



Second Quarter Performance Report

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

REVISED 1/26/18

Fiscal Year 2017–2018

News and Accomplishments

LEADERS IN SERVICE

DHSMV Provided Aid to Those Affected by Hurricane Maria

From October-December 2017, DHSMV Florida Licensing on Wheels (FLOW) units were stationed at Hurricane Maria relief centers in Kissimmee, Miami and Orlando to provide credentialing services to impacted customers. FLOW personnel provided credentialing services to thousands of customers entering Florida from Puerto Rico. Additionally, 50 FHP troopers were deployed to Puerto Rico to offer aid to those affected by Hurricane Maria in November. Troopers conducted security operations and traffic control in and around the city of San Juan. Troopers also assisted Puerto Rican law enforcement in the seizure of large quantities of illegal drugs, money and guns.

DHSMV Expanded Issuance of New Florida Driver License and ID Card Statewide

In December 2017, DHSMV expanded its issuance of the new, more secure Florida driver license and ID card to all service centers throughout Florida and online. The new design includes nearly double the fraud protection measures compared to the previous design and provides the most secure over-the-counter credential on the market today. Along with critical anti-fraud features, the new design incorporates designations for lifetime sportsman's, boater, freshwater, saltwater and hunting licenses, as well as designations for veteran, organ donor, deaf/hard of hearing and developmentally disabled. Previous driver license and ID cards will still be in use alongside the new credential until they are replaced or phased out.

FHP Trooper Andy Ong Struck on I-95

In October 2017, Trooper Andy Ong from Troop L (Palm Beach) was out of his vehicle conducting speed enforcement on I-95 in Palm Beach County when he was struck by a vehicle that lost control after colliding with another vehicle. Trooper Ong was transported to the Delray Trauma Center. Trooper Ong has entered rehabilitation and is still recovering.

FHP Trooper Daniel Cruz Struck by Impaired Driver

In December 2017, FHP Trooper Daniel Cruz from Troop E (Miami) was struck by an impaired driver on Okeechobee Road while out of his patrol car investigating a crash. He was airlifted to Ryder Trauma Hospital with serious, but non-life threatening injuries. He is still recovering at this time.

DHSMV Launched MyFlorida App

In November 2017, DHSMV partnered with PayIt, LLC to launch a mobile app called MyFlorida to offer conveniences to customers by expanding customer options for motor vehicle and vessel registration renewal services. The app offers customers the option to use a credit card or checking account to remit payment and generates more specific clearance information for the customer in the instance there is a stop preventing registration of the vehicle or vessel. MyFlorida is available on all mobile devices and allows customers to securely renew a registration on an eligible vehicle or vessel and receive a digital document to use until the registration arrives in the mail. In addition to the app, customers may still choose to complete renewal transactions in an office or online via www.GoRenew.com.

DHSMV Donated 45 Tons of Food for Stuff the Charger

From October – November 2017, DHSMV collected nonperishable food items to be donated to families affected by Hurricanes Irma and Maria. DHSMV partnered with America's Second Harvest, Family Service Agency, Feeding America, Harry Chapin Food Bank, Feeding South Florida, Manna Food Bank and FarmShare to collect 45 tons of food items, equating to more than 75,000 meals, for Florida families.

News and Accomplishments *continued*

Two Roadway Designations Issued for Fallen FHP Troopers

In December 2017, a portion of I-75 (S.R. 93A) between Fowler Avenue and Fletcher Avenue in Hillsborough County and a portion of State Road (S.R.) 80 in Lee County were renamed in honor of two fallen FHP Troopers, Corporal Joseph R. Bertrand and Lieutenant Benedict J. Thomas. Corporal Bertrand was shot on SR-80 while on a traffic stop conducting a DUI investigation on December 22, 1967. Lieutenant Thomas was struck and killed while walking back to his patrol car after investigating an abandoned vehicle on I-75 in Tampa on June 9, 1989. These designations were made as a result of Senate Bill 368, sponsored by Senator Bill Montford and Representative Halsey Beshears, to provide honorary designations of various transportation facilities and roads throughout the state.

