



Third Quarter Performance Report

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

REVISED 5/2/18

Fiscal Year 2017–2018

News and Accomplishments

LEADERS IN SERVICE

DHSMV and Franklin County Tax Collector Expanded Driver License Services in Franklin County

DHSMV worked with the Franklin County Tax Collector, the Honorable Richard Watson, to expand driver license services in Franklin County's Apalachicola service center in March 2018. In 2017, there were more than 2,000 Franklin County residents who traveled to neighboring tax collector offices for services not available locally. These expanded services will prevent Franklin County customers from having to travel long distances to receive driver license services.

DHSMV and the Walton County Tax Collector Partnered on Rebuilt Inspections Services

In December 2017, DHSMV joined Walton County Tax Collector, the Honorable Rhonda Skipper, to offer rebuilt vehicle inspection services at the Defuniak Springs service center. This additional location helped provide dealers and private citizens with additional options and prevent them from having to travel to a regional office in Pensacola or Panama City for a rebuilt inspection.

Portion of Florida's Turnpike Renamed for FHP Trooper Ambroise

In January 2018, a portion of Florida's Turnpike in Miami-Dade County was renamed Trooper Patrick Ambroise Memorial Highway in remembrance of the fallen FHP Trooper. Trooper Ambroise was killed on May 15, 2010, when his patrol car was struck from behind while he was stopped on the shoulder of Florida's Turnpike, near Okeechobee Road. Trooper Ambroise had served the residents of Florida with FHP for four years. He was a member of the 111th Recruit Class and was assigned to Troop K (Turnpike).

FHP Trooper Cloud Received Take Stock in Children Mentor Award

Take Stock in Children (TSIC) awarded FHP Trooper Tod Cloud with the Shining Star Award for the positive influence he has had as a mentor for TSIC. Trooper Cloud has been volunteering with TSIC for six years, a non-profit organization working to break the cycle of poverty for low income students by providing opportunities for post-secondary education. In addition to the Shining Star Award, Trooper Cloud was recognized as the 2017-2018 Mentor of the Year for his dedication to students and support of the program.

DHSMV Florida Licensing On Wheels (FLOW) Team Offered Services at the First Annual Collier County Veteran and Dependents Expo

DHSMV FLOW team members participated in the First Annual Collier County Veteran and Dependents Expo at New Hope Ministries in January 2018. Members shared information related to veteran designations, emergency contact information and REAL ID compliance. More than 200 customers attended the expo and received information from various vendors, including the Florida Department of Transportation (FDOT), Florida Department of Veterans' Affairs, Goodwill, Collier County Transportation and the Food Bank of Collier County.

DHSMV FLOW Team Offered Services at the Apalachicola African-American History Festival

DHSMV FLOW teams attended the 15th Annual African-American History Festival in Apalachicola in February 2018 to offer driver license and motor vehicle services to those in attendance. Additionally, the department's FLOW mobile took part in the parade and served five customers.

FHP Assisted the Orange County Sheriff's Office During Possible Bomb Threat

FHP assisted the Orange County Sheriff's Office after an incendiary device was lit inside a bathroom at Timber Creek High School in February 2018. The Orange County Sheriff's Office arrested the suspect responsible, while FHP assisted with traffic control to secure the area.

News and Accomplishments *continued*

FHP Provided Traffic Control for the Skyway 10K

In March 2018, FHP provided security and traffic control for the Inaugural Skyway 10K on the Sunshine Skyway Bridge in Pinellas and Manatee counties. More than 7,000 runners and walkers participated in the event which closed the northbound travel lanes of the bridge for the first time since it was opened in 1987.

FHP Provided Assistance During Daytona Bike Week

The FHP Troop D (Orlando) Motor Unit provided traffic control and security at the 2018 Bike Week in Daytona Beach. Additionally, troopers reminded motorcyclists to stay safe for the duration of the event and to always drive sober to ensure they *Arrive Alive*.

