



A SAFER
FLORIDA

HIGHWAY SAFETY AND MOTOR VEHICLES



2ND QUARTER PERFORMANCE REPORT
FISCAL YEAR 2009 - 2010

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

JULIE JONES, EXECUTIVE DIRECTOR

Service Delivery – ensuring customer-driven excellence.

- Over three million individuals representing 17% of driver license and identification card holders have registered their Emergency Contact Information with the Department.
- The Department issued 18% of its driver license and identification cards through the internet. This represents an increase of 4% over the same period a year ago.
- Customers have completed over 18% of their motor vehicle transactions through the internet. This represents an increase of nearly 23% over the same period a year ago.
- State driver license field offices processed nearly 3.2 million transactions July through December 2009.



Safety – protecting our citizens through service, education, and enforcement.

- The Florida Highway Patrol during the last six months of 2009:
 - Made over 5,000 DUI arrests through enhanced enforcement efforts and concentrated focus during highly traveled holiday periods;
 - Issued over 71,000 seatbelt citations;
 - Made over 1,900 drug arrests;
 - Effected over 3,850 felony arrests;
 - Delivered over 1,300 safety talks; and
 - Rendered assistance to nearly 152,000 motorists.
- Florida's statewide safety belt use reached a record 85.2% this year, topping last year's 81.7%, and beating the national safety belt use rate (84%) for the first time. The National Highway Traffic Safety Administration estimates with Florida's passage of the primary seatbelt law, 124 lives will be saved.
- 3,470 child seat inspections were conducted during the first six months of the fiscal year.



Workforce – valuing our members.

- The turnover rate for Florida Highway Patrol Troopers and Corporals dropped from 4.2% in July 2009 to 3.41% in December 2009.
- The turnover rate for members serving in the Customer Service Call Center dropped from 11.7% in July 2009 to 7.4% in December 2009.
- Lieutenant Bill Leeper, FHP Troop G, received IACP's *J. Stannard Baker Award* for lifetime achievement in traffic safety.
- During October, the National Highway Traffic Safety Administration recognized the Florida Fatality Analysis Reporting System with the State and Winning Team awards for outstanding contributions to NHTSA's vision of saving lives, preventing injuries, and reducing vehicle-related crashes.



Performance Management – improving our organizational performance.

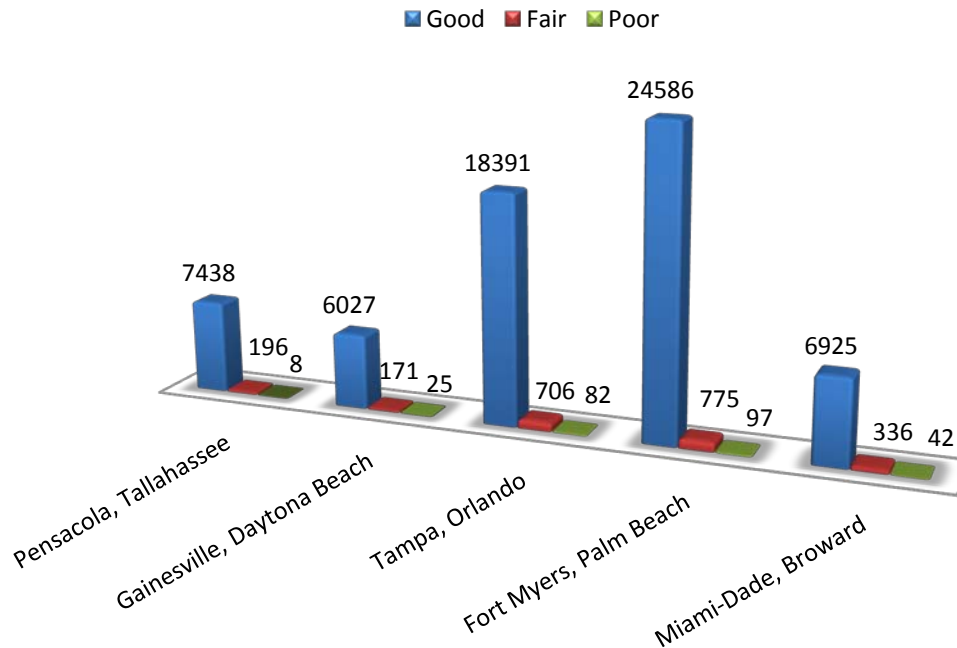
- 118 of the 222, or 53% of tax collector offices currently offer driver license services as of December 2009. This represents an increase from 24% of the tax collector offices that were delivering driver license services in December 2008.
- During this quarter the Department implemented a new e-learning system which will enhance training and further reduce travel.
- Driver license field offices recently instituted a new cash management procedure which has enhanced customer service, reduced overtime payments, and increased revenues.
- Based on survey input from the Florida Highway Patrol, Sheriff's Association, and Police Chief's Association, the font type and size printed on motor vehicle registration decals was enlarged and enhanced. The new font was put into use statewide in November 2009, and is expected to add increased visibility of the decal information further assisting law enforcement.



