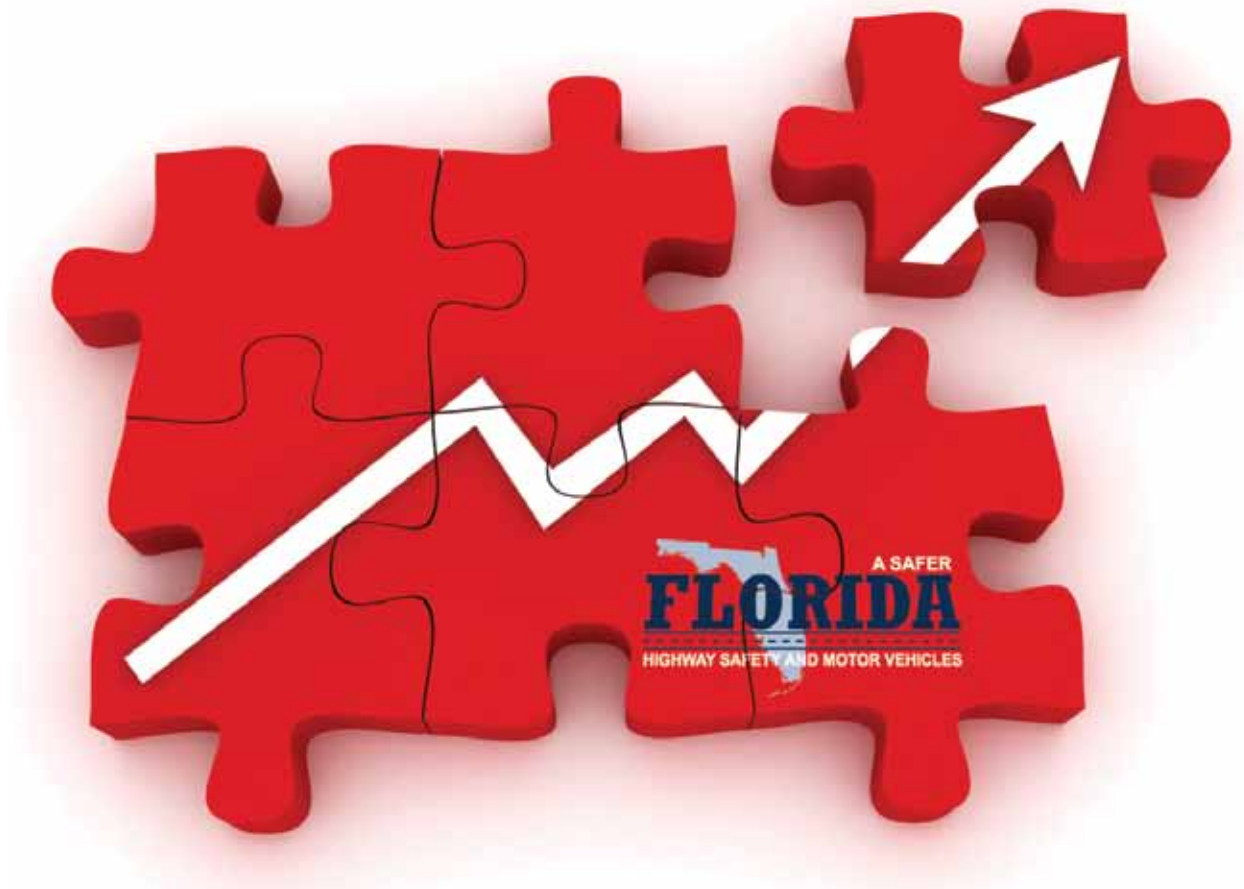


# Third Quarter Performance Report: Fiscal Year 2011 — 2012



Providing Highway Safety and Security  
Through Excellence In Service, Education, and Enforcement

Julie Jones, Executive Director

## News

### Public Safety

**Preliminary Figures Show Crash Fatalities Fall for Sixth Year Straight:** The Department published a statewide news release Jan. 11 to announce preliminary data showing 2,373 people died in Florida crashes last year. The number of crash fatalities in 2011 is the lowest the state has reported since 1978 even though the Sunshine State's population has doubled since that time. The Department will publish the final count for 2011 later this year in its annual *Traffic Crash Statistics Report 2011*. Reports from previous years are available [online](#).