FHP Members Participated in a Local Elementary School's Future Leaders Program

In March 2018, troopers from FHP Troop G (Jacksonville) participated in a future leaders program at Mosley Elementary School in Palatka. Troopers helped students unload meals donated by the Southern Baptist Convention Disaster Relief team to be sent home with children who otherwise would not have food. After unloading the meals, troopers provided insight on how to become future leaders in their communities.

AGENTS OF PROGRESS

DHSMV Attended the Safe Mobility for Life Coalition Meeting

In March 2018, DHSMV members attended FDOT's Safe Mobility for Life Coalition meeting in Tallahassee to address the needs of Florida's aging road users. Attendees discussed law enforcement's role in the medical review and re-examination processes, aging road user survey data and the CarFit program. DHSMV members also provided community outreach to senior drivers at the Timberlane Church of Christ in Tallahassee. Members from the Divisions of Motorist Services and FHP provided tips for safe driving, adjusting their vehicle to better fit their needs and how to register or update their emergency contact information.

FHP Welcomed a New Team of Victim Advocates

In March 2018, FHP welcomed new victim advocates from Troops C, D, E, F, G and L. At their orientation meeting in Tallahassee, advocates were trained in victim services, victim compensation, grant requirements and documentation, next of kin notification, domestic violence and human trafficking cases in conjunction with the Florida Crime Prevention Training Institute.

DHSMV Met with the Florida Association of DUI Programs

In January 2018, DHSMV members met with the Florida Association of DUI Programs (FADP) to discuss shared goals for 2018. FADP is a service organization committed to the support and advancement of DUI Programs in Florida and acts as a liaison between member organizations and DHSMV, by providing administrative oversight for licensed DUI programs statewide.

DHSMV Exceeded its Annual Fuel Tax Audit Requirement

In accordance with the International Fuel Tax Agreement (IFTA) and International Registration Plan (IRP), DHSMV conducted 399 fuel tax audits during the 2017 calendar year, exceeding the audit requirement by 44 audits. IFTA and IRP requires that DHSMV conduct audits of motor carriers who renew their license and or registration within a five-year period. Through partnerships with carrier services, DHSMV has established an open line of communication to strengthen the IFTA and IRP program compliance and enhance efficiencies.

News and Accomplishments *continued*

DHSMV Attended the Association of Transportation Safety Information Professionals Roundtable

DHSMV members represented Florida's Traffic Records Coordinating Committee (TRCC) at the Association of Transportation Safety Information Professionals March 2018 roundtable event. This event served as an opportunity for officials from across the country to discuss efforts to improve public safety and traffic data. DHSMV members gained valuable information and insight to apply to the department's quality improvement initiatives.

DHSMV Hosted Students from Florida State University (FSU) for a Career Shadow Day

In March 2018, DHSMV welcomed four students from FSU to shadow the DHSMV Information Systems Administration division. This event provided the students with exposure to the day-to-day technology operations related to working in the public sector and the important role the department's IT members have in strategic business operations and motorist modernization. The students met executive staff and learned about the responsibilities our IT members have in the modernization, designing, developing and maintaining custom web applications services, networks, databases and security management, which support law enforcement, motor vehicle, driver license and administrative services throughout the state of Florida.

CHAMPIONS FOR SAFETY

DHSMV Responded to the Marjory Stoneman Douglas High School Shooting

FHP responded to the shooting at Marjory Stoneman Douglas High School in Parkland that took place on February 14, 2018. Troopers provided perimeter traffic control, assisted the Broward County Sheriff's Office with mapping the crime scene inside of the high school and continues to provide security for the high school. Additionally, DHSMV deployed two FLOW mobile units to provide credentialing services to customers impacted by the shooting and offered impacted customers priority service in all DHSMV credentialing offices.

FHP Trained Calhoun County School Employees on Active Shooter Preparedness

FHP provided active shooter training to approximately 300 staff members from five Calhoun County schools at the request of the Calhoun County School District in March 2018. Administration, teachers, paraprofessionals, lunchroom staff, bus drivers, maintenance and IT staff members participated in the all-day training.