Customer Service Information

Driver License In-Office Surveys: The following information is based on the overall service satisfaction score from over 65,000 surveys received from state driver license field offices during the first and second quarter.

Overall Service Satisfaction



Listening to Our Customers: Our agency touches nearly every household in the state and in order to meet our customers' needs we need their input. The Office of Performance Management developed a survey to solicit input from the public regarding current operations; to identify where we are meeting and exceeding public expectations; and to identify areas of improvement. The survey included questions about the Department's service, education and enforcement activities and encouraged customers to provide their thoughts on highway safety in Florida. The Department received nearly 47,000 responses during a two-month period. Here are some highlights of the results:

- 78% of respondents agreed or strongly agreed that they felt safe while traveling along Florida's roadways.
- 84 % of respondents rated overall job performance of FHP in their area either good or excellent.
- Respondents indicated that distracted driving and speeding were the areas they most wanted to see FHP increase enforcement efforts.
- 87% of respondents who used the Department's online services within the last 12 months rated their experience as either good or excellent.
- 86% of respondents indicated that they waited 30 minutes or less at a driver license office before being served.
- 94% of respondents rated the conduct of the employee who assisted them (via phone or in office) as good or excellent.

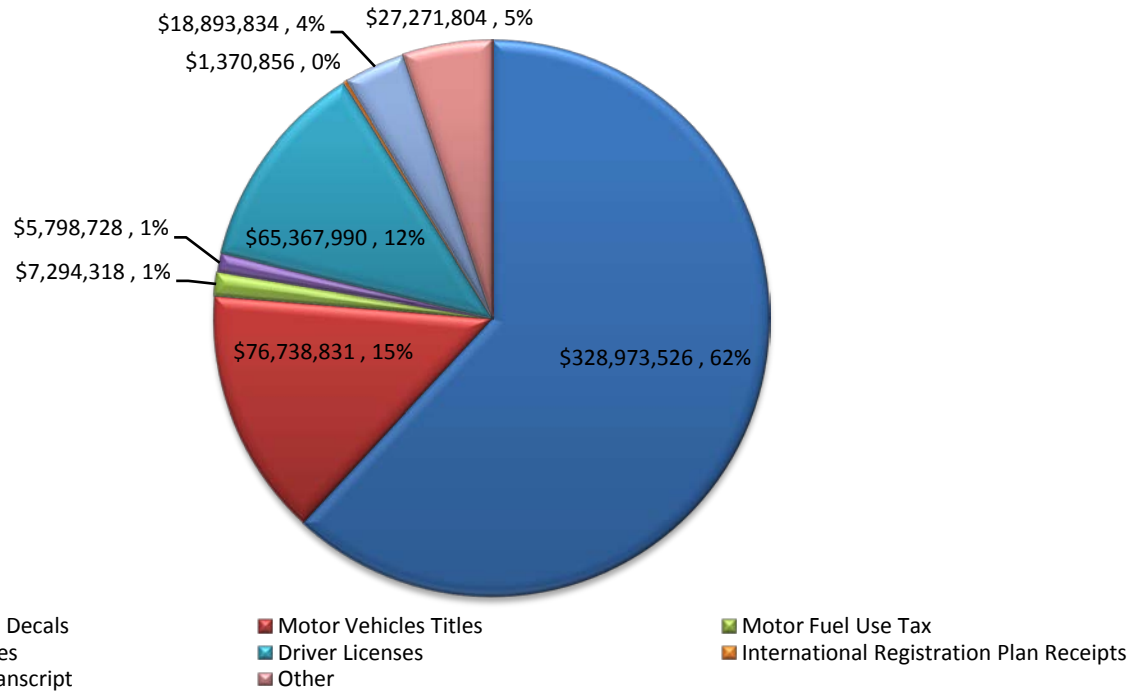
These results will help the Department direct its efforts to better serve customers and to meet future highway safety and security needs.

