



Driving Our Future

July 2009



A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES

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

Table of Contents

Mission, Vision, Values	3
Organizational Chart.....	4
Core Services	5
Budget by Division	6
Fiscal Impact	7
Strategic Plan 2007-2010	8
Strategic Expectations	9
Accomplishments	10
Agency Focus — Safety and Customer Service	15
Key Services	17
Facts and Figures	18

What We Believe...

Our Mission

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

Our Vision

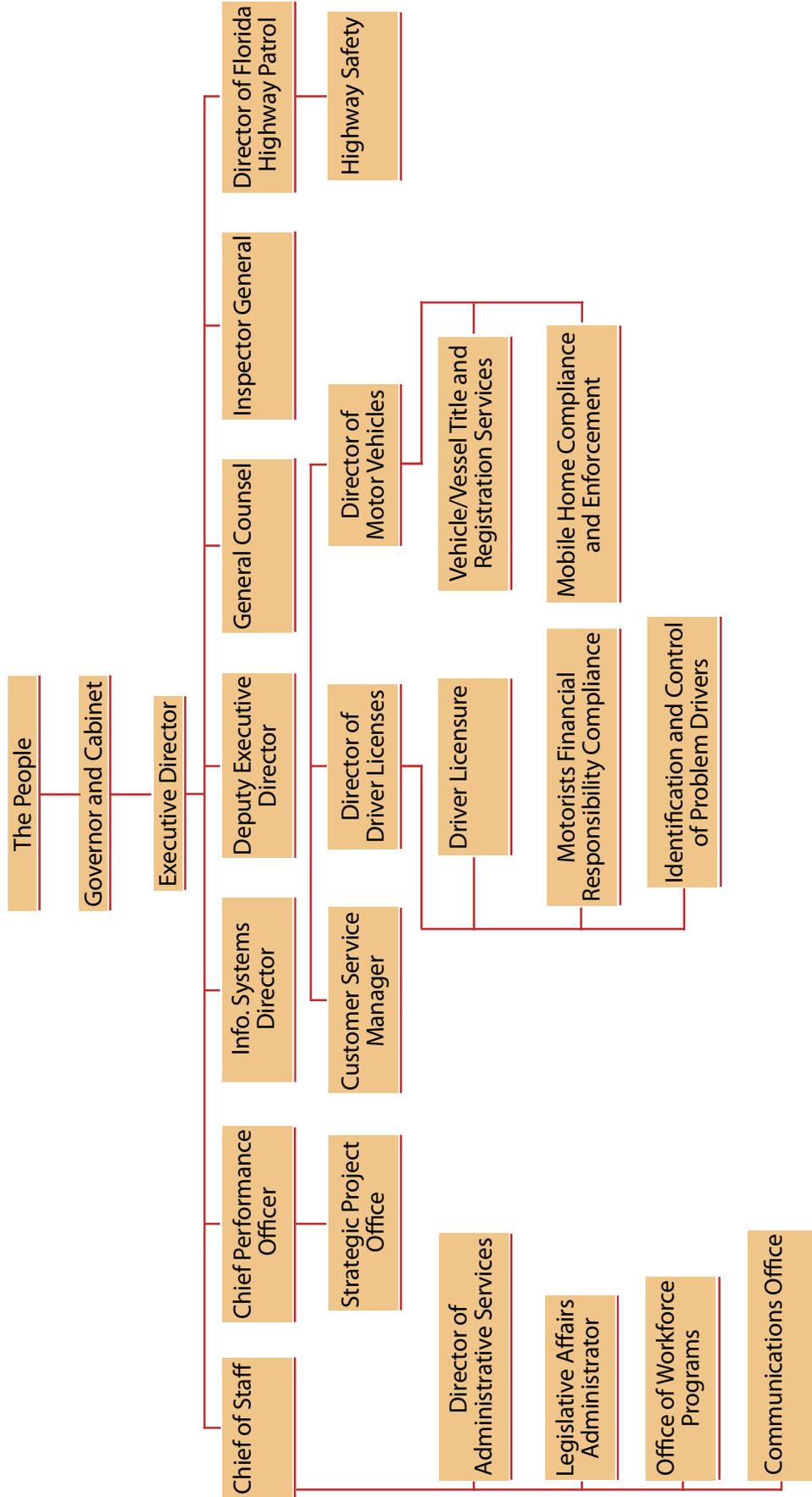
A Safer Florida!