FHP Corporal Julio Torres was Named Trooper of the Year

Governor Scott and the Florida Cabinet recognized Corporal Julio Torres as Trooper of the Year for his extraordinary bravery. On February 3, 2016, Corporal Torres was traveling southbound I-75 when he witnessed a multi-vehicle crash. One vehicle had broken through the guardrail and landed overturned in a retention pond. Corporal Torres entered the alligator-infested waters to rescue the trapped victim, and used a knife and crowbar to successfully cut through the seat belt and remove the passenger. He immediately began administering CPR until emergency medical services arrived.

Corporal Schultz and Detective Barry Lewis Received the Governor's Medal of Heroism

FHP Corporal John Schultz and Detective Barry Lewis with the Florida Division of Investigative and Forensic Services (DFS) received the Governor's Medal of Heroism. On September 10, 2017, FHP Lieutenant Greg Bueno and his family took shelter from Hurricane Irma at his home. During the storm, the home's ceiling collapsed. As flood waters rose on every side, Lt. Bueno radioed for help. FHP Corporal John Schultz and DFS Detective Barry Lewis responded to the call and walked through the dark, flooded neighborhood in waist-deep water, with only flashlights to guide them, to evacuate Lt. Bueno and his family to safety.

137th Basic Recruit Class Graduated from the Florida Highway Patrol (FHP) Training Academy

In December 2017, DHSMV welcomed 53 new troopers as a part of the 137th basic recruit class. Commissioner of Agriculture Adam Putnam served as keynote speaker for the commencement. These troopers joined more than 1,900 men and women who patrol Florida's roads each day, providing safety and security to residents and visitors.

FHP Trooper George Seiler Recognized on Florida Missing Children's Day

In December 2017, FHP Trooper George Seiler was recognized as a member of the Law Enforcement Task Force Team of the Year at the Florida Capitol during Florida Missing Children's Day. The task force was comprised of several law enforcement agencies that successfully rescued an abducted child. Officers within this Task Force were able to detain the assailant, who is now facing federal charges for abduction.

News and Accomplishments *continued*

AGENTS OF PROGRESS

Troy Thompson Appointed to Deputy Director of the FHP

FHP Colonel Gene Spaulding appointed Troy Thompson to Deputy Director of the FHP in October 2017.

Lieutenant Colonel Thompson is a 24-year veteran of law enforcement and most recently served as the Chief of Commercial Vehicle Enforcement with FHP. During his career, Lieutenant Colonel Thompson has received the Department of Transportation's Engineering & Operations Leadership Award, secured a place in the Florida Trucking Association's Hall of Fame for his outreach efforts in the trucking industry and served as Region II President of the Commercial Vehicle Safety Alliance (CVSA) from 2013-2016.

Derek Barrs Appointed to FHP Chief of Commercial Vehicle Enforcement

FHP Colonel Gene Spaulding appointed Derek Barrs to FHP Chief of Commercial Vehicle Enforcement (CVE) in November 2017. Chief Barrs is a 26-year veteran of law enforcement and most recently served as the Troop Commander for Troop J (CVE). Chief Barrs began his career in law enforcement in 1991 with the Madison County Sheriff's Office and has been with FHP since 2001. Chief Barrs was named the 2006 Law Enforcement Officer of the year and is currently serving as the Committee Chairman for the Enforcement and Industry Modernization Committee within the CVSA.

DHSMV Met with National Safety Council Regarding Recalls

In October 2017, DHSMV met with representatives from the National Safety Council to discuss opportunities to educate the public about open auto recalls, encourage motorists to check to see if their vehicle has any recall notices and to bring their vehicles in to be repaired in the event of a recall. The following month, DHSMV partnered with Nissan/Infiniti to urge Floridians owning certain 2001-2006 Nissan and Infiniti vehicles to respond to an urgent recall notice regarding the repair of potentially deadly airbag inflators. This partnership is a crucial step toward improving overall highway safety and ensuring that vehicles on the road are safe.

FHP CVE Unit Hosted Post-Crash Inspection Course

In November 2017, FHP's Office of Commercial Vehicle Enforcement (CVE) hosted a two-week long post-crash inspection course in Jacksonville. The class is designed to enable an inspector to perform a post-crash inspection on a commercial motor vehicle (CMV) and use the information collected to help determine the cause of the crash. Law enforcement officers throughout Florida and other states, including Michigan, Maryland, Alabama and Texas, attended the course.

