

# Annual Performance Report

Fiscal Year 2009-2010



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

**Julie L. Jones** Executive Director

# Message from the Executive Director

August 2010

I am pleased to present the Florida Department of Highway Safety and Motor Vehicles' 2009-10 Annual Report. This report details progress in achieving our strategic goals; meeting performance standards; and highlights key strategies and initiatives for fulfilling our vision of a safer Florida.

Providing highway safety and security through excellence in service, education, and enforcement for the millions of residents and visitors to our great state each year is the Department's core mission. This broad impact underscores the importance of our mission from Pensacola to Key West.

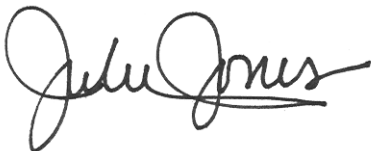
Our commitment to efficient delivery of services is evidenced in our finding innovative ways to do business, improving customer service, increasing strategic relationships with stakeholders, and measuring critical performance indicators.

During the 2009-10 fiscal year, while the Department faced many challenges, it also celebrated many successes and played a significant role in enhancing highway safety and security:

- Florida's fatality rate dropped to 1.3 fatalities per 100 million miles traveled, the lowest rate ever reported in the Sunshine State. The number of crash fatalities fell to 2,563, a 17-year low for the state.
- Statewide safety belt use topped the national safety belt use rate (84 percent) when it reached a record 85.2 percent.
- The Department began applying new procedures and enhanced security measures to confirm the identities of applicants and comply with federal regulations that will provide the residents of Florida a more secure and reliable form of personal identification.
- Over 20 percent of Florida driver license and identification card holders have registered their emergency contact information with the Department, up from 13 percent last fiscal year. This emergency contact system allows drivers in the state to securely input their information so families can be contacted more quickly should a loved one be seriously injured.

The pages that follow highlight many other accomplishments and successes over the past fiscal year. Our values of service, integrity, courtesy, professionalism, innovation and excellence continue to shape how we do business; influencing our core operations, and all our members and their actions.

As a Department, with the assistance of the Governor, Cabinet, Legislature, and stakeholders we will continue this tradition of service before self – while focusing on sound policies and decisions that are necessary to fulfill the Department's mission of public safety.



**Julie L. Jones**  
*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

## FLORIDA HIGHWAY PATROL ACTIVITY

**1,047,416** citations issued by FHP  
**140,443** seat belt citations issued by FHP  
**321,777** unlawful speed citations  
**9,605** Driving Under the Influence arrests  
**7,867** felony arrests  
**217,033** crash investigations  
**371,482** written warnings issued  
**476** stolen vehicles recovered  
**36,181,772** miles patrolled  
**288,369** motorists with disabled vehicles received assistance  
**2,438** public safety presentations

## MOTORIST SERVICES

**5,192,397** driver license and identification cards issued  
**3,471,815** emergency contacts registered as of 6/30/2010;  
20.2% of driver license and identification card holders  
**5,460,990** organ donors registered as of 6/30/2010  
**1,944,018** suspension, revocations, cancellations and dis-  
qualifications of driving privileges  
**477,889** insurance suspensions issued  
**19,496,005** motor vehicle, manufactured home, and vessel  
registrations issued  
**5,104,919** motor vehicle, manufactured home, and vessel  
titles issued  
**12,844** dealer and manufacturer licenses issued  
**5,551** motor vehicle and manufactured home consumer  
complaints investigated  
**20.5%** of driver license and identification card transactions  
completed by internet  
**18%** of motor vehicle transactions services completed by  
internet  
**129** Tax Collector offices in 46 counties offering driver  
license services as of 6/30/2010

# News of the Year

## Crash Fatality Rate Hits Record Low

Florida's crash fatality rate hit a new low in 2009. Based on an analysis of vehicle miles traveled, Florida's fatality rate dropped to 1.3 fatalities per 100 million miles traveled. That is the lowest rate ever reported in the Sunshine State.

Some positive trends the report highlights include:

- Crash-related fatalities on Florida roadways decreased 14 percent between 2008 and 2009, from 2,983 to 2,563.
- Alcohol-related traffic fatalities fell by 14 percent between 2008 and 2009 from 1,169 to 1,004.
- Motorcycle fatalities (drivers and passengers) dove 24 percent between 2008 and 2009 from 532 to 402.
- Bicyclist and passenger fatalities decreased 15 percent between 2008 and 2009 from 118 to 100.
- Pedestrian fatalities decreased four percent between 2008 and 2009 from 502 to 482.
- Fatalities of teen drivers and passengers, ages 15 – 19, fell significantly by more than 20 percent between 2008 and 2009 from 193 to 153. Teen drivers continue to over represent in terms of crash frequency, posting the highest rate of crash involvement of any age cohort at 381 per 10,000 licensed drivers.

The Department attributes some of Florida's positive gains to the 2009 passage of the primary safety belt law, numerous education and awareness campaigns, strategic enforcement efforts of law enforcement throughout the state, and improvements in vehicle safety. This marks the fourth consecutive year in which both the number of traffic fatalities and the fatality rate have declined. The number of crash fatalities fell to 2,563, a 17-year low for the state.

A complete copy of the Traffic Crash Statistics Report 2009 is available at [www.flhsmv.gov/html/safety.html](http://www.flhsmv.gov/html/safety.html) under Traffic Crash Facts.

| Year | Fatalities | Fatality Rate* |
|------|------------|----------------|
| 2005 | 3,533      | 1.77           |
| 2006 | 3,365      | 1.65           |
| 2007 | 3,221      | 1.57           |
| 2008 | 2,983      | 1.50           |
| 2009 | 2,563      | 1.30           |

\*Per 100 million miles of travel

## Teen Drivers

Gov. Charlie Crist proclaimed Oct. 18-24, 2009, *National Teen Driver Safety Week* in Florida, and the Department hosted a Teen Driver Safety Summit to focus on the state's most at-risk drivers. During the summit, teen drivers and representatives from law enforcement organizations, state agencies, the trucking and automobile industries, as well as road safety advocates, reviewed Florida's current efforts and exchanged ideas on ways to create the safest possible driving environment for teens. The Department held a news conference

with the summit attendees and promoted the Department's new *Drive with CARE* website for teen drivers and their parents - [www.flhsmv.gov/teens](http://www.flhsmv.gov/teens). The Department continues to expand its *Drive with CARE* program and now gives presentations to parents and teens and offers the Drive with CARE booklets in driver license offices and in participating tax collectors' offices.



## Motorcycle Safety

Governor Crist proclaimed May 2010 *Motorcycle Safety Awareness Month* in Florida. To highlight the importance of the public safety issue, the Department brought together Floridians whose lives have been impacted by motorcycle crashes, riders, law enforcement officers, safety experts and advocates at news conferences held simultaneously throughout the state. While the Governors Highway Safety Association released preliminary statistics indicating that motorcycle fatalities throughout the United States decreased by approximately 10 percent in 2009, Florida's numbers show an even greater drop in motorcycle fatalities at 24 percent. This is a significant step in the right direction, and the Department remains vigilant in its efforts to reduce injuries and fatalities on Florida's roadways and promote a safe driving environment for motorcycle enthusiasts. Florida has more than a million endorsed motorcycle riders, and more than 350,000 of them have successfully completed a rider training course.



Sgt. Kim Montes, Turnpike Troop Commander Maj. Joseph Saucedo (Troop K) and Rosemary Smith, who lost a loved one to a motorcycle crash, speak at an event for Motorcycle Safety Awareness Month.

