



# Annual Performance Report

**Fiscal Year 2008-2009**



A SAFER  
**FLORIDA**  
HIGHWAY SAFETY AND MOTOR VEHICLES

DHSMV 40th Anniversary • FHP 70th Anniversary  
Committed to Excellence

**Electra Theodorides-Bustle**  
Executive Director

# Message From The Director

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August 2009

I am pleased to present the Florida Department of Highway Safety and Motor Vehicles' Annual Performance Report for fiscal year 2008-2009. The report details progress in achieving legislatively mandated performance measures and highlights key initiatives and performance achievements for the past fiscal year.

This year we celebrate our proud history as we continue to lead the way to a safer Florida. The Department celebrates 40 years of service, while the Florida Highway Patrol celebrates 70 years of service. In 1969, the Department of Highway Safety and Motor vehicles was formed out of the reorganization of state government agencies. The Department of Public Safety and the Department of Motor Vehicles became the Department of Highway Safety and Motor Vehicles. FHP was formed in 1939, when the Legislature authorized 60 officers to patrol public highways and to enforce all state laws governing traffic, travel, and public safety upon the highways.

During the 2008-2009 fiscal year Florida faced significant challenges, but with the dedication of over 4,500 Department members and the support of Governor Crist, the Cabinet, and the Legislature we were able to continue to provide critical services that the citizens and visitors of Florida depend on each and every day. We advanced many key initiatives that support our mission and vision such as:

- We focused on proactive safety education to improve driving behavior: developing Ride Proud/Dress Loud motorcycle safety campaign; launching the first of its kind teen website at [www.takethewheel.net](http://www.takethewheel.net); and creating the Florida Trip Tips booklet and the Safety First website for one stop highway safety information. Most importantly, the number of deaths per 100 million miles traveled decreased to 1.5 last year - the lowest the state has ever reported and less than half the fatality rate of 1986. This is the first time there have been less than 3,000 traffic fatalities in Florida since 2000.
- We used technology to professionalize and streamline operations: updating our website for easy use at [www.flhsmv.gov](http://www.flhsmv.gov); implementing a new Performance Planning and Evaluation System that recognizes our members; and implementing an electronic queuing system in driver license offices to improve service times.
- We focused on partnerships with our stakeholders: opening four driver license offices in AAA locations; increasing tax collector participation where offices were closed due to reductions; and co-locating in tax collector offices to provide road tests.
- We focused on giving law enforcement the tools they need to protect our roadways and fight crime: equipping Troopers with Chargers and Tasers; enhancing the Driver and Vehicle Information Database enabling a vehicle search with just a few known facts; and implementing scenario-based training that exposes recruits to reality based, non-lethal firearms training.

As we reflect on what has been accomplished, we look forward to meeting the highway safety and security needs of tomorrow.

It is with great pleasure that I present to you the Florida Department of Highway Safety and Motor Vehicles' Annual Performance Report for fiscal year 2008-2009.



Electra Theodorides-Bustle  
Executive Director

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# What We Believe...

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## **Our Mission**

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

## **Our Vision**

**A Safer Florida!**

## **Our Values**

**WE BELIEVE IN:**

**Service by exceeding expectations;  
Integrity by upholding the highest ethical standards;  
Courtesy by treating everyone with dignity and respect;  
Professionalism by inspiring confidence and trust;  
Innovation by fostering creativity; and  
Excellence in all we do!**

# Facts and Figures 2008-2009

## Florida Highway Patrol

**364,502** unlawful speed citations  
**10,329** Driving Under the Influence arrests  
**8,048** felony arrests  
**217,084** crash investigations  
**372,103** written warnings issued  
**624** stolen vehicles recovered  
**35,710,934** miles patrolled  
**307,969** motorists with disabled vehicles received assistance  
**2,753** public safety presentations

## Motorist Services

**5,896,039** driver license and identification cards issued  
**3,340,953** driver license and identification cards issued by DHSMV  
**2,333,368** emergency contacts registered as of 6/30/2009  
**4,857,423** organ donors registered as of 6/30/2009  
**2,176,678** suspension, revocations, cancellations and disqualifications of driving privileges  
**484,862** insurance suspensions issued  
**20,918,645** motor vehicle, manufactured home, and vessel registrations issued  
**4,901,295** motor vehicle, manufactured home, and vessels titles issued  
**13,223** dealer and manufacturer licenses issued  
**7,547** motor vehicle and mobile home consumer complaints investigated  
**22%** of driver license services completed by convenience services (internet, phone, mail)  
**16%** of motor vehicles services completed by convenience services (internet, phone)

# Department History: Proud Past, Bright Future

- The 1905 Legislature passed an act requiring all vehicles “propelled by other than muscular power” be registered with the Department of State and pay a \$2 registration fee.
- The 1911 Legislature authorized counties to issue automobile tags and the function was abandoned by the state for the next six years.
- The 1917 Legislature established motor vehicle licensing and registration as a state function and placed this function with the State Comptroller.
- In 1921, previous motor vehicle laws were repealed and the licensing scale based upon the weight of the vehicle was established, the method still used today. The state also abandoned two license plates in favor of one, to be attached to the rear only. Sales of vehicles were to be recorded with the Comptroller, the beginning of the present title certificate system by which car ownership is recorded.
- The 1927 Legislature took the tag and title functions from the Comptroller and created the Office of Motor Vehicle Commissioner; that official was appointed by the Governor for a four-year term.
- State law enforcement in Florida began on November 23, 1931, when the Attorney General ruled that by an act of the 1923 Legislature, the responsibility of enforcing laws enacted to preserve the physical structure of the highways rested upon the State Road Department. Twelve inspectors were hired for this detail.
- In 1939, the Florida Legislature created the State Department of Public Safety, the birth of the Florida Highway Patrol. The legislation authorized 60 officers to patrol the public highways, and regulate and govern traffic, travel, and public safety upon the public highways, with full police power to bear arms and arrest persons violating laws.
- On November 1, 1939, the first FHP training school began in Bradenton with 40 students.
- In 1939, the first Florida driver licensing law was enacted. The law required everyone to obtain a driver license if they intended to drive, but no examination was required. The license fee was 50 cents per year. The operations were housed in a one-room office.
- During the first full year of operation in 1940, the Patrol made 4,836 arrests and investigated 1,000 accidents.
- In 1941, driver license examinations were required for original licenses. The license fee was increased to 50 cents per year for drivers under 18, \$1 for operators over 18, and \$1.50 for chauffeurs.
- The first communications system was installed in January 1943, and at that time there were only six FHP stations with radio service, but by the end of 1944, there were 13 stations in operation with mobile units in all cars.
- The Legislature required that beginning in 1952, license plates would show in bold characters the slogan, “SUNSHINE STATE.” This continued through 1976 when the division went to the alpha-numeric license plate system and embossed the county name on each license plate.
- Prior to 1952, all FHP members were classified as Patrolmen or Patrol Officers. That changed in 1952, when the new classification for members on the Patrol was Trooper.
- An act authorizing the Director of the Florida Highway Patrol to establish an Auxiliary composed of volunteers was passed by the 1957 Legislature and was signed by the Governor.
- In July 1958, the Department of Public Safety held open house ceremonies at the new four-story Neil Kirkman Building in Tallahassee.
- The 1965 Legislature changed the name from the Motor Vehicle Commission to the Department of Motor Vehicles and placed under the control and administration of an executive board composed of the Governor and Cabinet.
- In 1966, FHP celebrated the opening of the new training academy. The new three-story building included two classrooms each with a capacity for 60 people.
- In 1970, under central issuance, temporary driving permits were issued in field offices and all driver licenses were issued by computer from Tallahassee and mailed to the licensees. Applicants under the age of 18 were required to complete a driver education course to get a driver license.
- In 1972, the first computer terminals were installed in headquarters for on-line record inquiries.
- In 1973, computer terminals were installed in driver license field offices, central issuance ended, color photographic driver licenses were issued in the field offices.
- In 1983, organ donor information is included on the driver license. The Department installed its first personal computers in driver license and Florida Highway Patrol offices along with dot-matrix printers.
- In 1985, two express renewal facilities opened in Eckerd drug stores in Pinellas County.
- In 1986, the first specialty license plate, ‘Challenger’ was signed into law.