DHSMV Coordinated a Driver License Clinic in Broward County

DHSMV partnered with the 17th Judicial Circuit Court to provide a driver license clinic at the Judicial Complex West Wing in Broward County. Members offered qualified Broward County residents an opportunity to have their invalid driver licenses reinstated. Over 500 customers attended the clinic, which was nearly double the number of customers registered for the event.

DHSMV Held Inspector General Investigator Training

DHSMV held a training for investigators from the Office of the Inspector General during their quarterly training meeting in November 2017. Inspectors received information about the department's Quality Assurance (QA) process and how to interpret QA report information regarding an examiner's issuance and the elements used to determine whether an issuance is fraudulent. Providing investigators with the knowledge and skills to recognize fraud helps the department ensure proper issuance and enhances its ability to take appropriate action when fraud is discovered.

News and Accomplishments *continued*

CHAMPIONS FOR SAFETY

DHSMV Safety Campaigns:

- **We Arrive Alive Teen Driver Safety Week Campaign:** In October 2017, DHSMV launched the *We Arrive Alive* Teen Driver Safety Week campaign, reminding teens and those in vehicles with them to buckle up, every time. The *We Arrive Alive* campaign gave teens the tools to take ownership of their driving habits, reinforcing safe behaviors with affirmative statements about why buckling up is so important to ensuring all teens *Arrive Alive*. DHSMV's Office of Driver Safety and FHP promoted the campaign by participating in events at high schools throughout the state. Additionally, DHSMV posted campaign content daily to its social media platforms and other mediums, such as Snapchat. The campaign garnered more than two million impressions, targeting this life-saving message to teens.
- **Safe Holiday Travel Campaign:** In November 2017, DHSMV launched its two-month long *Safe Holiday Travel* campaign to remind motorists to stay safe on and around Florida's roads while they travel for the holidays. The campaign focused on the importance of buckling up, checking tires and driving sober during the holidays so that all road users *Arrive Alive*. DHSMV promoted the campaign through social media, earned media and paid media, including digital, radio and gas station advertisements. The total campaign garnered more than 125 million impressions, targeting all Florida motorists and visitors.

DHSMV Terminated Agreement with Key Power Driving School

In November 2017, DHSMV issued a final order terminating its agreement with Key Power Driving School, Inc., a third-party commercial driver license (CDL) testing company with locations in Miami and Labelle. During an investigation into third-party CDL testing sites, conducted in partnership with the Federal Motor Carrier Safety Administration, the department learned that Key Power violated its agreement with the state and conducted fraudulent testing activities such as omitting vital portions of the required three-part skills test and manipulating testing data on CDL skills test score sheets. With department representatives on-site, the pass rate for tests dropped significantly, from 60 to just 11 percent, which was an indicator that Key Power may have given passing scores to individuals who had not taken the test, not completed mandatory portions of the test or had not performed the required driving maneuvers. Individuals tested by Key Power on or after January 1, 2017, were notified by the department that they must retest with a compliant third party CDL testing administrator within 60 days of receiving the notification or their CDL would be cancelled.

FHP Joined Multi-Agency Enforcement Operation at University of Florida

In October 2017, FHP troopers responded to a mutual aid request for security by the University of Florida Police Department and the Gainesville Police Department. FHP troopers joined a multi-agency enforcement operation to maintain security on campus during a scheduled event that was declared an emergency by Governor Scott. FHP and their law enforcement partners maintained order during the event and helped prevent major incidents from occurring.

DHSMV Participated in Consumer Protection Fair

In October and November 2017, DHSMV members participated in two consumer protection fairs sponsored by the Florida Department of Agriculture and Consumer Services in Miami-Dade and Escambia counties. DHSMV provided information on the new driver license and ID card and participated in a panel discussion educating consumers on ways to keep themselves and their families safe from fraud and scams.

News and Accomplishments *continued*

FHP Trooper Saved Pinellas Man on the Sunshine Skyway Bridge

In October 2017, FHP Trooper Michael Corrado responded to a pedestrian who was planning to jump off the Sunshine Skyway Bridge. As the man was attempting to climb over the concrete barrier, Trooper Corrado detained and escorted him to the back seat of his patrol vehicle. The man was examined by emergency medical services and later transported to Pinellas Emergency Mental Health Services.

