

FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES



ANNUAL PERFORMANCE REPORT FISCAL YEAR 2007 - 2008

ELECTRA THEODORIDES-BUSTLE, EXECUTIVE DIRECTOR

PROVIDING HIGHWAY SAFETY AND SECURITY THROUGH
EXCELLENCE IN SERVICE, EDUCATION, AND ENFORCEMENT

Message from the Director

July 2008

I am pleased to present the Florida Department of Highway Safety and Motor Vehicles' Annual Performance Report for fiscal year 2007-2008. The report details progress in achieving legislatively mandated performance measures and also highlights key achievements for the past fiscal year that support the Department's strategic initiatives.

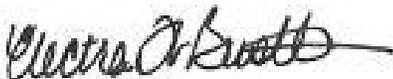
We use a three prong approach to safety. Our mission is to provide highway safety and security through excellence in service, education, and enforcement. We are committed to accomplishing our mission by being proactive, professional, and proud in everything that we do.

We need to be proactive in the way we market and provide services using online and automated methods as much as possible. These delivery channels offer customer choices that are convenient, streamline the Department, and provide an easy to navigate organization. We need to be proactive in the way we enforce our traffic laws using data and trend analysis to know how we can best positively impact our roadways and decrease fatalities and injuries with targeted enforcement efforts focused on our greatest problems. We need to be proactive in the way we use education to change driving habits because the best way to save a life is the decision made before the crash.

We need to perform at the highest level we can and make sure our members have the highest quality training and tools necessary to be safe and get the job done. This is why we maintain the highest of state and national standards through accreditation of the Florida Highway Patrol. These comprehensive reviews of all aspects of the Patrol validate the hard work they do on a daily basis and ensure the citizens of Florida they are being served by skilled law enforcement professionals.

Lastly, we are proud of our Department and our state. We will continue to encourage that pride by recognizing the great work of the nearly 5,000 men and women of the Department who are leading the way to a safer Florida. We will listen to the people who are serving this great state and work hard each day to make this Department shine for the millions of customers who need and utilize our services.

We will continue to be guided by our comprehensive strategic plan, driven by service, education, and enforcement to protect Florida's over 15 million drivers, over 18 million citizens, and over 80 million visitors annually. With the assistance of Governor Crist, our Cabinet, Legislature, and all stakeholders, we will realize our vision of A Safer Florida. Together we can make a difference.



Electra Theodorides-Bustle
Executive Director

About Us

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!

About Us

OPERATIONAL DIVISION INFORMATION

Division of Driver Licenses - The Division of Driver Licenses promotes safety on the highways by licensing qualified drivers, controlling and improving problem drivers, ensuring vehicle owners and operators are responsible for injuries and damages they may cause in a crash on Florida's roadways, and maintaining records for driver evaluation. The Division manages the issuance of driver licenses through an examination process and creates permanent records of all licenses issued. The Division ensures all drivers and their vehicles are properly insured and enforces sanctions imposed for violation of Florida's highway safety laws. Driver License also issues personal ID cards. The Division provides services to the driving public through a network of field offices, tax collector agent offices, and mobile units located throughout the state.

Division of Motor Vehicles - The Division of Motor Vehicles provides safety and consumer protection of property rights by ensuring motor vehicles, vessels, and mobile homes are properly titled and registered. Motor Vehicles also ensure commercial carriers are properly registered and pay the appropriate gasoline tax for intrastate and interstate commerce. The Division ensures the safety of mobile home residents by requiring mobile homes to be built in accordance with national construction standards and installed in accordance with state standards. In addition to day-to-day services to Florida residents, the Division works with other state and federal agencies on motor vehicles issues and assists the state's county tax collectors to provide vehicle services.

Florida Highway Patrol - The Division of Florida Highway Patrol promotes a safe driving environment through proactive law enforcement, public education, and safety awareness. The Patrol's values of courtesy, service, and protection guide all actions of the Patrol and support professional standards. Members of the Patrol reduce the number and severity of traffic crashes in Florida and preserve and protect human life and property. The Patrol designs and implements prevention strategies to address crash causation factors. In addition to daily proactive traffic enforcement by sworn officers, the Patrol utilizes community service officers and an all-volunteer auxiliary to enhance service delivery.

About Us

BUDGET INFORMATION

<u>DIVISION</u>	<u>AUTHORIZED</u>	<u>ACTUAL</u>
	<u>FTE</u>	<u>EXPENDITURES</u>
Office of Executive Director and Administrative Services	302	\$19,218,196
Florida Highway Patrol (FHP)	2,322	\$205,481,447
Driver Licenses (DDL)	1,606	\$98,447,223
Motor Vehicles (DMV)	463	\$58,012,397
Information Systems Administration (ISA)	191	\$29,603,438
Fixed Capital Outlay	--	\$8,031,998
Total	4,884	\$418,794,698

General Revenue \$131,408,752 Trust Fund \$287,385,946

REVENUE INFORMATION

Trust Fund General Revenue Total
\$1,335,709,159 \$134,983,523 \$1,470,692,682

Where the Money Comes From

License Plates & Decals	\$1,046,531,264	71%
Motor Vehicle Titles	\$141,756,989	10%
Driver Licenses	\$133,816,276	9%
Other Revenue	\$127,405,475	9%
Fines and Forfeitures	\$21,182,678	1%