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**Click It Or Ticket**

The *Dori Slosberg and Katie Marchetti Safety Belt Law* took effect June 30, 2009. Just a few months later, the Florida Department of Transportation announced that statewide safety belt use topped the national safety belt use rate (84 percent) for the first time when it reached a record 85.2 percent. The law allows law enforcement officers to stop and cite drivers when they observe violations of Florida's safety belt law. All front seat passengers must buckle-up, and all passengers younger than 18 must fasten their safety belts no matter where they are sitting in the vehicle. DHSMV partnered with the Slosberg Foundation at an event in Boca Raton to announce the kick-off of the law. Additionally, FHP conducted a statewide awareness campaign to educate motorists of the new provisions of Florida's safety belt law. The National Highway Traffic Safety Administration estimates with the approval of its primary safety belt law, Florida will save 124 lives, prevent 1,733 serious injuries, and save \$408 million in associated costs each year. Law enforcement officers issued 140,443 citations for failure to buckle up between July 1, 2009 – June 30, 2010.



To prepare for the changes, in August 2009, the Florida Department of Highway Safety and Motor Vehicles launched a statewide public awareness campaign to educate Florida residents about the changes. Gather. Go. Get. explains to customers what documents to gather before they go to a driver license office to get their REAL ID compliant license. An interactive website, [www.GatherGoGet.com](http://www.GatherGoGet.com), is a key component of the campaign as it helps residents prepare for their next visit to a driver license office. The website is provided in Spanish at [www.reunavengaobtenga.com](http://www.reunavengaobtenga.com) and in Creole at [www.rasanblealepran.com](http://www.rasanblealepran.com). The campaign also includes direct mail in renewal notices, paid advertising, earned media and a presence on social networking sites, such as [Facebook](https://www.facebook.com), [Twitter](https://www.twitter.com) and [YouTube](https://www.youtube.com).

Since inception of the new requirements, DHSMV and tax collector partners, have issued more than 1.3 million new cards with the gold star indicating Real ID. It is important to note that other than the gold star insignia, there are no other changes to the card. The successful implementation of the new requirements enhances the safety and security of Florida's driver license and ID card processes and systems, benefiting customers, the business community and law enforcement.



**Florida Leads Nation as One of First States to Issue REAL ID Compliant Licenses**

On Jan. 1, 2010, Florida became a trailblazer as one of the first states in the nation to issue driver licenses and identification cards that comply with new federal requirements. The federal REAL ID Act of 2005, passed as a result of the 9/11 Commission, establishes the new standards for state-issued driver licenses and identification cards. Customers who wish to obtain a new license, legally change their name prior to their renewal date, or immediately replace a lost or stolen license or ID card are required to visit a driver license office and show proof of identity, Social Security number and residential address (two items). Those whose names differ on their documents also must show documentation of name change.



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**In Memory Of**

**Trooper Patrick Ambroise**

On May 23, 2010 funeral services were held in Miami for FHP Trooper Patrick Ambroise, who was killed when his patrol car was struck from behind while he was stopped on the shoulder of the Florida Turnpike. Governor Charlie Crist joined Department members, numerous dignitaries, and law enforcement representatives from across the country to pay respects to Trooper Ambroise and his service to Floridians. Trooper Ambroise became the 43rd trooper killed in the line of duty since 1936.

Trooper Ambroise had served with the Florida Highway Patrol for four years. His career with the FHP began June 20, 2005. He was a member of the 111th Recruit Class in Tallahassee, from June 20, 2005 to January 12, 2006. He was assigned to Troop K (Miami-Turnpike). At the time of his death, he was 35. He is survived by his wife, Roberta and two young daughters, mother and five siblings.

**Governor Crist Condolences**

*"My heart goes out to Trooper Ambroise's wife and two young daughters, as well as to the Florida Troopers who worked alongside him. Trooper Ambroise stood for service to his community, dedication to his fellow officers, and commitment to his family.*

*"The family and friends of Trooper Ambroise, a Haitian-American concerned about loved ones still recovering from the recent earthquake, will remain in the thoughts and prayers of all who knew him.*

*"Every day Florida's law enforcement officers put themselves in harm's way as they serve on the frontlines protecting our neighborhoods and communities. We join together to mourn this loss and celebrate a brave man's life as a brother, a son, a father and a husband."*



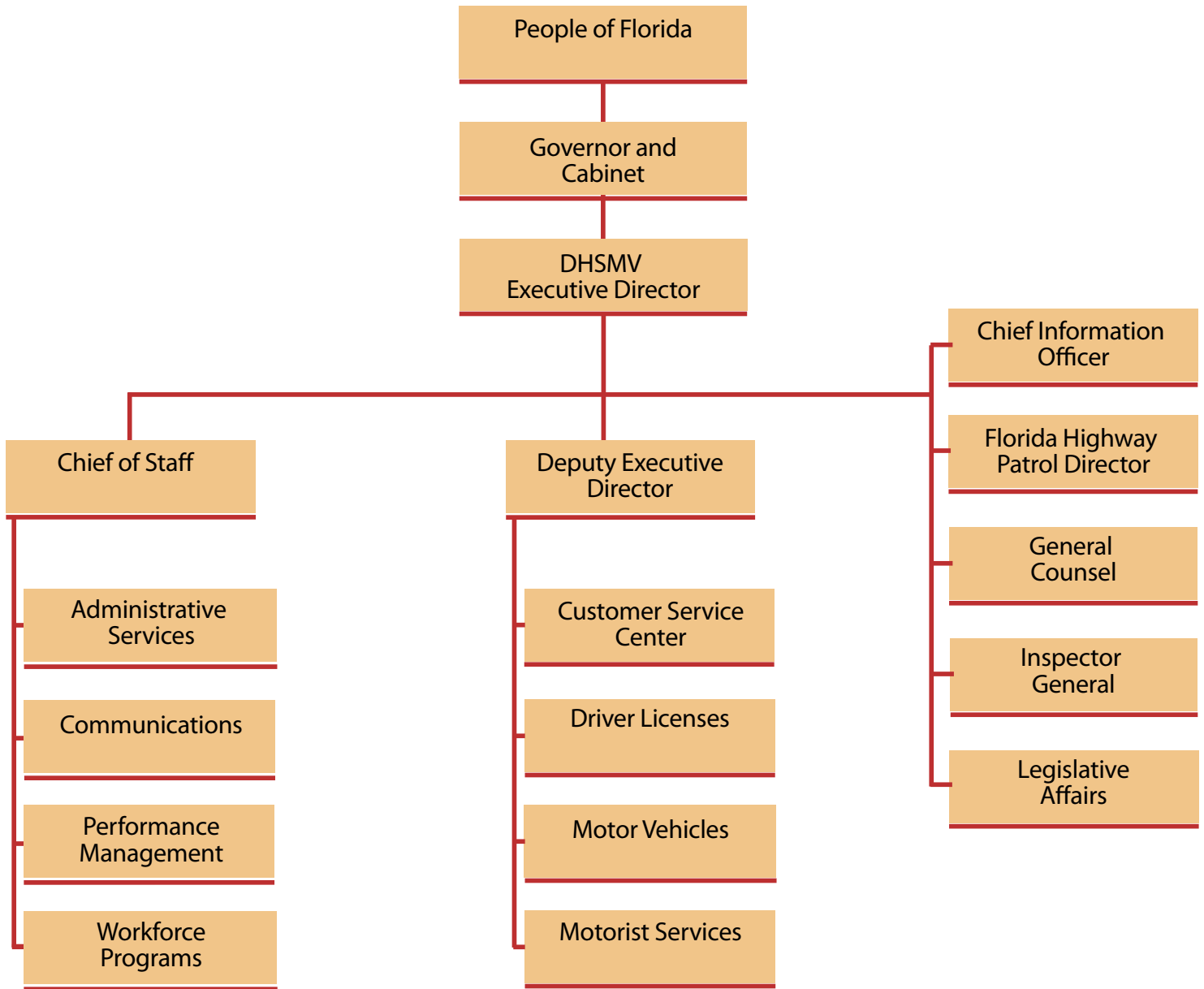
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**FHP Honors Fallen Troopers:** On May 3, 2010 law enforcement officers across the state met in the Capitol Courtyard in Tallahassee to honor Florida's law enforcement officers who lost their lives in the line of duty in 2009. FHP also held a ceremony at the Neil Kirkman Building, where FHP Director, Col. John Czernis, presented the family of slain FHP Sgt. Nick Sottile with a purple heart, awarded posthumously, along with the sergeant's service weapon. Sergeant Sottile was shot and killed during a traffic stop in Highlands County in January 2007. During the stop one of the two occupants of the vehicle produced a handgun and shot Sergeant Sottile. He had served the citizens of Florida for 24 years.