## Department History continued

■ In 1988, the Department's Kirkman Data Center provided the computer and programming resources necessary for the State Division of Elections to accumulate vote totals state-wide on election night.

■ In April 1994, the Dial \*FHP project was initiated to report drunk drivers, traffic crashes, stranded or disabled motorists, or any suspicious incidents occurring on Florida roadways.

■ In October 1995, Florida's first digital driver license was issued to Governor Lawton Chiles in Tallahassee.

■ In November 1996, the Florida Highway Patrol was originally accredited by the Commission on Accreditation for Law Enforcement Agencies, Inc. (national accrediting body).

■ In 2001, the Department implemented a web-based and telephone application for the renewal of motor vehicle/vessel registrations and handicap parking permits.

■ In May 2002, the Florida Highway Patrol was accredited by the Commission for Florida Law Enforcement Agencies, Inc. (state accrediting body).

■ In 2003, the Florida Highway Patrol placed laptop computers, wireless modems and law enforcement software in FHP patrol vehicles.

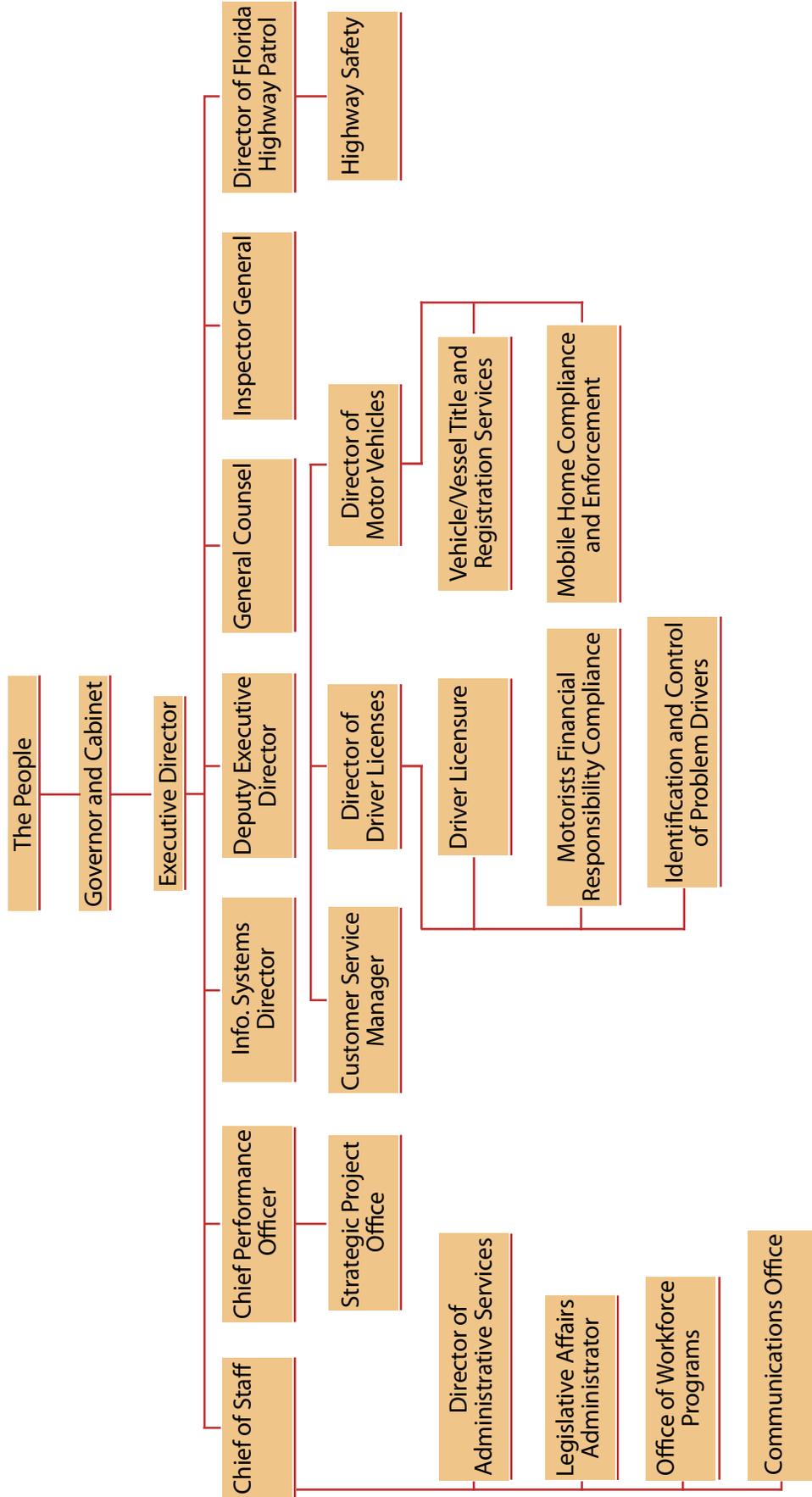
■ In 2005, Internet services were expanded to include ID card and driver license renewals; address changes for ID cards and driver licenses.

■ In 2006, the minimum age for an identification card was lowered to age five.

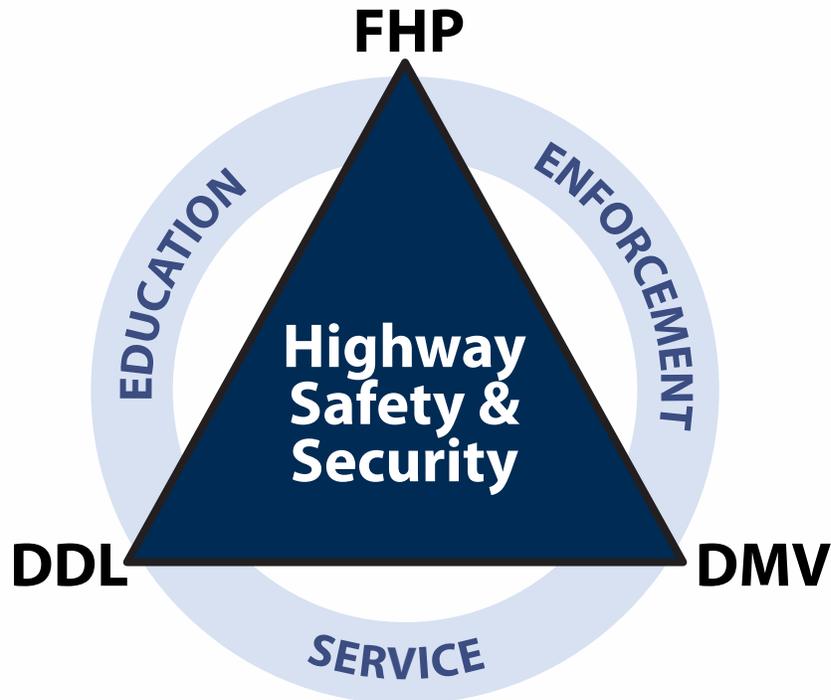
■ In 2008, driver license field offices began accepting credit cards.

■ In 2009, a project was initiated to merge the Division of Driver Licenses and the Division of Motor Vehicles into a single Division – the Division of Motorist Services.