Where the Money Goes

Transportation	\$839,897,941	57%
DHSMV Funding	\$215,794,094	15%
Other Programs	\$165,206,782	11%
GR Funded Programs	\$134,983,523	9%
Education	\$114,810,342	8%

About Us

YEAR – AT – A – GLANCE

Florida Highway Patrol Activity (all sworn officers)

- 406,482 unlawful speed arrests
- 10,723 Driving Under the Influence (DUI) arrests
- 8,320 felony arrests
- 230,515 crash investigations
- 313,087 written warnings issued
- 942 stolen vehicles recovered
- 38,580,436 miles patrolled
- 301,967 motorists with disabled vehicles received assistance
- 5,135 public safety presentations

Motorist Services

- 6,174,398 driver license and identification card transactions
- 1,120,732 driver license internet transactions (18% of total transactions)
- 5,574,214 customers served in driver license field offices (state offices only)
- 5,215,437 total number of organ donors registered
- 2,258,150 suspensions, revocations, and cancellations of driving privileges
- 475,970 insurance suspensions were issued
- 22,125,361 motor vehicle, mobile home, and vessel registrations
- 5,920,326 new, used, transfer, and miscellaneous vehicle, vessel, and mobile home titles issued
- 7,595 motor vehicle and mobile home dealers' records inspected for compliance with standards
- 15,908 motor vehicle and mobile home dealer and manufacturer licenses issued
- 694,872 emergency contacts registered
- 26% of driver license services completed by convenience services (internet, phone, mail)
- 13.7% of motor vehicle services completed by convenience services (internet, phone)

Service

Service Delivery Improvements - We continue to focus on service delivery improvements in our Agency that ensures we are providing customer-driven excellence. Everyday members interact with over 50,000 people- through service, education, and enforcement. Anticipating customer needs and expectations and providing a positive service experience is critical to our success.

Charge It! – Customers visiting Florida driver license offices now have the option of using credit cards to pay for their transactions. As part of the “Making Changes that Matter to You” campaign, we began accepting credit cards on April 1, 2008. Providing electronic payment methods in state offices facilitates transactions and enhances customer convenience. Accepting credit cards also enhances security in our offices and improves cash accountability. Over 143,000 transactions by credit card have been completed in our state offices since implementation of this new service.



Two Year Renewals, One Less Thing to Worry About – Those yellow stickers on the back of your vehicle can now be renewed for two years. Effective January 1, motor vehicle owners can choose between renewing their vehicle registration for one or two year periods. This choice creates customer convenience along with the benefit of processing reductions for both the Department and tax collector offices. Motorists who choose the two-year renewal option will receive a license plate decal with an additional year added to the expiration date. For example, if an owner with an expiration date of April 2008 for their current registration requests to receive a two-year renewal, the expiration date printed on the license plate decal will be April 2010. From January 1 through June 30, the Department processed over 357,000 two year renewals, which will result in an estimated savings of over \$94,000 next year in processing costs for the Department and our tax collector partners.



Appointment Center Expanded – Four counties with significant populations: Lee, Orange, Osceola, and Volusia, were added to the telephone appointment center. Customers calling a local number will automatically be forwarded to the appointment center in Tallahassee with no toll charge to the customer. Rerouting these calls to the existing appointment center provides driver license examiners more time to assist customers in our offices. The appointment center is now able to service 13 counties in total, including: Brevard, Broward, Indian River, Leon, Martin, Miami-Dade, Okeechobee, Palm Beach, and St. Lucie. The appointment center is expanding to Hillsborough, Manatee, and Sarasota Counties in the coming months. The appointment center averages nearly 13,000 calls per week.



Buy a Gift Certificate for a Specialty Plate – A new program for the purchase of specialty license plates was unveiled in July. Our customers can now purchase a specialty license plate as a gift for a motor vehicle registrant. Upon payment of the plate's annual fee, a gift certificate may now be purchased at an authorized motor vehicle office (e.g., state motor vehicle office, local tax collector office, or licensed tag agent) for any of the specialty license plates currently available in Florida. At the time of purchase, a receipt will be provided and a credit issued in the name of the gift recipient. The gift certificate is not required to be presented to redeem the credit, just proper identification (i.e. Florida driver license or ID card). Specialty license plates make great gifts, and this new program will provide a great opportunity to promote the many causes and organizations represented by the plates. Please remember that in Florida, most registrations are renewed on the birth date of the registrant, so these gift certificates can also be a great birthday gift.



Service

Go With the FLOW – The Florida Licensing On Wheels (FLOW) mobile units continue to be present at community and special events around the state. These vehicles are equipped with the technology to provide driver license and tag services and offer information on the newest safety initiatives and campaigns. On August 13, the FLOW Five Star Tour was kicked off as a cooperative effort between the Driver License Division, the American Automobile Association (AAA), and Florida Highway Patrol. Five FLOW mobiles traveled in different directions throughout the state over the week ending in five different locations. Stops included city and county agencies, hospitals, libraries, assisted living centers, and businesses. Over 56,000 customers were provided direct driver license or motor vehicle services through the FLOW Mobiles during this fiscal year.



Implementing Technology Solutions to Improve Service - Technology is the backbone of our Agency. We rely on hundreds of technical systems to provide service to our customers. This year we continued to use automation to increase efficiencies and reduce costs. Providing additional online services enables customers to do business with our Department conveniently, decreasing costs and improving efficiencies.