# Organizational Chart

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# Core Services

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## Service

- Ensure eligibility of drivers to be licensed.
- Validate identity of drivers and driver skills.
- Protect and maintain records of driver data.
- Evaluate “at-risk” drivers.
- Remove unsafe vehicles from roadways.
- Assist motorists roadside.
- Title and register vehicles, vessels and manufactured homes.
- License motor vehicle businesses.
- Inspect salvage vehicles and manufactured homes.
- Resolve consumer complaints regarding motor vehicle businesses.
- Regulate commercial motor carriers.

## Education

- Develop and distribute highway safety educational material.
- Support motorist safety media campaigns.
- Provide consumer protection information.
- Develop targeted campaigns to address crash causation factors.
- Create and enhance partnerships with agencies and stakeholders.

## Enforcement

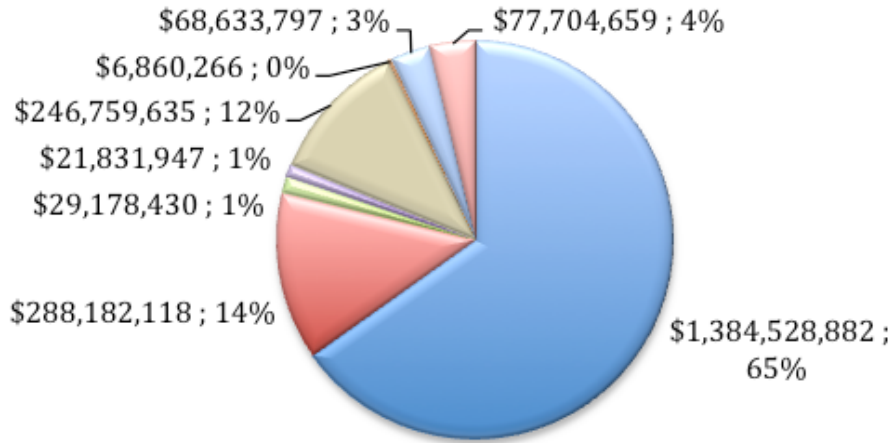
- Protect drivers by enforcing laws on the roadways.
- Remove unsafe drivers from the roadways.
- Disaster response (FHP provides 49% of statewide response).
- Investigate driver license, title and odometer fraud.
- Investigate crashes and fatalities.
- Contraband interdiction.
- Coordinate seven state law enforcement communication centers.
- Investigate non-traffic related felonies.

# Our Fiscal Impact

## REVENUE GENERATED

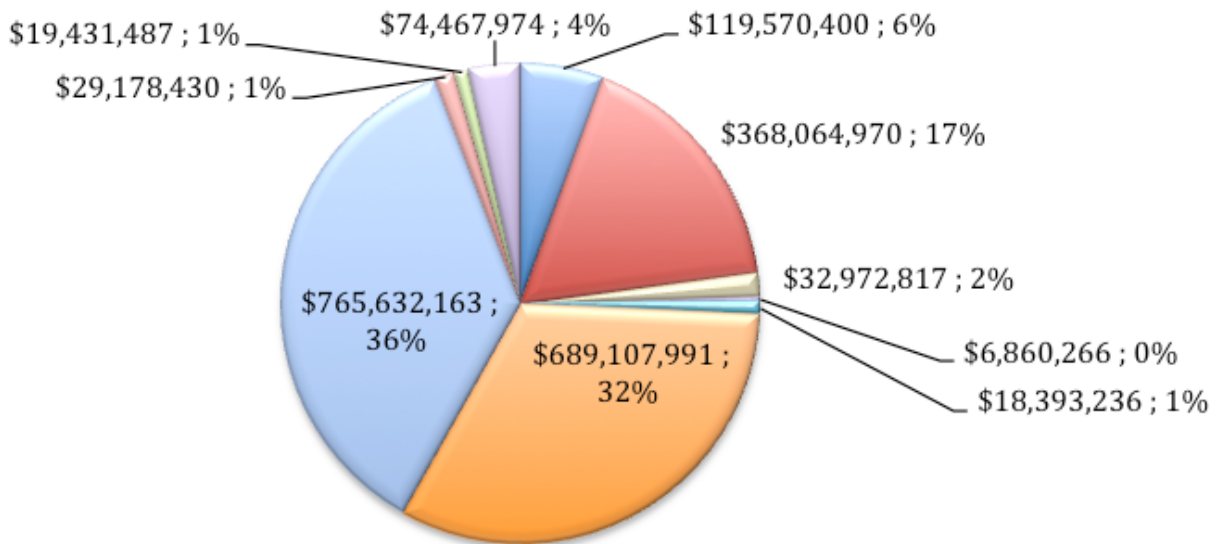
|            | Trust Fund      | General Revenue | Total           |
|------------|-----------------|-----------------|-----------------|
| FY 2008-09 | \$1,263,760,465 | \$152,329,524   | \$1,416,089,989 |
| FY2009-10  | \$1,358,047,571 | \$765,632,163   | \$2,123,679,733 |

## WHERE THE MONEY COMES FROM:



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

## WHERE THE MONEY GOES:

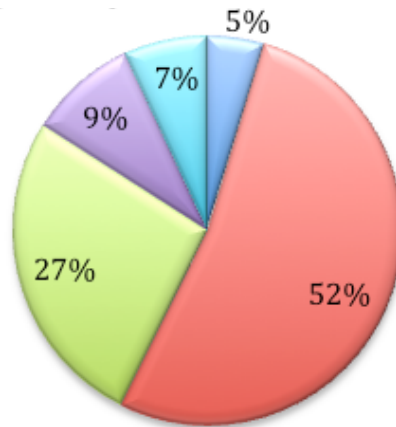


- Department of Education
- HSMV Agency Funding
- Specialized Plate-Sponsor
- International Registration Plan Program
- Law Enforcement Radio Trust Fund
- Department of Transportation
- General Revenue Funded Programs
- Fuel Use Tax
- Air Pollutions Control Program
- Other

