fewer titles are being issued, a higher average cost results.
- (7) Number of motor vehicle and mobile home titles issued / Number of vessel titles issued - Due to declining economic conditions and consumer demand for motor vehicles, mobile homes, and vessels, title issuance has decreased.
- (8) Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings - The decline is attributed to a reduction in consumer demand for rebuilt inspections. Members are meeting all rebuilt salvaged motor vehicle inspection demands.
- (9) Number of automobile dealer licenses issued (all dealer types) - The largest renewal period (independent dealers) occurs during the fourth quarter.
- (10) Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits – Based on audit results, more carriers are being found in compliance, and those carriers not in compliance are making installment tax payments rather than lump sum payments.

**PURCHASES MADE IN EXCESS OF \$25,000 AND NOT IN CONJUNCTION WITH
STATE CONTRACTS
OCTOBER through DECEMBER 2008**

ITEM(S) PURCHASED	VENDOR	AMOUNT
ISA: Toner is required for the Samsung printers that print decals for the DMV and Tax Collector offices. ITB# 009-09. DO# 1179557.	Ace Office Supplies Orlando, FL	\$326,240.00
DDL: The Division of Driver Licenses will install a queuing system in 54 field office locations throughout the state. The intent of the system is to manage and track customer wait times and produce management reports to determine office productivity. ITN# 002-09. DO# 1201360.	Q-Matic Corporation Fletcher, NC	\$469,366.48
DDL: The public information campaign will support the dual purpose of promoting the positive benefits of Real ID in addition to informing Floridians of the documents they will need to bring in order to receive their first Real ID compliant credential. ITN# 003-09. DO# 1236195.	Kidd Group Tallahassee, FL	\$400,000.00
DMV: HSMV form # 82995 is the Motor Vehicle Power of Attorney and Odometer Disclosure form for the transfer and sale of motor vehicles in the State of Florida. ITB# 011-09. DO# 1259970.	American Solutions for Business Tallahassee, FL	\$76,010.00
FHP: HP Deskjet Ink Cartridges (Black & Color) for the mobile printers in FHP patrol cars. Term: 1/1/09 thru 12/31/09. ITB# 013-09. DO# 1243190.	M&B Supplies, Inc Monroe, NY	\$309,543.00
FHP: Will equip troopers with a less than lethal weapon in order to reduce injuries and deaths. Single Source. DO# 1240490.	DGG Tactical Supply Jacksonville, FL	\$216,871.85