GoRenew.com Enhanced –The Department's GoRenew.com website was rewritten to provide a single point for all online transactions. In addition to being an innovative solution to save money, the new virtual office has immensely improved customer convenience and overall operations by providing a more complete driver and vehicle analysis for customers. The new “one-stop-shop” site displays all online services that the customer is eligible for and allows them to be processed together with one payment. About 9,000 transactions were processed the first day and over 3.3 million driver license and motor vehicle transactions have been processed online this fiscal year demonstrating customer satisfaction with the new service.



E-Titles Cut Costs and Help Prevent Fraud – With approximately six million paper titles issued each year, the electronic title system results in a reduction in paper costs, enhanced customer convenience and protection, and improved accuracy of records. Electronic, or E-Titles, eliminate duplicate titles where instances of fraud are more common; reduce the number of lost and returned unclaimed titles; and reduce fraud associated with stolen title certificates, forged signatures, and altered odometer miles. The electronic title system allows a customer to request a printed paper title at no charge through the Department's website if the customer prefers a paper title. Through this electronic process the Department will continue to reduce costs associated with title paper and mailings, improve customer protection in the sale of vehicles, and simplify the auto titling process.



Using Electronic Crash Reports – Since November 2007, FHP has used an electronic system to generate crash reports and electronically transmit that information to a centralized crash database. Submitting crash information electronically provides real time data, saves data entry costs, and provides more accurate data due to built-in edits in the software program. A grant from Florida Department of Transportation was received to help expand the electronic crash record transmission process to all Florida law enforcement agencies. Revising the crash form and moving toward complete electronic submission of crash reports by all law enforcement agencies will provide an online crash database that will be accessible to other governmental entities as well as law enforcement agencies. This new database will allow users to view crash data in their jurisdiction for use in planning enforcement activities and allocation of resources.



Service

Website Improvements Making Information Accessible – In conjunction with the Governor’s Executive



Order, a dedicated page on the Department’s website was launched to provide Florida citizens and visitors more information regarding open government and public records. Frequently requested documents were added as well as contracts, budget information, and legislative proposals. The goal is to assist customers in getting the records they need as quickly as possible.

We Need to Become a Proactive, Strategic Thinking Agency - We will anticipate trends, issues, and environmental factors that impact our mission of highway safety and proactively implement innovative solutions ensuring the Department is continually leading the way to a safer Florida.

Driving Our Future – In December, the Department finalized its strategic plan taking a customer-driven organizational approach. The 44-member Strategic Planning Team created a vision statement, revised the Department’s mission statement to clearly define agency activities statewide, and identified values that shape our actions. Member and stakeholder surveys assisted in the identification of four fundamental issues: service delivery, communication, workforce, and performance management. Goals and strategies were created to achieve improvement and provide operational direction in each one of these critical areas. The strategic plan will continue to drive our future, providing a “roadmap” for the next three years ensuring key activities and strategies represent our commitment to our values, mission, and vision.



Tax Collector Steering Committee Formed – The Department partners with county tax collectors around the state to provide additional service options to customers who need driver license or motor vehicle services. All 67 tax collectors provide tag and title services and about 50 percent provide driver license services. A Tax Collector Steering Committee, consisting of seven tax collectors and key department personnel, was established and the first meeting was held in Tallahassee last July. This Committee continues to meet quarterly and is charged with assisting the Department in identifying strategic objectives and the development of legislative and policy issues for improving motorist service delivery.



Education

Marketing Our Critical Services to Florida Residents and Visitors - 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.

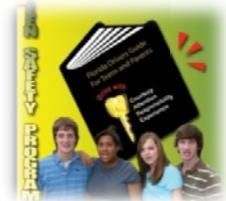
Emergency Contact Information System Celebrates Milestones



October 2, marked the one-year anniversary of the emergency contact information system that allows Florida motorists and identification card holders to voluntarily provide emergency contact information online. The information can be accessed by law enforcement officers to notify designated contacts in the case of an emergency. In April, the one-millionth emergency contact information entry was recorded. The Department continues to encourage licensed drivers and identification card holders in the state to input their information so families can be contacted more quickly should a family member become seriously injured or killed in a traffic crash.

Parents and Teens Get a Helping Hand from DHSMV

Traffic crashes are the number one cause of death for teens nationwide. Florida is home to more than 800,000 teen drivers and last year, more than 37,000 teenage drivers were involved in crashes. In response to that overwhelming trend, we are focusing significant educational efforts toward teen drivers. A Spanish version of our grant funded guide, "Florida Drivers Guide for Teens and Parents – Drive with C.A.R.E. (Courtesy, Attention, Responsibility and Experience)," containing important information about the state's traffic laws and restrictions was released this year. The Guide is provided to teens when they receive their learner's permit and is available on our internet website along with other teen driving safety tips. During the 2007-2008 school year, 118 "Drive with C.A.R.E." interactive presentations were conducted in Miami-Dade high schools. On October 16, the Florida Cabinet, declared by resolution the third week of October as Florida Teen Driver Safety Week.



Hispanic Outreach is Critical



As part of our continuing Hispanic outreach efforts, members participated in a number of radio programs this year including: "La Pena Azul", WQBA-AM Univision Radio, and "Buenos Dias Miami" to discuss driver license and safety issues, taking questions and comments from a live viewing audience in some instances. A mobile driver license unit (FLOW mobile) participated in Univision Radio's Mujer, Familia y Hogar Expo in May as part of a grant funded community outreach program. Florida Department of Transportation's grant funding allowed for 920 radio announcements over a three month period, posted mall displays, and distributed coloring books, highlighters, and Frisbees featuring safety messages. We also attended a United States Citizenship and Immigration Services training session for community-based organizations. The Department is an active member of the Miami and Tampa Refugee Task Force, interacting with the Department of Children and Families to provide relevant information on highway safety issues to community based organizations across Florida. We continue to seek grant funding for providing targeted media and Spanish versions of published materials focused on teen and child safety tips, aggressive driving, DUI, and safety belt usage in an effort to raise awareness among our Spanish-speaking population.

