



A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES



**3RD 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!

Queuing Systems Add Value: Ninety-four state-operated driver license offices issue almost five million driver license and identification cards annually. Implementing a customer queuing system pilot has improved the operating efficiency and overall level of customer service in those offices. Four offices recently deployed this technology and found queuing systems; improved customer flow, enhanced customer expectations, provided customer wait time standards, monitored member performance, and assisted in implementing process improvements. The system has proven an effective management tool for supervisors and managers, providing both member and office performance reports and statistics. The real-time monitoring and reporting capability allows for a quick shift in task assignments to effectively balance workload. The Legislature has recognized the benefit of the technology and has appropriated funding to place an additional 57 queuing systems in driver license offices across the state.



New Registration Option for Drivers: Effective January 1, 2008, motor vehicle owners can now choose between renewing their vehicle registration for one or two year periods. This allows customers the convenience of renewing for a longer period and benefits the Department by reducing the number of annual renewals. Owners who choose the two-year renewal option will receive decals with a 2010 expiration date. Over 129,000 two-year renewals were processed in this quarter.



Florida Ready for Real ID: There are over 40 components to the Real ID Act based on the Department of Homeland Security's final implementation rule issued January 2008. States must have 18 components complete to be deemed materially compliant, Florida currently meets 15 of those 18 components. This is a significant accomplishment for Florida. Being a legal presence state, verifying social security numbers, background checking our members, and producing a card that has layered security, puts Florida well ahead of the curve and in position to be materially compliant. The Department anticipates issuing Real ID compliant cards beginning in January 2010.



Innovative Solutions In Service Delivery: In a continuing effort to enhance service delivery, the Department has changed its internet domain to "flhsmv.gov." E-mail addresses were also changed to the simpler extension. This new domain structure supports our vision of one DHSMV and will help citizens better recognize our web address and access our services. The old web and e-mail addresses will continue to be supported for an extended transitional period. Another innovative service delivery solution, the Department's Online Appointment Service and Information System for driver license offices, now provides individuals with hearing disabilities the option to request an interpreter provided by the Department. The service is part of the larger campaign, "Making Changes that Matter to You!"



Department Assists in Large Scale Events: FHP participated in the Daytona 500 Weekend Operation, a multi-jurisdictional effort utilizing resources from local and state agencies to handle the large influx of vehicle and pedestrian traffic in Daytona Beach. In addition the Department participated in the 67th annual Bike Week in Daytona Beach in February, with thousands of motorcycling enthusiasts visiting the area. FHP has been a vital part of Bike Week operations and minimizing problems due to high traffic volume. Division of Motor Vehicle members worked with members of the Volusia County Sheriff's Office Motorcycle Task Force investigating and recovering stolen motorcycles and parts. The task force recovered 20 motorcycles (up from 16 last year).



Successful Compliance Review: Every four years the Department undergoes a review to ensure it is meeting the requirements of the multi-jurisdictional International Fuel Tax Agreement (IFTA). Forty-eight states and 10 Canadian provinces participate in the IFTA. IFTA provides convenience for the trucking community when filing tax returns and paying fuel use taxes. The agreement ensures that all participating jurisdictions receive their applicable taxes based on travel in their jurisdiction. After IFTA representatives reviewed our policy and procedures, Florida passed with no major findings and received positive comments at the closing conference held in February.

