



# Third Quarter Performance Report

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

REVISED 8/3/17

Fiscal Year 2016–2017

## News and Accomplishments

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### LEADERS IN SERVICE

#### **Florida Highway Patrol (FHP) Trooper Carlos Rosario Injured In Miami**

In March, Trooper Carlos Rosario (Troop E-Miami) was injured by a distracted driver on the Dolphin Expressway while working a speed enforcement detail. Trooper Rosario was airlifted to Jackson Memorial Hospital, where he was treated for major injuries to his face, spine and lower extremities. Trooper Rosario, a 12-year veteran of FHP and father of two, has since been relocated to Health South Rehabilitation Center in Miami. He has shown steady improvement and continues to undergo physical therapy.

#### **DHSMV Partnered with the Florida State University's "Recycle Bike Program"**

In January, DHSMV attended the Florida State University's (FSU) Sustainable Campus "Recycle Bike Program" event, in collaboration with the Florida Department of Transportation and Commuter Services of North Florida, to distribute bicycle rentals to FSU students. Students also received bicycle lights, reflectors, locks and helmets. DHSMV members provided helmet fit checks to students as well as bicycle and pedestrian safety information.

#### **FHP Trooper Located the Subject of a Silver Alert**

FHP Trooper Michelson Fleurant (Troop F-Fort Myers) helped locate the subject of a Florida Silver Alert while on duty in February. The Florida Silver Alert is used to locate missing persons suffering from an irreversible deterioration of intellectual facilities. Trooper Fleurant was patrolling Alligator Alley when he stopped for a possible disabled vehicle. Trooper Fleurant soon discovered the motorist was the subject of a Silver Alert and contacted local EMS. EMS transported the motorist to the nearest hospital.

#### **FHP Troop J (Commercial Vehicle Enforcement) Participated in Construction Career Day**

FHP Troop J (Commercial Vehicle Enforcement) participated in Orlando's February Construction Career Day and educated more than 2,500 students on the importance of safe driving in and around construction zones. Troopers spoke with students about the *Arrive Alive* campaign, the Move Over law and the dangers of distracted and impaired driving.

#### **FHP Troop F (Fort Myers) Partnered with WINK News for Charity Event**

In February, FHP members from Troop F (Fort Myers) partnered with WINK News and volunteered their time for a charity-bowling event to benefit the Mothers Against Drunk Driving (MADD) organization. The event raised more than \$250, all of which was donated to MADD.

### AGENTS OF PROGRESS

#### **DHSMV Implemented New Dealer Inspection Methodology**

As of January, DHSMV transitioned from a three-year cycle of scheduled inspections of all licensed motor vehicle dealers to a risk-based program. Previously, members performed approximately 6,700 dealer inspections each year to ensure every dealership in Florida was inspected at least once every three years. The transition to a risk-based approach now allows DHSMV to use statewide reports to focus on dealer inspections for those with a high level of consumer issues. The transition has allowed staff to increase efficiencies, compliance standards and bring more dealers into compliance.

## News and Accomplishments *continued*

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### **DHSMV Office of Driver Safety Provided Outreach for Medical Professionals**

DHSMV reached out to a large network of medical professionals to educate them about Florida's medical review process this past January. The medical review process allows anyone to report a driver who may be unsafe to operate a motor vehicle due to a medical condition. Through the act of reporting a medically unsafe driver, medical professionals, family members and caregivers may prevent a fatal crash.

### **DHSMV Hosted Crash and Citation Data Improvement Workshops**

From February to March, DHSMV facilitated a series workshops focused on crash reporting processes and procedures for Uniform Traffic Citations (UTC). The workshops were part of a grant initiative, funded by the Traffic Records Coordinating Committee (TRCC), to improve the accuracy and completeness of Florida's traffic record systems. The workshops were attended by a total of 295 law enforcement officials.