# Budget by Division

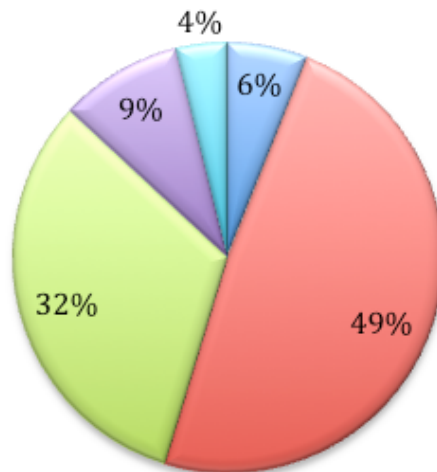
| DIVISION   | FTE 09/10    | AMOUNT 09/10         |
|--|--------------|----------------------|
| Office of Executive Director and Administrative Services | 276          | \$18,447,675         |
| Florida Highway Patrol                                   | 2,232        | \$207,081,418        |
| Driver Licenses  | 1,476        | \$104,918,706        |
| Motor Vehicles   | 425          | \$35,690,040         |
| Information Systems Administration                       | 175          | \$27,195,602         |
| <b>Total</b>   | <b>4,584</b> | <b>\$393,333,441</b> |

## BUDGET BY DIVISION 09/10:



- Office of Executive Director and Administrative Services
- Florida Highway Patrol
- Driver Licenses
- Motor Vehicles
- Information Systems Administration

## FTE BY DIVISION 09/10:



- Office of Executive Director and Administrative Services
- Florida Highway Patrol
- Driver Licenses
- Motor Vehicles
- Information Systems Administration

# Strategic Goals

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## Service Delivery

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

**We will improve customer satisfaction by focusing resources where opportunities for improvement are greatest.**

- Answer customer service calls timely and provide complete and accurate information at the first point of contact.
- Educate customers, partners and public on Real ID compliant credential requirements.
- Expand the availability and functionality of online highway safety services.
- Decrease wait, processing, and response times for highway safety services.

**We will increase efficiency in our processes to enhance internal and external service delivery.**

- Enhance financial management infrastructure and reporting capabilities.
- Provide timely information to customers through cost efficient mechanisms.
- Automate manual processes to create processing efficiencies.
- Strengthen operations by eliminating redundancy in functions.
- Align staffing to ensure unity of command and personal accountability.
- Develop and implement a project management strategy within Information Systems Administration to align information technology activities with Department and stakeholder goals.

**We will expand public and private partnerships to increase availability of services and achieve strategic objectives**

- Expand partnerships and joint operations with local law enforcement agencies.
- Increase driver and motor vehicle service delivery options through greater tax collector and private partnership participation.
- Partner with additional media outlets and expand opportunities to promote important public safety services.
- Increase grant funding to enhance existing highway safety initiatives and develop new programs.
- Brand the agency as the primary advocate for public safety on Florida's roadways through integrated marketing communications.
- Adopt a regional delivery model for highway safety services capitalizing on existing infrastructure and tax collector partners.

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## Safety

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

**We will work to decrease the number of traffic fatalities and injuries annually on Florida's roadways.**

- Advocate the use of seatbelts and other highway safety equipment.
- Focus enforcement resources to reduce fatalities and serious injury associated with motorcyclists, bicyclists, and pedestrians.
- Deploy troopers strategically based on crash related incidents and traffic volume.
- Concentrate oversight and enforcement efforts on high-risk drivers.

**We will improve the safety of Florida's residents and visitors through proactive enforcement.**

- Analyze crash data and develop regional targeted enforcement strategies to reduce crashes.
- Increase contraband interdiction efforts and removing felons from Florida's roadways.
- Combat aggressive driving through targeted enforcement.

**We will promote our safety education efforts and consumer protection initiatives to increase public awareness.**

- Promote teen and elder safe driving behaviors.
- Develop safety campaigns to reduce fatalities and serious injury among motorcyclists, bicyclists, and pedestrians.
- Reduce the number of vehicle and manufactured home consumer complaints by ensuring dealer regulatory compliance.
- Educate the public about new highway safety laws.
- Increase the frequency and enhance the content of safety demonstrations and inspections.
- Partner with Florida Department of Transportation and other public safety stakeholders to maximize the efficient use of grant funds in connection with information efforts.

*continued*

**We will safeguard private information to ensure public trust.**

- Ensure data is securely managed and protected through all databases, transactions, and data sharing.
- Assist state and federal agencies in the prevention of identity theft.

**Workforce**

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

**We will attract and retain a diverse and highly qualified workforce.**

- Research and target appropriate venues for the recruitment of qualified applicants.
- Create career development paths that identify skills needed to advance professionally.
- Increase retention in key service positions.

**We will recognize members who are responsive, innovative and effective.**

- Recognize and promote members who exceed agency goals through an effective performance evaluation system and awards program.
- Encourage and reward members who offer innovative approaches to conducting the business of the Department.

**We will provide educational resources that expand and increase professional knowledge and personal development.**

- Develop a strategic approach to leadership development through professional certifications and advanced training offerings.
- Enhance members' technical skills and opportunities for innovation through comprehensive learning and development plans.
- We will provide personalized professional human resource services and programs to support our members.
- Educate membership about available human resource services and evaluate the effectiveness of service delivery methods.
- Offer an expanding array of personnel services which recognize a constantly-changing employment environment.

**Performance Management**

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

**We will cultivate a strategic thinking agency by ensuring effective governance and implementing proactive solutions to anticipated trends and strategic challenges.**

- Develop a robust, comprehensive strategic plan that is integrated in to the agency's culture.
- Implement a methodology to govern, strategically align, and manage Department projects, goals, and initiatives.
- Design a comprehensive risk management plan, including periodic evaluation, mitigation strategies, scenario planning, and impact analysis.

**We will "measure what matters" to ensure accountability and improvement of overall agency effectiveness and capabilities.**

- Fully implement a comprehensive performance accountability management system that facilitates decision making and resource allocation.
- Use key performance indicators and data from environmental assessments to direct Department strategic planning efforts.

# Accomplishments

## SERVICE

**Emergency Contact Information Registration Reaches Three Million:** This year brought a new milestone for the Department's award-winning Emergency Contact Information program when the total number of registrants passed the 3 million mark; or 20% of driver license and ID card holders. Floridians are encouraged to take advantage of the service that allows licensed drivers and identification card holders to submit two contacts to notify in the event of an emergency, such as a vehicle crash. Registration is quick and convenient. It can be completed in a state or tax collector operated driver license office or online at [www.flhsmv.gov/eci](http://www.flhsmv.gov/eci). Governor Charlie Crist also recognized the importance of this system and proclaimed Oct. 4-10 as Register Your Emergency Contact Information Week in Florida. During that week alone, over 23,000 people entered their emergency contact information.

**FLOW mobile Helps the Homeless Obtain IDs:** Florida Licensing On Wheels mobile offices (FLOW mobiles) attended approximately 25 events throughout the state to provide credentials to homeless individuals. The Department's Driver License Examiners partnered with organizations, such as IDignity, the U.S. Department of Veterans Affairs, and homeless coalitions to bring motorist services to events where government and community organizations provide homeless individuals with food, clothing, legal counsel, and access to healthcare and government benefits. As an added incentive for participation, many sponsors paid for an ID card or driver license for the participants.

**DHSMV Partners with Corrections to Prepare Inmates for Release:** The Division of Driver License's Field Service and Office Managers, and the Bureau of Administrative Reviews worked with the Federal Bureau of Prisons and the Florida Department of Corrections throughout the year to help ensure inmates and parolees are prepared to reinstate their driving privilege and obtain a Florida driver license or identification card. More than 800 inmates and parolees received assistance at 13 institutions and one parole office.