Partnering With Other State Agencies

The Department teamed up with the Florida Department of Transportation to promote safe summer driving and highlight our online services. By coupling a highway safety message with an online services promotion, we were able to use rest areas and turnpike service plazas to reach millions of Florida motorists. Our continuing effort to highlight online services as a lower cost delivery channel has resulted in 18 percent of driver license transactions and nearly 14 percent of motor vehicle transactions being accomplished online. We thank the Department of Transportation for their assistance and continue to look for ways to promote highway safety and our online services through partnerships.



Education

Using Education to Promote Safe Driving- Educating the motoring public about the importance of safe driving is the best way to prevent crashes, fatalities, and injuries.

Seatbelt Awareness – Throughout the year, the Department participates in elementary, middle, and high school events throughout the state encouraging seatbelt use. FHP’s rollover simulators, DUI simulation goggles, or taking a ride on one of the Patrol’s seat belt convincers, are all effective tools to help reinforce the importance of seatbelts and safe driving. From Boy Scout Troops to community events, the Department puts on hundreds of safety demonstrations each year. Since January 2008 alone, Occupant Protection Specialists have conducted over 5,500 traffic safety related presentations or demonstrations on subjects such as seatbelt usage, child passenger safety, DUI, and safe driving. In one outreach event, FHP assisted Panther Run Elementary School in Lake Worth in piloting a *Seatbelt Awareness Week* with its second graders. The program was designed to instill the seatbelt safety message at a young age and encourage the second graders to be lifelong seatbelt wearers. Each day, the students did a short activity to learn about seatbelt safety. The culminating activity was the *Seatbelt Simulator* demonstration. Based on a pre-test and post-test, all students improved in their knowledge of seatbelt use. The agency will continue to use educational lessons like this one in schools and community events to support our mission.



Seatbelt Usage Rewarded – Memorial Day weekend traditionally signals the start of the summer driving period here in Florida. It also marks the beginning of the annual “Click It or Ticket” mobilization campaign, a statewide public safety education and traffic enforcement effort designed to get motorists to wear seatbelts. This year over 7,600 seat belt citations and nearly 15,800 speeding citations were issued during the campaign. In June, the Florida Highway Patrol teamed up with the Florida Marlins and the Florida Department of Transportation to celebrate the success of this year’s “Click It or Ticket” campaign by rewarding motorists for compliance with Florida’s seatbelt law. Instead of issuing tickets to motorists for not wearing their seatbelts, Troopers were out giving Florida Marlin baseball tickets to those who were caught wearing their seatbelts. Marlin fans were very appreciative of FHP’s efforts and thankful for the generosity of the Florida Marlins Organization and the Florida DOT.



Special Need Students Receive Safety Training – In November, Troopers in South Florida joined the Archer Disability Foundation during Palm Beach County’s Disability Mentoring and Employment kick-off. Students from Palm Beach High School and Santaluces High School attended exhibitions conducted by several specially trained Troopers during their recent safety awareness event. Troopers spoke with the disabled teens about the importance of wearing a seat belt, practicing safe driving, and being aware when walking in or around traffic. The teens enjoyed watching the Tactical Response Team demonstrate several simulated high-risk rescue situations and FHP’s K-9 vehicle search techniques. Providing safety messages to teens can help foster positive relationships with law enforcement and encourage safe driving habits making our roadways safer for everyone.



National Safety Program Winner – FHP received two top awards in this year’s International Association of Chiefs of Police (IACP) Law Enforcement Challenge. The Law Enforcement Challenge is a competition between similar size and types of law enforcement agencies. It recognizes and rewards the best overall traffic safety programs in the United States. The areas of concentration include efforts to enforce laws and educate the public about occupant protection, impaired driving, and speeding. FHP received a 2nd place (tie) award in the IACP/National Highway Safety Administration Law Enforcement Challenge and a 1st place award in a Special Award Category for its Child Passenger Safety Program, which was named best program in the nation. This fiscal year, Occupant Protection Specialists have distributed over 4,100 child safety seats to low income families.



Education

Focus on Bicycle Safety – The Florida Highway Patrol participated in the 2007 Columbia County Fair and partnered with the Florida Department of Transportation, Wal-Mart, and the FHP Auxiliary to fit and distribute over 350 helmets to children free of charge. FHP Auxiliary Troopers gave out bicycle safety information to the children while fitting them with free bike helmets. Troopers also took advantage of the opportunity to inform parents and other drivers about our emergency contact information site, a service that allows motorists to provide contact information to law enforcement officers in the event of an emergency; and the “Move Over Law”, which requires drivers to move over or slow down when approaching an emergency vehicle with lights activated that is stopped on a highway in Florida.