FHP Assisted Local Law Enforcement with FIU Bridge Collapse

In March 2018, FHP responded to the FIU bridge collapse in Miami-Dade County. Upon arrival, FHP mapped the scene and provided traffic control. FHP continues to work closely with the Miami-Dade Police Department and collaborate with other state agencies during this investigation.

FHP Participated in a Multi-Agency Drug Investigations

FHP participated in a multi-agency drug investigation "Operation Cash Flow." The operation, which was led by the Jacksonville Sheriff's Office and included the Drug Enforcement Administration (DEA), Federal Bureau of Investigation (FBI), Postal Inspection Service and the State Attorney's Office, resulted in the arrest of 11 individuals on drug-trafficking charges. Authorities seized two kilos of fentanyl-laced heroin, 8.3 kilos of cocaine, 4 lbs. of marijuana, five firearms and more than \$100,000. In January 2018, FHP also assisted the Martin County Sheriff's Office, Highlands County Sheriff's Office, FBI, Department of Homeland Security, U.S. Border Patrol, Florida National Guard Counterdrug Program and the Drug Enforcement Administration in a three-day interdiction program. Troopers were stationed on I-95 and the Florida Turnpike, making stops that resulted in 102 arrests. Additionally, law enforcement seized firearms, heroin, fentanyl, methamphetamine, cocaine, MDMA, cannabis, hash oil, Oxycodone, Alprazolam, LSD and more than \$16,000.

News and Accomplishments *continued*

DHSMV Safety Campaigns:

- **Move Over, Florida! Campaign:** In January 2018, DHSMV launched its annual *Move Over, Florida!* campaign to remind motorists to move over or slow down for emergency and service vehicles stopped along the roadway. DHSMV partnered with FDOT, Florida Police Chiefs Association, Florida Sheriffs Association, AAA-The Auto Club, Florida EMS Association, Florida Ambulance Association, utility companies and other service providers to share this important message helping to ensure that those providing critical roadway services *Arrive Alive*. The *Move Over, Florida!* campaign made more than 63 million impressions through paid, earned and social media.
- **Stay at the Scene Hit and Run Awareness Month Campaign:** DHSMV recognized February 2018 as Hit and Run Awareness Month by launching the *Stay at the Scene* campaign to remind all motorists to stay at the scene when involved in a crash. In partnership with the Florida Police Chiefs Association, Florida Sheriffs Association and Florida Association of Crime Stoppers, the initiative sought to reduce the number of hit and run crashes in Florida and encouraged individuals to anonymously report information to solve outstanding hit and run investigations. The 2018 *Stay at the Scene* campaign garnered 56 million impressions through paid and earned media, surpassing the 2017 campaign by 47 million impressions.
- **Arrive Alive, Don't Drink and Drive Spring Break Campaign:** In March 2018, DHSMV launched its *Arrive Alive, Don't Drink and Drive* campaign to remind residents and visitors to celebrate their spring break responsibly by not driving impaired. The campaign engaged with multiple high schools and major universities across the state through social media and FHP safety events to ensure that this important message was delivered directly to spring breakers. Overall campaign efforts resulted in 112.7 million impressions.

FHP Conducted Click It or Ticket Enforcement Campaign

FHP participated in the national *Click It or Ticket* enforcement campaign in March 2018. FHP joined its law enforcement partners in stressing the importance of wearing a seat belt to help ensure motorists avoid unnecessary injuries or death. During the campaign, Troopers issued over 24,000 citations, including 7,578 for speeding and 3,447 for careless driving.

DHSMV Participated in Severe Weather Awareness Week

In January 2018, DHSMV worked in partnership with the Division of Emergency Management during Severe Weather Awareness Week. Throughout the week, DHSMV took to its social media platforms to educate Floridians on developing an emergency preparedness plan, safe driving during inclement weather and registering and updating their emergency contact information. Additionally, DHSMV headquarters participated in the Great Tornado Drill, providing the opportunity to practice an emergency preparedness plan.