# How We Are Organized



# Core Services



## Driver Licenses

- Ensure eligibility of drivers.
- Validate identity of drivers.
- Validate driver skills.
- Protect and maintain records of driver data.
- Evaluate at risk drivers.

## Motor Vehicles

- Accurately title and register vehicles, vessels and mobile homes.
- Properly license motor vehicle businesses.
- Remove unsafe vehicles from roadways.
- Collect over \$1 billion in titling and registration fees.
- Inspect salvage vehicles.
- Resolve consumer complaints.

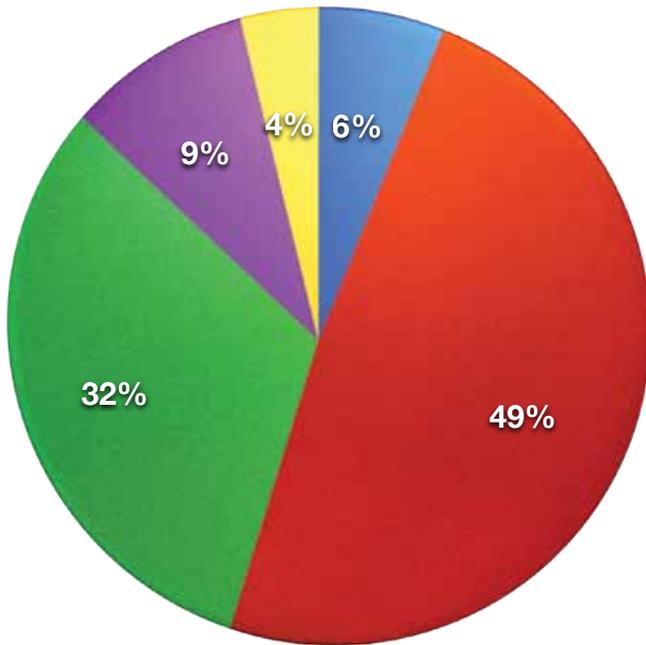
## Florida Highway Patrol

- Protect drivers by enforcing laws on the roadways.
- Remove unsafe drivers from the roadways.
- Assist motorists.
- Disaster response (49% of statewide response).
- Investigate driver license, title and odometer fraud.
- Investigate crashes and fatalities.
- Criminal interdiction.
- Coordinate seven joint dispatch communication centers.

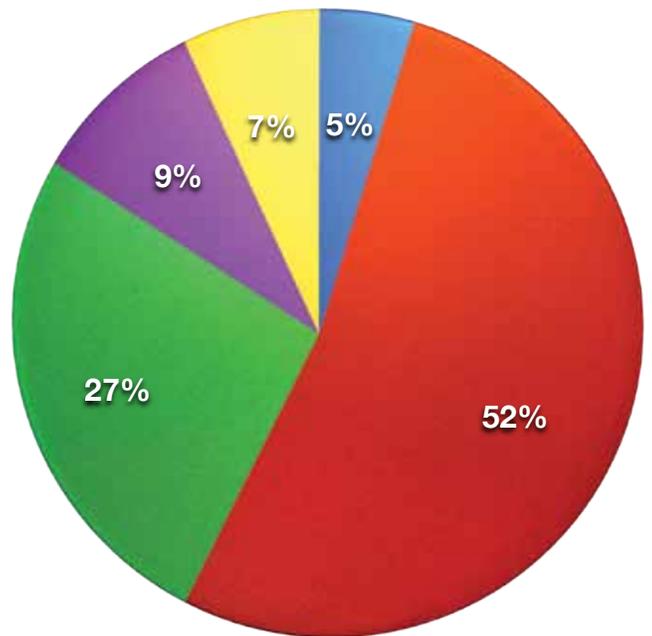
# Budget by Division

Division	FTE 08/09	FTE 09/10	Amount 08/09	Amount 09/10
Office of Executive Director and Administrative Services (OED)	292	276	\$18,772,377	\$18,447,675
Florida Highway Patrol (FHP)	2,249	2,232	\$205,934,810	\$207,081,418
Driver Licenses (DDL)	1,550	1,476	\$109,117,510	\$104,918,706
Motor Vehicles (DMV)	441	425	\$63,129,056	\$35,690,040
Information Systems Administration (ISA)	193	175	\$31,339,610	\$27,195,602
<b>Total</b>	<b>4,725</b>	<b>4,584</b>	<b>\$428,293,363</b>	<b>\$393,333,441</b>

FTE by Division 09/10



Budget by Division 09/10

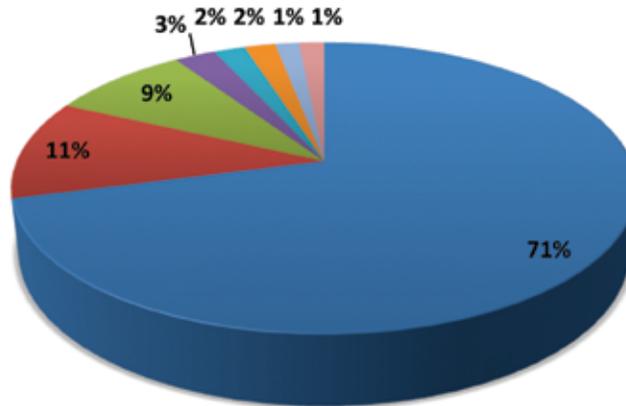


# Our Fiscal Impact

## Revenue Generated

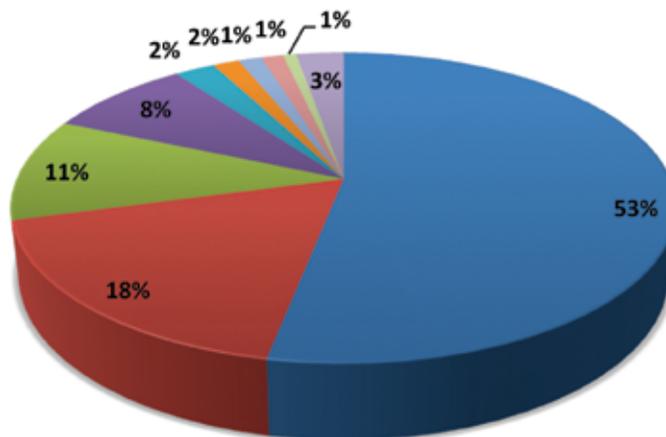
	Trust Fund	General Revenue	Total
FY 2007-08	\$1,335,709,159	\$134,983,523	\$1,470,692,682
FY 2008-09	\$1,263,760,465	\$152,329,524	\$1,416,089,989

## Where the Money Comes From – FY 2008-09



- License Plates and Decals (\$1,004,384,274)
- Driver Licenses (\$156,692,079)
- Motor Vehicle Titles (\$121,729,888)
- Motor Fuel Use Tax (\$36,122,038)
- Driving Records/Transcript (\$27,298,210)
- International Registration Plan Receipts (\$27,079,111)
- Fines and Forfeitures (\$20,841,637)
- Other (\$21,942,752)

## Where the Money Goes – FY 2008-09



- Dept of Transportation (\$751,743,827)
- HSMV Agency Funding (\$250,501,460)
- General Revenue Funded Programs (\$152,329,524)
- Dept of Education (\$119,244,262)
- Specialized Plate-Sponsor (\$33,221,352)
- Fuel Use Tax (\$21,869,415)
- Air Pollution Control Program (\$19,086,914)
- Law Enforcement Radio TF (\$18,277,082)
- International Registration Plan Program (\$10,831,645)
- Other (\$38,984,508)

# 2007-2010 Strategic Plan

## 2009-10 FY Goals

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### **Service Delivery**

*It is critical that we employ strategies that ensure customer-driven excellence.*

1. We will improve customer satisfaction annually focusing resources where opportunities for improvement are greatest.
2. We will increase efficiency in our work systems to enhance internal and external service delivery.
3. We will expand public and private partnerships to increase visibility or availability of services and achieve strategic objectives.