Target Motorcycle Street Racing – Many Florida roadways have become hot spots for the dangerous practice of motorcycle street racing. According to reports from law enforcement agencies across the state, it is common to see motorcycle drivers racing one another along our highways and interstates at speeds exceeding 100 miles per hour. For a public education campaign on this issue to have any impact on offending drivers, it had to be presented in a truthful, realistic, graphic, and believable format. The Florida Department of Transportation approved grant funding to provide a video, public service announcement, and other printed materials focused on preventing this dangerous practice. The documentary-style format, using actual photos and film footage of street racing events was well received and shows the consequences of getting caught, getting seriously injured, or seriously injuring and killing others in a crash. The Department won an American Association of Motor Vehicles



Administrators award for its poster, Stop Street Racing - Speed Kills! This award recognizes public relations and consumer education excellence among motor vehicle, law enforcement, and traffic safety agencies across North America. In 2006, over 16 percent of all traffic fatalities in Florida were motorcyclists and their passengers. The Department will continue to educate the public on the dangers of street racing through education and enforcement.

Florida GrandDriver® Program Partners for Excellence - The Florida GrandDriver® Program is an education and awareness campaign with the goal of educating the public on the effects age has on driving ability. The Program encourages drivers to make appropriate choices as we age, choices that maximize personal safety and the safety of our communities. Our successful Program has spent the year partnering with other agencies, both public and private, taking our message to communities throughout Florida. Joint presentations by the Florida Department of Elder Affairs, “Communities For A Lifetime”, Florida Department of Transportation “Safe Mobility For Life”, and Florida’s GrandDriver® Program were given at community forums for seniors statewide. Transportation forums held by communities used presentations given by our staff to frame safety issues and establish action plans to proactively address seniors’ transportation needs. In addition, the Florida Supreme Court and Florida Attorney General’s Office chose our Florida GrandDriver® Program to train judicial and law enforcement professionals in aging sensitivity and at-risk driver issues at several training sessions. The Florida GrandDriver® Program will continue to promote driving safety and enhancing the ability for Florida seniors to get around their community when and where they want.



Enforcement

We Will Decrease Fatalities and Injuries on our Roadways - Our focus will be on proactive targeted enforcement of criminal and non-criminal offenses based on statistics, data, and trends. We will continue to measure and report the successes of enforcement operations.

Move Over...It's the Law! – Across the country in 2007, 15 law enforcement officers were killed by passing motorists while conducting their daily patrol duties. To combat this growing statistic, the first ever statewide *Move Over Florida!* enforcement operation was held June 23-29 and involved participation from the entire law enforcement community statewide. The law requires drivers to move over one lane whenever an emergency vehicle on the side of the road has emergency lights activated. If moving over is not an option, the drivers must simply slow down at least 20 mph below the posted speed limit. Representatives from the Florida Sheriff's Association, the Florida Police Chief's Association, the Florida Department of Transportation, the Attorney General's Office, the State Law Enforcement Chief's Association, AAA, the towing industry, and local law enforcement joined FHP to kick-off the week-long operation. During the operation, over 10,000 warnings were issued and over 4,500 citations were written. To further promote the "Move Over Law", the Department partnered with the Department of Transportation to promote the message electronically throughout the state on highway messaging boards reminding drivers to move over or slow down when approaching emergency vehicles. DOT is also placing "Move Over" signs on interstates, at state borders, welcome centers, and rest areas throughout the state.



Aerial Unit Vital to Patrol Operations – FHP's flight section, with the assistance of Troopers on the ground, initiate over 45,000 contacts per year. Aerial Support offers critical services such as vehicle recovery, search, and surveillance operations. Their aerial support makes apprehending fleeing, speeding, and aggressive drivers safer for the public. Daring motorcyclists continue to travel at excessive speeds, presenting a challenge to Troopers. FHP's air patrol plays a critical role in capturing these speeding motorists. The pilots are able to monitor the vehicles safely from the air and radio location updates to ground units, who can respond when the vehicle stops, instead of engaging in a pursuit. Last October, in Pasco County, a motorcyclist was clocked at 90 mph in a 55 mph zone. The motorcyclist went around three Troopers that attempted to stop him. From the air, FHP followed the motorcycle for 20 minutes witnessing the motorcycle traveling at speeds of up to 180 mph and passing other motorists on shoulders of the road. With the assistance from the air, Troopers were able to apprehend the driver.



FHP Provides Law Enforcement Support Statewide – FHP troopers participated in the Daytona 500 Weekend Operation, a multi-jurisdictional effort using resources from local and state agencies to handle the large influx of vehicle and pedestrian traffic in Daytona Beach. FHP is a vital part of the annual Bike Week in Daytona Beach by providing a solid law enforcement presence and minimizing problems due to high traffic volume every year. Again, this year the Division of Motor Vehicles' members teamed up with members of the Volusia County Sheriff's Office Motorcycle Task Force investigating and recovering stolen motorcycles and parts. The task force recovered 20 motorcycles up from 16 last year.



Aggressive Driving Targeted – In a recent Driver's Seat Road Rage Survey, aggressive driving and red light running were identified as public safety concerns in several Florida cities. To address these issues, FHP began an all out statewide aggressive driving campaign. Tampa area Troopers conducted special enforcement details in addition to regular patrol and stopped 903 aggressive drivers. Miami-Dade Troopers upped their efforts as well, stopping 1,279 aggressive drivers, 70 percent more than last fiscal year. The aggressive driving campaign is part of a long-term traffic safety campaign that focuses on reducing traffic crashes



Enforcement

and the resulting deaths and injuries on our roadways. FHP uses both unmarked and marked vehicles to conduct unannounced special enforcement operations. FHP conducts aggressive driving campaigns across the state targeting areas such as Orlando, South Florida, Jacksonville, Pensacola, Gainesville, and everywhere in between. This fiscal year over 8,100 aggressive drivers were stopped.