DHSMV Participated in National Consumer Protection Week

In March 2018, DHSMV participated in the Federal Trade Commission's (FTC) National Consumer Protection Week (NCPW). Through the department's social media accounts, DHSMV provided daily consumer messaging to inform Floridians of best practices to avoid becoming a victim of fraud and engaged its partners on relevant topics. DHSMV messaging garnered more than 20,000 total impressions, a 44 percent increase over 2017, and focused on different consumer topics each day. These topics included reporting scams, odometer fraud, Florida's Lemon law, flooded vehicles and identify theft.

News and Accomplishments *continued*

FHP Conducted Commercial Motor Vehicle (CMV) Safety Audits in Miami

FHP's Commercial Vehicle Enforcement (CVE) unit conducted safety audits in Miami in January 2018. During these safety audits, FHP reviewed motor carriers' records to verify that a carrier had basic safety management controls in place to ensure compliance with applicable state laws, Federal Motor Carrier Safety Regulations, Hazardous Materials Regulations, and related record-keeping requirements.

DHSMV Launched *Operation Big Wheels*

In February 2018, DHSMV launched the *Operation Big Wheels* initiative to ensure that all Commercial Driver License third-party administrators and third-party testers comply with Federal Motor Carrier Safety Administration (FMCSA) mandates. The FMCSA carries out safety mandates to reduce crashes, injuries, and fatalities involving large trucks and buses. DHSMV monitors administrator and tester compliance with these mandates by conducting site visits at testing locations.

DHSMV Participated in Capitol City Bike Fest

DHSMV's Florida Rider Training Program participated in the 6th Annual Capitol City Bike Fest at Red Hills Powersports in Tallahassee in February 2018. Members demonstrated the skills necessary to operate a motorcycle using the motorcycle simulator and acted out scenarios that a rider might encounter on Florida's roadways. DHSMV's Florida Rider Training Program follows the curriculum developed by the Motorcycle Safety Foundation, an internationally recognized developer of rider education and training systems and offers a variety of educational and training courses.

Florida Highway Patrol completes *Operation All In*

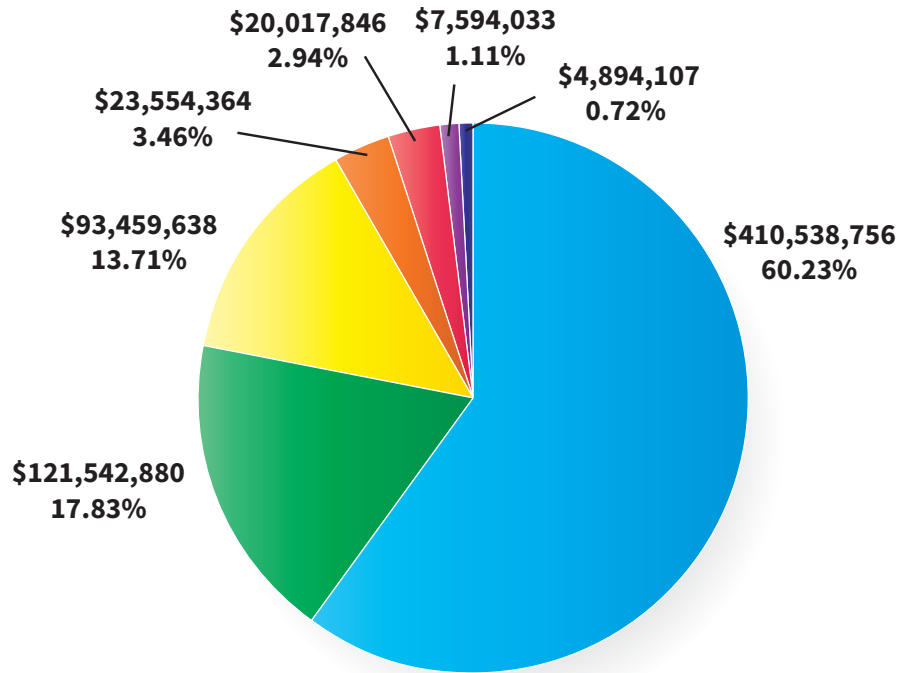
Operation All In was a collaboration between FHP, the Leon County Sheriff's Office and other partnering agencies to intensify law enforcement efforts in Florida's Big Bend. At the conclusion of the operation in February, more than \$900,000 in assets, including 15 weapons, one vehicle and 443 pieces of property, were seized along with 48 pounds of marijuana, 2.4 pounds of cocaine and other illegal drugs with a total value of over \$500,000. More than 1,800 traffic stops were initiated during the operation resulting in 34 warrant arrests and 155 persons arrested.