### **Safety**

*It is critical that we protect our citizens' lives and personal security through service, education, and enforcement.*

4. We will decrease the number of traffic fatalities and injuries annually on Florida's roadways.
5. We will improve the safety of Florida's residents and visitors through proactive enforcement.
6. We will advance our safety education efforts and consumer protection initiatives to increase public awareness.
7. We will safeguard crucial information to ensure public trust.

### **Workforce**

*It is critical that we build an environment that regards our members as our most valuable resource.*

8. We will attract and retain a diverse and highly qualified workforce.
9. We will recognize members who are responsive, innovative, and effective.
10. We will provide educational resources that expand and increase professional knowledge and personal development.
11. We will provide personalized, professional human resource services and programs to support our members.

### **Performance Management**

*It is critical that we take an integrated approach to measure, manage, and improve our organizational performance to further the agency's mission.*

12. We will cultivate a strategic thinking agency by ensuring effective governance and implementing proactive solutions to anticipated trends and strategic challenges.
13. We will "measure what matters" to ensure accountability, organizational sustainability, and improvement of overall agency effectiveness and capabilities.

# Strategic Expectations

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**These strategic expectations support the Department's strategic plan and are centered on being a professional, proactive and proud agency that leads the way to A Safer Florida. These will be the cornerstones of our initiatives and programs in the coming years.**

**1. Our Members are Our #1 Resource.** We will continue our progress on a fully automated performance management system; provide increased online training opportunities; enhance our supervision and leadership classes; and implement the FHP Leadership plan with designation for senior and master trooper and sergeant; and provide the tools necessary to get the job done whether that be tasers, Chargers, computers, new and improved training, or education.

**2. We are "One DHSMV".** We will align our organization to be accountable and flexible and to implement strategies for the future. This year we will implement a Motorist Services philosophy that supports both driver license and motor vehicle business functions. Our Department will continue to ensure our processes are streamlined and aligned to the changing needs of our customers.

**3. We Will Proactively Protect Our Roadways Through Education and Enforcement.** We will continue to look ahead to where we need to be, what we need to focus on and how we can better serve the public by analyzing trends and data and conducting proactive operations that target our most at-risk populations of drivers. Our proactive efforts will focus on maintaining a safe driving environment by preventing crashes and related fatalities through education, licensing, and enforcement. We will have organized and coordinated statewide operations utilizing all field operations and bureau of investigations to proactively target violators.

**4. We Will Focus On Service Excellence.** We will continue to focus on excellent customer service by implementation of the Queuing system in our largest offices for better service and accountability; additional training for our customer service representatives; and continuing to expand FLOW services statewide. We will enhance our Virtual Office site; create more online checks for driver license and motor vehicle information; and create the GatherGoGet site to assist in the implementation of federal regulations beginning January 1, 2010.

**5. We Will Market Our Critical Services.** We must use all available resources to educate the public about our services so that they can take advantage of important and often life saving information including Emergency Contact Information, Mover Over Law, online services, Safety First and teen driving websites.

**6. We Will Implement Technology Solutions.** We will continue to deploy secure technology advancements that benefit our customers, business partners, and members as they perform their duties and responsibilities each day including Rapid ID, facial recognition, driver database enhancements, performance measures, project coordination, queuing systems, and more.

**7. We Will Have Strategic Relationships With Our Stakeholders.** Whether it is drivers, motor vehicle dealers, tax collectors, law enforcement, private business or other state and local entities, we will not only communicate with our stakeholders, but enhance our partnership to ensure we are delivering the best and most efficient service possible.

**8. We Will Measure What Matters.** We will implement the Performance & Accountability Measurement System as well our queuing system to help us measure both the Department and our driver license offices and improve as an organization.

# 2008/2009 DHSMV Accomplishments

## **Our Members Are Our #1 Resource:**

■ **Reorganization of FHP putting more Troopers on the Road:** April's reorganization of the Patrol added 12 trooper positions to the road, streamlined upper management and saved \$450,000 for the Department.

■ **Significant Budget Reductions with No Layoffs:** The Department's efforts to find efficiencies and new ways of doing business, streamline operations, and realign business functions allowed a reduction in almost \$20 million without impact to our members or our customers.

■ **Offered More Training:** Through the consolidated training office we offered more online training and learning opportunities and enhanced supervisor and leadership training.

■ **FSECC and Davis Productivity Programs:** Both programs saw the highest member participation to date. DHSMV had 61 Leadership Givers (the most of any state agency) in the Florida State Employees Charitable Campaign and 42 Davis Productivity Award nominations representing over 200 members and \$10 million in savings valued.

■ **The Purchase of Chargers and Tasers for Troopers:** In a continued effort to provide the FHP with tools to keep them and others safe on our roads, the FHP recently purchased Tasers for troopers that will be an intermediate weapon. Additionally, the purchase of Dodge Chargers has shown a decrease in fleeing suspects due to the speed of the Charger.

■ **DHSMV Go Green Website:** The Department developed a Go Green website that focuses on energy efficiency and recycling for our members. It is an easy to use site that provides tips and recommendations for a more green work environment.

■ **Energy Report:** Efforts at reducing energy usage are starting to pay off. HSMV employees in the Neil Kirkman Building used 81,000 fewer kilowatt hours in July 2008 than they did in July 2007. This 10% reduction in electricity usage helps the Department reduce costs and greenhouse gas emissions. The financial savings for the month of July was approximately \$7,200 which translates to about \$85,000 per year.

■ **Operation EFFORT:** Ensuring Florida's Future with Opportunity and Recruitment of Troopers (EFFORT), is an intensified recruitment and selection of qualified trooper applicants program. This program consists of a faster and more effective hiring process that allows the Patrol to address major hiring steps up front. Operation EFFORT has reduced the Patrol's application to hiring time frame by approximately three to four months. Additional streamline adjustments made within the processing and background procedures have allowed the Patrol to offer an applicant employment within six to eight weeks.

■ **Award Winners:** This year, two Department members were recognized by the American Association of Motor Vehicle Administrators (AAMVA). Those award winners include Dee Dee Holley, AAMVA International Award Winner for Customer Service Excellence and Wayne Archer, AAMVA International Driver Examiner of the Year. Trooper Joshua Earrey, was also recognized by the Florida Cabinet as the 2009

Trooper of the Year. These members personify the Department's values of service, integrity, courtesy, professionalism, innovation, and excellence.

## **We are "One DHSMV"**

■ **Consolidated Business Units:** We have consolidated numerous business units that has resulted in a more coordinated and effective approach to doing business. Communications, Training, Technology, Grants, Projects, and Strategic Planning offices have been consolidated to support the department as a whole rather than divisions independently and much success has been seen.

## **We Will Proactively Protect Our Roadways Through Education and Enforcement:**

■ **FHP Contraband Interdiction Program:** This specialized program targets illegal drugs and activity. FHP made over 4,300 drug arrests in FY 08/09.

■ **FHP Click It or Ticket:** This enforcement and education campaign seeks to increase the use of occupant restraints. FHP issued 77,501 seatbelt citations in FY 08/09.