Operation Safe Ride Targets Unsafe Driving – Three successful “Operation Safe Ride” Campaigns were launched this year targeting unsafe driving behaviors, specifically speeding, aggressive driving, and commercial motor vehicle violations. During those three initiatives, nearly 21,000 citations were issued. Historically, March and April are peak months for traffic crashes in Florida due to the influx of Spring Break vacationers. In an effort to provide the citizens and visitors of Florida with a safe driving environment during this period, FHP conducted an “Operation Safe Ride” detail statewide in April.



Unlawful speed violators were tracked using speed detection devices, motorcycles, and marked and unmarked patrol vehicles. FHP aircraft also spotted violators from the air and directed Troopers on the ground to pull them over. Enforcement efforts were focused on every interstate, Florida's turnpike, and other major state roads in Florida where speeding and aggressive driving are prevalent. A total of 8,393 total citations were issued during this effort, with 4,459 of these for speeding violations.

Troopers Proactive Enforcement Earns Honors – Thirteen Florida Highway Patrol Troopers were among the 175 Florida law enforcement officers being honored by Mothers Against Drunk Driving (MADD) for their efforts in DUI enforcement. Each of these law enforcement officers arrested over 100 drunk drivers in 2007. A ceremony was held at the Capitol followed by a luncheon celebrating this concerted effort. This year's “Hurd-Smith” award, presented annually in honor of Trooper Kimberly A. Hurd and Trooper Robert G. Smith, both killed by drunk drivers, went to Trooper Goswick with 190 DUI arrests. The 13 Troopers honored by MADD arrested 1,575 drunk drivers collectively. This fiscal year FHP made over 10,700 DUI arrests and will continue to place an emphasis on removing impaired drivers from our roadways.



Using Technology as an Enforcement Tool – Having Florida Highway Patrol Troopers active on our roadways is the best defense to combat unsafe driving. Providing technology solutions increases officer safety, decreases costs, and increases the effectiveness of the Patrol.

Rapid ID Fingerprints Roadside a Success – Last July FHP began a pilot project to test the Rapid ID device, which gives law enforcement a specialized tool to assist in the positive identification of individuals using a mobile fingerprint reader. This fingerprint scanner, which can be worn on a Trooper's belt, is portable and uses wireless technology to communicate directly with the laptop in the car. Within seconds of a fingerprint scan, the system returns a response to the Trooper, which includes a positive identification and criminal history and warrants information. By using the system, a Trooper can remain focused on the subject and their vehicle, increasing the officer's safety and eliminating distractions. Since the pilot's inception, FHP has taken 625 prints roadside and made 16 arrests based on the results. During one traffic stop, an individual was shown to be wanted after his name was run through state and national databases. Once he was printed with the Rapid ID device, the prints revealed that he was not the same person and that another person had used his name while being booked on a DUI charge and failed to appear in court. The device was able to clear the individual. This project promotes safety by identifying wanted persons on our streets and providing additional safety for Troopers roadside.



Enforcement

Temporary Tags Now Registered in Department's Database – Florida can now provide real time access to temporary license plate data to law enforcement to help protect the citizens of Florida. This critical information aids law enforcement by identifying who was issued the temporary license plate, how many have been issued, and if it is on the proper vehicle. Electronic Temporary Registration is a legislatively authorized program using a print on demand process. The operational efficiencies associated with print on demand extend to real time information for law enforcement, easier Department review of temporary tags issued by dealers, and reduced record keeping for dealers. In addition, fraudulent use of temporary license plates will be more readily identifiable by law enforcement officials.



DAVID Enhanced as Tool for Law Enforcement – A new search feature that aids law enforcement investigators in locating vehicles involved in crimes was piloted. The 'Year, Make, Model Vehicle Search' feature in the Driver And Vehicle Information Database, DAVID, allows an officer to enter partial information about a vehicle and retrieve all the vehicles in Florida matching the criteria. This is especially useful in situations where witnesses did not see a tag number, but could accurately report the make of the vehicle, approximate year, color, and county of the vehicle. These criteria allow a very efficient search

to be performed on the existing database of over 30 million vehicles and provide a candidate list of vehicles back to the officer within an average of less than two seconds. One Trooper was able to identify several parts at a hit-and-run accident scene and narrow down a search for the vehicle, roughly 31 total vehicles matched the description in Brevard County. Within 18 hours, the vehicle was found and the driver was arrested and charged with various crimes resulting from the fatal crash. FHP has piloted the new search feature and it will be available to all law enforcement in July 2008.

Florida Licenses and ID Cards Now Show Sexual Predator/Offender Status – In August of last year the Department began issuing licenses and ID cards to sexual predators and offenders with the statutory designation of either Section 943.0435 F.S. for sexual offenders or 775.21 F.S. for sexual predators prominently displayed on the face of the license. This information assists the law enforcement community by allowing them to immediately recognize a sexual predator/offender.



Using Standards of Excellence - Accreditation validates professional excellence and recognizes the hard work of the men and women of the Florida Highway Patrol. FHP will continue to comply with law enforcement standards of excellence set forth by their law enforcement peers.