### **DHSMV Office of Motorist Services Provided Driver License and Identification Card Information at International Educators Conference**

In March, DHSMV provided information about the process of issuing Florida driver licenses and identification cards to foreign national students at the 2017 Florida Association of International Educators State Conference in Gulfport. The conference was designed to promote international educational exchange in the state of Florida and was attended by school officials from several Florida universities and other international educational organizations.

### **DHSMV Hosted Manufactured Housing Installer Licensing Training**

DHSMV provided training to individuals who were in the process of getting their manufactured housing installer's license this past March. This training helped ensure consumer protection and safety by directly educating installers on making sure all manufactured mobile homes are constructed and installed in compliance with all federal and state laws. This is a required pre-training for those who wish to take and pass the licensure examination.

## **CHAMPIONS FOR SAFETY**

### **DHSMV Responds to the Fort Lauderdale Shooting**

In January, DHSMV provided assistance after the horrific shooting at the Ft. Lauderdale/Hollywood International Airport. FHP responded by setting up a detail channel, deploying troopers, securing airport access and facilitating safe traffic flow along area highways. In the days to follow, FHP continued to provide security and a reassuring presence for displaced travelers as they obtained temporary credentials. Through the department's Florida Licensing on Wheels (FLOW) mobiles, temporary ID cards were issued to more than 100 customers who had lost their credentials. Members of DHSMV Information Systems Administration (ISA) division also worked to ensure DHSMV computer systems were properly programmed for these temporary issuances and that systems were updated once the department had more information about the event.

### **FHP Launched Arrive Alive Safety Campaign**

FHP, a division of DHSMV, has revitalized the Arrive Alive campaign as a data-driven, statewide initiative seeking to reduce fatal and serious bodily injury crashes on Florida's roadways. FHP has partnered with various highway safety, law enforcement and engineering entities for the Arrive Alive campaign, including the Florida Sheriffs Association, Florida Police Chiefs Association, Florida Department of Transportation, Federal Motor Carrier Safety Administration, National Transportation Highway Safety Administration and other public safety partners. From January to March, FHP spent approximately 16,900 hours patrolling 251 locations where fatal and serious bodily injury crashes are most frequent.



## News and Accomplishments *continued*

### **DHSMV Facilitated the *Move Over, Florida!* Campaign**

In January, DHSMV and FHP launched its second annual *Move Over, Florida!* campaign to remind motorists to Move Over for stopped law enforcement, first responders, service and utility vehicles and Road Rangers. DHSMV partnered with the Florida Sheriffs Association, Florida Police Chiefs Association and AAA – The Auto Club Group to spread this important safety message. The *Move Over, Florida!* campaign made more than 72 million impressions through paid media, earned media, social media, community outreach and press conferences.

### **DHSMV Participated in 411 Teen Panel Discussion**

DHSMV participated in the January teen driving safety panel discussion hosted by 411 Teen, a radio program targeting teens, parents and educators. Panelists discussed the importance for everyone, including teens, to make safe choices while driving. The speakers also discussed Graduated Driver License (GDL) laws and the important role that parents play in modeling safe driver behavior for their children.

### **DHSMV Led *Hit & Run Awareness Month* Campaign**

DHSMV led its *Hit & Run Awareness Month* campaign in February, reminding motorists to stay at the scene when involved in a crash. The initiative sought to reduce the number of hit and run crashes in Florida in partnership with the Florida Sheriffs Association, Florida Police Chiefs Association, Florida Department of Transportation and AAA – The Auto Club Group. Throughout the campaign, DHSMV garnered 55 news stories, posted 92 times to social media, held eight press conferences, and 18 safety events, resulting in over 9 million impressions.

### **FHP Responded to Wildfires Across the State**

FHP troopers assisted with road closures and visibility monitoring across the state as wildfires increased throughout the state of Florida. Troopers worked 12-hour shifts and assisted other emergency responders from the Florida Forest Service, and local fire and police departments to keep the public safe.