■ **Ride Proud, Dress Loud:** The Department and Tallahassee's law enforcement community joined forces with area motorcyclists to launch a new motorcycle safety campaign. The statewide initiative focuses on promoting motorcycle visibility and safety in an effort to reduce fatalities on Florida's roadways. To enhance visibility, motorcyclists are encouraged to wear brightly colored or reflective upper-torso apparel. It is also suggested that reflective strips, high beams and vibrantly colored decals be used on the motorcycle itself. For more information about the Florida Department of Transportation funded campaign visit [www.rideprouddressloud.com](http://www.rideprouddressloud.com)

■ **.02 Zero Tolerance Awareness:** In the month of September, DHSMV developed a campaign to target underage drinking on college campuses and educate students about specific driver license related consequences involving underage drinking. The campaign educates students by providing specific information on laws pertaining to implied consent, .02 Blood Alcohol Level (BAL) law for drivers under 21, open container laws, and DUI fine increases. Our message is being spread throughout all Florida's college campuses by partnering with Student Government Associations, crime prevention teams, sororities and fraternities, and campus radio and television stations. Specific information is disseminated through banners, billboards, internet web postings, and public service announcement broadcasts.

■ **Fatalities Involving Commercial Vehicles Reduced:** The state of Florida recently received an award from the American Association of Motor Vehicle Administrators nationally recognizing the state for its significant reduction in the number of fatalities involving commercial vehicles. The Florida Highway Patrol was part of this effort and accepted the award on behalf of the state. In 2005, there were 535 fatalities involving commercial motor vehicles in Florida, and

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in 2007, there were 366 fatalities. FHP continues to partner with the Florida Department of Transportation and other agencies to address commercial and non-commercial crash causation factors.

■ **Highway Fatalities Down in Florida:** Florida ended 2008 with 2,983 traffic fatalities, the lowest the statistic has been in eight years. The last time Florida's total number of fatalities was less than 3,000 was in 2000 when there were 2,999 fatalities. State traffic deaths in 2008 were down 238, a seven percent reduction, from 2007 when 3,221 people died and 328 fewer than the five-year average of 3,311 deaths. While the numbers of fatalities are similar for 2000 and 2008, the Sunshine State's population grew by more than 2.8 million, an increase of nearly 18 percent.

■ **Primary Safety Belt Law Passed:** Senate Bill 344, the "Dori Slosberg and Katie Marchetti Safety Belt Law" was passed by the 2009 Legislature. The new law allows for the primary enforcement of Florida's safety belt requirements, which the National Highway Traffic Safety Administration estimates will prevent 142 fatalities in Florida annually. The law, sponsored by Senator Nan Rich, Representative Rich Glorioso, and supported by Governor Charlie Crist, took effect June 30, 2009. According to a 2008 National Traffic Highway Safety Administration study, states with primary enforcement laws rank in the top five for safety belt usage while Florida ranks 35th in the nation.

■ **DUI Enforcement:** Ten Troopers from across Florida were recognized for their outstanding DUI enforcement efforts in 2008. Each Trooper made over 100 DUI arrests. Trooper Ronald Evans Jr. earned the Hurd-Smith award for his extraordinary DUI enforcement efforts, which included 187 DUI arrests, more than one every other day.

■ **Aggressive Driving:** FHP initiated several enforcement initiatives to combat aggressive driving. In North Florida Operation "Take Back 98," intensified enforcement and awareness on US 98, a congested route in Okaloosa and Walton Counties, where speeding increases incidents of crashes, injuries and deaths. In South Florida the Blitz on Aggressive Drivers task force focused enforcement on the Interstates running through Broward County. The task force works in concert to save lives and reduce injuries by stopping aggressive drivers. In the first six months the task force issued over 1,000 citations. In Southwest Florida where a high frequency of speeding complaints, crashes and fatalities occur, Aggressive Concentrated Enforcement Teams have issued 1,158 seatbelt citations, 263 speeding citations, and arrested 26 drivers with a suspended or no valid license.

■ **Operation Safe Ride:** A powerful unannounced concentrated enforcement effort targeted spring-time drivers in March and April. The effort addressed the growing concern over speeding, aggressive driving, and other driving practices that place motorists at higher risk for crashes. Operation Safe Ride is part of a long-term traffic safety campaign that focuses on hazardous violations to prevent deaths and injuries on our roadways. Troopers issued over 22,000 traffic citations during the combined eight day effort.

## We Will Focus on Service Excellence

■ **Department Reenactment:** This year the Department celebrates 40 years of service, while the Florida Highway Patrol celebrates 70 years of service. In 1969, the Department of Highway Safety and Motor vehicles was formed out of the reorganization of state government agencies. The Department of Public Safety and the Department of Motor Vehicles became the Department of Highway Safety and Motor Vehicles. FHP was formed in 1939 when the Legislature authorized 60 officers to patrol public highways and to enforce all state laws governing traffic, travel, and public safety upon the highways. Coinciding with the anniversaries, in June 2009, the Department of Highway Safety and Motor Vehicles was formally reenacted completing the Department's comprehensive sunset review process. This process reviewed and validated the mission, structure, and operations of the Department.

■ **New Driver License Check Feature Available:** As a continued effort to offer excellent customer service, the Department's website now provides information to customers regarding their eligibility to elect driver school in lieu of receiving points on their driving record. Through driver license check on the Department's website, they will be given information including a statement indicating if the customer is eligible or not to elect driver school. The site also provides the date of the last election and the number of times the customer has elected school in the past ten years. Additionally, there is a link to the list of approved schools that offer driver improvement courses. This feature will further empower customers to access their information.

■ **Reaching Teen Drivers Through New Website:** The Department launched a new campaign that challenges teens to "take charge" when they get behind the wheel of a vehicle. The new nationally awarded website, created by teens for teens, is the first of its kind in Florida and allows teens drivers to share their experiences with peers. The site ([www.TakeTheWheel.net](http://www.TakeTheWheel.net)), made possible by funding provided through the Florida Department of Transportation, offers teens a chance to talk about their experiences with others, give advice, listen, learn and challenge one another to take charge of their own actions behind the wheel.

■ **Florida Trip Tips:** Out-of-state visitors and new drivers are sometimes unaware of all the ins and outs of Florida's road rules, and occasionally the rules change. With the recently published Florida Trip Tips booklet, drivers will find helpful information on traffic laws and tips for safe travel. Highlights include: new requirements for motorcycles; Florida's Move Over Law; guidelines on seatbelts; and what to do in a minor car accident. The publication was produced by the Department of Highway Safety and Motor Vehicles and made possible by a grant from the Florida Department of Transportation. The Florida Trip Tips booklet is available at welcome centers, driver license offices, Florida Highway Patrol stations, turnpike plazas, and rest areas across the state and online.

■ **Department Promotes "Safety First" Online:** In October, the Department announced its newest website feature – Safety First. With a simple click to the Safety First page through [www.flhsmv.gov](http://www.flhsmv.gov), one can learn about various topics, such as buying a vehicle online, school bus safety, iden-

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tivity theft, and driving in inclement weather. The Department will continue to update the web page to include timely and relevant information on driver-related safety issues.

■ **New Online Guides for Vehicle Buyers and Sellers:** The Department recently added two new guides to its website to equip consumers with useful information for making vehicle transactions. A seller's guide provides information on what to do before, during and after the sale of a vehicle. A buyer's guide explains what buyers should look for when car shopping, describes buyers' rights, and includes a list of questions to ask. It provides information on Florida's new car lemon law, warranties, titles and much more. In addition to the buyer and seller's guides, the Department provides information on actions to take if a dealer goes out of business, tips on buying a car online, and what to know before purchasing a non-traditional vehicle. This information is available at [www.flhsmv.gov/Safety-Tips/Vehicles.htm](http://www.flhsmv.gov/Safety-Tips/Vehicles.htm).