FHP Accreditation Successful – The Florida Highway Patrol was originally accredited by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) in November 1996 and the Commission for Florida Law Enforcement Accreditation (CFA) in May 2002. Since then, teams of assessors from CALEA and CFA have visited the agency to conduct onsite assessments that verify continued compliance with accreditation standards. This periodic comprehensive review of the Patrol covers everything from management practices to supervision and field operations to support services. In August, the CALEA team concluded their assessment, once again giving FHP high marks in a number of areas. The CFA assessment was concluded in January. FHP proudly received its fourth international accreditation award on November 17 through CALEA and its third state accreditation award on February 20 through CFA. The citizens and visitors of the state can take pride in the fact that the Florida Highway Patrol is formally recognized as a leader in the national and statewide criminal justice community.



Performance Measures



	06-07 Actual	07-08 Actual	07-08 Standard
Florida Highway Patrol			
Highway Safety Services			
• Number of crashes investigated by FHP	230,929	221,475	200,361
• Percent change in number of crashes investigated by FHP	-2%	-4%	1%
• Number of hours spent on traffic homicide investigations	164,584	171,181	156,284
• Number of cases resolved as a result of traffic homicide investigations	1,936	1,824	1,728
• Average time (hours) spent per traffic homicide investigation	85.10	92.88	90.44
• Actual average response time (minutes) to calls for crashes or assistance	26.87	26.40	26
• Number/percent of duty hours spent on preventive patrol by law enforcement officers	985,195 / 39%	976,259 / 39%	1,006,389 / 41%
• Number/percent of flight hours spent on aerial traffic enforcement by law enforcement pilots	2,137 / 54%	1,855 / 59%	1,195 / 50%
• Number/percent of duty hours spent on crash investigations by law enforcement officers	367,714 / 15%	355,698 / 14%	326,447 / 14%
• Number/percent of duty hours spent on non-patrol support activities (law enforcement)	748,866 / 30%	733,223 / 30%	654,577 / 29%
• Average time (hours) to investigate crashes (long form)	2.30	2.31	2.17
• Average time (hours) to investigate crashes (short form)	1.34	1.33	1.35
• Average time (hours) to investigate crashes (non-reportable)	0.73	0.74	0.65
• Number/percent of duty hours spent on law enforcement officer assistance to motorists	108,338 / 4%	113,143 / 5%	111,635 / 5%
• Number of motorists assisted by law enforcement officers (1)	270,077	272,088	313,277
• Number/percent of duty hours spent on crash investigations by community service officers (2)	19,029 / 42%	19,174 / 43%	10,707 / 29%
• Number of training courses offered to FHP recruits and personnel (3)	52	72	45
• Number of students successfully completing training	1,128	1,213	1,224
• Percent of closed criminal investigations which are resolved	87%	91%	80%
• Number/percent of duty hours spent on criminal investigations (4)	55,058 / 57%	43,250 / 48%	56,199 / 60%
• Number/percent of duty hours spent on professional compliance investigations (4)	6,076 / 6%	12,397 / 14%	5,293 / 6%
• Number/percent of duty hours spent on polygraph examinations	6,326 / 6%	5,877 / 7%	5,885 / 5%
• Number/percent of duty hours spent on non-investigative support activities	30,129 / 31%	28,579 / 31%	25,250 / 29%

Performance Measures



	06-07 Actual	07-08 Actual	07-08 Standard
Licenses, Titles, and Regulations (Motorist Services)			
Driver Licensure			
• Average number of corrections per 1,000 driver records maintained (5)	5.10	5.6	4
• Number of driver licenses issued	5,269,917	5,130,326	5,418,344
• Number of identification cards issued	988,178	1,044,072	852,315
• Number of written driver license examinations conducted	1,656,371	1,595,056	1,561,590
• Number of road tests conducted	483,217	537,000	492,055
Motorist Financial Responsibility Services			
• Percent of motorists complying with financial responsibility	95%	94%	96%
• Number of insured motorists	11,736,154	11,713,387	12,180,000
Identification and Control of Problem Drivers			
• Percent of DUI course graduates who do not recidivate within 3 years of graduation	86%	86%	86%
• Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity (with annual percent change shown)	2,695 / -4.2%	2,048 / -24%	2,356 / -27%
• Number of problem drivers identified	1,841,461	2,262,998	1,866,461
Mobile Home Compliance and Enforcement Services			
• Ratio of warranty complaints to new mobile homes titled	1 : 126	1 : 179	1 : 154
• Number of mobile homes inspected (6)	10,691	7,302	14,800
Vehicle and Vessel Title and Registration Services			
• Percent of motor vehicle / vessel titles issued without error	96%	93%	92%
• Number of fraudulent motor vehicle titles identified and submitted to law enforcement	33	59	50
• Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement (7)	5.5%	79%	3%
• Average cost to issue a motor vehicle / vessel title (8)	\$2.10	\$2.50	\$2.12
• Number of motor vehicle and mobile home titles issued (9)	6,437,651	5,712,567	6,700,000
• Number of motor vehicle and mobile home registrations issued	21,117,442	21,111,938	21,446,037
• Number of vessel titles issued (10)	231,210	207,759	270,879
• Number of vessel registrations issued	1,009,150	1,013,423	1,046,445
• Average number days to issue a vehicle title	3	3	3
• Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural requirement for rebuilt certificates of title to total inspections of rebuilt salvage vehicles	1 : 7	1 : 5	1 : 8
• Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings (11)	30,274	25,066	36,319
• Percent of dealer licenses issued within 7 working days upon receipt of completed application	86%	99%	99%
• Number of automobile dealers licensed	12,046	13,492	12,800
• Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audit (12)	\$1.99 : 1	\$1.06 : 1	\$1.73 : 1
• Number of International Fuel Use Tax and International Registration Plans accounts audited	294	339	350
• Number of motor carriers audited per auditor	21 : 14	24 : 14	22 : 14