### **DHSMV Promoted *Arrive Alive, Don't Drink and Drive* Spring Break Campaign**

In March, DHSMV promoted the *Arrive Alive, Don't Drink and Drive* Spring Break campaign to educate the public regarding the consequences of drunk driving. DHSMV partnered with the Florida Department of Transportation, Florida Department of Business and Professional Regulation, Florida Police Chiefs Association, Florida Sheriffs Association, AAA – The Auto Club Group and the Florida Restaurant and Lodging Association to spread the spring break safety message. The campaign engaged with multiple high schools and universities across the state through social media and FHP safety events to ensure that this important message was delivered directly to spring breakers. Overall, the campaign garnered more than 48 million impressions.

### **FHP Troop J Hosted *CVE Drug Interdiction Assistance program (DIAP)*, Resulting in Drug Operation Ground-Up**

In March, FHP's Commercial Vehicle Enforcement and Criminal Interdiction Unit from Troop J hosted a week-long Commercial Motor Vehicle DIAP course with the Drug Enforcement Administration (DEA), the Florida Department of Law Enforcement (FDLE) and the Charlotte County Sheriffs Office. The program trains law enforcement on how to detect and apprehend transporters and/or users of illicit contraband engaged in commercial vehicle operations on Florida's roadways. The program concluded with "Operation Ground Up," an enforcement detail in the Fort Myers region, which resulted in multiple drug arrests and seizures. Throughout the operation, FHP and participating law enforcement officers made 327 traffic stops, issued 100 citations and conducted 100 commercial vehicle inspections. The proactive enforcement from the operation resulted in the seizure of 6.8 grams of crack cocaine, 7.2 grams of heroin, 73 grams of bath salts, 422 grams of marijuana, 13 doses of OxyContin, seven doses of Adderall and one dose of Clonazepam.

## **News and Accomplishments** *continued*

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### **DHSMV Participated in the University of Florida Spring Break Safety Fair**

DHSMV and members of the Florida Rider Training Program (FRTTP) participated in the University of Florida's Spring Break Safety Fair in March. Members collaborated with the University of Florida Police Department to educate students on traffic safety issues they might experience during Spring Break. DHSMV provided distracted and impaired driving simulators and students received one-on-one training sessions using the traffic simulator Honda SMARTrainer.

### **DHSMV Conducted Human Trafficking and Driver License Fraud Training**

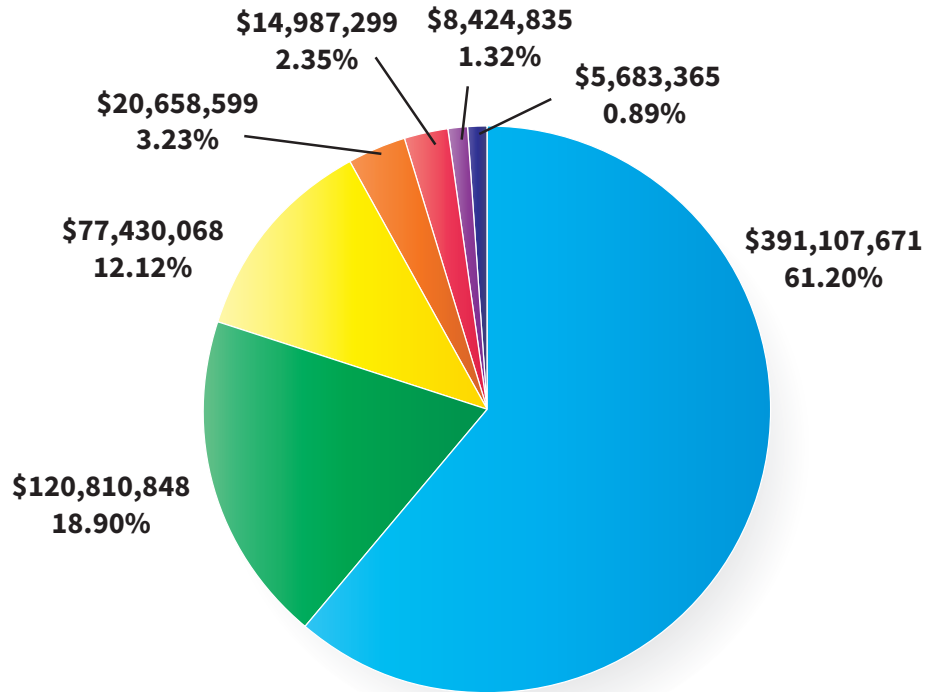
DHSMV's Bureau of Credentialing Services and Bureau of Criminal Investigation and Intelligence provided a three-day human trafficking and driver license fraud training at the Lauderdale Lakes Motorist Services office this past March. DHSMV members provided training included driver license and identification card security features, what to look for in cases of suspected human trafficking, an examiner's role in combating driver license/identification card fraud and recent case studies.