■ **Teen Driving Website Now has Key Information for Parents:** The Florida Department of Highway Safety and Motor Vehicles launched a parents section on its teen driving website at [www.flhsmv.gov/teens](http://www.flhsmv.gov/teens). The new and improved website now provides parents with useful information to help them teach their teens to become safe drivers. Florida's graduated driver licensing program allows teens to obtain a learner's permit at age 15, which restricts them to driving only under certain conditions with a licensed adult. Other restrictions apply to teens with an operator's license until their 18th birthday. To ensure that both parents and teens have a complete understanding of the law, an explanation of each phase of the graduated licensing program and the related restrictions are available on the website.

■ **Florida Licensing on Wheels - Helping Those In Need:** The Department responded to several different natural disasters last year to assist the Federal Emergency Management Agency and the Department of Emergency Management. Many of our mobile licensing units were deployed to sites including those that suffered damage from Tropical Storm Fay and flooding that occurred as a result of other storms throughout the state. Through these efforts, nearly 500 customers were able to obtain critical documents that were lost or destroyed as a result of flood damage associated with the storms.

■ **Temporary Tags Go High-Tech Statewide:** The program, mandatory for all automobile dealers July 2008, requires temporary license plates to be issued using a print-on-demand process. Upon the sale of a vehicle, information is entered into a secure system, electronically sent to the Department in real time, and a temporary license plate is produced. Using this print on demand process law enforcement, toll authorities and parking authorities have immediate access to verify the authenticity of the temporary license plate. In addition, dealers benefit by no longer maintaining a temporary license plate log. In FY 08-09, over 1 million electronic temporary tags were issued.

■ **License Plate Enhancements:** Two creative changes to the Florida standard license plate will save the Department

approximately \$100,000 annually. The license plate was originally designed using three different colors (green, orange, and brown.) The only brown portion of the license plate was the stem of the orange. By changing the stem from brown to green, the Department will save close to \$50,000 a year. Another enhancement is also saving the Department approximately \$50,000 per year. By reducing the size of the license plate by 1/8 of an inch on all sides, the Department uses less aluminum, resulting in lower costs.

### **We Will Market our Critical Services**

■ **The Communications Office:** The Department's Communications Office now includes the Florida Highway Patrol's Public Affairs Officers in an effort to create the synergy of "One DHSMV" in all internal and external communication efforts. The Communications Office strategically plans and works with all divisions to deliver consistent messaging in the marketing of our critical services and to publicize agency achievements to the public, stakeholders and members.

■ **Information Distribution:** During the past year, the Department distributed 93 news releases, responded to 1,793 media queries, and provided content oversight of the Department Intranet and Internet websites. These websites are an integral medium to provide detailed information to the public as well as our stakeholders and members. During the past year, there were more than 593 million Intranet and Internet website hits from more than a million unique addresses.

■ **New Website Makes "Surfing" Easier:** As part of our ongoing customer service and process improvement efforts, the Department released an enhanced website in July. This new website simplifies finding information of interest and facilitates transactions with the Department. Whether customers need to check their driver license status or vehicle registration, get live traffic information or crash reports, find a convenient office, or contact one of our divisions, it will all be readily accessible through the new portal [www.flhsmv.gov](http://www.flhsmv.gov).

■ **Hispanic Outreach Continues:** Through an electronically distributed Community Update / Informe Comunitario, published monthly in English and Spanish, topics related to highway safety and driver licenses are shared with our state's Spanish speakers. The Update/ Informe reaches deep into the community and is forwarded to all Department of Children and Families service providers, public schools, Chambers of Commerce, local government entities, and Spanish media outlets. This community outreach is further supported by interviews to Spanish media, participating in community events, and visits to health fairs and to businesses serving our Hispanic customers.

■ **Enhancements to Crash Report:** This year's 2008 Traffic Crash Facts Book is the most comprehensive ever produced, and is nearly double in size to the previous year. The changes include five year trends provided by county size, graphics for time of day and day of week crash and fatality information, and limited site location information. The report also includes more graphics and color making the book easier to read and the data easier to interpret.

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### **We Will Implement Technology Solutions**

■ **Electronic Queuing Systems begin in Offices:** 54 of the Department's largest volume offices now have a queuing system implemented. This electronic system is used for service time management, personnel accountability and performance measures, office productivity and provides a skill based manner to provide the best services for customers. Coming soon- real-time service times on the Internet!

■ **DAVID Update:** DHSMV is proud to announce the Driver And Vehicle Information Database (DAVID) program has added another valuable feature for law enforcement's use. An officer can now perform a vehicle search with just a few known facts about the vehicle they are attempting to locate.

■ **FHP Training Academy Integrates Simunition into the Basic Recruit Training:** The Florida Highway Patrol Training Academy recently integrated simunition training into the 117th Basic Recruit Class training program. Simunition training exposes recruits to reality based, non-lethal, force-on-force scenario (firearms) training. The simunition rounds, or paint rounds, allow for safe firing against live targets and have a reduced noise signature, which allows for safe firing in any environment. The recruits gain an understanding of the importance of properly using available cover and concealment when threatened by or engaged in the use of lethal force. The Training Academy plans to integrate the scenario-based training into future mandatory retraining in-service classes.

■ **Performance Planning and Evaluation System:** On August 1, 2008 the Department's new Performance Planning and Evaluation online system was implemented. The new system promotes an atmosphere of open two-way communication between supervisors and members. This new system allows supervisors to set and communicate measurable performance expectations and partner with their members to identify training and developmental needs and opportunities. Moving from the previous Meets or Needs Improvement system to a five point rating scale has given Supervisors the tools needed to measure and track job performance effectively.

■ **Valuing Customer Input:** Previously, the Department manually input results from customer comment cards that are available in driver license field offices across the state. This process took a great deal of time and effort. Using optical reader technology, that process has been automated by transferring the customer survey to a bubble sheet format. The process is now greatly improved and will make the information received from the surveys more timely, will create additional operational enhancements, and will reduce associated staff time.

### **We Will have Strategic Relationships With Stakeholders:**

■ **Tax Collector Update:** Effective August 1, 2008, county tax collector sites that did not previously offer driver license services have the availability to request a replacement driver license or identification card for customers who are chang-

ing their addresses. The fee is collected at the tax collector's office and the card is mailed to the customer from DHSMV Headquarters. In addition, the Department has developed the Motorist Services Report, a monthly newsletter specifically designed to inform tax collectors about recent Department activities and upcoming initiatives, further enhancing communications.

■ **Emergency Contact Information:** DHSMV is teaming up with state colleges and universities to spread the word to students about the importance of entering their Emergency Contact Information (ECI) online. Colleges and universities around the state were contacted to assist with this endeavor and asked to post fliers and send emails advertising this service to their student body. Our Florida Licensing on Wheels (FLOW) mobile units were also scheduled at colleges and universities throughout the state in both August and September. The schools participating in the program are: Florida A&M University, University of Florida, Florida State University, Tallahassee Community College, University of North Florida, Miami-Dade Community College and the University of Miami. Over 1.3 million people have put their information into the Emergency Contact Information system.

■ **Statewide Events Reach Out to Homeless Population:** During this quarter, the Department participated in several events around the state that focused on bringing motor services directly to homeless populations. The Department partnered with service providers such as legal aid, Vital Statistics, the Social Security Administration and local community agencies to provide the participants with driver licenses or identification cards, certified birth certificates, clothing, food, haircuts and legal assistance. Through events in six counties, thousands of homeless people were served. In addition to the homeless population served, nearly 400 driver licenses and identification cards were issued to community members participating in the events.

■ **Motor Vehicle Network Enhances Customer Service:** The Motor Vehicle Network (MVN) is a free service that provides updated news and information to customers in our driver license field offices. MVN debuted in October in Miami-Dade and Broward Counties and is now implemented statewide. This new feature keeps customers informed and entertained during the short time they may wait for service. Our customers also benefit by being advised of local Amber Alerts, inclement weather and road closures.