Our Values

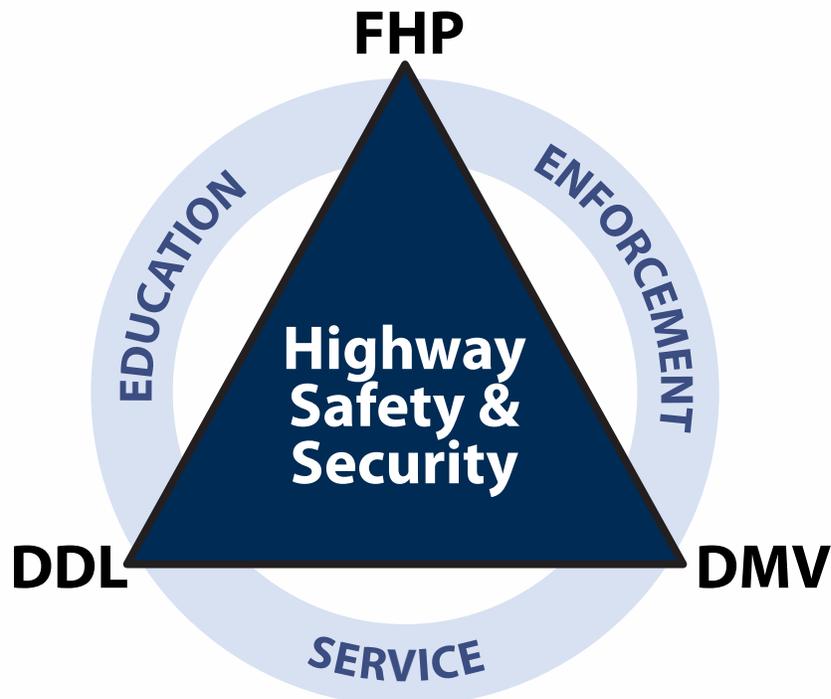
WE BELIEVE IN:

**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!**

How We Are Organized



Core Services



Driver Licenses

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

Motor Vehicles

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

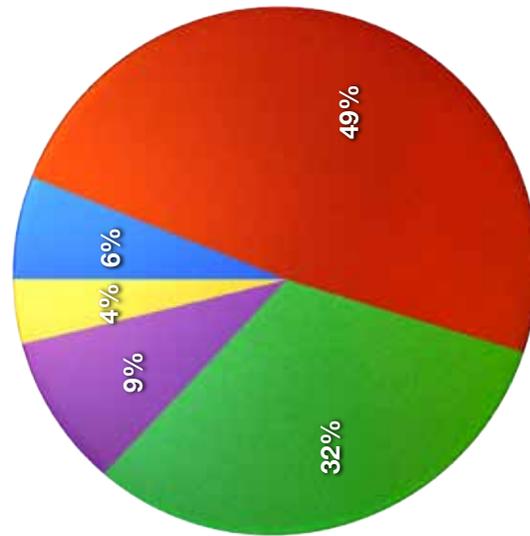
Florida Highway Patrol

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

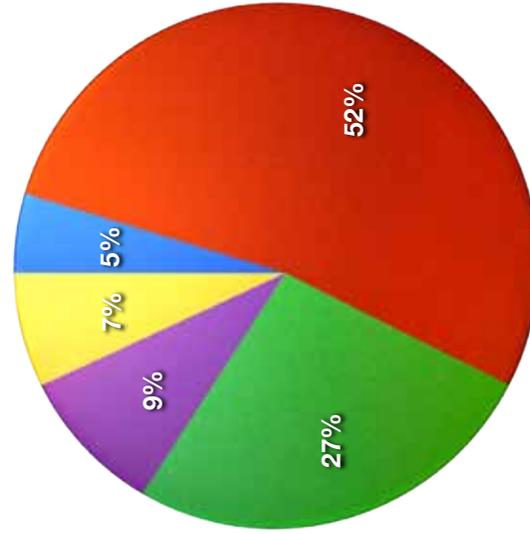
Budget by Division

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

FTE by Division 09/10



Budget by Division 09/10

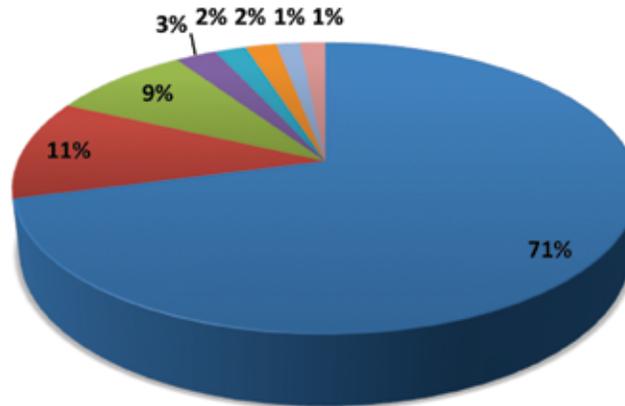


Our Fiscal Impact

Revenue Generated

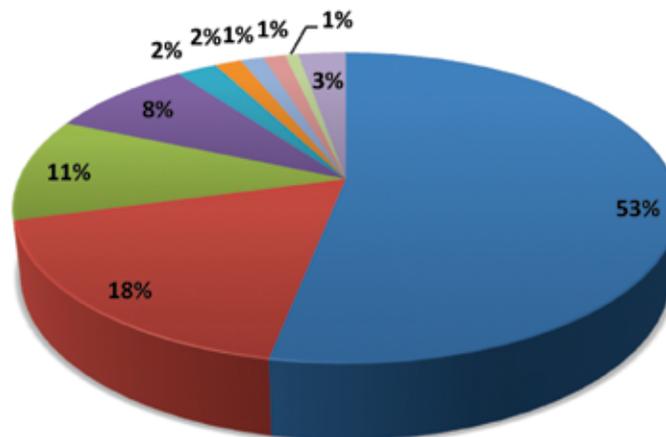
	Trust Fund	General Revenue	Total
FY 2007-08	\$1,335,709,159	\$134,983,523	\$1,470,692,682
FY 2008-09	\$1,263,760,465	\$152,329,524	\$1,416,089,989

Where the Money Comes From – FY 2008-09



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

Where the Money Goes – FY 2008-09



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

2007-2010 Strategic Plan

2009-10 FY Goals

Service Delivery

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

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

Safety

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

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

Workforce

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

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

Performance Management

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

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

Strategic Expectations

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

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

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

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

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

5. We Will Market Our Critical Services. We must use all available resources to educate the public about our services so that they can take advantage of important and often life saving information including ECI, Mover Over Law, On line services, Safety First, and Teen Driving.

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

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

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

2008/2009 DHSMV Accomplishments

Our Members Are Our #1 Resource:

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

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

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

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

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

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

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

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

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

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

We are "One DHSMV"

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

We will Proactively Protect Our Roadways Through Education and Enforcement:

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

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

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

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

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

continued

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

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

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

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

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

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

We will Focus on Service Excellence

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

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

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

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

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

continued

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

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

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

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

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

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

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

We will Market our Critical Services

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

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

■ **Collateral Educational and Informational Materials:** The Communications Office also has created numerous collateral educational and informational materials for members to distribute, as well as several publications to communicate with specific audiences. Recurring publications created and distributed by the Communications Office include the following:

- **HSMV Hi-Lights:** a newsletter e-mailed to members bi-weekly
- **Expressways:** a newsletter e-mailed to stakeholders and members quarterly and posted online
- **Motorist Services Report:** a newsletter e-mailed to tax collectors in Florida
- **Monthly Accomplishments:** a report e-mailed to the Governor's Office at the end of each month
- **Bi-Weekly Report:** a report e-mailed to the Florida Cabinet members biweekly
- **On the Radar:** a weekly e-mail update and a companion calendar designed to communicate with members in the Kirkman Building (started in April 2009)

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

■ **Hispanic Outreach Continues:** Through an electroni-

continued

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

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

We will Implement Technology Solutions

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

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

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

■ **Performance Planning and Evaluation System:** On August 1, 2008 the Department's new Performance Planning and Evaluation online system was implemented. The new system promotes an atmosphere of open two-way communication between supervisors and members. This new system allows supervisors to set and communicate measurable performance expectations and partner with their members to identify training and developmental needs and opportunities. Moving from the previous Meets or Needs Improve-

ment system to a five point rating scale has given Supervisors the tools needed to measure and track job performance effectively.

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

We will have Strategic Relationships With Stakeholders:

■ **Tax Collector Update:** Effective August 1, 2008, county tax collector sites that did not previously offer driver license services have the availability to request a replacement driver license or identification card for customers who are changing their addresses. The fee is collected at the tax collector's office and the card is mailed to the customer from DHSMV Headquarters. In addition, the Department has developed the Motorist Services Report, a monthly newsletter specifically designed to inform tax collectors about recent Department activities and upcoming initiatives, further enhancing communications.

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

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

■ **Motor Vehicle Network Enhances Customer Service:** The Motor Vehicle Network (MVN) is a free service that provides updated news and information to customers in our driver license field offices. MVN debuted in October in

continued

Accomplishments continued

.....
Miami-Dade and Broward Counties and is now implemented statewide. This new feature keeps customers informed and entertained during the short time they may wait for service. Our customers also benefit by being advised of local Amber Alerts, inclement weather and road closures.