Revenue Information

Third Quarter	Trust Funds	General Revenue	Total
	\$545,667,618	\$135,934,006	\$681,601,624

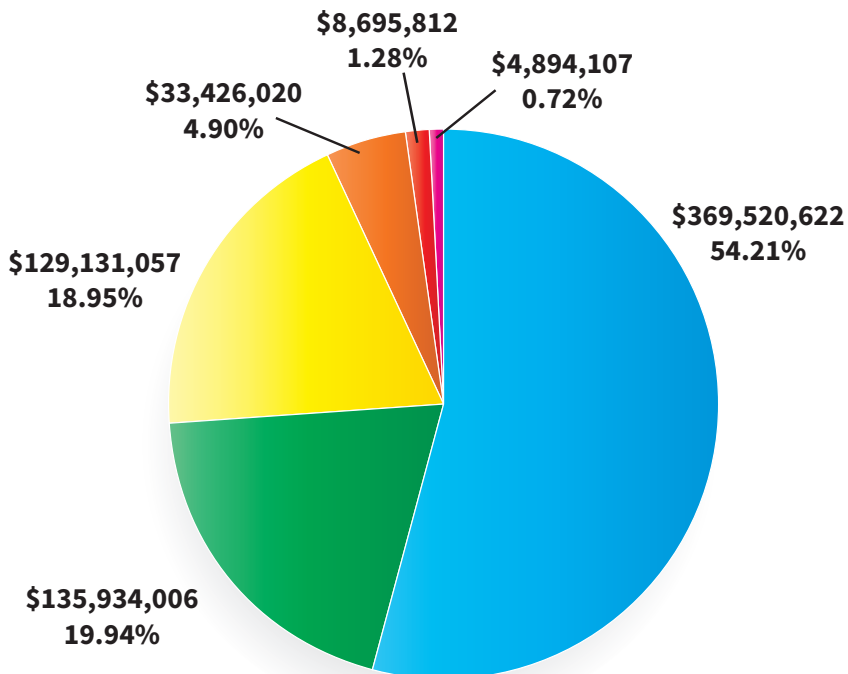
Where The Money Comes From

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



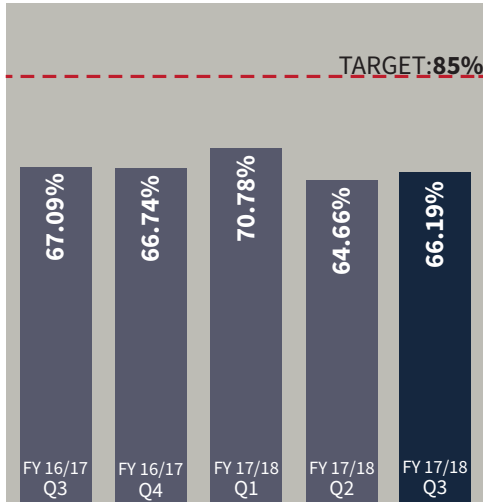
Where The Money Goes

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

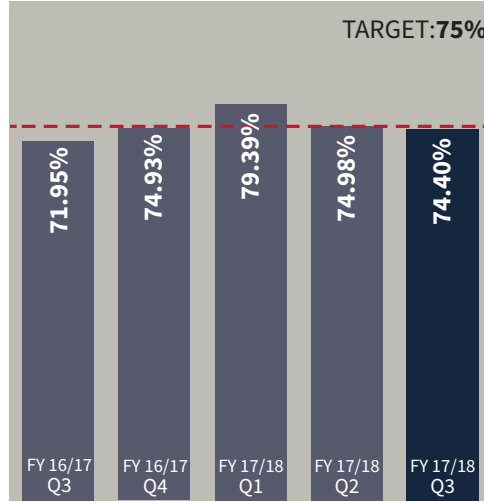


Performance Measures and Standards