FHP Trooper Assisted in the Rescue of Three Boaters

In October 2017, FHP Corporal Jim Covert was patrolling at the Sunshine Skyway Bridge when he observed an overturned boat with three boaters sitting on top of the vessel. The boaters had traveled to the Sunshine Skyway Bridge, began to take on water, and were later capsized by large waves. After initiating a call for assistance and learning no rescue vessels were in the area, Corporal Covert located David Teichman near the area with his jet ski. Teichman responded immediately by traveling to the small overturned vessel and safely transported the three boaters to shore.

FHP Participated in National Night Out throughout Florida

FHP troopers in Troop A (Pensacola), Troop C (Tampa), Troop D (Orlando) and Troop F (Fort Myers) participated in local National Night Out events in October 2017. National Night Out is an annual community-building campaign that promotes police and community partnerships to make Florida neighborhoods safer. Troopers spoke with attendees about the significant role that FHP plays in keeping Florida safe and shared traffic safety information, including the importance of buckling up.

FHP Troop A (Pensacola) Participated in Annual Youth Crime Prevention Summit

In November 2017, FHP Troop A participated in BLAST, a program intended to build lasting relationships between police and the community. FHP members instructed participants on how to interact with law enforcement during specific situations, such as traffic stops.

FHP Troop C (Tampa) Participated in Temple Terrace Safety Event

FHP Troop C participated in the Temple Terrace Fire Department's Open House safety event in October 2017. Hosted in honor of Fire Prevention Week, the event sought to educate members of the community about safety issues, including fire safety, traffic safety and theft. FHP troopers encouraged all attendees to buckle up and demonstrated the dangers of failing to do so with the FHP rollover simulator.

FHP Participated in the Walk Like MADD 5K

In September 2017, FHP Troop F (Fort Myers) attended the second annual Walk Like MADD 5K at Jet Blue Park. Walk Like MADD is hosted by Mothers Against Drunk Driving (MADD) to raise awareness and funds to eliminate drunk driving. Team FHP consisted of 78 troopers, family members and friends, and was awarded the Law Enforcement Challenge Trophy for the second consecutive year.

FHP Trooper Arrested Suspect in an Unsolved Homicide

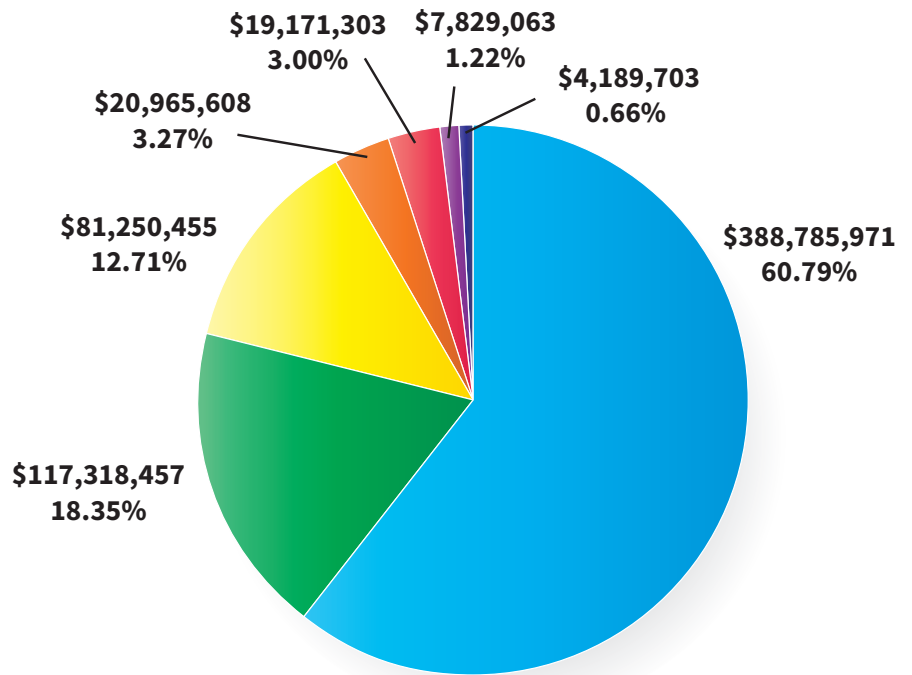
In December 2017, FHP Trooper Chris Miller arrested the suspect of an unsolved homicide in Clay County. Trooper Miller began overtaking a vehicle that was observed speeding and matched the description of a stolen vehicle relayed by the Jacksonville Sheriff's Office when he lost sight of the vehicle. Later observing the same vehicle, Trooper Miller detained two of the suspects, while the third fled into a nearby wooded area. When the suspect emerged and tried to enter another vehicle, Trooper Miller arrested him.