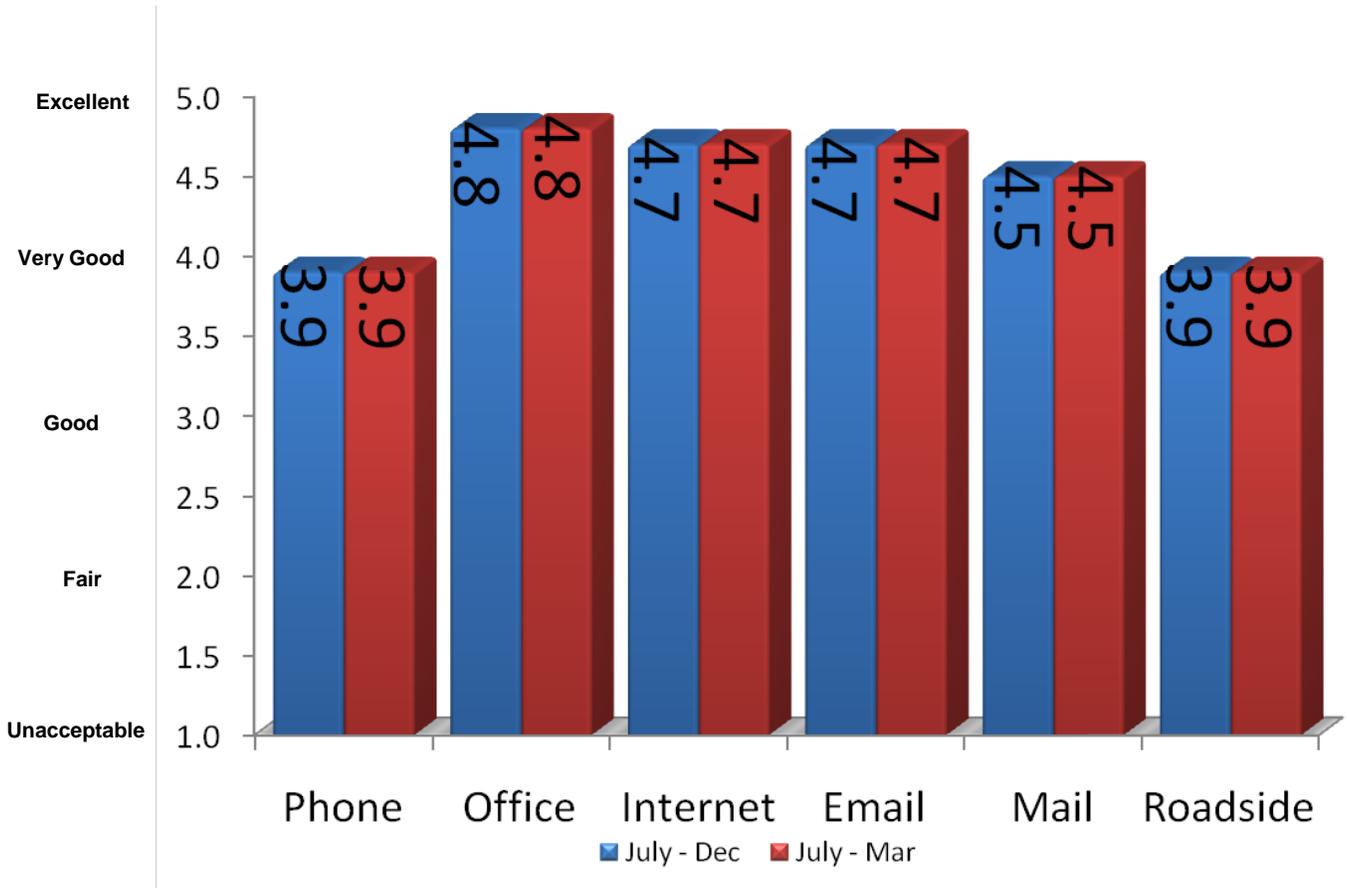


FSECC Awards: Once again DHSMV had a successful Florida State Employees' Charitable Campaign last year. At a luncheon held on March 12, DHSMV received awards for overall giving as well as leadership giving. Executive Director Bustle and Deputy Executive Director Dave Westberry were also recognized for chairing the leadership campaign.