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

■ **Driver License Services Offered in AAA Offices:** The Department and the American Automobile Association (AAA) announced a new partnership to offer Florida motorists the convenience of a driver license service desk inside selected AAA branch offices. The AAA's office services will include driver license renewals, duplicates, address changes, identification cards, and the ability to register to vote. We plan to have 10, AAA driver license offices, open by the end of the year.

We will Measure What Matters:

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

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

■ **Centralized Grant Administration:** A Grants Administration Office was established to provide centralized oversight for grant dollars and related projects. The Department received 21 grant awards totaling \$11,375,190 from federal and state sources this year.

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

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

■ **Performance Point was selected as the comprehensive tool for reporting agency performance measures:** The performance measures library with associated definitions was completed allowing for the parameters of an executive and division level dashboards to be selected and developed for monitoring continuous improvement.

Agency Focus For 09/10

Be a professional, proactive and proud Department

Safety and Customer Service:

Proactive education and enforcement efforts on roadway safety:

The Department will focus on proactive education and enforcement efforts on:

- Aggressive Driving
- DUI
- Vulnerable Road Users (Motorcycle, bicyclist and pedestrian) Safety
- Seatbelt/Child Restraints Safety
- Teen Driving
- Distracted Driving
- Driving While Licenses Suspended or Revoked
- Market the Emergency Contact Information System
- Child ID Card
- Move Over Law
- Seatbelt
- Online Services
- Organ Donor Registry
- Real ID

Upcoming High Visibility/Statewide Events

Enforcement:

■ July 2009 – June 30, 2010—Be Smart, Drive Smart

Florida: This program is an enforcement effort for a specific time period that focuses on a different enforcement issue every month. The enforcement initiatives include areas such as safety belt and child restraint enforcement, aggressive driving, excessive speed, work zone safety, red light running, and teen safety. This program replaces operation Safe Ride!

■ **July 30 – 31—Aggressive Driving Campaign:** This is an intense traffic enforcement campaign with primary emphasis on motorists who engage in aggressive driving behavior. This specific campaign will target motorist in central and south Florida.

■ **July 1- June 30, 2010—DL-CORE:** The Driver License Chronic Offender Recognition Enforcement program was developed as a strategy for dealing with the large numbers of drivers operating without a valid driver license or with a suspended/revoked license, and/or no proof of insurance. It includes proactive operations targeting offenders with driver license suspensions or revocations who also have active warrants, drive to or from their court dates and statewide driver license and insurance checkpoints.

■ **July 1- Sept 30—DUI Checkpoints and Wolfpacks:** Focused efforts on Driving Under the Influence violations that are paid for through DOT grant dollars which run through Sept. 30, 2009. These roving wolfpacks target drunk drivers and involve aggressive staffing levels in areas prone to DUI related traffic crashes during peak DUI offender hours. There will be a minimum of 9 Checkpoints per month and 18 wolfpack patrols statewide per month.

■ **July 1- June 30, 2010—Contraband Interdiction Program (CIP):** The CIP Unit is comprised of troopers that are specially trained in areas related to the discovery and investigation of criminal activities occurring on our highways. The troopers and their K-9 counterparts conduct patrol and traffic enforcement activities to support a safe driving environment with a focus on interdicting dangerous drugs and contraband as well as detecting criminal activities on the highways.

■ **July 25 - 31—Take Back Our Highways:** An aggressive highway safety initiative to reduce highway traffic fatalities. Championed by the Alabama DPS and in concert with FHP, Tennessee and Georgia, we will conduct saturation patrols in targeted areas along the two states borders. FHP will concentrate on speed, careless, reckless and aggressive driving; improper lane changes, following too closely, move over law violations as well a faulty equipment violations and of course DUI violations.

■ **July 27- 31—Stay Alive...Just Drive!** This campaign will raise public awareness on distracted driving and promote safe driving in Florida. FHP will focus on crash prevention, education and awareness to reduce the number of injuries and fatalities from traffic crashes.

■ **August 21- Sept 7—Over the Limit/Under Arrest:** An enforcement and education campaign targeting impaired drivers

■ **Labor Day (Sep 2009), Thanksgiving (Nov 2009), Christmas/New Years (Dec-2009/Jan 2010), Memorial Day (May 2010)—Operation Concentrated Accident Reduction Effort “C.A.R.E.”:** This is a nationwide enforcement blitz conducted during major holidays. Increased enforcement efforts are used to reduce instances of hazardous moving violations, and increase safety belt usage with high visibility, increased patrols, targeted enforcement, DUI checkpoints and increased media attention. During the July 4th holiday, FHP issued 5,170 speeding citations, made 126 DUI arrests, issued 958 seatbelt citations, and made 2,834 motorist assists.