Revenue Information

Second Quarter	Trust Funds	General Revenue	Total
	\$510,279,159	\$129,231,401	\$639,510,560

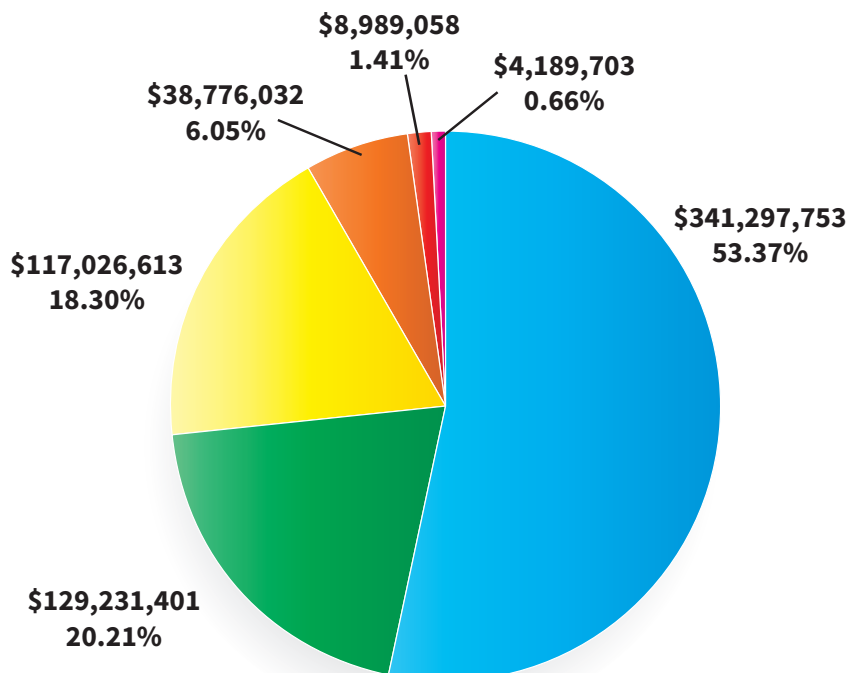
Where The Money Comes From

- License Plates and Decals
- Motor Vehicle Titles
- Driver Licenses
- Other
- Driving/Transcript Record Production
- Fines and Forfeitures
- Motor Fuel Use Tax



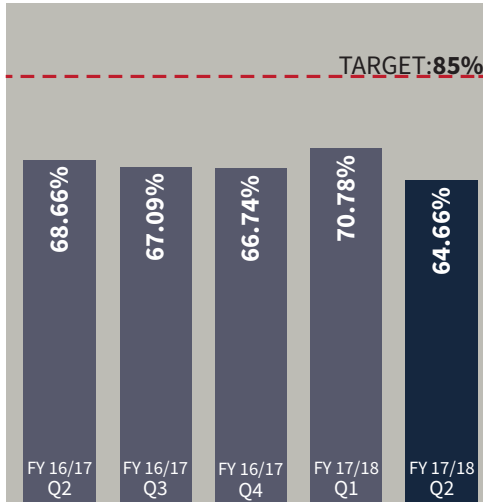
Where The Money Goes

- Department of Transportation
- General Revenue Funded Programs
- DHSMV Agency Funding
- Other
- Specialty Plate Organizations
- Motor Fuel Use Tax