■ **Partnership with County Health Department:** The Department has partnered with the Orange County Health Department's Vital Statistics Office by designating a special work area in our largest Orlando driver license field office to issue (instant) birth certificates. This new service will expedite the issuance of driver licenses and identification cards enhancing customer service. The Orange County Health Department will supply the equipment and personnel to be used in this innovative partnership.

■ **Driver License Services Offered in AAA Offices:** The Department and the American Automobile Association (AAA) announced a new partnership to offer Florida motorists the convenience of a driver license service desk inside selected AAA branch offices. The AAA's office services will include driver license renewals, duplicates, address changes,

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## Accomplishments continued

identification cards, and the ability to register to vote. We plan to have 10 AAA driver license offices open by the end of the year.

### We Will Measure What Matters:

■ **Updated Department's Legislative Performance Measures:** Effective July 1, 2009, the Department's Legislative Long Range Program Plan was updated to professionalize and contemporize the department's performance measures. These standards will now evaluate outcomes of department performance rather than just outputs.

■ **Strategic Plan:** In September 2008, the Department's strategic plan was revised to include communications in all facets of operations and to elevate safety to a critical issue. All divisions have tailored strategies to meet the newly revised goals that are continually aimed at creating a safer Florida.

■ **Centralized Grant Administration:** A Grants Administration Office was established to provide centralized oversight

for grant dollars and related projects. The Department received 21 grant awards totaling \$11,375,190 from federal and state sources this year.

■ **Customer Service Call Center Process Improvement Exercise Completed:** The CSC workgroup completed 13 out of 19 recommendations to reduce call volume and expedite the process of servicing callers resulting in improvements to the IVR system, additional education for insurance providers, simplified notification letters, and enhanced online services.

■ **Department Survey Conducted:** A comprehensive public opinion survey was conducted through distribution to customers in field offices and visitors online resulting in approximately 30,000 responses. A detailed report of the findings will be provided in August.

■ **Comprehensive Tool for Reporting Agency Performance Measures:** The performance measures library with associated definitions was completed allowing for the parameters of an executive and division level dashboards to be selected and developed for monitoring continuous improvement.

# Performance Measures

	07-08 Actual	08-09 Actual	08-09 Standard
<b>Florida Highway Patrol</b>			
1. Florida death rate on patrolled highways per 100 million vehicle miles of travel	1.57	1.50	1.70
2. National average death rate on highways per 100 million vehicle miles of travel	1.36	1.27	1.50
3. Alcohol-related death rate per 100 million vehicle miles of travel	0.61	0.59	0.64
4. State seat belt compliance rate	81.7%	Not available at time of printing	67.50%
5. Percent change in seat belt use	3.3%	Not available at time of printing	1.0%
6. Annual crash rate per 100 million vehicle miles of travel on all Florida roads	125	123	131
7. Number of crashes investigated by FHP	221,475	199,471	200,361
8. Percent change in number of crashes investigated by FHP	-4%	-10%	1%
9. Number of hours spent on traffic homicide investigations (1)	171,181	189,027	156,284
10. Number of cases resolved as a result of traffic homicide investigations (2)	1,824	1,444	1,728
11. Average time (hours) spent per traffic homicide investigation (1)	92.88	115.39	90.44
12. Average response time (mins) to calls for crashes or assistance	26.40	25.61	26.00
13. Number/percent of duty hours spent on preventive patrol by law enforcement officers	976,259 / 39%	925,715 / 39%	1,006,389/ 41%
14. Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots	1,855 / 59%	1,632 / 56%	1,195/ 50%
15. Number/percent of duty hours spent on crash investigations by law enforcement officers	355,698 / 14%	316,296 / 13%	326,447/ 14%
16. Number/percent of duty hours spent on crash investigations by community service officers (3)	19,174 / 43%	15,576 / 39%	10,707/ 29%
17. Number/percent of duty hours spent on non-patrol support activities (law enforcement)	733,223 / 30%	721,319 / 30%	654,577/ 29%
18. Average time (hours) to investigate crashes (long form)	2.31	2.32	2.17
19. Average time (hours) to investigate crashes (short form)	1.33	1.34	1.35
20. Average time (hours) to investigate crashes (non-reportable)	0.74	0.71	0.65
21. Number/percent of duty hours spent on law enforcement officer assistance to motorists	113,143 / 5%	116,017 / 5%	111,635/ 5%
22. Number of motorists assisted by law enforcement officers	272,088	276,543	313,277
23. Number of training courses offered to FHP recruits and personnel	72	67	45
24. Number of students successfully completing training (4)	1,213	1,057	1,224
25. Percent of recruits retained by FHP for 3 years after the completion of training	87%	87%	90%
26. Percent of closed criminal investigations which are resolved	91%	87%	80%
27. Number/percent of duty hours spent on criminal investigations (5)	43,250 / 48%	37,351 / 41%	56,199/ 60%
28. Number/percent of duty hours spent on professional compliance investigations (5)	12,397 / 14%	18,773 / 21%	5,293/ 6%
29. Number/percent of duty hours spent on polygraph examinations	5,877 / 7%	6,118 / 7%	5,885/ 5%
30. Number/percent of duty hours spent on non-investigative support activities	28,579 / 31%	29,108 / 32%	25,250/ 29%

continued

## Performance Measures continued

	07-08 Actual	08-09 Actual	08-09 Standard
<b>Motorist Services (Licenses, Titles, and Regulations)</b>			
<b>Driver Licensure</b>			
31. Percent of customers waiting 15 minutes or less for driver license service (6)	84%	89%	50%
32. Percent of customers waiting 30 minutes or more for driver license service (6)	5%	3%	35%
33. Average number of corrections per 1,000 driver records maintained (7)	5.6	6.5	4.0
34. Number of driver licenses issued	5,130,326	4,930,906	5,418,344
35. Number of identification cards issued	1,044,072	965,133	852,315
36. Number of written driver license examinations conducted	1,595,056	1,626,333	1,561,590
37. Number of road tests conducted	537,000	547,833	492,055
<b>Motorist Financial Responsibility Services</b>			
38. Percent of motorists complying with financial responsibility	94%	97%	96%
39. Number of insured motorists	11,713,387	11,988,707	12,180,000
<b>Identification and Control of Problem Drivers</b>			
40. Percent of DUI course graduates who do not recidivate within 3 years of graduation	86%	86%	86%
41. Number of driver licenses / ID cards suspended, cancelled, and invalidated as a result of fraudulent activity (with annual percent change shown) (8)	2,048 / -24%	1,822 / -11%	2,356 / -27%
42. Number of problem drivers identified (9)	2,262,998	2,176,678	1,866,461
<b>Mobile Home Compliance and Enforcement Services</b>			
43. Ratio of warranty complaints to new mobile homes titled (10)	1 : 179	1:125	1 : 154
44. Number of mobile homes inspected (11)	7,302	3,531	14,800
<b>Vehicle and Vessel Title and Registration Services</b>			
45. Percent of motor vehicle / vessel titles issued without error	93%	93%	92%
46. Number of fraudulent motor vehicle titles identified and submitted to law enforcement	59	42	50
47. Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement	79%	-29%	3%
48. Average cost to issue a motor vehicle / vessel title (12)	\$2.50	\$2.82	\$2.12
49. Number of motor vehicle and mobile home titles issued (13)	5,712,567	4,718,683	6,700,000
50. Number of motor vehicle and mobile home registrations issued	21,111,938	19,975,037	21,446,037
51. Number of vessel titles issued (13)	207,759	182,612	270,879
52. Number of vessel registrations issued	1,013,423	943,608	1,046,445
53. Average number days to issue a vehicle title	3	3	3
54. 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 : 5	1:6	1 : 8
55. Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings	25,066	28,795	36,319
56. Percent of dealer licenses issued within 7 working days upon receipt of completed application	99%	99.8%	99%
57. Number of automobile dealer licenses issued (all dealer types)	13,492	13,223	12,800
58. Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits (14)	\$1.06 : 1	\$1.15 : \$1.00	\$1.73 : \$1.00
59. Number of International Fuel Use Tax and International Registration Plans accounts audited	339	375	350
60. Number of motor carriers audited per auditor, with number of auditors shown	24 : 14	30:9	22 : 14