Revenue Information

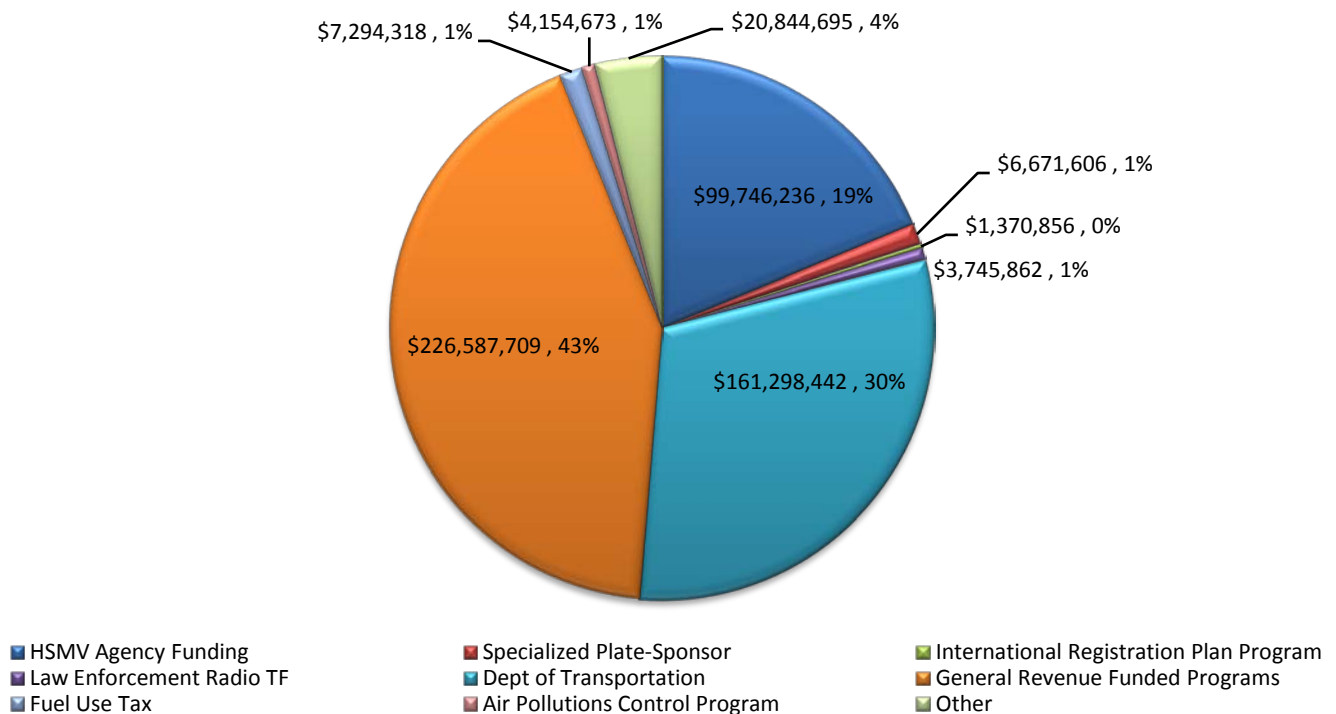
Revenue Generated

	Trust Fund	General Revenue	Total
2 nd Quarter	\$305,122,178	\$226,587,709	\$531,709,887
Year to Date	\$646,756,147	\$291,512,264	\$938,268,411

Where the Money Comes From – 2nd Quarter



Where the Money Goes – 2nd Quarter



Performance Measures

<i>Measure</i>	<i>2nd Qtr. 2008-09</i>	<i>2nd Qtr. 2009-10</i>	<i>2009-10 YTD Actual</i>	<i>Annual Standard</i>
Service Delivery - Employ strategies that ensure customer-driven excellence.				
1. Number of motorists assisted by FHP	76,188	74,775	151,794	300,000
2. Percent of driver license office customers waiting 15 minutes or less for service (1)	Annual	60.5%	54.2%	80%
3. Percent of driver license office customers waiting less than 30 minutes for service (1)	Annual	81.5%	72.1%	95%
4. Percent of customer service phone calls answered by the Customer Service Center within two minutes of being placed in the queue (2)	39.8%	41.5%	40.3%	70%
5. Number of highway crashes investigated by FHP	55,392	54,522	108,894	235,000
6. Percent of fatal highway crashes investigated by FHP to all fatal highway crashes investigated by law enforcement in Florida	46.6%	58.9%	58.7%	60%
7. Percent of traffic homicide investigations completed within 90 days of crash	80.2%	66.4%	68.1%	80.0%
8. Percent of calls for service responded to within 30 minutes	69.5%	69.6%	70.0%	65.0%
9. Percent of traffic investigation hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	24.8%	24.6%	24.3%	23.0%
10. Percent of criminal investigation cases resolved within 30 days	34.7%	75.7%	61.0%	50%
11. Percent of professional compliance investigation cases completed within 45 days	70.8%	81.0%	78.7%	80%
12. Number of corrections per 1,000 driver records maintained (3)	6.6	6.3	6.5	4.0
13. Number of driver licenses and identification cards issued	1,436,054	1,267,487	2,797,678	6,200,000
14. Percent of vehicle/vessel titles issued without error	95%	91%	90%	92%
15. Number of motor vehicle/manufactured home/vessel titles issued (4)	1,175,620	1,177,350	2,402,508	5,750,000
16. Number of motor vehicle/manufactured home/vessel registrations issued	5,603,727	4,869,900	9,721,888	21,300,000
17. Percent of titles issued within three workdays of request	99.6%	100.0%	100.0%	98.0%
18. Percent of motor vehicle, manufactured home and recreation vehicle dealer licenses issued within five workdays of receipt of completed dealer application	99.5%	99.6%	99.4%	99.0%
19. Percent of paper titles issued for motor vehicles, manufactured homes and vessels to all titles issued	81.8%	75.1%	76.0%	80.0%
20. Percent of biennial motor vehicle, manufactured home and vessel registrations issued to all registrations issued eligible for biennial registration	6.3%	5.6%	22.0%	6.0%