■ **August 2- August 7—National Stop on RED Week:** This campaign raises awareness of the dangers of red light running and has helped reduce fatalities in many of the participating communities. Concentrated enforcement efforts at targeted intersection statewide

■ **August 21-September 7—Drunk Driving. Over the Limit. Under Arrest:** National DUI crackdown using high-visibility enforcement with heightened public awareness.

■ **August 31—September 4—Hands Across the Border:** Florida/Georgia media campaign and show of unity and strength to encourage motorists to drive safely over the Labor Day holiday.

■ **September 12:—National Seat Check Saturday:** Education and awareness campaign to ensure the proper installation and use of child seats

■ **September 12- September 18, 2009—National Child Passenger Safety Week:** Education and awareness cam-

continued

paigned to remind adults of the importance of properly restraining children in motor vehicles.

■ **September 21 – September 25—Be Smart, Drive Safe!**

This campaign will raise public awareness on distracted driving and promote safe driving in Florida. FHP will focus on crash prevention, education and awareness to reduce the number of injuries and fatalities from traffic crashes.

■ **October 1 – October 31:—National Walk to School**

Month: education campaign to recognize traffic safety in and around school zones

■ **October 5-9—Drive Safely to Work:** Educational campaign focused on reinforcing positive driving patterns while commuting

■ **October 15-18—Biketober Fest/Motorcycle Safety**

Week: Education and enforcement campaign focused on motorcycle safety, equipment, and visibility, aggressive driving, speed and DUI

■ **October 18- October 24—National Teen Driver Safety**

Week: Buckle Up America. Every Time. Every Trip. Enforcement and Education focusing on teen driving, DUI and safety belt usage.

■ **October 19- October 23—National School Bus Safety**

Week: Avoid Harm, Obey the Stop Arm: National education campaign focused on alerting the public to the dangers of passing a stopped school bus.

■ **October 25- October 31—Halloween Impaired Driving**

Campaign: Buzzed Driving IS Drunk Driving. Enforcement and Education campaign focused DUI awareness.

■ **November 11-November 12—FHP & Motor Carrier**

Compliance Joint Enforcement Detail: an aggressive enforcement campaign focusing on commercial and non-commercial vehicles and hazardous moving violations.

■ **November 16 - November 29—Thanksgiving travel oc-**

cupant protection: enforcement and education focused on proper use of occupant restraint devices

■ **November 26-November 29—Turkey Road Races:**

Enforcement campaign focused on speed, aggressive driving and occupant protection

■ **December 16-January 3—Drunk Driving. Over the Limit. Under Arrest:** DUI education and enforcement campaign

■ **December 18-20 CARE Lifesaver Weekend**

Customer Service:

■ **August 1—All Pro Dads' Event:** Family First is sponsoring an All Pro Dad's event in Tallahassee at the FSU Lacrosse Field to promote ideals surrounding a strong family unit. As a co-sponsor, the Department will participate in the event with a booth where father/child team will participate in activities that help dispel some of the myths and drive home the facts of drinking and driving. We will also promote requirements of Real ID. Public turnout for the event is expected to be very high.

■ **August 1:—New Online Organ Donor Registry:** The Department in cooperation with the Agency for Health Care Administration and Donate Life Florida will announce the launch of a new online Organ Donor Registry with a press event. The new organ and tissue donor registry designated as the "Joshua Abbott Organ and Tissue Registry" will be launched to increase the number of organ donors and afford more persons who are awaiting organ or tissue transplants the opportunity for a full and productive life. The registry will provide access to donation records 24 hours a day, 7 days a week.

■ **August 1- September 30—Mini-FLOW at Universities:** Driver license services will be provided to incoming students and faculty at various universities during orientation including University of Florida, FSU, FAMU and TCC. Emergency Contact Information program will be promoted to all students and faculty.

■ **August 1 – December 31—ID Cards for the Homeless:** The FLOWmobile will be at various events and locations in north, central and south Florida to assist homeless citizens in obtaining Florida ID cards.

■ **August 1- December 31—ID Cards and Driver Licenses for Miami Dade Corrections Inmates Release Programs:** Ongoing partnership with DOC where Florida Licensing on Wheels Examiners visit Correction facilities and provide information needed to obtain a license or ID.

Key Services

On Line Services

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

On line educational resources:

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

Other services:

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

Facts and Figures 2008-2009

Florida Highway Patrol Activity

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

Motorist Services

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