**Florida Launches the Joshua Abbott Organ and Tissue Registry:** Department leaders participated in a launch event with Florida's Agency for Health Care Administration and Donate Life Florida on July 28 for the Joshua Abbott Organ and Tissue Donor Registry. The new online registry at [www.DonateLifeFlorida.org](http://www.DonateLifeFlorida.org) allows Florida's residents to designate themselves as organ, tissue and eye donors. The online registry makes the exact wishes of registered donors more accessible and current for organ, tissue and eye recovery organizations. The Department played a large role in developing the website and streamlining the registration process for those who register in driver license offices.

**Annual Sight Saver Campaign Raises Thousands:** Florida's driver license offices partnered with Prevent Blindness

Florida for the annual Prevent Blindness Florida charitable donation campaign. This year approximately \$95,000 was raised through this campaign!

**Department Website Helps Military Families:** A new component on the Department website with information specifically for military members and their families was recently unveiled. The [webpage](#) offers convenient access to information for service members on how to obtain a Florida driver license or motor vehicle registration. The Department also recently added a video introduction to the [website](#) that provides customers with a brief overview of services and information they can find when they visit the website.

**New Web Feature for Drivers:** This year the Department deployed a new feature on its website that allows motorists who have received traffic citations in Florida determine if they are eligible to attend driver improvement school in lieu of points on their driving record. Drivers may elect to attend driver improvement school up to once per year and five times in a ten year period. To access the information, visit [www.flhsmv.gov/dlcheck](http://www.flhsmv.gov/dlcheck), enter the driver license number and click Enter. The results indicate whether a driver can opt for driver improvement school, the last time the driver chose the school option, and the number of times the driver took a course during the previous ten years. Drivers also will find a link to the list of approved driving courses on the Department's website.

**Department Helps Florida Vets Connect with Benefits:** In March, DHSMV Executive Director Julie Jones joined Chief Financial Officer Alex Sink and Florida Department of Veterans' Affairs Executive Director LeRoy Collins Jr. to announce *Florida Vets Connect*. At no cost to taxpayers, Florida Vets Connect is using driver license offices as an intake point to voluntarily gather information on veterans not currently in the state system. The DHSMV collects, stores, and makes this information available to the Department of Veteran Affairs.

**DHSMV Helps Parents Give the Gift of Safety:** Motor vehicle crashes are the number one killer of children in the United States. To the surprise of many, most children are not properly buckled up. To protect more children traveling Florida's roadways, the Department inspected child safety seats and hosted a news conference in November. Nationally Certified Child Passenger Safety Technicians from Florida's Departments of Transportation and Health; Leon County Emergency Medical Services; and Safe Kids joined DHSMV's certified technicians at the Department's headquarters in Tallahassee to inspect child safety seats for the public. The technician team inspected child seats for misuse, assisted with the installation of child seats, and distributed child seats with education and instruction. During the event, the Department recognized American Express for its recent donation of \$10,000 to purchase child safety seats for families

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in need and to educate the public about the Department's Child Safety statewide program and the \$2 Make a Difference program. The Department's 102 nationally certified child passenger safety technicians, during calendar year 2009, conducted over 9,000 child passenger safety events such as presentations, inspections/installations, and classes held across Florida.

**Guaranteed Energy Performance Savings Contract:** The Department recently entered into a guaranteed energy performance savings contract with Siemens Building Technologies, Inc., to retrofit owned facilities across the state with energy efficient lighting and heating and air conditioning (HVAC) systems. The contract also allows facilities staff in Tallahassee to monitor and control the HVAC systems across the state to reduce energy consumption. The project moves towards the goal of reducing greenhouse gas emissions while saving money, more than \$170,000 in electricity is saved annually.

**Enhancements to Website Help Fight Motor Vehicle Fraud:** The Department's website now includes a direct link to the National Motor Vehicle Title Information System. With the click of a mouse, consumers, law enforcement officers, and insurance companies can now obtain or verify a motor vehicle's title history. Such information is critical to protect consumers from fraud and unsafe vehicles, and it assists law enforcement in the investigation of stolen vehicles in interstate commerce. Users now have access to a national network of state motor vehicle records for a vehicle's brand history, odometer data and basic vehicle information, or they can be redirected to the current state of record to access the full title record, if available.

**New Design for Vehicle Registration Decals:** Approximately 24 million registration decals are issued annually to the public via vehicle dealers, DMV regional offices and tax collector offices. This number includes decals for vessels, parking permits, manufactured homes and off-highway vehicles, which make up about two million of the issued decals. Based on survey input from the Florida Highway Patrol, the Florida Sheriffs Association and the Florida Police Chiefs Association, the font type and size printed on the decal was enlarged and enhanced. The new font was put into use statewide in November and is expected to aid law enforcement in increased visibility of the decal information.

**New Florida Traffic Crash Report Form:** A team of subject matter experts, in consultation with law enforcement partners, recently completed a review of Florida's Traffic Crash Report Form. The newly revised form was adopted to increase compliance with the National Highway Traffic Safety Administration Model Minimum Uniform Crash Criteria and to be more user friendly. As a result of this process, the new Florida Traffic Crash Report Form includes 33 new fields. The

new fields will provide additional information on occupants, safety equipment, and crash conditions, enhancing analysis of data for identifying crash causation factors.

## EDUCATION

**Breaking the Language Barrier:** Twenty three percent of Florida's population and 18 percent of the nation's population speak a language other than English at home. To help bridge the communication gap, the Department works aggressively to provide critical highway safety information in Spanish. The Department participated in over 60 Spanish language television and radio programs, attended community events throughout the year to spread key messages to Spanish-speaking audiences, and produces bilingual monthly newsletters for community based organizations. Messages included information about changes to: Florida's safety belt law; new driver license requirements, and the Spanish website www.reunavengaobtenga.com. Over 500 public service announcements have been run in Spanish to further promote highway safety initiatives. In addition, the Department participated in Univision Radio's Familia and Hogar Expo, a two-day event informational event attended by more than 40,000 people.

**Department Participates in All Pro Dad Events Held Across the State:** Department members participated in an event in conjunction with the Family First Foundation that focuses on promoting a strong family unit. During All Pro Dad events, fathers bring their children and learn fatherhood tips while rotating through football themed learning stations. DHSMV staff members brought laptops to enter Emergency Contact Information to driver records, and brochures to promote graduated licensing and the website www.flhsmv.gov/teens to All Pro Dad events held in Tampa, Tallahassee, and Jacksonville. During one event, over 200 participants visited the Department's booth to learn more about the services and programs offered.

**Assisting GM and Chrysler Dealers:** During an unprecedented year for the motor vehicle industry, the Motor Vehicle Bureau of Field Operations took proactive steps to assist GM and Chrysler dealers adversely affected by the bankruptcy of the two manufacturers and who sought federally mandated arbitration. Letters were sent to all impacted dealers providing a checklist of dealer licensing requirements with tips on actions dealers can take to make the licensing process go smoothly and expeditiously.

**New Website Provides Parents Information on Teen Driving:** Vehicle crashes remain the leading cause of death among teenagers in Florida and the nation, and statistics show that teens (ages 15-19) have the highest crash rate of any age group. The Department recently launched a parents section on its teen driving website at www.flhsmv.gov/teens to help address the critical issue. The website now provides parents with useful information to help them teach their teens to become safe drivers and to explain Florida's graduated driver licensing program and related restrictions.

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### Department Teams Up with Ford to Reach Out to Teen Drivers:

The Department teamed up with Ford Motor Company's Driving Skills for Life, to provide teens with skills and experience to become better drivers. The event was held in November at the Homestead Speedway as part of the activities leading to the Ford 400 NASCAR race. Students received hands-on, advance driver training by some of the nation's top professional driving instructors. The Florida Highway Patrol was an integral part of the driving program and driver license examiners answered questions from teens and parents and distributed information on safe driving.