<i>Measure</i>	<i>2nd Qtr. 2008-09</i>	<i>2nd Qtr. 2009-10</i>	<i>2009-10 YTD Actual</i>	<i>Annual Standard</i>
Safety –Protect our citizens’ lives and personal security through service, education, and enforcement.				
21. Florida highway fatality rate per 100 million vehicle miles traveled	Annual	Annual	Annual	1.5
22. Florida alcohol-related highway fatality rate per 100 million vehicle miles traveled	Annual	Annual	Annual	0.58
23. Florida's seat belt compliance rate	Annual	Annual	85.2%	85.0%
24. Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	54.9%	52.9%	52.9%	52.0%
25. Number/ percent of registered vehicles that meet Florida's minimum insurance requirements	11,463,197 94.0%	11,505,315 95.0%	11,505,315 94.8%	N/A 95.0%
26. Number/ percent of driving related sanctions issued to all sanctions issued	33,129 5.9%	32,674 6.5%	63,255 6.3%	130,000 5.0%
27. Percent of "Driving Under the Influence" course graduates who do not have another DUI conviction within four years of graduation	Annual	Annual	Annual	90%
28. Percent of new manufactured home warranty complaints to new manufactured homes titled (5)	0.86%	0.64%	0.74%	0.60%
29. Number of manufactured homes inspected in plants (6)	960	766	1,394	6,000
30. Number of rebuilt salvage motor vehicles inspected	5,957	9,162	18,300	25,000
31. Number of dealer licenses issued (includes motor vehicle and manufactured home dealers, and manufacturers licenses)	Annual	Annual	Annual	12,800

Workforce –Build an environment that regards our members as our most valuable resource.				
32. Percent of FHP recruit graduates who passed certification exam on initial testing	97%	100%	100%	95%
33. Percent turnover for all FHP troopers and corporals	N/A	3.4%	3.4%	7.5%
34. Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	20.3%	22.5%	22.8%	25.0%

Performance Management –Take an integrated approach to measure, manage, and improve our organizational performance to further the agency’s mission.				
35. Agency administration and support costs as a percent to total agency costs	4.40%	5.08%	5.33%	5.00%
36. Number/percent of non-driving related sanctions issued to all sanctions issued	527,489 94.1%	467,120 93.5%	938,679 93.7%	2,470,000 / 95%
37. Cost per motor vehicle/manufactured home/vessel title issued	\$2.50	\$2.82	\$2.82	\$2.75
38. Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements (7)	0.64%	0.50%	1.05%	3.00%
39. Percent of International Registration Plan Agreement audits completed to all International Registration Plan agreements	0.48%	0.79%	1.62%	3.00%

PERFORMANCE EXPLANATION

(1) Percent of driver license office customers waiting 15 minutes or less for service and Percent of driver license office customers waiting less than 30 minutes for service – Wait time information from the queuing tool is received from the Department's 54 highest volume offices. This average excludes the previously incorporated smaller volume offices throughout the state, which typically experience little or no wait time and would reduce the overall wait time average. In addition, the Department has recently completed upgrades to office servers that will help stabilize the system. The approximate 97 driver license clerical, examiner, and manager vacancies in state field offices, which are being held vacant due to fiscal constraints, has also contributed to the wait time exceeding standard.