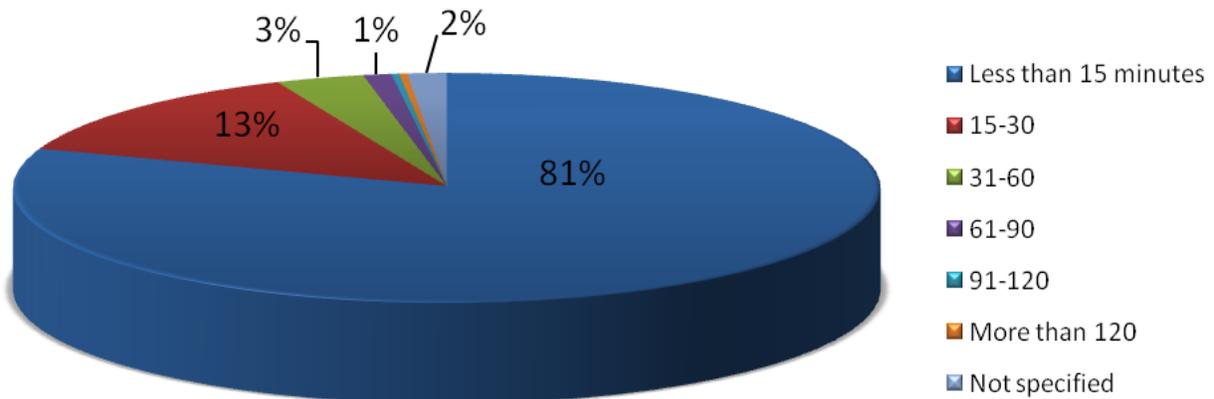
Customer Service Scorecard

The graph below is based on nearly 200,000 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 March 31.