### Florida Highlights Older Driver Safety Awareness Week:

Transportation and the ability to successfully get around is key to independence and quality of life for senior drivers. Recognizing the importance of mobility and safety, the Department announced in December its observance of *Older Driver Safety Awareness Week*. The Department used the opportunity as a springboard to educate older drivers and their loved ones about the mandatory vision test requirement for drivers who are age 80 and older and about reporting drivers believed to be a safety risk. More than 1.9 million (12 percent) of the state's licensed drivers are age 70 and older. This fiscal year the Department also participated in a national program *Car Fit* sponsored by AARP and AAA designed to help mature drivers find the most appropriate fit in their vehicles.

**Outreach to Habitual Traffic Offenders:** Florida statute states that following their suspension, habitual traffic offenders may petition the Department for the restoration of his/her driving privilege. During the month of December 2009, the Department's Bureau of Administrative Reviews reached out to nearly 1,800 individuals who have an expired habitual traffic offender revocation on their record and notified them that they may be eligible for reinstatement and provided them with information on locations and telephone numbers of all Bureau of Administrative Review offices in the state. Most individuals are unaware that they need to have a hearing with the Department before reinstating their full driving privilege. The Department took this proactive approach of notification to prevent individuals from accumulating further violations and promote licensed driving for those eligible.

**New Law Sends Bad Drivers Back to School:** This year the Department implemented legislation to help identify drivers involved in at-fault accidents and promote safer driving habits among that traffic offender population. This key legislation is a significant step towards enhancing highway safety for all drivers on Florida's roadways. The new law states that drivers who are found to be at-fault in three crashes within a 36-month period are now required to successfully complete a Department-approved driver improvement course. The mandatory education will include a minimum of 16 hours, to include four hours of behind-the-wheel training, and an assessment of their driving ability. Driver License staff, with

the assistance of the Florida Sheriffs Association and several driving schools, established the curriculum requirements to re-train some of Florida's worst drivers.

## ENFORCEMENT

### Department Partners with the Office of Drug Control to Prevent DUIs:

Alcohol and drugs contributed to 44 percent of Florida's crash fatalities last year. That equates to nearly four fatalities per day at the hands of impaired drivers. To combat the problem during the month of December, the Department teamed up with the Governor's Office of Drug Control, law enforcement organizations across the state, and safety advocates during *National Drunk and Drugged Driving (3D) Prevention Month* to eliminate impaired drivers from Florida's roadways. During the December enforcement period the Florida Highway Patrol issued nearly 47,000 citations and over 500 arrests were made for impaired driving. Governor Crist also issued a proclamation declaring the month-long observation. The Florida Highway Patrol continues its participation in the nationwide DUI crackdown - *Drunk Driving. Over the Limit. Under Arrest.*

### Department Helps Recover Stolen Motorcycles during Bike Week:

The Department's Regional Motor Vehicle Office in DeLand worked with the Volusia County Sheriff's Office and the Florida Highway Patrol to assist with locating, identifying and recovering stolen motorcycles and parts displayed during the 2010 Daytona Bike Week. The Department participates in the endeavor every year and has been a long-time partner. This year, DHSMV helped recover 23 stolen motorcycles, four stolen trailers and a stolen pickup truck.

**Open House Party Arrest:** On July 10, State Attorney R.J. Larizza held a joint news conference with the Florida Highway Patrol and St. Johns County Sheriff's Office to announce the arrest of a woman whose actions contributed to the death of two teenagers. Investigators reported that the woman hosted open house parties for teens to consume alcohol. In doing so, she fostered an environment for minors to drink alcohol to excess, mixed with the use of marijuana and nitrous oxide. Not only was the adult woman present, but also she participated in the illegal activities according to witness statements. Larizza stated that this was the first case in the state of Florida where someone was charged with manslaughter after holding an open house party where an attendee left, crashed and died. He called it a "historic case" in the state of Florida.

### Florida Highway Patrol Teams Up with Other States to Take Back Our Highways:

The Florida Highway Patrol's Northern Region teamed up with the Alabama Department of Public Safety and the Georgia State Patrol to reduce traffic fatalities and increase safety. In July, FHP increased patrols on the roads from Pensacola to Jacksonville and as far south as Ocala, as part of a multi-state safety campaign called *Take Back Our Highways*. In addition to making over 5,400 traffic stops in North Florida during this campaign, troopers hand-

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ed out thousands of informational flyers to educate motorists on the hazards of distracted driving as part of a statewide awareness campaign.

**Hands Across the Border:** Troopers across the Florida panhandle participated in the Hands Across the Border events during the week leading up to the Labor Day holiday weekend. This was the 18th consecutive year that the FHP has worked with law enforcement agencies of bordering states to promote a unified enforcement effort before the holiday. The Hands Across the Border events were held in conjunction with the nationwide *Drunk Driving, Over the Limit Under Arrest* crackdown on impaired driving. Press conferences were held in Florida cities bordering Georgia and Alabama where the different agencies met and delivered a centralized message to promote traffic safety. From August 30 through September 7, over 20,500 arrests were made and over 2,600 seatbelt citations were issued.

**Southern Region Kicks Off Labor Day Holiday with Enhanced Enforcement Effort:** The Florida Highway Patrol's Southern Region kicked off the Labor Day holiday weekend with an enhanced enforcement effort to focus on Alligator Alley. The enforcement effort included Contraband Interdiction Program teams, aircraft and troopers from the Southern Region, along with the Broward County and Collier County Sheriff's Offices. The enforcement effort led to over 1,800 citations, of which 804 were for speeding violations and 633 were for Move Over violations.

**DL-CORE Operations Underway:** FHP Troopers conducted numerous driver license checkpoints statewide this year. This enforcement wave is the result of the new FHP Operation, DL-CORE (Chronic Offender Recognition and Enforcement) initiative. FHP has developed a strategy for dealing with the large numbers of drivers operating vehicles without a valid driver license or with a suspended/revoked license, and/or no proof of insurance. The strategy consists of four components: Operation Roundup, court watch, warrants, and statewide driver license and insurance checkpoint. This new proactive initiative will help remove some of Florida's worst drivers and repeat offenders from the road.

**Be Smart, Drive Smart Florida!** In August, Florida Highway Patrol Director, Col. John Czernis announced the Patrol's efforts to target drivers who violate the Move Over Law. The Patrol hosted press conferences at troop stations throughout the state to raise public awareness of what the law means to drivers in Florida. The press conferences effectively garnered statewide media coverage about the law that Florida adopted in 2002 after several emergency response personnel were killed or injured while working on the side of the road. In the past decade, more than 150 law enforcement officers nationwide have been killed by passing motorists. This initiative is called *Be Smart, Drive Smart Florida!* The Patrol is partnering with local law enforcement agencies across the state to

raise awareness and enforcement of the Move Over Law. The Department has developed video and radio public service announcements and brochures using federal grant dollars to educate Floridians on the Move Over Law.

Trooper Ambroise's death on May 15, 2010 is a tragic reminder of the importance of this law. The Move Over Law requires all motorists approaching an emergency vehicle with lights flashing to change lanes away from the emergency vehicle if traveling on a multi-lane roadway and if able to do so safely. Compliance with the law helps ensure the safety of the emergency worker and a safer driving experience for everyone traveling Florida's roads.