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## Performance Measures continued

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	07-08 Actual	08-09 Actual	08-09 Standard
<b>Executive Direction and Support Services</b>			
61. Agency administration and support costs as a percent of total agency costs/ agency administration and support positions as a percent of total agency positions	4.68% / 6.18%	4.70% / 6.18%	5.40%/ 6.42%
62. Percent Florida Highway Patrol administration and support costs and positions compared to total Florida Highway Patrol costs and positions	1.31% / 1.16%	1.29% / 1.20%	1.41%/ 1.18%
63. Percent Motorist Services administration and support costs and positions compared to total Motorist Services costs and positions	2.06% / 1.93%	2.02% / 1.81%	2.13%/ 2.19%
64. Percent of customers who rate Kirkman Data Center services as satisfactory or better as measured by survey	99%	99%	90%

# Justifications

**(1) Number of hours spent on traffic homicide investigations / Average time (hours) spent per traffic homicide investigation** - The standard for successful prosecution continues to become more complex and challenging. To keep up with these increased demands, the Florida Highway Patrol revised its Traffic Homicide investigation report format and investigative procedures. These necessary changes require additional time be dedicated to fatality crash investigations.

**(2) Number of cases resolved as a result of traffic homicide investigations** - Florida has experienced a reduced number of fatal traffic crashes over the past year. This has resulted in fewer such crashes being investigated by the Florida Highway Patrol and therefore, fewer cases resolved each quarter.

**(3) Number/percent of duty hours spent on crash investigations by Community Service Officers** - The Community Service Officer position description requires members spend most of their duty time investigating traffic crashes.

**(4) Number of students successfully completing training** - During fiscal year 08/09, the Florida Highway Patrol had to cancel several large classes for various reasons including hurricane and tropical storm activity. Some of these classes were not rescheduled during fiscal year 08/09. Based on these large classes being canceled, the number of students successfully completing training declined.

**(5) Number/percent of duty hours spent on criminal investigations / Number/percent of duty hours spent on professional compliance investigations** - The patrol separated professional compliance from the criminal investigative function in 2008. The move established greater accountability and tracking of alleged cases of misconduct resulting in a more accurate depiction of numbers of complaints and workload.

**(6) Percent of customers waiting 15 minutes or less for driver license service / Percent of customers waiting 30 minutes or more for driver license service** - The continued improvement is the result of a combination of factors, including technology, training and staffing. Customers are continuing to use the Online Appointment Service and Information System (OASIS) to schedule appointments and are taking greater advantage of services offered through the internet.

**(7) Average number of corrections per 1,000 driver records maintained** - Many of the errors made on the driver's record, which subsequently require a correction, are completed or reported by other outside agencies (courts and other state motor vehicle agencies). The Department, through a DOT grant, is working with five clerks of court to identify causes of errors in the transmission of citation data and to propose solutions to decrease error rates. Quality assurance reviews have also revealed system errors. We have hired a

consultant to document the business rules and provide a gap analysis. Two federal grants will partially fund system modernization and data clean-up efforts.

**(8) Number of DL/ID cards suspended, cancelled and invalidated as a result of fraudulent activity (with annual percent change shown)** - This measure details possible driver license fraud when a customer reports their driver license or identification card may have been comprised. This measure does not include fraud cases worked by the Florida Highway Patrol. This measure does not capture all alleged incidents of fraud and may not be a reliable indicator of more or less fraudulent activity.

**(9) Number of problem drivers identified** - The number of problem drivers exceeds the performance standard due to an increase in court related suspensions, such as failure to comply with court requirements on traffic citations (D-6 suspensions), child support suspensions, and financial obligation suspensions. Problem driver is defined as a driver that has had a driver license suspended, revoked, cancelled or disqualified.

**(10) Ratio of warranty complaints to new mobile homes titled** - The number of homes titled has decreased while the number of complaints has held relatively constant. The ratio variance is caused by the increase in number of complaints on out of state mobile home manufacturers that ship into Florida (77%). The Department has been successful in decreasing the number of complaints on in-state manufacturers, however, the inspection of homes shipped into the state is outside the Department's authority.

**(11) Number of mobile homes inspected** - Production in mobile/manufactured home plants has continued to decrease significantly due to reduced public demand and industry decline causing fewer homes to be inspected in plants. All required mobile home inspections are being met.

**(12) Average cost to issue a motor vehicle/vessel title** - Fixed title costs (staff, forms, data processing, overhead, etc.) represents approximately 90 percent of all title costs. These costs remain constant regardless of the number of titles issued. Since fewer titles were issued, a higher average cost results.

**(13) Number of motor vehicle and mobile home titles issued / Number of vessel titles issued** - Title issuance has decreased due to lower consumer demand for the purchase of motor vehicles, mobile homes, and vessels.

**(14) Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audits** - Based on audit results, more carriers are being found in compliance, and those carriers not in compliance are making installment tax payments rather than lump sum payments.

# Key Services

## On Line Services

- Check your driver license, insurance, social security number and vehicle registration status
- Personalized license plate inquiry to check plate availability
- Check your teens' driving record
- Check if you are eligible to take a driving course
- Request a vehicle title be printed and mailed to a vehicle owner
- Renew or replace your driver license, ID card, parking placard, or vehicle registration
- Register "ECI" Emergency Contact Information for law enforcement only access in case of an emergency
- Live crash and road conditions
- Locate a driver license, motor vehicle, or Florida Highway Patrol office
- Make an appointment for a visit to our driver license offices at "OASIS"
- Conduct vehicle registration and fuel use tax reporting services for qualified commercial carriers
- Download driver handbooks
- Access to new on-line organ donor registry

## On line educational resources:

- Learn about driver license and motor vehicle laws for new Florida residents and new drivers
- Check for information about the latest highway safety alerts at [www.FLHSMV.gov/safetytips/](http://www.FLHSMV.gov/safetytips/)
- Teen-parents website: [www.FLHSMV.gov/teens](http://www.FLHSMV.gov/teens)
  - Teen section: created by teens for teens about dangers of poor driving choices
  - Parent section: guides them on how to teach their teen to drive and helps them understand Florida's licensing laws.
- Florida Granddriver Program: educates drivers on aging and driving at [www.Floridagrandidriver.com/](http://www.Floridagrandidriver.com/)

## Other services:

- **Florida Licensing on Wheels (FLOW's):** 11 (5 buses, 6 miniFLOWs) mobile units that are actual Motor Services offices that can go anywhere in the community
- **Identification card for children 5 years** of age and older so that there is a digital photo at the fingertips of law enforcement if one is needed- any DL office can do this. Also allows parent to enter ECI information for the child.
- **Child passenger safety and occupant protection:** agency personnel around the state will check child seats, teach individuals on proper installation, answer questions about Florida requirements, and assist in determining whether individuals qualify for low-cost seat or booster seat. Check out [www.FLHSMV.gov/FHP/cps/](http://www.FLHSMV.gov/FHP/cps/)