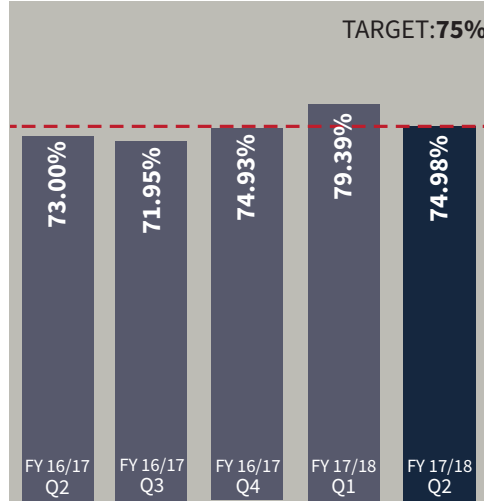


Performance Measures and Standards

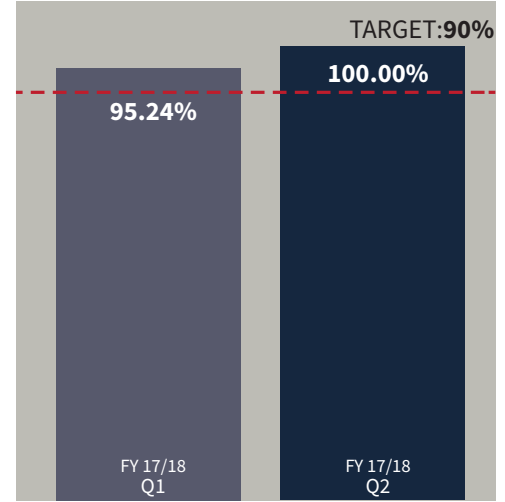
Percentage of FHP calls for service responded to within 30 minutes or less



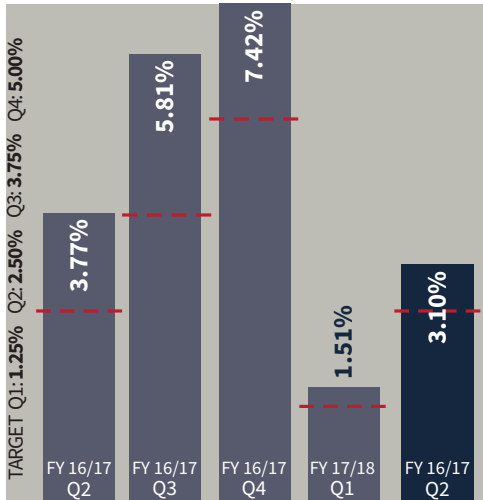
FHP percentage of time spent on active patrol or crash investigation



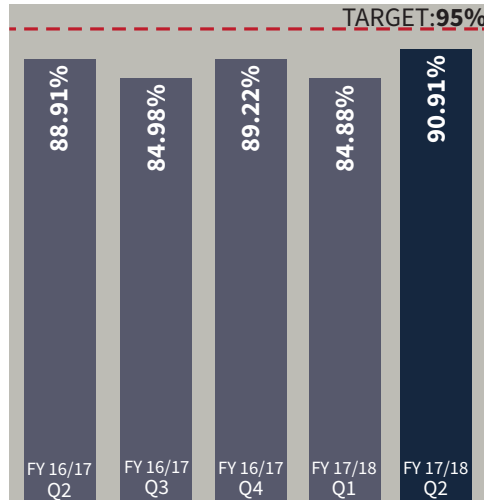
High-Risk Motor Carrier interventions completed within 90 Days



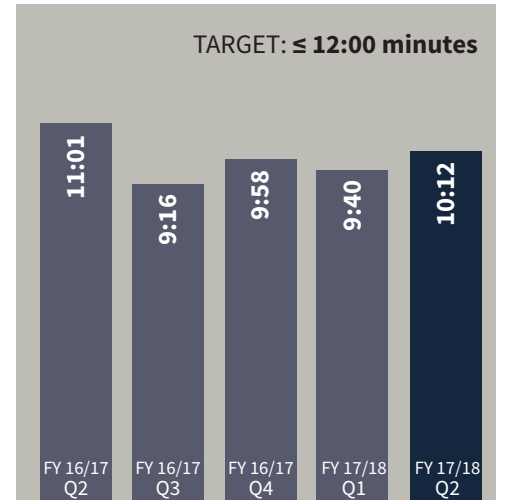
Percentage of targeted transactions reviewed for quality assurance