**Southeastern States Join Forces for Move Over Campaign:** FHP teamed up with the Georgia State Patrol and the Alabama Department of Public Safety in February to focus public awareness and enforcement on the Move Over Law. Following news conferences held Feb. 3 in five locations throughout Florida, 42 media outlets reported on the Move Over Law. Print news alone reached a potential of more than 1.6 million readers.

During the 29-day period, FHP placed heavy emphasis on getting drivers to move over for stopped emergency vehicles and cited 1,266 motorists for failure to observe the Move Over Law. The campaign was particularly timely as three FHP troopers were struck by vehicles while working roadside in the past two months.

**FHP Launches Campaign to Ticket Aggressive Cars and Trucks:** To reduce commercial motor vehicle-related crashes, FHP is conducting an enforcement and awareness campaign called *Ticketing Aggressive Cars and Trucks*. FHP held news conferences in Daytona and Miami in February and March to promote the campaign that combines outreach and education with targeted enforcement activities. The news conferences sparked 62 news reports around the state. Print news alone reached a potential of more than 2 million readers.

Between Feb. 27 - 29, troopers statewide were on the lookout for violations attributed to aggressive driving. Troopers are conducting another enforcement effort March 30 - April 4. The campaign also uses billboard and radio messaging, as well as safety presentations at schools and community centers by troopers and the Florida Trucking Association, funded by a federal grant.

**FHP Cracks Down on Impaired Driving during St. Patrick's Day Holiday:** FHP participated in the nationwide *Drive Sober or Get Pulled Over* drunk driving education and enforcement campaign. The campaign ran March 10 - 17 and focused on detecting and apprehending impaired drivers. Preliminary enforcement reports show 190 drunk drivers were apprehended during the enforcement period.



### Ticketing Aggressive Cars and Trucks

### Reliable Service Delivery

**Online Crash Report Sales Show Promising Numbers:** The Department launched a new service through [BuyCrash.com](#) that makes crash reports available for purchase online. Before Feb. 1, customers had to request crash reports by mail or in person at a Florida Highway Patrol station. Those options remain available, but the Department is promoting the new service provided through a no-cost contract with Appriss Inc., which profits from the online sale of crash reports. Savings across the state could amount to hundreds of thousands of dollars annually in processing, postage, storage and retrieval costs. To date, customers have purchased 4,570 crash reports online.



### Leverage Technology

**Technology Solution Helps Agency Improve Customer Service:** DHSMV launched new technology on [www.flhsmv.gov](#) in August 2011 to make it easier for customers to find the answers to their questions online without ever having to pick up a telephone. Right Now is the name of a customer need-driven technology that directs the most frequently asked questions to the top of the page and helps customers navigate to the information they seek. If customers are unable to find the answers to their questions, the website guides them to a page where they can choose to email a customer service representative or find the telephone number to the Customer Service Center and to other useful contacts. Between Jan. 1, 2012 and March 29, 2012 the CSC saw a 50-percent reduction in the number of emails received and a 39-percent reduction in the average customer wait-time on the telephone, which is now 11 minutes.

## Talent Creation and Development

**FHP Puts 59 New Troopers on the Road:** The Florida Highway Patrol's 121st Basic Recruit Class reported to the FHP Training Academy to begin training July 31, 2011. Eight certified law enforcement officers joined the recruit class Dec. 14. A total of 59 recruits graduated Feb. 9. The new troopers report to their assignments for 10 weeks of field training before they take on solo patrol duties.