## Revenue Information

Third Quarter	Trust Funds	General Revenue	Total
	\$523,722,945	\$115,379,740	\$639,102,685

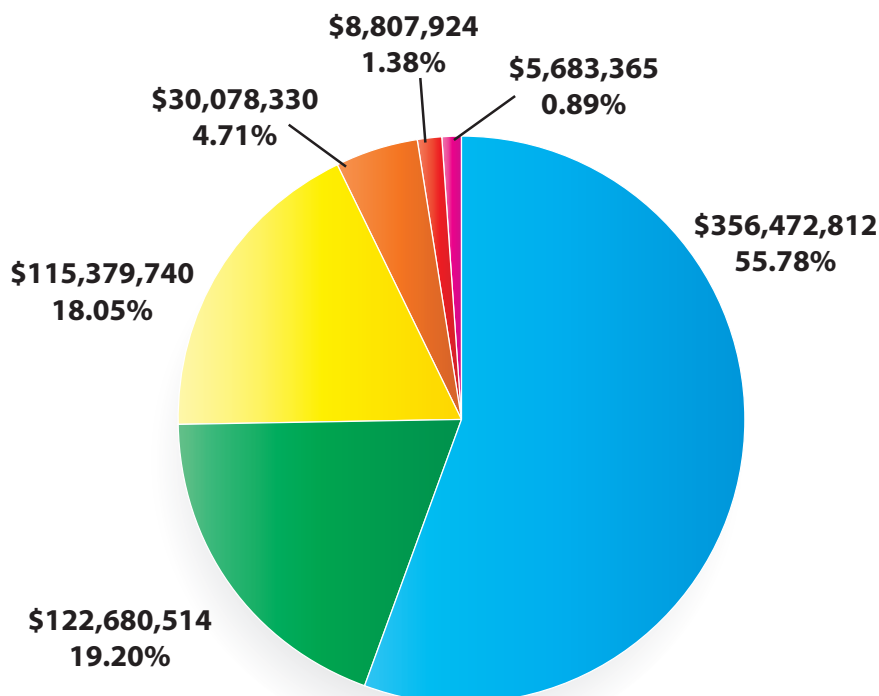
### Where The Money Comes From

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



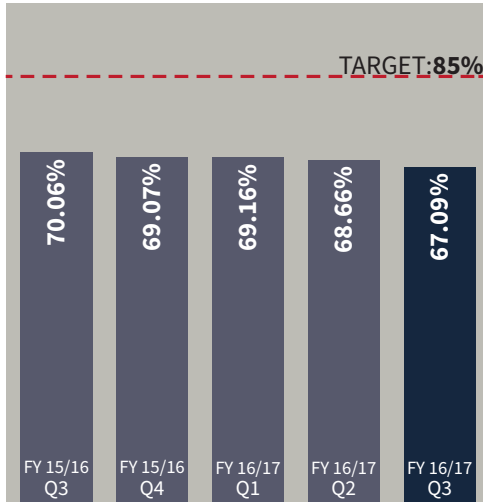
### Where The Money Goes

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

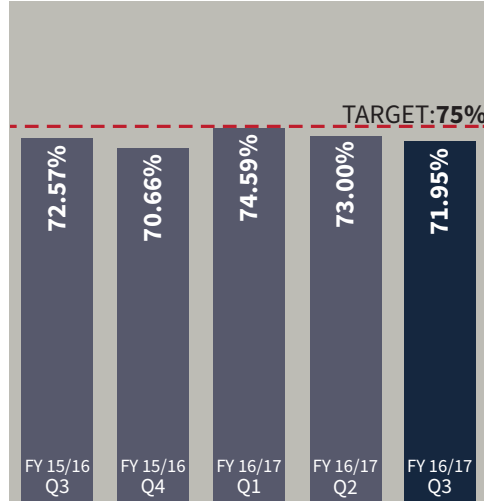