**Partnership Helps Identify Motor Vehicle Fraud:** Throughout the year the Department's Motorist Services Field Offices participated in joint motor vehicle enforcement actions with various law enforcement agencies, including Homeland Security and the National Insurance Crime Bureau. These combined efforts were related to motor vehicle theft, title fraud, and odometer fraud cases in which Department members provided valuable research and assistance. This past fiscal year, Motorist Services Field Offices assisted with over 200 cases of odometer fraud, title fraud and stolen vehicle or stolen vehicle parts.

**State Agencies Partner to Reduce Crashes Involving Commercial Motor Vehicles:** The Florida Highway Patrol and the Department of Transportation's Office of Motor Carrier Compliance teamed up on a statewide traffic education and enforcement campaign in November. The joint initiative was aimed at saving lives by minimizing unsafe driving acts that contribute to crashes involving large commercial trucks and school buses. The enforcement blitz resulted in 573 safety inspections on commercial motor vehicles, 81 vehicles placed out of service for safety violations and over 450 citations to commercial motor vehicle operators.

### AWARDS

**AAMVA Recognizes the Department with Three Awards:** The American Association of Motor Vehicles Association held its 76th International Conference in August where the Department and two of its members received prestigious awards.

- The Public Affairs and Consumer Education award, which highlights public relations, public affairs and consumer education excellence was awarded for [TaketheWheel.net](http://TaketheWheel.net) an interactive website for teen drivers.

- The Customer Service Excellence Award was presented to Dee Dee Holley, Bureau of Titles and Registrations, for spearheading a cost savings project converting paper forms to an electronic process, further enhancing customer service.

- The International Driver Examiner Certification (IDEC) Examiner of the Year Award was bestowed on DL Examiner Specialist Wayne Archer. Mr. Archer was selected by AAMVA for his exceptional knowledge and skills, in addi-

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tion to exceeding customer expectations on a daily basis.

**Trooper Receives National Award:** Lieutenant Bill Leeper of the Florida Highway Patrol's Troop G in Jacksonville recently received the prestigious International Association of Chiefs of Police's (IACP) *J. Stannard Baker Award* recognizing his lifetime achievement in the field of traffic safety. This award is the highest and most coveted individual award that the IACP bestows for traffic safety. The Association recognized Lt. Leeper for his 32 years of work as an innovator and a leader in highway safety at the local, state and national levels during an October ceremony.

**Federal Government Recognizes Florida's Reporting System:** The United States Department of Transportation, the National Highway Traffic Safety Administration and the National Center for Statistics and Analysis recognized the Florida Fatality Analysis Reporting System with the State and Winning Team awards during a training seminar in October. Florida's data entry team received a plaque and certificate for outstanding contributions to NHTSA's vision of saving lives, preventing injuries, and reducing vehicle-related crashes.

**Motorcycle Safety Foundation Recognizes Department's Florida Rider Training Program:** The Motorcycle Safety Foundation (MSF) selected the Florida Rider Training Program as the winner of the 2008 MSF Award for *Outstanding State Program Category IV*. MSF selected Florida from 10 states with similar programs for the national award. An Outstanding State Program maintains a low-risk training environment that is conducive to learning, effectively meets the needs of prospective and current riders, makes efficient use of public resources, maintains a high quality program with strong student satisfaction, develops its Rider-Coaches, and maintains the quality of its fleet and training equipment. Florida Department of Transportation grant funding helps support the objectives of this program.

**Motorcycle Safety Campaign Garner's Statewide Recognition:** The Florida Public Relations Association presented its top award for statewide campaigns, the *Golden Image Award*, for the "*Ride Proud. Dress Loud.*" campaign. The campaign was launched last summer with the goal of making Florida's roads safer for motorcycle riders. The campaign encouraged riders to make themselves more visible to other motorists and to ride with the appropriate training and endorsements.

**FHP's Battle of the Belts Wins State Award:** Announced August 2009, The Florida Public Relations Association awarded Florida Highway Patrol, and Lt. Bill Leeper, Troop G Public Affairs Officer, its coveted "Judges Award of Distinction" for the Battle of the Belts program. The objectives of Battle of the Belts is to increase safety belt use among high school students; educate students on the importance of driving safely; and teach good habits to reduce the crashes, injuries and fatalities that occur among young drivers and passengers.

**North Florida Troops Earn Top Honors at Statewide Challenge:** During a ceremony in Orlando on July 31, the Florida Department of Transportation recognized the Florida Highway Patrol's Troops A and G at its Law Enforcement Challenge. FDOT recognized Troop A, headquartered in Panama City, as the Top Troop in the Troop Challenge and as Best in the State for child occupancy protection. FDOT recognized Troop G, headquartered in Jacksonville, as the Best in the State in the Championship Class and the troop's motor squad as the Best in the State for the second year in a row in a Florida Motor Unit Challenge. Each year the Florida Department of Transportation recognizes the best overall traffic safety programs in Florida. An independent panel of national safety experts judge on five criteria: policy, training, public information, enforcement, and effectiveness.

**DUI Arrests:** The Florida Highway Patrol recently awarded Trooper Michael A. Hollis, Jr. the Hurd-Smith award for 2009. The award recognizes the trooper who leads FHP in Driving Under the Influence apprehensions for the year. Hollis, stationed in Land O'Lakes, made 203 DUI arrests last year. FHP also recognized 15 other troopers from across the state for their efforts to remove impaired drivers from the roadways by making more than 100 DUI arrests for 2009. The troopers were also honored by *Mothers Against Drunk Driving* for their efforts in detecting and apprehending impaired drivers.

# Performance Measures

| Measure   | 2008-09<br>Actual | 2009-10<br>Actual | 2009-10<br>Standard |
|---|-------------------|-------------------|---------------------|
| <b>SERVICE DELIVERY – Employ strategies that ensure customer-driven excellence.</b>   |                   |                   |                     |
| 1. Number of motorists assisted by FHP  | 307,969           | 288,369           | 300,000             |
| 2. Percent of driver license office customers waiting 15 minutes or less for service (1)  | 89%               | 53.7%             | 80%                 |
| 3. Percent of driver license office customers waiting less than 30 minutes for service (1)  | 97%               | 71.4%             | 95%                 |
| 4. Percent of customer service phone calls answered by the Customer Service Center within two minutes of being placed in the queue (2)                        | 40.0%             | 35.4%             | 70%                 |
| 5. Number of highway crashes investigated by FHP  | 218,622           | 217,033           | 235,000             |
| 6. Percent of fatal highway crashes investigated by FHP to all fatal highway crashes investigated by law enforcement in Florida                               | 54.6%             | 61.8%             | 60%                 |
| 7. Percent of traffic homicide investigations completed within 90 days of crash(3)  | 75.1%             | 69.1%             | 80.0%               |
| 8. Percent of calls for service responded to within 30 minutes  | 70.0%             | 69.1%             | 65.0%               |
| 9. Percent of traffic investigation hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals                                   | 24.7%             | 24.8%             | 23.0%               |
| 10. Percent of criminal investigation cases resolved within 30 days   | 38.6%             | 62.2%             | 50%                 |
| 11. Percent of professional compliance investigation cases completed within 45 days   | 68.2%             | 76.5%             | 80%                 |
| 12. Number of corrections per 1,000 driver records maintained (4)   | 6.4               | 6.4               | 4.0                 |
| 13. Number of driver licenses and identification cards issued (5)   | 5,896,039         | 5,192,397         | 6,200,000           |
| 14. Percent of vehicle/vessel titles issued without error   | 93%               | 92%               | 92%                 |
| 15. Number of motor vehicle/manufactured home/vessel titles issued  | 4,901,295         | 5,104,919         | 5,750,000           |
| 16. Number of motor vehicle/manufactured home/vessel registrations issued   | 20,918,645        | 19,496,005        | 21,300,000          |
| 17. Percent of titles issued within three workdays of request   | 99.9%             | 100%              | 98.0%               |
| 18. Percent of motor vehicle, manufactured home and recreation vehicle dealer licenses issued within five workdays of receipt of completed dealer application | 99.1%             | 99.3%             | 99.0%               |
| 19. Percent of paper titles issued for motor vehicles, manufactured homes and vessels to all titles issued  | 81.8%             | 79.2%             | 80.0%               |
| 20. Percent of biennial motor vehicle, manufactured home and vessel registrations issued to all registrations issued eligible for biennial registration       | 6.8%              | 14.1%             | 6.0%                |