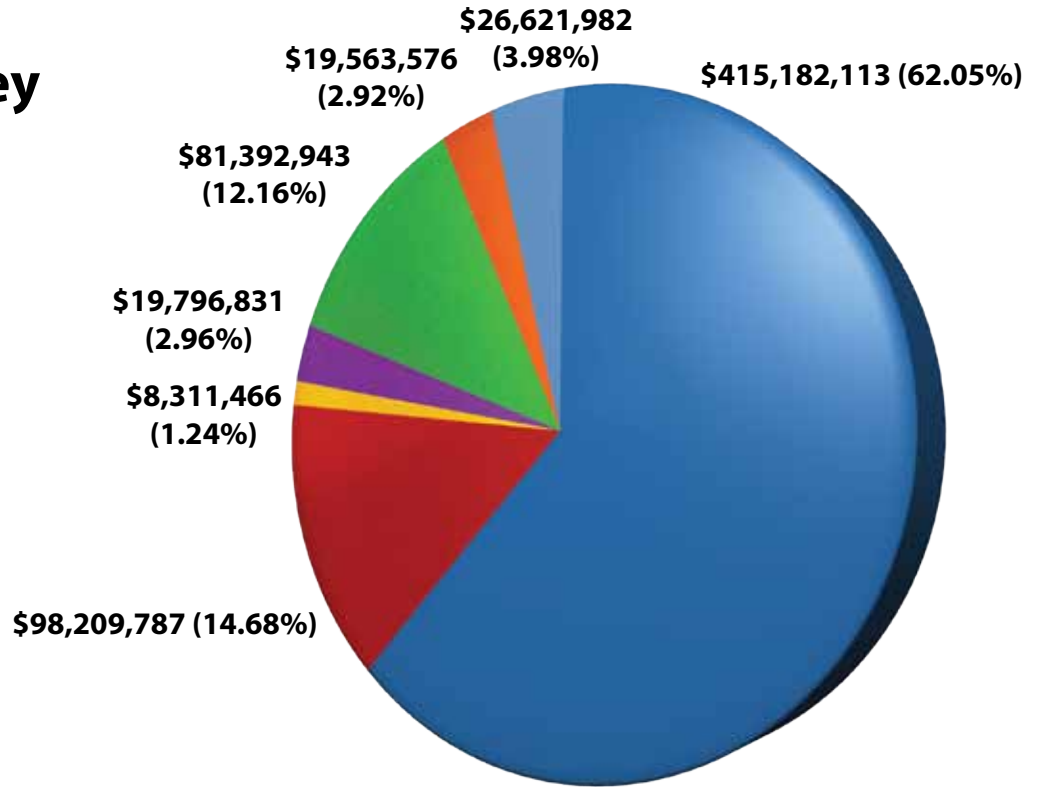
**Troopers – Inside the Florida Highway Patrol:** The Center for Faith and Freedom Inc., doing business as Salt & Light Productions, released a 92-minute production that follows FHP's 118th Recruit Class through the training academy and highlights the many duties performed by the Patrol on an everyday basis. The documentary includes touching footage of a law enforcement funeral and demonstrates the breadth and depth of the statewide law enforcement agency's role in achieving the vision of a safer Florida. It also includes historical footage.