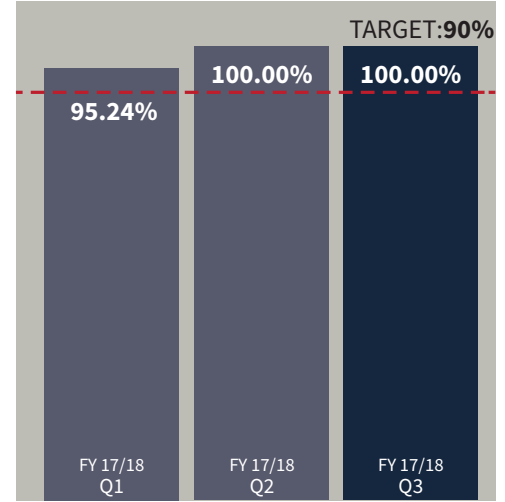
Percentage of FHP calls for service responded to within 30 minutes or less



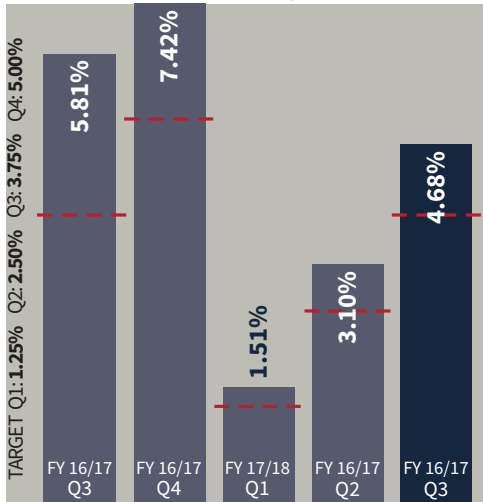
FHP percentage of time spent on active patrol or crash investigation



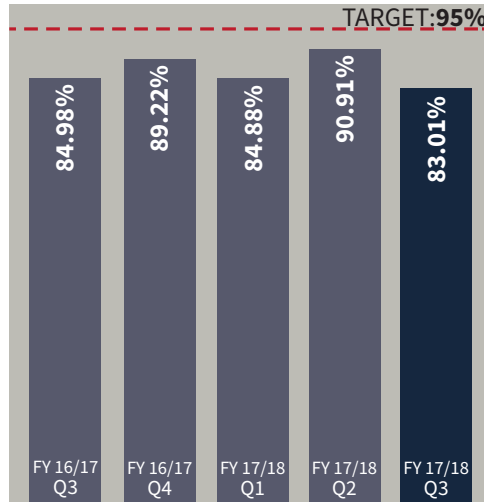
High-Risk Motor Carrier interventions completed within 90 Days



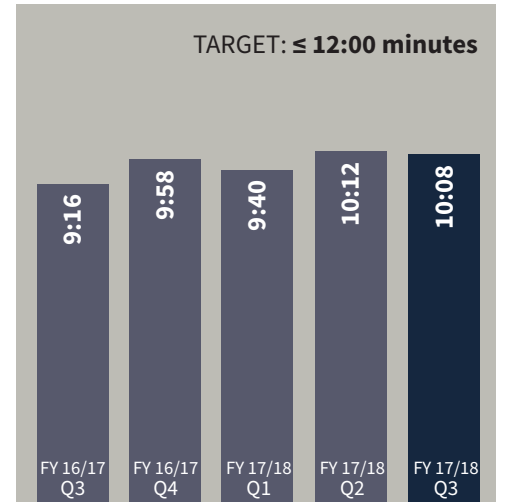
Percentage of targeted transactions reviewed for quality assurance