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## Performance Measures continued

| Measure   | 2008-09<br>Actual   | 2009-10<br>Actual   | 2009-10<br>Standard |
|---|---------------------|---------------------|---------------------|
| <b>SAFETY – Protect our citizens’ lives and personal security through service, education, and enforcement.</b>  |                     |                     |                     |
| 21. Florida highway fatality rate per 100 million vehicle miles traveled  | 1.5                 | 1.3                 | 1.5                 |
| 22. Florida alcohol-related highway fatality rate per 100 million vehicle miles traveled  | 0.59                | 0.51                | 0.58                |
| 23. Florida’s seat belt compliance rate   | 81.7%               | 85.2%               | 85.0%               |
| 24. Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals                                    | 54.5%               | 51.4%               | 52.0%               |
| 25. Number/ percent of registered vehicles that meet Florida’s minimum insurance requirements   | 11,988,707<br>94.5% | 11,793,676<br>95.8% | N/A<br>95.0%        |
| 26. Number/percent of driving related sanctions issued to all sanctions issued  | 129,552<br>6.0%     | 127,881<br>6.6%     | 130,000<br>5.0%     |
| 27. Percent of “Driving Under the Influence” course graduates who do not have another DUI conviction within four years of graduation                        | 87.5%               | 91.6%               | 90%                 |
| 28. Percent of new manufactured home warranty complaints to new manufactured homes titled   | 0.80%               | 0.61%               | 0.60%               |
| 29. Number of manufactured homes inspected in plants (6)  | 3,531               | 3,033               | 6,000               |
| 30. Number of rebuilt salvage motor vehicles inspected  | 28,795              | 41,137              | 25,000              |
| 31. Number of dealer licenses issued (includes motor vehicle and manufactured home dealers, and manufacturers licenses)                                     | 13,223              | 12,844              | 12,800              |
| <b>WORKFORCE – Build an environment that regards our members as our most valuable resource.</b>   |                     |                     |                     |
| 32. Percent of FHP recruit graduates who passed certification exam on initial testing   | 98.5%               | 100%                | 95%                 |
| 33. Percent turnover for all FHP troopers and corporals   | 4.2%                | 4.0%                | 7.5%                |
| 34. Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals                              | 20.8%               | 23.8%               | 25.0%               |
| <b>PERFORMANCE MANAGEMENT – Take an integrated approach to measure, manage, and improve our organizational performance to further the agency’s mission.</b> |                     |                     |                     |
| 35. Agency administration and support costs as a percent to total agency costs  | 4.83%               | 5.01%               | 5.00%               |
| 36. Number/percent of non-driving related sanctions issued to all sanctions issued  | 2,043,821<br>94.0%  | 1,816,137<br>93.4%  | 2,470,000<br>95%    |
| 37. Cost per motor vehicle/manufactured home/vessel title issued  | \$2.50              | \$2.46              | \$2.75              |
| 38. Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements   | 2.34%               | 2.69%               | 3.00%               |
| 39. Percent of International Registration Plan Agreement audits completed to all International Registration Plan agreements                                 | 1.80%               | 4.24%               | 3.00%               |

# Performance Explanation

**(1) Percent of driver license office customers waiting 15 minutes or less for service and Percent of driver license customers waiting 30 minutes or less for service:**

Two major factors contributed to wait times exceeding the standard. Examiner and manager positions in state field offices were strategically held vacant due to fiscal constraints. Analysis determined that 755 positions are needed to meet the established goal; however, the Department had a quarterly average of 72 vacant examiner and office manager positions. Federal Real ID requirements negatively impacted wait times as additional time is required to review and scan multiple types of identity and residency documentation. In many instances, the customers are educated about the Real ID required documents at their initial visit to the office. Because many are unprepared, they must gather the documentation and then return to the office which requires a second visit and in some cases a third visit. This scenario significantly increases the number of customers visiting state offices.

**(2) Percent of customer service phone calls answered by the Customer Service Center within two minutes of being placed in the queue:**

The Department continues to experience a large volume of calls that exceeds current capacity. Implementation of the Real ID act on January 1, 2010 has caused a significant increase in calls from customers who have no problem with their driver license—but need clarification on the documents they must bring to obtain their driver license or ID card. Several steps are in process or planning stages to improve the response time to phone calls. An automated appointment system is in development which will allow some callers to make appointments without human assistance. This will free some analysts to assist other callers. Also, a change is underway where the majority of immigrant and non-immigrant customers will receive their temporary permits by mail much sooner. It is anticipated that this change will significantly reduce the number of calls from this customer population. Another factor is that due to budget constraints, vacant positions have been held open longer than ordinary. Vacant positions are now in the process of being filled.

**(3) Percent of traffic homicide investigations completed within 90 days of crash:**

The standard for successful prosecution of Traffic Homicide cases continues to increase, which results in additional hours required to complete the investigation. The Patrol has taken several steps to enhance public safety and further support victim families which have impacted the time to complete the case. The abbreviated reporting format has been eliminated to ensure a more comprehensive investigation. In addition, investigators are required to maintain constant contact with victim's family and the State Attorney's Office to provide them with a periodic update on case status, which may further extend the time to complete the investigation.

**(4) 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 outside agencies (courts and other state motor vehicle agencies). In 2009 the Department, through a DOT grant, worked closely with five clerks of courts to: identify causes of errors in the transmission of citation data and propose solutions to decrease error rates. Transmission errors by these clerks were reduced by 8.34 percent and the error count for the state was reduced by 7.19 percent. However, at least three large counties implemented new database systems (Palm Beach, Lee, and Orange County) in 2009 that produced a large number of reporting errors that could not be corrected through electronic re-submission from the clerk. Six liaisons are continuing to work closely with the clerks of courts, e-citation vendors, and law enforcement agencies to provide technical assistance and training to resolve data transmission errors. Further, the Department continues working hand-in-hand with the Florida Association of Clerk of Courts, e-citation vendors, and internal information technology staff to improve systems, which will improve data integrity and accuracy.

**(5) Number of driver licenses and identification cards issued:**

In November 2009, statutory changes to comply with Real ID were made to discontinue the issuance of a driver license and identification card to the same person. The Department anticipates a continued reduction in the number of identification cards issued. Another significant factor contributing to issuance reduction was the Department's January 1st compliance with the Real ID Act, which strengthened documentation requirements for obtaining an identification card or driver license. Replacement driver license and identification cards are down approximately 43 percent and 53 percent respectively, when comparing the first nine months of fiscal year 2009-2010 with the same period last year. When comparing calendar year 2009 with 2008, original driver licenses issuance declined approximately 11 percent. These declines may be further attributed to economic conditions and Florida's stagnant population growth.

**(6) Number of manufactured homes inspected in plants:**

Production in manufactured home plants has continued to decrease due to reduced public demand and industry decline causing fewer homes to be inspected. One hundred percent of required manufactured home inspections are being completed.