## Revenue Information

<b>3rd Quarter</b>	<b>Trust Fund</b> \$395,684,631	<b>General Revenue</b> \$273,394,067	<b>Total</b> \$669,078,698
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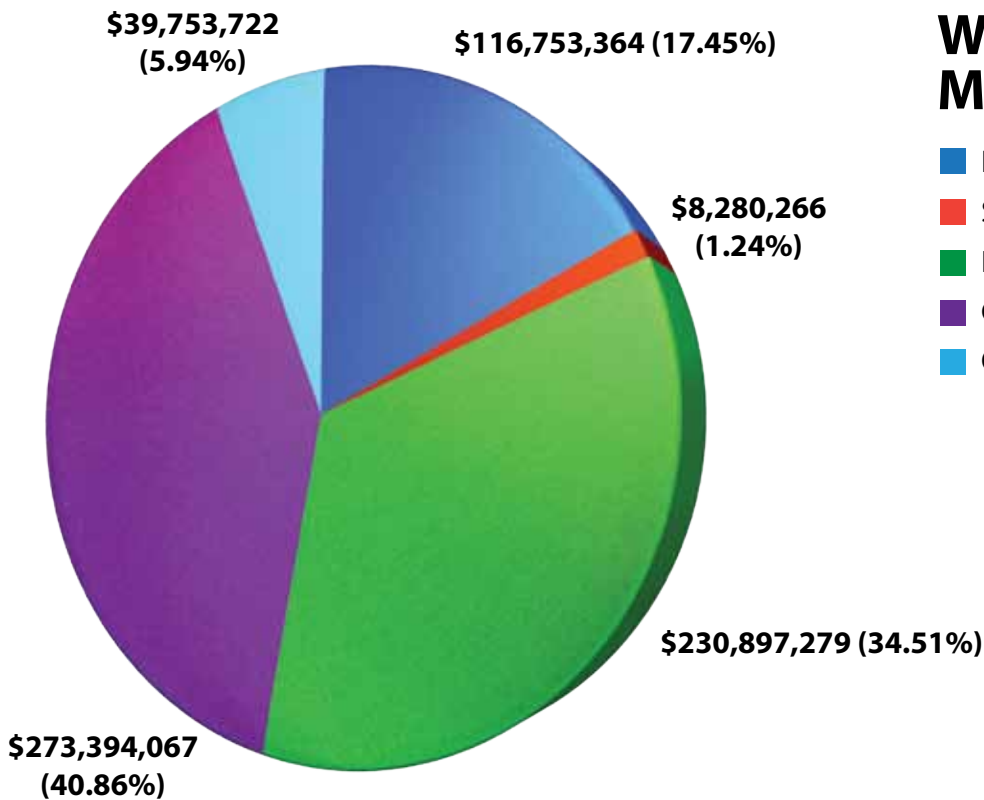
### Where The Money Comes From

- Licenses Plates and Decals
- Motor Vehicles Titles
- Motor Fuel Use Tax
- Fines and Forfeitures
- Driver Licenses
- Driving Records/Transcript
- Other

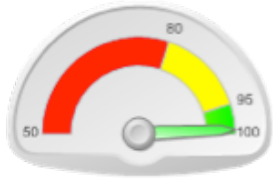


### Where The Money Goes

- HSMV Agency Funding
- Specialty Plate Organizations
- Dept of Transportation
- General Revenue Funded Programs
- Other



## Performance Measures and Standards



99.3%

**PUBLIC SAFETY – Protect the lives and personal security of our residents and visitors through enforcement, service and education.**

### A. Highway crashes

1. % change in highway fatalities to previous year
2. % change in highway crashes to previous year
3. % change in highway injuries to previous year
4. % change in teen drivers involved in fatal crashes to previous year
5. % change in alcohol-related fatalities to previous year
6. % change in commercial vehicle crashes to previous year

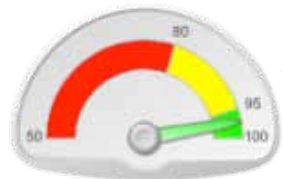
### B. Highway safety education and enforcement

7. % of duty hours spent on patrol and investigation activities
8. Number of highway safety education hours provided
9. Number of commercial vehicle inspections performed

### C. Criminal Investigations

10. % of criminal investigation cases resolved within 90 days
11. % of field intelligence reports reviewed, analyzed and adjudicated within 30 days

Through 3rd Quarter Actual	Through 3rd Quarter Standard	
-2.6%	0% or reduction	●
-3.9%	0% or reduction	●
-8.8%	0% or reduction	●
-4.6%	0% or reduction	●
0.8%	0% or reduction	●
-16.6%	2% or greater reduction	●
73.8%	72%	●
5,569	5,625	●
82,136	56,700	●
65.6%	70%	●
100.0%	75%	●



97.1%

**RELIABLE SERVICE DELIVERY – Provide efficient and effective services that exceed the expectations of our customers and stakeholders.**

### A. Motorist transactions successfully completed

12. % of registration transactions successfully completed
13. % of title transactions successfully completed
14. % of driver license and identification card transactions successfully completed
15. % of disabled parking permit transactions successfully completed
16. % of temporary operating permit transactions for heavy commercial vehicles successfully completed