Performance Measures



	06-07 Actual	07-08 Actual	07-08 Standard
Executive Direction and Support Services			
<ul style="list-style-type: none"> Agency administration and support costs as a percent of total agency costs / agency administration and support positions as a percent of total agency positions 	4.64% / 6.09%	4.68% / 6.18%	5.40% / 6.42%
<ul style="list-style-type: none"> Florida Highway Patrol administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions 	1.30% / 1.13%	1.31% / 1.16%	1.41% / 1.18%
<ul style="list-style-type: none"> Motorist Services administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions 	2.16% / 1.92%	2.06% / 1.93%	2.13% / 2.19%

	06-07 Actual	07-08 Actual	07-08 Standard
Annual Calculations			
<ul style="list-style-type: none"> Florida death rate on patrolled highways per 100 million vehicle miles of travel (calendar year) 	1.65	Not available at time of printing	1.70
<ul style="list-style-type: none"> National average death rate on highways per 100 million vehicle miles of travel (calendar year) 	1.42	Not available at time of printing	1.5
<ul style="list-style-type: none"> Alcohol-related death rate per 100 million vehicle miles of travel 	0.54	Not available at time of printing	0.64
<ul style="list-style-type: none"> Annual crash rate per 100 million vehicle miles of travel on all Florida roads 	121	Not available at time of printing	131
<ul style="list-style-type: none"> State seat belt compliance rate 	79.1%	81.7%	67.50%
<ul style="list-style-type: none"> Percent change in seat belt use 	-2%	3.3%	1%
<ul style="list-style-type: none"> Percent of recruits retained by FHP for 3 years after the completion of training 	82%	87%	90%
<ul style="list-style-type: none"> Percent of customers waiting 15 minutes or less for driver license service 	80%	84.4%	50%
<ul style="list-style-type: none"> Percent of customers waiting 30 minutes or more for driver license service 	8%	4.8%	35%
<ul style="list-style-type: none"> Percent of customers who rate services as satisfactory or better as measured by survey 	99%	99%	90%

Performance Measures

PERFORMANCE EXPLANATION

- ¹ Number of motorists assisted by law enforcement officers - This performance number is based on demand. The number of motorists assisted is partially determined by the number of motorist calls received. FHP responded to all calls for assistance received. The standard will be reviewed and adjustments proposed to more accurately reflect performance.
- ² Number/percent of duty hours spent on crash investigations by community service officers - The Community Service Officer position description requires members spend 49% of their duty time investigating traffic crashes, which is consistent with performance. When the standard was established, there was no benchmark for the agency to use as a guideline. The standard will be reviewed and adjustments proposed to more accurately reflect performance.
- ³ Number of training courses offered to FHP recruits and personnel – During the next fiscal year, over 600 FHP troopers are required to attend mandatory retraining classes for recertification. Every four years, there is a spike in the number of FHP troopers who are due for mandatory retraining. Based on this need, additional classes were offered to ensure law enforcement certification standards were maintained.
- ⁴ Number/percent of duty hours spent on criminal investigations and Number/percent of duty hours spent on professional compliance investigations - The percentage of time dedicated to conducting criminal investigations has decreased due to an increase in professional compliance investigations. During a portion of this reporting period, members assigned to the Bureau of Investigations investigated both criminal cases and professional compliance investigations. The Bureau was reorganized and professional compliance investigations gained several members and adopted a new complaint methodology, increasing their caseload.
- ⁵ Average number of corrections per 1,000 driver records maintained – Driver records requiring correction are largely due to outside agencies (courts and other state motor vehicle agencies). The Department is continuing ongoing training with the clerk of courts and driver license field examiners to help reduce the number of corrections required.
- ⁶ Number of mobile homes inspected - Due to the continued economic downturn in the manufactured home market nationally and in Florida, there is a corresponding decline in the number of mobile homes inspected within manufacturing plants. The Department adjusted staffing levels recognizing the decreased demand. Members are meeting all mobile home inspection demands.
- ⁷ Percent change in numbers of fraudulent motor vehicle titles identified and submitted to law enforcement - Due to the increased awareness and training of tax collector and Department staff, detection of motor vehicle title fraud has increased.
- ⁸ Average cost to issue a motor vehicle / vessel title – Based on economies of scale, the cost increased due to the decline in consumer demand for the issuance of motor vehicle, mobile home, and vessel titles (\$0.28 is due to decreased volume and \$0.12 to increase cost).
- ⁹ Number of motor vehicle and mobile home titles issued - Due to declining consumer demand motor vehicle and mobile home title issuance has decreased.
- ¹⁰ Number of vessel titles issued - The standard was overstated due to calculating fast title transactions twice. The Department will be requesting that the standard be adjusted.
- ¹¹ Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings - Performance is forecasted to be below the annual standard due to a decrease in consumer demand. Members are meeting all rebuilt salvaged motor vehicle inspection demands.
- ¹² Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax Agreement audits to cost of audit – This fiscal year, ten percent more audits were conducted than the previous fiscal year. The reviews determined more motor carrier accounts were in compliance resulting in less taxes collected.