Overall Service Score



Customer Reported Wait Times



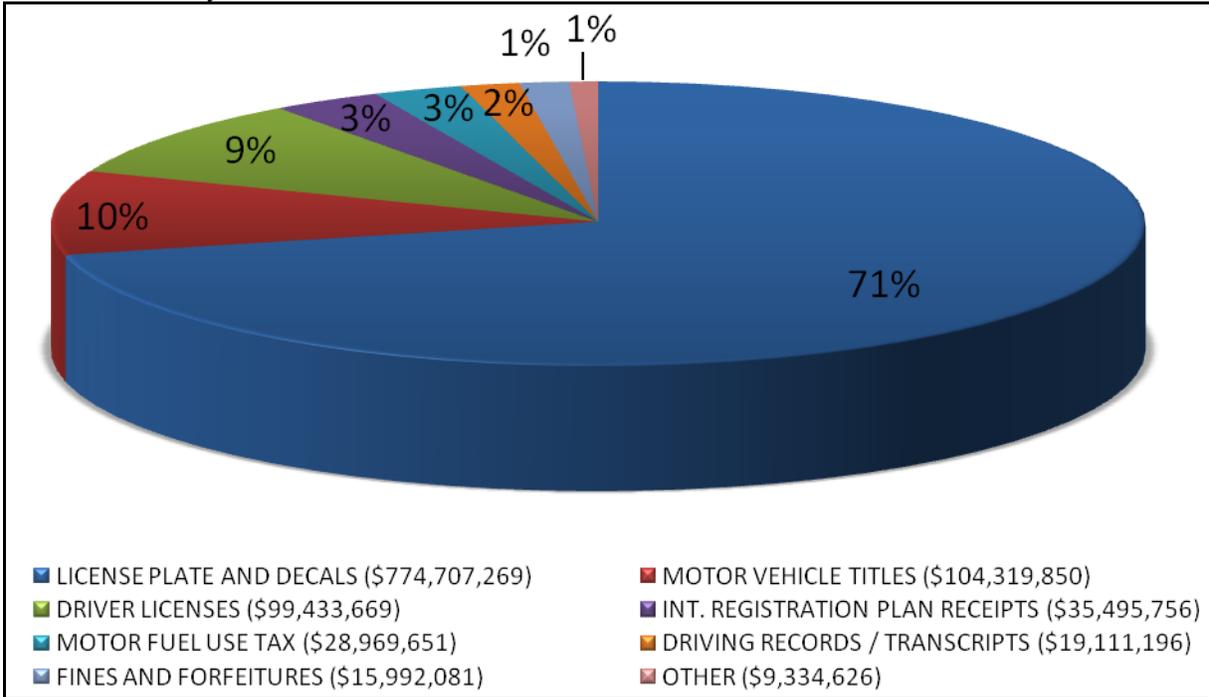
Revenue Information

Revenue Generated 2007 – 2008 Fiscal Year*

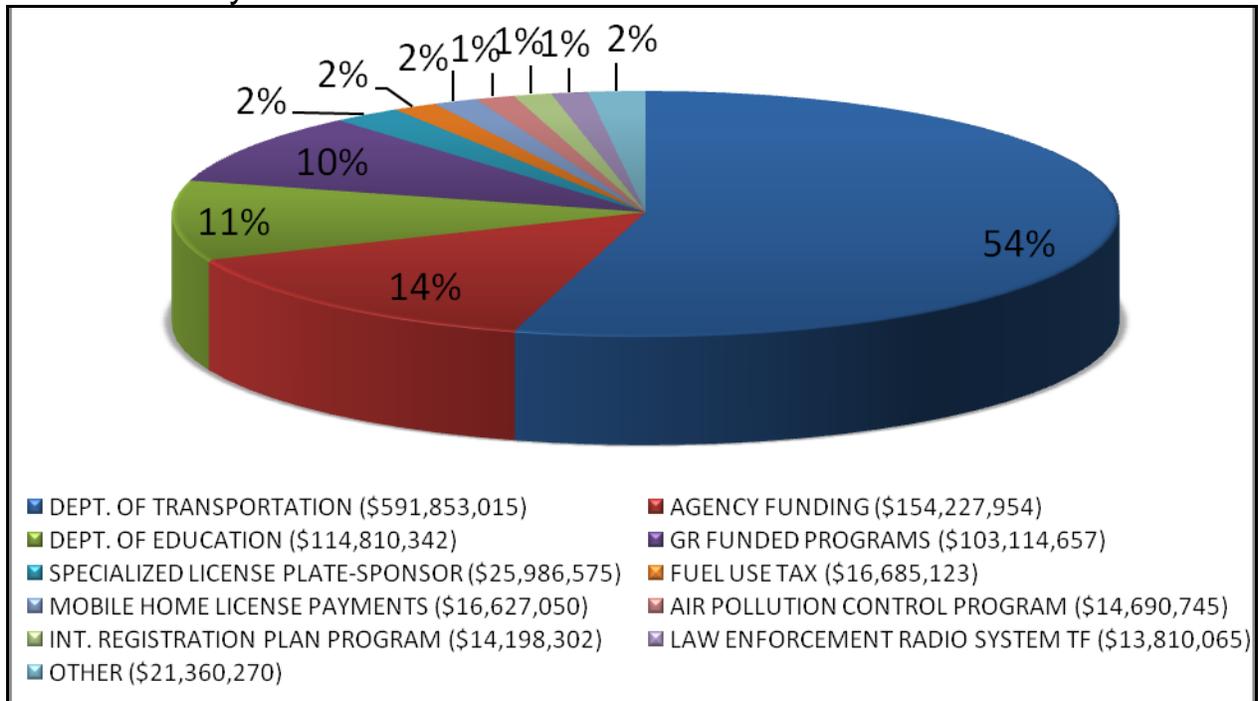
Trust Fund	General Revenue	Total
\$984,249,441	\$103,114,657	\$1,087,364,098