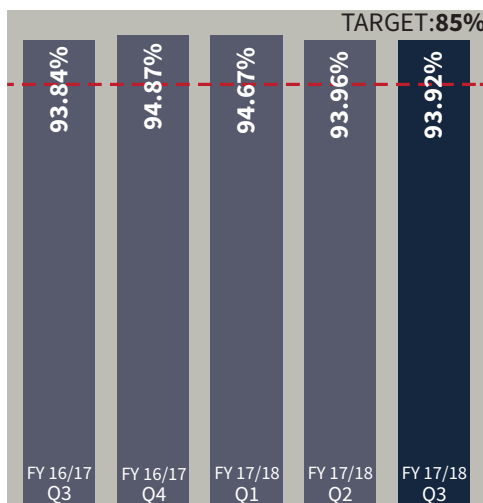
Percentage of Motorist Services Offices with a wait time of less than 30 minutes



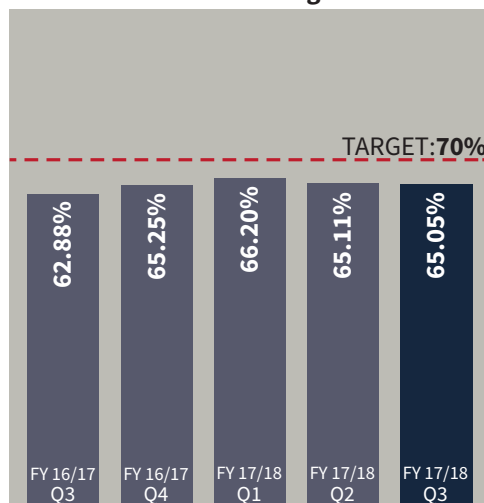
Motorist Services Call Center wait times



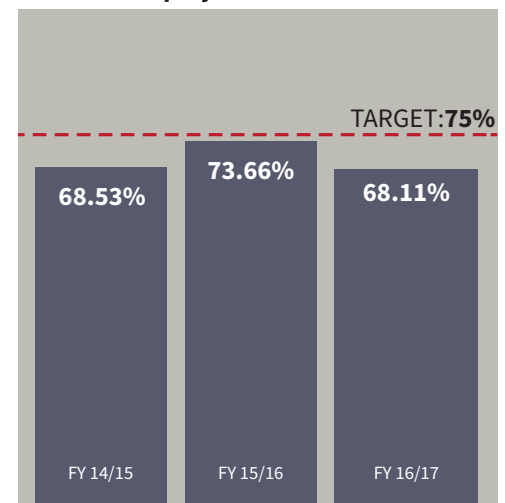
Motorist Services Customer Satisfaction



First time pass rate for Class E Driver License Knowledge Test



Employee Satisfaction



Purchases Made

Purchases Made In Excess Of \$100,000

January 2018 through March 2018

Vendor	Commodity or Service	Procurement Method	Contract Term	Fiscal Year 2017/18 Estimated Expenditures	Total Contract
X-clusive Transportation, Inc.	Performance Turf	Invitation to Bid	1-year (no renewal option)	\$0	\$188,722
PP+K, Inc.	Impaired Driving Education Media Campaign (IDEMC)	Invitation to Negotiate	8 months (optional 3-year renewal)	\$4,896,000	\$4,896,000
Panasonic Corp.	Mobile Video Recording Solution	Request for Proposal	4-years (optional 4-year renewal)	\$1,134,220	\$14,300,000
3south, LLC	Thermo RadEye Spectroscopic Radiation Detectors (SPRDs)	Invitation to Bid	2-year (optional 2-year renewal)	\$460,315	\$460,315
IMG College, LLC	Advertising Campaign Services Targeted to FSU and UF Fans	Single Source	2 months (no renewal option)	\$100,000	\$100,000

Rule 15-1.012, F.A.C.