## Performance Measures and Standards

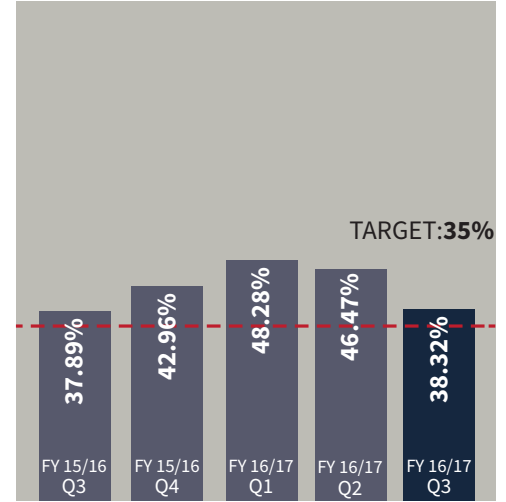
**Percentage of FHP calls for service responded to within 30 minutes or less**



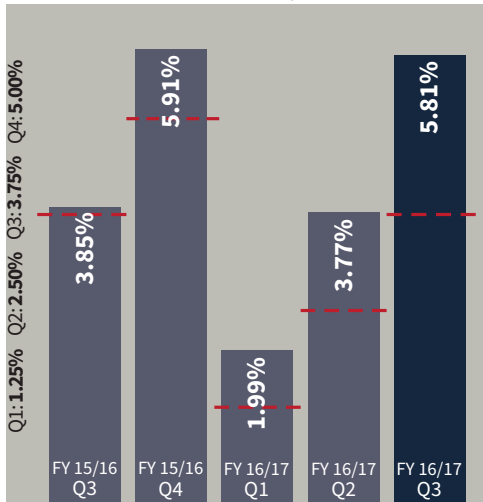
**FHP percentage of time spent on active patrol or crash investigation**



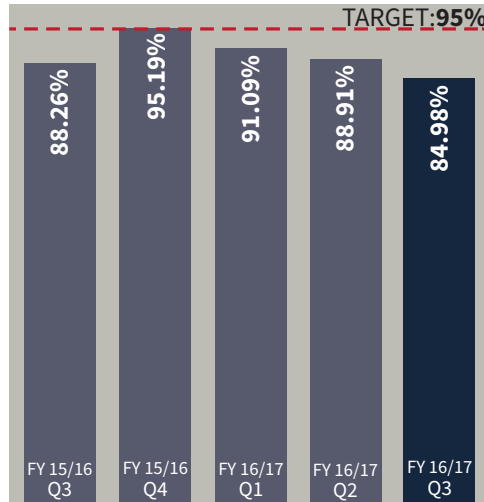
**Percentage of Level III Inspections on Commercial Motor Vehicles**