(2) Percent of customer service phone calls answered by the Customer Service Center within two minutes of being placed in the queue – The Department continues to experience a large volume of calls that exceeds current capacity. Several steps have been taken to reduce the volume by maximizing staff, resources, technology, and processes. Based on a recommendation from an August 2009 line load study, findings indicated that an additional 46 phone lines were needed to reduce the busy signals to one busy signal per 100 calls. In February 2010, through grant funding, the Department was able to add 46 additional phone lines. Due to the extraordinary volume of calls the center fields, within one minute the lines were full and customers again experienced a busy signal. Additional customer service center positions would be necessary to meet this standard.

(3) Number of corrections per 1,000 driver records maintained - Many of the errors made on the driver's record, which subsequently require a correction, are completed or reported by outside agencies (courts and other state motor vehicle agencies). In 2009 the Department, through a DOT grant, worked closely with five clerks of court to identify causes of errors in the transmission of citation data, propose solutions, to decrease error rates, and to create a helpful tool to better guide the clerks in how to resolve errors. In addition, our six liaisons work closely with the clerks of court, e-citation vendors, and law enforcement agencies to provide technical assistance and training to resolve data transmission errors. Further, we are working hand-in-hand with the Florida Association of Clerk Courts, e-citation vendors, and our own IT staff to improve systems, which will improve data integrity and accuracy.

(4) Number of motor vehicle/manufactured home/vessel titles issued - Title issuance is below standard due to lower consumer demand for the purchase of motor vehicles, manufactured homes, and vessels.

(5) Percent of new manufactured home warranty complaints to new manufactured homes titled - The ratio variance is caused by the increase in the number of complaints on manufactured homes constructed out of state that were shipped into Florida. The Department has been successful in decreasing the number of complaints on manufactured homes constructed in Florida.

(6) Number of manufactured homes inspected in plants - Production in manufactured home plants has continued to decrease due to reduced public demand and industry decline causing fewer homes to be inspected in plants. All required manufactured home inspections are being completed.

(7) Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements – There is a temporary backlog in the audit review process due to new personnel.

**PURCHASES MADE IN EXCESS OF \$25,000 AND NOT IN CONJUNCTION WITH
STATE CONTRACTS
OCTOBER through DECEMBER 2009**

ITEM(S) PURCHASED	VENDOR	AMOUNT
FHP: Vehicles to be used for training in pursuit intervention techniques. ITB# 002-10 Rebid, Order No. A0c459.	Minco Auto and Truck Accessories Tallahassee, FL	\$36,750.00
ISA: The objective of the Problem Management Project is to acquire services to establish an ITIL best practice framework for Problem Management at DHSMV. Contractor will be responsible for process development, configuration changes to Service Manager, knowledge transfer and training. ITB# 003-10, Order No. DO1660501.	Advanced MarketPlace, Inc. Tampa, FL	\$187,800.00
FHP: This is needed to perform scheduled and unscheduled maintenance, 100 hour inspections and annual inspections and to maintain departmental aircraft in accordance with FHP, FAA and manufacturer's specifications. Order No. A0A065.	Flightline Group, Inc. Tallahassee, FL	\$44,000.00
ISA: This program is to provide address corrections and certification for the Department's Driver License and Motor Vehicle Address Databases. ITB# 007-10, Order No. DO1720828.	CognitiveData Merkle Inc. Little Rock, AR	\$33,600.00
ISA: This service enables the Department to continue to print titles, renewals, letters, and all other forms of laser printing requirements of the Department during this timeframe. Order No. A0B231.	Xerox Corporation Tallahassee, FL	\$49,586.48
ISA: This is service maintenance for the period 7/1/09 thru 10/31/09 on the Xerox printers in the computer room. Order No. A1654A.	Xerox Corporation Tallahassee, FL	\$54,233.71
ISA: The purchase of the VeriSign certificates will ensure that the integrity of our agencies web sites and data stay encrypted and secured. These certificates are used for applications and services that support every division and external agencies which include law enforcement agencies statewide. The authentication, verification and encryption of data provided by VeriSign are essential to maintain a system that is secure and can be used with confidence. This managed platform for certificate issuance is currently in use at the Department and is integrated with our systems. This proprietary product can only be purchased from VeriSign. Order No. A16975.	VeriSign, Inc. Mountain View, CA	\$31,332.00
ISA: This software will be used to provide partial tag searches on DAVID. Order No. A16D84.	R.L. Polk & Company Southfield, MI	\$35,500.00
FHP: HP Deskjet Ink Cartridges is to be used in the MDT Mobile Printers in FHP Patrol cars. ITB# 008-10, Order No. A11F2B.	U.S. Ink and Toner, Inc. Charlotte, NC	\$384,408.00