* During the period July 1 through March 31

Where the Money Comes From



Where the Money Goes



Fiscal Year 2007 – 2008	3rd Qtr. 06-07	3rd Qtr. 07-08	07-08 YTD Actual	Annual Standard
Florida Highway Patrol				
• Number of crashes investigated by FHP	57,710	55,180	170,410	200,361
• Percent change in number of crashes investigated by FHP	-2%	-4%	-3%	1%
• Number of hours spent on traffic homicide investigations	44,063	44,252	128,332	156,284
• Number of cases resolved as a result of traffic homicide investigations	289	447	1,328	1,728
• Average time (hours) spent per traffic homicide investigation	85.23	100.20	95.83	90.44
• Average response time (mins) to calls for crashes or assistance	27.37	26.44	26.30	26.00
• Number/percent of duty hours spent on preventive patrol by law enforcement officers	240,098/ 39%	250,080/ 40%	745,130/ 40%	1,006,389/ 41%
• Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots	569/ 58%	382/ 57%	1,433/ 59%	1,195/ 50%
• Number/percent of duty hours spent on crash investigations by law enforcement officers	92,076/ 15%	89,094/ 14%	274,302/ 15%	326,447/ 14%
• Number/percent of duty hours spent on crash investigations by community service officers (1)	4,666/ 40%	4,822/ 42%	14,782/ 43%	10,707/ 29%
• Number/percent of duty hours spent on non-patrol support activities (law enforcement)	188,804/ 30%	181,882/ 29%	543,106/ 29%	654,577/ 29%
• Average time (hours) to investigate crashes (long form)	2.30	2.32	2.31	2.17
• Average time (hours) to investigate crashes (short form)	1.34	1.33	1.33	1.35
• Average time (hours) to investigate crashes (non-reportable)	0.73	0.74	0.74	0.65
• Number/percent of duty hours spent on law enforcement officer assistance to motorists	25,493/ 4%	28,140/ 4%	85,760/ 5%	111,635/ 5%
• Number of motorists assisted by law enforcement officers	63,920	66,512	206,952	313,277
• Number of training courses offered to FHP recruits and personnel	9	14	54	45
• Number of students successfully completing training	209	270	814	1,224
• Percent of closed criminal investigations which are resolved	83%	73%	79%	80%
• Number/percent of duty hours spent on criminal investigations (2)	13,428/ 54%	11,507/ 50%	32,743/ 49%	56,199/ 60%
• Number/percent of duty hours spent on professional compliance investigations (2)	1,806/ 7%	2,610/ 11%	8,145/ 12%	5,293/ 6%
• Number/percent of duty hours spent on polygraph examinations	1,568/ 6%	1,676/ 7%	4,404/ 7%	5,885/ 5%
• Number/percent of duty hours spent on non-investigative support activities	7,919/ 32%	7,452/ 32%	21,406/ 32%	25,250/ 29%

Fiscal Year 2007 – 2008	3rd Qtr. 06-07	3rd Qtr. 07-08	07-08 YTD Actual	Annual Standard
Licenses, Titles, and Regulations (Motorist Services)				
Driver Licensure				
• Average number of corrections per 1,000 driver records maintained (3)	5.00	5.67	5.47	4.00
• Number of driver licenses issued	1,381,455	1,364,427	3,856,569	5,418,344
• Number of identification cards issued	260,488	287,562	766,467	852,315
• Number of written driver license examinations conducted	363,984	401,259	1,157,642	1,561,590
• Number of road tests conducted	119,375	130,596	388,492	492,055
Motorist Financial Responsibility Services				
• Percent of motorists complying with financial responsibility	94%	94%	94%	96%
• Number of insured motorists	11,555,044	11,693,664	11,693,664	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)	739	481/ -35%	1,393/ -40%	2,356/ -27%
• Number of problem drivers identified	449,477	564,522	1,625,282	1,866,461
Mobile Home Compliance and Enforcement Services				
• Ratio of warranty complaints to new mobile homes titled	1:75	1:260	1:232	1:154
• Number of mobile homes inspected (4)	2,268	2,065	5,871	14,800
Vehicle and Vessel Title and Registration Services				
• Percent of motor vehicle / vessel titles issued without error	97%	91%	93%	92%
• Number of fraudulent motor vehicle titles identified and submitted to law enforcement	6	13	39	50
• Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement	4%	117%	62%	3%
• Average cost to issue a motor vehicle / vessel title	\$2.10	\$2.10	\$2.10	\$2.12
• Number of motor vehicle and mobile home titles issued	1,745,645	1,506,688	4,345,429	6,700,000
• Number of motor vehicle and mobile home registrations issued	5,354,967	5,293,982	15,767,390	21,446,037
• Number of vessel titles issued (5)	55,767	47,573	144,698	270,879
• Number of vessel registrations issued	253,254	247,044	723,104	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	1:7	1:5	1:5	1:8
• Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings (6)	7,126	6,092	18,514	36,319
• Percent of dealer licenses issued within 7 working days upon receipt of completed application	83%	100%	100%	99%
• Number of automobile dealers licensed (7)	3,077	3,370	6,806	12,800
• Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits	\$1.22 : \$1.00	\$0.63 : \$1.00	\$1.25 : \$1.00	\$1.73 : \$1.00