### B. Customer services completed timely

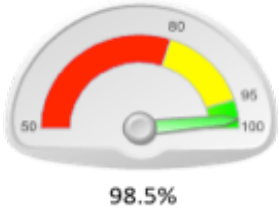
17. % of calls for service responded to by FHP within 30 minutes
18. % of driver license office customers waiting 30 minutes or less for service (1)
19. % of titles issued within 3 workdays of request

Through 3rd Quarter Actual	Through 3rd Quarter Standard	
97.6%	95%	●
95.2%	90%	●
98.2%	98%	●
98.1%	98%	●
91.7%	90%	●
66.1%	65%	●
72.4%	95%	●
98.9%	98%	●

- Indicates actual  $\geq 95\%$  of standard.
- Indicates actual  $< 95\%$  and  $\geq 80\%$  of standard.
- Indicates actual  $< 80\%$  of standard.

## Performance Measures and Standards

20. % change in average wait time for Customer Service Center calls to previous year	-33.3%	5% or greater reduction	●
21. % of business licenses issued timely	99.8%	98%	●
<b>C. Customer Satisfaction</b>			
22. % of customers that rate services as satisfactory or better	78.2%	85%	●



### LEVERAGE TECHNOLOGY – Build upon the department’s successful integration of technology into the way we do business.

#### A. Customer Technology Use

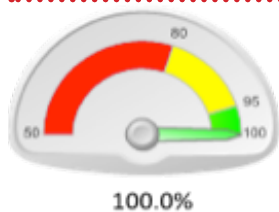
	Through 3rd Quarter Actual	Through 3rd Quarter Standard	
23. % of customers being served via internet	21.1%	20%	●
24. % of motor vehicle and vessel titles issued electronically	27.8%	20%	●
25. % of driver license and identification card holders registered for Emergency Contact Information	14.5%	10% or greater increase	●

#### B. New Technology Projects

26. % of new projects developed and implemented timely	83.3%	95%	●
27. % of time dedicated to research and development	19.7%	20%	●

#### C. Computer support uptime available to our partners

28. % of Mainframe system uptime	100.00000%	99.9%	●
29. % of Oracle uptime	99.97589%	99.9%	●
30. % of SQL server uptime	99.96776%	99.9%	●
31. % of Customer Information Control System (CICS) uptime	99.87533%	99.9%	●



### TALENT CREATION AND DEVELOPMENT – Build a business environment that regards our members as our most valuable resource.

	Through 3rd Quarter Actual	Through 3rd Quarter Standard	
32. % of members who rate job satisfaction as satisfactory or better	77.0%	75%	●
33. Increase participation in leadership training programs	365.8%	1% or greater increase	●
34. Increase % of positions filled by internal promotion	8.4%	1% or greater increase	●

- Indicates actual ≥95% of standard.
- Indicates actual <95% and ≥80% of standard.
- Indicates actual <80% of standard.

## Performance Measures

The Department of Highway Safety and Motor Vehicles' *Performance Dashboard* can be viewed at [www.flhsmv.gov](http://www.flhsmv.gov).

### Performance Explanation

**(1) Percent of driver license office customers waiting 30 minutes or less for service** – There has been a 10.1 percent improvement in this measure when compared to prior years. The Department continues to experience a high vacancy rate as we transition driver license services to tax collectors statewide. Resources will continue to be reallocated to respond to the high vacancy rate.

## Purchases

### Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts January Through March 2012

Item Purchased	Vendor	Amount
This contract provides job task analyses for 40 job classifications in order to ensure that positions are properly classified based upon the scope and level of the job assignments. The contract also provides training to Department members to complete such analyses for all job classifications within the Department. RFP 013-12, Order No. A52DDD.	Monster Government Solutions, LLC McLean, VA	\$247,291.00
This contract provides parts to properly install necessary equipment in newly acquired Florida Highway Patrol standard police vehicles. ITB# 018-12, Ordered No. A53ED4.	Dana Safety Supply Jacksonville, FL	\$103,115.50