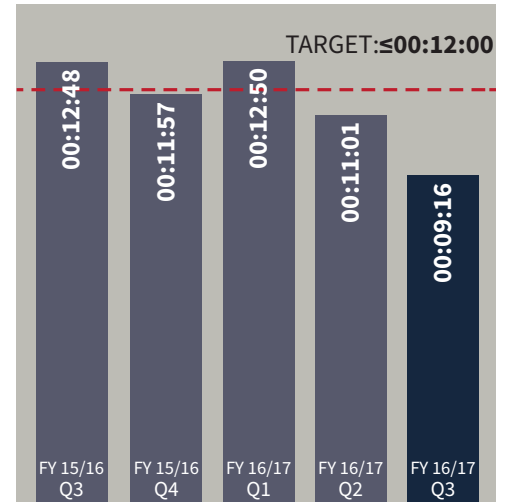
**Percentage of targeted transactions reviewed for quality assurance**



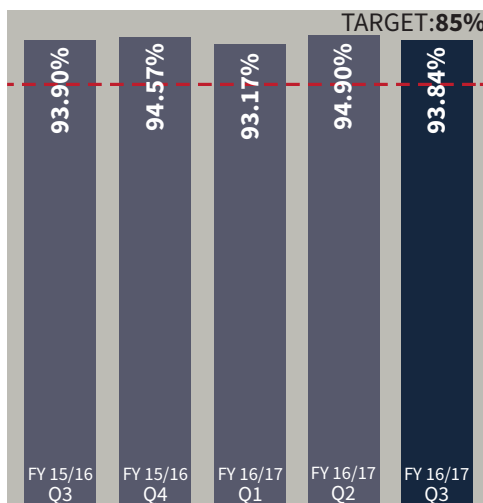
**Percentage of Motorist Services Offices with a wait time of less than 30 minutes**



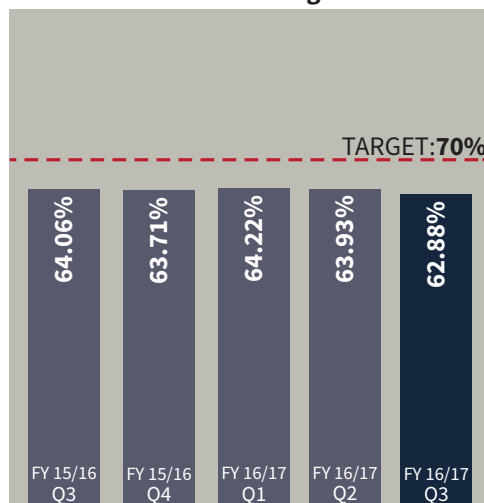
**Motorist Services Call Center wait times**



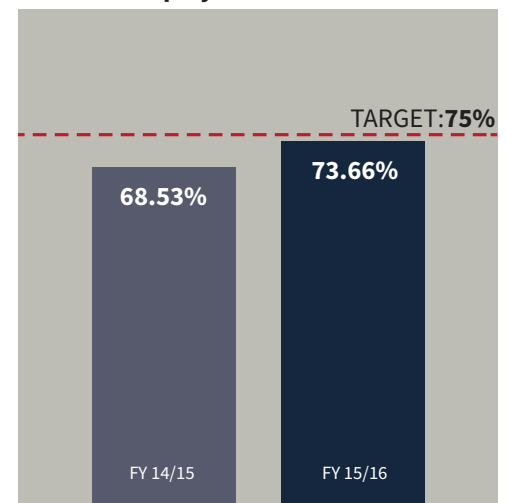
**Motorist Services Customer Satisfaction**



**First Time Pass Rate for Class E Driver's License Knowledge Test**



**Employee Satisfaction**



## Purchases Made

### Purchases Made in Excess Of \$100,000\* and Not in Conjunction with State Contracts January 2017 through March 2017

Vendor	Commodity or Service	Procurement Method	Contract Term	Fiscal Year 2016/17 Estimated Expenditures	Total Contract
Air Bear	Equipment Replacement	Single Source	One-time purchase	\$153,000	\$153,000
R.L. Polk & Co.	Proprietary Software License	Single Source	3-years	\$36,400	\$113,800

\*Rule 15-1.012, F.A.C.