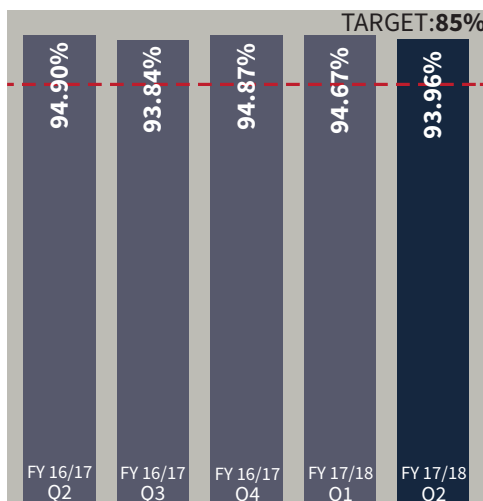
Percentage of Motorist Services Offices with a wait time of less than 30 minutes



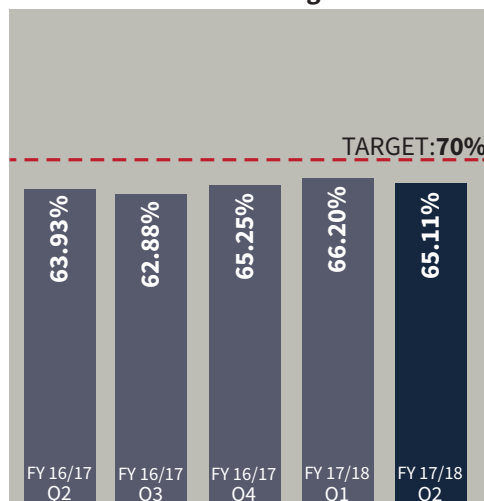
Motorist Services Call Center wait times



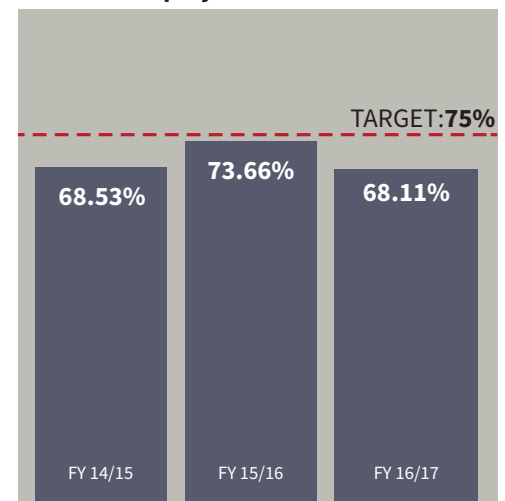
Motorist Services Customer Satisfaction



First time pass rate for Class E Driver License Knowledge Test



Employee Satisfaction



Purchases Made

Purchases Made In Excess Of \$100,000

October 2017 through December 2017

Vendor	Commodity or Service	Procurement Method	Contract Term	Fiscal Year 2017/18 Estimated Expenditures	Total Contract
American Association of Motor Vehicle Administrators	National Motor Vehicle Title Information System	Single Source	2-years (no renewal option)	\$323,172	\$706,470
American Association of Motor Vehicle Administrators	Credential Verification Application	Single Source	1-year (no renewal option)	\$240,000	\$240,000
Axon Enterprise, Inc.	Taser Training Equipment	Single Source	3-years (no renewal option)	\$200,000	\$600,000
Collision Forensic Solutions, LLC	Robotic Total Mapping System and Accessories	Invitation to Bid	1-year (optional 2-year renewal)	\$340,004	\$340,004
Dana Safety Supply & Williams Communications, Inc.	FHP Vehicle Equipment Repair, Removal and Reinstallation	Invitation to Bid	5-years (optional 5-year renewal)	\$267,333	\$1,871,333
EagleEye Intelligence	Traffic Incident Management System	Single Source	1-year (no renewal option)	\$175,000	\$175,000
Accenture, LLP	Motorist Modernization Phase II	Request for Proposals	5-years 7-months (no renewal option)	\$2,692,000	\$26,768,000
Williams Communications, Inc.	Communication Equipment Service	Single Source	3-years (no renewal option)	\$37,618	\$116,299
MorphoTrust, USA	Biometric Analysis	Request for Proposals	6-years (optional 6-year renewal)	\$67,500	\$2,400,000
DDG Uniform Work & Apparel	Uniform Apparel	Invitation to Bid	3-years (optional 3-year renewal)	\$75,000	\$225,000

Rule 15-1.012, F.A.C.