Fiscal Year 2007 – 2008	3rd Qtr. 06-07	3rd Qtr. 07-08	07-08 YTD Actual	Annual Standard
• Number of International Fuel Use Tax and International Registration Plans accounts audited	62	114	254	350
• Number of motor carriers audited per auditor, with number of auditors shown	11 : 8	38 : 14	28 : 14	22 : 14

Fiscal Year 2007 – 2008	3rd Qtr. 06-07	3rd Qtr. 07-08	07-08 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	4.80% / 6.09%	4.89%/ 6.18%	4.83%/ 6.18%	5%/ 6.42%
• Percent Florida Highway Patrol administration and support costs and positions compared to total Florida Highway Patrol costs and positions	1.31% / 1.13%	1.50%/ 1.16%	1.39%/ 1.16%	1.41%/ 1.18%
• Percent Motorist Services administration and support costs and positions compared to total Motorist Services costs and positions	2.01% / 1.92%	2.05%/ 1.93%	2.06%/ 1.93%	2.13%/ 2.19%

Fiscal Year 2007 – 2008	2007-08 YTD Actual	Annual Standard
Annual Calculations		
• Florida death rate on patrolled highways per 100 million vehicle miles of travel	Annual	1.70
• National average death rate on highways per 100 million vehicle miles of travel	Annual	1.5
• Alcohol-related death rate per 100 million vehicle miles of travel	Annual	0.64
• State seat belt compliance rate	Annual	67.50%
• Percent change in seat belt use	Annual	1%
• Annual crash rate per 100 million vehicle miles of travel on all Florida roads	Annual	131
• Percent of recruits retained by FHP for 3 years after the completion of training	Annual	90%
• Percent of customers waiting 15 minutes or less for driver license service	84%	50%
• Percent of customers waiting 30 minutes or more for driver license service	5%	35%
• Percent of customers who rate Kirkman Data Center services as satisfactory or better as measured by survey	Annual	90%

PERFORMANCE EXPLANATION

¹ 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 to more accurately reflect performance.

² Number/percent of duty hours spent on criminal investigations and Number/percent of duty hours spent on professional compliance investigations - The percentage of time dedicated to conducting criminal investigations has decreased due to an increase in professional compliance investigations. During this reporting period, members assigned to the Bureau of Investigations investigated both criminal cases and professional compliance investigations.

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.

⁴ 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.

⁵ Number of vessel titles issued - The standard was overstated due to an oversight in titles issued. The Department has requested that the standard be adjusted.

⁶ Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings – The standard was incorrectly increased to account for an overactive 2004 hurricane season. Members are meeting all rebuilt salvaged motor vehicle inspection demands. The standard will be reviewed to more accurately reflect performance.

⁷ Number of automobile dealers licensed - Due to the economic downturn in the automotive industry nationally and other economic concerns, the number of dealerships in operation has significantly declined.